

# **Annual Report**

## **Rowan County**

### **Department of Social Services**



**Fiscal Year '18**

**July 1, 2017 – June 30, 2018**

# A Message from the Director

DSS is an *active* department committed to serving the citizens of Rowan County. We administer 28 programs to assist families and individuals to become economically stable, to assist in creating safe homes for children and to help elderly and disabled adults to live securely and safely.

We have 211 staff who are constantly adapting to promote a culture of service excellence and to provide quality interactions to our customers. In FY'18, we added a Deputy Director to engage in succession planning and ensure continuous service delivery in all programs.

We maintained timeliness standards in most of our programs, brought the Crisis Intervention Program back into DSS and have begun an intense focus upon continuous quality improvement. We have instituted a Quality Assurance program in our Social Work Services Division and have hired a QA supervisor for our Economic Services division. We have engaged in professional development of our supervisory staff by providing leadership and legal training. We are enhancing the quality of intervention at our reception windows to better meet your needs at first contact.

All 100 counties entered into a Memorandum of Understanding with DHHS to define standardized performance measures. We will be striving to meet all benchmarks identified. At Rowan DSS, we embrace accountability and want to provide the best possible services to our community!

Let me know how we can improve.

*Donna Fayko, M.Ed.*

*Rowan County DSS Director*





*Be an original.*

## **Our Vision:**

To Provide, Protect and Serve with Excellence

## **Our Mission:**

To partner with our community, strengthening the quality of life for our citizens by protecting individuals, families and those who are economically vulnerable while being accountable and outcome focused.

# Total Impact on Rowan County Citizens and Economy in FY '18

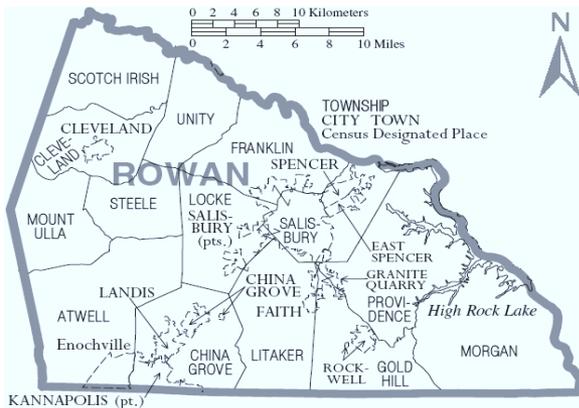
- \$247,169,629 in benefits and services impacted our County's economy in FY '18. These benefits have gone to daycare centers, our local hospital, health care professionals, grocery stores, etc. to help pay for the care of children, families, disabled adults and seniors.
- 47,679 individuals in Rowan County received assistance in FY '18 in Medicaid, Food and Nutrition, and/or Work First Benefits.



It is the policy of Department of Health and Human Services to provide services, care, benefits, and assistance to all qualified persons without regard to race, color, national origin, sex, religion, age, disability, or political beliefs.

# Demographic Information

- 2017 census shows a population estimate for Rowan County of 140,644. The estimated number of households was 61,595.
- Median household income in 2016 was \$44,494.
- 16.5% of our citizens were below the poverty rate in 2016.
- Unemployment Rate was 4.0% as of July 2018.



US Census Bureau, US Department of Commerce,  
NCWorks Labor Force & Unemployment

# Assistance Issued in FY '18

Medicaid for Rowan Citizens	\$195,260,327
Food and Nutrition Benefits	\$30,607,777
Child Support Collections	\$10,356,109
Foster Care/Adoption Assistance	\$3,412,823
Child Day Care Subsidy	\$3,043,857
Special Assistance – Adult Care Home	\$1,448,460
Medicaid Transportation	\$1,074,511
Energy and Crisis Assistance	\$1,060,524
Work First Benefits	\$524,048
In-Home Aide Services	\$223,934
Adult Day Care	\$100,819
Community Sponsored Programs	\$54,058
LINKS Transitional Services	\$2,382
<b>Total Assistance Issued</b>	<b>\$247,169,629</b>

# Medicaid Program

Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities. 33,451 recipients per month were authorized for Medicaid in FY '18.

Expenditures are shown by individual recipient categories in Rowan County, based on reports from the Division of Medical Assistance.



# Medicaid Eligibility Categories

Aged, Disabled & Blind	\$121,088,425
Family & Children	\$65,794,146
Medicare Qualified	\$2,078,265
NC Health Choice	\$4,721,066
State Foster Home Children	\$792,094
*Undocumented Immigrants	\$425,175
Documented Immigrants	\$396,974
Refugees	\$1,380
Claims Adjustments	-\$37,198
<b>Total Medicaid Provided</b>	<b>\$195,260,327</b>

\*Undocumented immigrants are provided services for pregnancy and emergency medical conditions

# Medicaid Transportation



This service is provided through a contract with Rowan Transit System, First Transportation and Latino Express.

\$1,074,511 was paid to vendors and family members to transport Medicaid-eligible clients for medical services.

44,461 trips were provided in FY '18, serving an average of 367 recipients per month.



# Special Assistance Programs

State-County Special Assistance for Adults (SA) provides Medicaid coverage and a cash supplement to help low-income individuals residing in adult care homes pay for their care. Adult care homes are unlike nursing homes in that medical care is not provided by staff. Designated staff may administer medications and provide personal care services such as assistance with bathing, eating, and dressing.



# Special Assistance (Adult Care Home Payments)

- Payments for Disabled Adults in FY '18 - \$776,786
- Payments for Elderly Adults in FY '18 – \$671,674



# Special Assistance In- Home Program

Special Assistance In-Home is an alternative to placement in an Adult Care Home to enable older and disabled individuals to live at home safely with additional supportive services. Slots for this program are limited and persons determined eligible for SA In-Home receive Medicaid and a monthly financial payment based on need.

\$19,249 was spent in FY '18 to assist 13 individuals.



# Food and Nutrition Benefits

Food and Nutrition Services (FNS) is a federal food assistance program that helps low-income families. Monthly allotments of FNS benefits are issued via Electronic Benefit Transfer cards (EBT cards). The purpose of Food and Nutrition Services is to end hunger and improve nutrition and health.

\$30,607,777 was issued to an average of 10,094 Rowan County households per month in FY '18.



# Energy Assistance Programs

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time cash payment to help eligible families pay their heating bills.

\$524,200 was issued in FY '18

1,982 households were served

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The Crisis Intervention Program (CIP) provides assistance to low-income households that are in a heating or cooling related emergency.

Share the Warmth is funded by Piedmont Natural Gas and its customers. These two programs were administered through a contract with Rowan Helping Ministries but will be administered by the Department of Social Services for FY '19.

2,076 households were served in FY '18

\$530,427 was issued in FY '18

# Work First Benefits & Employment Services

This program provides monthly payments for families with children who meet income eligibility guidelines. It promotes work, requires personal responsibility, and helps families get and keep a job. Work First Family Assistance benefits provide short-term (5 years maximum) services to families who are expected to work actively towards becoming self-sufficient.

\$524,048 was issued in cash assistance payments in FY '18

The average monthly payment issued to clients was \$137

\$17,058 was paid to assist clients in finding and keeping employment

Average of 226 families were served monthly

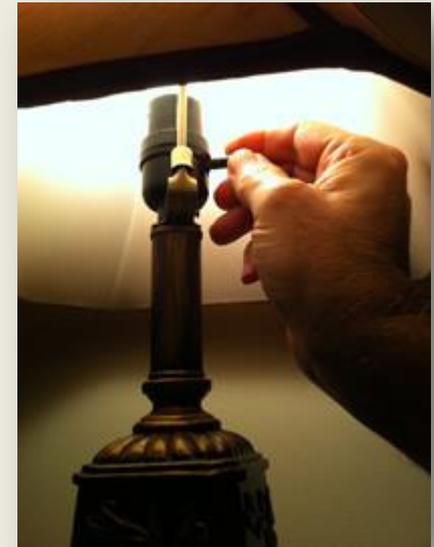


# Work First Emergency Assistance

Emergency Assistance helps to alleviate an emergency situation for income eligible families with children. It covers an unexpected, immediate crisis that is not expected to re-occur if assistance is provided. Citizenship and residency requirements apply as well as income and resource limits.

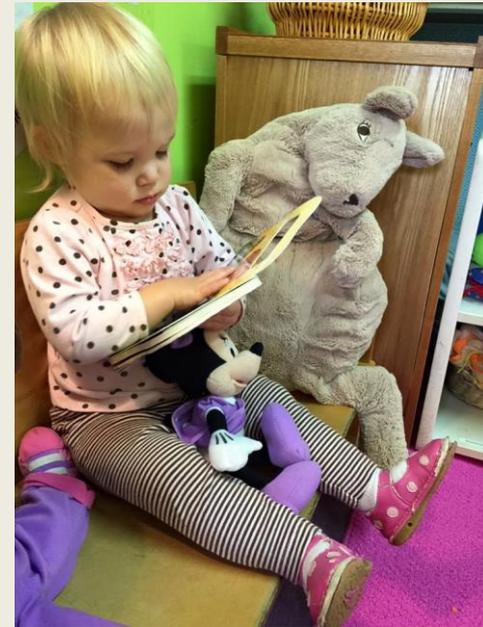
Eviction, foreclosure or a utilities cut-off notice are examples.

\$6,198 was paid for emergencies to ensure that 19 families with children had shelter and utilities.



# Child Day Care Subsidy

- \$3,043,857 was issued in FY '18
- An average of 599 children were served each month
- 1,019 is the total number of children served in FY '18
- 80 child care providers in Rowan County received subsidy



# Adult Services

Adult Services support older and disabled adults and their families through a community-based system of opportunities, services, benefits, and protections.

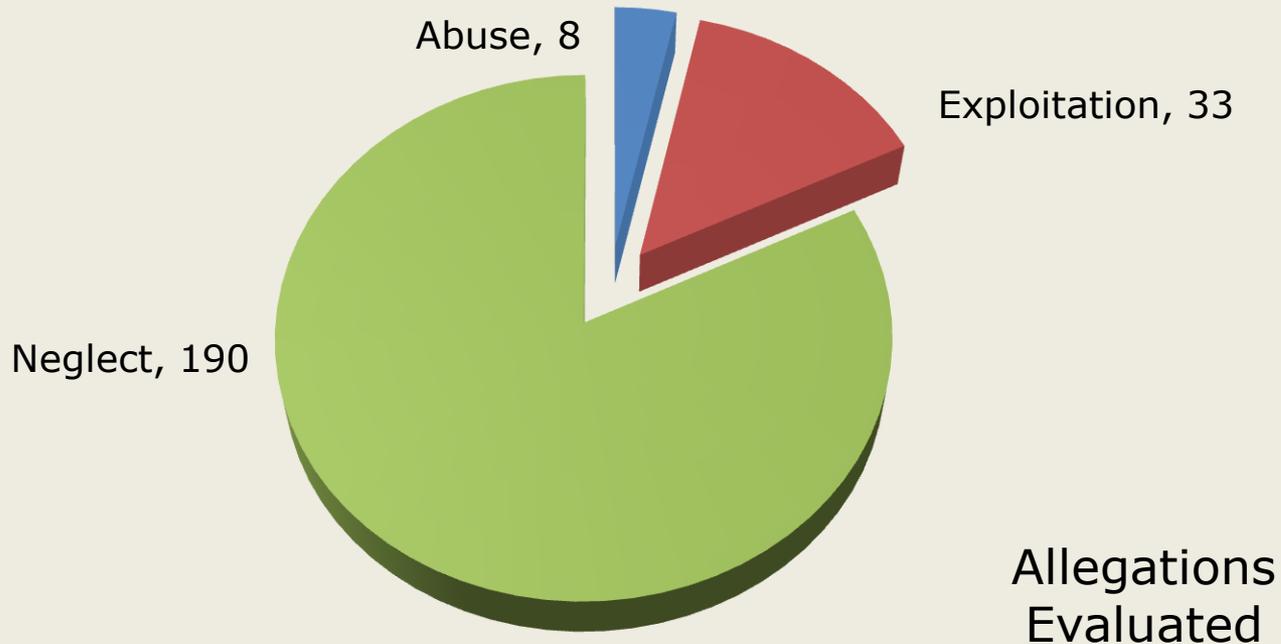


Services administered through Rowan County DSS include protective services, case management, home management, in-home aide, adult day care, placement services, guardianship, and other services for elderly or disabled adults.

# Adult Protective Services

Total Reports in FY '18 = 359

Screened Out = 163



\*110 received preventative outreach service.

## Adult Home Specialist

Adult Services Social Workers provide licensing and monitoring of Adult Care Homes for compliance with licensure regulations.

15 Adult Care Home Providers in Rowan County served up to 713 residents in FY '18.

# Adult Day Care

\$100,819 was spent in FY '18

Organized programs in community group settings support adults' personal independence and promote their social, physical, and emotional well-being. DSS monitors adult day care centers in order to ensure program quality.



## In-Home Aide

\$223,934 was spent in FY '18

Assistance with home management and personal care tasks improve the quality of life for elder adults and help maintain self-sufficiency for as long as possible, avoiding premature or unnecessary out of home placement.

# Guardianship

DSS is occasionally given responsibility for individuals who are declared incompetent by the court. Guardianship involves a legal relationship in which someone (the guardian) is authorized by the clerk of Superior Court to be a substitute decision maker for “the ward.”

The agency is Guardian of Person for 58 clients.



# Child Support Establishment

Services are provided to custodians of minor children, regardless of income level. County agents help locate non-custodial parents, establish paternity of children, and petition the court to order child support payments. Child support calculations are governed by the North Carolina Child Support Guidelines, established by the Conference of Chief District Court Judges.



In FY'18 Rowan County established 365 support orders.

# Child Support Enforcement

Child Support Enforcement works to ensure that both parents are responsible for the financial support of their children.

\$10,356,109 was collected for children in FY'18

Paternity was judicially established for 60 children.



# Child Protective Services



The Child Protective Services program strives to ensure safe, permanent, nurturing families for children by protecting them from abuse and neglect while attempting to preserve the family unit.

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## Statistics: 2,750 Reports Received in FY' 18

Assessment completed	2,014
Screen Outs	736
Physical or Emotional Abuse	90
Sexual Abuse	47
Abuse and Neglect	149
Neglect	1,714
Dependency	14

# In-Home Services

Mandated services are provided to maintain children safely in the home or in the parent's legal custody when abuse, neglect, and/or dependency has been substantiated or a need for services has been determined.



- Children are screened for trauma exposure
- Families are engaged in planned change to remove risk factors
- Parent education & support are provided
- Use of community resources is encouraged
- On-going risk to the child is assessed

An average of 122 children per month received in-home services

# Foster Care and Adoption

**FOSTER CARE...**a safe, “temporary” living arrangement for abused, neglected and dependent children and youth ages 18-21 who were previously in foster care.

- \$2,130,194 was spent to assist 231 children
  - \$1,034,916 was paid to Rowan providers
  - 26 foster homes licensed and supervised
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**ADOPTION...**is the avenue to “permanence” for some children.

- \$1,242,416 was issued in Adoption Assistance for 188 children
  - 21 children were adopted from DSS custody
  - 5 non-agency adoptions were completed
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**LINKS SERVICES...**help teen youth with the transition to adulthood. Rowan spent \$2,382, all of which was covered by federal and state funds.

# Community Sponsored Programs

\$54,058 in contributions from the community were used for:

\$53,742- One Church, One Child  
\$316 – Food Pantry

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## Rowan One Church, One Child

A mission/outreach program joins Rowan County DSS and local churches to recruit potential foster families, provide gifts to children during the holiday season, and run an assistance center that can provide clothing, beds, and other household items for families involved with protective services.



# General Assistance (All Divisions)

- \$17,961 in assistance provided for multiple needs not covered by other programs



# Cost of Administering Benefits & Providing Services

The cost for administering \$247.1 million in benefits and providing services in FY '18 was \$15,724,540.

Breakdown of shares of administrative costs:

- Federal share: \$8,435,229
- State share: \$646,284
- County share: \$6,643,027



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