

Annual Report

Rowan County

Department of Social Services



Fiscal Year '20

July 1, 2019 – June 30, 2020

A Message from the Rowan County DSS Senior Leadership Team

Rowan County DSS enjoys the benefit of strong, well-organized county leadership, a supportive Social Services Board, helpful community partners, and a workforce of committed, dedicated individuals. Fiscal year 2020 has presented unprecedented challenges. COVID-19 has been a hardship for our citizens and staff members. The virus has been devastating for so many among us, some losing productivity and income, while worse yet, others have lost loved ones. Our most vulnerable citizens, young children and adults who are elderly or disabled, are even more at risk during these unusual times.

The Senior Leadership Team at Rowan County DSS is focused on our department's vision and mission so that we can lead through these difficult days. We grieve for those among us who suffer, while continuing our diligent efforts to seek solutions for today's pressing worries. Daily we find ways to strive toward the outcome goals of each program and remain aligned with law and policy while also protecting our staff and visitors to the greatest extent possible.

Quality service to our customers, sound business operations, and strong staff development are our ongoing duties and priorities regardless of circumstance. In partnership with our citizens and community leaders, we stay the course of service excellence. Together, we will overcome the unique problems we face. Together, we will.



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 '20

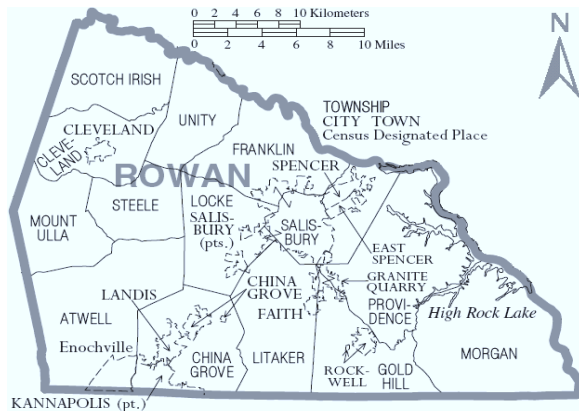
- \$265,670,070 in benefits and services impacted our County's economy in FY '20. These benefits have gone to daycare centers, our local hospital, health care professionals, grocery stores, etc. to help pay for the care of children, families, disabled adults and seniors.
- 56,216 individuals in Rowan County received assistance in FY '20 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

- 2019 census shows a population estimate for Rowan County of 142,088. The estimated number of households was 62,475.
- Median household income in 2018 was \$48,667.
- 16.3% of our citizens were below the poverty rate in 2018.
- Unemployment Rate was 9.4% as of July 2020.



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

Assistance Issued in FY '20

Medicaid for Rowan Citizens	\$210,063,223
Food and Nutrition Benefits	\$31,360,624
Child Support Collections	\$10,450,863
Foster Care/Adoption Assistance	\$4,150,935
Child Day Care Subsidy	\$5,741,304
Special Assistance – Adult Care Home & In Home	\$1,148,874
Medicaid Transportation	\$764,888
Energy and Crisis Assistance	\$1,031,373
Work First Benefits	\$539,718
In-Home Aide Services	\$249,269
Adult Day Care	\$100,245
Community Sponsored Programs	\$65,813
LINKS Transitional Services	\$2,941
Total Assistance Issued	\$265,670,070

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. 34,917 recipients per month were authorized for Medicaid in FY '20.

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	\$132,829,710
Family & Children	\$67,275,211
Medicare Qualified	\$2,410,420
NC Health Choice	\$6,071,797
State Foster Home Children	\$357,983
*Undocumented Immigrants	\$775,120
Documented Immigrants	\$371,162
Refugees	\$0
Claims Adjustments	-\$28,180
Total Medicaid Provided	\$210,063,223

*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, Latino Express and The Meadows of Rockwell Adult Care Home.

\$764,888 was paid to vendors and family members to transport Medicaid-eligible clients for medical services.



31,010 trips were provided in FY '20, serving an average of 248 recipients per month. Next fiscal year, this service will be provided primarily by various health plans.

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 '20 - \$642,569
- Payments for Elderly Adults in FY '20 – \$481,687



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.

\$24,618 was spent in FY '20 to assist 14 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.

\$31,360,624 was issued to an average of 9,151 Rowan County households per month in FY '20.



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.

\$630,200 was issued in FY '20

1,702 households were served



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.

1,434 households were served

\$394,610 was issued in FY '20

Child Day Care Subsidy

- \$5,741,304 was issued in FY '20
- An average of 950 children were served each month
- 1,154 is the total number of children served in FY '20
- 38 child care providers in Rowan County received subsidy
- A mandatory wait list was imposed for four months of this year



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.

\$539,718 was issued in cash assistance payments in FY '20

The average monthly payment issued to households was \$217

\$2,996 was paid to assist clients in finding and keeping employment

Average of 207 families were served monthly with the majority being grandparents raising grandchildren



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.

\$6,563 was paid for emergencies to ensure that 17 families with children had shelter and utilities.



Adult Services

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



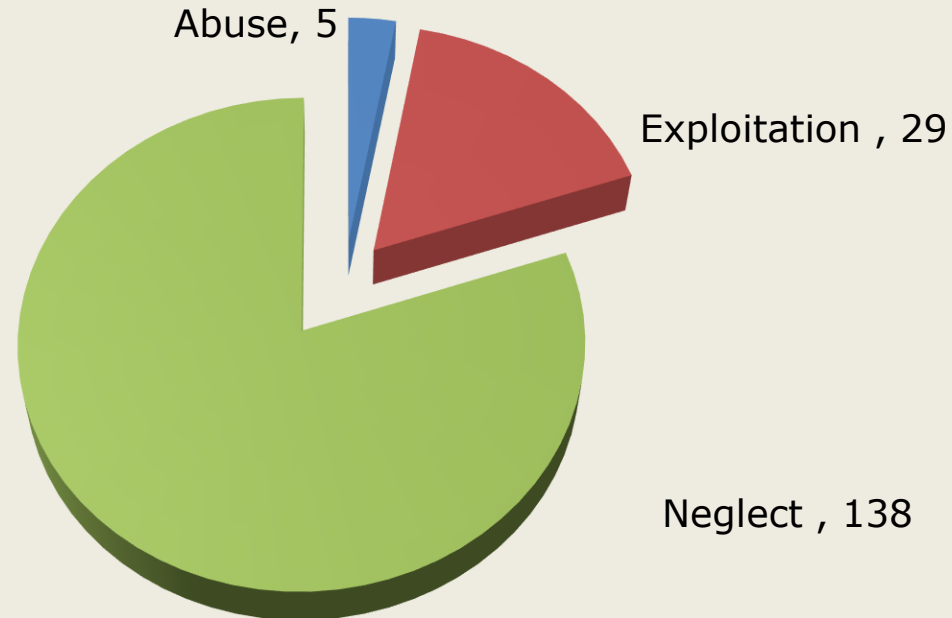
Services administered through Rowan County DSS include protective services, case management, home management, in-home aide, adult day care, placement services, guardianship, and other services for elderly or disabled adults.

Adult Protective Services

Total Reports in FY '20 = 349

❖ 144 Reports Evaluated

❖ 142 Preventive Outreach



*21 reports had multiple allegations

Adult Home Specialist

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

14 Adult Care Home Providers in Rowan County served up to 629 residents in FY '20.

Adult Day Care

\$100,245 was spent in FY '20

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

\$249,269 was spent in FY '20

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 65 clients.



Child Protective Services



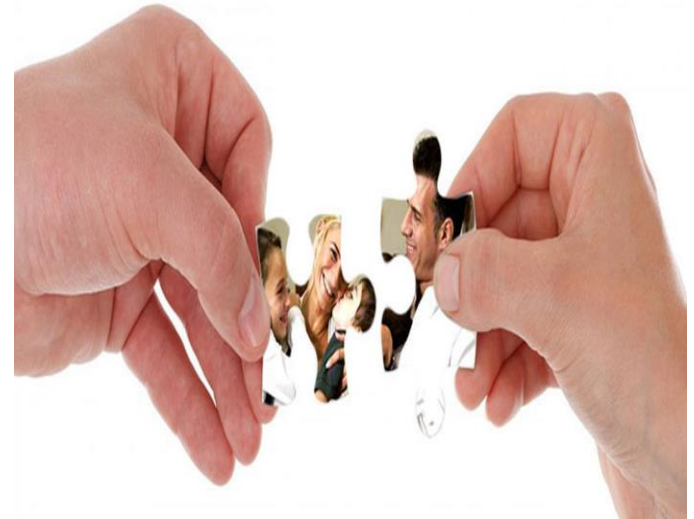
The Child Protective Services program strives to ensure safe, permanent, nurturing families for children by protecting them from abuse and neglect while attempting to preserve the family unit.

Statistics: 2,693 Reports Received in FY' 20

Assessments completed	1,853
Screen Outs	842
Physical or Emotional Abuse	118
Sexual Abuse	42
Human Trafficking	4
Abuse and Neglect	161
Neglect	1,511
Dependency	15

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.



Families are engaged in developing family service agreements to promote safety and reduce risk factors.

- Children are screened for trauma exposure
- Families are linked to trauma informed services in the community
- On-going risk to the child is assessed

An average of 157 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.

- \$2,826,369 was spent to assist 318 children
 - \$811,365 was paid to Rowan providers
 - 35 foster homes licensed and supervised
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ADOPTION...is the avenue to “permanence” for some children.

- \$1,324,566 was issued in Adoption Assistance for 182 children
 - 13 children were adopted from DSS custody
 - 20 non-agency adoption studies were completed
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LINKS SERVICES...help teen youth with the transition to adulthood. Rowan spent \$2,941, all of which was covered by federal and state funds.

Community Sponsored Programs

\$65,813 in contributions from the community were used for:

\$65,399 - One Church, One Child

\$414 – Food Pantry

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.



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'20 Rowan County established 244 support orders.

Child Support Enforcement

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

\$10,450,863 was collected for children in FY'20.

Paternity was judicially established for 28 children.



General Assistance (All Divisions)

\$22,102 in assistance provided for multiple needs not covered by other programs such as:

- Transportation Assistance
- Clothing for county wards
- DSS Food Pantry



Cost of Administering Benefits & Providing Services

The cost for administering \$265.6 million in benefits and providing services in FY '20 was \$17,198,148.

Breakdown of shares of administrative costs:

- Federal share: \$9,252,909
- State share: \$656,452
- County share: \$7,288,787



FY2020 Leadership Team and Contact Information

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