

2022-2023 ANNUAL REPORT



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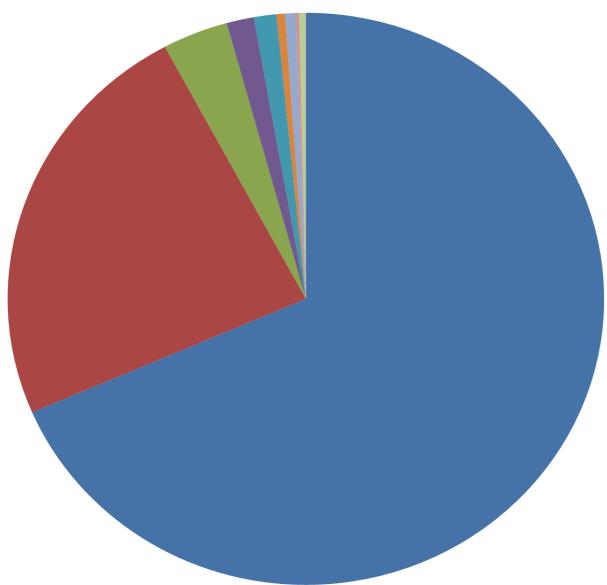
OUR MISSION

We 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.

OUR VISION

We Provide, Protect, and Serve with Excellence.

TOTAL AMOUNTS OF BENEFITS ISSUED

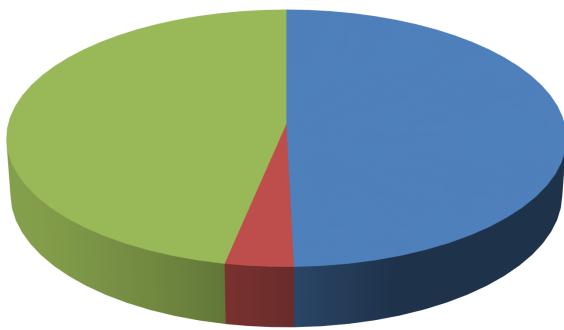


Total \$271,123,389

- Medicaid \$185,749,891
- Food and Nutrition \$64,119,284
- Child Support Collections \$9,647,304
- Day Care (Adult and Child) \$4,014,429
- Foster Care/Adoption Assistance/LINKS \$3,329,971
- Special Assistance and In Home Aide \$1,230,824
- Energy and Crisis \$1,577,385
- Work First \$461,414
- Medicaid Transportation \$944,088
- Community Sponsored Programs \$48,799

COSTS FOR ADMINISTERING PROGRAMS

*The percentage of our total budget for administering programs is 7%.



- Federal \$9,446,655
- State \$676,583
- County \$8,916,089

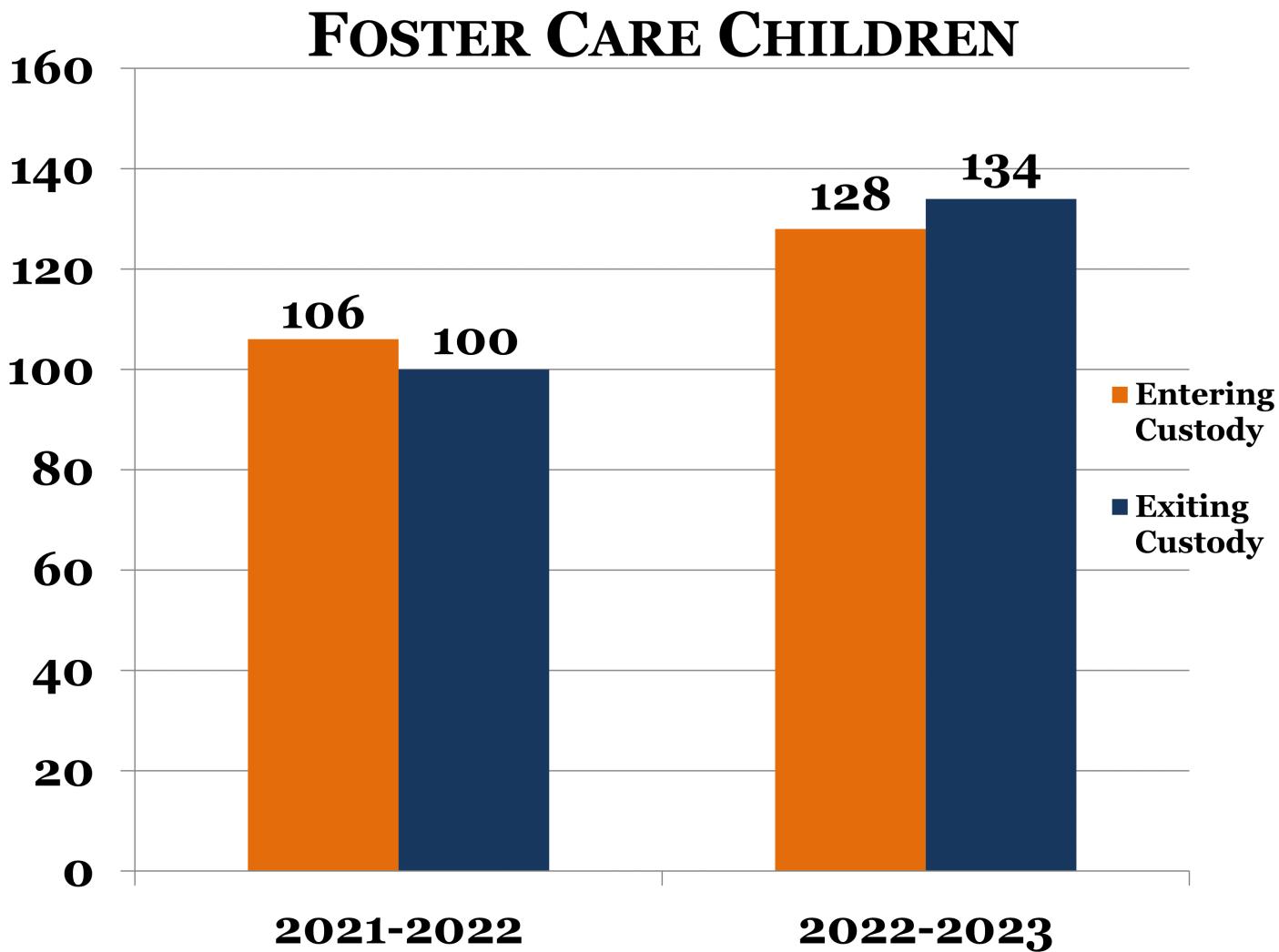
Total \$19,039,327

CHILDREN'S SERVICES

CHILD PROTECTIVE SERVICES (CPS)

CPS is responsible for receiving, screening, assessing reports of alleged abuse/neglect/dependency.

- received 2,885 reports of abuse, neglect or dependency
- accepted and assessed 1,931 reports
- average of 100 children per month received in-home (mandatory) services



FOSTER CARE SERVICES

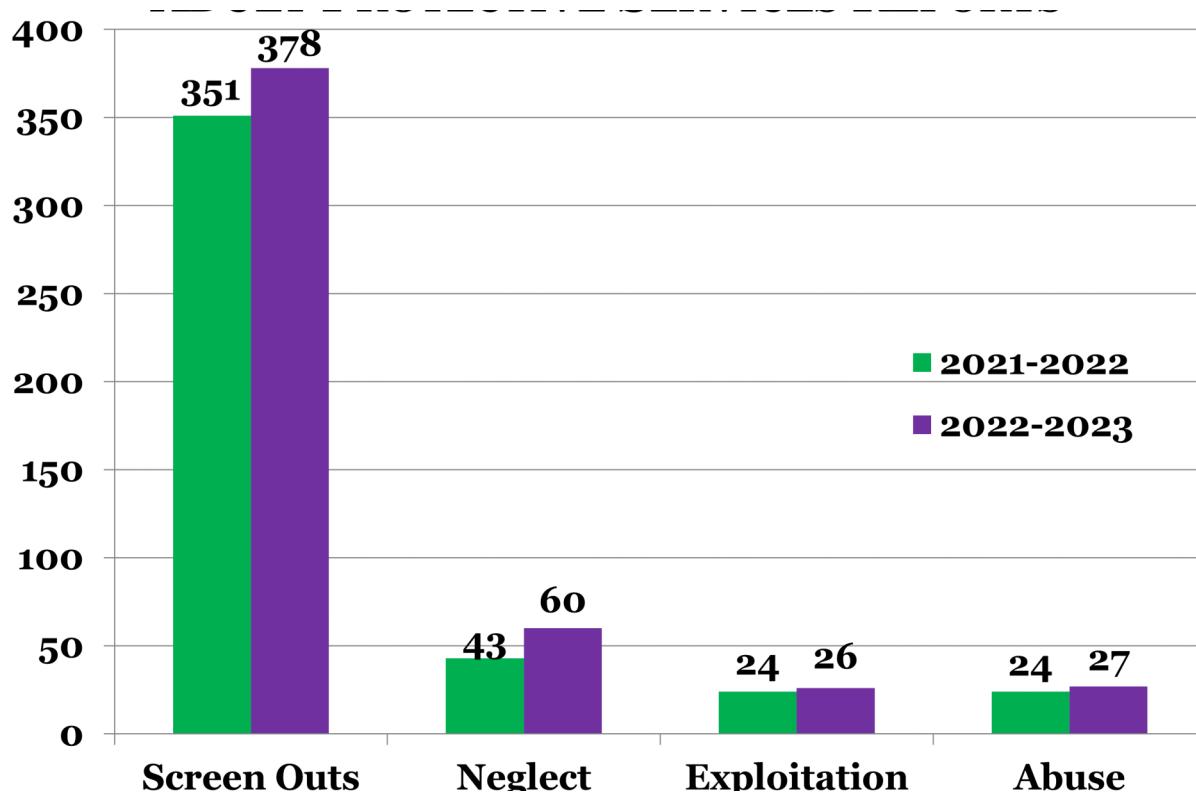
Foster care is a temporary living arrangement for children whom the courts have deemed in need of protection from abuse or neglect by a caretaker. Foster Care services must be provided to any child for whom the court has ordered a DSS legal responsibility and a child is placed in a licensed foster home, relative placement, or licensed facility.

- 38 licensed foster homes in Rowan County
- 323 children were served in fiscal year 2023 with an average of 180 children in care each month
- total expenditure for the year was \$1,892,817 with \$645,148 paid to Rowan County providers

ADULT SERVICES

The Division of Aging and Adult Services works to promote the independence and enhance the dignity of North Carolina's older adults, persons with disabilities and their families through a community-based system of opportunities, services, benefits and protections.

- received 491 reports of abuse, neglect or exploitation of adults
- 210 reports were accepted and evaluated for the year
- 159 adults were served via Preventive Outreach
- Director is Guardian of Person for 78 clients
- 14 Adult Care Home Providers in Rowan County served up to 609 residents
- served an average of 12 adults per month on Special Assistance In-Home
- served an average of 60 adults per month with In-Home Aide services
- served an average of 12 adults per month with Adult Day Care services.



CHILD SUPPORT

Title IV-D of the Social Security Act of 1974 created child support programs in the states. The NC Child Support Services program was established to ensure that both parents will be responsible for financial support of their children according to their abilities. Child support amounts are court-ordered and based upon the NC Child Support Guidelines, children's needs and parental incomes. NC Child Support Services in Raleigh receives, accounts for and distributes child support payments to custodial parties.

Rowan County Child Support:

- collected \$9,647,304 for children in fiscal year 2023;
- established paternity for 58 children;
- administered 6,603 cases ongoing;
- established or modified at least 326 child support orders, and
- referred about 30% of cases under management to court for judicial enforcement.

ECONOMIC SERVICES

HEATING/COOLING ASSISTANCE

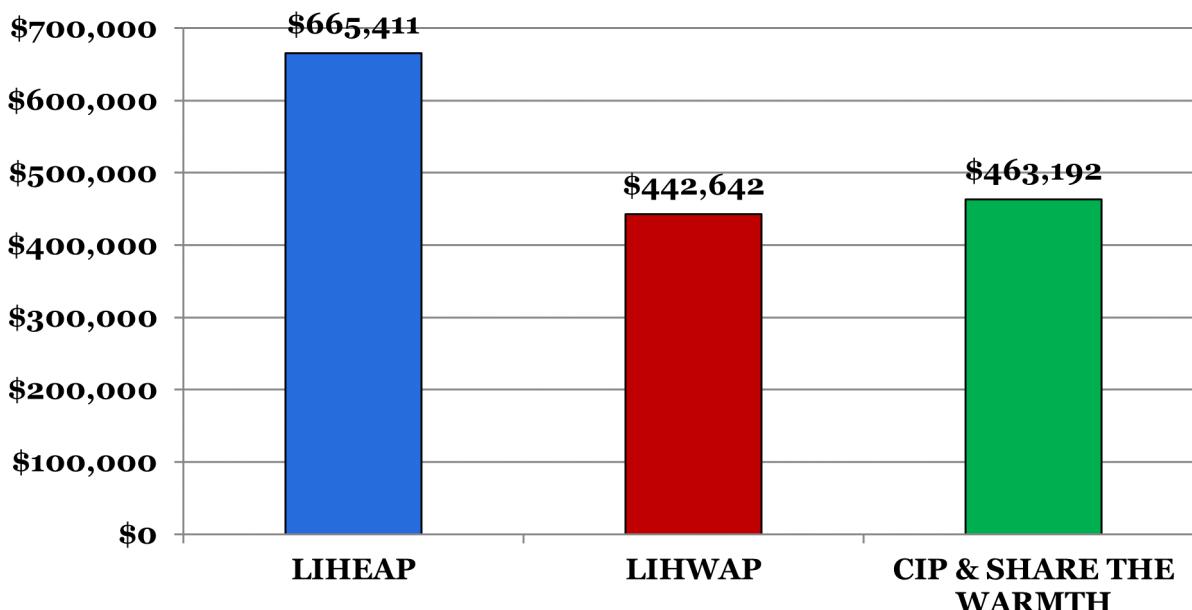
The Economic Services Division serves as the county's safety net for the economic wellbeing for the county's most vulnerable citizens by offering an array of benefits to enable our citizens to meet their basic survival needs.

- Low Income Household Energy Assistance Program (LIHEAP)
- Low Income Household Water Assistance Program (LIHWAP)
- Crisis Intervention Program (CIP)
- Share the Warmth Program

HOUSEHOLDS SERVED

■	LIHEAP	1,880
■	LIHWAP	919
■	CIP	1,201

ASSISTANCE ISSUED



WORK FIRST

Work First is North Carolina's plan to help families avoid or reduce the need for public assistance, become self-sufficient and move into jobs. Work First is built upon the belief that all people have a responsibility to their families and community to work and provide for their children.

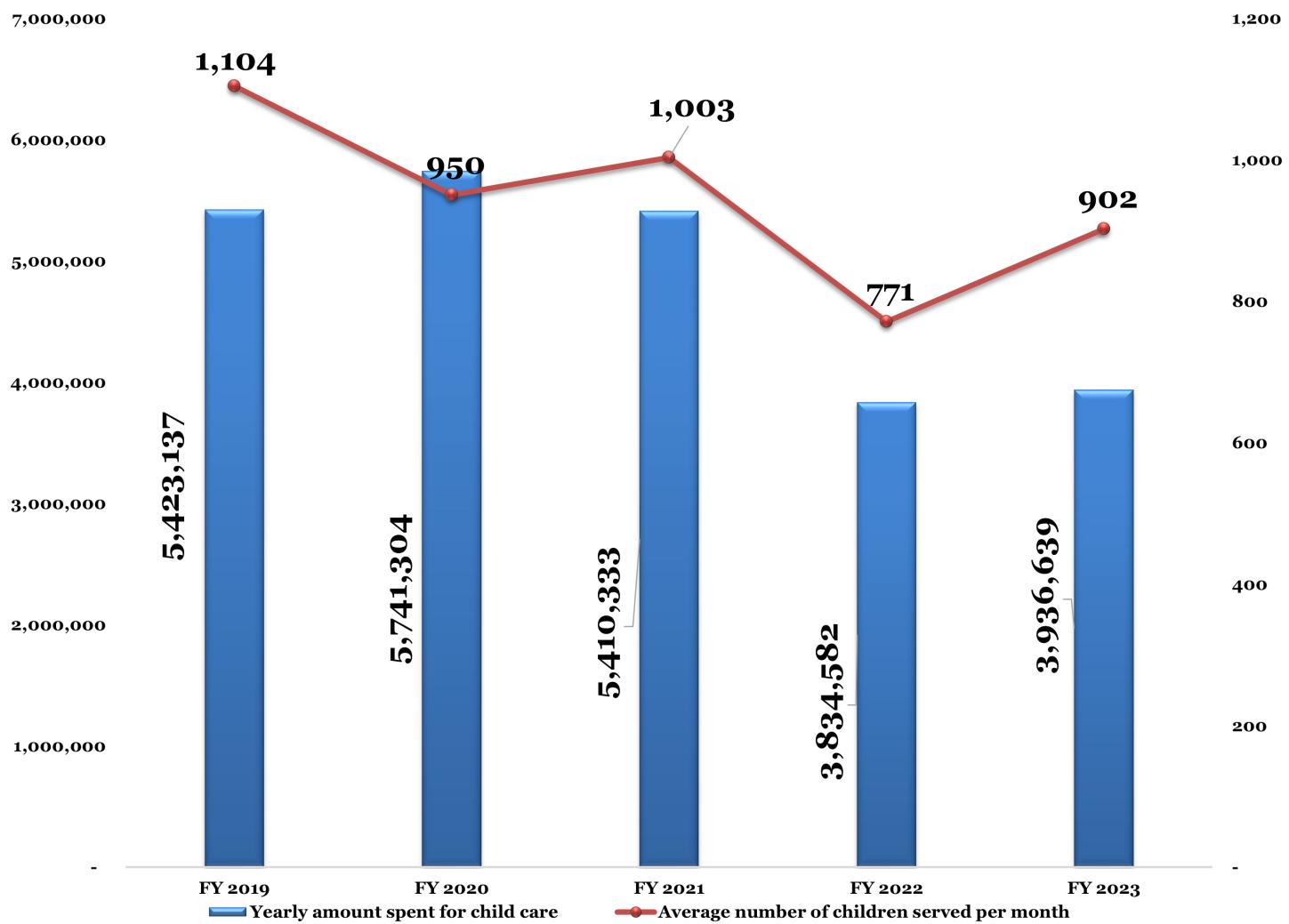
- average of 17 new applications per month
- served an average of 135 families per month
- average monthly payment was \$308
- total expenditure for the year was \$461,414
- provided Work First Emergency Assistance helping 11 family with shelter and utilities, totaling \$6,140
- \$304 was paid to assist clients in finding and keeping employment

ECONOMIC SERVICES CONTINUED

CHILD CARE

Day Care Assistance is a child care subsidy program for families who need help paying day care costs for their children from birth through 12 years old while they work or attend school. The Day Care Assistance program has limited funding, and children may be placed on a waiting list if funding is not currently available.

- 36 child care providers in Rowan County received subsidy



FOOD AND NUTRITION SERVICES

The Food and Nutrition Services Program is designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.

- \$64,119,284 was issued to an average of 11,275 households per month in fiscal year 2023.
- New applications averaged 886 per month.

ECONOMIC SERVICES CONTINUED

MEDICAID

A program to assist eligible aged, disabled, blind, individuals, pregnant women, families and/or children with the cost of medical care.

- Medicaid serves low-income parents, children, seniors and people with disabilities.
- An average of 46,494 recipients per month were authorized for Medicaid in fiscal year 2023.
- New applications averaged 367 per month.

MEDICAID ELIGIBILITY CATEGORIES

Aged, Disabled & Blind	\$140,774,304
Family & Children	\$35,747,141
Medicare Qualified	\$2,616,099
NC Health Choice/MIC1	\$3,433,915
State Foster Home Children	\$873,773
Undocumented Immigrants	\$2,009,245
Documented Immigrants	\$352,957
Refugees	\$1,484
Claims Adjustments	-\$59,027
Total Medicaid Provided	\$185,749,891

MEDICAID TRANSPORTATION

Service provided by Rowan Transit System and taxi cab companies to Medicaid beneficiaries who need assistance in accessing transportation to and from medical appointments.

- \$944,088 was paid to vendors and family members
- 22,853 trips were provided serving an average of 156 recipients per month

COMMUNITY SPONSORED PROGRAMS

- \$46,014 in contributions from the community was used for the One Church One Child program.
- \$2,785 in contributions from the community was used for the Food Pantry.

TOTAL AGENCY IMPACT

70,050 individuals were served through public assistance.

ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES OUTCOMES

ADULT PROTECTIVE SERVICES

- We provided protective services to 20 adults who were found to be abused, neglected, or exploited.
- In Adult Day Care and In Home Aide combined, 90 adults were served to remain safely in their own homes as long as possible or to allow their caregivers to work or have respite.

CHILD PROTECTIVE SERVICES

- Children in 122 cases received In-Home Family Services to ensure protection.
- Risk was reduced in 21 cases because of In-Home Family Services interventions.
- We filed 72 petitions to protect approximately 128 children from abuse, neglect, and/or dependency.
- 109 children were reunified with their parents or other family members/kin after receiving permanency planning services.

Fiscal Impact

The Department of Social Services spent 73% of our budgeted expenditures and received 83% of our revenues. We used 60% of the budgeted county funds. Remaining county funds at the fiscal year-end were \$5,001,932. This amount was returned to the county for the General Fund.



<http://www.rowancountync.gov>

It is the policy of NC 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.