

# 2023-2024 ANNUAL REPORT



*Be an original.*

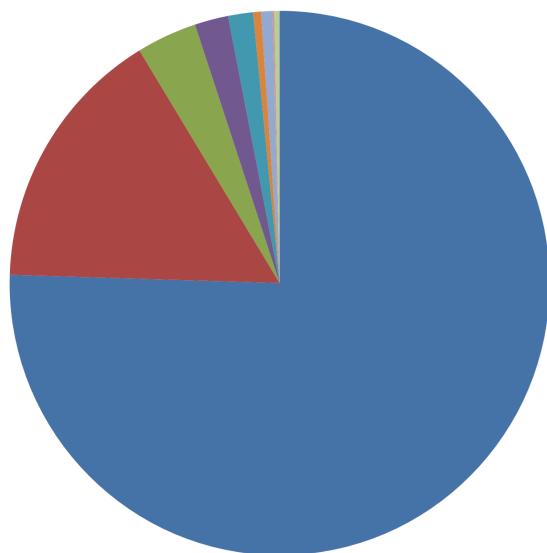
## OUR MISSION

*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 AMOUNT OF BENEFITS ISSUED**

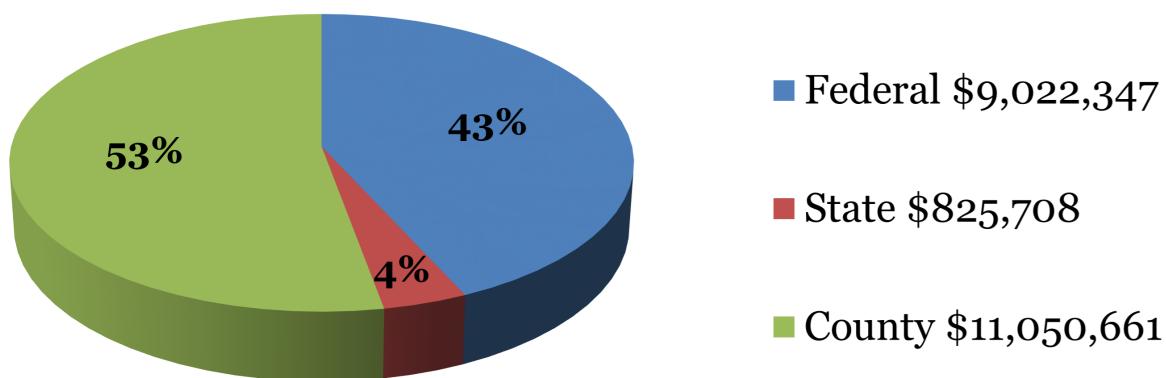


**Total \$267,959,560**

- Medicaid \$202,272,580
- Food and Nutrition \$42,386,100
- Child Support Collections \$9,699,921
- Day Care (Adult and Child) \$5,383,132
- Foster Care/Adoption Assistance/LINKS \$3,999,368
- Special Assistance and In Home Aide \$1,261,791
- Energy and Crisis \$1,819,325
- Work First \$265,855
- Medicaid Transportation \$823,874
- Community Sponsored Programs \$47,614

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## **COSTS FOR ADMINISTERING PROGRAMS**



**Total \$20,898,716**

**\*all data unduplicated unless otherwise specified**

## **CHILDREN'S SERVICES**

### **CHILD PROTECTIVE SERVICES (CPS)**

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

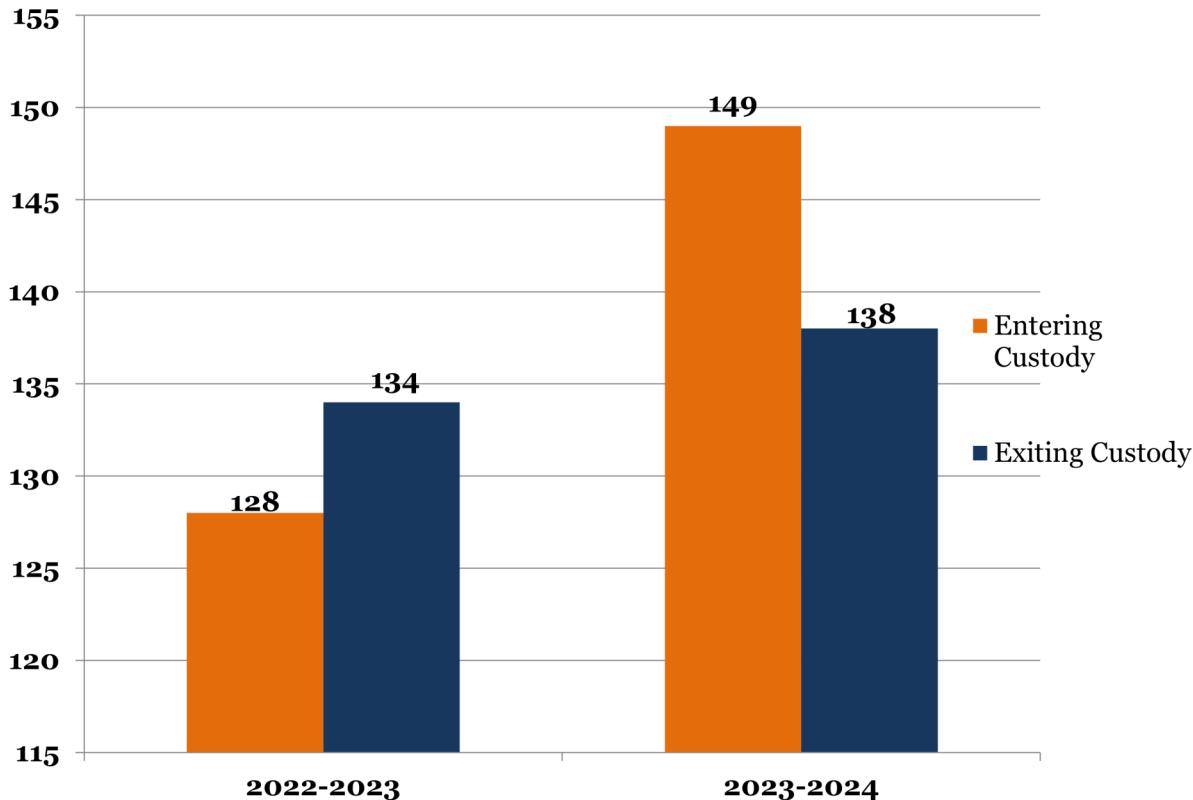
- received 2,777 reports of abuse, neglect or dependency
- accepted and assessed 1,760 reports
- average of 190 children per month received in-home (mandatory) services

### **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.*

- 29 licensed foster homes in Rowan County
- 350 children were served in fiscal year 2024 with an average of 182 children in care each month
- total expenditure for the year was \$2,420,417 with \$885,585 paid to Rowan County providers

### **FOSTER CARE CHILDREN**



### **ADOPTION PROGRAM**

*Adoption Services connects families interested in adoption with children in need of a permanent home.*

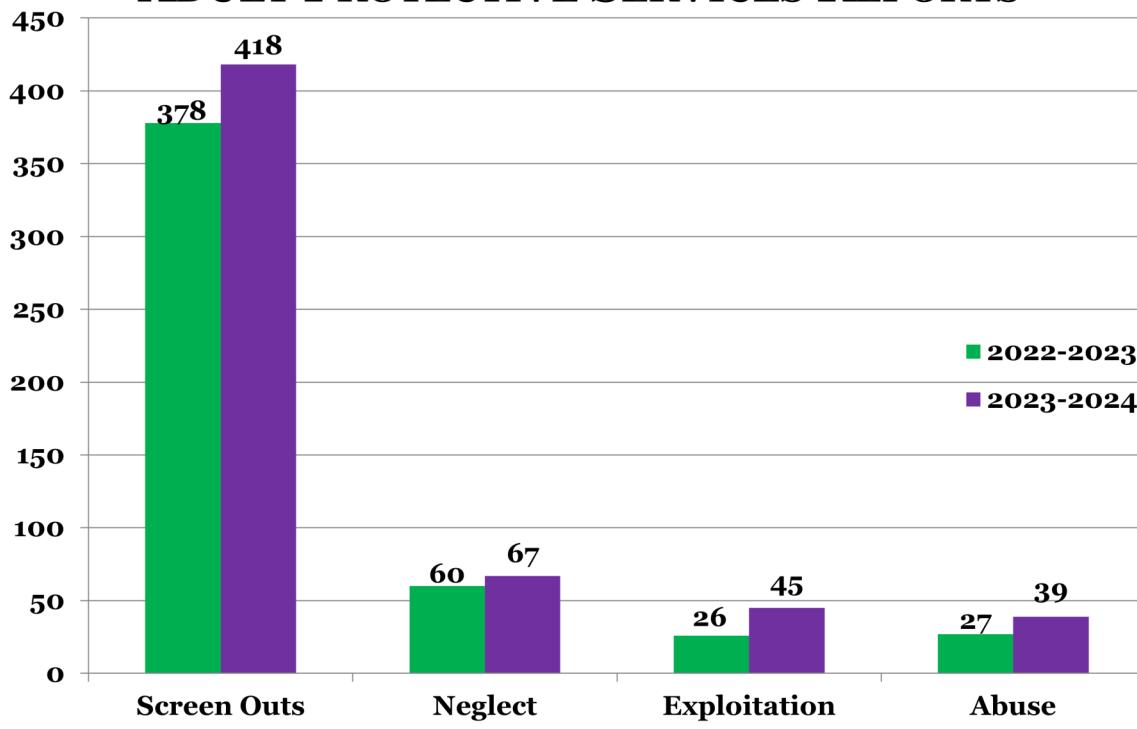
- 17 children were adopted from DSS custody
- 11 step-parent / relative / independent adoption studies were completed

## **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 569 reports of abuse, neglect or exploitation of adults
- 214 reports were accepted and evaluated for the year
- 230 adults were served via Preventive Outreach
- Director is Guardian of Person for 89 clients
- 14 Adult Care Home Providers in Rowan County served up to 609 residents
- served an average of 39 adults per month on Special Assistance In-Home
- served an average of 47 adults per month with In-Home Aide services
- served an average of 10 adults per month with Adult Day Care services

### **ADULT PROTECTIVE SERVICES REPORTS**



*\*Categories are duplicative*

## **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 \$9,699,921 for children in fiscal year 2024
- established paternity for 33 children
- administered 5,885 cases ongoing
- established or modified at least 282 child support orders, and
- referred about 27% of cases under management to court for judicial enforcement

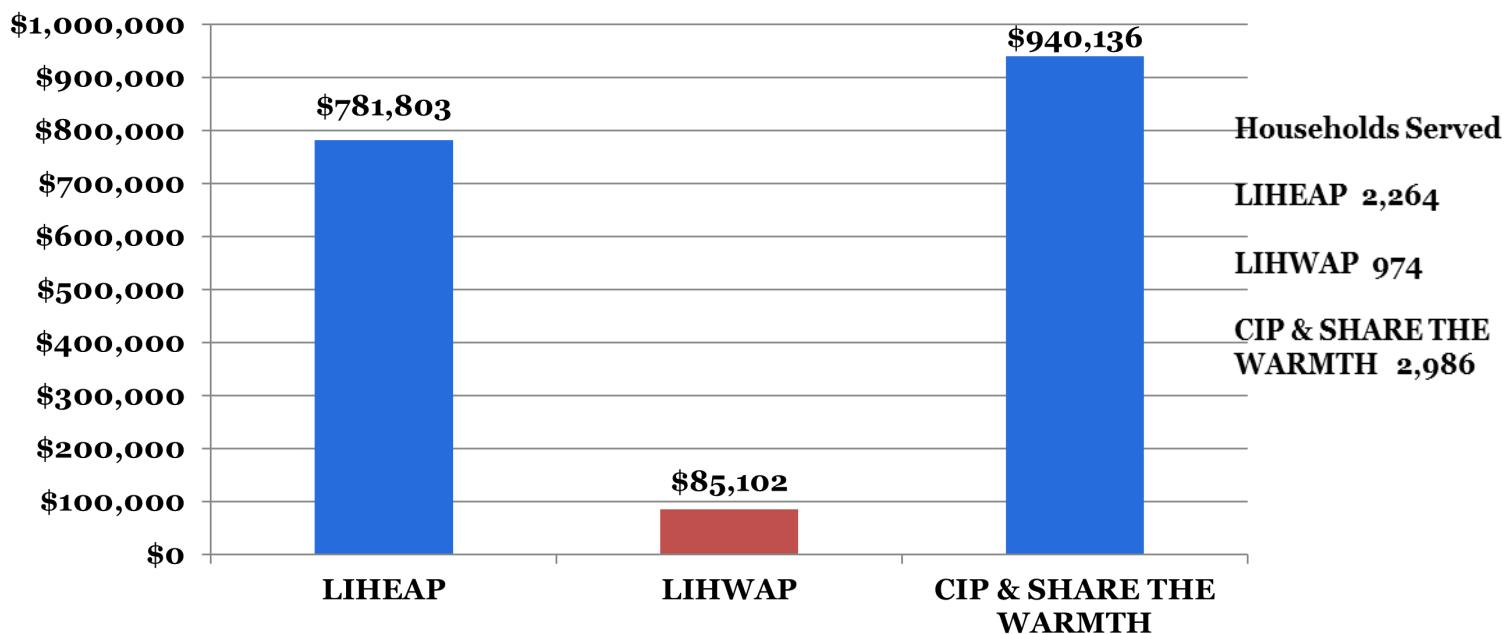
## **ECONOMIC SERVICES**

### **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

## **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.*

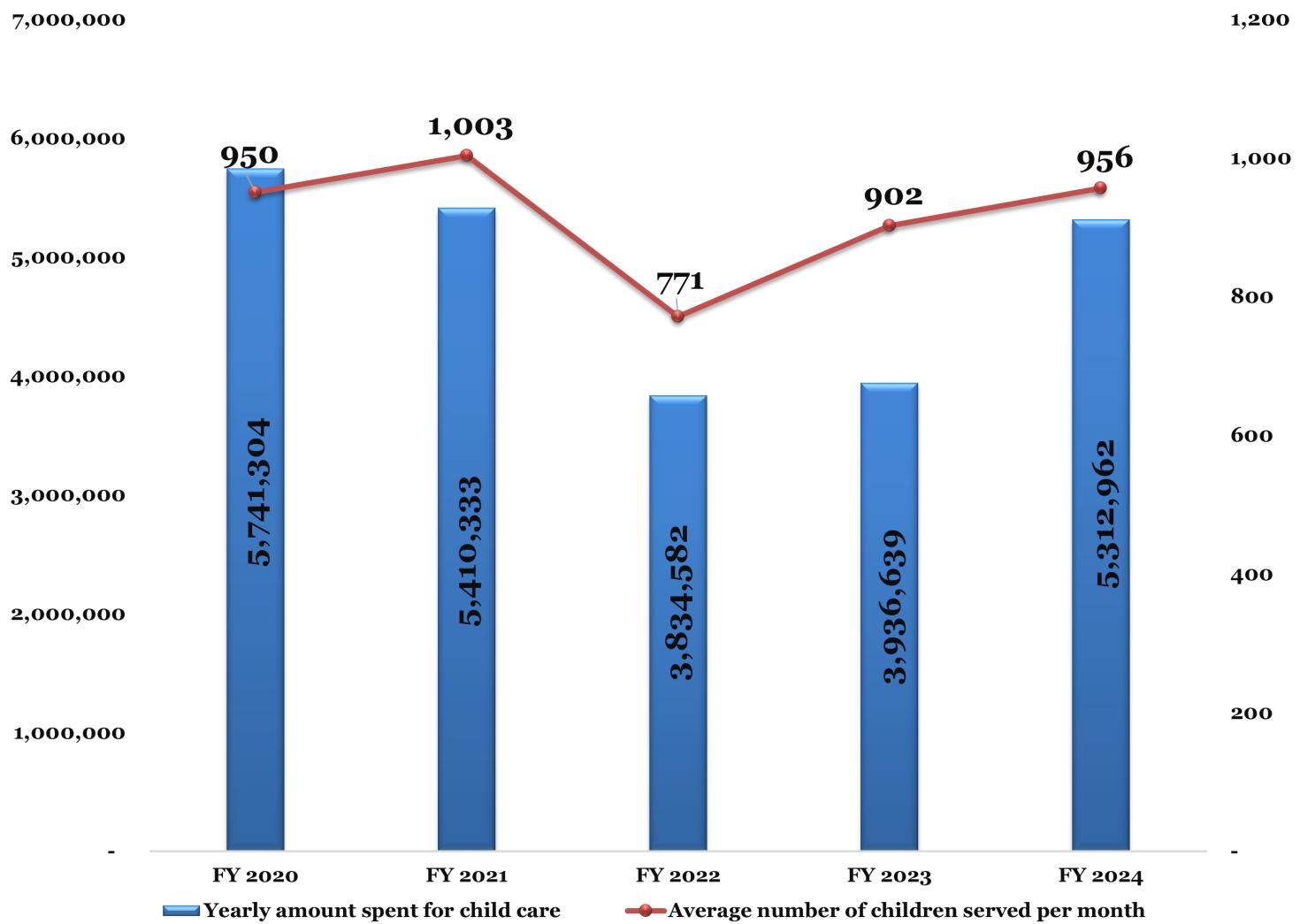
- average of 54 new applications per month
- served an average of 108 families per month
- average monthly payment was \$205
- total expenditure for the year was \$265,855
- provided Work First Emergency Assistance helping 28 families with shelter and utilities, totaling \$12,284
- \$320 was paid to 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.*

- 34 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.*

- \$42,386,100 was issued to an average of 10,028 households per month in fiscal year 2024
- New applications averaged 997 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 47,630 recipients per month were authorized for Medicaid in fiscal year 2024
- New applications averaged 818 per month

### **MEDICAID ELIGIBILITY CATEGORIES**

|                                |                      |
|--------------------------------|----------------------|
| Aged, Disabled & Blind         | \$145,616,189        |
| Family & Children              | \$37,040,313         |
| Medicare Qualified             | \$2,811,335          |
| NC Health Choice/MIC1          | \$5,232,881          |
| Medicaid Expansion             | \$8,236,520          |
| State Foster Home Children     | \$552,390            |
| Undocumented Immigrants        | \$2,258,604          |
| Documented Immigrants          | \$438,939            |
| Refugees                       | \$95,639             |
| Claims Adjustments             | -\$10,230            |
| <b>Total Medicaid Provided</b> | <b>\$202,272,580</b> |

### **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.*

- \$823,874 was paid to vendors and family members
- 19,843 trips were provided serving an average of 148 recipients per month

### **COMMUNITY SPONSORED PROGRAMS**

- \$46,553 in contributions from the community was used for the One Church One Child program
- \$1,061 in contributions from the community was used for the Food Pantry

## **TOTAL AGENCY IMPACT**

**68,677 individuals were served through public assistance.**

# ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES OUTCOMES

## ADULT PROTECTIVE SERVICES

- We provided protective services to 18 adults who were found to be abused, neglected, or exploited
- In Adult Day Care and In Home Aide combined, 96 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 180 cases received In-Home Family Services to ensure protection
- Risk was reduced in 87 cases because of In-Home Family Services interventions
- We filed 100 petitions to protect approximately 157 children from abuse, neglect, and/or dependency
- 92 children were reunified with their parents or other family members/kin after receiving permanency planning services

## Fiscal Impact

The Department of Social Services spent 76% of our budgeted expenditures and received 76% of our revenues. We used 76% of the budgeted county funds. Remaining county funds at the fiscal year-end were \$3,108,830. This amount was returned to the county for the General Fund.

The cost of administering programs is 7.8% of the total benefits issued.



<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.