

2023-2024 ANNUAL REPORT



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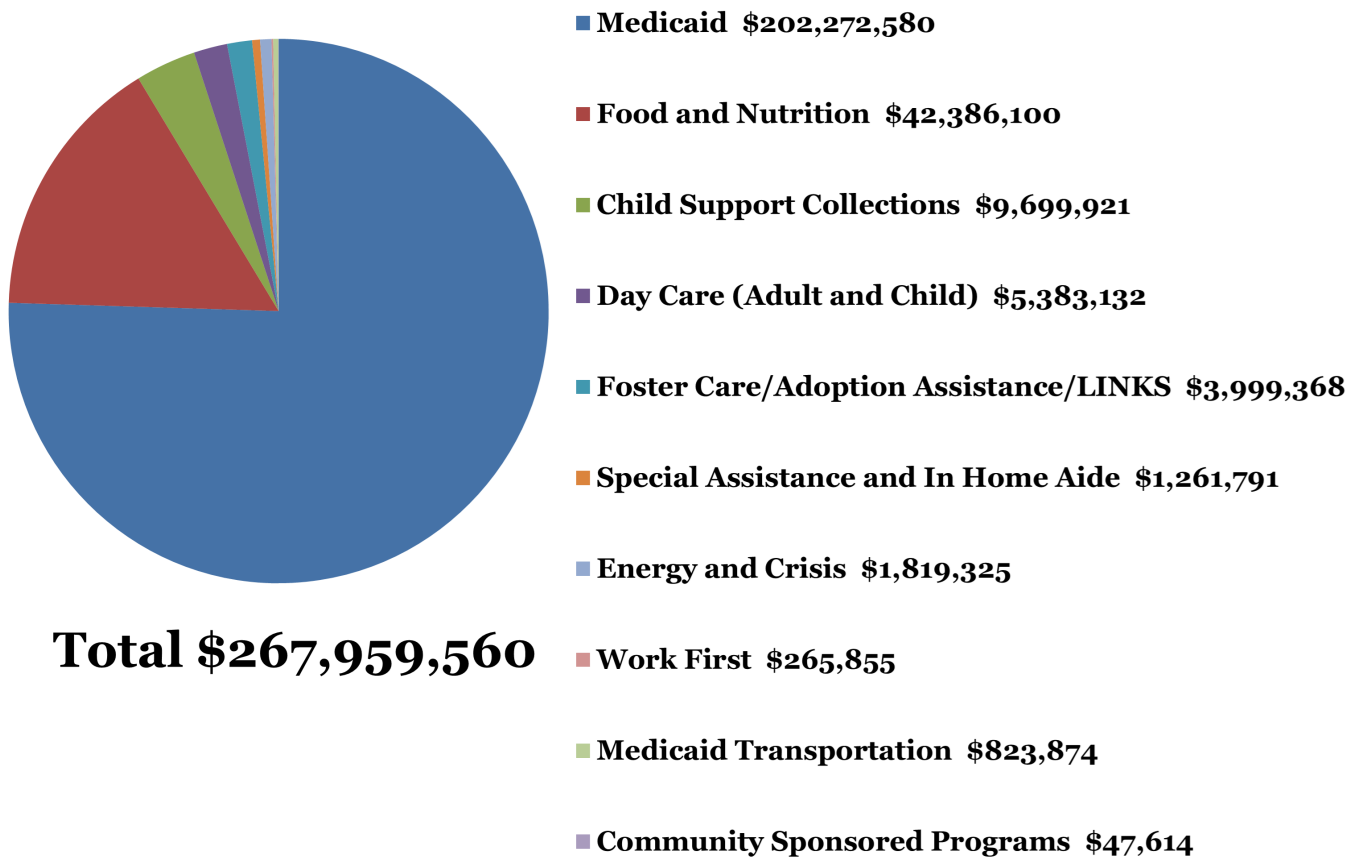
OUR MISSION

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.

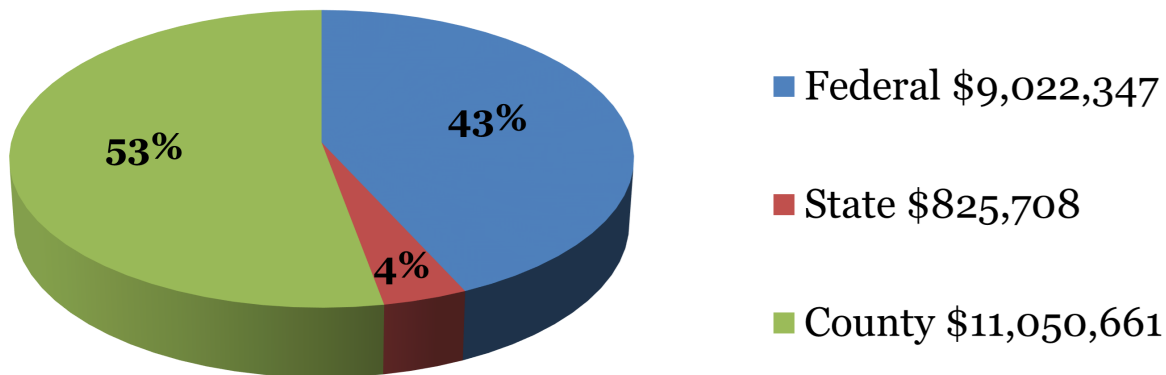
OUR VISION

We Provide, Protect, and Serve with Excellence.

TOTAL AMOUNT OF BENEFITS ISSUED



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.

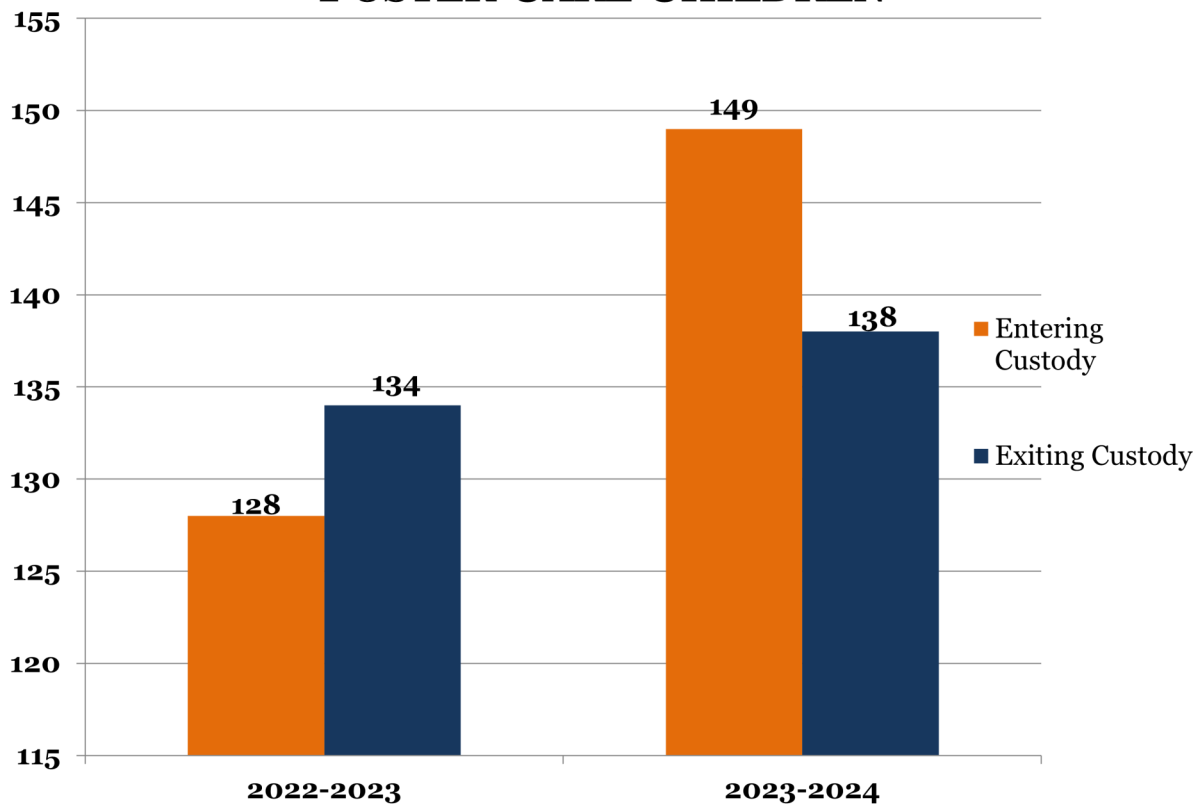
- received 2,777 reports of abuse, neglect or dependency
- accepted and assessed 1,760 reports
- average of 190 children per month received in-home (mandatory) services

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.

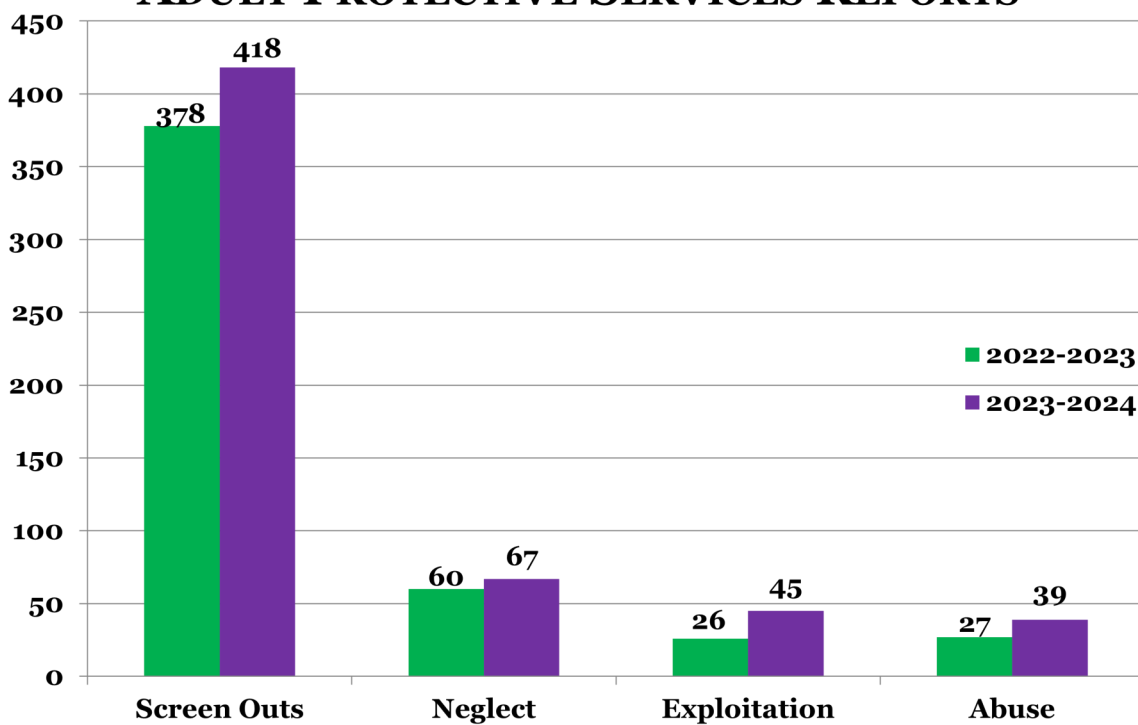
- 17 children were adopted from DSS custody
- 11 step-parent / relative / independent adoption studies were completed

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

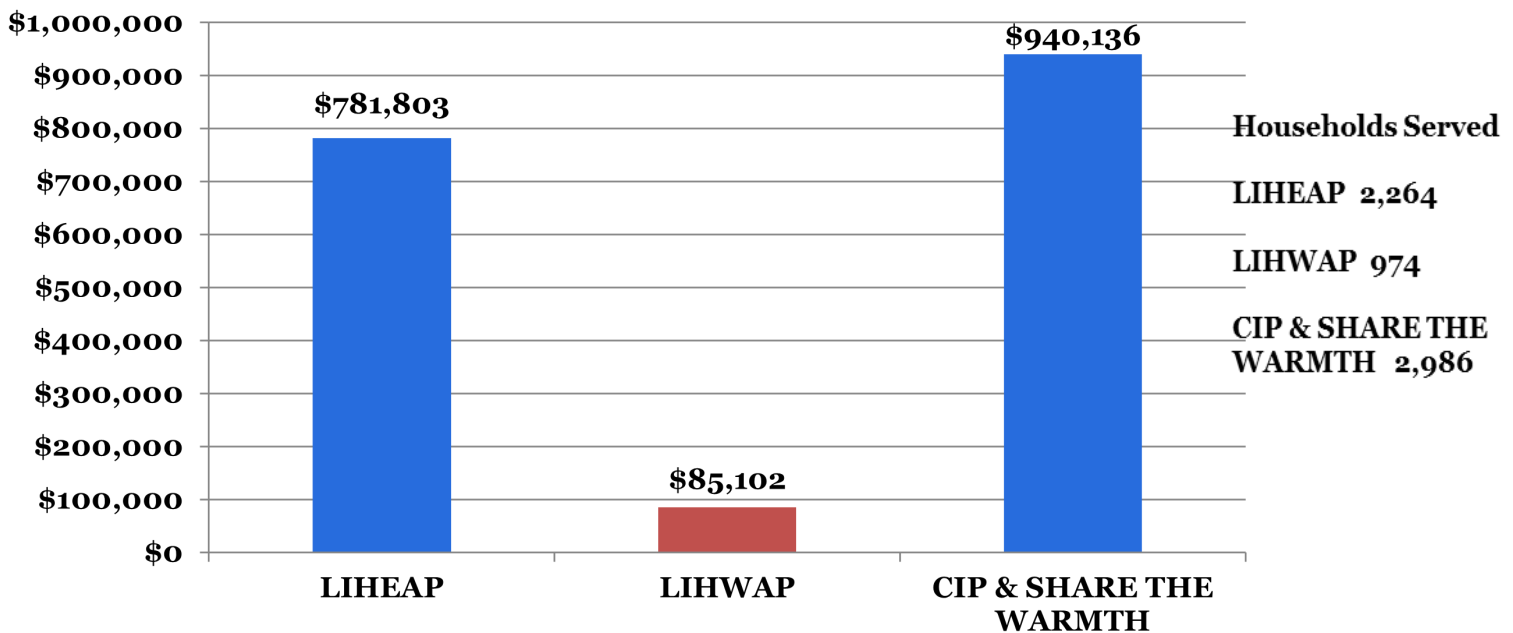
ECONOMIC SERVICES

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.

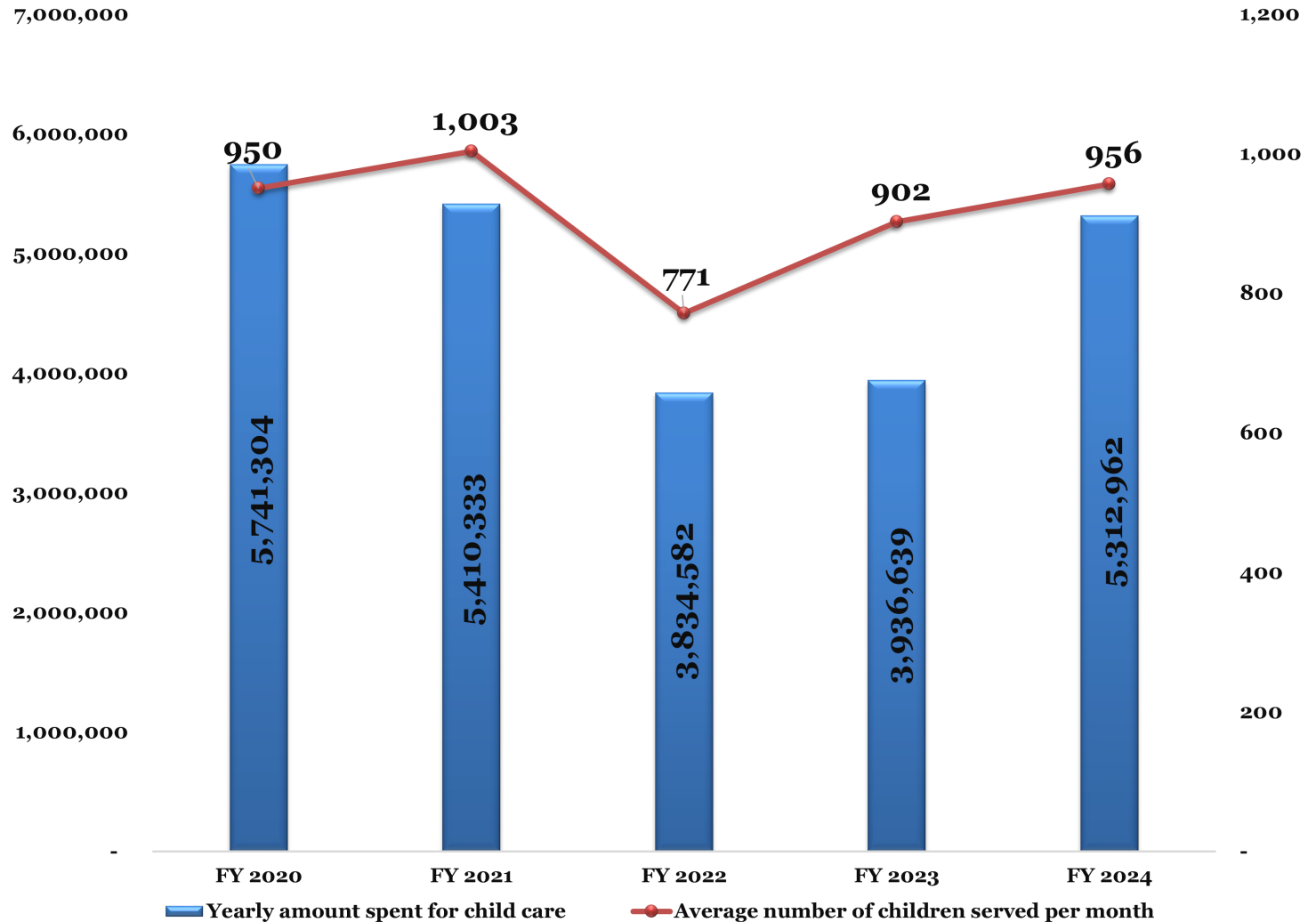
- average of 54 new applications per month
- served an average of 108 families per month
- average monthly payment was \$205
- total expenditure for the year was \$265,855
- provided Work First Emergency Assistance helping 28 families with shelter and utilities, totaling \$12,284
- \$320 was paid to 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
Total Medicaid Provided	\$202,272,580

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.