

ANNUAL REPORT ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES



Fiscal Year 2012

July 1, 2011 - June 30, 2012

DIRECTOR'S STATEMENT

During fiscal year 2012, our nation, our state and our county continued to face economic downturns that impacted the standard of living in our communities. High unemployment added to life's stresses for many families. The natural support systems that families typically turn to were seeking assistance themselves. As a newcomer to Rowan County, I have been delighted to find a caring community that works together to lend a helping hand to provide services and supports to their own.



DIRECTOR'S STATEMENT

The Department of Social Services is one of those community partners available to assist families and individuals during times of need.

DSS is legally responsible to:

- Administer public assistance programs while providing citizens with resources to promote self-reliance and self-sufficiency
- Investigate reports of child abuse and neglect and intervene to provide safety, permanence and well-being
- Protect elderly and disabled adults from abuse, neglect and exploitation



DIRECTOR'S STATEMENT

We have seen the need for Food and Nutrition Services double from 13,470 individuals in 2007-08 to 26,540 persons in 2011-12. Likewise, approximately 20% of our citizens receive Medicaid to assist in meeting their medical needs. Our staff understands the importance of being good stewards of public funds. As we grow to meet the needs of our community, we will be using technology and creativity to improve our business processes.



DIRECTOR'S STATEMENT

We appreciate input from our citizens, innovative ideas from our community stakeholders and solid leadership from our DSS Board. Please reach out to us with suggestions, concerns and feedback as we strive for excellence in serving YOU!

Donna F. Fayko
Rowan County DSS Director



TOTAL IMPACT ON ROWAN COUNTY CITIZENS AND ECONOMY IN FY 2012



\$226,634,077 in benefits and services impacted our County's economy in FY 2012.

51,956 individuals in Rowan County received assistance in FY 2012 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



2011 census shows population of Rowan County was 138,019.
2010 estimated number of households was 53,140.

16.9% of our citizens were below the poverty rate in 2010

Median household income in 2010 was \$43,596

Unemployment Rate was 10.3% for July 2012



ASSISTANCE ISSUED IN FY 2012 (1 OF 2)

Medicaid for Rowan Citizens	\$164,673,871
Food and Nutrition Benefits	38,646,970
Child Support Collections	10,165,924
Child Day Care Subsidy	4,512,716
Foster Care/Adoption Assistance	3,746,944
Special Assistance - Adult Care Home	2,070,912
Energy and Crisis Assistance	995,684
Work First Benefits	817,586

ASSISTANCE ISSUED IN FY 2012 (2 OF 2)

Medicaid Transportation	738,608
In-Home Aide Services	88,680
Community Sponsored Programs	85,728
Adult Day Care	71,973
LINKS Transitional Services	18,481
TOTAL ASSISTANCE ISSUED	\$226,634,077



MEDICAID PROGRAM



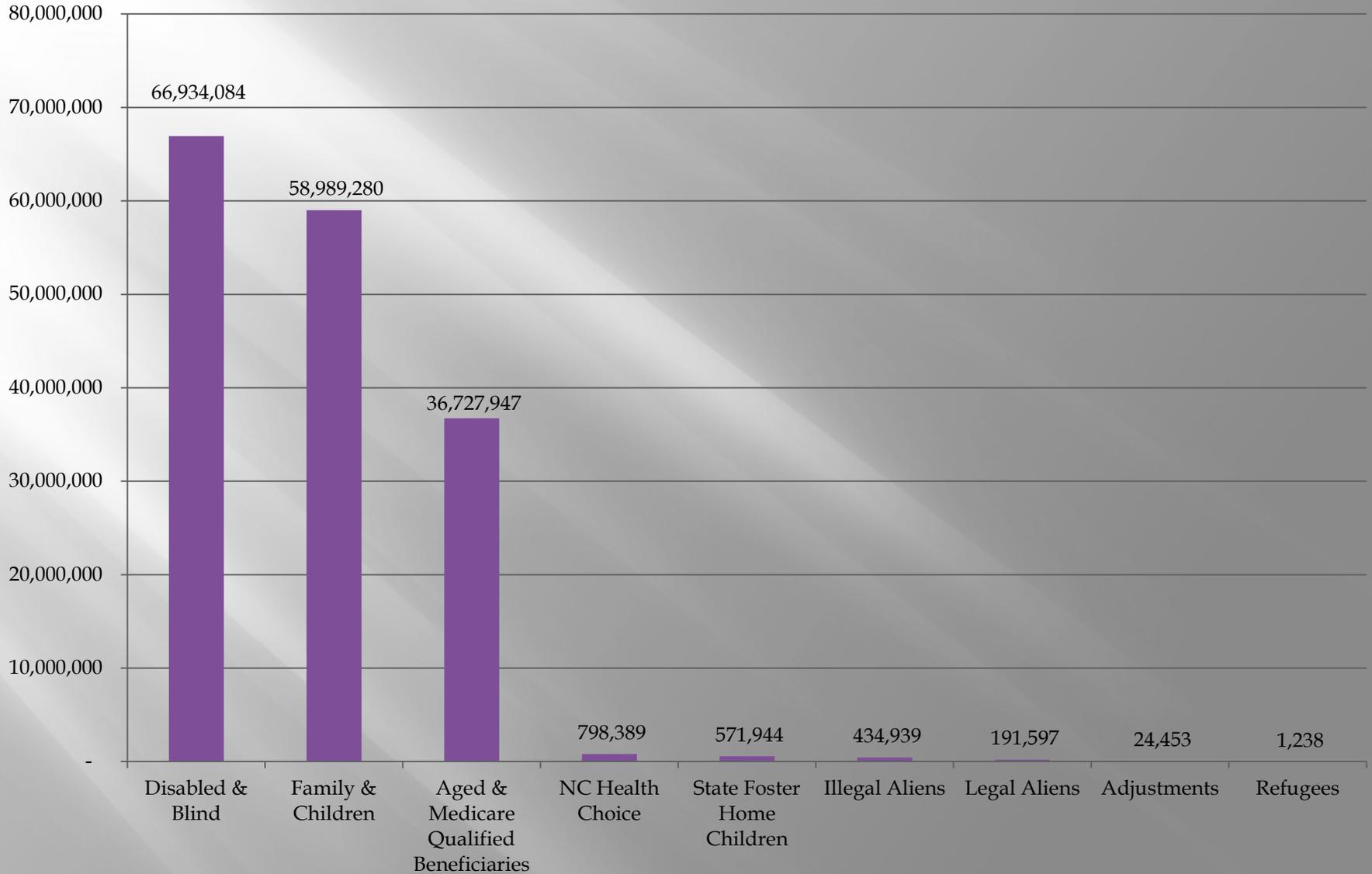
Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities. 24,838 recipients per month were authorized for Medicaid in FY 2012.

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

MEDICAID ELIGIBILITY CATEGORIES (1 OF 2)

Aged & Medicare Qualified Beneficiaries	\$36,727,947
Family & Children	58,989,280
State Foster Home Children	571,944
Disabled & Blind	66,934,084
NC Health Choice	798,389
Illegal Aliens	434,939
Legal Aliens	191,597
Refugees	1,238
Adjustments	24,453
TOTAL MEDICAID PROVIDED	\$164,673,871

Medicaid Eligibility Categories (2 of 2)



MEDICAID TRANSPORTATION



This service is provided through a contract with Rowan Transit System

\$738,608 was paid to vendors and family members to transport Medicaid-eligible clients for medical services



34,070 trips were provided in FY 2012, serving an average of 287 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 (such as rest homes) pay for their care. Adult care homes are unlike nursing homes in that medical care is not provided by home staff. Designated staff may administer medications and provide personal care services such as assistance with bathing, eating, and dressing.



SPECIAL ASSISTANCE PROGRAMS

Special Assistance In-Home is an alternative to placement in an Adult Care Home for individuals who are able 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.



SPECIAL ASSISTANCE (ADULT CARE HOME PAYMENTS)

Payments for Disabled Adults in FY 2012 - \$1,021,027

Payments for Elderly Adults in FY 2012 - \$1,049,885



FOOD AND NUTRITION BENEFITS

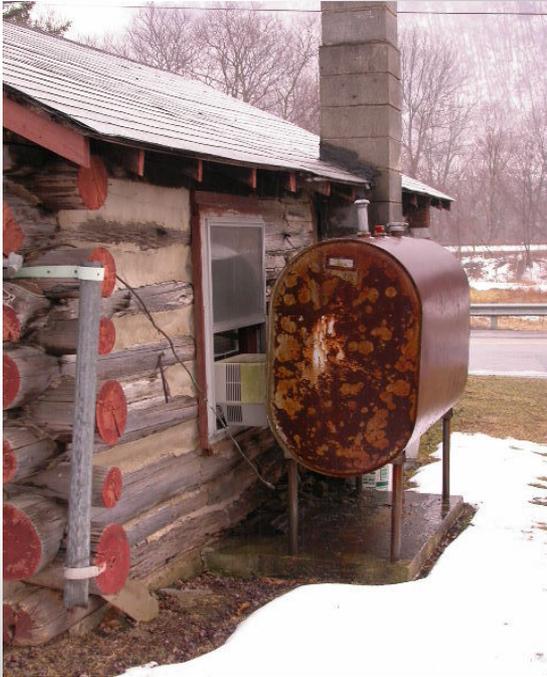


Food and Nutrition Services (FNS) is a federal food assistance program that helps low-income families. Monthly allotments of FNS benefits are issued via Electronic Benefit Transfer cards (EBT cards). The purpose of Food and Nutrition Services is to end hunger and improve nutrition and health.

\$38,646,970 was issued to an average of 12,022 Rowan County households per month in FY 2012.

LOW INCOME ENERGY ASSISTANCE

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.



\$243,600 was issued in FY 2012

1,117 households were served



CRISIS INTERVENTION AND SHARE THE WARMTH PROGRAMS

The Crisis Intervention Program (CIP) is Federal funding which 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 are administered through a contract with Rowan Helping Ministries.

- 2,635 households were served in FY 2012
- \$743,084 was issued in FY 2012



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

Protective Services Reports Received in FY 2012 – 264

Abuse – 2

Neglect – 108

Exploitation – 13

Screen Outs – 176



*Categories are duplicative

ADULT DAY CARE



Adult Day Care services are an organized program of services in a community group setting to support adults' personal independence and to promote their social, physical, and emotional well-being. Additionally, we monitor adult day care centers in order to ensure program quality.

\$71,973 was spent in FY 2012

IN-HOME AIDE SERVICES



In-Home Aide Services are provided to assist families with attaining and maintaining self-sufficiency and improving quality of life for the elderly adult to stay in their homes as long as possible to avoid premature substitute care and unnecessary out-of-home placement. These services assist with home management tasks and personal care tasks for adults who cannot carry out the tasks essential to the activities of daily living.



\$88,680 was spent in FY 2012

PERSONAL CARE SERVICES

Personal Care Services provide for additional personal care assistance for Medicaid eligible residents in adult care homes. A resident must require extensive or total assistance in areas of locomotion, toileting, and feeding. DSS staff provided case management for 75 recipients of personal care services in FY 2012. The cost of the services provided by adult care home staff is included in our Medicaid expenditures. This program will be discontinued December 31, 2012. Administrative time from this vacancy will be filled providing Guardianship services.



SPECIAL ASSISTANCE IN-HOME

The Special Assistance In-Home program provides an option for in-home care for older and disabled adults who are in need of placement in an adult care home, but who desire to live in a private living setting and can be maintained safely in that setting. A social worker develops a care plan based on client assessments and planning with the clients, family members, and others and determines how the Special Assistance In-Home payment is to be used to enable the client to live at home safely.

\$47,335 was spent in
FY 2012 to assist 21
clients



ADULT CARE HOME SERVICES

Adult Services Social Workers provide licensing, monitoring, and case management services for Adult Care Homes (Assisted Living facilities).

17 Adult Care Home Providers in Rowan County served up to 735 residents in FY 2012



GUARDIANSHIP

Guardianship involves the provision of services to individuals who are declared incompetent by the court. DSS is given responsibility for the adult's personal affairs, making important decisions regarding the individual's personal welfare.

The agency is Guardian of Person for 62 clients.



WORK FIRST BENEFITS AND EMPLOYMENT SERVICES



Provides services focusing on employment and self-sufficiency and monthly payments for families with children who meet income eligibility guidelines. The program 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 with families expected to work actively towards becoming self-sufficient.

WORK FIRST BENEFITS AND EMPLOYMENT SERVICES

\$807,732 was issued in cash assistance
payments in FY 2012

The average monthly payment issued
to clients was \$209

\$47,917 was paid to assist clients in
finding and keeping employment



WORK FIRST EMERGENCY ASSISTANCE

Emergency Assistance provides benefits to families with children to alleviate an emergency situation defined as 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. Examples of situations where services may be provided are families in immediate danger of eviction or foreclosure or where a utilities cut-off notice has been issued.

\$9,000 was paid for emergencies to ensure that 25 families with children had shelter and utilities



CHILD SUPPORT ENFORCEMENT

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



CHILD SUPPORT ENFORCEMENT

\$10,165,924 was collected on behalf of Rowan County children in FY 2012

An additional \$336,735 was saved in medical costs, paid by absent parents or insurance rather than Medicaid

Paternity was established for 216 children



			
Blue Cross Blue Shield			
Member Name Firstname M. Lastname		Dependent Firstname Lastname	
Member ID PBM109465762001			
Group BC/BS Plan	PBM363 363/865	PPO	
		OV	\$25
		SP	\$35
		Preventive	\$0
			

CHILD DAY CARE SUBSIDY

- \$4,512,716 was issued in FY 2012
- An average of 1,109 children were served each month
- 2,025 is the total number of children served in FY 2012
- Approximately 96 child care providers in Rowan County received subsidy



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.



CHILD PROTECTION STATISTICS

Reports Received in FY 2012 - 2,823

Physical or Emotional Abuse - 81

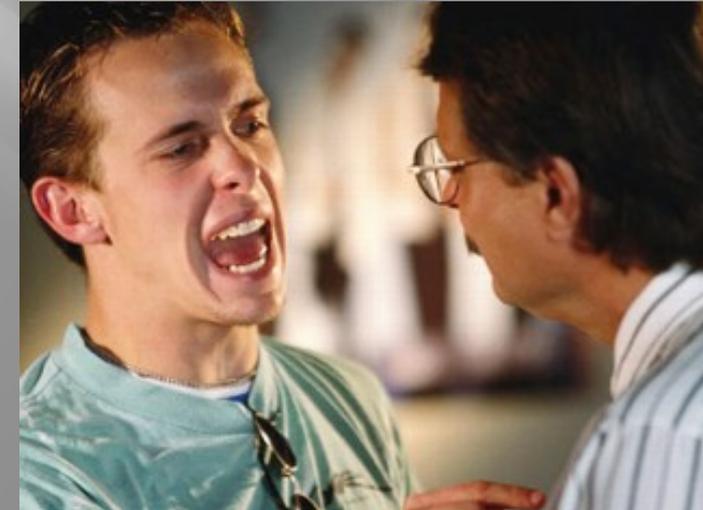
Sexual Abuse - 107

Abuse and Neglect - 11

Neglect - 1,631

Dependency - 39

Screen Outs - 954



FOSTER CARE PLACEMENT SERVICES

Foster Care is a temporary living arrangement for abused, neglected and dependent children who need a safe place to live when their parents or another relative cannot take care of them. The foster family, the Department of Social Services, and the birth family work together to return children to their own homes when it is safe for them to return.



FOSTER CARE PLACEMENT SERVICES

\$2,234,302 was spent in FY
2012:

\$1,485,451 was paid to
Rowan County providers;
\$748,851 was paid out of
county

263 children served in FY
2012

25 foster homes licensed and
supervised by Rowan
County DSS



LINKS TRANSITIONAL SERVICES



Provides instructional services and financial assistance to prepare youth for independent living. Foster care youth between the ages of 13-21 are eligible for assistance with expenses such as car insurance, furnishings for new living arrangements, employment expenses and educational expenses, as they develop new skills for living outside of the foster care system.



This program is Federal and State Funded requiring no county match.

\$18,481 was spent in FY 2012

ADOPTION PROGRAM

The purpose of the adoption program at DSS is to find permanence with a family in which the children cannot be reunified with their biological family.

Adoption Assistance payments are available for certain qualified children who are adopted from DSS custody.

\$1,512,642 was issued in FY 2012 in Cash Assistance and Vendor Payments

- 229 children were served in FY 2012
- 18 children were adopted from DSS custody
- 11 step-parent/relative/independent adoptions were completed



GENERAL ASSISTANCE (ALL DIVISIONS)

\$9,642 in assistance provided for multiple needs not covered by other programs



COMMUNITY SPONSORED PROGRAMS

\$85,728 in contributions from the community were used for the following purposes:

\$74,749 - Christmas Happiness

\$10,079 - One Church, One Child

\$375 - Food Pantry

\$300 - Adult Services

\$225 - Children's Services



ONE CHURCH, ONE CHILD

The Rowan County One Church One Child Program is a mission/outreach program between Rowan County Department of Social Services and local churches. Goals are:

- Identifying and supporting families who are interested in becoming foster and/or adoptive parents.
- Helping meet the needs of children and families that have an open or active case within Rowan County DSS Children's Services Division.
- Supporting foster parents and relatives who care for Rowan County's children in foster care.
- Educating church members about the needs of Rowan County children and families who need support and assistance.



COST OF ADMINISTERING BENEFITS AND PROVIDING SERVICES

The cost for administering \$226.6 million in benefits and providing additional mandated services in FY 2012 was \$12,781,320

Breakdown of shares of administrative costs:

Federal share: \$6,459,208

State share: \$453,886

County share: \$5,868,226



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