

Annual Report

Rowan County

Department of Social Services



Fiscal Year 2014

July 1, 2013 – June 30, 2014

DIRECTOR'S STATEMENT

Rowan County DSS's vision is: To Provide, Protect and Serve with Excellence

Our Mission Statement is:

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.



DIRECTOR'S STATEMENT

The Department of Social Services is a community partner 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

DSS processes are changing, utilizing technology to enhance accessibility to services and reach larger numbers of citizens.

We are striving to maintain the personal approach with our citizens while mastering new automated systems. Customer Service is a primary focus for our staff as we are challenged to “treat people the way they want to be treated”.

We are creating a new culture that balances quality employee experiences, quality customer experiences and quality 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 2014



\$238,807,230 in benefits and services impacted our County's economy in FY 2014.

52,107 individuals in Rowan County received assistance in FY 2014 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



2013 census shows a population estimate for Rowan County of 138,323. 2013 estimated number of households was 59,767.

Median household income in 2012 was \$41,561.

18.5% of our citizens were below the poverty rate in 2012.

Unemployment Rate was 6.5% as of June 2014.



Assistance Issued in FY 2014 (1 of 2)

*Medicaid for Rowan Citizens	\$180,750,610
Food and Nutrition Benefits	\$36,862,263
Child Support Collections	\$10,152,853
Child Day Care Subsidy	\$3,994,680
Foster Care/Adoption Assistance	\$2,659,465
Special Assistance - Adult Care Home	\$1,738,326
Energy and Crisis Assistance	\$1,006,352
Work First Benefits	\$649,128

Assistance Issued in FY 2014 (2 of 2)

Medicaid Transportation	\$647,996
In-Home Aide Services	\$212,704
Community Sponsored Programs	\$18,383
Adult Day Care	\$104,703
LINKS Transitional Services	\$9,767
TOTAL ASSISTANCE ISSUED	\$238,807,230

*State Estimate-Actual Amount Not Available



Medicaid Program



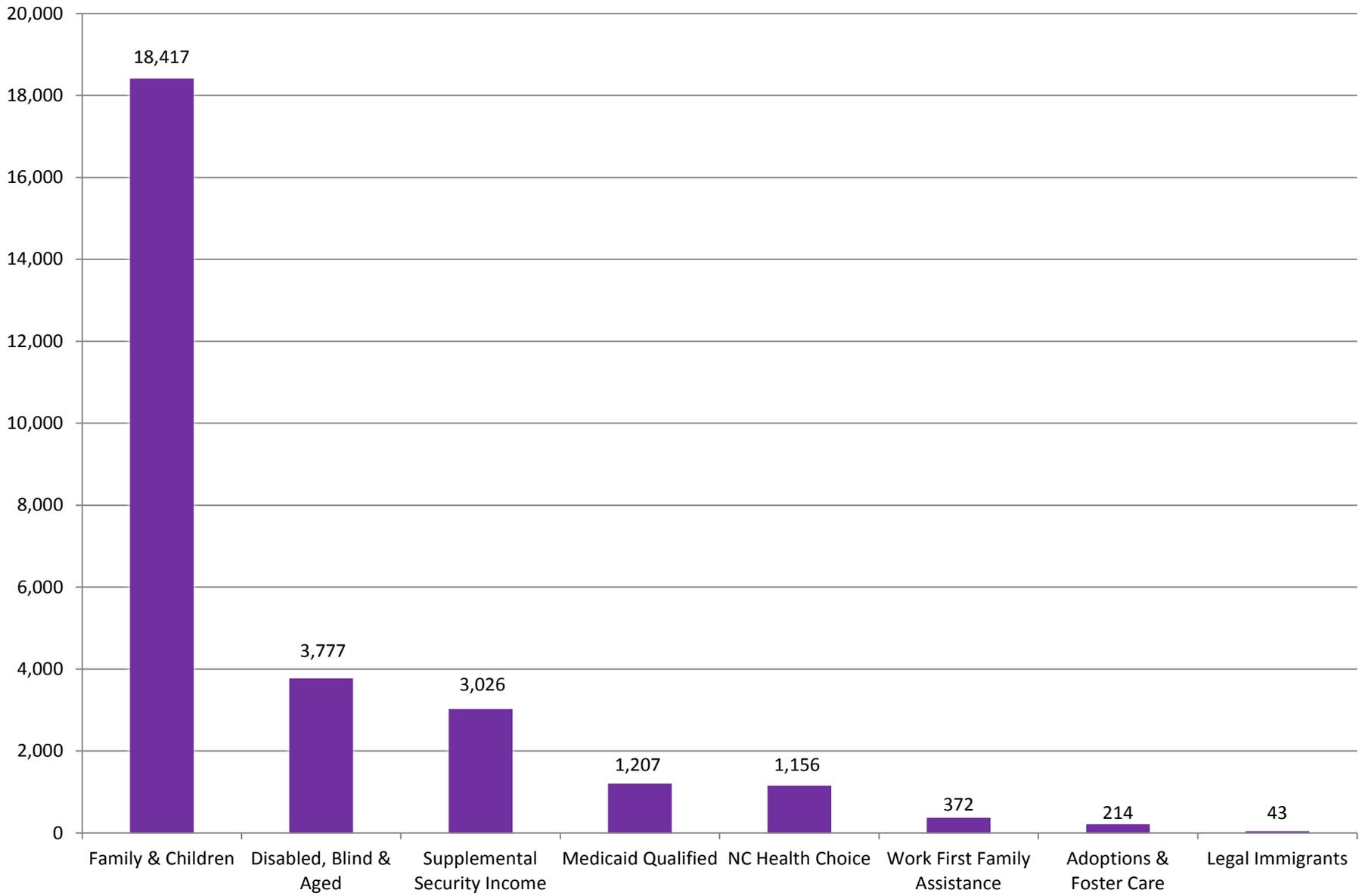
Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities. 26,375 recipients per month were authorized for Medicaid in FY 2014.

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

Medicaid Groups & Number of Beneficiaries (1 of 2)

Family & Children	18,417
Disabled, Blind & Aged	3,777
Supplemental Security Income	3,026
Medicaid Qualified	1,207
NC Health Choice	1,156
Work First Family Assistance	372
Adoptions & Foster Care	214
Legal Immigrants	43
Total Receiving Medicaid Benefits	28,212
Equates to Total Medicaid Provided	\$180,750,610

Medicaid Groups & Number of Beneficiaries (2 of 2)



Medicaid Transportation



This service is provided through a contract with Rowan Transit System, First Transportation, Latino Express, Phase II and Safety Taxi

\$647,996 was paid to vendors and family members to transport Medicaid-eligible clients for medical services

36,941 trips were provided in FY 2014, serving an average of 299 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 2014 - \$900,354

Payments for Elderly Adults in FY 2014 - \$837,972



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.

\$36,862,263 was issued to an average of 12,135 Rowan County households per month in FY 2014.

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.



\$443,700 was issued in FY 2014

1,683 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.

2,173 households were served in
FY 2014

\$553,652 was issued in FY 2014



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 2014 – 250

Abuse – 6

Neglect – 106

Exploitation – 18

Screen Outs – 150



*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.

\$104,703 was spent in FY 2014

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.



\$212,704 was spent in FY 2014

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.

\$48,485 was spent in FY
2014 to assist 22 clients



Adult Homes Specialist

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

17 Adult Care Home Providers in Rowan County served up to 606 residents in FY 2014



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 56 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

\$649,128 was issued in cash assistance payments in FY 2014

The average monthly payment issued to clients was \$222

\$17,802 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 23 families with children had shelter and utilities



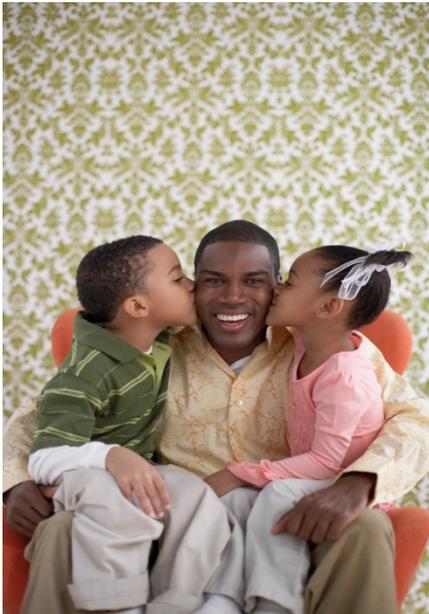
Child Support Enforcement

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



Child Support Enforcement

\$10,152,853 was collected on behalf of Rowan County children in FY 2014



Paternity was established for 66 children

Child Day Care Subsidy

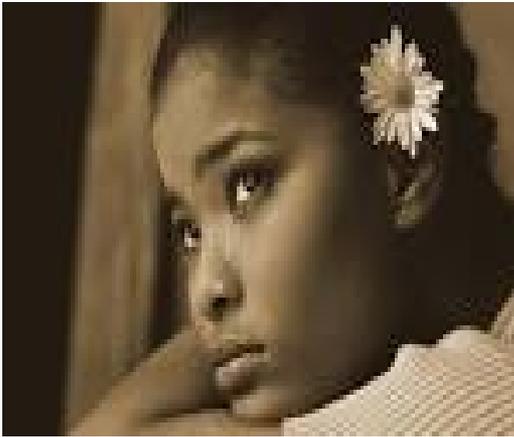
- \$3,994,680 was issued in FY 2014
- An average of 970 children were served each month
- 1,794 is the total number of children served in FY 2014
- 71 child care providers in Rowan County received subsidy



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 2014 - 2,493

Physical or Emotional Abuse - 149

Sexual Abuse - 73

Abuse and Neglect - 70

Neglect - 1,401

Dependency - 20

Screen Outs - 776



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

\$1,221,377 was spent in
FY 2014:

\$766,137 was paid to Rowan
County providers; \$455,240
was paid out of county

24 foster homes licensed and
supervised by Rowan
County DSS

181 children served in
FY 2014



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.

\$9,767 was spent in FY 2014

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.

\$1,438,088 was issued in FY 2014 in Cash Assistance and Vendor Payments

- 204 children were served in FY 2014
- 16 children were adopted from DSS custody
- 14 step-parent/relative/independent adoptions were completed



General Assistance (All Divisions)

\$10,861 in assistance provided for multiple needs not covered by other programs



Community sponsored programs

\$18,383 in contributions from the community were used for the following purposes:

\$17,883- One Church, One Child
\$500 - Food Pantry



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 \$238.8 million in benefits and providing additional mandated services in FY 2014 was \$13,811,707

Breakdown of shares of administrative costs:

Federal share: \$6,896,248

State share: \$536,739

County share: \$6,378,720



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