

# **Annual Report**

## **Rowan County**

### **Department of Social Services**



**Fiscal Year '16**

**July 1, 2015 – June 30, 2016**

# A Message from the Director

Rowan County DSS administers 28 programs targeted to provide public assistance to citizens and address their safety and well-being. We share resources and collaborate with community partners to promote self-sufficiency.

We have 210 staff who work diligently to promote a culture of Service Excellence and to provide quality interactions to our customers.

The work to improve NC's social services system is an on-going process of change, growth and progress. It has not been without challenges and demands that have tested our resiliency. We are in year 2 of a 3 year strategic plan that focuses upon continuous quality improvement to build our capacity and resources in order to serve you with excellence.

*Donna Fayko, M.Ed.*  
*Rowan County DSS Director*





## Rowan County DSS Vision:

To Serve, Protect and Provide with Excellence

## Mission:

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.

# Total Impact on Rowan County Citizens and Economy in FY '16

- \$240,149,463 in benefits and services impacted our County's economy in FY '16.
- \*54,514 individuals in Rowan County received assistance in FY '16 in Medicaid, Food and Nutrition, and/or Work First Benefits.

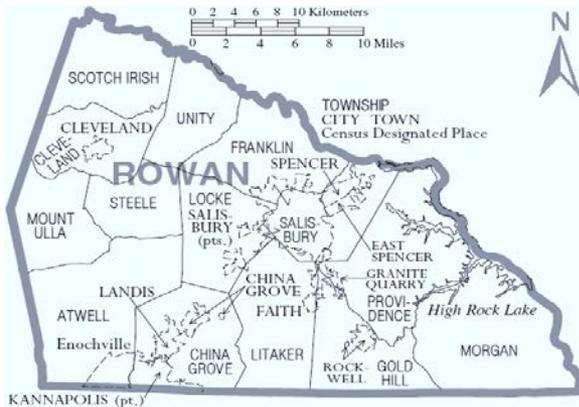


It is the policy of Department of Health and Human Services to provide services, care, benefits, and assistance to all qualified persons without regard to race, color, national origin, sex, religion, age, disability, or political beliefs.

\*Individuals receiving benefits are duplicative

# Demographic Information

- 2015 census shows a population estimate for Rowan County of 139,142. The estimated number of households was 60,241.
- Median household income in 2014 was \$41,925.
- 18.0% of our citizens were below the poverty rate in 2014.
- Unemployment Rate was 5.5% as of July 2016.



US Census Bureau, US Department of Commerce,  
Rowan County Workforce & Unemployment

# Assistance Issued in FY '16

Medicaid for Rowan Citizens	\$182,343,078
Food and Nutrition Benefits	\$35,654,219
Child Support Collections	\$10,804,643
Child Day Care Subsidy	\$3,947,726
Foster Care/Adoption Assistance	\$2,826,773
Special Assistance – Adult Care Home	\$1,667,936
Energy and Crisis Assistance	\$1,129,703
Work First Benefits	\$554,609
Medicaid Transportation	\$785, 532
In-Home Aide Services	\$265,202
Community Sponsored Programs	\$53,272
Adult Day Care	\$111,557
LINKS Transitional Services	\$5,213
<b>Total Assistance Issued</b>	<b>\$240,149,463</b>

# 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. 29,358 recipients per month were authorized for Medicaid in FY '16.

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



# Medicaid Eligibility Categories

Disabled & Blind	\$76,606,721
Family & Children	\$63,183,873
Aged & Medicaid Qualified	\$36,953,073
NC Health Choice	\$4,379,914
State Foster Home Children	\$523,536
*Undocumented Immigrants	\$416,744
Documented Immigrants	\$295,191
Refugees	\$1,005
Claims Adjustments	-\$16,979
<b>Total Medicaid Provided</b>	<b>\$182,343,078</b>

\*Undocumented immigrants are provided services for pregnancy and emergency medical conditions

# Medicaid Transportation



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

\$785,532 was paid to vendors and family members to transport Medicaid-eligible clients for medical services.

37,282 trips were provided in FY '16, serving an average of 355 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 pay for their care. Adult care homes are unlike nursing homes in that medical care is not provided by staff. Designated staff may administer medications and provide personal care services such as assistance with bathing, eating, and dressing.



# Special Assistance (Adult Care Home Payments)

- Payments for Disabled Adults in FY '16 - \$890,282
- Payments for Elderly Adults in FY '16 – \$777,654



# Special Assistance In- Home Program

Special Assistance In-Home is an alternative to placement in an Adult Care Home to enable older and disabled individuals 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.

\$35,793 was spent in FY '16 to assist 16 individuals.



# 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.

\$35,654,219 was issued to an average of 11,951 Rowan County households per month in FY '16.



# Energy Assistance Programs

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.

\$512,400 was issued in FY '16

1,896 households were served

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The Crisis Intervention Program (CIP) 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.

2,053 households were served in FY '16

\$608,303 was issued in FY '16

# Adult Services

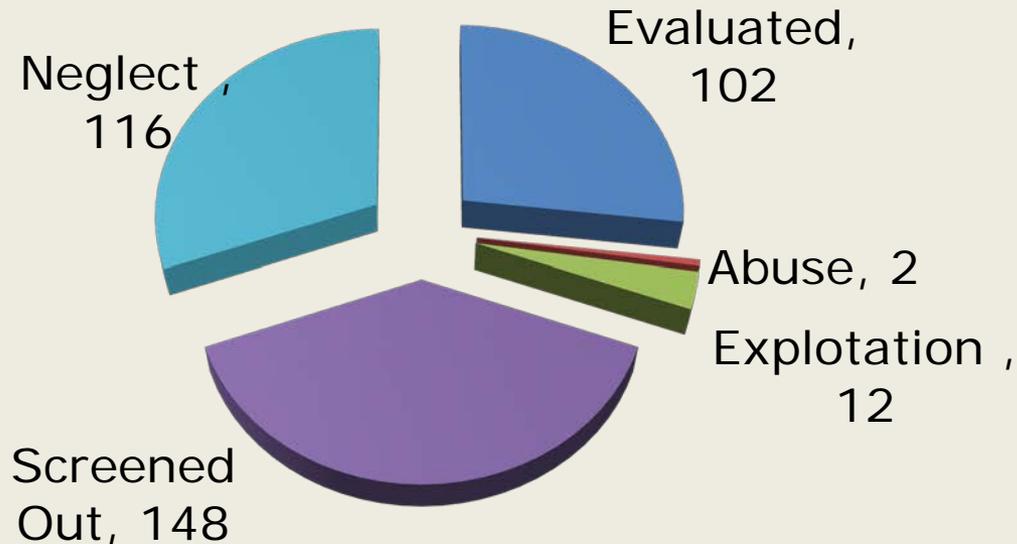
Adult Services support older and disabled adults and their families through a community-based system of opportunities, services, benefits, and protections.



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

Total Reports in FY '16 = 250



\*110 received preventative outreach service.

## Adult Home Specialist

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

16 Adult Care Home Providers in Rowan County served up to 709 residents in FY '16.

# Adult Day Care

\$111,557 was spent in FY '16

Organized programs in community group settings support adults' personal independence and promote their social, physical, and emotional well-being. DSS monitors adult day care centers in order to ensure program quality.



## In-Home Aide

\$265,202 was spent in FY '16

Assistance with home management and personal care tasks improve the quality of life for elder adults and help maintain self-sufficiency for as long as possible, avoiding premature or unnecessary out of home placement.

# Guardianship

DSS is occasionally given responsibility for individuals who are declared incompetent by the court. Guardianship involves a legal relationship in which someone (the guardian) is authorized by the clerk of Superior Court to be a substitute decision maker for “the ward.”

The agency is Guardian of Person for 62 clients.



# Work First Benefits & Employment Services

This program provides monthly payments for families with children who meet income eligibility guidelines. It 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.

\$554,609 was issued in cash assistance payments in FY '16

The average monthly payment issued to clients was \$174

\$5,059 was paid to assist clients in finding and keeping employment

Average of 303 Families were served monthly

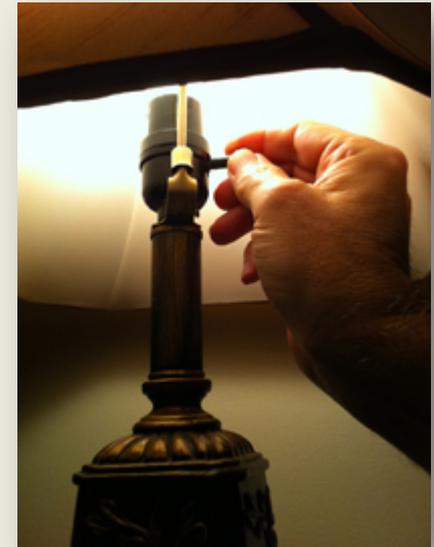
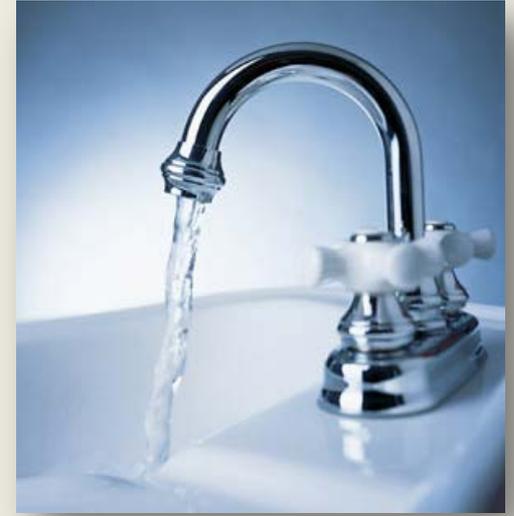


# Work First Emergency Assistance

Emergency Assistance helps to alleviate an emergency situation for income eligible families with children. It covers 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.

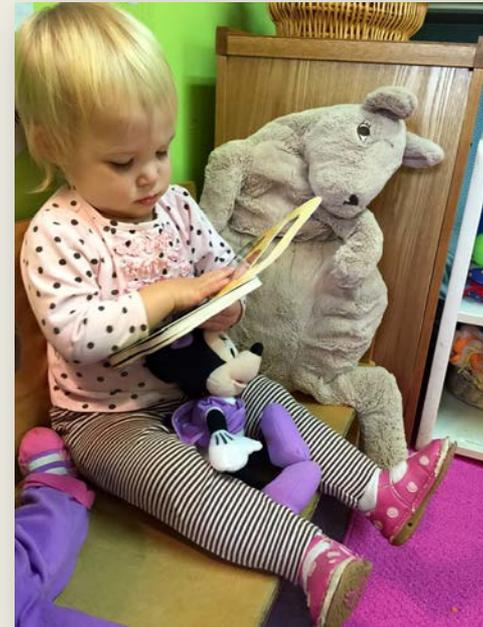
Eviction, foreclosure or a utilities cut-off notice are examples.

\$9,000 was paid for emergencies to ensure that 21 families with children had shelter and utilities.



# Child Day Care Subsidy

- \$3,947,726 was issued in FY '16
- An average of 833 children were served each month
- 1574 is the total number of children served in FY '16
- 37 child care providers in Rowan County received subsidy



# Child Support Establishment

Services are provided to the custodians of minor children, regardless of income level. County agents help locate non-custodial parents, establish paternity of the child, and petition the court to order child support payments. The calculation of child support is governed by North Carolina Child Support Guidelines established by the Conference of Chief District Court Judges.



In FY'16 Rowan County established a total of 386 orders.

# Child Support Enforcement

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

\$10,804,643 was collected for children in FY'16

Paternity was established for 85 children.



# 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.

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## Statistics: 2,587 Reports Received in FY' 16

Assessment completed	1808
Screen Outs	779
Physical or Emotional Abuse	121
Sexual Abuse	88
Abuse and Neglect	39
Neglect	1,542
Dependency	18

# Foster Care and Adoption

**FOSTER CARE...**a safe, “temporary” living arrangement for abused, neglected and dependent children.

- \$1,457,937 was spent to assist 206 children
- \$447,046 was paid to Rowan providers
- 22 foster homes licensed and supervised.



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**ADOPTION...**is the avenue to “permanence” for some children.

- \$1,368,836 was issued in Adoption Assistance for 192 children
- 17 children were adopted from DSS custody
- 8 non-agency adoptions were completed



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**LINKS SERVICES...**help teen youth with the transition to adulthood. Rowan spent \$5,213, all of which was covered by federal and state funds.

# Community Sponsored Programs

\$53,272 in contributions from the community were used for:

\$52,957- One Church, One Child  
\$315 – Food Pantry

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## Rowan One Church, One Child

A mission/outreach program joins Rowan County DSS and local churches to recruit potential foster families, provide gifts to children during the holiday season, and run an assistance center that can provide clothing, beds, and other household items for families involved with protective services.



# General Assistance (All Divisions)

- \$12,198 in assistance provided for multiple needs not covered by other programs



# Cost of Administering Benefits & Providing Services

The cost for administering \$240.1 million in benefits and providing services in FY '16 was \$14,744,570.

Breakdown of shares of administrative costs:

- Federal share: \$8,019,625
- State share: \$684,105
- County share: \$6,040,840



# Leadership Team and Contact Information

Name & Title	Phone Number	Email
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