



Union County

Department of Social Services

ANNUAL REPORT 2004

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2004-2005

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The Union County Department of Social Services is pleased to share its 2004 Annual Report. Programs administered by Social Services affect the lives of many of our citizens either directly or indirectly. Our department strives to help families support themselves and to provide care for children, the disabled, and the elderly when it is needed. In 2004, we continued our efforts to help families get back to work and to place children in permanent homes. We participated in new approaches to serving disabled and older adults in their homes. Our staff was recognized for timely and accurate work in providing assistance to needy families.

Issues on the horizon for 2005 that will impact our services include federal welfare reform legislation, continued caseload growth, and the increasing Latino population in our county. Plans include the expansion of in-home services for disabled adults and participation in a federal waiver program that strives to keep families together. The staff will provide support to working families and to those who have lost employment. Our agency will continue to be a facilitator for positive changes in our community and to offer a humane response to human need. We look forward to the coming year's challenge.

MISSION STATEMENT

To partner with families in achieving economic well-being, safety, and permanence within our community.

HIGHLIGHTS FOR 2004

- Developed Ethics Policy for agency and trained staff.
- Renovated and expanded new work space.
- Established Interpreter Coordinator position to improve services to Latino population.
- Initiated Multiple Response System to serve children/families.
- Received Best Practice Award for Plato Lab for training Work First clients.
- Implemented In-Home Demonstration Project to serve disabled older persons in their homes.
- Implemented Career Start program for training Food Stamp clients for employment.
- Utilized computer lab to enhance employee skills.
- Scored 98% on a State review of Adult Services.
- Received excellent ratings in a State review of the Community Alternative Program (In-Home) Program.
- State implemented new Social Work classification to assist agency in recruiting/retaining child protection workers.
- Formed partnership with an agency, Another Choice, to recruit additional adoptive homes.
- Developed and implemented DSS HIPAA Policy.
- Worked with Union Regional Hospital to implement the Carolina Access II Program.

GOALS FOR 2005

- To implement the federal changes to Welfare Reform.
- To utilize electronic record storage and off-site storage to improve office space.
- To make organizational and procedural changes to manage caseload growth.
- To provide enhanced programmatic training.
- To take additional steps to comply with Title VI, Limited English Proficiency requirements.
- To improve the turnover rate in Child Welfare Services staffing by 10% through recruitment/retention initiatives.
- To prevent institutionalization of disabled/older adults by expanding in-home services.
- To promote new working relationships with other agencies that serve children and families.
- To evaluate office space needs and develop Capital Improvement Plan.
- To develop more IV-E Waiver Multiple Response System Opportunities.
- To establish the Volunteer Income Tax Assistance program for Earned Income Credit.

MEDICAID

Provides medical services for many types of families. Individuals may be eligible if disabled, aged, blind, pregnant and/or indigent. Enrolled providers render services.

DSS determines eligibility based on assets and reserve for all groups except SSI recipients. These are determined by the Social Security Office.

Total Cost: \$76,790,000
County Cost: \$4,217,307
Average Monthly Cases: 12,965

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

Helps low-income families cope with the rising cost of heating their homes.

County Department of Social Services processes applications for LIEAP during October and November, and checks are mailed in February.

Recipients: 5,435
Total Grants: \$139,148
Average Payments: \$72.00

FOOD STAMPS

Supplements the food purchasing power of low-income families. The amount of Food Stamps a family receives depends on:

- household size
- monthly income
- allowable deductions

Employable Food Stamps recipients must participate in employment and training activities to help improve their chances for permanent independence from public assistance. Working households are required to report income monthly to retain eligibility status.

Amount Issued: \$9,009,777
Average Monthly Cases: 3,486

SPECIAL ASSISTANCE

Provides a cash supplement and medical assistance to help with expenses of low-income individuals residing in Adult Care Homes (such as rest homes).

Adult Care Homes are unlike nursing homes in that staff do not provide medical care. Designated staff may, however, give medications and provide personal care services (such as assistance with bathing, eating and dressing).

Aged, disabled, or blind adults in Adult Care Homes receive their cash supplement from State/County Special Assistance.

Total Cost: \$1,546,196
County Cost: \$773,098
Average Monthly Cases: 295

IN-HOME AIDE SERVICES

Assists individuals and their families with attaining and maintaining self-sufficiency and improving quality of life.

Clients served: 81

THE COMMUNITY ALTERNATIVE PROGRAM FOR DISABLED ADULTS (CAP-DA)

Provides an alternative to nursing home placement for adults who are:

- Nursing home level of care
- Medicaid eligible
- In a safe home environment
- Have reliable informal support from family and friends

Clients served: 87

COMMUNITY ALTERNATIVES PROGRAM FOR CHILDREN (CAP-C)

Offered for clients under 19 years of age desiring an alternative to institutional care.

Clients served: 13

ADULT CARE HOMES

Monitors licensed care facilities providing care for adults to assure compliance with state requirements.

Adult Care Homes: 13
Beds: 526
Adult Day Care Center: 2

ADULT PLACEMENT

Assists families or others with placement of elderly/disabled adults in either Adult Care Homes or Nursing Homes.

Assisted Placement:
ACH: 390
NH: 333

ADULT SERVICES

Provides evaluative and assessment services for disabled/elderly adults who either request the service themselves or a family member requests it.

Cases Referred During the Year: 101

PROTECTIVE SERVICES FOR ADULTS

Provides services to eliminate abuse, neglect, or exploitation of disabled individuals over 18 years of age who are unable to manage or protect their own interest or without able, responsible and willing persons to access/obtain essential services for them.

Reports: 80
Substantiated: 6
Confirmed Mistreatment: 10

TRANSPORTATION

Arranges and provides transportation to enable persons to have access to medical and health facilities, grocery shopping, bill paying, etc. This service is purchased from Union County Transportation.

Title XIX Trips: 12,621
Title XX Trips: 1,218

ADOLESCENT PARENTING PROGRAM

Provides support services to first time parents age 17 years and under to help them cope with the responsibilities of parenthood.

Clients Served: 23
Successfully Maintained Goals: 19

CHILD CARE SERVICES

Provides a service that will allow the parent to become self-sufficient by providing care for his/her children.

Average Monthly Number of Children Served through Subsidized Childcare: 1,569

NC HEALTH CHOICE

Provides health insurance for children who are not eligible for Medicaid and whose countable income does not exceed 200% of poverty income level.

Average Children Receiving: 1,801
Total Fees Collected: \$32,050

WORK FIRST PROGRAM

Provides services built upon the premise that all people have a responsibility to their families and community to work and provide for their children.

Average Work First Cases: 454
Total Participants Employed: 197

PROGRAM INTEGRITY

Investigates and collects assistance received in error in Public Assistance programs.

Total Collections: \$60,446

CLERICAL

Provides reception and clerical support to the total agency.
Client Visits (Income Maintenance): 21,290
Client Visits (Children Services): 5,359
Client Visits (Adult Services): 2,684
Client Visits (Family Support Services): 4,861

Total Client Visits: 34,194
Work Permits Issued: 1,201

INTAKE AND ASSESSMENT

Provides emergency financial assistance. The three primary emergency financial programs are AFDC-EA, Crisis Intervention program and General Assistance. Additional funds for assistance is provided through IV-E Waiver, 200% funds, Monroe Utilities Assistance Programs, and Project Share (Progress Energy). This emergency financial assistance often prevents situations from deteriorating and becoming more costly in terms of money and human suffering.

Families served: 763

CHILD PLACEMENT

Arranges temporary care of a child outside his own home. Services also include the recruitment, licensing, and training of foster parents. Supervision of placement back in the home of the parent(s) or that of relative(s) to ensure stability and proper care before recommendation to the Court of return of award of legal custody.

Foster homes: 39
Average number of children cared for in paid placement: 37

INTERPRETING SERVICES

Provides services to clients with limited English proficiency.

Total Clients Served: 1,325

DILLON GROUP HOME FOR CHILDREN

Serves neglected, abused, delinquent, undisciplined, and dependent children. Children receive shelter care and intensive counseling services for a period of up to 90 days.

Children Served: 46

ADOPTION SERVICES

Recruits, studies, and selects homes for children who have been released for adoption. Also seeks homes for children cleared for adoption and preparing them for placement.

Homes Approved: 23
Children Placed: 12
Adoptions Finalized: 41

(Agency, relative, independent)

COMMODITY PROGRAM

Distributes North Carolina Department of Agriculture Emergency Food.
Households Served (duplicated): 3,415
Individuals Served (duplicated): 6,936

CHRISTMAS BUREAU

Served 1,683

VOLUNTEER SERVICES

Performs activities for the benefit of the client and agency by individuals or groups who contribute their time and skills to the agency.

Individual Volunteers: 276
Volunteer Groups: 274
Hours Individuals Contributed: 5,081
Donors: 502

PROTECTIVE SERVICES FOR CHILDREN (CHILD ABUSE AND NEGLECT)

Provides services to children and their families in response to instances of actual or suspected child abuse, neglect, or dependency.

Reports: 1,225
 Percentage of Reports Substantiated: 18%
 Children Served in CPS Treatment: 331

PROBLEM PREGNANCY SERVICES

Provides counseling and secures resources for persons who are involved with an undesired pregnancy.

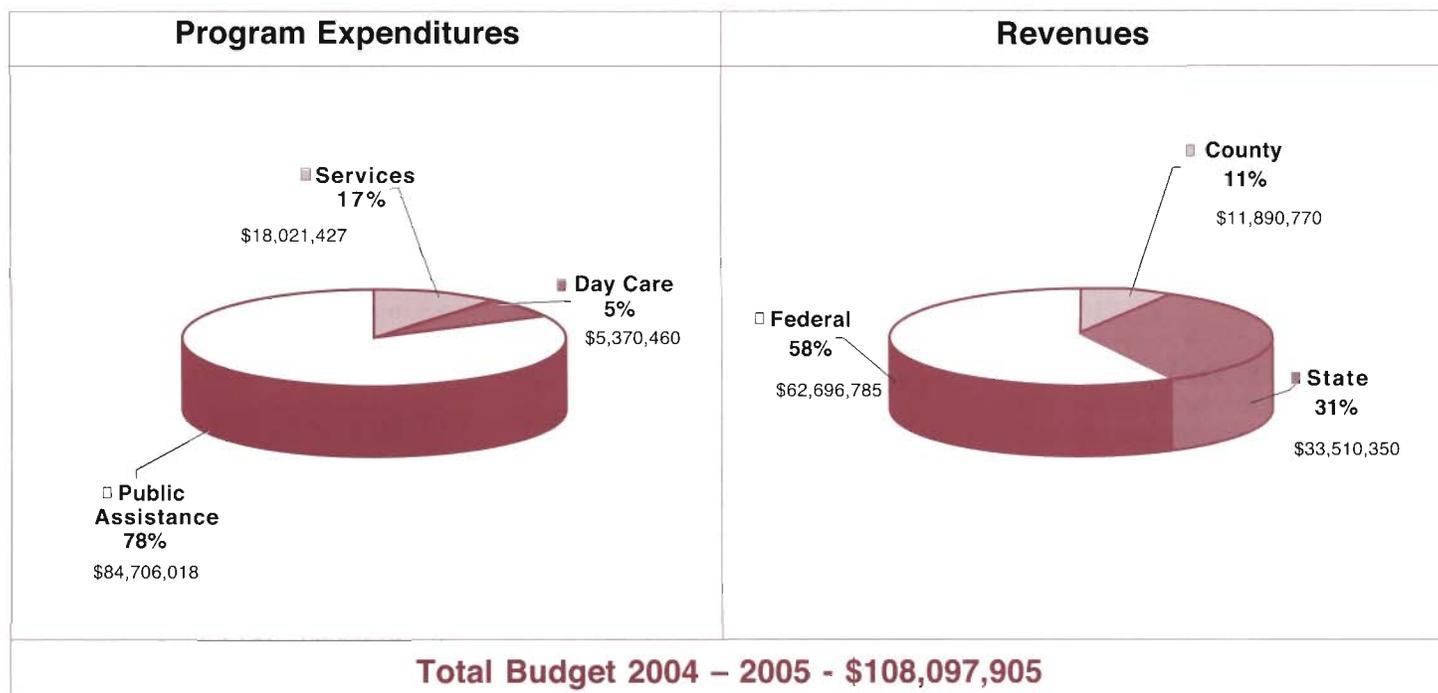
Clients Served: 28

INDEPENDENT LIVING PROGRAM (LINKS)

Provides services for youth that are or have been in foster care at age 16 and over to help prepare them for independent living.

Average number of youth served per month: 27

**REVENUES AND PROGRAM EXPENDITURES
 BUDGET AND REVENUES FOR FISCAL YEAR 2004 – 2005
 Union County DSS**



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