



# Union County Department of Social Services ANNUAL REPORT 2005

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The Union County Department of Social Services is pleased to share its 2005 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 2005, we continued our efforts to serve low income families affected by job loss or high energy costs. New initiatives helped to protect and place children in permanent homes. In addition, staff were able to assist older adults to remain in their own homes.

Issues on the horizon for 2006 that will impact our services include federal welfare reform and Medicaid legislation, continued caseload growth, and the increasing Latino population in our county. Plans will address medical coverage for families and children, providing in-home care for citizens, prosecuting benefit fraud, and developing more efficient and customer friendly practices. 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 2005**

- Provided interviewing skills and customer service training to staff.
- Child/Family Team Meetings implemented for working in partnership with families.
- Made organizational and procedural changes in two units to enhance services to families.
- Drafted first protocol with other community agencies for serving drug-endangered families.
- Participated in training and implementation of Union County Drug Court.
- The Multiple Response System was fully implemented as an alternative response to protecting children.
- Foster Care backlog (children in DSS care for more than one year) decreased by 18%.
- The Volunteer Income Tax Program was implemented and over 100 families received tax refunds of nearly \$200,000.
- In-Home Services expanded to serve 43% more disabled/elderly.
- Program Integrity increased collections by \$20,000.
- Implemented Resident Homeowner Assistance Program and served 125 families.
- Implemented electronic record storage system.
- Implemented two new initiatives, Simplified Nutritional Assistance Program for older adults and new Family Planning services under Medicaid.

### **GOALS FOR 2006**

- To reduce client wait time in reception area by 30 minutes.
- To electronically store client records in two programs as they are closed.
- To initiate a new supervisory training program.
- To increase the number served by the CAP In-Home program by 20%.
- To streamline the Work First Program process for helping persons become employed.
- To increase fraud collections by 30%.
- To achieve certification for all agency interpreters.
- To provide Medicaid coverage for 600 more children.
- To make organizational and procedural changes to manage caseload growth.
- To access new funding streams to serve children and families.

### **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: \$88,927,008  
County Cost: \$4,631,613  
Average Monthly Cases: 13,381

### **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: 5,437  
Total Grants: \$148,194  
Average Payments: \$76.00

### **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: \$9,594,000  
Average Monthly Cases: 3,681

### **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: \$1,675,660  
County Cost: \$837,830  
Average Monthly Cases: 308

### **IN-HOME AIDE SERVICES**

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

Clients served: 79

### **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: 119

### **COMMUNITY ALTERNATIVES PROGRAM FOR CHILDREN (CAP-C)**

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

Clients served: 14

### **ADULT CARE HOMES**

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

Adult Care Homes: 15  
Beds: 661  
Adult Day Care Center: 2

### **ADULT PLACEMENT**

Assists families or others with placement of elderly/disabled adults.

Assisted Placement:  
Adult Care Homes: 362  
Nursing Homes: 341

### **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: 85

### **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: 101  
Substantiated: 5  
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.

Medical (Medicaid) Trips: 13,169  
Other Trips: 741

**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: 24  
Successfully Maintained Goals: 22

**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: 1,589

**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: 2,230  
Total Fees Collected: \$39,550

**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: 414  
Total Participants Employed: 175

**PROGRAM INTEGRITY**

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

Total Collections: \$72,958

**CENTRAL SUPPORT**

Provides reception and clerical support to the total agency.

**Client Visits**

Income Maintenance: 21,304  
Children Services: 5,246  
Adult Services: 2,827  
Family Support Services: 5,075  
Total Client Visits: 34,452  
Work Permits Issued: 1,201

Mail: 33,800  
Switchboard Assistance: 104,051  
Total Clients Assisted: 173,504

**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: 916

**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: 43  
Average number of children cared for in paid placement: 42

**INTERPRETING SERVICES**

Provides services to clients with limited English proficiency.

Total Clients Served: 2,269

**UNION COUNTY 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: 50

**ADOPTION SERVICES**

Recruits, studies, and selects homes for children who have been released for adoption. Also seeks homes for children cleared for adoption and prepares them for agency, relative, and independent placement.

Homes Approved: 49  
Children Placed: 12  
Adoptions Finalized: 38

(Agency, relative, independent)

**COMMODITY PROGRAM**

Distributes North Carolina Department of Agriculture Emergency Food.  
Households Served (duplicated): 3,588  
Individuals Served (duplicated): 6,433

**CHRISTMAS BUREAU**

Households Served: 1,702  
Individuals Served: 8,057

**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: 363  
Volunteer Groups: 277  
Hours Individuals Contributed: 6,768  
Donors: 505

**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: 1,464  
Percentage of Reports Substantiated: 18%  
Children Served in CPS  
Treatment: 384

**PROBLEM PREGNANCY SERVICES**

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

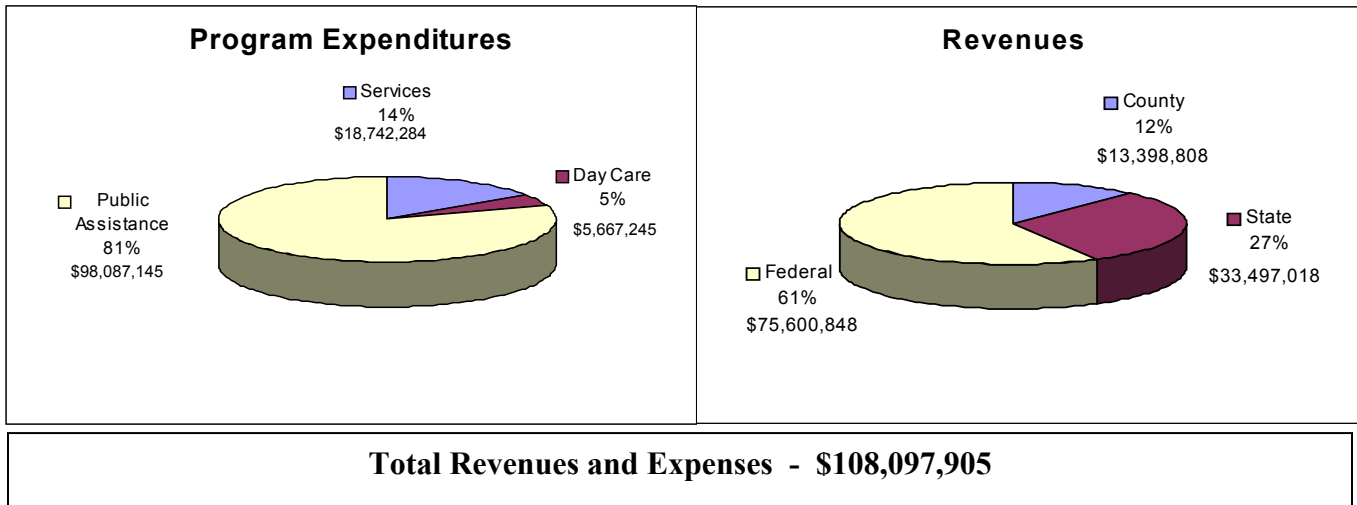
Clients Served: 10

**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  
CALENDAR YEAR 2005  
Union County DSS**



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