



Union County Department of Social Services ANNUAL REPORT 2007

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The Union County Department of Social Services is pleased to share its 2007 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 2007, we continued our efforts to support a growing number of families in need of medical and food and nutrition services. In-home care to older adults was expanded and a significant number of permanent homes were found for foster children in Union County's care. Reception waiting time was reduced for families visiting our offices.

Issues on the horizon for 2008 that will impact our services include federal standards in children's services, welfare reform, and citizenship status. We will provide new clinical services for children and families and will implement procedural changes to better serve applicants for assistance. Our agency will continue to be a facilitator for positive change in our community and to offer a humane response to human need. We look forward to the coming year's challenges.

MISSION STATEMENT

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

HIGHLIGHTS FOR 2007

- Department's I.T. support provided improved worker access.
- Processed 10% more applicants for Medicaid and Food and Nutrition Services.
- Enhanced documentation, accountability, and safety standards in Children's Services.
- Implemented changes in Records Management Process.
- Expanded In-Home Services to reach 19% more elderly persons.
- Met all Title VI Civil Rights standards for serving LEP clients.
- DSS caseworkers completed new federal citizenship and identity verification requirements for over 15,000 Medicaid recipients and applicants.
- Decreased the average wait time for clients requesting emergency assistance by 40%.
- Increased the number of foster homes to serve Union County children by 20%.
- Twelve adoptions of children in DSS custody were completed and the department found permanent homes for 31 children who had been in care for less than 12 months.
- Fraud overpayment collections increased by 52% from the previous year.
- Implemented a Career Readiness Certification Program for DSS clients.

GOALS FOR 2008

- To reduce the telephone reception wait time by 50%.
- To find permanent homes for 50% of all children placed in agency custody during 2008.
- To increase the number of licensed foster homes for children by 25%.
- To become a clinical service provider for children and families.
- To finalize adoptions for 70% of the children in DSS custody that are cleared for adoption.
- To meet mandated federal and state standards in children's services.
- Reorganization of Child Care Unit to reduce client wait time to receive services by 50%.
- To implement procedural changes in Medicaid and Food and Nutrition Services to reduce unnecessary reapplications by 15%.
- To increase by 20% the availability of an on-site interpreter to serve limited English proficiency clients.
- To maximize alternative funding sources for adult services to expand the number of families to be served by 10%.
- To establish an electronic fraud collections database.

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: \$91,295,136
County Cost: \$4,754,955
Average Monthly Cases: 15, 383

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.

Total benefits issued: \$179,490
Households approved: 2,178
Individuals approved: 5,926

FOOD & NUTRITION SERVICES

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.

Total Benefits Issued: \$11,444,688
Average Monthly Households Served: 4,276
Average Monthly Individuals Served: 9,238

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: \$1,794,678
County Cost: \$897,339
Average Monthly Cases: 323

IN-HOME AIDE SERVICES

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

Clients served: 78

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: 115

COMMUNITY ALTERNATIVES PROGRAM FOR CHILDREN (CAP-C)

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

Clients served: 27

ADULT CARE HOMES

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

Adult Care Homes: 12
Beds: 515
Adult Day Care Centers: 2

ADULT PLACEMENT

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

Assisted Placement:
Adult Care Homes: 428
Nursing Homes: 352

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: 99

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: 75
Substantiated: 7
Confirmed Mistreatment: 4

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: 15,350
Other Trips: 683

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: 12

Successfully Maintained Goals: 12

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: 1,992

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: 2,037

Total Fees Collected: \$25,400

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: 278

Total Participants Employed: 106

PROGRAM INTEGRITY

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

Total Collections: \$119,521

INDEPENDENT LIVING PROGRAM (LINKS)

Provides services for youth that are or have been in foster care at the age of 13 through 21 in order to help prepare them for independent living.

Average number of youth served per month: 31

FAMILY AND CHILDREN'S SERVICES INTAKE

Portal of entry for all Family and Children's Services including Child Protective Services and emergency financial assistance. Emergency financial assistance is primarily provided through AFDC-AE (Aid for Dependent Children - Emergency Assistance), CIP (Crisis Intervention Program), GA (General Assistance), 200%, MUAP (Monroe Utility Assistance Program, and Share the Warmth.

The purpose of this unit is to partner with families in achieving economic well being, safety, and permanence for family units.

Total number of families served with emergency financial services: 1,272

Total number of Child Protective Services reports received: 1,795

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 recommending to the Court the return of legal custody.

Foster Homes: 41

Average number of children cared for in paid placement: 58

Average number of children in custody: 86

Permanency achieved in less than 12 months: 34

Permanency achieved in more than 12 months: 25

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: 31

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: 54

Children Placed: 15

Adoptions Finalized: 36

COMMODITY PROGRAM

Distributes North Carolina Department of Agriculture Emergency Food.

Households Served (duplicated): 3,161

Individuals Served (duplicated): 5,432

CHRISTMAS BUREAU

Households Served: 2,189

Individuals Served: 9,898

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: 275

Volunteer Groups: 505

Hours Individuals Contributed: 5,913

Donors: 448

VOLUNTEER INCOME TAX

Taxpayers served: 259

EIC refunds: \$88,877

Federal refunds: \$226,967

INTERPRETING SERVICES

Provides services to clients with limited English proficiency.

Total Clients Served: 5,473

PROTECTIVE SERVICES FOR CHILDREN (CHILD ABUSE AND NEGLECT)

Provides services to children and their families through the Multiple Response System (MRS) using the dual track of Forensic Investigations or Family Assessments in response to instances of actual or suspected child abuse, neglect, or dependency.

Total number of reports: 1,403
 Total percentage of reports substantiated: 25%
 Total percentage of reports found in need of services: 9%

Children served in In-Home Services: 254
 Families served in In-Home Services: 119

PREVENTION AND AFTERCARE SERVICES

Provides outreach services to children and families to prevent child protective services involvement. Aftercare services are provided on In-Home Services cases and foster care cases. Services are provided on a voluntary basis.

Children / Families served for Prevention services: 149/58
 Children / Families served for Aftercare services: 7/6

PREGNANCY SERVICES

Provides counseling and secures resources upon request for assistance to persons involved with an undesired pregnancy.

Clients Served: 4

CENTRAL SUPPORT

Provides reception and clerical support to the total agency.

Mail (pages)

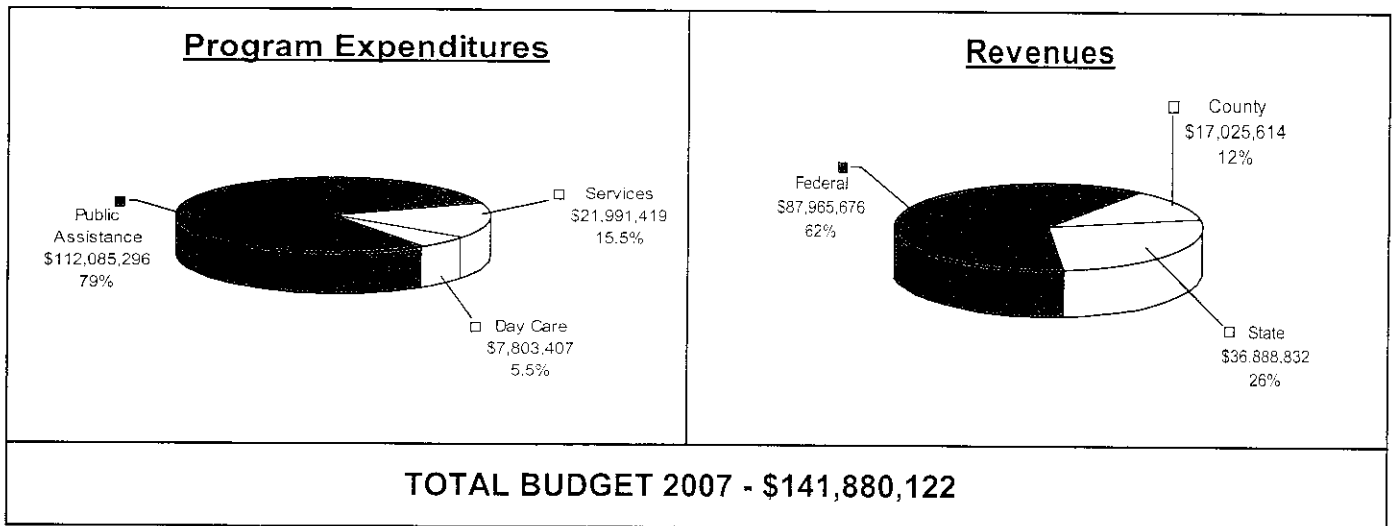
Post Office Mail: 144,946
 Courier Mail: 326,575

Client Visits

Income Maintenance: 23,473
 Children Services: 6,352
 Adult Services: 3,124
 Family Support Services: 7,497
 Total Client Visits: 40,446
 Work Permits Issued: 972
 Switchboard Assistance: 105,320
 Client Delivered Mail: 24,402

Total Clients Assisted: 171, 140

**REVENUES AND PROGRAM EXPENDITURES
 CALENDAR YEAR 2007
 UNION COUNTY DSS**



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