

JACKSON COUNTY DEPARTMENT OF SOCIAL SERVICES

2010-2011 ANNUAL REPORT

The mission of the Jackson County Department of Social Services is to provide essential human services that protect, strengthen and improve lives in Jackson County. Our commitment is to provide the highest quality of service through teamwork, professionalism and respect for our clients and the community that supports our work.

A message from . . .

THE JACKSON COUNTY BOARD OF SOCIAL SERVICES

The Jackson County Department of Social Services is a client-oriented agency that responds to all age groups from infancy to the elderly.

We must be responsive and sensitive to the needs of the less fortunate and most vulnerable citizens in our community. At the same time, however, we have a responsibility to the taxpaying community to meet human needs with cost-effective methods.

The staff of the Jackson County Department of Social Services have dedicated themselves to establishing a team approach in which to offer services in the most efficient and effective way possible while ensuring that all citizens receive these services in a professional and courteous manner.

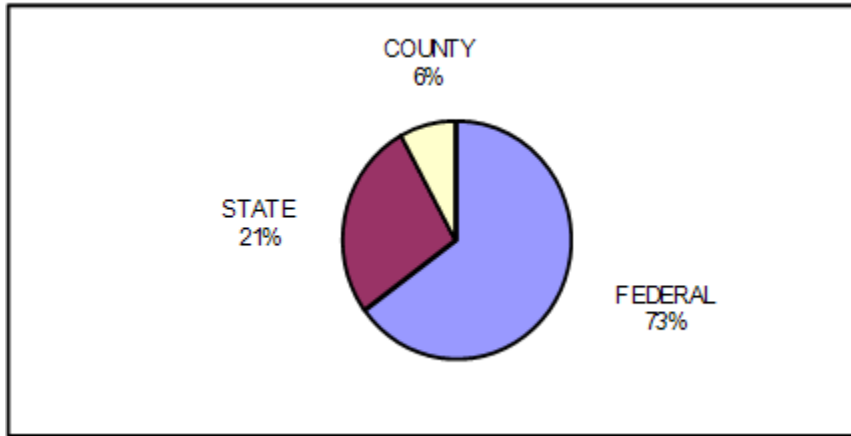
This Annual Report summarizes for the citizens of Jackson County the activities and trends of this County Department of Social Services for the Fiscal Year 2010-2011. The Report is our attempt to convey to the citizens of our county the broad range of services provided by the agency and the number of clients served. It is a voluntary effort to be more accountable for the public funds entrusted to this Department.

BOARD MEMBERS

Greg Scott, Chairperson
Rob Sutton, Vice-Chairperson
Audrey Tritt, Member
Ruth Shuler, Member
Dennis Wilkey, Member

Robert B. Cochran, Director

REVENUES FY 2010-2011



FEDERAL	\$37,577,679.63	73%
STATE	\$10,592,323.88	21%
COUNTY	<u>\$ 2,960,910.25</u>	6%
TOTAL	\$51,130,913.76	100%

EXPENDITURES FY 2010-2011

MEDICAID PAYMENTS	\$36,295,989.56
FOOD & NUTRITION SERVICES	\$ 7,625,520.00
PUBLIC ASSISTANCE ADMINISTRATION (Medicaid, Work First Family Assistance Low Income Energy Assistance, Food & Nutrition Services, Special Assistance)	\$ 2,308,853.60
SOCIAL WORK SERVICES	\$ 1,860,177.53
WORK FIRST	\$ 1,249,623.02
EMERGENCY CRISIS ASSISTANCE (Fuel, Shelter, Utilities, Medicine)	\$ 706,879.78
OTHER EXPENDITURES INCLUDE:	
CHILD SUPPORT ENFORCEMENT	\$ 370,228.76
FOSTER CARE	\$ 362,688.22
SPECIAL ASSISTANCE (Adult Care Payments)	\$ 322,284.00
IN HOME SERVICES (Adult Day Care, Aide Services, Home Delivered Meals)	\$ 28,669.29
TOTAL	\$51,130,913.76

SERVICE PROGRAMS

CHILD PROTECTIVE SERVICE INVESTIGATIONS

Reports of suspected child abuse, neglect and/or dependency are investigated. Services are provided 24 hours a day, seven days a week. Home Studies are completed for alternate placement for children.

- 1103 Responses to Reports of Abuse, Neglect and/or Dependency
- 80 Additional Home Studies and Assists Provided to Other Counties

FAMILY INTERVENTION SERVICES

Provides services to protect children in families where abuse and/or neglect has been substantiated. Social Workers engage family members in activities designed to eliminate risk factors, promote stability and bring about permanence for children.

- 87 Families Served
- 140 Children Served
- 134 Children Able to Stay Safely at Home

FOSTER CARE SERVICES

Children are placed in the responsibility of the agency through court ordered custody, voluntary placement agreements, or release for adoption. Permanency planning for children provides time-limited and goal-oriented care for children to achieve permanent families as soon as possible.

- 16 Children Entering Custody of Agency – 07/01/10
- 11 Children Received in Agency Custody through 06/30/11
- 9 Children Leaving Agency Custody
 - 3 Children Returned to Parents
 - 2 Children Adopted
 - 4 Guardianship to Others
- 18 Children Remaining in Custody – 06/30/11

ADOPTIONS

Adoption provides children with legal permanency in safe, loving homes. Adoptions include agency adoptive placements, stepparent and relative adoptions, and independent adoptions arranged between birth parents and unrelated individuals.

- 2 Agency Adoptions Finalized
- 1 Non-Agency Adoption Finalized

- 27 Families Received Adoption Assistance for 38 Children to Help Offset the Costs of Adopting a Child with Disabilities or

Special Needs

ADULT PROTECTIVE SERVICE EVALUATIONS

Reports of suspected abuse, neglect and/or exploitation are evaluated and assessments are completed regarding the needs of disabled individuals 18 and older. Services are provided 24 hours a day, seven days a week.

162 Responses to Reports of Abuse, Neglect and/or Exploitation

GUARDIANSHIP SERVICES

The Court appoints Social Services as guardian for elderly or disabled adults who are mentally incompetent and cannot make responsible decisions concerning their personal care and their finances.

30 Average Monthly Guardianship Cases

PROTECTIVE PAYEE SERVICES

Social Services is appointed by the Court, Social Security, or the Veterans Administration to receive and assure the appropriate use of benefit funds when individuals are unable to do so.

15 Average monthly payee cases

SERVICES FOR THE BLIND

Services provided include: Adjustment Services, Individual Family and Adjustment and In-Home Aide services.

31 Clients Served
8 New Clients
16 Case Closures
28 Medical Eye Care Clients Serve

MEDICAL TRANSPORTATION

Transportation to medical appointments is provided, arranged or reimbursed for individuals who are eligible for this service.

811 Clients Transported
10,545 Number of Trips
\$ 5,736.37 Direct Payments to Clients
\$148,219.23 Payments to Providers

PROVIDERS

\$100,394.94 Jackson County Transit
\$ 5,699.00 Eastern Band of Cherokee Indians Transit
\$ 42,125.29 Gas Stations

**FINANCIAL ASSISTANCE
AND AUXILIARY PROGRAMS**

MEDICAID AND SPECIAL ASSISTANCE

Medicaid provides assistance with medical expenses for low-income families with children, disabled adults, and the elderly.

Special Assistance provides a monthly payment to help pay the cost of facility placement or in-home care.

3,566 Applications Received
8,953 Reviews/Revisions to Cases
4,043 Average Monthly Cases

MEDICAID'S IMPACT ON LOCAL ECONOMY

The following shows regional Medicaid dollars paid to Jackson County providers.

Harris Regional Hospital	\$9,492,790.92
Physicians / Dentists / Optometrists	\$6,721,519.52
Nursing Homes / Adult Care	\$5,674,890.32
Pharmacies	\$4,169,102.53
Mental Health Providers	\$3,618,961.96
Children's Developmental Services	\$523,644.99
Health Department	\$347,130.22
Other	\$774,984.72

HEALTH CHOICE FOR CHILDREN

North Carolina Health Choice provides medical assistance for uninsured children when the family income is at or below 200% of federal poverty level.

552 Children Enrolled

FOOD & NUTRITION SERVICES

Designed to raise the nutritional levels in low-income households by issuing food assistance to supplement a household's food dollars.

2,391 Applications Received
6,064 Reviews/Revisions to Cases
2,421 Average Monthly Cases

WORK FIRST FAMILY ASSISTANCE PROGRAM

Financial and medical assistance for dependent minor children who are deprived of parental care and support of one or both parents.

- 150 Applications Received
- 115 Reviews/Revisions to Cases
- 36 Average Monthly Cases

WORK FIRST FAMILY EMPLOYMENT SERVICES

This component of the Work First Program is designed to help families achieve financial independence.

- 14 Parents Who Became Employed
- 37 Benefit Diversion Services
- 75% Families Stayed Off Work First After One Year of Work

LOW INCOME ENERGY ASSISTANCE PROGRAM

Assistance with heating expenses through a once a year program. This program assists households with income at or below 110% of the federal poverty level and assets not exceeding \$2,200.

- 1,537 Households Served
- \$256.69 Average Payment
- \$394,531.00 Total Payments

PROGRAM INTEGRITY/FRAUD INVESTIGATIONS

Public Assistance cases are routinely investigated to assure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and overpayment.

- 103 Cases Investigated
- \$300.04 Work First Repayments
- \$5,043.05 Medicaid Repayments
- \$22,573.95 Food & Nutrition Services Repayments

CHILD SUPPORT ENFORCEMENT

Assures that children receive adequate parental support by locating absent parents, establishing paternity, establishing medical and financial support, modifying and enforcing court ordered support obligations.

- 850 Active Cases
- \$2,465,519.18 Collections
- \$47,285.64 County Return and Incentives Earned
- 44 Paternities Established
- 91 New Support Orders Established
- 230 Support Orders Modified

EMERGENCY ASSISTANCE PROGRAMS

SHELTER/UTILITY ASSISTANCE

The Crisis Intervention Program, Duke Energy, Energy Neighbor, Federal Emergency Management Act, and Helping Each Member Cope are programs to assist people in an energy/shelter crisis. These five programs combined to accomplish the following:

- 1220 Households Served

\$283,816.64 Expenditures
\$232.64 Average Payment

GENERAL ASSISTANCE

One-time assistance for families in a crisis situation.

853 Households Served
\$36,298.10 Expenditures
\$42.56 Average Payment

WORK FIRST EMERGENCY ASSISTANCE

A one-time, short-term assistance to help prevent future long-term dependence on other forms of public assistance.

79 Households Served
\$21,888.00 Expenditures
\$ 277.07 Average Payment

PROCESSING SUPPORT SERVICES

30,640 In-Agency Client Visits

OTHER ACCOMPLISHMENTS

- The JCDSS Income Maintenance Program staff was recognized by the State Division of Social Services for exceeding all quality and timeliness standards for both the Medicaid and the Food & Nutrition Services Programs.
- By exceeding state goals for successful agency adoptions, the JCDSS Child Welfare staff qualified for \$19,000 in federal incentive awards.
- With the help of local businesses and churches the JCDSS staff voluntarily raised \$5,530.00 for the Back-to-School Program and assisted 150 children with backpacks, shoes and school supplies for the start of the 2010 school year.
- JCDSS gained approval from the NC Office of Archives and History to begin digitally scanning thousands of case records. This will make it easier for staff to access these documents and save hundreds of square feet of storage space.

SATELLITE OFFICES

A satellite office in Cherokee provides Food and Nutrition Services, Medicaid and Social Work Services.

In Accordance with Federal Law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. Under the Food

Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.