

JACKSON COUNTY DEPARTMENT OF SOCIAL SERVICES

ANNUAL REPORT

JACKSON COUNTY DEPARTMENT OF SOCIAL SERVICES

15 Griffin Street, Sylva, NC 28779

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www.jcdss.org

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 17-18. 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.

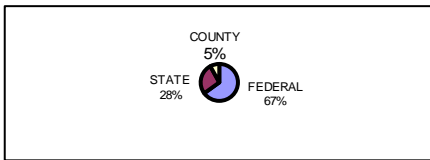
BOARD MEMBERS

July, 2017 – April, 2018

- Delos Monteith, Chairperson
- Charles Wolfe, Vice-Chair
- Debbie Stanley, Member
- Juanita Burrell, Member
- Sherry Rogers, Member

Jennifer Abshire, Director

REVENUES FY 2017-2018



FEDERAL	\$40,237,519.85	67%
STATE	\$16,302,235.49	27%
COUNTY	<u>\$ 3,445,534.85</u>	6%
TOTAL	\$59,985,290.19	100%

EXPENDITURES FY 2017-2018

MEDICAID PAYMENTS	\$46,457,793.00
FOOD & NUTRITION SERVICES	\$ 5,927,092.00
PUBLIC ASSISTANCE ADMINISTRATION (Medicaid, Work First Family Assistance, Food & Nutrition Services, Special Assistance)	\$ 2,376,502.08
SOCIAL WORK SERVICES	\$ 2,110,670.43
WORK FIRST	\$ 1,261,276.60
EMERGENCY CRISIS ASSISTANCE (Low Income Energy Assistance, Fuel, Shelter, Utilities, Medicine)	\$ 361,564.47
OTHER EXPENDITURES INCLUDE:	
FOSTER CARE	\$ 633,955.91
CHILD SUPPORT SERVICES	\$ 508,773.06
SPECIAL ASSISTANCE (Adult Care Payments)	\$ 322,761.00
IN HOME SERVICES (Adult Day Care, Aide Services, Home Delivered Meals)	\$ 21,210.47
ADULT GUARDIANSHIP	<u>\$ 3,691.17</u>
TOTAL	\$59,985,290.19

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.

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

FAMILY INTERVENTION SERVICES

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

- 48 Families Served
- 83 Children Served
- 74 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.

- 55 Children in Agency Custody as of 07/01/17
- 28 Children Entered Agency Custody through 06/30/18
- 27 Children Left Agency Custody
 - 11 Children Returned to Parents
 - 8 Guardianship or Custody to Others
 - 6 Children Adopted
 - 2 Transferred to Another County
- 56 Children Remained in Agency Custody as of 06/30/18

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.

- 6 Agency Adoptions Finalized
- 6 Non-Agency Adoptions
- 4 Agency Children Cleared for Adoption
- 19 Families Received Adoption Assistance for 30 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.

207 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 or their finances.

23 Guardianship Clients Served

PROTECTIVE PAYEE SERVICES

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

20 Payee Clients Served

SERVICES FOR THE BLIND

Assistance is provided to blind/visually impaired clients through Independent Living (IL) Services. The Medical Eye Care Assistance Program assists with exams, glasses, vision related surgery and referrals to other programs when funding is unavailable.

- 18 Clients Received IL Instruction
- 6 New Clients Received IL Instruction
- 8 Case Closures for Clients Receiving IL Instruction
- 12 Medical Eye Care Clients Served
- 18 Clients Referred to Other Resources for Assistance

CHILD SUPPORT SERVICES

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.

901 Active Cases
\$2,298,156 Total Collections

- \$31,464 County Return and Incentives Earned
- 47 Paternities Established
- 93 New Support Orders Established
- 164 Support Orders Modified
- 411 Implemented Income Withholdings
- 1594 Enforcement Actions Completed

FINANCIAL ASSISTANCE 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.

- 1,943 Applications Received
- 5,421 Reviews Completed
- 6,822 Average Monthly Cases

MEDICAL TRANSPORTATION

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

- 696 Clients Transported
- 6,896 Number of Trips Provided
- \$ 14,715.61 Direct Payments to Clients
- \$201,918.60 Payments to Providers

PROVIDERS

- \$70,101.77 Jackson County Transit
- \$55,815.42 Eastern Band of Cherokee Indians Transit
- \$76,001.41 Gas Stations

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.

248 Active Cases as of 06/30/18

FOOD & NUTRITION SERVICES

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

- 1,883 Applications Received
- 2,393 Reviews
- 2,224 Average Monthly Cases

WORK FIRST FAMILY ASSISTANCE PROGRAM

Work First is an employment program for families with children under the age of 18 living in their home. Child-only benefits are available to eligible non-parent relatives caring for minor children.

- 100 Applications Received
- 44 Average Monthly Cases

ACCOMPLISHMENTS

SHELTER/UTILITY ASSISTANCE

The Crisis Intervention Program, Low-Income Energy Assistance, Work First Emergency Assistance, Duke Energy, Energy Neighbor, Emergency Food and Shelter Program, and Helping Each Member Cope are programs to assist people in an energy/shelter crisis. These seven programs combined to accomplish the following:

1,389	Households Served
\$326,841.34	Total Payments
\$235.31	Average Payment

GENERAL ASSISTANCE

One-time assistance for families in a crisis situation.

799	Households Served
\$35,814.48	Total Payments
\$44.82	Average Payment

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.

126	Cases Investigated
\$310.00	Medicaid Repayments
\$24,345.75	Food & Nutrition Services Repayments

PROCESSING SUPPORT SERVICES

17,079	Clients Seen In the Agency
13,355	Incoming Pieces of Regular Mail
515	Incoming Pieces of Courier Mail
25,660	Outgoing Pieces of Regular Mail
82	Outgoing Pieces of Courier Mail

SATELLITE OFFICE

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

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.



Licensed foster parents Ben and Laura Hillman opened their hearts and home to adopt a precious sibling group of four.

- JCDSS has one employee with over 30 years of service: Tammy Bradley.
- JCDSS has five employees with over 25 years of service: Jennifer Abshire, Pam Hooper, Christi Hooper, Kim Cabe and Randal Moss.
- JCDSS has seven employees with over 20 years of service: Sheryl Williamson, Becky Green, Jill Picklesimer, Dianne Cauley, Pam Austin, Rhonda Monteith and Margaret Dupstadt
- JCDSS participated in the Citizens Academy.
- JCDSS participated in two Opioid Community Forums.
- Sheila Gibson and Jim Montsinger participated in the Dementia Friendly Community Forum.
- With the help of local businesses and churches, the JCDSS staff voluntarily raised \$8,479 for their 18th annual Back-to-School Project. 128 children were provided backpacks, shoes and school supplies to start the 2017 school year.
- Agency staff collected items to fill 30 Christmas boxes and 12 gift bags for the elderly.
- Agency staff donated a total of \$1,093 for the following: AWAKE Child Advocacy Center, Breast Cancer Awareness Month and St. Jude's Children's Hospital.



Balsam Baptist Church volunteers for the Back to School project.