

2020-2021 ANNUAL REPORT



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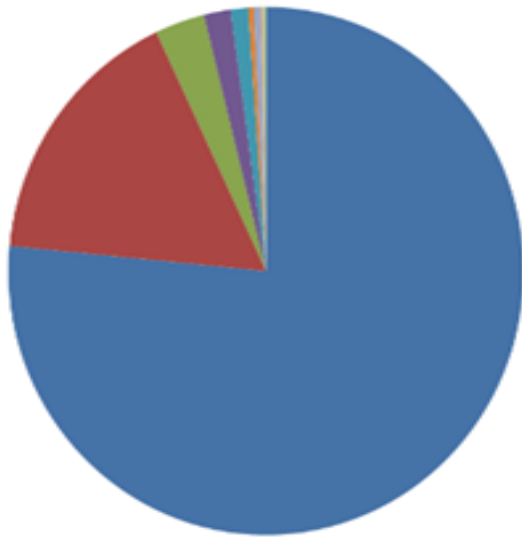
OUR MISSION

We partner with our community, strengthening the quality of life for our citizens by protecting individuals, families and those who are economically vulnerable while being accountable and outcome focused.

OUR VISION

We Provide, Protect, and Serve with Excellence.

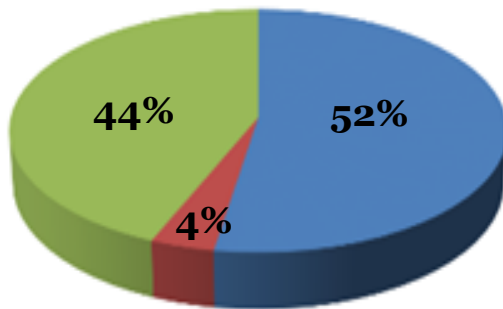
TOTAL AMOUNT OF BENEFITS ISSUED



- Medicaid \$246,595,340
- Food and Nutrition \$53,094,489
- Child Support Collections \$10,057,028
- Day Care (Adult and Child) \$5,410,333
- Foster Care/Adoption Assistance/LINKS \$3,543,295
- Special Assistance and In Home Aide \$1,147,862
- Energy and Crisis \$1,149,814
- Work First \$441,754
- Medicaid Transportation \$801,584
- Community Sponsored Programs \$13,022

Total \$322,254,521

COSTS FOR ADMINISTERING PROGRAMS



- Federal \$9,194,155
- State \$657,496
- County \$7,639,366

Total \$17,491,017

*all data unduplicated unless otherwise specified

CHILDREN'S SERVICES

CHILD PROTECTIVE SERVICES (CPS)

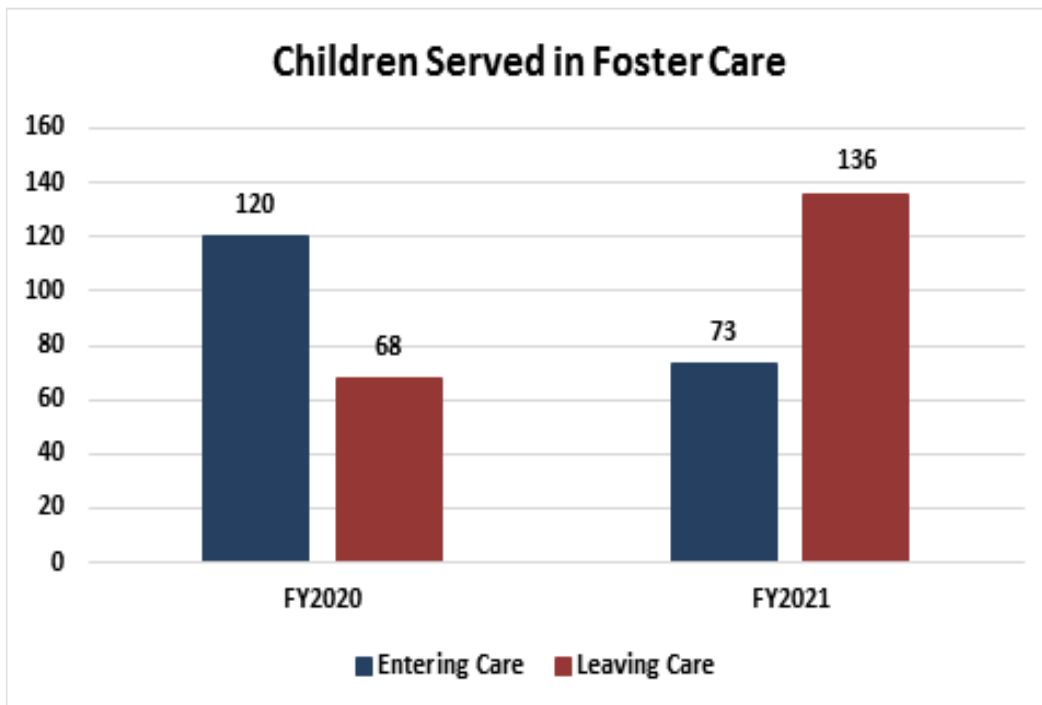
CPS is responsible for receiving, screening, assessing reports of alleged abuse/neglect/dependency.

- received 2,741 reports of abuse, neglect or dependency
- accepted and assessed 1,860 reports
- average of 106 children per month received in-home (mandatory) services

FOSTER CARE SERVICES

Foster care is a temporary living arrangement for children whom the courts have deemed in need of protection from abuse or neglect by a caretaker. Foster Care services must be provided to any child for whom the court has ordered a DSS legal responsibility and a child is placed in a licensed foster home, relative placement, or licensed facility.

- 32 licensed foster homes in Rowan County
- 255 children were served in fiscal year 2021 with an average of 185 children in care each month
- total expenditure for the year was \$2,272,016 with \$598,943 paid to Rowan County providers



ADOPTION PROGRAM

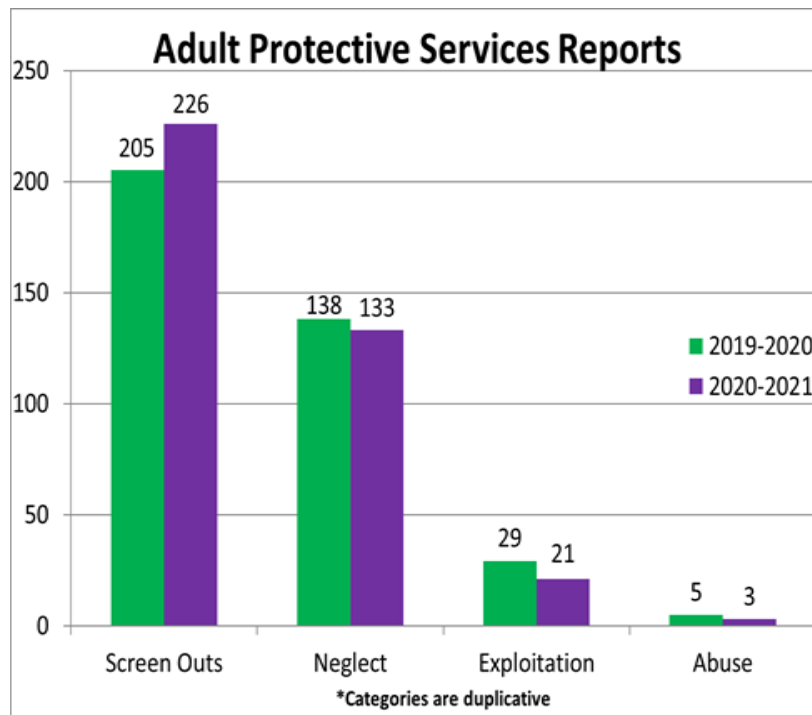
Adoption Services connects families interested in adoption with children in need of a permanent home.

- 14 children were adopted from DSS custody
- 14 step-parent / relative / independent adoption studies were completed

ADULT SERVICES

The Division of Aging and Adult Services works to promote the independence and enhance the dignity of North Carolina's older adults, persons with disabilities and their families through a community-based system of opportunities, services, benefits and protections.

- received 368 reports of abuse, neglect or exploitation of adults
- 142 reports were accepted and evaluated for the year
- 139 adults were served via Preventive Outreach
- Director is Guardian of Person for 62 clients
- 14 Adult Care Home Providers in Rowan County served up to 168 residents
- served an average of 11 adults per month on Special Assistance In-Home
- served an average of 64 adults per month with In-Home Aide services
- served an average of 17 adults per month with Adult Day Care services



CHILD SUPPORT

Title IV-D of the Social Security Act of 1974 created child support programs in the states. The NC Child Support Services program was established to ensure that both parents will be responsible for financial support of their children according to their abilities. Child support amounts are court-ordered and based upon the NC Child Support Guidelines, children's needs and parental incomes. NC Child Support Services in Raleigh receives, accounts for and distributes child support payments to custodial parties.

Rowan County Child Support:

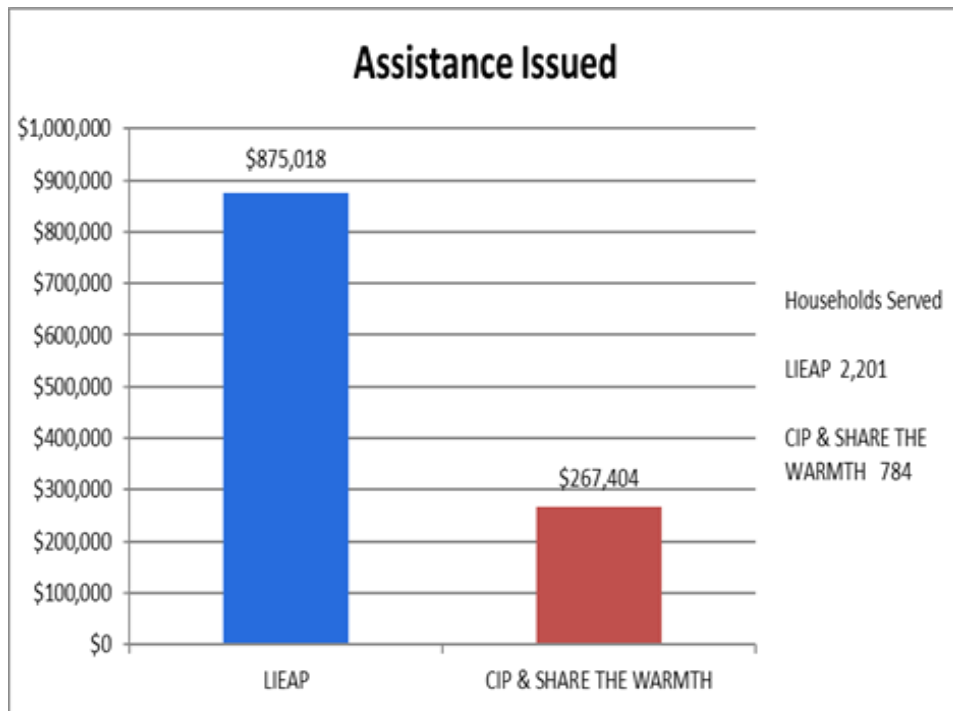
- collected \$10,057,028 for children in fiscal year 2021;
- established paternity for 68 children;
- administered 5,716 cases ongoing, and
- referred about 15% of cases under management to court for judicial enforcement.

ECONOMIC SERVICES

HEATING/COOLING ASSISTANCE

The Economic Services Division serves as the county's safety net for the economic wellbeing for the county's most vulnerable citizens by offering an array of benefits to enable our citizens to meet their basic survival needs.

- Low Income Household Energy Assistance Program (LIHEAP)
- Crisis Intervention Program (CIP)
- Share the Warmth Program



FOOD AND NUTRITION SERVICES

The Food and Nutrition Services Program is designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.

- \$53,094,489 was issued to an average of 10,682 households per month in fiscal year 2021.
- New applications averaged 650 per month.

Crisis Intervention Program Impact

A citizen had a stroke and was unable to continue working. The loss of income, plus the medical bills, put her behind on her household utilities. She applied for CIP for herself and her teenage son. With the help of our agency she was able to get out from under the high balance on her energy bill. I will never forget my conversation with this citizen and her words of thankfulness for the blessing the program was for her and her family.

ECONOMIC SERVICES CONTINUED

WORK FIRST

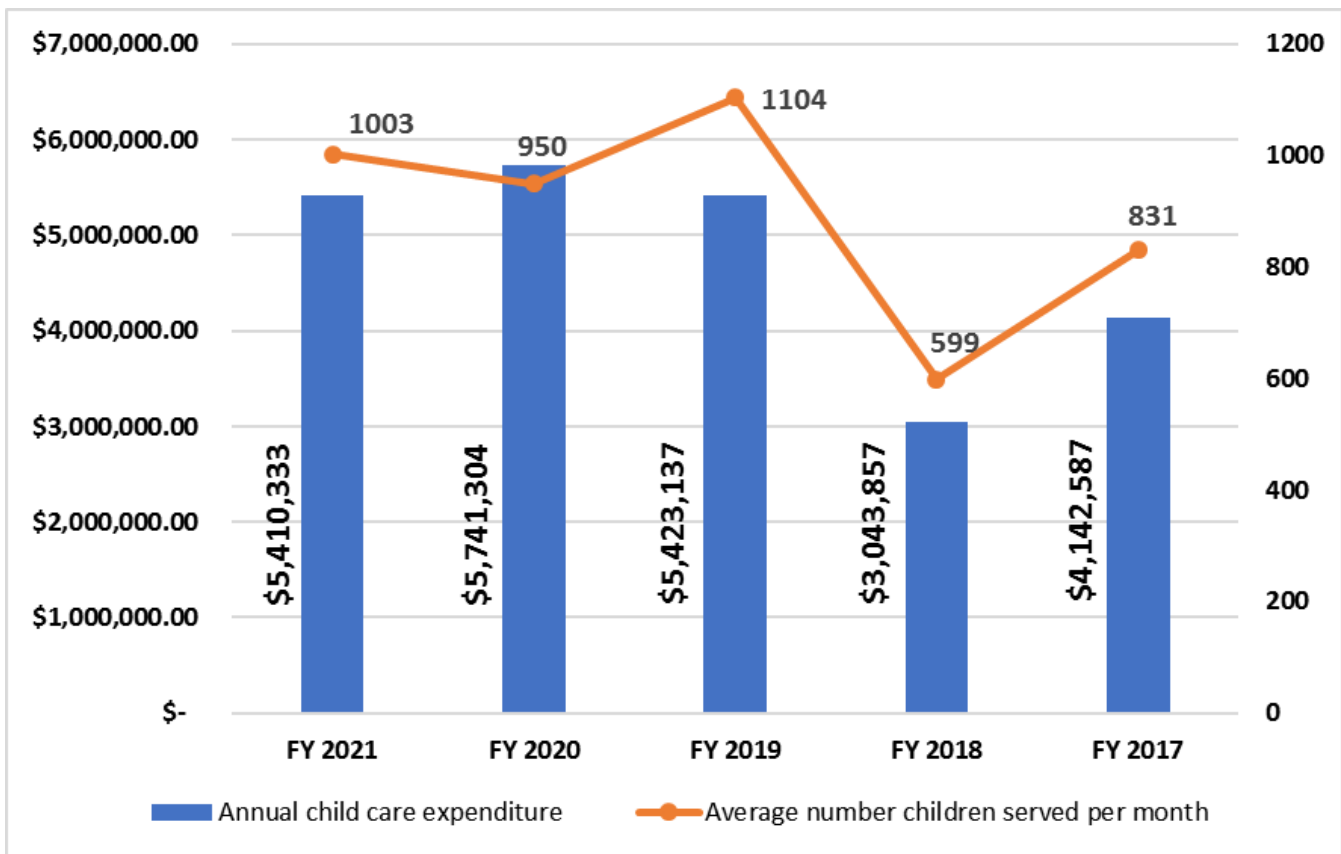
Work First is North Carolina's plan to help families avoid or reduce the need for public assistance, become self-sufficient and move into jobs. Work First is built upon the belief that all people have a responsibility to their families and community to work and provide for their children.

- average of 11 new applications per month
- served an average of 187 families per month
- average monthly payment was \$198
- total expenditure for the year was \$441,754
- provided Work First Emergency Assistance helping 14 families with shelter and utilities, totaling \$5,187
- \$2,205 was paid to assist clients in finding and keeping employment

CHILD CARE

Day Care Assistance is a child care subsidy program for families who need help paying day care costs for their children from birth through 12 years old while they work or attend school. The Day Care Assistance program has limited funding, and children may be placed on a waiting list if funding is not currently available.

- 36 child care providers in Rowan County received subsidy



MEDICAID

A program to assist eligible aged, disabled, blind, individuals, pregnant women, families and/or children with the cost of medical care.

- Medicaid serves low-income parents, children, seniors and people with disabilities.
- An average of 39,304 recipients per month were authorized for Medicaid in fiscal year 2021.
- New applications averaged 316 per month.

MEDICAID ELIGIBILITY CATEGORIES

Aged, Disabled & Blind	\$159,151,197
Family & Children	\$76,818,982
Medicare Qualified	\$2,264,831
NC Health Choice	\$6,587,002
State Foster Home Children	\$537,688
Undocumented Immigrants	\$636,391
Documented Immigrants	\$609,967
Refugees	\$1
Claims Adjustments	-\$10,719
Total Medicaid Provided	\$246,595,340

MEDICAID TRANSPORTATION

Service provided by Rowan Transit System and taxi cab companies to Medicaid beneficiaries who need assistance in accessing transportation to and from medical appointments.

- \$801,584 was paid to vendors and family members
- 24,718 trips were provided serving an average of 169 recipients per month

COMMUNITY SPONSORED PROGRAMS

- \$13,022 in contributions from the community was used for the One Church One Child program.

Medicaid and Adult Services Program Impact

"I was just not a number, they honestly cared and care now. They were my life line. Literally all I had...Thank you for helping and saving my life because that is what they are doing. They are heroes. They get up and go out in the world and risk themselves to help others they don't even know. Those are the real Heroes. All of you. Thank you again!"

ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES OUTCOMES

ADULT PROTECTIVE SERVICES

- We provided protective services to 13 adults who were found to be abused, neglected, or exploited.
- In Adult Day Care and In Home Aide combined, 116 adults were served to remain safely in their own homes as long as possible or to allow their caregivers to work or have respite.

CHILD PROTECTIVE SERVICES

- Children in 98 cases received In-Home Family Services to ensure protection.
- Risk was reduced in 113 cases because of In-Home Family Services interventions.
- We filed 47 petitions to protect approximately 70 children from abuse, neglect, and/or dependency.
- 113 children were reunified with their parents or other family members/kin after receiving permanency planning services.

Fiscal Impact

The Department of Social Services spent 84% of our budgeted expenditures and received 102% of our revenues. We used 62% of the budgeted county funds. Remaining county funds at the fiscal year-end were \$3,854,701.00. This amount was returned to the county for the General Fund.

63, 545 individuals were served through public assistance.



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<http://www.rowancountync.gov>

It is the policy of NC Department of Health and Human Services to provide services, care, benefits, and assistance to all qualified persons without regard to race, color, national origin, sex, religion, age, disability, or political beliefs.

50 copies were made with a cost of \$0.08 per copy