

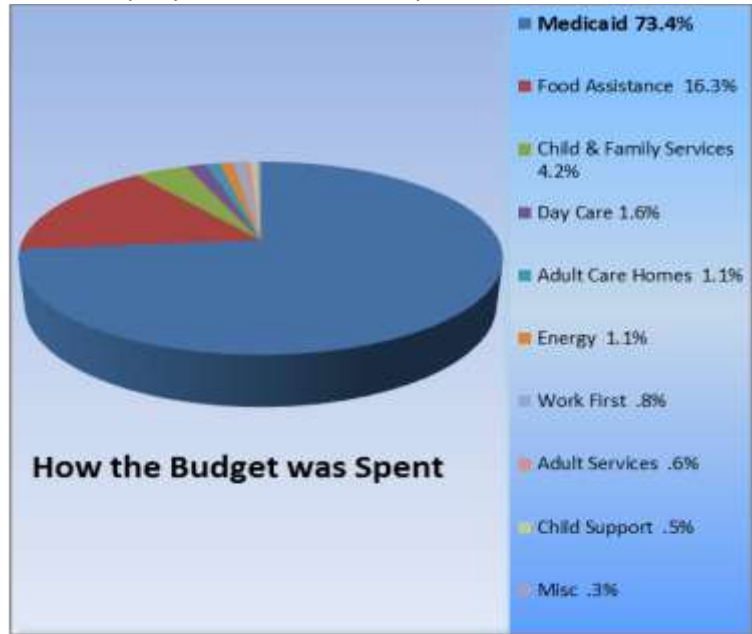


**People Focused & Service Driven**

# **McDowell County Department of Social Services**



The mission of the McDowell County Department of Social Services is to respectfully assist families and individuals by helping them maintain, and/or enhance their quality of life; to prevent abuse, neglect, and exploitation of vulnerable people in the community.



\$59,303,988.94..... Federal  
\$22,156,031.18..... State  
\$2,661,945.11..... County

# CHILDREN'S SERVICES

## Child Protective Services (CPS)

Total # of reports received for abuse, neglect or dependency: **1047**

Percentage accepted for assessment: **61%**

Percentage substantiated or found in Need of Services: **16%**

Average monthly # of families receiving In Home Services: **32**

## Adoptions

Adoptions finalized in 2011: **20**

Families receiving adoption assistance: **102**

### *Testimonial*

A 13 year old girl, "S" came into DSS custody in the late summer 2010. She was a victim of abuse at the hands of her father for over 2 years. The home she was raised in was full of domestic violence. Her mother was not able to care for the needs of the children most of the time. "S" was the oldest of four children and the caregiver for her younger siblings. She was responsible for changing their diapers and feeding them. She was also their protector and kept the children safe the majority of the time. When removed from the home this child remained in an upbeat happy state. Her grades at school remained at the A and AB level. In school she was popular and had a lot of friends. She was the first child placed with this new foster family and it was a perfect match. She bonded well with them and enjoyed her newfound freedom. She enjoyed the simple pleasures in life such as going to a school dance or having friends spend the night. She continued to thrive in her foster placement and they became her forever family through adoption only 15 months after coming into foster care.

## Foster Care

In 2011, **30%** of the children that entered care exited within **12** months compared to **17%** in 2010.

Monthly average of children in kinship placements: **26**

Monthly average of children in licensed foster homes: **28**

Monthly average of children in DSS custody: **79** at an average cost of **\$36,951** a month for room and board.

There are currently **27** active homes licensed by McDowell County DSS.

**LINKS** is an independent living program that is available for all youth who are now 13 or older and are not yet 21 and who are or were in DSS foster care.

**76** youth are currently open for LINKS services and a total of **\$25,102** were paid out with **87%** of the funds going toward education.

**Child and Family Team (CFT)** is a facilitated meeting planned around a family to help address their needs, concerns and issues based on the family's strengths. We averaged **23** CFTs per month with **12** active facilitators in 2011.

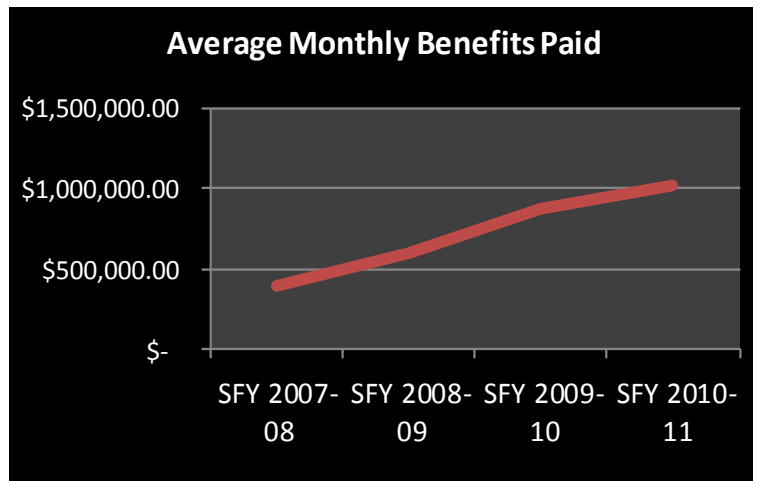
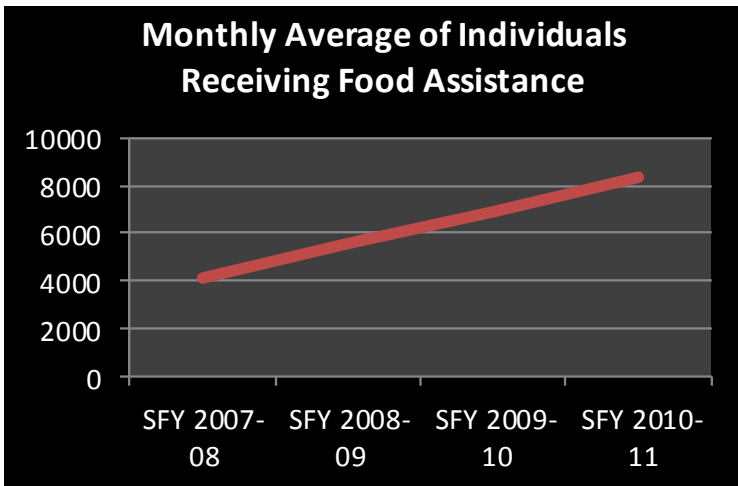




## ECONOMIC SERVICES

### FOOD & NUTRIENT SERVICES

In 2011, a monthly average of **4180** households comprised of **8985** individuals in McDowell County received **\$1,078,570** monthly in food assistance benefits an increase of nearly **300%** in just **4** years. **264** families were served by our Food Pantry.



### Testimonial

Six years ago Katrina moved here and like many people struggled to find a job. She came to our agency for help and was given an opportunity for success. She began receiving **Food Assistance, Medicaid** and was directed to talk with **Work First**. Soon after talking with **Work First** she began working at Autumn Care and was an extraordinary worker. Many people realized what a hard worker Katrina was and when a job through **Work First** came available at the agency Katrina was asked to work here. Katrina began working in the filing room and soon began doing computer based work. A job came available at the agency and Katrina got an interview. Katrina shares "I did research to help prepare for the interview." Although Katrina did not get the job she originally interviewed for her research paid off. She was offered a job with Food and Nutrition. Currently Katrina works in the intake department of the agency. Katrina shares "**If it wasn't for the Work First and the Agency I don't know what I would have done. They gave me a chance.**"

**WORK FIRST FAMILY ASSISTANCE PROGRAM** is about helping families achieve self-sufficiency.

Work First Family Assistance served a monthly average of **197** individuals with **\$23,088** worth of benefits monthly.



**United Emergency Fund (UEF) \$5489** for Life Saving Prescription drugs and Power disconnects or evictions. **General Assistance (GA) \$1534** for gas vouchers.

**Emergency Assistance \$194,818** for emergencies to families with children.

**LIEAP (Low-income Energy Assistance)** a one time heating assistance benefit served **303** households with **\$85,800**.

**CIP (Crisis Intervention Program)** assisted with heating or cooling emergencies for **763** eligible citizens of McDowell County with **\$358,010**.

**Homelessness Prevention & Rapid Re-housing Program (HPRP)** focuses on determining the needs for specific levels of housing assistance and helping the household identify and obtain housing served **32** clients with **\$167,021** in benefits.



**Child Support Enforcement** located **837** absent parents and collected **\$3,676,736**.



**Program Integrity** conducted **72** investigations of fraud and collected **\$48,800**.



**Day Care**—**670** children received subsidized Day Care Vouchers at a total cost of **\$1,484,082.80**



**The Senior Center** is the designated Focal Point on Aging where persons 60 and older come together for a variety of activities, programs and services. In 2011, we delivered **40,242** meals to the Home Bound; served **32,294** Congregate meals at two locations Marion and Old Fort; provided transportation **10,260** times and provided In-home Aide Services to **5,055** seniors in McDowell County.

## Adult Services – 2011

- Received 118 reports of abuse, neglect, or exploitation
- 72 reports were accepted and investigated
- 28 cases had abuse, neglect, or exploitation confirmed.
- The unit carried an average of 30 guardianship cases. As of December 31, 2011 we had 32 active wards.
- The unit carried an average of 27 cases for payee services.
- We monitored and provided technical assistance to 13 Assisted Living Facilities. 89 monitoring visits were made with no corrective actions resulting, or penalties imposed. We assisted with 18 state surveys.
- We averaged assisting with 4 placements per month to assisted living facilities.
- The unit served 78 individuals on CAP-DA and billed \$147,286.60.
- We served 33 individuals on SA In-Home and billed \$135,173.00
- We served 57 individuals with At Risk Case Management and billed \$35,245.51.
- We served an average of 35 In Home Aide cases per month at a cost of \$75,262.99.
- Transported an average 25 individuals on 68 trips per month.



### *Testimonial*

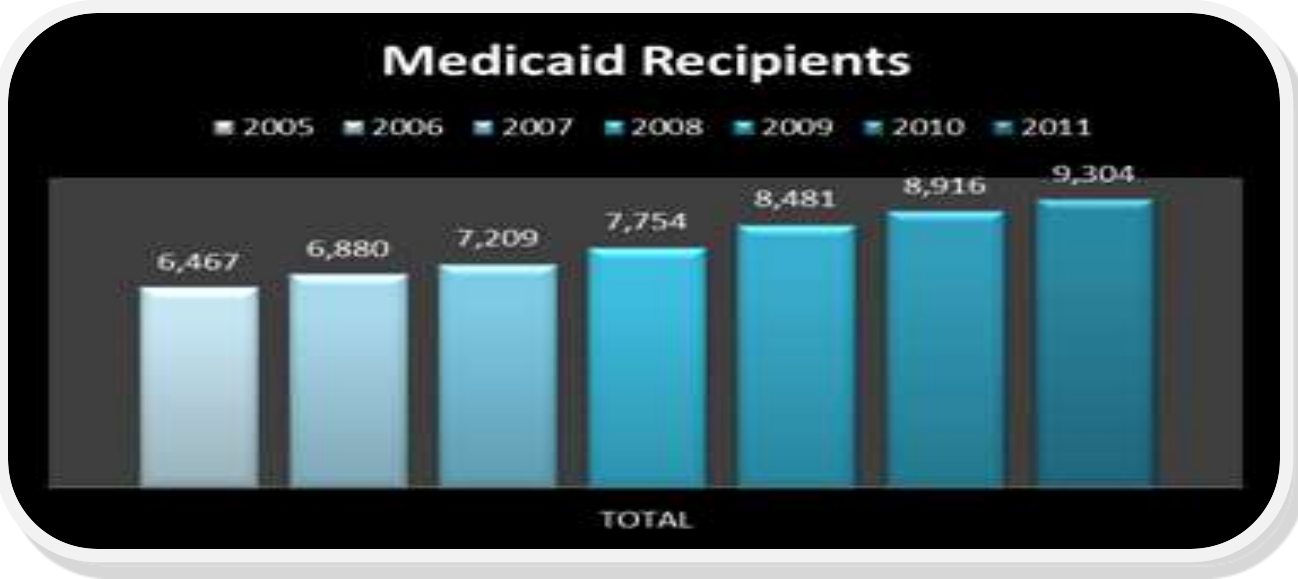
NC General Statute 130A-415 places responsibility for the disposition of unclaimed bodies on individual counties. Due to limited funding, cremation has been McDowell County's accepted practice for many years. However, by the end of 2010 no provisions had been made for disposition of the cremains.

After hearing of our need for a final resting place for these individuals, Sunny Grove Baptist Church in Dysartsville provided a burial plot, and Adult Services solicited donations from other community members for a marker. Those who participated in giving were Nebo First Baptist Church, Nealsville Church of God, Redeemed Free Will Baptist, Reminent Free Will Baptist, Glenwood Baptist, Victory Temple, Refuge Baptist, First Presbyterian, St. John's Episcopal, Story Memorial Presbyterian, Republican women and Democrat women.

A total of \$1475 was collected, and in March 2011, staff from the Adult Services unit, along with their director, Phillip Hardin, Rev. Laura Myhr, and members of Sunny Grove's congregation provided a memorial service and burial for 6 unclaimed bodies. Individual name plates were attached to the marker, and space remains for the future.



Health Net helped coordinate services for **591** un-insured adults



In 2011, McDowell County served **9,304** adults and children who were eligible for Medicaid. We averaged **178** (SA) cases per month at a cost of \$1,010,074.

State/County Special Assistance (SA) is a Supplemental Security Income (SSI) state supplement that pays cash benefits to eligible recipients who reside in licensed facilities authorized to receive SA payments. The SA payment is funded by 50% county dollars and 50% state dollars.

**Medicaid Transportation** workers transported eligible clients to **2,609** medical appointments.



Gas vouchers authorized for medical appointments: **7,153** Total Gas Voucher



**And the Survey says...**

A survey was handed out at the front desk and **215** people responded as follows: **100%** said the receptionist was pleasant and professional; **97%** said DSS workers were helpful and that they were treated fairly. The average wait was **10 to 15** minutes. The front desk received **53,887** calls and saw **37,940** clients. Issued **179** Fishing Licenses, **220** Work Permits and **98** Spay/Neuter Vouchers