

2021-2022 ANNUAL REPORT



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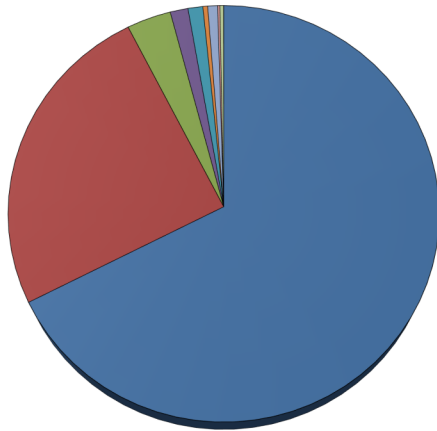
OUR MISSION

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.

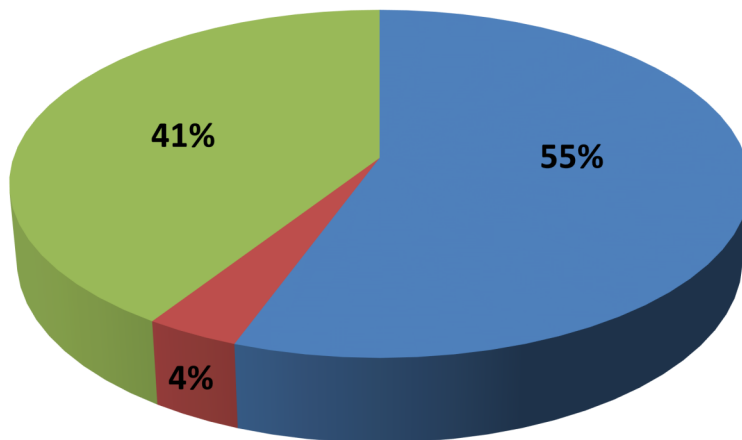
TOTAL AMOUNT OF BENEFITS ISSUED



Total \$282,532,729

MEDICAID	\$190,783,777
FOOD AND NUTRITION	\$70,404,382
CHILD SUPPORT COLLECTIONS	\$9,676,998
DAY CARE (ADULT AND CHILD)	\$3,895,265
FOSTER CARE/ADOPTION ASSISTANCE/LINKS	\$3,251,538
SPECIAL ASSISTANCE AND IN HOME AIDE	\$1,037,200
ENERGY AND CRISIS	\$2,139,457
WORK FIRST	\$499,302
MEDICAID TRANSPORTATION	\$810,891
COMMUNITY SPONSORED PROGRAMS	\$33,919

COSTS FOR ADMINISTERING PROGRAMS



TOTAL \$19,038,025

Federal	\$10,573,293
State	\$685,467
County	\$7,779,265

***all data unduplicated unless otherwise specified**

CHILDREN'S SERVICES

CHILD PROTECTIVE SERVICES (CPS)

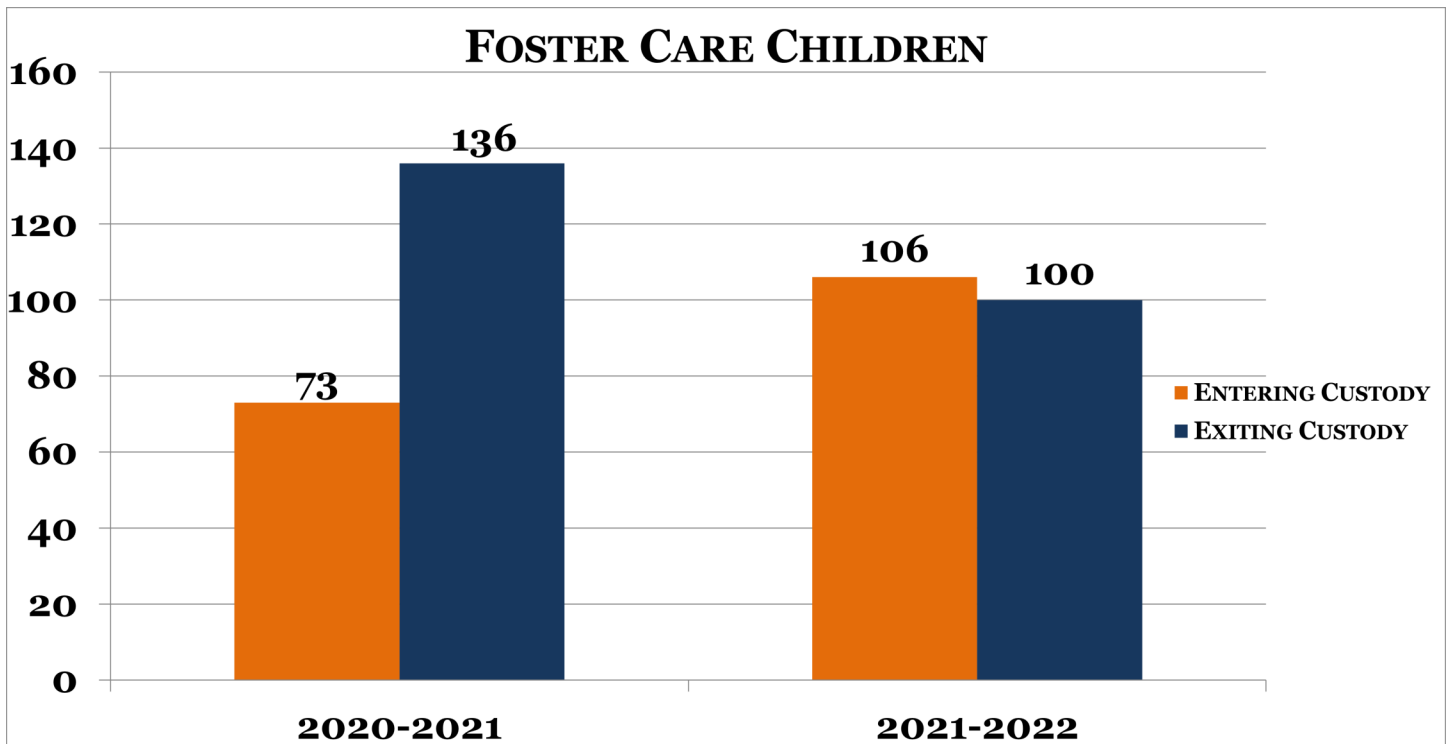
CPS is responsible for receiving, screening, assessing reports of alleged abuse/neglect/dependency.

- received 2,588 reports of abuse, neglect or dependency
- accepted and assessed 1,773 reports
- average of 65 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.

- 40 licensed foster homes in Rowan County
- 270 children were served in fiscal year 2022 with an average of 169 children in care each month
- total expenditure for the year was \$1,829,252 with \$616,257 paid to Rowan County providers



ADOPTION PROGRAM

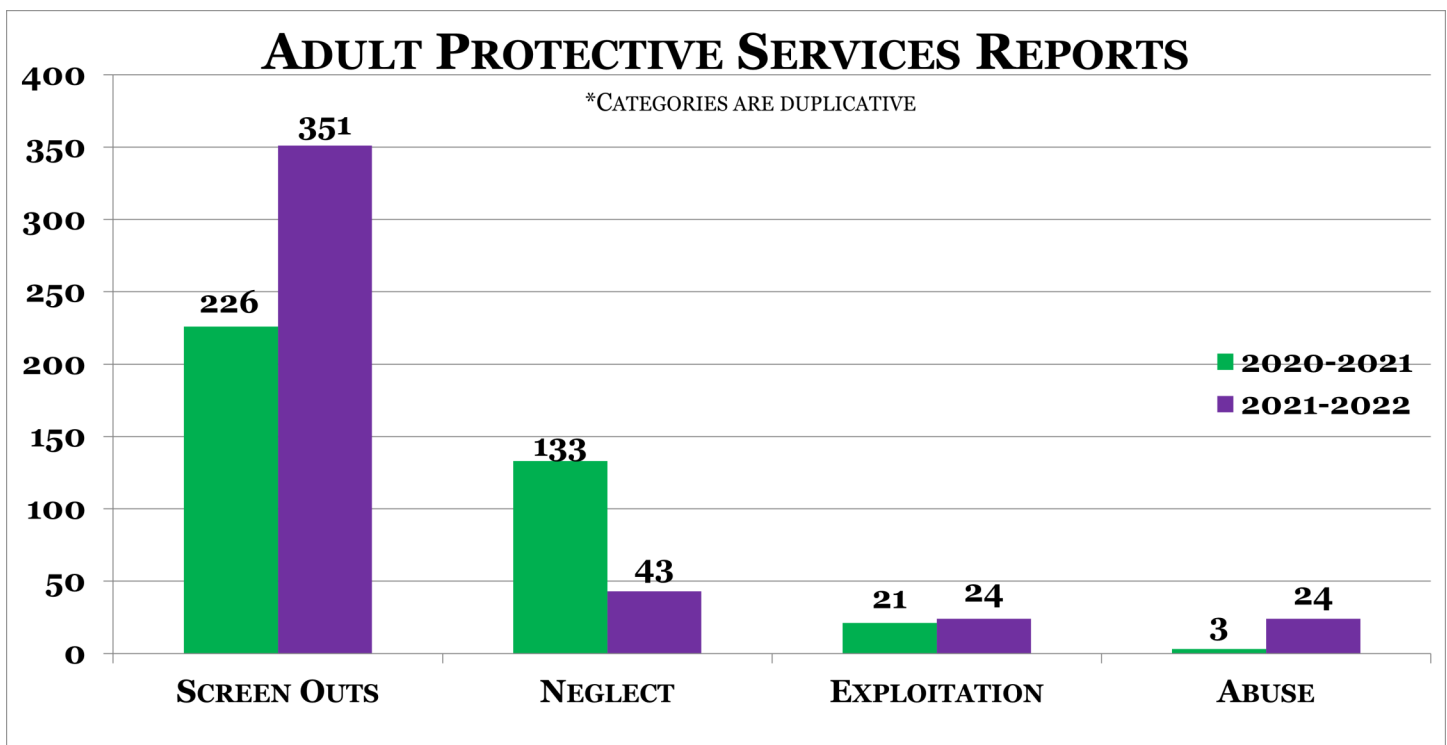
Adoption Services connects families interested in adoption with children in need of a permanent home.

- 23 children were adopted from DSS custody
- 5 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 442 reports of abuse, neglect or exploitation of adults
- 139 reports were accepted and evaluated for the year
- 189 adults were served via Preventive Outreach
- Director is Guardian of Person for 73 clients
- 14 Adult Care Home Providers in Rowan County served up to 609 residents
- served an average of 10 adults per month on Special Assistance In-Home
- served an average of 52 adults per month with In-Home Aide services
- served an average of 11 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:

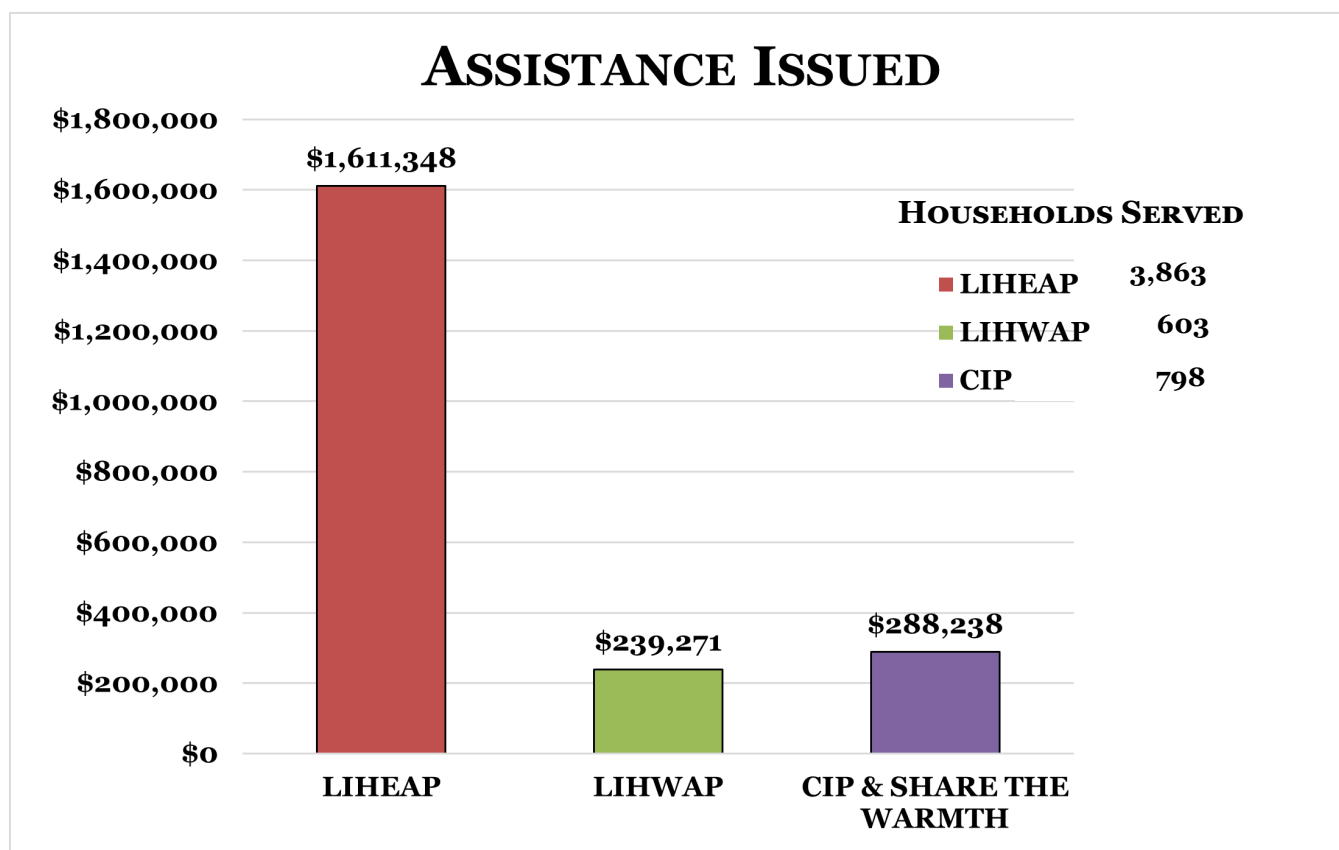
- collected \$9,676,998 for children in fiscal year 2022;
- established paternity for 44 children;
- administered 5,438 cases ongoing;
- established or modified at least 386 child support orders, and
- referred about 15% of cases under management to court for judicial enforcement.

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)
- Low Income Household Water Assistance Program (LIHWAP)
- Crisis Intervention Program (CIP)
- Share the Warmth Program



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.

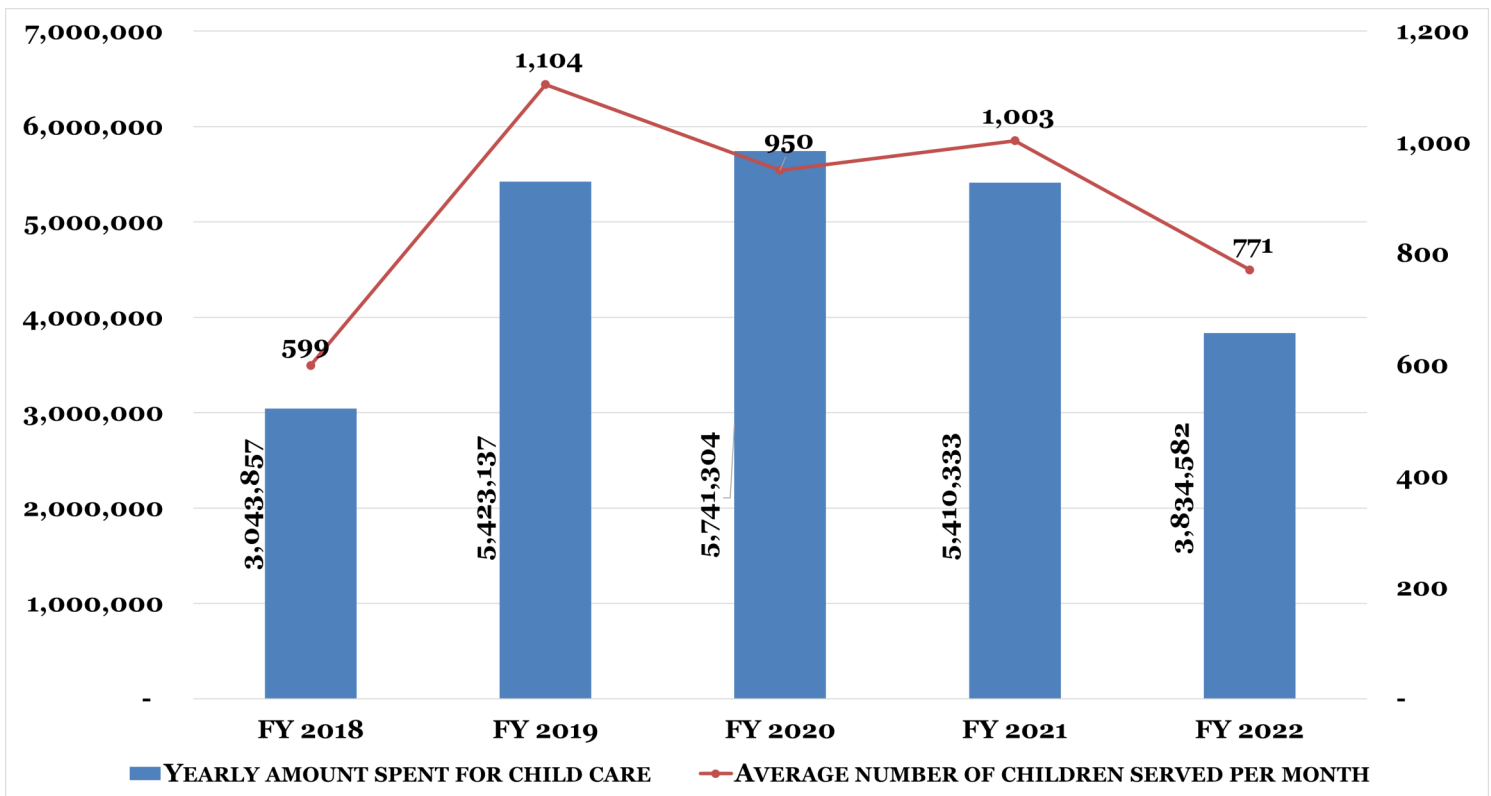
- average of 9 new applications per month
- served an average of 154 families per month
- average monthly payment was \$270
- total expenditure for the year was \$499,302
- provided Work First Emergency Assistance helping 1 family with shelter and utilities, totaling \$600
- \$600 was paid to assist clients in finding and keeping employment

ECONOMIC SERVICES CONTINUED

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



Child Care Program Impact

A Subsidized Child Care Social Worker struck up a conversation with a cashier at a local store. She discovered that the cashier is a grandmother providing child care for her grandchildren on her days off so that her daughter can look for employment. This grandmother is exhausted. The social worker explained how subsidized child care works and returned to the store later with an application for the child care program. Taking 10 minutes to assist a community member in need can make a world of difference.

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.

- \$70,404,382 was issued to an average of 11,700 households per month in fiscal year 2022.
- New applications averaged 699 per month.

ECONOMIC SERVICES CONTINUED

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 43,208 recipients per month were authorized for Medicaid in fiscal year 2022.
- New applications averaged 315 per month.

MEDICAID ELIGIBILITY CATEGORIES

Aged, Disabled & Blind	\$142,708,326
Family & Children	\$40,691,066
Medicare Qualified	\$2,441,582
NC Health Choice	\$2,760,426
State Foster Home Children	\$536,042
Undocumented Immigrants	\$1,435,156
Documented Immigrants	\$220,310
Refugees	\$0
Claims Adjustments	-\$9,131
Total Medicaid Provided	\$190,783,777

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.

- \$810,891 was paid to vendors and family members
- 23,850 trips were provided serving an average of 163 recipients per month

COMMUNITY SPONSORED PROGRAMS

- \$33,919 in contributions from the community was used for the One Church One Child program.

TOTAL AGENCY IMPACT

69,415 individuals were served through public assistance.

ROWAN COUNTY DEPARTMENT OF SOCIAL SERVICES OUTCOMES

ADULT PROTECTIVE SERVICES

- We provided protective services to 24 adults who were found to be abused, neglected, or exploited.
- In Adult Day Care and In Home Aide combined, 73 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 101 cases received In-Home Family Services to ensure protection.
- Risk was reduced in 18 cases because of In-Home Family Services interventions.
- We filed 72 petitions to protect approximately 100 children from abuse, neglect, and/or dependency.
- 64 children were reunified with their parents or other family members/kin after receiving permanency planning services.

Child Protective Services Impact

A young adult who had been in foster care in the past found herself in an unsafe situation and in need of help for herself and her unborn child. She specifically sought out services at Rowan County DSS and is now on track to finish her education, learn independent living skills and start her child's life in a safe, nurturing environment. Reaching out to us is a testament to the compassionate care she received earlier in her life. We are thankful for our team members who invest so much in those who are counting on us!

Fiscal Impact

The Department of Social Services spent 78% of our budgeted expenditures and received 86% of our revenues. We used 64% of the budgeted county funds. Remaining county funds at the fiscal year-end were \$3,601,326. This amount was returned to the county for the General Fund.



<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 \$0.09 per copy