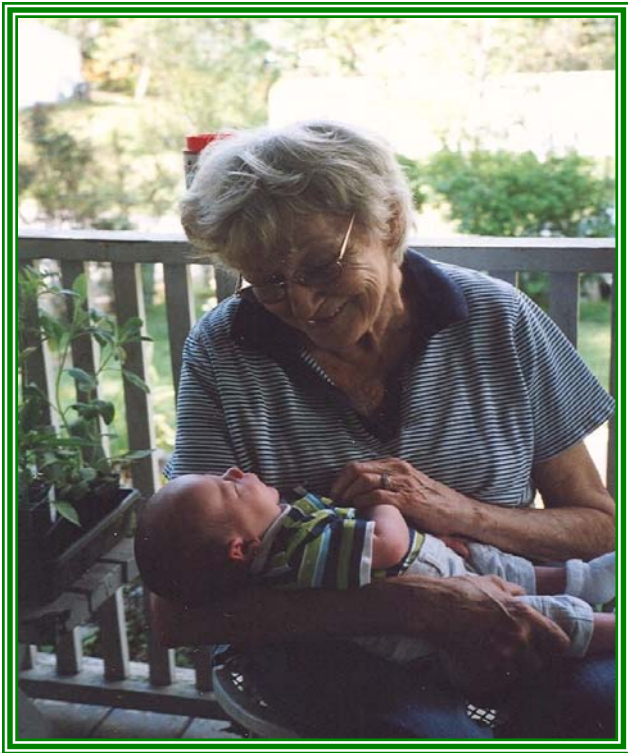


"REAL PEOPLE, REAL LIVES, REAL RESULTS"



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES

A Report to the Community FY 2009-2010



OUTCOME GOALS:

- *Accountable for efficient use of resources and timely delivery of services*
- *Enhanced economic stability of individuals and their families*
- *Increased access to affordable health care*
- *Improved safety, well-being and quality of life for the elderly and disabled*
- *Improved safety and well-being of children*
- *Increased community understanding, social issues and effective community partnerships ("Real People, Real Life")*

A Message from the Director:

Whether a native, retiree to the North Carolina mountains or an immigrant looking for opportunity...the belief that Henderson County is a better place to live runs strong.

We pride ourselves on being one of North Carolina's best educated, most affluent counties...a place where hard work makes a difference. But in the shadow is a largely invisible population of young working families...families whose bread-winner(s) recently lost their job and families with children or an elderly parent/relative who, for the most part are employed, but unable to make ends meet.

Over half of all our children prior to age six have medical care paid for by Medicaid. In recent years the number of county residents needing Food & Nutrition assistance has doubled. Elderly and disabled county residents increasingly need our help to remain safely in their homes.

These are real people and real lives. These are the people who raised us, build our homes, wait on us at the store checkout lines, vacuum beneath our desks at night, take care of our children while we work, answer our calls and prepare lattes...our economy would grind to a halt without them.

We serve and care. Staff takes pride in our work helping others on your behalf...*real people, real lives and real results.*

Thank you,



Liston B. Smith, Director

Board of Social Services:

Mission Statement:

To ensure individuals and families seeking assistance receive efficient and effective service, to advocate for their needs, to advise the Director of Social Services, and to keep the people of Henderson County informed as to Department of Social Services programs and goals.



DSS Board Members

(Pictured left to right):

Mr. Spence Campbell (Vice-Chair);

Mr. Don Cooper;

Mrs. Lee Luebbe (Chair)

Mrs. Marney McClung

Ms. Eliza Graue

Real People,

Real People,

Real Lives,

Real Results!!

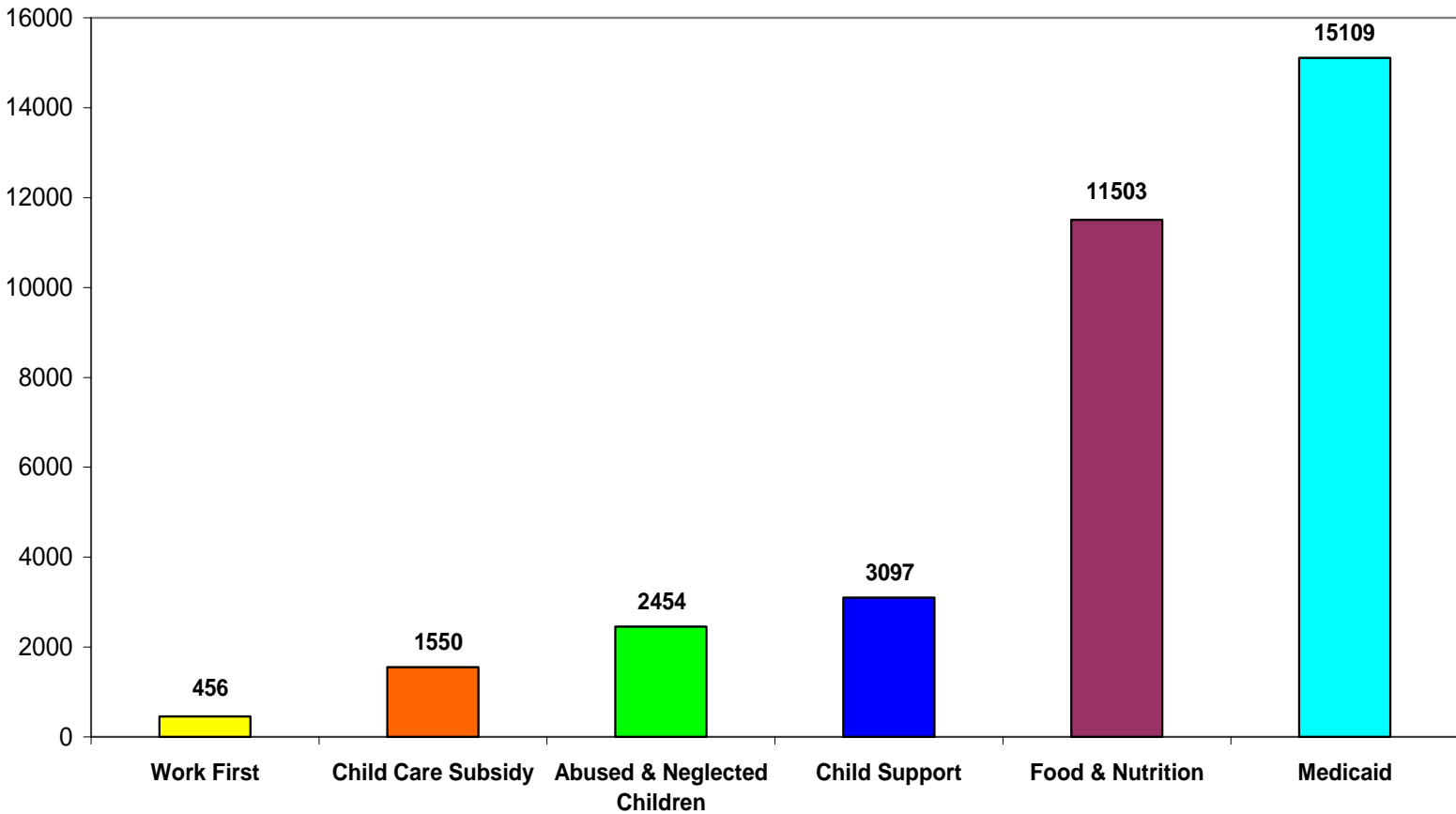
Real Results!!

Goal One: Accountable for Efficient Use of Resources & Timely Delivery of Services

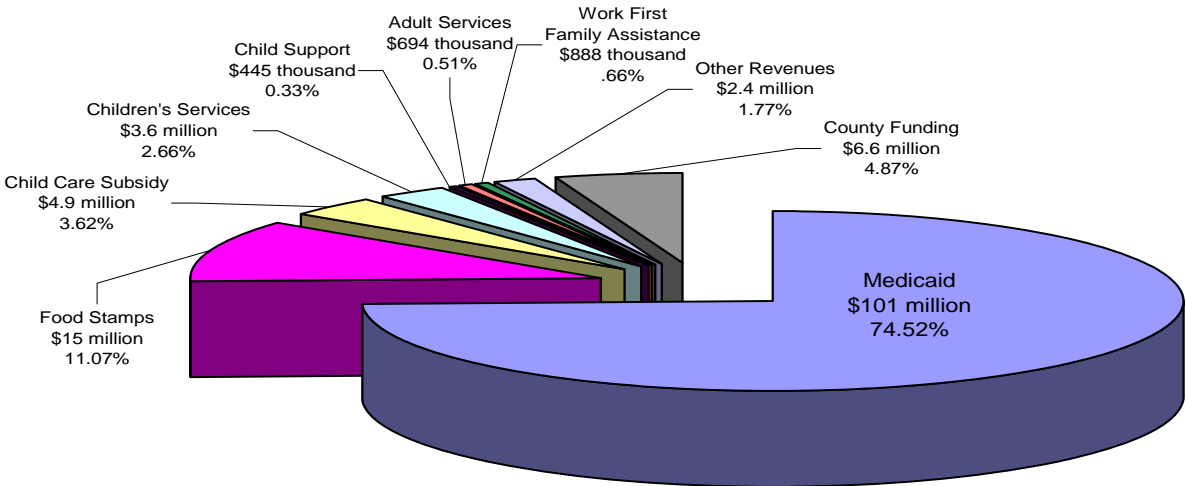
Real Results!

- Increased Federal Revenue 22%
- Decreased County Costs 32%
- Served an additional 3,523 county residents while reducing administration costs
- 100% audit compliance
- Collected 96.6% of projected revenues

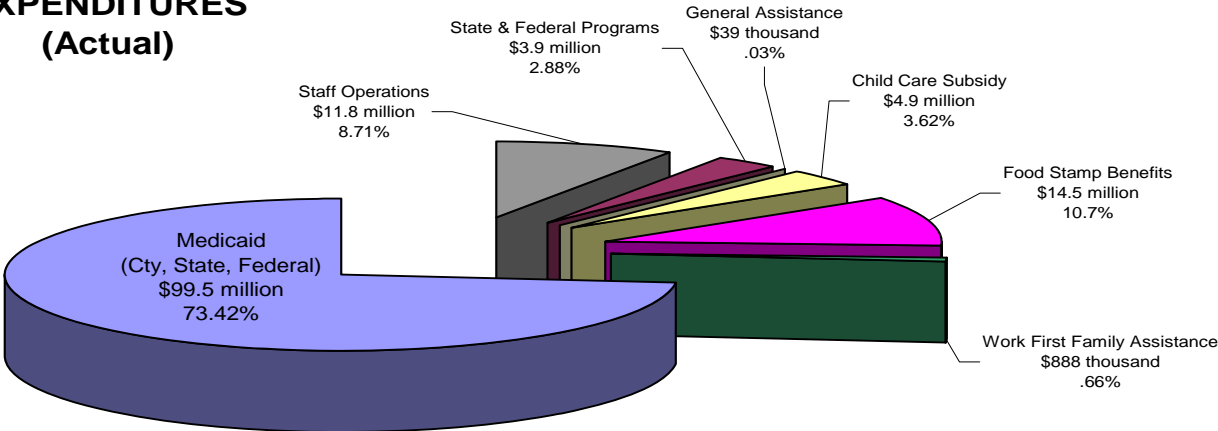
Who We Served



2009-2010 REVENUES (Actual)



2009-2010 EXPENDITURES (Actual)



Sources: NCDHHS & Henderson County Budget Reports

Goal Two: Enhanced Economic Stability of Individuals & Their Families

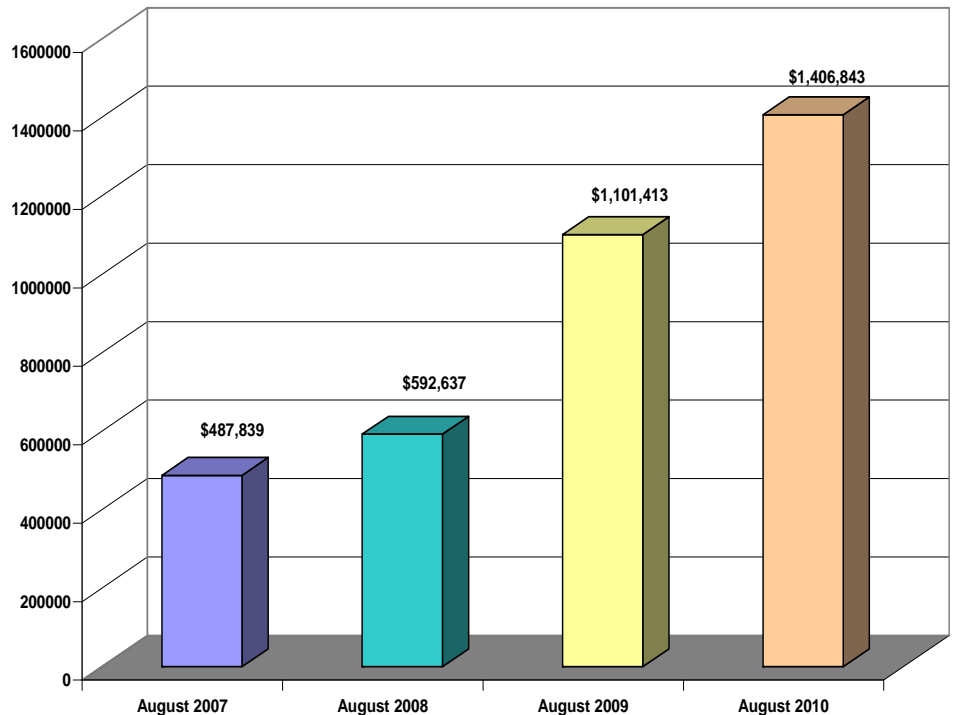
~Food and Nutrition Program~

County residents are seeking help with basic needs in growing numbers. The Food & Nutrition Program and unemployment insurance (Employment Security Commission) are Henderson County's top two anti-hunger programs.

Real Results!

- Benefits increased **28%** from August 2009 to August 2010
- Individual participation increased **28%** in FY 09/10
- Benefits have increased **188%** during the recession (from FY 2007 - FY 2010)

Food & Nutrition Program Benefits Increased 188%



~Work First Employment & Cash Assistance Program~

The Work First Program, part of the Job Link Center located on the campus of Blue Ridge Community College, assists parents in securing employment and job stability.

Real Results!

- 197 families assisted through Benefit Diversion avoided welfare dependency
- 13.8% decrease in county residents seeking cash assistance
- The agency received a Certificate of Excellence from the Department of Health and Human Services for meeting/exceeding Federal Work First outcomes

~The Crisis Assistance Program~

Our department coordinates with Interfaith Assistance Ministry & other non-profit providers to serve the lowest income families, elderly/disabled and children with heating & cooling emergencies.

Real Results!

- \$329,135 expended to help 1569 families

Real People, Real Lives!!!

Social Services partners with Interfaith Assistance Ministry & the Faith Link Program to connect needy families with faith-based support groups.

~Child Care Subsidy~

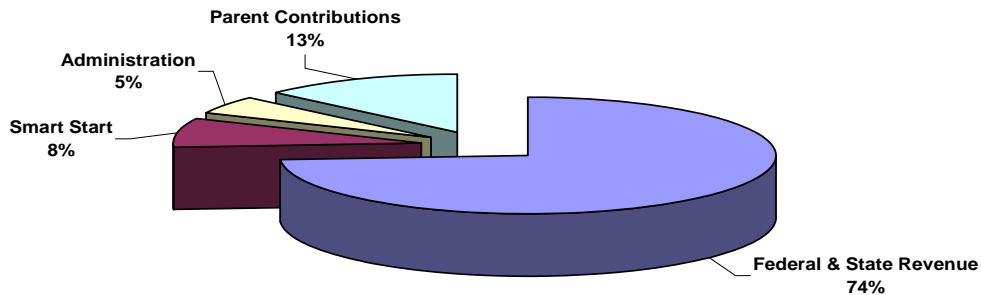
Child Care Subsidy is a federal/state program that helps parents pay for child care so they can work or attend school. The program provides a safe setting and helps children be better prepared for school.

Real Results!

- 1550 children served
- 72% of child care funding supported working families
- A total of \$5,678,104 in revenue was added to the local economy through the purchase of child care.
- 5% administrative cost

Social Services partners with Smart Start and the Child Care Resource and Referral Program to minimize duplication of effort and cost(s) and assist parents with accessing quality child care. This program is located at the Children & Family Resource Center.

Cost Efficiency & Child Care Subsidy (Total Community Revenue: \$5,678,104)



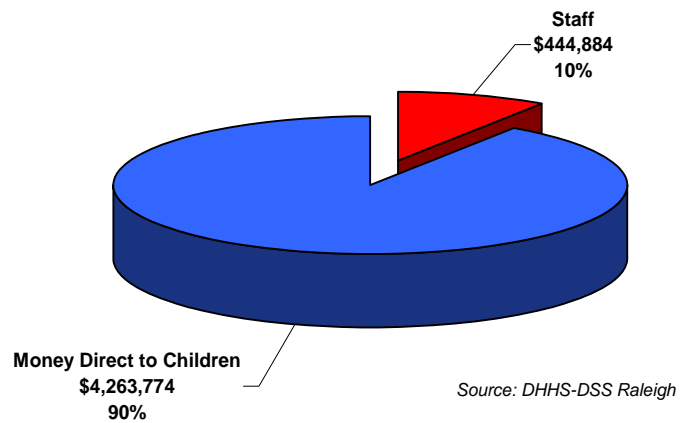
~Child Support Enforcement~

Child Support Services, located at the Henderson County court House enforced absent-parent fiscal responsibility for 3097 children. This is a service available to all children regardless of income.

Real Results!

- Collected \$4,263,774 for children & families
- 78.6% of absent parents under court-ordered support

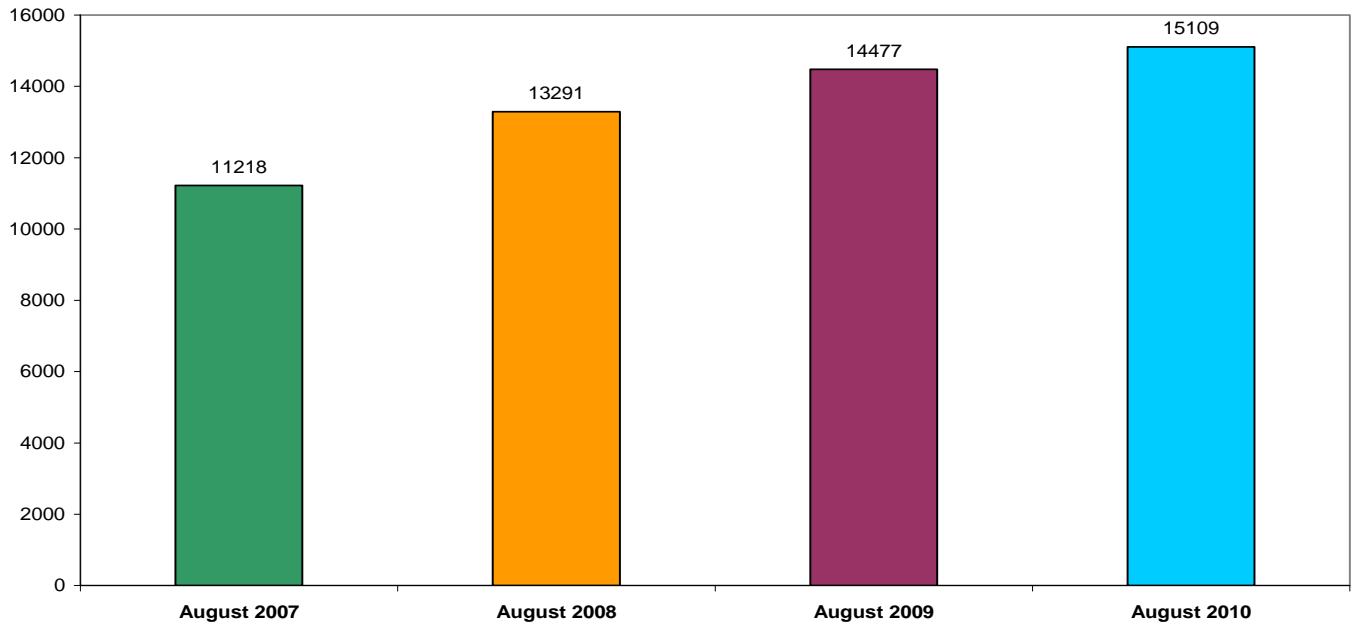
Cost Efficiency and Child Support Collections



Goal Three: Increased Access to Affordable Health Care

Medicaid and Health Choice Programs continue to grow steadily. From August 2007 to August 2010, county resident participation increased 35%.

Medicaid & Health Choice Program Participation



SOURCE: NC DMA

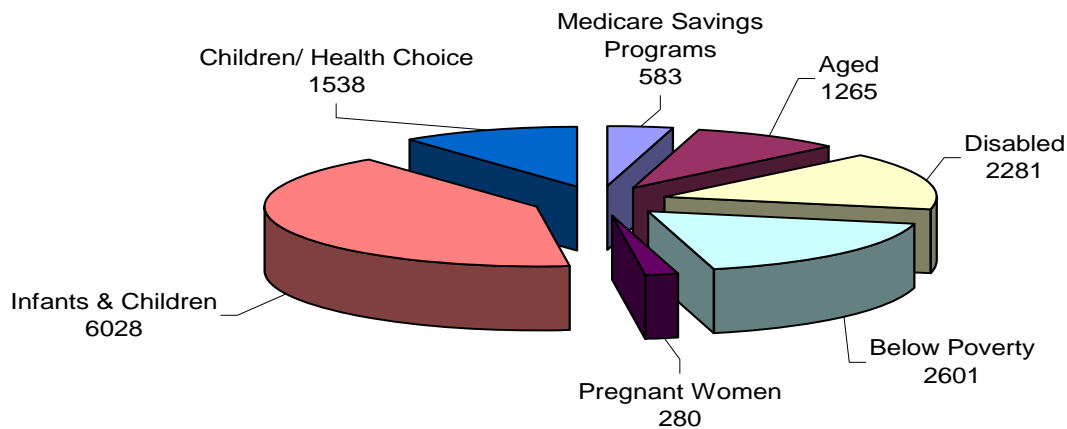
Real Results!

- Served 35% more county residents
- Medical providers reimbursed \$104,412,500
- Vendors reimbursed \$786,546 for medical transportation to 3,250 customers for 27,150 two-way trips.

What is Medicaid? Medicaid is a health insurance program for low-income individuals and families who cannot afford health care. Medicaid serves low-income parents, children, seniors and people with disabilities.

What is Health Choice for Children? Health Choice is a free or reduced price comprehensive health care program for children. If you make too much to qualify for Medicaid, but too little to afford rising health insurance premiums, your children may qualify for Health Choice.

Who Receives Medicaid Covered Services?



Source: NC DMA



Real People, Real Lives!

Social Services has strong partnerships with agencies within the community to expand access points for services. Staff are on-site at Pardee Hospital, Park Ridge Hospital, Blue Ridge Health Services, Department of Public Health and the Free Clinics.

Goal Four: Improved Safety, Well-Being and Quality of Life for the Elderly & Disabled

Adult Protective Services:

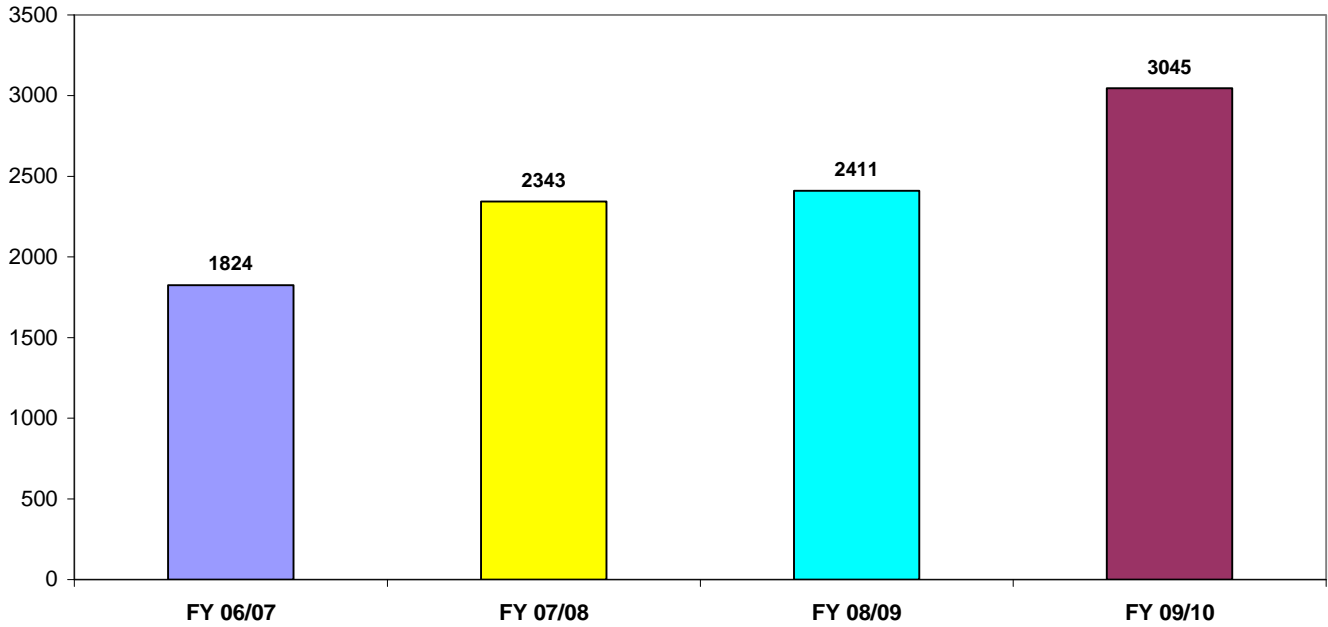
Adult Protective Services ensures elderly and disabled adults are able to remain in their home or in an adult care home free from abuse, neglect or exploitation. Services include: information and referral, assessment, in-home services, adult care home monitoring and guardianship.

Real Results!

- 99% timely response and services provided or arranged following community referral
- 100% of all Henderson County adult Care Homes are monitored to ensure safety and rule compliance
- 67% increase in intake and information/referral

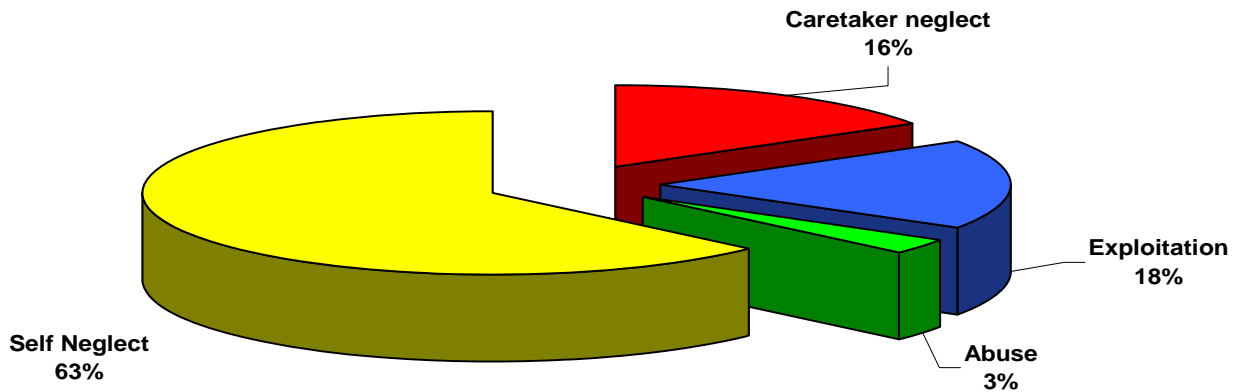
Guardianship Hearings increased 88% in FY 09/10 and Guardianship cases increased 36%.

*40% Increase in Community Intake
and Information Referral Calls*



SOURCE: HENDERSON COUNTY STATISTICAL REPORT

*Type of Mistreatment Reported in Adult Protective Services
Reports 2009-2010*



SOURCE: NC DIVISION OF AGING AND ADULT SERVICES

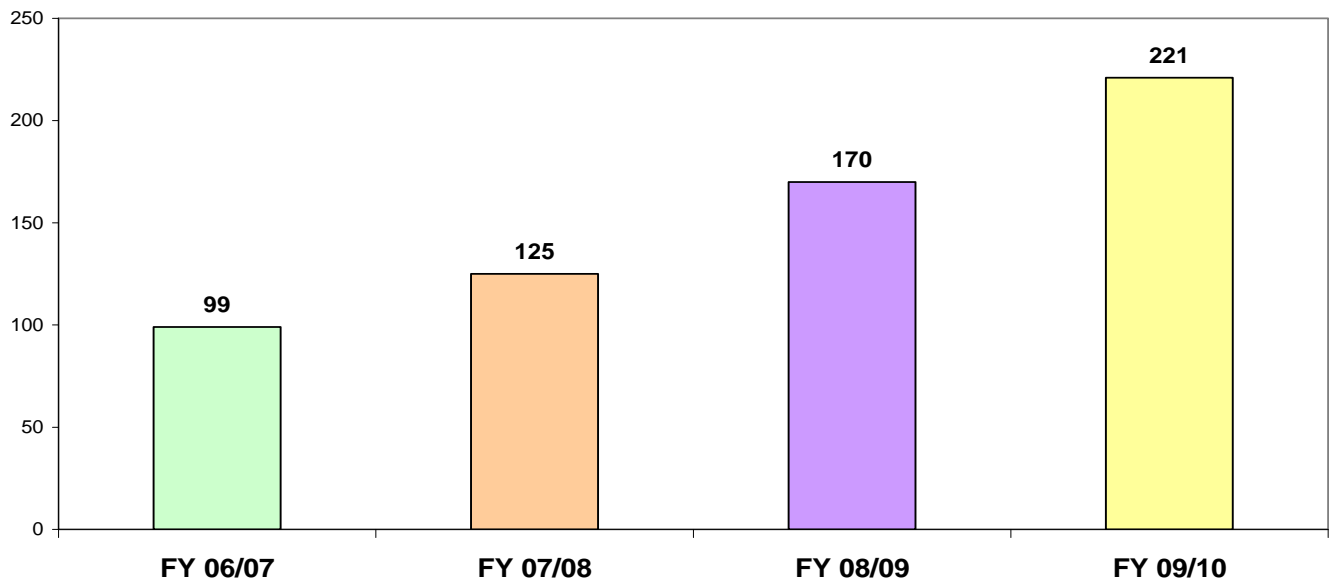
Home and Community Care Case Management

Case management services provided to elderly and disabled who are at risk of out-of-home placement. Services include: information and referral, case management, in-home services and Special Assistance.

Real Results!

- 98% stayed at home
- 123% increase in county resident participation
- 99% of elderly and disabled receiving case management services able to remain at home without abuse and neglect.

Home and Community Care Case Management County Resident Participation



SOURCE: HENDERSON COUNTY STATISTICAL REPORT

The Partnership for Independent Living

The Partnership for Independent Living, a Council on Aging and Social Services collaborative, provides or arranges services to ensure any county resident can navigate and receive community resources needed to age at home safely and successfully.

Goal Five: Improved Safety & Well-Being of Children

As an important well-being and safety service, our staff is available 24 hours a day to receive community reports of child abuse & neglect and promptly respond with assessment and services. Services may include assessment, in-home services, foster care and adoptions.



Real Results!

- 100% of mental health assessments for abused and neglected children
- 100% timely response and provision/arrangement of services following community referral
- 98% of calls screened in for assessment received timely intervention (immediate, within 24 hours, within 72 hours) as defined by NC Statute.
- 93.99% of children found to be neglected or abused did not have another substantiated report within 6 months of first report

Following social worker intake/assessment, 698 calls resulted in information/referral by Social Services to other community resource providers.

Families Together, Inc. provides mental health services to abused and neglected children, elderly and disabled residents.

On-Site Families Together, Inc. staff:

- Ensure mental health screening for 100% of abused and neglected residents.
- Improves timeliness of services: 100% of referrals are accepted and 90% of assessments completed within five days
- Improves quality of services: co-planning, con-joint home visits and related teamwork
- Provides a "right door" for all requests for mental health services.



*2010 Outstanding
Caseworker Award:*

Lauren Ward was named **Social Worker of the Year**. "She is always a joy to speak with and treats foster and adoptive families with personal attention above her outstanding professionalism" stated Gregg Childers, President of the Henderson County Foster Parent Association.



An *Award of Special Appreciation* was presented to **Darlene Stone** for "her dedication to her job and hours she dedicates to cultivating, maintaining and training the foster and adoptive families."



The *Meredith Family Award* was presented to eight biological children of the foster parents recognizing their contributions to their family. Per Beth Ward, Foster Parent and mother of Meredith Ward, "this award recognizes the time, attention, and the sacrifice that our children make when we decide to open our homes to provide a nurturing place for children."

*The 2010 Foster Family of the
Year Award was presented to
THE CHILDERS FAMILY!*

Greg and Amanda Childers have been licensed foster parents since 2007 and have provided respite and long-term placement services to 18 children.





Over 1000 individuals and 850 motorcycles participated in the 2010 Toy Run Parade. A donation of \$5472 was received as well as a mountain of toys for abused and neglected children. Many thanks to the event sponsors: Henderson County Law Enforcement, Fletcher Parks and Recreation, Area Businesses, motorcyclists, and concerned citizens. Assistance was provided by the Christian Motorcyclists Association, Hendersonville Chapter.



2010 Christmas Parade

Thank You to the Hendersonville Merchant's Association for their annual designation of the Department of Social Services as the "Share the Magic" fund recipient. Funds are used to support needs of abused & neglected children.



Shout Out!! To the Fletcher Seventh Day Adventist Church for their sponsorship of our Foster Children's Christmas party for the past **TEN** years. Their support and dedication to the children makes our Christmas party truly meaningful and fun! Our sincere appreciation to **Mr. Bill Beal** for his annual appearance as "Santa"!

Giving Back to our Community!

Social Services staff:

- Donated **109 pounds** of food to the Food Pantry at Interfaith Assistance Ministry!
- Participated in the State Employees Credit Union "Supports the Troops" project that netted statewide 5,000 gift boxes for deployed soldiers in time for Christmas!
- Staff person Susan Little raised \$1365 for the Relay for Life Campaign with her team "Foster Hope"!
- Donated hundreds of gifts so children, the elderly and disabled would enjoy Christmas!