Henderson County
Department of Social Services

2010-2011 Annual Report

A Report to the Community

Our Mission:
To improve the safety, health, well-being, independence and quality of life for children, elderly and disabled, and families in Henderson County.
Thank you for taking the time to visit the Henderson County Department of Social Services’ webpage and FY 2010-2011 Annual Report. We hope you find the information beneficial and informative.

Our agency assists people in need by administering a wide-range of Federal and State human services programs on the local level. We help low-income citizens as well as families, children, and the elderly and disabled in crisis. Primarily, we help low-income county residents access food & nutrition and medical assistance.

Regardless of income, we help children, and the elderly and disabled who need protection from abuse, neglect and dependency. We work to keep our county’s most vulnerable safe, well and able to remain at home whenever possible.

During the year, DSS served as the gateway to services to over 20,000 county residents and $134,052,400 in Federal and State revenue to Henderson County. Did you know more than 90% of the Federal and State entitlement dollars and safety & well-being program spending benefits county residents who are elderly (53%), seriously disabled (20%) or children less than seventeen years of age or younger who are members of working households (18%)...not able-bodied working age county residents? It is also important to know the dollars spent to benefit these children, elderly & disabled are revenue for schools, hospitals, doctors, nursing homes, grocery stores and other county businesses.

The support of our Board of Social Services, Board of County Commissioners and community partners is critical to our success in assisting county residents. When you consider the daunting tasks of ensuring safety and well-being to so many and administering Federal Food & Nutrition and Medicaid program benefits, the accomplishments of DSS employees are commendable.

If there are ever ways that we can be helpful, please don’t hesitate to contact us. Contact information and important department telephone numbers for Henderson County DSS can be found at http://www.hendersoncountync.org/dss/contact.html.

Liston B. Smith, Director

Message from the director

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.

Of Interest:
- The Board of Social Services meets on the third Tuesday of each month at 2:00 PM.
- In 2010, the Board launched a public relations campaign to keep Henderson County citizens informed as to DSS programs and goals; monthly articles have been printed in the Times News and are available for viewing on the agency’s webpage at www.hendersoncountync.org/dss.
EFFICIENT USE OF RESOURCES

RESULTS:

- 100% audit compliance
- Collected 96.1% of projected revenue

2010-11 EXPENDITURES (Actual)

- Medicaid (Cty, State, Federal) $102.1 million 72.39%
- Staff Operations $12.2 million 8.62%
- State & Federal Programs $3.0 million 2.14%
- General Assistance $38 thousand 0.03%
- Child Care Subsidy $4.3 million 3.01%
- Food Stamp Benefits $18.5 million 13.08%
- Work First Family Assistance $1.0 million 0.73%

EXPENDITURES

COUNTY

- State 4.9%
- Federal 73%

$6,876,275

$102,831,000

EXPENDITURES

STATE

- State 22.1%

$31,221,400

Source: NCDHHS & Henderson County Budget Reports
### Medicaid & Health Choice

**Program Participation**

**Month of August**

![Bar chart showing Medicaid & Health Choice program participation from 2007 to 2011](chart.png)

- **2007:** 12,199
- **2008:** 13,243
- **2009:** 14,476
- **2010:** 15,204
- **2011:** 15,801

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**Medicaid**

Medicaid is a health insurance program that serves low-income children, seniors, and people with disabilities.

**RESULTS:**

- 15,951 citizens received health care funded by Medicaid & Health Choice from July 2010 through June 2011.
- Medical providers reimbursed $104,222,853.

**Health Choice**

Health Choice is a health insurance 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.

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**Child Care Subsidy**

**RESULTS:**

- 1379 children were served.
- 77% of funding supported working families.
- $4,603,763 was added to the local economy through the purchase of child care.
- 5% administrative cost.

![Pie chart showing child care subsidy & cost efficiency](chart2.png)

- **Federal & State Revenue:** 82%
- **Parent Contribution:** 13%
- **Administration:** 5%

**Total:** $4,856,895

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**Health Choice is a health insurance 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.**
**County residents sought nutritional services in growing numbers.**

**RESULTS:**
- 13,447 county residents received food assistance in August 2011 compared to 5,761 in August 2007...an increase of 133%.
- Food providers revenue in August 2007 was $500,000, compared to $1.5 million in August 2011... an increase of 200%.

The agency implemented Phase 1 of ePASS in July 2010. ePASS is a secure, web-based self-service tool that enables citizens to determine their potential eligibility for NC DHHS benefits and programs. The program improves efficiency for both DSS staff and customers. For more information, visit NC ePASS at [https://epass.nc.gov](https://epass.nc.gov).

**Providing Nutritional Services**

DSS partnered with Manna Food Bank to provide outreach services in FY 2010-11.

**Crisis Assistance**

**RESULTS:**
- $467,649 was expended to assist families with crisis needs including heating and cooling emergencies.
- 2192 families were served.
- DSS coordinates daily with Interfaith Assistance Ministry and The Salvation Army to efficiently spend crisis assistance funding & prevent duplication.
Protecting Our Children

Results

- 2527 children were referred to DSS from the community and 2218 children were assessed for abuse, neglect and/or dependency.
- 130 families received in-home services to address issues of abuse or neglect.
- 95 children were removed from home and DSS was appointed legal guardian.
- 362 children were referred to other community service providers for services.
- 59 licensed foster families cared for children’s day-to-day needs.

To report suspected abuse or neglect of a child, please contact DSS at 828-697-5572 (8:00 AM—4:30 PM) or 828-697-4911 after hours. Helpful information to complete a report includes the name, age and address of the child and their parent/guardian/caretaker, the child’s condition and nature of injury/maltreatment and information regarding the family’s lifestyle that could put the child or social worker at risk.

Making a Difference

Families Together, Inc. partnered on-site with DSS to provide mental health services to abused & neglected children as well as the elderly & disabled. This collaboration:
- Ensured 100% of referrals were screened timely;
- 100% of referrals were arranged or completed within 5 days;
- Co-planning and home visits by social worker & mental health worker team.

In FY 2010-2011, DSS entered into partnership with Blue Ridge Community Health Services (BRCHS) and Henderson County Public Schools to outpost social workers at school health centers operated by BRCHS. Social workers are on-site at Bruce Drysdale Elementary, Hillandale Elementary, Apple Valley Middle School and North Henderson High School.
Protecting our most vulnerable adults

**Results**

- 125% increase in Guardianship Hearings from FY 09/10 to FY 10/11.
- 25% increase in Adult Protective Services assessments from FY 09/10 to FY 10/11.
- 97.5% timely response rate and services provided or arranged following a community referral.
- 38% reduction in complaints within the thirty-four licensed assisted living and adult care home facilities. 386 monitoring visits were made in FY 2010/11.

To report suspected abuse or neglect of an elderly or disabled adult, please contact DSS at 828-694-6241 (8:00 AM—4:30 PM) or 828-697-4911 after hours.
DSS Social Worker Christina McCormick-Yates (left) was honored as the 2011 Professional of the Year by The Healing Place (Director Angie Alley, right).

Gary and Janet Ball were named Foster/Adoptive Family of the Year on May 27, 2011.

Annual Toy Run
The 13th Annual Toy Run, sponsored by the Christian Motorcycle Association, law enforcement and others, was held on November 20, 2010. Approximately 600 bikes participated to benefit approximately 120 foster children in DSS custody. Participants contributed a new toy or cash donation; approximately $8000 was donated to provide Christmas for needy children.

SHOUT OUT!!!
Many thanks to the Fletcher Seventh Day Adventist Church for their sponsorship of our annual Foster Children's Christmas party for the past ELEVEN years!!!
This beautiful quilt was designed & hand crafted by Mrs. Teresa (Terry) Collins, DSS employee. The quilt reflects the four seasons of Henderson County, as well as our new Human Services building, apple heritage, and features a border of children holding hands to honor the children DSS protects and serves. Mrs. Collins retired from DSS after 20 years of service and gifted the agency’s lobby with her special creation.

Many thanks to the Hendersonville Merchant’s Association for their annual designation of DSS as the “Share the Magic” fund recipient! Funds are used to support needs of abused & neglected children!!!