

AGENDA APPOINTMENT FORM

October 3, 2011

Name: Kay Fields

Name of Organization: Department of Social Services

Purpose of appearance: Present Year-end Departmental Report

Request of Board: Receive Report



Vance County Department of Social Services

Kay Fields, Director ♦ 350 Ruin Creek Road ♦ Henderson, NC 27536 ♦ Phone: (252) 492-5001 ♦ Fax: (252) 438-5997

October 3, 2011

To: Vance County Board of County Commissioners

From: Kay Fields, Director
Vance County Department of Social Services (VCDSS)

Ref: VCDSS 2011 Annual Report

I would like to highlight the following:

1. All units have provided statistical data on the number of cases processed during Fiscal Year 2010-11.

Note that with the exception of only one program Foster Care and Adoptions, the other 7 programs' caseload increased by a minimum of 7%. The specific program caseload increases are:

- Child Support: 20%
- Food and Nutrition Services: 17.63%
- Adult Medicaid Transportation: 16%
- Family and Children Medicaid: 11%
- Work First: 8%
- Child Protective Services: 7%
- Adult Services: 7%
- ***Foster Care and Adoptions decreased its caseloads from 100 cases to 50.***

Mission Statement

Vance County Department of Social Services Treats All Customers with Dignity and Respect and Promotes Safety and Self-Sufficiency for Individuals and Families In Our Community

♦ Children's Services ♦

305 Young Street, Suite B; Henderson, NC 27536
Phone: (252) 436-0407 / Fax: (252) 436-0412

♦ Child Support ♦

Phone: (252) 431-1200

♦ Senior Center ♦

126 S. Garnett Street; Henderson, NC 27536
Phone: (252) 430-0257 / Fax: (252) 433-9694

2. The Department added a new program, "Job Boost" which provided new jobs for over 37 TANF eligible persons

3. The Senior Center enhanced its Activities/Programs:
 - Line Dancing
 - Calendar Tea
 - Developed a new Computer Lab
 - Developed a Movie Theater
 - Barn Dinner Theater Trip
 - Spirit of Norfolk Trip

4. Community Activities:
 - School Supplies Drive spearheaded by Child Support Unit
 - Court Judges And Clerk of Court Luncheon with Child Support
 - Monthly Community Child Protection Team meeting w/ 15 members
 - 1st Annual Child Abuse Prevention Walk (101 participants)
 - Partnered with Kerr-Tar Regional Council of Government, Home Health, and Legal Aide for Elder Abuse Awareness Activities – 108 participants
 - Domestic Violence Awareness activities included – presentation on Town Talk radio, Purple Day – wear purple, Dating Violence Training, Question/Answer session
 - Annual Christmas Cheer Program – agency wide

Thank you for your continuing support of the Vance County Department of Social Services.

Kay Fields
Director, VCDSS

Vance County Department of Social Services

2010-11 Annual Report



350 RUIN CREEK ROAD ♦ HENDERS

PHONE: (252) 492-5001 ♦ FAX: (252) 438-5997

Mission Statement: *Vance County Department of Social Services Treats All Customers with Dignity and Respect and Promotes Safety and Self-Sufficiency for Individuals and Families In Our Community.*

Director:

Kay Fields

County DSS Board:

Carolyn Silver, Chair
David Harrison, Vice Chair
Terry E. Garrison
William Scarlett
Archie B. Taylor, Jr.

Submitted by:

Vance County DSS

July 21, 2011

Vance County Department of Social Services

File: 2010-11 Annual Strategic Plan Report - CONFIDENTIAL

Date Published: July 21, 2011

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A Message from the Director

I am proud to present to all our citizens, partners and Board of Directors the Vance County Department of Social Services (VCDSS) Annual Report for 2010-2011.

We have established four goals/objectives to ensure we comply with federal, state and local requirements. These goals /objectives are:

- I To ascertain the total number of customers served**
- II To achieve State mandated goals**
- III To outline specific ways VCDSS has been an effective Community Partner**
- IV To ensure fiscal accountability**

Each unit has outlined a report to align with these goals.

This report shows VCDSS either meets or exceeds federal, state and local goals in every category except Children Services and the Senior Center. These two units' high attrition rate in the early part of the fiscal year has been abated. The new management team has corrected many of the deficiencies and has established new procedures to ensure full compliance with state requirements. Our goal is to meet or exceed all requirements by the end of calendar year 2012. We are extremely proud of the hard work our staff has performed in order to meet established goals.

In these challenging economic times and with tight budget constraints, we have created partnerships with community organizations in order to minimize the impact of reduced dollars and reduced services. It is these partnerships that will ensure our success through these difficult times. This past year we assisted 12,000 with Medicaid and 15,000 with Food and Nutrition Services.

This report is full of statistical information. The numbers provide us with a quantitative tool to measure success, to improve Agency management and to ascertain where we can provide more efficient and effective support to our customers.

When we look at the myriad of services provided to a growing number of citizens, it is clear the VCDSS is no longer just a "Welfare Office." We are providing a multitude of services to "blue and white collar" constituents of all ethnic, economic and cultural groups.

As we move toward a future of reduced budgets and increasing numbers of citizens who need assistance, Vance County Department of Social Services will continue to execute its mission with excellence and dedication to this wonderful county and its people.

Kay Fields
Director

Objectives:

To provide Medicaid services to all eligible Vance County families with children, while maintaining accuracy and timeliness. To continue providing excellent customer services while partnering with our community.

I. To ascertain the total number of customers served:

- 9627 individuals receiving as of 6-30-11
- 8680 individuals receiving as of 6-30-10 (An increase of 11% this fiscal year)

The applications being processed continue to grow and as of 6-30-11 are now 19% over the state average. In addition, ongoing caseloads are now 30% larger than the state average and growing.

II. To achieve State mandated goals:

For our county to pass the monthly report card, we must complete 90% of our applications (Percent Processed Timely or PPT) within 45 days (Average Processing Time or APT).

| FY | PPT | APT |
|-------|--------|------------|
| 09-10 | 98% | 23 days |
| 10-11 | 98.21% | 29.73 days |

We exceeded the goals for applications each month despite increasing demand for services and a large staff/supervisor turnover.

The state mandates no more than 3% overdue rate for reenrollments monthly.

| FY | OVERDUE RATE |
|-------|--------------|
| 09-10 | 0.36% |
| 10-11 | 0.45% |

Again, the goals were exceeded despite increasing demand and turnover.

III. To outline specific ways VCDSS has been an effective Community Partner:

F & C staff met with Patient Account Representatives from Maria Parham Hospital to discuss how best to assist the clients in getting hospital bills paid. MPH takes courtesy applications and forwards them to DSS for processing. In addition, meetings have been held with Granville Medical Center staff and Health Dept staff to facilitate outreach and certification of benefits for pregnant women.

Our unit participated in the Child Abuse Prevention walk, the 50/50 raffle, winter coat drive, school supply collection, and Agency Christmas gift collection.

Child Support

Desree Twisdale, Manager

Objective:

To ensure that non-custodial parents support their children by providing financial and medical support.

I. To ascertain the total number of customers served:

- **Total child support caseload serves 3,709 children.**

20% increase in new child support cases opened:

- SFY 09-10 = 425 cases
- SFY 10-11=508 cases

II. To Achieve State Mandated Goals:

A. Net Child Support Collections .50% decrease

- Vance Co SFY 09-10 = \$5,409,592 / 99.38% of Goal = \$5,443,217
- Vance Co SFY 10-11 = \$5,380,774 / 98.48% of Goal = \$5,463,688
- Statewide SFY 10-11 = \$706,862,567 / 99.61% of Goal = \$709,665,454

B. Paternity Established 2.57% increase

- Vance Co SFY 09-10 = 102.48% / Goal = 102.58%
- Vance Co SFY 10-11 = 105.05% / Goal = 102.48%
- Statewide SFY 10-11 = 100.78% / Goal = 102.30%

C. Cases under Order .13% increase

- Vance Co SFY 09-10 = 89.67% / Goal = 88.71%
- Vance Co SFY 10-11 = 89.80% / Goal = 90.67%
- Statewide SFY 10-11 = 82.15% / Goal = 83.45%

D. Current Support Collection Rate 1.57% decrease

- Vance Co SFY 09-10 = 65.83% / Goal = 67.04%
- Vance Co SFY 10-11 = 64.26% / Goal = 66.83%
- Statewide SFY 10-11 = 65.03% / Goal = 66.32%

E. Current Cases with Payments to Arrears .33% increase

- Vance Co SFY 09-10 = 67.19% / Goal = 66.84%
- Vance Co SFY 10-11 = 67.52% / Goal = 68.19%
- Statewide SFY 10-11 = 64.29% / Goal = 65.20%

III. To outline specific ways VCDSS has been an effective Community Partner

- A. Work First & Henderson Vance Chamber of Commerce STEPS Class for Vance County unemployed noncustodial parents:

Results:

| SFY | REFERRALS | COMPLETED CLASSES | EMPLOYED |
|-------|-----------|-------------------|----------|
| 10-11 | 116 | 10 | 4 |
| 09-10 | 51 | 30 | 19 |

- B. Communication with District Court Judges & Clerk of Court

- SFY 10-11 - Built upon last year's collaboration by sharing goal result reports with partners monthly. This has resulted in better cooperation for procedural changes when necessary. For example: Use of Wilson County court model to effectively move cases in court.
- SFY 09-10 – Luncheon held for partners sharing goals through a PowerPoint presentation

- C. School Supplies Drive

- SFY 10-11 - Assisted **five** public schools
- SFY 09-10 - Assisted **four** public schools

Objectives:

To provide temporary assistance to children deprived of parental support. To assist families with child care expenses so that low-income parents can maintain employment. To provide one-time assistance to support families experiencing a temporary crisis.

I. To ascertain the total number of customers served:

1. **Family Assessments:** 2009-2010 target was 300; 2010-11 Target was 600
Results: **2009-10:** 1247 assessments **2010-11:** 1554 assessments

2. **Referrals In-House and Outside:**
Results: **2010-11:** 1679 in-house Referrals 618 outside Referrals
 2009-2010 Total referrals- 1775

3. **Employment Goals:**
 2009-2010: 85 employed; 2010-11: 100 employed with 20% earning \$8.50 per/hr **2009-2010 Results:** 131 employed; **2010-11 Results:** 204 employed & 25.98% earning \$8.50+

4. **Job Boost Program:**

| | |
|------------------------------------|--------------------------------|
| Job Boost Phase I | |
| \$100,320 total allocated | \$56,892.93 spent |
| 37 TANF participants placed | 20 permanent placements |
| 9 employers participated | |

5. **Emergency Intake:** **2009-10:** Office Visits: 4,282; Calls: 3,421
 2010-11: Office Visits: 5,102; Calls: 6,753

6. **Daycare Cases:** **2010-11:** 654 **2009-10:** Data not captured

7. **Agency Christmas Cheer Program:**
2010-11Result: 811 Children within 344 families **2009-10:** 807 Children served

8. **Front Desk:**

| Front Desk Stats | | |
|--------------------------|------------------|------------------|
| | 2010-2011 | 2009-1010 |
| Work Permits | 148 | 197 |
| Fishing Waivers | 558 | 284 |
| Outside Referrals | 4312 | 5427 |
| Food Vouchers | 558 | 232 |

II. To achieve State mandated goals:

1. We will increase Work First Participation Rate from 71.97% to 75%.
(State Baseline 50% and Target 75%) **2009-10:** 71.97%; **2010-11-** 75.29%
2. We will continue to have no overdue reviews/applications:
2010-11Result- 0 overdue reviews & **0** overdue applications (2009-10 not captured)
3. State monitoring goal for Child Care was 95%.
2010-11Result: Monitoring score was 97%
2008 monitoring score was 97.5% (Daycare monitored every 3 years)

III. To outline specific ways VCDSS has been an effective Community Partner:

Purpose: to bring about awareness of existing domestic violence.

1. October 1, 2010 Heart's Haven's Question and Answer session in the lobby of VCDSS from 10am to 12noon.
2. October 6, 2010 WIZS 1450am radio, Town Talk. Presenters will be Lilly Appleberry, Work First Lead Social Worker III, Detective Marty Stewart of the Henderson Police Department, and Linda Rudolph, Director of Safe Space.
3. October 20, 2010 Purple Day. All VCDSS employees will be asked to wear as much purple as possible to bring awareness to domestic violence.
4. October 22, 2010 Dating Violence Training at H. Leslie Perry Library 10:30-4pm. The training will be conducted by Safe Space and will be for School Counselors and Social Workers in Vance, Granville, Franklin, and Warren Counties.
5. October 26, 2010 11-2pm- Heart's Haven Question and Answer Session at Compare Foods (geared towards Hispanic Population) with VCDSS and Henderson Police Dept
6. All VCDSS employees will be given a purple ribbon to be worn all month.

IV. To ensure fiscal accountability

1. We will continue to Key Day sheets with proper coding
2010-11Result: 100% accuracy (2009-10 data not captured)
2. We will ensure the maximum number of children is served using subsidy dollars and Smart Start funds evidence by spending coefficients maintained between 95-98%.
2010-11 Result: Ending coefficients was 99% **2009-10** Coefficient data unknown
3. We will maximize usage of state and federal dollars down down by DSS at 95 %.
2010-11 Result: Spent 98.53% of total allocation
2009-10: Spent 90% of total allocation (county received stimulus money)

Objective:

To provide a central point for aging resources as well as opportunities to extend independent living and enrich the quality of life for Vance County older adults.

I. To ascertain the total number of customers served:

- In-Home Aide Program – 9,297 hours of service provided annually for 56 registered clients
- Home Delivered Meals- 18,832 meals provided annually for 76 registered clients
- Congregate Meals- 13,872 meals provided annually for 91 registered clients
- Liquid Nutrition- 658 cases provided annually for 112 registered clients
- Transportation- 4,820 trips provided annually for 32 registered clients

II. To outline specific ways VCDSS has been an effective Community Partner**The Senior Center works closely with several community organizations.**

Examples of these include:

- Disabled American Veterans (DAV) – The Senior Center hosts regular meetings for the local DAV. The DAV is an advocate for veterans, particularly homeless and disabled veterans.
- AARP – The Senior Center hosts regular meetings for the AARP. AARP is a valuable resource for persons over 50 years of age, providing health, financial, leisure and other essential benefits.
- American Legion Auxiliary - The Senior Center hosts regular meetings for the American Legion Auxiliary. The American Legion Auxiliary is also an advocate for veterans, providing information and charitable services.
- Senior Housing Communities – The Senior Center has established constructive relationships with the managers of local Senior Housing Communities. Residents are more educated about the services provided at the center, and routinely visit the center.

Other Important Senior Center Information:

- **New activities: (5)** to include Line Dancing, Aerobics, Calendar Tea
- **Additional Senior Trips: (5)** to include Barn Dinner Theater, Spirit of Norfolk

Objectives:

To assist eligible clients with paying medical expenses who cannot afford health care. To investigate reports of fraudulent overpayment in eligibility programs. To provide transportation for eligible individuals to medical appointments.

I To ascertain the total number of customers served

A. Applications:

- 2228 individuals receiving as of 6-30-11
- 2142 individuals receiving as of 6-30-10

This is an increase of 4.0% over the fiscal year

B. Medical Transportation:

- 1475 individuals receiving as of 6-30-11
- 1243 individuals receiving as of 6-30-10

This is an increase of 16% over the fiscal year

C. Program Integrity (Fraud):

| FY 2010-11 | Collection | \$32,732.32 | Incentive | \$18,961.52 |
|--------------|------------|----------------|-----------|----------------|
| FY 2009-10 | | \$32,151.02 | | \$19,666.35 |
| % Difference | | +0.017% | | -0.037% |

II To achieve State mandated goals

In order for our county to pass the monthly report card, we must complete 90% of our applications timely (PPT-Percent Processed Timely) and process applications within 45/90 days (APT-Average Process Time)

| SFY | PPT | APT |
|--------------------|-------------|-----------------|
| FY 10/11 | 96% | 36 days |
| FY 09/10 | 95% | 34 days |
| Differences | 1% ▲ | 2 days ▼ |

We exceeded the State goals for monthly applications despite increasing demand for services. The State mandates no more than 3% overdue error rate each month for re-determinations.

FY 10/11 = .03%; FY 09/10 = .0%

III To outline specific ways VCDSS has been an effective Community Partner

Adult Medicaid met with:

- Patient Account Representatives from Maria Parham Medical Center to discuss how to better assist our customers with assistance with their hospital bills and to assist them with tips for completing Mail-in applications.
- Hope Breedlove and the new Program Navigation for Breast Cancer patients at Maria Parham Medical Center at this time they are only assisting Breast Cancer patients and they are hoping to expand the program for other cancer patients.
- Darius Robinson with Physician Pharmacy Alliance to assist our customers that are taking 8 prescriptions or more, to set up a regimen to have medications delivered to their home.
- Lisa Horton with Community Care/Hospice shared information about their agency and the care customers receive and to inform the community services offered other than Hospice Care.
- Rural Health Group (Health Clinic)

The unit also participated in the Child Abuse Prevention Walk, the 50/50 raffle, winter coat drive, school supply collection, Alzheimer's Awareness services, Quarterly SHIP Trainings, Employee Banquet for the County, Employee recognition for the agency, Christmas Cheer for the agency and the Christmas Cheer for SA-IH customers.

Food and Nutrition Services

Joan Harlow, Manager

Objective:

To support low-income families with resources to meet food needs. To provide one-time cash benefit paid in February to assist with heating expenses.

I. To ascertain the total number of customers served:

| FY | Household/Clients | Participation Rate | New Applications | LIEAP Clients |
|-----------|-------------------|--------------------|------------------|---------------|
| 2009-10 | 6,073 - 12,367 | 108.85% | 4,188 | 3,503 |
| 2010-11 | 7,144 - 14,276 | 125.79% | 4,600 | 3,850 |
| | +1,071 - +1,909 | | +412 | +347 |
| % changes | 17.6% - 15.4% | 16.94% | 9.8% | 9.9% |

II. To achieve State mandated goals:

- 100% Payment accuracy – Exceeded the 94% State and National Average.
- 4,600 New Applications – FNS Normal Processing – Error Rate 0.02% which is exceeding the State Average of <3% error rate.
- 4,600 New Applications – FNS Emergency Processing – Error Rate 0% which is required by the State. Met the State average for all 12 months. (Unable to exceed due to 0 tolerance by State)
- Participation Rate of 125.79% which is an increase of 16.94%. The County Rate is 17.3% higher than the State Participation Rate.
- 120-150 Second Party reviews completed monthly.

III. To outline specific ways VCDSS has been an effective Community Partner:

| Who Served | What Served | # Served | Occasion |
|---------------------|---|----------|-----------------------|
| Oakhill Apt Seniors | Care Boxes – Gift Card | 53 | Christmas Drive |
| Children >18 | Breakfast/Lunch | 4 Sites | Summer Food Program |
| Senior (Apartment) | Onsite Applications: FNS, Lifeline, Vouchers | 141 | Monthly Outreach |
| Community | Program Information | 50+ | Health Fair/Safe Kids |
| Internal Customers | Referrals | 519 | Internal referrals |

IV. To ensure fiscal accountability:

- Received \$113,557.00 from the Department of Defense. YTD Expenditures are \$73, 980.35. Ending balance of 0 by 9/2011.
- \$73, 980.00 salary dollars supplanted in 2010-11 fiscal year.
- \$80, 128.00 salary dollars supplanted in 2009-10 fiscal year with a cumulative total of 154,108.00.

This funding allowed the Agency to maintain a permanent position and employ three contracted staff to assist with increase in caseload.

Children Services

Managers: Rene Betancourt, FC&A, Meredith Houchins, CPS

Objectives:

To investigate and assess all allegations of child abuse, neglect, and dependency. To train, license, and support foster parents who open their homes to children. To partner with families and other community agencies to achieve timely permanence for children whether that is safe reunification with their family, adoption, or guardianship with a relative or kinship provider

I To ascertain the total number of customers served:

a. CPS Assessments and In Home Services

- i. 397 reports of abuse, neglect, and/or dependency were accepted for assessment. In FY 2009-2010, there were 371 reports of abuse, neglect, and/or dependency accepted for assessment. 7% increase in the number of case accepted for assessment.

b. Foster Care and Adoptions

- i. 84 Children were served through Foster Care Services throughout the fiscal year. In FY 2009-2010, there were 111 children served. 24% decrease in number of children served.
- ii. FY 2010-2011: 9 adoptions were finalized. 20% of cases found permanency through adoption.
FY 2009-2010: 4 adoptions were finalized. 11% of cases found permanency through adoption.

II To achieve State mandated goals:

A. CPS Assessments and In Home Services

- i. Case initiation rates increased by 11%. FY 2009-2010 was 81.1% FY 2010-2011 was 91.5% **State rate is 93.8%**
- ii. Investigative Assessment case decision rates for current FY are 84.6%. Rates for FY 2009-2010 were 87.3%. **State rate is 85%**
- iii. Family Assessment case decision rates for current FY are 67.6%. Rates for FY 2009-2010 were 65%. **State rate is 75%**
- iv. 6.1% of the children that we assessed suffered repeat maltreatment during this current FY. During FY 2009-2010, 16.4% of the children that were assessed suffered repeat maltreatment. **Agency goal is >5%**

B. Foster Care and Adoptions

- i. 98% of Foster Children were seen face to face monthly. FY 2009-10, 93% of foster children were seen face to face. **State/Agency Goal 90%**
- ii. 98% of Foster Children were seen face to face monthly in the home. FY 2009-10, 93.8% of foster children were seen face to face monthly in the home. **State/Agency Goal 90%**

- iii. **75% of children will exit DSS custody within 12 months from the time they entered care.** 45 children exited care during FY 2010-2011. Of those who exited care, 12 children did so in less than 12 months. This is at a rate of 27%. 36 children exited care during FY 2009-2010. Of those who exited care, 15 did so in less than 12 months. This was at a rate of 42%.
- iv. **25% of children that leave foster care will have been in care for more than one year.** 73% of the children that exited care in 2010-2011 had been in care for more than one year. 58% of the children that exited care in 2009-2010 had been in care for more than one year.

III To outline specific ways VCDSS has been an effective Community Partner:

- A. Educate & Recruit Members of Community regarding need for Foster/Adoptive Families:
 - i. November 2010: Forever Families Ceremony and Balloon Release: 1 family participated in ceremony. Adoption Matching Event: 1 adoption finalized that originated during event. Meet & Greet for prospective foster/adoptive parents: 10 families participated in and completed recent MAPP/GPS Training.
 - ii. April 2011: Safe Kids Fun Day: 75+ information packets distributed to the public.
 - iii. May 2011: Foster and Adoptive Parent Appreciation Picnic – 14 families participated
- B. Educate the community regarding Child Abuse and Neglect:
 - i. January 2011: Community Child Protection Team reinstated. 15 members participating on a monthly basis.
 - ii. April 2011: Safe Kids Fun Day – 75+ information packets distributed to the public. 1st Annual Child Abuse Prevention Walk – 101 people participated. Pinwheel Garden - set up to represent the children affected by abuse and/or neglect in Vance County.

Adult Services**Linnoya Williams-Royster, Manager**

Objective:

To provide a timely, comprehensive and respectful approach to the evaluation of reports of abuse, neglect and exploitation of elderly/disabled adults. To assist clients in remaining in their own home rather than being placed in a long term care facility.

I. To ascertain the total number of customers served:**Adult Protective Services:** (Adults reported as being abused, neglected, or exploited)

| | | | |
|---------|---------------------|-------------------------------|-----------------------|
| 2009-10 | received 52 reports | 17 screened in for evaluation | 35 Not accepted |
| 2010-11 | received 56 reports | 32 screened in for evaluation | <u>7.96% Increase</u> |

(2 substantiated, 7 outreach services provided, and 17 not accepted)

Guardianship (Case Management services provided) **Goal is to restore competency or have family member to serve as guardian**

| | | | |
|---------|------------------------|----------------------------------|-------------------------|
| 2009-10 | 6 Wards (DSS guardian) | 1 competency restored | <u>0.16% Decrease</u> |
| 2010-11 | 5 Wards | 2 Family members became guardian | 3 Wards remain with DSS |

IN- HOME AIDE SERVICES PROVIDED FOR HOME BOUND

| | | | |
|---------|---------------------|--|-----------------------|
| 2009-10 | 27 clients serviced | 7 Expired/Facility | 20 remain |
| 2010-11 | 23 serviced | 3 Expired/Facility (Moved out of County) | <u>6.75% Decrease</u> |

ENHANCE PERSONAL CARE (IN FACILITY'S)

| | | | |
|---------|-----------|----------------------|-----------|
| 2009-10 | 28 SERVED | 11 HIGHER LEVEL CARE | 17 REMAIN |
| 2010-11 | 22 SERVED | 5 HIGHER LEVEL CARE | 17 REMAIN |

4.66% Decrease

SA-IH

SLOT ALLOCATION: 37

| | | | |
|---------|-----------|---------------------|-----------|
| 2009-10 | 43 SERVED | 7 Expired/Facility | 37 REMAIN |
| 2010-11 | 52 SERVED | 15 Expired/Facility | 37 REMAIN |

4.77% Increase

AMOUNT BILLED: 2010----- \$18,618.21 (278.5 HRS) 2011-----\$20,900.86 (386 HRS)

CAP/C

| | | |
|---------|----------|--------------------------|
| 2009-10 | 4 SERVED | \$8,543.05—AMOUNT BILLED |
| 2010-11 | 6 SERVED | \$9,700.87—AMOUNT BILLED |

0.50% Increase

(AS OF 4/1/11-DISCONTINUED)

CAP/DA CASE MANAGEMENT

SLOT ALLOCATION: 55

| | | |
|---------|-----------|---|
| 2009-10 | 44 SERVED | \$103,339.41— Billed (9/10/10 – Allocation changed: 50) |
| 2010-11 | 52 SERVED | \$124,173.04—AMOUNT BILLED |

5.50% Increase

REPRESENTATIVE PAYEE CASE MANAGEMENT SERVICES

| | | |
|---------|-----------|------------------------------|
| 2009-10 | 12 SERVED | |
| 2010-11 | 11 SERVED | <u>0.08% Decrease</u> |

INDIVIDUAL & FAMILY ADJUSTMENT CASE MANAGEMENT SERVICES

| | | |
|---------|-----------|------------------------------|
| 2009-10 | 11 SERVED | |
| 2010-11 | 13 SERVED | <u>0.18% Increase</u> |

AT-RISK CASE MANAGEMENT

| | | | |
|---------|----------|--------------------|-------------------------|
| 2009-10 | 6 SERVED | BILLED \$158.64 | |
| 2010-11 | 6 SERVED | BILLED \$ 2,300.28 | <u>0% change</u> |

II. To achieve State mandated goals:

- A. To ensure each client receives a face to face visit with Case Manager in their home every 90 days, to check their well being, and changes in situation, as required by state policy.

Quarterly contacts were completed on 100% of clients

- B. To verify continued need for service, updating service plan, ensuring each client is reassessed within 12 month period as required according to State policy.

Annual Re-assessments were completed on 100% of clients

III. To outline specific ways VCDSS has been an effective Community Partner:

Adult Services Partnered with these Community Associates:

Kerr-Tar Regional Council of Government, Law enforcement, Home Health, and Legal Aide

2010 2 Elder Abuse Awareness Activities sponsored: **50** participants

2011 3 Elder Abuse Awareness Activities sponsored: **108** participants: **86% Increase**

Purpose of these activities was to inform the public of elder abuse, how important it is to report, how and when to report, and who should report. The outcome was positive, by attendance, and questions asked.