

REPORT TO COUNTY COMMISSIONERS

1ST FISCAL QUARTER. FY 2008-2009

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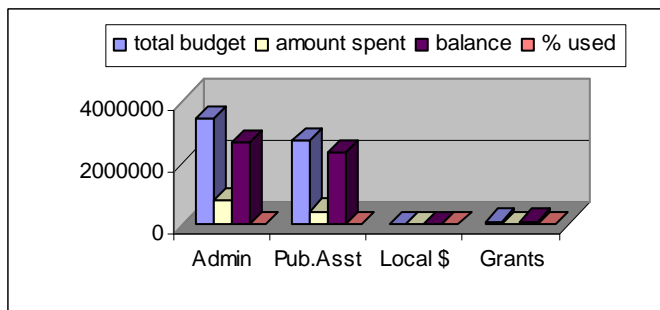
Items of Interest:

- View Employee of the Quarter Selection.
- Customers rate DSS performance.
- DSS secures college interns.
- First-Aid required for Adult Medicaid Unit.



CHECK-UP TIME: OVERALL, THE FISCAL & PROGRAMMATIC HEALTH OF YOUR SOCIAL SERVICES DEPARTMENT IS IN GOOD CONDITION!

Jeffrey Woodard assumed leadership of Warren County Social Services in July 2008. Within his 1st 30 days as director, Mr. Woodard submitted a work plan to the social services board detailing the direction he wanted to lead the agency. Tasks on the plan included (a) assessing customer satisfaction, (b) implementing the Leading By Results Model 9recommended by the NC Association of County DSS Directors, (c) establish an employee of the quarter program, (d) develop and enhance community partnerships including collaborations with the local business community, (e) enhance efforts to assure fiscal integrity, (f) develop an in-service training program for agency staff thus strengthening the agency's infrastructure, and (g) to network with other DSS agencies and/or professional organizations to assure that Warren County DSS remains a high performing public agency. At the 90 days interval, the following task have been addressed and/or completed:



Warren County DSS FY 2008-2009 1st Qtr. Budget Expenditures

Fiscal Integrity: WCDSS 1st quarter year-to-date *projected* spending percentages should be $\leq 25\%$ across all 4 DSS budget areas- recognizing that we have 3 quarters left in our fiscal year. Our *actual* spending percentage for our most challenging area, DSS administration, is **22%**. However we will continue to monitor the rising cost of office supplies and increased cost associated with staff travel. Fuel increases combined with necessary work-related travel has negatively impacted our budget. In the areas of Public Assistance Funds, Local DSS Funds, and DDS Grant expenditures, we are

well below 25% at this stage in service delivery. As we maintain our spending levels at 25% or less per quarter, we demonstrate good stewardship over our fiscal resources while delivering quality services to Warren County citizens.

Customer Service Surveys: WCDSS randomly surveyed **70 clients** between 07-29-08 and 08-11-08. **55.8%** of the respondents were completely satisfied with the service received at DSS and another **38.9%** were satisfied for a total rating of **94.7%**. This equates to a report card score

of "A". Our next survey will occur October-November 2008. **Employee of the Quarter:** DSS implemented an employee of the quarter program as a non-monetary way of recognizing the accomplishments of permanent staff. Selection criteria include (1) excellent work relationships, (b) good customer service, and (c) excellent pro-

gram performance. Each winner will receive a certificate & photo; their name engraved on an agency plaque; and a \$25 Visa gift card. **Leading by Results (LBR):** DDS programs are tracking performance measures and comparing our findings to state and comparable counties' benchmarks. The LBR model is an evidence-

based model that will enable the DSS to articulate to the general public the success of its programs based on evidence- and not just intuition. DSS is in the planning phase of this practice and will continue to work with the social services board and agency staff to assure success.

CHECK-UP TIME CONTINUED

In-service Training: DSS is developing a training module for the provision of in-service training to its employees. We will initially target the area of information technology. Examples might include training, teaching, and enhancing the competency level of staff in various software programs such as Microsoft, Excel, PowerPoint, Microsoft Publisher, Advanced Internet research, etc. It is our desire that in-service training will evolve into a train-the-trainer model thus potentially reducing our dependence on expensive outside vendors.

Collaborative & Community Initiatives: DSS acquired 2 social work masters level interns this year. **Mary "MC" Hartley** is a UNC Chapel-Hill student working in our foster care/adoptions

unit. MC resides in Wake County and enjoys the historic scenery Warrenton offers. **Tenecia Harper** is an ECU Greenville student working in our child protective service unit. Tenecia is a native of Warren County and she is excited to give back to her community. MC and Tenecia will be at DSS thru April 2009.

DSS is now a Warren County Chamber member with intentions of collaborating with the local business community to supply employment resources thru Work First, partner with church and civic groups to support foster children; and network with other non-profits to aid us in achieving agency outcomes.



Tenecia Harper & MC Hartley
ECU & UNC graduate student interns

“Almost 5,000 pieces of mail per month is sorted and distributed to agency staff from agency customers”

DSS PROGRAMS

Administration: Our Outcome- to assure that external customers (clients) and internal customers (staff) receive exceptional, reliable, and accurate customer service and supportive services. Supervisor- Nell Moseley

DSS Reception Monthly Statistics

- Avg. of 707 customers seen
- Avg. 3,222 telephone calls
- Avg. 1,223 packages, etc.
- Avg. 4,861 pieces of mail sorted

- Avg. 10 work permits issued
- Avg. 19 voter registrations
- Avg. 54 declined to register
- Avg. 3 fishing license issued
- 94.7% customer satisfaction

CPS/In-Home Services: Our Outcome- At risk children & families will be safe, healthy, and in stable environments. Supervisor-Freddie Harris

CPS Monthly Statistics

- 100% of investigations initiated timely
- 100% of assessments initiated timely

- 43% of investigation completed timely
- 66% of assessment completed timely

Food & Nutrition: Our Outcome- To assure that economically disadvantage children, families, and adults become self-sufficient. Supervisor-Lora Edwards

Food & Nutrition Monthly Statistics

- 128 cases this month
- 100% timeliness rate
- 100% accuracy rate
- 100% timeliness and accuracy rate for emergency cases

Work First & Work First Family Assistance:

Our Outcome- To assure that economically disadvantage children, families, and adults become self-sufficient. Supervisor-Bobbie Williams

Work First & WFFA Monthly Statistics

- Avg. 1,777 family & children Medicaid (MA) cases
- 98% timeliness rate for MA cases
- 100% accuracy in MA applications/reviews
- 48 Work First (WF) employment cases
- 42% all-parent employment rate (WF)
- 4% in Work First diversion.

DSS PROGRAMS CONTINUED

Adult Services: Our Outcome—

To assure that aging and disabled adults will be safe and healthy and live in a stable and least restrictive environment. Supervisor— Charles Walton

Adult Services Monthly Statistics

- 50% of APS referrals screened for evaluation this month
- 100% of the referrals initiated timely
- 100% of cases not experiencing a recurrence of maltreatment

Adult Medicaid: Our Outcome—

To assure that economically disadvantage children, families, and adults become self-sufficient. Supervisor—Francine Allen

Adult Medicaid Monthly Statistics

- 288 Adult Medicaid cases per worker
- 7% processed in timely manner
- 4% error rate this month

Child Welfare Services: Our Outcome- At risk children will be safe and healthy in stable environments. Supervisor— Anita Evans

Children Services Statistics

- 16 children in foster care
- 38% were abused
- 56% were neglected
- 50% are Black; 31% are White; 19% Other



Anita Evans
New Child Welfare Supervisor

AREAS OF CONCERN- “FIRST AID REQUIRED”



Medicaid needs First –Aid

DSS is struggling to keep pace with the volume of work assigned to the adult Medicaid unit. As of August 2008, there are 1010 active Medicaid cases divided among 3.5 workers (roughly 288 cases per worker not including changes and new applications). This is the only area to which we are experiencing a

staffing shortage. We have explored restructuring assignments on the Medicaid team, exploring transferring resources from one DSS program to another, etc. yet none of these options are viable. Consequently, we hope to present a business case for a new position.

“Our Food & Nutrition Program posts a 100% accuracy and timeliness rate for Warren County customers”

SPECIAL INTEREST, AWARDS, AND RECOGNITION

Congratulations to Ms. **Sharon Burchette**, Child Care Subsidy Coordinator, as this quarter’s Employee of the Quarter. Sharon’s colleagues described her as “cordial, friendly, and possess a thorough knowledge of the day care program. She tries to help every one of her clients... including working through some lunch hours”. She is quite prompt in returning telephone calls to customers. Sharon meets all mandated

deadlines and is able to multi-task. Recently she received a 95+ on the State’s Monitoring Audit. Up until 2007, Sharon managed the child care subsidy duties including a one million dollar subsidy allotment by herself. Additional staff was hired in 2008. She is a valuable employee and would be difficult to replace. Thus, DSS honors Sharon for her hard work and dedication.



DSS Employee of The Quarter
Sharon Burchette

Warren County Department
of Social Services

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DSS Board Meetings: Every 3rd Monday
@ 10:00 am . 307 North Main Street.
Warrenton, North Carolina 27589

*“Did you know that
Child Protective
Services staff and
Adult Protective
Services staff are
required to be on-call
24 hours 7 days per
week including
holidays?”*

County Social Services Boards have played an important role in government and administration of social service agencies and programs in North Carolina for the past ninety years. State law requires every North Carolina county to have a board of social services. The role of the county social services board primarily focuses on the general direction, oversight, and supervision of the county social services department. ¹

Warren County is quite fortunate to have a board that truly displays the best-interest of its citizens. The 19th century American poet Emma Lazarus wrote the “New Colossus” describing the Statue of Liberty. The inscription at the base of Lady Liberty reads: “Give me your tired, your poor, your huddled masses yearning to breathe free, the wretched refuse of your teeming shore. Send these, the homeless, tempest-tossed, to me: I lift my lamp beside the golden door.”

*DSS tends to be the agency of choice when the average citizen has exhausted his resources or his support system knows nowhere else to seek relief. The back-bone of support for the agency is the local social services board. We proudly acknowledge Warren County Board of Social Services members for their courage to lead and support throughout the years! **Mr. Clinton G. Alston-Chairman, Ms. Barbara Kinton-Vice Chairman, Ms. Janet Hilliard, Ms. Charlene Brown, and Ms. Gwendolyn Crews.***

¹ John Saxon, Social Services in North Carolina. UNC School of Government. Chapel-Hill, North Carolina 2008.

ON BEHALF OF THE SOCIAL SERVICES BOARD, THE DSS DIRECTOR, AND HIS STAFF, WE RESPECTFULLY SUBMIT THIS REPORT FOR YOUR REVIEW AND EXPRESS OUR THANKS FOR THE COMMITMENT YOU HAVE SHOWED TOWARDS OUR AGENCY.



Warren County Department of Social Services
307 North Main Street
Warrenton, North Carolina 27589