

REPORT TO COUNTY COMMISSIONERS

3RD FISCAL QUARTER. FY 2008-2009

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Items of Interest:

- Someone You Need To Know
- Community Child Fatality Review
- Customer Testimonies
- Rural North Carolina
- Employee of the Quarter
- DSS Board Quiz



The High Performance Agency: Warren County DSS continues to manage itself as a high performance agency. Here are some of our findings since initiating this quality based practice: Outcome (1): **External customers (clients) and internal customers (staff) will receive exceptional, reliable, and quality customer service and supportive services.** Results: DSS averages 1000+ customers per month. We answer over 4500 telephone calls per month and over 7500 pieces of mail and/or packages are received, sorted, and distributed on site by staff. The agency's customer service rating (what the consumers think about our services) is consistently above 95% satisfaction. Outcome (2): **Aging and disabled adults will be safe and healthy and live in a stable and least restrictive environment:** Results: DSS averages 6 intake reports per month in adult services. About half of these reports are accepted. 100% of the reports are initiated within the state baseline standard and there are no reoccurrence of maltreatment in these cases. Outcome (3): **Economically disadvantaged**

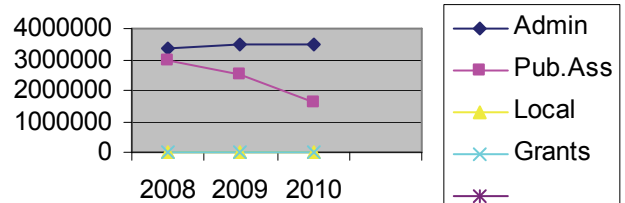
Fiscal Integrity: As Warren County residents adjust to the challenging economic conditions, WCDSS is pleased to announce that its 2009-2010 budget request remained stable (flat) and services to its consumers will not be compromised. Public assistance dollars show the greatest decrease as the state assumed responsibility for Medicaid public assistance budgeting in 2009-2010.

MANAGING FOR SUCCESS!

children, families, and adults will become self-sufficient: Results: DSS has met state baseline standards for processing applications quickly and reducing application errors—which can affect customer benefits. In Adult Medicaid, Family & Children's Medicaid, and Food & Nutrition Services, DSS scored at 100%. The slow economic growth in the Warren County has impacted our local caseloads. Medicaid caseloads are up 9%, Family/Children Medicaid up 5% and Food/Nutrition caseloads are up 8% - representative of the challenges low-income families now face. Notwithstanding, the Work First program continues to struggle in meeting participation rates (an average of 23% compared to the baseline standard of 50%). Warren County's unemployment rate at 15% is a major factor influencing our low participation rate. Roughly 1200 Warren County work eligible residents are unemployed (excluding those who have not registered with ESC). Outcome (4): **At -risk children and families will be safe and healthy:** Results: DSS averages 15 CPS reports per month to which an

average of 11 reports are accepted. We meet state baseline standards for both timeliness and decreased repeat episodes of maltreatment. Outcome (5): **Children in custody will be safe and reside in stable environment:** Results: DSS averages 11 children in foster care per month. We meet the state baseline standard for both prevention of repeat maltreatment and reduction in placement moves. Outcome (6): **Supportive services will exist to assure that Warren County families are successful:** Results: DSS provides an average of 582 transportation encounters (trips, recertifications, assessments, etc.). We spend an average of \$15,153 aiding local residents with heating and cooling costs. There are 360 children receiving subsidized child care. Two child care centers in our county have a 4 or more star rating. Outcome (7): **Agency resources will be maximized to achieve quality results while maintaining the highest level of fiscal integrity:** Results: DSS collects an average of \$2478 per month through program integrity efforts.

BUDGET TRACKING 2008-2010 [EXPENDITURES]



WARREN COUNTY DEPARTMENT OF SOCIAL SERVICES

“The Crisis Intake Unit serves an average of 140 customers per month. The unit also arranges over 580 medical transportation request each month. All of their customers view their situation as an emergency— thus the staff employ great skill and diplomacy in treating each situation as unique and every customer receives the dedicated attention needed to resolve their crisis.”

Customer Service Surveys:

WCSS proudly boast a customer service rating of **94.7%**, **95%**, and **98%** for the 1st , 2nd, and 3rd quarters respectively. This rating equates to a letter grade of **“A”**. Our customers are pleased with the quality of service we render.



Crisis Intake & Medical Transportation Assistance:

The Crisis Intake unit provides emergency assistance and medical transportation services to local county residents. Services rendered include heating and cooling assistance, the arrangement and provision of medical transportation to and from medical appointments, and short-term crisis counseling. Warren County residents are encouraged to apply between the hours of 8:30am and 4:00pm; provide proof of emergency; provide at least a 3 business day notice for medical transportation request; and meet other program guidelines. The staff are always willing to problem solve and alleviate barriers that impact the quality of life for Warren County residents.



Someone You Should Know?
Tokila Cooper & Kristi Mayfield
Warren County Social Workers

DSS PROGRAMS

Community Child Fatality Review (CCFR)

The CCFR team consist of local professionals who develop strategies to address child fatalities. Membership includes law enforcement, attorneys, fire and rescue, a variety of service agencies, juvenile court system, etc. Ms. Freddie Harris (DSS) facilitates these monthly meeting. Members meet to review all child fatalities regardless of their association with DSS. Additionally, the groups meets to develop prevention strategies aimed at reducing child abuse and/or neglect. For more information, please contact Freddie Harris at 252-5000.



Child Abuse Prevention Month: April 2009 WCSS celebrated child abuse prevention month. Did you know that there are over 100,000 reports of abused and neglected children in North Carolina each year? There were 25 fatalities in NC last year. With such alarming statistics, how do we recognize the signs of an abused child? Here are some indicators to watch:

1. Has fading bruises or marks after being absent from school.
2. Seems frighten of the parents and protest when its time to go home.
3. Unexplained burns, bruises, bites, broke bones and/or black eyes.



Ms. Freddie Harris (DSS) speaks to Warren County residents regarding Child Abuse Prevention

DSS SERVICES CONTINUED

The Money is Coming! The Money is Coming!

Like the chant of Paul Revere, The state told the counties that the money is coming. Warren County Food & Nutrition Program received \$27,000 in federal stimulus money to aide the county in addressing the increase demand for food and nutrition services. The funds are designated for administration usage only and viable for 2 years. DSS may hire new staff, contract with staff and/or a vendor, pay over-time, and/or purchase equipment with these funds. Funds not used will be reverted back to the state.

Food & Nutrition Data:

- 8% increase in caseloads from 10/08 to 03/09 (over 1800 cases)
- 100% of emergency food assistance request are processed within 7 days.
- Families received a 13% increase in food allotment for 2009 –also anticipated in 2010.
- Food Stamps & Unemployment Benefits directly stimulate the economy. For every \$1 spent on food stamps, \$1.73 is put back into the economy.



DSS Food & Nutrition Department

Did you know... that the food stamp program started out as a department of agriculture program instead of a social services program. Food stamps derived from the surplus goods of farmers that the government purchased to assure that the farming industry remained stable.

DSS FOSTER CARE SERVICES

Foster Care Services: May 2009 WCDSS celebrated Foster Care Month. The agency had one of its biggest training classes ever. Ten (10) Warren County families completed foster care training as part of their licensing requirement. Ms. Anita Evans and Ms. Melloneice Miller coordinated the training sessions which included a panel discussion from our juvenile

court judge, the Guardian Ad Litem program, DSS Director, current adoptive and foster parents, and a former foster child.

(picture): Ms. Anita Evans (DSS) and long-time foster parent Ms. Margaret Alexander



WARREN COUNTY DSS CUSTOMER TESTIMONIES

Customer Testimonies: WCDSS is always interested in the opinion of our customers. Here are some comments from agency consumers:

“The building looks good and the front desk staff are always nice to me.” - Yolanda.

“I like the way staff gives me adequate notice for my appointments. I work with Ms. Fogg and Ms. Brown. They are really helpful ladies.” - Annie.

“ Ms. Cooper helped me pay my electricity. Some folk act like the money belongs to them. She’s all about helping people.” - Barbara.

“[re: Dianne Talley] Sometimes people don’t get the recognition... they deserve. But this is to let you know that the work [she] does is important” - Doris.

“The reception staff were very nice. Ms. Minton (at reception) took extra time to help me”.—Sue.

“ Ms. [Alice] Evans is great. She doesn’t make me feel like I’m nothing. My only concern is that you need more lighting in the waiting room.” - Sharon.

“Everything is good. But I don’t like your parking situation. You need more space”.—Tom

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**

“For I know the plans I have for you, declares the LORD, plans to prosper you and not to harm you, plans to give you hope and a future.” — Jeremiah 29:11.

Editor/Writer: Jeffrey Woodard
Photographers: Jose Henderson & Mary Roberson

Employee of the Quarter: Congratulations to **Ms. Dianne Tant** , adult protective services social worker, as DSS employee of the quarter. Dianne has been with Warren County DSS for 23 years. She has so many special attributes including cordial, friendly , and a thorough knowledge of the adult protective services system. She is known for going the extra mile with every customer. Dianne is highly devoted to her guardianship cases– assuring that their needs are met and that they are in safe environments. Our former state adult services representative stated that she “would put Dianne up against any APS worker in the state”. Wow! What a commentary! Ms. Tant regularly meets all mandated deadlines while maintaining a high quality work product and a low error rate. Please join our agency as we salute Ms. Dianne Tant.



Dianne Tant, DSS Employee of the Quarter

Legal Powers & Duties of the County Social Services Board

Test Your Knowledge

- Y N 1. Recruit & appoint the social services director.
- Y N 2. Determine the director’s salary.
- Y N 3. Hear & decide grievances and appeals involving county social services employees.
- Y N 4. Hear & decide cases involving suspected fraud or request to extend Work First time limits.
- Y N 5. Approve all contracts involving county social services.

Answers

- 1. Yes 2. Yes 3. No 4. Yes 5. No

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 THE COMMISSIONERS AND THE WARREN COUNTY CITIZENS HAVE SHOWED TO OUR AGENCY.

DSS Board Members:
Charlene Brown,
Barbara Kinton-
Chairperson, Commis-
sioner Jennifer Jordan,
Janet Hilliard, & Gwen-
dolyn Crews– Vice
Chairperson.

