

REPORT TO COUNTY COMMISSIONERS

2ND FISCAL QUARTER. FY 2008-2009

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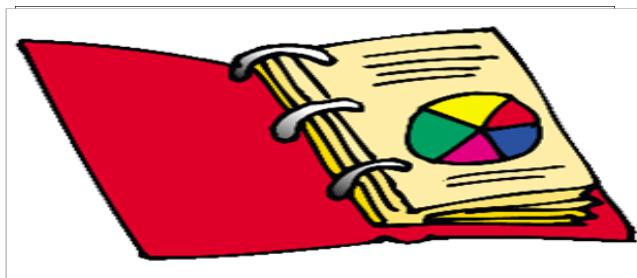
Items of Interest:

- 7 Outcomes for FY 08-09
- DSS Revenue Resources
- The impact of the economy on DSS programs
- Employee of the Quarter
- Christmas Photographs & Community Contributors



THE EVOLUTION OF A SOCIAL SERVICE AGENCY

The High Performance Agency: Warren County DSS now considers itself a high performance agency and will strive to achieve outcomes indicative of exceptional performance. High performance agencies are not afraid to set goals for themselves and measure the achievement of such goals. High performing agencies take nothing for granted. They believe that “you can’t manage what you don’t measure”. Unless you measure something you don’t know if it is getting better or worse. You can’t manage for improvement if you don’t measure to see what is getting better and what isn’t. Subsequently, DSS has adopted **7** outcomes for FY 08-09: (1) external customers (clients) and internal customers (staff) will receive exceptional, reliable, and quality customer service and supportive services, (2) aging and disabled adults will be safe and healthy and live in a stable and least restrictive environment, (3) economically disadvantaged children, families, and adults will become self-sufficient, (4) at-risk children and families will be safe and healthy, (5) children in custody will be safe and reside in stable environments, (6) supportive services will exist to assure that Warren County families are successful, and (7) agency resources will be maximized to achieve quality results while maintaining the highest level of fiscal integrity. You will see the department track and measure these outcomes throughout the fiscal year. Our results will be your indicator as to whether DSS is strong and vibrant or broken and in need of repair. Future business plans and subsequent request from the department should tie into the achievement of these outcomes.

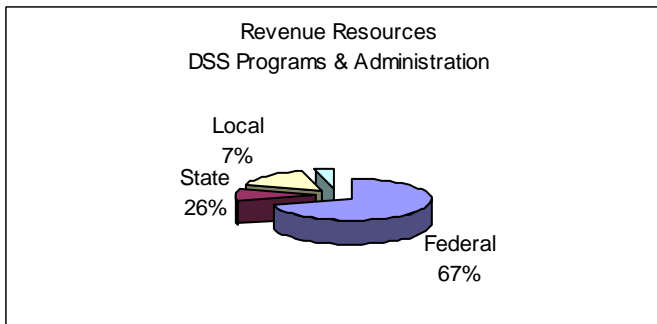


“You Can’t Manage- What You Don’t Measure”

Fiscal Integrity: WCDSS 2nd quarter *projected* spending percentages should be **≤ 50%** across all 4 DSS budget areas- recognizing that we have 2 quarters left in our fiscal year. Departmental expenditures in DSS administration is **48%**; DSS public assistance (foster care, CPS, Work First, food & nutrition services, Medicaid, etc.) is **35%**; General Assistance Programs (miscellaneous, county dollars, & discretionary) is **25%**; and grants (DSS, ROAP, & HCCBG) is **3.4%**. We are conscious that our resources are limited, thus this spending pattern should carry us through the fiscal year without requesting additional funding.

WCDSS budget for 08-09 is \$6,609,385 encompassing over 15 DSS programs. Program Expenditures: Fifty-two percent (\$3,407,523) is administration (federal, state, & local dollars); forty-one percent (\$2,729,273) is public assistance programs (federal, state, & local dollars); less than one percent (\$5,500) is general assistance—local & private; and seven percent (\$467,089) is

grants.



THE EVOLUTION OF A SOCIAL SERVICES AGENCY

Customer Service Surveys:

WCDSS 1st quarter fiscal year survey results yielded a **94.7%** client satisfaction with DSS service delivery. The 2nd quarter fiscal year survey results yielded a **95%** client satisfaction. Consequently, our customers are pleased with the quality of service we render.



UNC faculty visit Warren

County DSS: One of the challenges in maintaining a competent workforce is equipping existing staff with the skill set necessary to impact the social, economic, and political realities families now face. The UNC School of Social Work is committed to producing social work graduates capable of addressing societal ills and influences that impact local communities. In November 2008, UNC faculty met with WCDSS child welfare staff and Warren County Public School staff to discuss graduate school opportunities for baccalaureate level practitioners. **Nine** social work practitioners attended this information session held at DSS. WCDSS is a member of the school's MSW Triangle

Distance Learning Advisory Board and a partner with the Child Welfare Collaborative & Field Education office.



UNC School of Social Work

Lisa T. Cauley, Sharon Holmes Thomas, Travis J. Albritton, & Wanda F. Reives

“Food & Nutrition caseloads & applications for free and/or reduced school lunches have increased. We attribute these factors to the negative impact our struggling economy has had on local families”

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 Quarterly Statistics (+/-)

- Avg. 1004 customers seen (+ 297)
- Avg. 4655 telephone calls (+1433)
- Avg. 1547 packages, etc. (+324)
- Avg. 6772 pieces of mail sorted (+1911)

- Avg. 2.7 work permits issued (-7.3)
- Avg. 2.5 fishing license issued (-.5)
- 95% customer satisfaction (+.3)

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

CPS Quarterly Statistics (+/-)

- 100% of investigations initiated timely
- 100% of assessments initiated timely
- 100% non-occurrence of maltreatment
- 32% substantiation rate

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

Food & Nutrition Quarterly Statistics (+/-)

- 1721 avg. total cases (+65)
- 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 Quarterly Statistics (+/-)

- 1787 Avg. family & children Medicaid (MA) cases (+10)
- 99% timeliness rate for MA cases (+1)
- 100% accuracy in MA applications/reviews
- 47 avg. Work First (WF) employment cases (-1)
- 27% all-parent employment rate (WF) (-15)
- 35 avg. no. in WF job search

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 Quarterly Statistics (+/-)

- 44% APS substantiation rate
- 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 Quarterly Statistics (+/-)

- 211 Medicaid cases per worker (-77)
- 100% processed in timely manner (+93%)
- 0% error rate this quarter (-4%)

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

Children Services Quarterly Statistics (+/-)

- 12 avg. no. in children in foster care (-4)
- 16% were abused (-16)
- 84% were neglected (+28)
- 58% are Black; 41% are White; 0% Other



Work First & Work First Family Assistance Team

DSS LEGAL SERVICES



Ms. Caroline Burnette

There is a vintage saying that is prominent in the judicial community— “a man who represents himself has a fool for a client”. DSS provides services that require legal representation especially in the child welfare and adult services arena. **Carolyn J. Yancey** has represented the department well for many years. We congratulate her on her election as district court

judge for district 9. We are equally impressed with our incoming attorney, **Ms. Caroline Burnette**, from the prestigious law firm of *Stainback, Satterwhite, Burnette, & Zollicoffer*. Ms. Burnette has experience as a DSS attorney, a GAL attorney, and a parents’ attorney. Please join us in welcoming our newest DSS team member.

SPECIAL INTEREST, AWARDS, AND RECOGNITION

Holiday Celebrations: WCDSS has a history of being generous with its time and resources during periods of need. We sponsored an “angel tree” celebration that provided gifts & food items to needy families and children. Additionally we partnered with the Toys for Tots program to aid families during the holiday season. Many local business, civic groups, ministries, and individual contributors aided us in making Christmas a joyous occasion for sev-

eral families. We acknowledge Jordan Chapel, Spring Green Baptist, Cooks Chapel Baptist, Greater Lovely Hill Baptist, First Baptist Church, Community Memorial Healthcenter (Va.), and all the private donors for their support. We continue to accept contributions/donations throughout the year. You can give by contacting 252-257-5000.



Board of Directors
Community Memorial Healthcenter
South Hill, Virginia

“North Carolina’s economic development ranking for counties designates Warren County as a Tier I county. This means 19% or more of the population lives below the federal poverty level. Article 3J tax credits are available to Warren County for businesses that locate in the county and create new jobs. Our Work First program has a challenging task ahead. The US unemployment rate is 7.1; North Carolina’s rate is 7.9; and Warren County unemployment rate is 10.7%”

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of Social Services

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

*“If you give me a
fish, I’ll eat for a day.
If you teach me to
fish, I’ll eat for a
lifetime.”*

Editor/Writer: Jeffrey
Woodard

Photographers: Jose
Henderson & Mary
Roberson

Employee of the Quarter: Congratulations to **Ms. Connie Salmon**, lead worker in the Food and Nutrition program, as DSS employee of the quarter. Connie’s colleagues cite that she has so many special attributes including being cordial, friendly, and a thorough knowledge of the food and nutrition program. Ms. Salmon has a sound work ethic and the accompanying personality that enables her to manage whatever comes her way. She is one of those employees that you will seldom hear a complaint—even if the complaint is justified. She has been known to work during lunch and breaks to assure that local citizens receive the needed services in an expedited manner. Her unit is known for exceeding the state benchmarks for timeliness & accuracy and Ms. Salmon is a key player in this achievement. We are most fortunate to have Connie on our team!



Employee of the Quarter: **Ms. Connie Salmon**

WCSS Board: Prior to 1935, local churches and private organizations served as the social services entity in America. The great depression of 1929 proved to be too overwhelming for private charities to manage. President Roosevelt enacted his “New Deal” concept in 1935 that institutionalized social services and assured that the country would “promote the general welfare...”. In 1996, Congress passed the Personal Responsibility and Work Opportunity Act which is North Carolina’s forerunner to the Work First program. The belief of the country was that work lead to productivity. *“If you give a man a fish, he will eat for a day. If you teach a man to fish, he will eat for a lifetime”*. Given the state of our economy and toll unemployment has had on many local families, we must now be creative in assuring that those who desire to work will find work. It is my pleasure to acknowledge a group of citizens who value the concept of work and the positive impact it has on family life. This group serves with integrity, and whose eyes, ears, and presence represent the will of the community. This honor belongs to our local Social Services Board. Membership includes: **Mr. Clinton G. Alston– Chairman, Ms. Barbara Kinton-Vice Chairman, Ms. Janet Hilliard, Ms. Charlene Brown, and Ms. Gwendolyn Crews.** Thank you kindly for your service!

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 HAVE SHOWED TO OUR AGENCY.

DSS Board Members:
Janet Hilliard, Charlene
Brown, Barbara Kinton-
vice chair, & Gwendolyn
Crews. Not Pictured:
Clinton Alston-
Chairman





Angel Tree Celebration



Christmas Party Celebration



Toys For Tots
"gift wrapping"



"we know the reason for the season"



Agency Christmas Party

