

REPORT TO COUNTY COMMISSIONERS

4TH FISCAL QUARTER. FY 2008-2009

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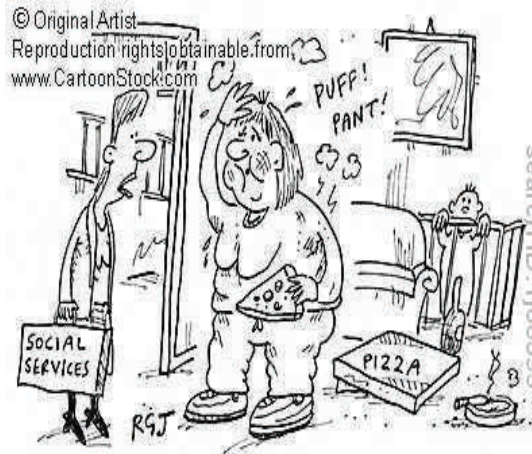
Lessons Learned from LBR :

What Does the Data Say? As a result of DSS intervention, Warren County residents are getting better and/or their well-being has improved as indicated by... (1) 95% of 1000 monthly customers (avg. amount) report that they are pleased with the services we provide; (2) once DSS intervenes in an adult services case, the likelihood of repeat maltreatment for the same issue is 0%. Less 5% of the CAP/DA caseload ends up in nursing home care- thus allowing the adult to remain at home and saving taxpayers an average of \$488 per month; (3) Medicaid, Food Stamps, and Work First aid in assuring that economically disadvantaged residents become self-sufficient. DSS processes 100% of its emergency food request within 7 days or less. DSS achieved a 0% error rate which means that all of our Medicaid recipients received correct benefit amounts. DSS secured employment for 22% of its Work First employment cases. The state benchmark is 50%. Food

LEADING BY RESULTS

Stamps and Medicaid puts money directly back into the local economy thru sales purchases with local grocers such as Food Lion, IGA, and Lowes Food and pharmacies such as Warrenton CVS; (4) once DSS intervenes in a child protection case, the likelihood of repeat maltreatment for the same issue is 0%. Protecting a child from abuse and/or neglect can be a matter of life and/or death. DSS initiated 100% of its investigations timely- including nights, week-ends, and holiday requests; (5) foster care is a temporary safe haven until a more permanent environment can be established or restored. Thus children in foster care should not re-experience abuse and/or neglect. While in DSS custody, 0% of the children re-experienced abuse and/or neglect. To date, none of the children in foster care experienced 3 or more placement moves. Research suggest that multi-

ple placement moves negatively impact a child's emotional well-being; (6) Warren County residents achieve success through our supportive services. Considering our state-wide economic crisis, DSS strives to maintain and/or enhance family well-being. DSS assist over 135 families each month who are in crisis. We also provide over 570 medical transportation encounters each month for medically indigent consumers. There are 4 licensed child care centers in Warren County- 2 of 4 have a 4 or 5 star rating. DSS subsidizes child care for over 350 Warren County children.



"We've had reports you're an unfit mother."

In summary- Warren County DSS is concentrating on whether citizens are getting better [tracking outcomes] as opposed to keeping the status quo.

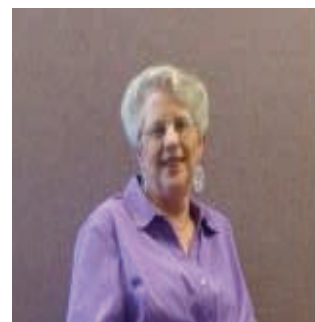
Fiscal Integrity: The Warren County Board of Commissioners approved the DSS budget without any significant cuts and/or reductions. The DSS budget for 2009-2010 remained stable (flat) and in some areas we

reduced our spending. DSS will continue to demonstrate that we are good stewards over our resources while assuring that the needs of county residents are adequately met.

Someone You Should Know?

Nell Moseley is the DSS fiscal officer. She supervises the agency's finances, purchases, along with the supervision of front desk staff. Number

crunching is her specialty!



search ID: r100593

WARREN COUNTY DEPARTMENT OF SOCIAL SERVICES

“Due to the State budget challenges and the need to restructure program cost to make up for revenue short-falls, the General Assembly is considering pulling and/or reducing operational funding from state-operated child support offices and transferring their operations to DHHS. This could mean that local DSSs who do not manage child support could now manage the program. Warren County has a state-operated child support office.”

Wrestling with the State Budget:

As of June 11, 2009, the NC House agreed to add about \$800 million dollars in new taxes to assist in paying for North Carolina’s budget woes. The package includes a 7% sales tax (up ¼ cents); an increase in income tax rates for the highest wage earners, and taxes on liquor and digital downloads. This measure still does not fill the \$4 billion North Carolina shortfall. Thus there will be cuts in state funding including the elimination of some state funded positions. What does this mean for Warren County DSS? We may see a reduction in funding in some areas. There is no attempt to eliminate existing programs, only a reduction in some fund-

ing sources –at least at this point. Warren County DSS must assure itself that it will utilize all funds allocated to the department to prevent a reversion of funds. Warren County DSS should fare well as our DSS budget remained stable. Areas that may impact us include a reduction in state technical support (whereby state representatives visit counties frequently to provide technical program assistance); a move to submit paperless documents to the counties including forms, etc and the reality of counties having to print out more documents to satisfy monitoring requirements and conduct business as usual; a push to perform teleconferences and web-base trainings where possible; and to em-

brace the concept of doing more with less.



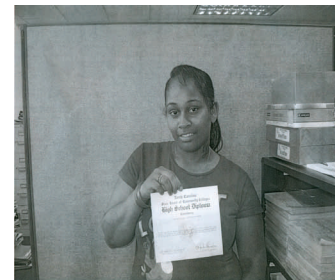
N.C Legislature, Raleigh, NC
Warren County Delegates:
Doug Berger (Senate) and
Michael Wray (House)

DSS PROGRAMS

Work First Success Story: “Be Determined to Succeed”.

Warren County’s Work First program recognizes Patricia T. Ms. T entered the Work First program in September 2008. She was a high school drop-out who experienced many barriers to success such as the lack of transportation, no specific skill set, and only a 9th grade education. Ms. T has 2 children– ages 4 and 2. She was encouraged by the Work First program to obtain her GED. In November 2008, she enrolled in Vance-Granville Community College. Her challenges continued to mount yet she persevered thru the hard times. She walked to and from college each day. In May

2009, she received her GED from Vance – Granville Community College. Her confidence level has soared. She now has relocated to Lumberton, NC and seeking employment in that area. Congratulations Ms. T.



5 Myths About The Medicaid Program:

Myth #1: Most Medicaid beneficiaries are on welfare.

Fact: The vast majority of people enrolled in Medicaid receive no cash welfare assistance. Medicaid has evolved into a health insurance program that provides a safety net for the working poor and their children who otherwise would not have insurance.

Myth #2: Medicaid could save lots of money if it cracked down on older rich people who hide their assets to get on Medicaid.

Fact: Most states permit Medicaid beneficiaries to keep no more than about \$2000 in liquid assets. The value of their home is exempt (if not exceeding \$500,000). Eligibility is denied if the

applicant transfers assets in order to qualify for benefits.

Myth #3: Once you qualify for Medicaid, the government pays all your care.

Fact: Medicaid nursing home residents contribute all of their income to help pay for their care– minus a personal needs allowance of between \$30 and \$50 per month in most states.

Myth #4: Hardworking middle class people who save their money for retirement years will not have to rely on Medicaid for long-term care.

Fact: Medicare and private insurance do not cover most long-term care (LTC) expenses—making Medicaid the safety net for participants. [Private pay cost for LTC averages \$6333/month nationally for a private room].

DSS SERVICES CONTINUED

5 Myths About The Medicaid Program (cont.):

Myth #5: Medicaid spending is out of control because undocumented immigrants are allowed to access the program.

Fact: Federal law strictly prohibits undocumented immigrants from receiving federally funded services under Medicaid and the State Children’s Health Insurance Program– except hospital emergency treatment for which hospitals are required to provide universally.

A Medicaid Success Story:

Mr. and Mrs. B were elderly business owners residing in the Lake Gaston area of Warren County. The economic crisis negatively impacted their business and they subsequently filed bankruptcy. As a last resort, they sought assistance from DSS. Ms. Sandi Reams aided them as they applied for adult Medicaid and she referred them to other agency resources too. Both individuals were in tears by the time they spoke with Ms. Reams. Fortunately, both were approved. Later Sandi had the pleasure to see both

participants at the grocery store on a Saturday. They embraced Ms. Reams and shared with her how much she meant to them. “You are a fruit in my eyes”- one of the participants said. “It takes a lot of courage for people to come into this building. I recognize that and try to help”- Sandi Reams.



Someone You Should Know?
Sandi Reams, Adult Medicaid Lead Worker

WARREN COUNTY DSS STAFF: WHO ARE WE?

Warren County DSS staff has 62 FTEs. We represent **750** collective years of DSS experience. Thus we are well qualified to meet the challenges facing local individuals and families. **31** staff have 10+ years of DSS experience in Warren County . Our future strategy will be to develop a succession plan that will address keeping the knowledge within the agency that is often lost with retirement and/or employment with other DSS agencies. If you have any suggestions, please share them with our DSS director.

Type of degrees/certifications at DSS

- 30 -have no formal degree or certification
- 1 -holds a certificate
- 7 -hold associate degrees
- 21- hold bachelor degrees
- 3 -hold master degrees

Field of study at DSS

- 1-Radiologic Technology
- 3-Secretary Science
- 1-English
- 2-Psychology

Field of study at DSS (cont.)

- 1-Electrical Engineering
- 5-Business Adm./Management
- 2-Human Services Technology
- 3-IS/Computer Science
- 1-Public Administration
- 1-Family & Community Service
- 3-Elementary Education
- 1-Counseling
- 2-Social Work
- 3-Criminal Justice
- 1-Communications
- 3-Theology
- 1-History

WARREN COUNTY DSS CUSTOMER TESTIMONIES

Customer Testimonies: “Ms. Ruby Elam is a wonderful social worker and her practice changed my opinion of social services.”- Karlene.

“Winter [Watson] really provided me excellent social work training. It has helped me in my new job.” -Tencia.

“Mary Francis takes care of my bills. She is a nice lady. She knows how to help us.” - Edward

“I always have a good experience when I come here. My workers are great!” [Dezel Richardson and Cora Boyd]- Tiffany

“This is my first time here. The receptionist lady [Sharon Minton] was very kind to me.”- Barbara

“This is my first time here too! I need some money for

daughter as I am a single parent. The front desk lady [Sharon Minton] was very polite and helped me. I will come back again.” -Lekita

“The folks here are very fine. I am applying for food stamps. This is my first time at the agency. My only concern is parking. I had to park across the street as the lot is small and crowded.”- Adam

“Leadership is not magnetic personality—that could well be a silver tongue. It is not “making friends and influencing people”—that is flattery. Leadership is lifting a person’s vision to higher sights, the raising of a person’s performance to a higher standard, the building of a personality beyond its normal limitations”. Now... are you a leader?

*Peter F. Drucker
Management Expert*

WARREN COUNTY DEPARTMENT OF SOCIAL SERVICES

BIG BROTHER IS WATCHING US

DSS is a state supervised county administered agency. In layman terms, this means we hire county staff who operate under the state personnel act and our programs [mostly] are state supervised. One of our requirements is that we have audits to assess the quality and efficiency of our work. Here are our most recent results.

Child Welfare: Warren County DSS completed its IV-E child welfare audit on 6-9-2009. Great News! We did not have any audit errors. All of the cases reviewed came from Nyeshia Cook's caseload. Special thanks to Nyeshia for setting up case files, organizing court orders, and preparing documents for the reviewer.

Adult Services: Warren County DSS completed its adult services audit in April 2009 and submitted a program improvement plan for CAP/DA, SSBG, At-Risk Case Management, and APS. Most of the errors were minor however charge-backs were assigned to one program. The unit has put measures in place to address deficiencies.

Adult Medicaid: Warren County DSS completed its adult Medicaid audit in June 2009. We had minor errors yet all of the corrections have been made. There were no charge-backs assigned to this program.

County Single Audit: Warren County DSS completed its single audit in June 2009. A final report of finding will be available in August 2009. Programs reviewed include Medicaid transportation, day care, family and children's Medicaid, in-home aide chore program, and adult home care program. Initial discussions with auditors suggest that no charge backs were noted.



“Warren County DSS has a top-notch Food and Nutrition Program. Under the supervision of Lora Edwards, this program has consistently exceeded state benchmarks. North Carolina as a state ranked 1st among the 50 states in Food Stamp accuracy and timeliness. This is the 2nd time N.C received this award. No other state has received it twice in a row. The federal government will reward North Carolina with financial incentives for its efforts.”

Just For Fun: Word Search

Find 5 DSS programs; the surname of DSS Board Members; surnames of County Commissioners; and the DSS Director

P	O	C	G	N	I	M	M	E	L	F
R	O	S	S	D	T	S	I	V	A	D
W	O	H	I	L	L	I	A	R	D	R
W	W	F	C	A	S	C	D	C	K	I
E	O	O	L	D	M	D	A	H	B	C
J	R	I	J	O	R	D	A	N	R	H
B	K	D	D	A	C	R	I	S	O	A
R	R	S	D	A	Y	C	A	R	E	R
D	W	O	R	K	F	I	R	S	T	D
A	O	A	W	O	D	D	E	J	A	S
W	S	K	I	N	T	O	N	O	N	O
C	R	I	S	I	S	A	P	S	F	N
C	P	S	C	R	E	W	S	A	Z	K

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

“To every thing there is a season, and a time to every purpose under the heaven: ²A time to be born, and a time to die; a time to plant, and a time to pluck up that which is planted; ³A time to kill, and a time to heal; a time to break down, and a time to build up; ⁴A time to weep, and a time to laugh; a time to mourn, and a time to dance; ⁵A time to cast away stones, and a time to gather stones together; a time to embrace, and a time to refrain from embracing”

Ecclesiastes 3:1-5

Someone You Should Know: Mary Ann Roberson is DSS’s Information Technology expert. If its broken, she can fix it! Moreover Mary Ann provides exceptional customer service with a smile. We never see her complain regardless of how busy she is and/or how many service request she receives. It is not uncommon to hear over the intercom system: “Mary Ann Roberson, please call 5014. My computer isn’t working”. From destroying nasty computer viruses to unlocking frozen and slow computers– this “superhero” is always on the job. At DSS, her “bat cave” is lodged on the 3rd floor filled with lots of gizmos and gadgets necessary to fight virus villains and enhance staff productivity. One of her favorite past-times is purchasing gadgets. Give her a purchase order, a shopping basket, and point her to the nearest Staples and she is most happy. The next time you see her, please tell her how much you appreciate her great customer service and commitment to service excellence.

**Mary Ann Roberson, DSS
Information Technology Specialist**



Do You Have A problem Managing Your Work Time?

Best selling author Steven Covey suggest that we usually prioritize our activities into one of 4 quadrants in an effort to manage our time. How do you manage yours?

<p>Quadrant I: Quadrant of Necessity. Things here are both urgent & Important. This is the crisis quadrant. You are stressed-out regularly. “You end of managing the best you can”. E.g. A client’s lights are off and her child is on a ventilator.</p>	<p>Quadrant II: Quadrant of Quality & Personal Leadership: Things here are important but not urgent. This is where you need to focus your time– “you are most productive here”. E.g. On today you learn that a client’s lights are scheduled to be off tomorrow.</p>
<p>Quadrant III: Quadrant of Deception. Things are not important but urgent. Be careful here as looks are deceiving. E.g. A client misused the light bill money, will borrow the balance tomorrow, and the disconnect notice was placed on the door at 5:00pm today.</p>	<p>Quadrant IV: Quadrant of Waste. Not important and not urgent. Avoid this quadrant as much as possible. “You waste your time here”. E.g. A client lights will be off in 3 days and the client will be paid in two days.</p>

DSS Board Members:

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

