Guilford County Department of Health and Human Services
Division of Social Services
Annual Report FY 2016-17

“Assuring safety, promoting self-sufficiency and permanency in the lives of adults, children and families”
Director’s Corner

It takes a tremendous team effort to uphold the responsibilities of Social Services. Our staff works extremely hard on a daily basis to assist thousands of families throughout Guilford County with meeting their basic, but critical needs. As I review the details of the DHHS-DSS Annual Report, it is apparent that the accomplishments represented are a direct result of a collaborative effort between employees, Board of County Commissioners, county management, federal, state and community partners.

I am so thankful to have such a talented group of employees as part of the DSS team. Each employee plays an integral part in making a difference in our communities. I am equally thankful for our Board of County Commissioners for their support, understanding and willingness to approve additional positions to ensure that our goals are met.

Documented in this report are the accomplishments of the agency over the past year. Each of our four divisions have done an incredible job with meeting the needs of those served in Guilford County while meeting and exceeding state and federal benchmarks.

Over the past year, Social Services has undergone a vast amount of change. Processes, technology and systematic changes are just a few. We have been able to successfully embrace these changes while advancing our mission of assuring safety, promoting self-sufficiency and permanence in the lives of adults, children and families. Even when faced with adversity, we have remained committed to our vision.

The staff of Social Services and our continued efforts are making a difference in lives of the citizens of Guilford County. The economic impact is evident. We are looking to continue to move forward to advance our vision of empowering individuals and families while eliminating poverty and family violence. We are striving for greater things in FY 2018.

Heather Skeens
Who We Are

Guilford County Social Services uses a holistic approach to assure safety, promote self-sufficiency and permanency in the lives of adults, children and families through collaboration and partnership within the community. The department operates under four primary divisions: Economic Services, Children’s Services, Aging & Adult Services, and Administration.

FY 2017 Goals & Objectives

- Continue to focus on the seven (7) DHHS Consolidation priorities identified by the Board of County Commissioners:
  - Monitor the consolidated DHHS call center
  - Develop a centralized customer care center (portal of entry)
  - Continue the DHHS new employee orientation and in-service training for staff
  - Develop a centralized customer DHHS intake process for Aging Services
  - Continue to review DHHS Children’s Services for opportunities to strengthen services provided to families
  - Review DHHS contracts for improved rates and services
  - Monitor the consolidated DHHS purchasing process

- Continue to monitor and transition all eligibility activities and Children’s Services (August 2017) to the NC FAST system
- Continue to utilize technology to maximize efficiency and effectiveness of agency
- Continue partnership/collaboration with Family Justice Center
- Continue in the Elder Justice Committee (formerly G.A.I.N) to assure protection of rights for adults who may be at risk for abuse, neglect and exploitation
  - Goal 1: Ensure the safety and rights of older and vulnerable and disabled adults providing services needed to prevent abuse, neglect and exploitation by promoting awareness through community outreach and collaboration.
  - Goal 2: Prepare Guilford County for an aging population.
  - Goal 3: Empower older adults, their families and other consumers to make informed decisions and to easily access existing health and long term care options.
  - Goal 4: Enable older adults to age in their place of choice with appropriate services and supports.
**Economic Services Division**

The Economic Services Division of Social Services assists all families in becoming self-supporting through financial assistance, counseling, community support, teaching skills for daily living and employment. It administers numerous Federal economic assistance programs, including access to safe child care for families and is responsible for determining an individual’s eligibility for the federal Medicaid and Food & Nutrition Services programs. Eligibility requirements are not set by Guilford County. An increase in the number of persons eligible for these services has a direct impact on the level of demand faced by the department.

- **97,409 individuals** received Family & Children’s Medicaid in FY2017
- **$37,099,615 (avg.) is paid monthly**

*Medicaid provides comprehensive medical care for qualifying children and adults.*

- **27,792 individuals received Adult Medicaid in FY2017**
Food and Nutrition Services provides a monthly financial benefit to eligible individuals and households for assistance with purchasing food. Benefits are issued via Electronic Benefits Transfer (EBT) cards. $11,221,532 in benefits were issued monthly.

Work First is North Carolina’s Temporary Assistance for the Needy Families (TANF) program. This program helps parents support themselves and their families by offering short-term training and other services to increase the chances of employment. Work First Employment Services (WFES) caseload averaged 183 for FY2017 and Work First Financial Assistance (WFFA) child only cases averaged 850-900.

The Child Care Subsidy program uses state and federal funds to provide subsidized child care services to eligible families. Client need categories include Seeking Employment, Support Employment, Child Protective Services, Post-Secondary Education, Developmental Needs, Child Welfare Services, High School Education, and/or a combination of need categories. An average of 4,500 children were served monthly in FY2017; the primary client need category was Support Employment.
Children’s Services Division

The Children’s Services division strengthens families by preventing incidents of abuse, neglect or exploitation, and protecting children when these incidents occur. In FY2017, the intake unit received 5,152 reports and accepted 3,855 (75%) for assessment. Maltreatment involving 1,517 children was determined. Children’s Services works to reunite families whenever possible and create new families for children through Foster Care and Adoption Assistance. It assists all families in becoming safe and self-supporting through counseling, community support, and teaching skills for daily living. The Children’s Services Division had one of the highest numbers of adoptions in the state (109) for FY2017 and licensed over 23 new foster homes. There were 539 children in foster care on June 30, 2017 (end of the fiscal year).

<table>
<thead>
<tr>
<th>Ethnicity of Children</th>
<th>Guilford County</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>56.5%</td>
</tr>
<tr>
<td>Black</td>
<td>34.9%</td>
</tr>
<tr>
<td>Am. Indian/Alaskan</td>
<td>0.52%</td>
</tr>
<tr>
<td>Other</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

(Source: 2010 U.S. Census)

<table>
<thead>
<tr>
<th>Ethnicity of Children Served</th>
<th>Foster Care June 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>29.3%</td>
</tr>
<tr>
<td>Black</td>
<td>62.3%</td>
</tr>
<tr>
<td>Am. Indian/Alaskan</td>
<td>0.12%</td>
</tr>
<tr>
<td>Other</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
Aging & Adult Services Division

The Aging & Adult Services division of Social Services equips elderly or disabled adults and their families with the necessary skills and resources to care for their elderly and disabled members. All services provided are client-centered and place an emphasis on helping the adult to maintain or increase self-sufficiency.

For those elderly and disabled adults who encounter harm, there are services designed to protect them from abuse, neglect and exploitation. In FY2017, the Adult Protective Services (APS) Unit received 773 referrals; allegations of neglect and exploitation were the top concerns reported. APS continues to partner with the Guilford County Family Justice Center and the Elder Justice Committee.

During FY2017, Guilford County served 249 adult wards (monthly avg.) through Guardianship. The Adult Guardianship trend is toward younger adults with mental illness and/or substance abuse issues. There were 93 wards under age 45 with 58 of those being under age 35.

There was a 48% increase in the number of Adult Care Home Complaints in FY2017; 74 total compared to 50 in FY2016. Employee reports and increased family involvement contributed to the increase in reports.

The In-Home Aide (IHA) Unit successfully incorporated 37 cases from the Public Health Care Management program into IHA Level III due to funding reallocation from PTRC Commission on Aging. IHA also increased the number of providers from 7 to 12 and decreased the wait list for adults under 60 for the first time since 2009.

The Special Assistance In-Home (SA IH) wait list was reduced from 123 (12/1/2016) to 44 (6/30/2017).

During FY2017, Veterans Services provided assistance for 1893 new applications and 4945 customer calls/inquiries.
Administrative Services Division

The Administrative Services Division includes General Administration, Economic Services Administration, and Services Administration. Fiscal Operations as well as operating costs such as Program Support ensures that services and benefits are made available to all eligible County residents in the most professional and cost effective way.

Fiscal Operations

- **Between June and November 2016, there were a total of 34 individual training sessions, covering the various topics listed below, with a total of 708 participants.**

- **On May 3, 2017, the OSD hosted the 2017 DHHS Leadership Conference. The inaugural conference was a huge success! The Inaugural Health and Human Services Leadership Conference launched in May 2017 to unite the two newly consolidated divisions and the leadership within the divisions. The leadership conference was orchestrated and implemented within 6 months from planning to completion. Objectives were identified via the agency’s needs and requests made via management.**

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intergovernmental</td>
<td>Human Services Assistance</td>
</tr>
<tr>
<td>66,227,133</td>
<td>41,045,825</td>
</tr>
<tr>
<td>Charges for Services</td>
<td>Personnel Services</td>
</tr>
<tr>
<td>204,112</td>
<td>38,089,267</td>
</tr>
<tr>
<td>Appropriated Fund Balance</td>
<td>Other Svcs &amp; Chrgs</td>
</tr>
<tr>
<td>140,666</td>
<td>7,910,993</td>
</tr>
<tr>
<td>Miscellaneous Revenues</td>
<td>Supplies &amp; Materials</td>
</tr>
<tr>
<td>680,115</td>
<td>241,796</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>Total Expenses</strong></td>
</tr>
<tr>
<td><strong>67,252,026</strong></td>
<td><strong>87,287,881</strong></td>
</tr>
<tr>
<td>County Funds</td>
<td></td>
</tr>
<tr>
<td><strong>20,035,855</strong></td>
<td></td>
</tr>
<tr>
<td><strong>$ 87,287,881</strong></td>
<td></td>
</tr>
</tbody>
</table>
Employee Initiatives

In 2016, an internal organization named Team H.O.P.E. was formed to build better internal and external relationships between customers, staff, and members of the community. Team H.O.P.E. comprises of DSS staff from every division.

TEAM H.O.P.E
HELPING OTHERS PURSUE EXCELLENCE

The purpose of Team H.O.P.E. is to operate for charitable purposes and, more specifically, to provide creative ways to enhance the lives of Guilford County citizens, DHHS-DSS employees and to engage in any lawful activity for which a nonprofit team may be organized under Chapter 55A General Statutes of North Carolina.

Team H.O.P.E. has sponsored varied activities and events to aid with agency morale, to build relationships with the community and empower staff. Some of the activities in the 2017 FY were raising money for the American Heart Association, Silver Bells/Celebrate the Children, and for the Public Health Nurses “Back to School Fundraiser”. Team H.O.P.E. also collected and donated 234 pounds of canned goods and non-perishable items to the Greensboro Urban Ministry.

Contact Us

Greensboro
1203 Maple St.
Greensboro, NC 27405

High Point
325 E. Russell Ave.
High Point, NC 27262

Phone
(336) 641-3447 (Greensboro/High Point)

Fax
(336) 641-6868

Web
http://www.myguilford.com/socialservices