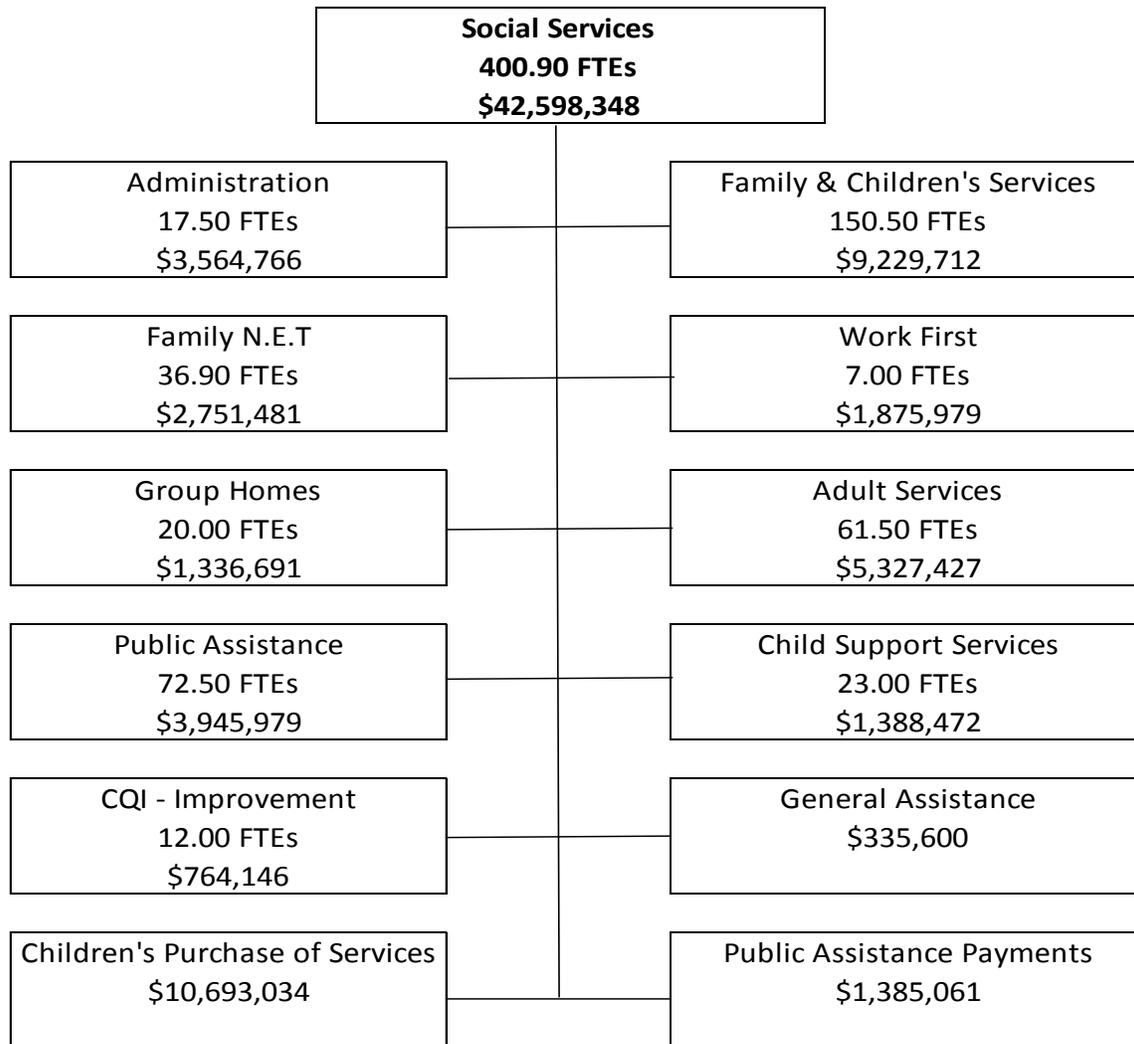


Catawba County Government



Social Services

Reinventing Department

Organizations: 560100 - 561000

	2014/15 Actual	2015/16 Current	2016/17 Requested	2016/17 Approved	Percent Change
Revenues					
Federal	\$12,832,191	\$13,791,570	\$14,828,144	\$14,880,119	7.9%
State	3,431,259	3,759,955	3,620,416	3,620,659	-3.7%
Federal & State	9,081,178	8,953,558	9,512,031	9,515,863	6.3%
Local	1,787,951	2,844,415	2,534,051	2,534,051	-10.9%
Charges & Fees	189,332	180,045	159,600	159,600	-11.4%
Miscellaneous	296,003	295,500	297,500	297,500	0.7%
Contingency	0	1,200,000	1,200,000	1,200,000	0.0%
General Fund	9,201,079	9,969,661	10,343,661	10,390,556	4.2%
Total	\$36,818,993	\$40,994,704	\$42,495,403	\$42,598,348	3.9%
Expenses					
Personal Services	\$20,398,715	\$22,063,349	\$23,308,189	\$23,411,134	6.1%
Supplies & Operations	16,345,895	17,618,355	17,874,214	17,874,214	1.5%
Capital	74,383	113,000	113,000	113,000	0.0%
Special Contingency	0	1,200,000	1,200,000	1,200,000	0.0%
Total	\$36,818,993	\$40,994,704	\$42,495,403	\$42,598,348	3.9%
Expenses by Division					
Administration	\$1,909,165	\$3,528,097	\$3,555,261	\$3,564,766	1.0%
CQI-Quality Team	\$0	\$0	\$758,394	\$764,146	0%
Family & Childrens Services	9,302,352	9,008,969	9,237,086	9,229,712	2.5%
Family Net	2,350,282	3,145,155	2,732,666	2,751,481	-12.5%
Work First	1,360,642	1,817,820	1,872,513	1,875,979	3.2%
Group Homes	868,831	1,379,178	1,328,545	1,336,691	-3.1%
Adult Services	4,759,235	4,990,006	5,301,034	5,327,427	6.8%
Public Assistance	3,542,275	3,650,114	3,917,895	3,945,979	8.1%
Child Support	1,199,866	1,309,113	1,378,314	1,388,472	6.1%
General Assistance	227,366	355,600	335,600	335,600	-5.6%
Public Assistance Payments	1,026,839	1,385,061	1,385,061	1,385,061	0.0%
Children's Purchase of Service	10,272,140	10,425,591	10,693,034	10,693,034	2.6%
Total	\$36,818,993	\$40,994,704	\$42,495,403	\$42,598,348	3.9%
Employees					
Permanent	403.78	400.90	400.90	400.90	0.0%
Hourly	8.26	7.26	3.55	3.55	-51.1%
Total	412.04	408.16	404.45	404.45	-0.9%

Fiscal Year 2014/15 Outcome Achievements

Total Outcomes	Achieved	Not Achieved	Success Rate
45	42	3	93.3%

Budget Highlights

Social Services overall budget increased by \$1,603,644 (3.9 percent). Controlling for the costs of the 27th payroll (which amounts to \$903,505), normal operating increases equate to 1.7 percent. The remainder of the increase is largely related to planned compensation and retirement adjustments.

Performance Measurements

Fiscal Year 2016/17

Social Services has redesigned its outcomes to align with the newly developed Balanced Scorecard. The Balanced Scorecard has four focus areas: Community Impact, Operations, Customer Experience, and Employee Experience. Each focus area has four goals. Every outcome that Social Services has proposed is related to the Scorecard. Below is the overarching framework for Social Services Fiscal Year 2016/17 performance measures.

FOCUS AREAS	GOALS			
Community Impact	Maximize individual and family functioning through education, support, treatment, and access to needed resources.	Provide services that allow for vulnerable children and adults to remain safely in their own homes, whenever possible.	Assist citizens to become or remain economically stable and/or independent.	Provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination and advocacy.
Operations	Ensure diligent stewardship of local, state, and federal resources and maintain fiscal strength.	Provide the highest standards of efficient and effective services.	Achieve positive results through an ongoing commitment to continuous quality improvement (CQI).	Ensure ongoing commitment and adherence to collaboration and partnerships with internal and external stakeholders.
Customer Experience	Administer services in accordance with Federal, State, and County laws and regulations.	Ensure ongoing attention and commitment to customer satisfaction with services.	Provide quality outcome focused programs and services for consumers, which are responsive to the changing Human Services environment.	Increase citizens' knowledge of internal and external services and resources.
Employee Experience	Provide staff with a safe, healthy and pleasant work environment.	Recruit, select, and retain caring, culturally competent, and diverse staff.	Support training, learning, and the ongoing growth and development of staff.	Encourage teamwork, innovation, advocacy, and shared decision-making.

Fiscal Year 2015/16

At the mid-year, Social Services is on target to achieve (or had achieved) 48/55 outcomes. In Child Protective Services (CPS), the unit continues to promote the safety of children and reduce recidivism by ensuring 95 percent (148/155) of children with a substantiated report of abuse and/or neglect did not have another substantiated report within six months of the first report. Another CPS mid-year success is that 77 percent (34/44) of all families served by CPS Family In-Home Services identified two social supports

(such as family members, friends, faith community, coaches, teachers, or others) that are willing to take an active role as a participant in the family's safety plan.

In regards to the foster care population, Social Services has made sure 100 percent (21/21) children ages 3-17 who have entered foster care are engaged in treatment through a mental health trauma informed assessment by Family Net and referred to appropriate resources within 30 days. Seeking to improve foster care placement stability, 94.23 percent of children in foster care less than 12 months experienced two or fewer placement changes.

Family Net has also experienced mid-year success. In the unit's effort to promote community safety and improve quality of life and ultimately to reduce recidivism in the court system, 100 percent (42/42) of court-involved youth who receive a minimum of 12 outpatient treatment sessions (individual, family, and/or group therapy) or who complete their recommended treatment prior to 12 sessions during FY 2015-16 had no new juvenile legal charges while in the Family NET treatment program.

In Work First, 100 percent (88/88) of Work First Able Bodied Adults (with a means of transportation) received intensive employment services. At mid-year in Adult Services, 96 percent (24/25) of persons who had experienced abuse, neglect, or exploitation did not experience a repeat incident. The Senior Nutrition program served 99.17 percent (1,292/1,295) of eligible (aged 60+) Catawba County citizens, supporting health and wellness, independence, education, socialization and reduced isolation

Fiscal Year 2014/15

Social Services achieved 93 percent (42/45) of its Fiscal Year 2014/15 outcomes. The Administration unit enhanced the agency's overall effectiveness by achieving a 30.7 percent financial savings for the year. Administration also ensured that the agency collected 100 percent of federal and state allocations, Medicaid billings, and available grants.

Child Protective Services (CPS) achieved 18 of its 19 goals. The first outcome, to provide more appropriate, trauma-informed services to families, was accomplished when CPS ensured 97.3 percent of child welfare staff who completed Child Welfare Trauma Training demonstrated an increased understanding of trauma's impact. Second, in order to improve self-sufficiency and increase positive support systems, 69 percent (which exceeds the 65 percent goal) of families who participated in Child and Family Team (CFT) meetings while receiving Family-in-Home services identified two social supports that were willing to take an active role as a participant in the family's safety plan. Additionally, 89 percent of those CFT participants were able to demonstrate and explain at least two behaviors that kept their children safe. CPS helped improve future opportunities for academically vulnerable students by having 96 percent (94/98) students receiving ACE social work services demonstrated improvement in at least one life domain. Likewise, 98 percent of vulnerable eighth graders served by the TEEN-UP program improved their knowledge of risks and consequences of adolescent sexuality. Enhancing the likelihood of preserving the family unit, 88 percent of the families involved in Family-In-Home services who participated in CFT meetings did not have a repeat finding of child maltreatment within 6 months of case closure. CPS increased and maintained connections with relatives for children who were removed from their own homes by placing 41 percent (54/132) of children with approved relatives or kin within 90 days of care.

Similarly, Social Services increased the number of local licensed foster homes by 80 percent during the fiscal year. CPS improved placement stability for children in foster care thereby increasing their wellbeing by ensuring 95.65 percent (exceeding outcome goal of 89 percent) of children in care less than 12 months experienced 2 or fewer placements. Similarly, for children in care between 12 – 24 months, 89.29 percent

(exceeding outcome goal of 68 percent) of children experienced 2 or fewer placements. To promote strong ties between foster children and their caregivers as well as ensuring that the children are safe, 99 percent of children in foster care were seen monthly. Social Services encouraged 92.8 percent (168/181) of school aged children in foster care to participate in at least one developmentally appropriate social/athletic/cultural/spiritual activity. Participation in these activities promoted academic success and helped normalized the children's childhood experience. The department assisted children in foster care by having 55 percent of adoptions finalized within 24 months of entry into foster care custody ensuring permanency occurred quickly.

To support the economic independence of Catawba County's parents/caretakers and employers, the County provided a children's day care subsidy for 1,949 children monthly, exceeding its goal of 1,650 monthly. The department ensured that 100 percent (105/105) of children involved in CPS whom were in need of child care received services throughout the fiscal year.

Family NET achieved all of its outcomes. It met 95 percent of accreditation self-audits standards, reflecting sustained and improved service quality in Family NET, Therapeutic Foster Care and Residential Services. Another outcome achieved focused on enhancing and maintaining family functioning by having 92 percent (approximately 318 of 347) of children and adolescents demonstrate improvement in at least 10 points on the Child and Adolescent Functional Assessment Scale (CAFAS) after six months of treatment. Finally, 100 percent (28 of 28) of preschool children demonstrated an increase in the total protective score on Devereux Early Childhood Assessment. This assessment measures a child's resiliency, ability to meet his/her needs, ability to express feelings with appropriate words and actions, and ability to develop stronger relationships.

Work First achieved all three of its Fiscal Year 2014/15 outcomes. The first outcome ensured that 100 percent (128 of 128) of the Able Bodied Work First adults with a means of transportation received intensive employment services. The second achieved outcome ensured impoverished citizens facing a health risk due to weather related exposure received assistance. 97 percent (3,501 of 3,621) of impoverished citizens received assistance with their heating through a partnership between Catawba County Social Services, Eastern Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries, and Salvation Army. Finally, Work First strengthened the future well-being and independence of the children by having 100 percent of caretakers receiving Work First ensure all educational and health needs of the child/children were met.

Adult Services achieved all of its Fiscal Year 2014/15 outcomes. The first outcome empowered vulnerable and disabled adults to live independently in a safe environment by having 97 percent (34 of 35) of persons who have experienced a substantiated and confirmed incident of abuse, neglect, or exploitation not experience a repeat incident. Next the department increased the quality of care in Adult Day Care/Day Health Centers and Adult Care Homes (20 facilities) during Fiscal Year 2014/15 by providing training, education, consultation and follow-up monitoring. The third outcome pertained to Senior Nutrition Services. It ensured seniors experienced increased independence and reduced isolation by serving 99.68 percent (1,545 of 1,551) of eligible persons requesting services. Adult Services continued to assist elderly and disabled citizens in gaining access to medical care. Nearly 94 percent of the potentially eligible elderly & disabled population (9,902 of 10,577) have received/are receiving Medicaid benefits and gained/gaining access to medical care. Adult Services ensured individualized, quality medical care and reduced unnecessary Emergency Room usage by linking 94 percent (approximately 19,576 of 20,757) of Catawba County Medicaid beneficiaries with a primary care physician. Finally, in the Adult Services unit, Medicaid Transportation provided 27,312 trips to 2,381 unduplicated individuals during Fiscal Year 2014/15.

Medicaid Administration achieved one of its two goals for Fiscal Year 2014/15. To enhance the quality of children's health by increasing access to medical care/insurance. The unit ensured that 100 percent (18,944) of uninsured children ages 0-18 had access to Medicaid or North Carolina Health Choice. This performance exceeded the department's 92 percent goal and exceeded the State's 90 percent rate. Unfortunately, the department was unable to process 97 percent of Medicaid applications within 25 days. Medicaid Administration processed 83 percent of applications within 21 days. This performance was on track to best the State's benchmark of processing 90 percent of Medicaid applications within 45 days. Significant technology issues associated with NCFAST, the State's portal for accessing Health and Human Services, also impacted the department's ability to meet this outcome.

Food Assistance achieved all of its outcomes. The first outcome assured tax dollars were used appropriately and that families receive the correct benefits by having the Food Assistance staff maintain an accuracy rating of 97.62 percent (41/42) as evaluated by state quality control monitors and local resource management review, exceeding the goal of 97 percent. The second outcome assured the needs of citizens were met promptly and the implementation of NCFAST continued to positively support the mission of the program, 98.9 percent (9,718 of 9,828) of all approved food assistance applicants were processed within an average of 7.25 days, exceeding the goal of 98 percent within 10 days.

Child Support achieved one of its two outcomes. Child Support assured that 87.25 percent of children are financially supported by both parents by making sure children in need of a child support order had one. Unfortunately, Social Services achieved a child support payment collection rate of 69.46 percent, slightly below its goal of 70.25 percent, due to tax refund intercept (method to obtain child support payment) issues at the State and federal level.

ADMINISTRATION

Statement of Purpose

Enhance services provided by the Agency through a commitment of effective and efficient business practices that supports the best possible experience for the customer.

Outcomes

1. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination and advocacy, 88 percent (155 out of 176) of children for whom an abuse, neglect or dependency petition is filed, both parents will be made aware of the process (served) within six months of filing the petition.
2. To ensure prudent fiscal management and ongoing viability of the Agency, collect 99.95 percent (\$28,195,966 of \$28,210,071) of Federal and State allocations, Medicaid billings, and available grants for all areas of Social Services during Fiscal Year 2016-17. (Western NC counties' average 98.92 percent.)
3. To provide the highest standards of efficient and effective services, \$120,000 of financial or time savings will be identified through the utilization of technology advancements, work procedure enhancements and cost saving initiatives.

FAMILY AND CHILDREN'S SERVICES

Child Protective Services

Statement of Purpose

To ensure that vulnerable children in Catawba County experience safe, permanent, and nurturing families.

Outcomes

1. Provide the highest standards of efficient and effective services, 85 percent (1,624 of 1,911) of all accepted Child Protective Services intake reports will be screened and assigned to a Social Worker for assessment within 3 hours of the time the report originated (intake call or walk in process started).
2. To ensure ongoing attention and commitment to customer satisfaction with services, 93 percent (2,232 of 2,400) of all Child Protective Services intake calls received during normal business hours will be immediately answered by an Intake Social Worker.
3. To administer services in accordance with Federal, State, and County laws and regulations, 73 percent (1,395 of 1,911) of all Child Protective Services assessments will be completed within expected case decision time frames according to policy as compared to the state average of 49.5 percent and the regional average of 49 percent.
4. To provide quality outcome-focused programs and services for consumers that are responsive to the changing Human Services environment, 90 percent (54 of 60) of direct service Child Welfare staff and/or their supervisors who hold the same position for at least six months at the start of FY 2016-2017 and hold that position at least six months during the FY 2016-2017 will receive case review feedback from the CQI team.

Prevention

Statement of Purpose

To promote self-sufficiency and enhance family relationships through education, advocacy, and support.

Outcomes

5. To maximize individual and family function through education, support, treatment, and access to needed resources, 93 percent (116 of 125) of students who receive Advocates for Children in Education (ACE) school social work services for at least 90 days will demonstrate improvement in at least one domain (life domain functioning, behavioral/emotional needs, risk behaviors, caregiver strengths, child strengths, acculturation), using the standardized Child and Adolescent Needs and Strengths Education Identification (CANS) Comprehensive Assessment.
6. To maximize individual functioning through education, support, treatment, and access to needed resources, 90 percent (180 of 200) of students seen by ACE school social workers for specific needs will have needs satisfactorily met within 15 school days of referral date, as determined by referral date and progress note.
7. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination and advocacy, 80 percent

(120 of 150) of program participants who complete Teen Up programming will report an increase in protective factors (i.e. skills, strengths, resources, supports or coping strategies) based on pre and post survey.

8. To provide services that allow for vulnerable children and adults to remain safely in their homes, whenever possible, 93 percent (198 of 215) of children with a substantiated report of abuse and/or neglect will not have another substantiated report within six months of the first report.
9. To provide services that allow for vulnerable children and adults to remain safely in their homes, whenever possible, 87 percent (118 of 136) of families who are identified as chronically neglectful to children (3 or more reports) will not experience an additional finding of child maltreatment within at least 12 months of completing in-home social work services. (Catawba County case findings only).
10. To provide outreach and preventive services for vulnerable children and adults working to build strengths and mitigate risks through skill building, service coordination and advocacy, 85 percent (34 of 40) of families who are assessed and engaged in voluntary case management services will not have a subsequent substantiation, while open or within six months of case closure.

Permanency Planning

Statement of Purpose

Ensure that vulnerable children in Catawba County experience safe, permanent, and nurturing families.

Outcomes

11. To administer services in accordance with Federal, State, and County laws and regulations, 97 percent (213 of 220) children in foster care will be visited at least once per month, as compared to the federal benchmark of 95 percent, NC's of 85.8 percent, and Catawba County's rate of 94.7 percent for FY 2014-15.
12. To provide outreach and preventive services for vulnerable children and adults working to build strength and mitigate risk through skill building, service coordination and advocacy, 100 percent (39 of 39) of youth ages 16-18 will participate in developing their transition or emancipation plans toward independence, excluding those on the run, or unable to engage due to hospitalization for serious physical or mental needs.
13. To provide outreach and preventive services for vulnerable children and adults working to build strengths and mitigate risks through skill building, service coordination and advocacy, 87 percent (74 of 85) of school aged children in foster care will pass all academic subjects as indicated by their 4th quarter (end of grade) report cards, excluding those on the run or unable to perform academically due to hospitalization for serious physical or mental needs, compared to 87 percent in FY2014-15, 88 percent in FY2013-14, and 86 percent in FY2012-13.
14. To administer services in accordance with Federal, State, and County laws and regulations, 89 percent (196 of 220) of children in foster care will be visited monthly in the child's residence as compared to the federal benchmark of 50 percent, NC's 88 percent, and Catawba's rate of 88 percent for FY2014-15.

15. To administer services in accordance with Federal, State, and County laws and regulations, 93 percent (186 of 200) of children in foster care will have documented dental screenings, excluding children in Psychiatric Residential Treatment Facilities, jail, and on the run (compared to 93 percent in FY 2015-16).
16. To administer services in accordance with Federal, State, and County laws and regulations, 93 percent (186 of 200) of children in foster care will have documented medical screenings, excluding children in Psychiatric Residential Treatment Facilities, jail, and on the run (compared to 93 percent in FY 2015-16).
17. To provide quality outcome focused programs and services for consumers, which are responsive to the changing Human Services environment, 93 percent (136 of 147) of school age children in foster care will participate in at least one developmentally appropriate social/athletic/cultural/employment/spiritual activity.
18. To provide quality outcome focused programs and services for consumers, which are responsive to the changing Human Services environment, 70 percent (175 of 250) of Child and Family Team meetings will be performed with fidelity and will occur within the state required timeframes.

Child Wellbeing/Post Care

Statement of Purpose

Ensure that vulnerable children in Catawba County experience safe, permanent, and nurturing families.

Outcomes

19. To maximize individual and family functioning through education, support, treatment and success to needed resources, 85 percent of post adoptive families (27 of 30) will report an increase in knowledge of the implications of childhood trauma on children as measured by a Trauma Knowledge Questionnaire so that families are better equipped to parent their children and seek appropriate services when needed.
20. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination, and advocacy, 90 percent (34 of 41) of students who are active with Post Care Services will pass all academic subjects as indicated by their end of semester/grade report cards.
21. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 90 percent (23 of 25) of post adoptive families who received the Success Coach Service will maintain placement for 12 months following case closure.

Family Builders

Statement of Purpose

To ensure safe and nurturing families for children where their well-being needs are met and permanency is achieved.

Outcomes

22. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination, and advocacy, 80 percent (80 of 100) of Catawba County adoptive, kinship, and foster parents will gain knowledge and skills by completing at least one additional trauma informed training series after completing initial Trauma Informed MAPP training better serve the children in their homes and empower and move the caregiver to obtain necessary/required treatment, type of intervention, and more self-awareness about how their behaviors/trauma impacts well-being.

23. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination, and advocacy, 85 percent (55 of 65) of children adopted from foster care in Catawba County will have a finalized adoption decree within 120 days of the adoptive family's attorney filing the adoption petition, which is 60 days fewer than the 180 days the State allows.

Residential Services

Statement of Purpose

To provide services that allow vulnerable children and adults to remain safely in their home whenever possible.

Outcomes

24. To provide services that allow for vulnerable children and adults to remain safely in their homes, whenever possible, Teaching Parents will meet with 90 percent (40 of 45) of teachers of children who reside at the cottages at least once every 9-week grading period to identify child strengths and needs.

WORK FIRST

Statement of Purpose

To enable Work First customers to become and remain self-sufficient by linking them with resources and skills, and to allow them to take responsibility for themselves and their families.

Outcomes

1. To assist citizens to become or remain economically stable and/or independent, 100 percent (125 of 125--duplicated) of able bodied adults who qualify for the Work First Program with a means of transportation will receive intensive employment services as opposed to the state benchmark of 80 percent.
2. To assist citizens to become or remain economically stable and/or independent, 95 percent (3429 of 3610) will receive financial assistance for heating and cooling needs through a collaborative effort provided by Social Services, Eastern Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries, and Salvation Army.
3. To provide outreach and preventive services for vulnerable children and adults, working to build strengths and mitigate risks through skill building, service coordination, and advocacy, 98 percent (196 of 200) of all caretakers receiving Work First will participate in ensuring all educational and health needs of the child(ren) are being met.
4. To ensure diligent stewardship of local, state, and federal resources and maintain fiscal strength, 93 percent (27 of 30) of audited cases will have service collaboration efforts with other components of service in the agency when a case is known to be shared.

ADULT SERVICES

Adult Protective Services/Guardianship

Statement of Purpose

Empower vulnerable and disabled adults to live independently and free from abuse, neglect and exploitation.

Outcomes

1. To provide services that allow vulnerable child and adults to remain safely in their homes, whenever possible, 93 percent (37 of 40) of people who have a finding of abuse, neglect or exploitation will not experience a repeat finding of mistreatment within 6 months of a finding.

Long Term Care

Statement of Purpose

To assist senior and disabled citizens in living in their own homes as long as possible and/or with admission and adjustment to a nursing or assisted living facility providing the appropriate level and quality of services.

Outcomes

2. To provide services that allow for vulnerable children and adults to remain safely in their own homes, whenever possible, 95 percent (244 of 257) of those served by the Special Assistance In-Home and Community Alternatives Programs for Disabled Adults are able to maintain in their homes.
3. To administer services in accordance with Federal, State, and County laws and regulations, 94 percent (15 of 16) of all concerns identified by the Adult Home Specialist do not escalate to noncompliance.

Senior Nutrition/In Home Services

Statement of Purpose

Improve the quality of life for seniors by providing them the choice to remain at home through the provision of nutritious meals, education, socialization, wellness activities, and community volunteer support.

Outcomes

4. To provide services that allow for vulnerable children and adults to remain safely in their homes, whenever possible, 129,500 nutritious meals will be served by the Senior Nutrition Program to eligible Catawba County citizens age 60+ during FY 2016-2017, compared to 127,323 meals in FY 14/15.
5. To increase citizens' knowledge of internal and external services and resources, 95 percent (452 out of 476/mo.) volunteer coverage rate will be maintained for the Senior Nutrition Program.

Adult Medicaid

Statement of Purpose

To assist aged, disabled, and blind individuals with access to and cost of medical care by timely and accurately determining Medicaid/Special Assistance eligibility.

Outcomes

6. To achieve positive results through an ongoing commitment to continuous quality improvement, 97 percent accuracy rating will be maintained by Adult Medicaid in 557 of 575 cases evaluated by internal quality control review.

Medicaid Transportation

Statement of Purpose

Prevent transportation from being a barrier for Medicaid eligible Catawba County citizens accessing medical services.

Outcomes

7. To maximize individual and family functioning through education, support, treatment and access to needed resources, 26,750 round trips will be provided to assist Medicaid-eligible Catawba County citizens gaining access to medical services, as compared to 27,312 round trips provided during FY2014/15.
8. To maximize individual and family functioning through education, support, treatment and access to needed resources, 1,600 individuals will receive assistance and/or transportation to access medical services, as compared to 1,594 individuals during Fiscal Year 2014/15.

FAMILY SUPPORT

Child Support

Statement of Purpose

To ensure that Non-Custodial parents acknowledge and provide support for their children.

Outcomes

1. To assist citizens to become or remain economically stable and/or independent, 98 percent of all eligible non-custodial parents currently in non-compliance with their child support order for court-ordered participation will be referred to Project ReEntry (a partnership with Goodwill Industries, providing employment services to individuals with criminal convictions).
2. To assist citizens to become or remain economically stable and/or independent, 88 percent (5,984 of 6,800) of the children who need a child support order for support will have one during Fiscal Year 2014-15 as compared to the statewide average of 85.45 percent and similar county average of 87.14 percent.

Food Assistance

Statement of Purpose

To efficiently provide food assistance to eligible families and connect them to other available resources.

Outcomes

3. To administer services in accordance with Federal, State, and County laws and regulations, 95 percent (5,862 of 6,170) of all Family Medicaid Modified Adjusted Gross Income (MAGI) applications will be processed timely (within 45 days) compared to the state's requirement to process 90 percent of all applications timely.
4. To administer services in accordance with Federal, State, and County laws and regulations, 98 percent (11,142 of 11,369) of all approved Food Assistance applications will be processed timely within 25 days compared to the Federal goal of 97 percent within 25 days.
5. To administer services in accordance with Federal, State, and County laws and regulations, the Program Integrity Unit will investigate known and suspected overpayment situations, causing collections of state, county, and federal funds of \$230,000 for FY 2016-17.
6. To achieve positive results through an ongoing commitment to continuous quality improvement (CQI), the Food Assistance staff will maintain an accuracy rating of 97 percent of all Food Assistance cases as evaluated by state quality control monitors as compared to the current state accuracy rate of 93.46 percent (data as of May 2015).

Day Care

Statement of Purpose

Support the independence and basic needs of Catawba County families by ensuring access to safe, quality, affordable child care, allowing responsible adults to secure and maintain employment.

Outcomes

7. To provide services that allow for vulnerable children and to remain safely in their homes, whenever possible, 98 percent (98 of 100) of children needing child care while involved with Child Protective Services will be provided with care.

Back Pack

Statement of Purpose

To provide weekend nourishment to students in Catawba County who are hungry on the weekends. The Program provides each child with dinners, lunches, breakfasts, and snacks each weekend throughout the school year

8. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 85 percent (1235 of 1454) of the public elementary school children considered food insecure who request Backpack Service will be served.
9. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 340,000 meals will be provided to the public elementary school children considered food insecure who request the Backpack Service.

FAMILY N.E.T. (Nurturing, Education, and Treatment)

Statement of Purpose

To provide a comprehensive network of nurturing, educational and treatment services to enhance the emotional, behavioral and interpersonal functioning of children, youth and their families in Catawba County.

Administrative Office Support

Statement of Purpose

To provide medical and clinical oversight of the services provided by Family NET and ensure the highest quality of care as well as conformance to all applicable standards.

Outcomes

1. To ensure ongoing attention and commitment to customer satisfaction with services, 95 percent (43 of 45) of customer's satisfaction surveys will receive a satisfactory score for services received by Family NET, Therapeutic Foster Care, ACE Social Work and Residential Services in FY 2016-17.
2. To provide quality outcome focused programs and services for consumers, which are responsive to the changing Human Services environment, , Family NET Residential Services will pass 93 percent (27 of 30) of all quarterly clinical accreditation self-audits achieving satisfactory on all required program components.

Outpatient Services

Statement of Purpose

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

Outcomes

3. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 80 percent (40 of 50) of children ages 3-17 who enter foster care will engage in treatment within 45 days of entering care through a comprehensive clinical assessment.
4. Ensure ongoing commitment and adherence to collaboration and partnerships with internal and external stakeholders, 100 percent of clinicians working in an integrated child welfare/behavioral health model, will be trained in child welfare practice and trauma informed clinical services and demonstrate an increase in knowledge as measured by a pre-and post-test measure.
5. To provide quality outcome focused programs and services to consumers, which are responsive to the changing Human Services environment, 92 percent (183 of 200) of children served by outpatient services will demonstrate improvement (at least a 10 point decrease) in at least one domain on the Child and Adolescent Functional Assessment Scale (CAFAS) after six months or upon completion of treatment.
6. To provide quality outcome focused programs and services for consumers, which are responsive to the changing Human Services environment, 90 percent (9 of 10) of children who participate in

Parent Child Interaction Therapy (PCIT) will demonstrate an increase in appropriate behaviors by the 10th treatment session as evidenced by score within the normal range on the Eyberg Child Behavior Inventory (ECBI).

Early Childhood Support Team

Statement of Purpose

Provides support services to children ages birth to five, their families, and childcare providers so that children can be ready to enter kindergarten.

Outcomes

7. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 93 percent (25 of 27) of children ages 2-5 years, who complete services with the Clinical Specialists, will demonstrate greater resiliency, increased ability to meet his/her needs, increased ability to express feelings with appropriate words and actions, and will develop stronger relationships as indicated by an increase in the total protective factors score as measured by the Devereux Early Childhood Assessment, 2nd Edition.
8. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 96 percent (24 of 25) of child care teachers who implement suggestions and activities provided during consultative services with the Childhood Education Specialists for at least 6 months, will demonstrate maintenance or improvement in providing supportive classroom environments for children as measured by the Inventory of Practices for Promoting Children's Social Emotional Competence.
9. To maximize individual and family functioning through education, support, treatment, and access to needed resources, 100 percent (30 of 30) children, ages 3-5 years, who enter foster care in FY2016-17 and who have not received any type of developmental screening to identify needs within the past 6 months, will receive an initial Ages and Stages developmental screening within 30 days of the child being placed and remaining in a resource home.