

Annual Report

Fiscal Year 2013-2014



To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy.

catawbacountync.gov/dss

A Message from the Director

We hope you will enjoy our 2014 annual report. Although the area's economy seems to be improving, many Catawba County citizens continue to struggle. In our county, as in the nation, the effects of poverty fall disproportionately upon the young. We are responding to those needs with a variety of programs. We have committed to a continuous improvement process that will begin to spread across the agency, which we believe will help us better support our staff, use data to make more informed decisions, and improve our services to individuals and families. In the midst of serving increasing numbers of citizens, our agency continues to develop high quality programs offered in the most efficient means possible.

The mission of Catawba County Social Services is: To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy. This cannot be accomplished by any one individual. Our work is a difficult balancing act for workers professionally and personally, which is why I would like to thank our strong work force for doing what they do each and every day to collectively make our agency capable of completing its mission by delivering the much needed services within our County. I would also like to thank our Social Services Board, Board of County Commissioners, and County Management for their support.



While we have strong community collaborations, we still have a need for citizens to assist our vulnerable populations by volunteering for our many programs or by becoming foster parents to help us care for our foster children within Catawba County. Never content to be average, Catawba County Social Services is proud to continue our history of innovation and service. We hope you will join us in helping our neighbors in need.

Social Services Board Members



*Michael
Blackburn*



*Sherry
Butler*



*Arnita
Dula*



*Lynn
Lail*



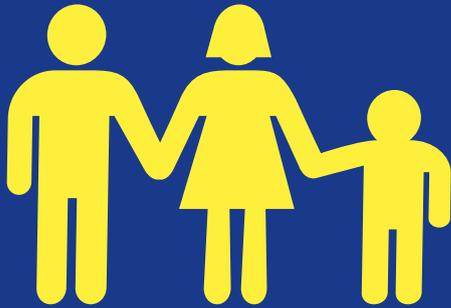
*Linda
Lutz*

A handwritten signature in black ink, appearing to read 'John K. Eller'.

John K. Eller
Director
Catawba County Social Services

Our Budget

How Our Money Is Spent



Children and Family Services: 52.43%

Misc.: 1.40%



Day Care: 2.64%



Work First: 3.39%



Child Support: 4.43%



Adult Services: 6.18%



Food Assistance: 7.92%



Rest Homes: 10.75%



Medicaid: 10.85%

Our Budget

Where Our Money Comes From



County
\$10,443,646
3.76%

State
\$64,250,730
23.14%

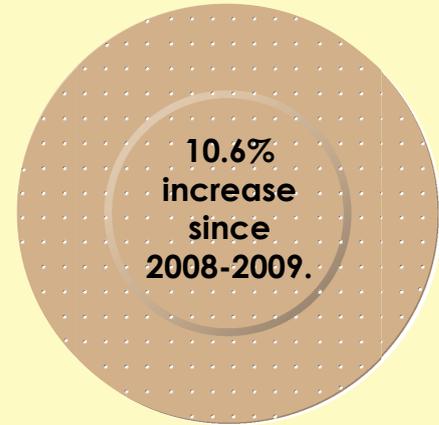
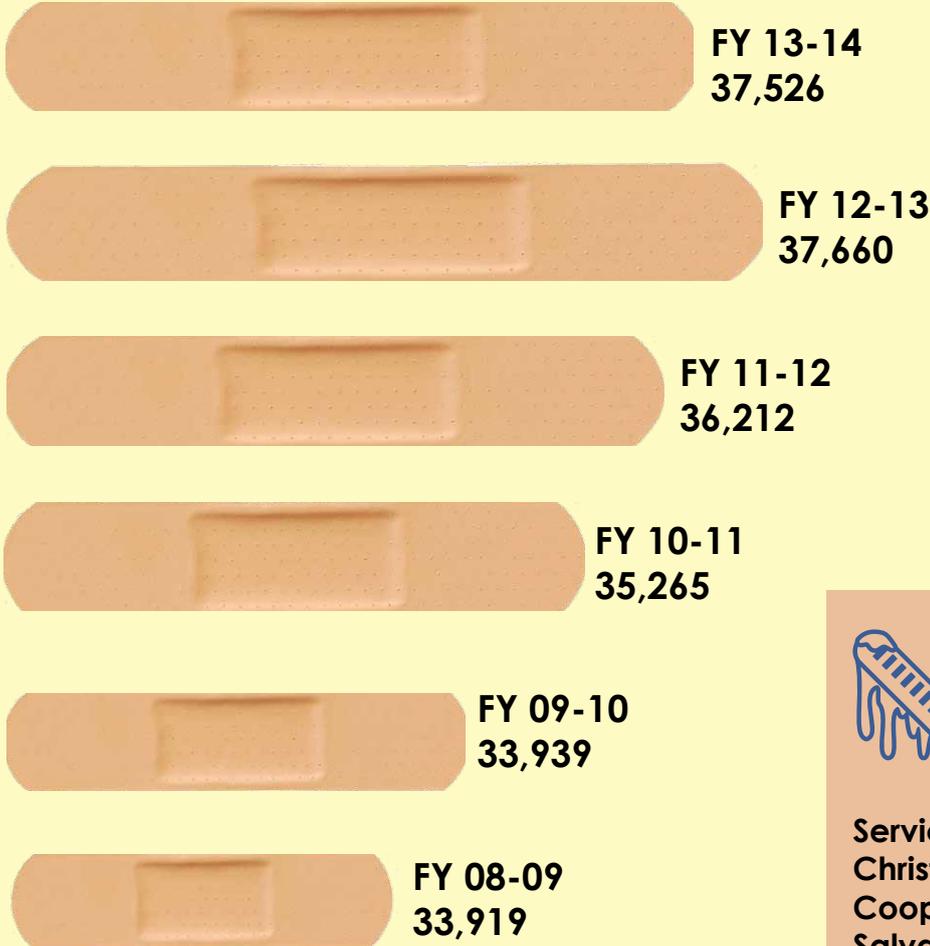
Federal
\$202,918,550
73.09%

Our Balanced Scorecard is an online resource that provides more details on our programs. To see it, click [here](#) and then on the Scorecard link.



Medicaid	\$284,968,589
Food Assistance	89,343,822
Day Care	10,479,919
Energy Assistance	2,461,126
Total Economic Impact:	\$387,253,456

Number of Medicaid Recipients



97% of citizens facing a health risk due to exposure to the weather received assistance with their heating bills through the collaborative effort of Social Services, Eastern Catawba Cooperative Christian Ministry, Greater Hickory Cooperative Christian Ministry or Salvation Army.

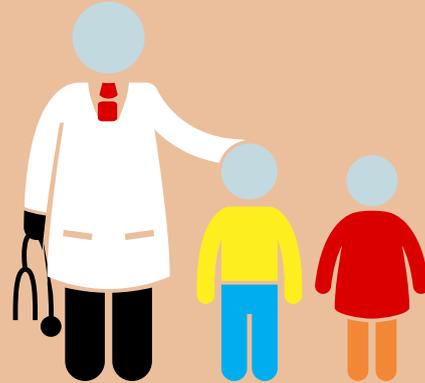
Medicaid



Ensured individualized, quality medical care and reduced unnecessary emergency room utilization by enrolling 92% of Catawba County Medicaid recipients with a primary care physician, compared to a statewide average of 87%.



Ensured that the medical needs of citizens were met promptly. 97% of all Family Medicaid applications were processed in a timely manner, with an average processing time of 25 days, compared to the state's requirement to process 90% of all applications within 45 days.



Ensured children have access to medical/dental services, which will result in an increase in the quality of health, through Medicaid or N.C. Health Choice.

94.5% of Catawba County's uninsured/potentially eligible children (living in homes with income under 200% of the Federal Poverty Limit) were enrolled in one of these programs, compared to the state's rate of 90%



Medicaid Transportation:

Assisted Medicaid eligible Catawba County Citizens in accessing medical services by arranging and/or providing 26,279 trips to an estimated 2,040 unduplicated individuals. (A trip is measured as a round trip.)

Average Number of Food Assistance Recipients



FY 2013-2014
28,335



FY 2012-2013
28,975



FY 2011-2012
28,970



FY 2010-2011
27,264



FY 2009-2010
23,460

To assure that the needs of citizens are met promptly and the implementation of NCFAST will continue to positively support the mission of the program, 99.1% of all approved food assistance applicants were processed within an average of 6.25 days or less, compared to the Federal goal of 97% within 30 days.



Catawba County Social Services maintained a Food Assistance Benefits accuracy rating of 98.9%, compared to the current state accuracy rate of 97.82%.



Nutrition Programs

Senior Nutrition Programs for Persons 60+



119,726 meals served to 1,539 unduplicated seniors.
1,056 volunteers donated 23,378 hours to the program.



Each weekend throughout the school year, The Backpack Program provides additional food to school children in Catawba County who are facing food insecurity.

Last Year:

- 273,000 meals provided
- 1,200 children served
- 400 volunteers donated 6,000 hours
- 900 donors contributed \$99,000

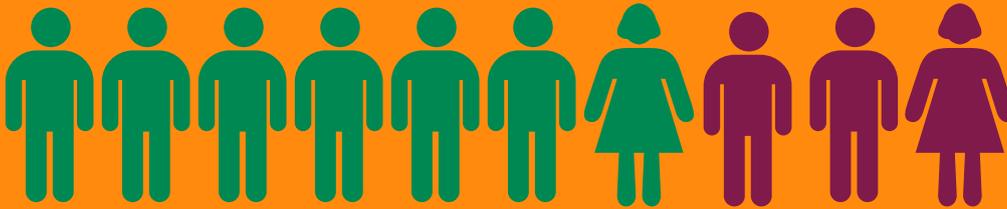
Won't You Help?

Volunteers and donors are vital to the success of our Senior Nutrition Programs and Backpack Program. For details about Senior Nutrition Programs, call 828-695-5610 or click [here](#). For details about The Backpack Program, call 828-695-5648 or click [here](#).

Family Support

Child Support

Ensured that children are financially supported by both parents. 87.73% of the children who need a child support order had one as compared to similar counties' average of 85.04% and the statewide average of 84.69%.



Collection Rate:

13-14: 69.48%

12-13: 70.08%

11-12: 71.15%



Day Care Subsidy Recipients:

- FY 09-10: 3,243
- FY 10-11: 2,954
- FY 11-12: 2,953
- FY 12-13: 2,756
- FY 13-14: 2,661

Work First

(Replaced traditional welfare in 1996)

'Child Only Cases': 131



Child Only cases provide financial assistance to a non-parent (often a grandparent) who is raising a child and who has financial need.



Receiving Employment Services: 14

Provides short-term financial help to parents who are training for a job.

Adult Protective Services



If you suspect abuse, neglect or exploitation of a disabled adult, call 828-695-5609 during business hours or 911 after hours. For more information about reporting adult abuse, click [here](#).

In 2014, Social Services served as legal guardian for a total of 101 persons who have physical incapacities and diagnoses of mental illness or developmental disabilities.



In 2013-2014, Social Services helped 316 adults remain in their own homes as long as possible through our In Home Aide, Community Alternatives (CAP), and Special Assistance In Home programs.



Empowered vulnerable and disabled adults to live independently in a safe environment. 100% of substantiated and confirmed Adult Protective Services reports did not experience a repeat incident of abuse, neglect or exploitation.

Child Protective Services



If you suspect child abuse or neglect, call 828-324-9111 day or night.



For more information about reporting child abuse or neglect, click [here](#).



Child Protective Services Reports:

- 1793 Total Reports involving 3,680 children accepted for assessment
- 1527 Findings of No Maltreatment involving 3,139 children
- 266 Findings of Maltreatment involving 541 children
- 261 Families/555 Children Received CPS Family In-Home Services

Prevention Services

Promoted long-term wellbeing of children and stability of permanent placements after leaving foster care:

98% of families served by Success Coaches (after foster care) remained intact (children did not come back into care) while active or within 6 months of case closure.



89.7% of children served by Success Coaches passed all academic subjects.



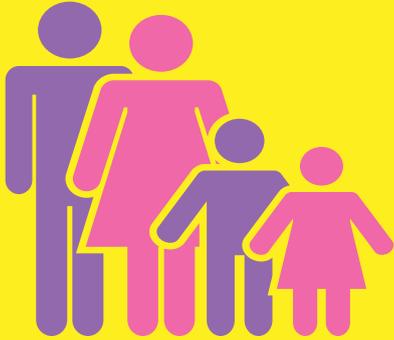
100% of the parents who completed Nurturing Parenting improved their knowledge of appropriate parenting skills from pre to post test and had no additional substantiated child protection reports within 6 months.

Our integrated Community Action Agency's poverty prevention program Teen Up:



99% of the youth involved in our Teen Up prevention program focusing on responsible decision-making about adolescent issues including teen pregnancy, continued to prevent a pregnancy within one year of completing the program. 97% of 8th grade Teen Up participants showed an average 29 point improvement in life skill knowledge and attitude from pre- to post-test.

Foster and Adoption Services



**58 children
adopted**



**55.1% of children
cleared for adoption
were adopted within 2
years of entering
agency custody
compared to the state
rate of 36.54%**



**208 Children Currently
in Foster Care**

Ethnicity of children served



61.3% White
24.2% Biracial

12.6% Black
1.9% Asian

Foster a Child. Change a Life!

There is an urgent need for more foster parents, especially those willing to accept sibling groups. For more information, go to fostercatawba.com or call 828-695-4553.



Placement Stability:

Percent of children experiencing 2 or fewer placements during the first 11 months of care:

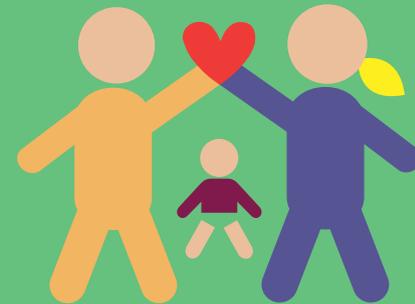


Catawba
County:
91.69%

State
Average:
87.61%

Large
County
Average:
87.57%

Federal
Standard:
86.7%



Learn more:

Attend one of our informational meetings. For more information, call 828-695-4553.

Family NET



Family NET provided mental health services to 487 students in 31 schools throughout the three school districts in Catawba County.

1,494 Treated

51% Children
43% Adolescents

54% Male
46% Female



After 6 months of outpatient treatment, 89 percent of families and children demonstrated a significant decrease in behavioral and emotional symptoms and a significant increase in ability to function in the home, school, and community.



Top three admitting diagnoses:

- Adjustment Disorder
- Disruptive Behavior Disorder
- ADHD



Catawba County Social Services
Located at 3939 11th Ave. Dr. SE, Hickory, NC 28602
Mailing address: P.O. Box 669, Newton, NC 28658
828-695-5600