

# Catawba County Social Services

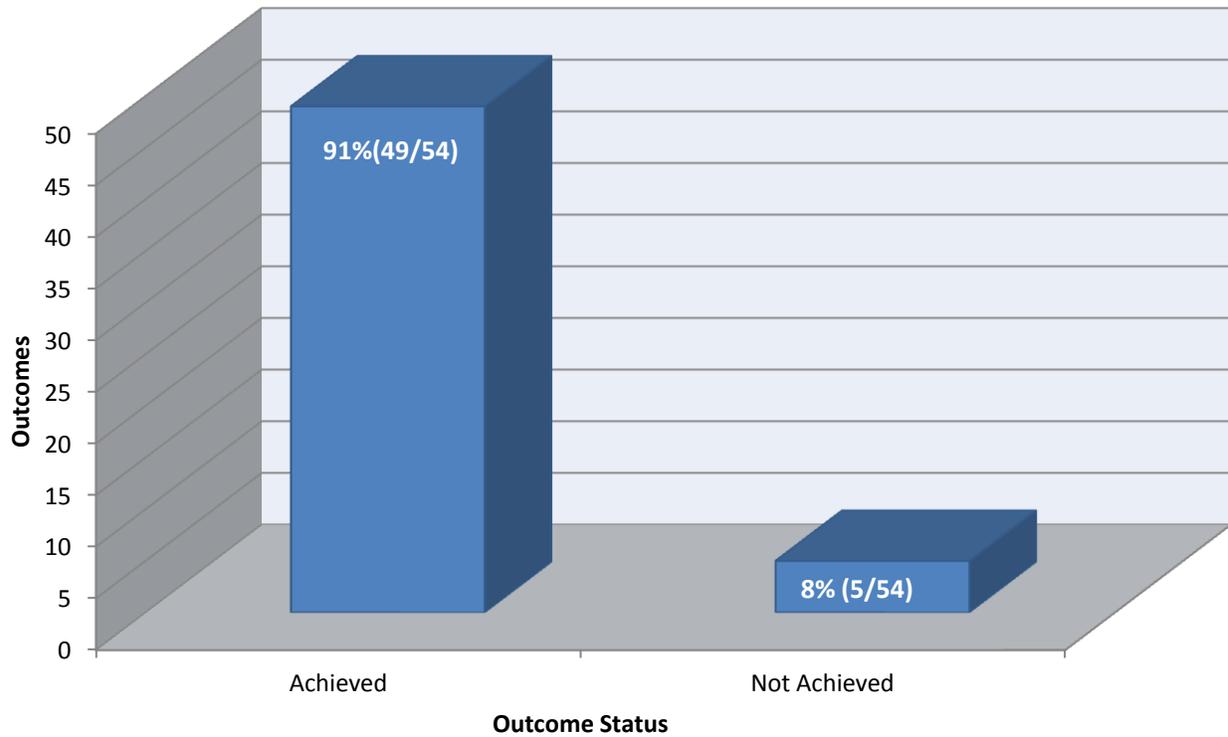
## Board Outcomes Summary

*Year End*

# Summary of Outcomes Data

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## 2015-16 Year End Outcome Results



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Social Services met 91% (49/54) of outcomes for FY 2015-16.

## ADMINISTRATIVE SUPPORT

1. To enhance the overall effectiveness and efficiency of the agency, demonstrate 25% operational savings, 10% financial savings, or a median combination of both, through pre & post implementation measurement of technology advancements, work procedure enhancements or cost savings activities, during FY2015-16.

**Year End Result: 42.7% financial savings (\$81,084.11 vs. \$141,593.59) and identified 4,032 hours in time savings  
Achieved**

2. To ensure prudent fiscal management and ongoing viability of the Agency, collect 99.95% (\$28,195,966 of \$28,210,071) (western NC counties' avg. 98.92%) of Federal and State allocations, Medicaid billings, and available grants for all areas of Social Services during FY 2015-2016. (Highlighted section will need to be adjusted once budget proposal complete.)

**Year End Result: Collected 100.98% of our funding allocations  
Achieved**

### Legal

3. In order to reduce trauma to children, promote their well-being, and minimize the length of their stay in foster care by quickly locating and engaging parents for reunification with their children or to clear the children for adoption, for 86.5% (152 out of 176) of children for whom an abuse, neglect or dependency petition is filed, both parents will be served with process within six months of filing the petition, as compared to 86% during 2013-14 and 85% during 2012-13.

**Year End Result: 90.9% (110/121)  
Achieved**

## FAMILY AND CHILDREN'S SERVICES

### Child Protective Services

4. In order to promote the ongoing safety of children and reduce recidivism, 92% (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 in FY2015-16, compared to the FY2013-14 federal benchmark of 93.9%, Catawba County's rate of 92%, Urban Counties and the North Carolina rate of 93.8%.

**Year End Result: 96% (284/294)  
Achieved**

5. To reduce the impact of neglect on a child's functioning and development, 86% (approximately 118 of 136) of families who are identified as chronically neglectful will not experience an additional finding of child maltreatment within 12 months of completing in-home social work services (or reunification of a child following foster care) during FY2015-16.

**Year End Result: 90% (56/62)  
Achieved**

6. To accurately and expeditiously evaluate the safety of children, in 93% (approximately 1860 of 2000) of accepted Child Protective Services assessments all identified victim children will be observed and interviewed as appropriate, within the required time frame established at screening (24 or 72 hrs) in accordance with state standards during FY2015-2016 compared to the 91% timely response rate within the region, and North Carolina's rate of 93% for FY2013-14.

**Year End Result: 92% (1,531/1,665)**  
**Not Achieved**

7. To increase efficiency and promote timely decision making, 72% of all Child Protective Services assessments (1440 of 2000 approximately) will be completed within expected case decision time frame according to established state policy as compared to the 56.7% timely response rate within the region, and North Carolina's rate of 58.1% for FY2013-14.

**Year End Result: 70% (1,169/1,665)**  
**Not Achieved**

8. In order to promote early engagement to identify attainable goals and activities that are reasonable for the family and meet agency expectations for the safety of the children, 90% (216 of 240) of CPS cases transferred to Family In Home Services will have behaviorally specific case plans in place within 7 days of the initial case transfer mapping/staffing (includes internal transfers only).

**Year End Result: 93% (88/95)**  
**Achieved**

9. In order to promote safety of children, in 80% (192 of 240) of CPS cases transferred to Family In Home Services, parents/caregivers will be able to demonstrate and explain at least two behaviors that keep their children safe within 30 days of the case transfer as evidenced by case narrative documentation during FY2015-16 (internal transfers only).

**Year End Result: 81% (79/97)**  
**Achieved**

10. In order to improve self sufficiency and increase positive support systems available to families in times of crisis, 75% (202 of 269) of all families served by CPS Family In Home Services will identify two voluntary 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 prior to case closure as evidenced by case narrative documentation during FY2015-16.

**Year End Result: 88% (87/99)**  
**Achieved**

11. In order to preserve the integrity of the family unit while ensuring child safety and protection 87% (approximately 317 of 364) of children engaged in Family In Home Services will remain with parents or alternative caregivers rather than entering foster care during FY2015-16 as compared to 86.5% for FY2013-14.

**Year End Result: 89% (311/350)**  
**Achieved**

12. In order to promote timely CPS intake decisions, 70% (2402 of 3432) of all CPS intake reports will be screened for acceptance for CPS assessment by a two level review (intake social worker and supervisor) within 2 hours of receipt of the report during FY2015-16 compared to 68% during FY2013-14.

**Year End Result: 92% (2,545/2,777)**  
**Achieved**

## **Prevention**

13. In order to improve current and future functioning of academically vulnerable students, 93% (116 of 125) of students who receive ACE (Advocates for Children in Education) school social work services for at least 90 days during FY2015-16 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 (CANS) Comprehensive Assessment.

**Year End Result: 98% (80/82)**  
**Achieved**

14. In order to delay the initiation of or decrease frequency of risky behavior, 96% (144 of 150) of program participants who completed Teen Up programming in FY2014-15 will not become pregnant or cause a pregnancy within one year of completing the Teen Up program during FY2015-16.

**Year End Result: 100% (123/123)**  
**Achieved**

15. To promote long-term wellbeing of children and stability of their permanent placements, 95% (43 of 45) of Catawba County families who are actively engaged in Success Coach Services for at least 60 days during FY2015-16 will not have a child enter or re-enter foster care while active or for 6 months after closure.

**Year End Result: 100% (42/42)**  
**Achieved**

16. To promote academic improvement among school-aged children engaged in Post Care Services, 84% (42 of 50) of school aged students during SY2015-16 will pass all academic subjects as indicated by their end of semester or end of grade report cards compared to 89.7% in SY2013-14 and 78% during SY2012-13.

**Year End Result: 88% (23/26)**  
**Achieved**

17. To promote safety of children, 85% (102 of 120) of families who are assessed and engaged in voluntary preventive Family & Child Support Team services (Case Management, Community Response, and Nurturing Parenting services) during FY2015-16 will not have a subsequent substantiation or be found in need of services within 6 months of completing the prevention service.

**Year End Result: 93% (57/61)**  
**Achieved**

## **Permanency Planning**

18. To address safety, placement stability, and ongoing well being of children in foster care, social workers will visit 95% (195 of 205) of children at least once per month and 89% (182 of 205) of these visits will be in the child's residence during FY2015-16 as compared to the federal benchmark of 90% and 85%, NC's of 85.8 and 88.9 and Catawba County's rate of 94.7% and 88%, respectively.

**Year End Result: 99.6% (2,501/2,512) of children in foster care were seen once per month; 91.7% (2,293/2,501) of these monthly visits were completed in the placement Achieved**

19. To help promote academic success and provide a more normalized childhood through involvement in extracurricular activities, 93% (127 of 137) of school age children in foster care will participate in at least one developmentally appropriate social/athletic/cultural/spiritual activity during FY2015-16.

**Year End Result: 99% (177/179) Achieved**

20. To help remove barriers to reunification or other permanency outcomes for youth entering foster care during FY2015-16, 100% (17 of 17) of foster care social workers will be trained to identify trauma experiences and/or symptoms that may impact their ability to safely parent.

**Year End Result: 100% (17/17) Achieved**

21. To promote child safety and well-being through a family-centered approach to practice, 70% of Child and Family Team meetings will be performed with fidelity and will occur within the state required timeframes during FY2015-16.

**Year End Result: 86% (213/248) Achieved**

22. To help therapeutic foster parents gain ongoing knowledge and skills to address the needs of children in their care, and have no lapse of licensure, 90% of Catawba County's licensed therapeutic foster families will complete required training and all other licensure requirements prior to expiration of certification, measured by timely submission of licensing recertification into the DocVault database.

**Year End Result: 100% (2/2) Achieved**

23. To better identify and address specialized needs and provide additional support to children in specialized foster care during FY2015-16, contact will be made at least twice per month with 90% (18 of 20) of the children as measured by the state monthly contact spreadsheet database.

**Year End Result: 97% Achieved**

24. To ensure compliance with state and federal mandates concerning the well being of all children in foster care, 93% (186 of 200) of foster children will have documented medical screenings during FY2015-16 (compared to 93% in FY2013-14).

**Year End Result: 99.05% (208/210) Achieved**

25. To ensure compliance with state and federal mandates concerning the well being of all children in foster care, 93% (186 of 200) of foster children will have documented dental screenings during FY2015-16 (compared to 93% in FY2013-14).

**Year End Result: 98% (162/166)**  
**Achieved**

## **Family Builders**

26. To improve foster care placement stability and increase the well-being of children, 89% (104 of 116) of children in foster care less than 12 months will experience two or fewer placement changes (excluding moves toward permanency) during FY2015-16 as compared to the state rate of 87.3%, large counties 86.04%, and Catawba County's 84.21% in FY2013-14.

**Year End Result: 98% (84/86)**  
**Achieved**

27. To assist children in foster care with a plan of adoption to move toward permanency during FY2015-16, 48% (24 of 50) of children will become adopted within two years of entering agency custody, as compared to the FY2013-14 state rate of 34.83%, 28.7% of large counties, and Catawba's current rate of 43%.

**Year End Result: 44% (26/59)**  
**Not Achieved**

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

### **Administrative Office Support**

28. In order to promote and sustain child wellbeing and family functioning through quality services, Family NET, Therapeutic Foster Care and Residential Services will pass all quarterly accreditation self audits, which include standards on services, safety, and consumer satisfaction, at 93% or better by June 30, 2016.

**Year End Result: 97% (155/160) of client who answered a satisfaction survey were satisfied with services; 95% (108/114) of all audited charts had no payback potential**  
**Achieved**

### **Outpatient Services**

29. To improve family functioning, 91% (approximately 182 of 200) of children and adolescents served by Family Net outpatient services will demonstrate improvement (at least a 10 point decrease in total score) in at least one domain (Role Performance, Behavior Towards Others, Moods/Self-Harm, Substance Use, Thinking) on the Child and Adolescent Functional Assessment Scale (CAFAS) after 6 months or upon completion of all outpatient treatment services during FY2015-16.

**Year End Result: 92% (316/344)**  
**Achieved**

30. In order to increase the ability of parents to manage behaviors in preschool aged children, 90% (20 of 22) of children who participate in Parent Child Interaction Therapy (PCIT) during FY2015-16 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).

**Year End Result: 100% (1/1)**  
**Achieved**

31. To provide more timely and clinically appropriate treatment to help children in foster care heal from trauma and improve their placement stability, 90% (45 of 50) of children ages 3-17 who have entered foster care will engage in treatment through a mental health trauma informed assessment by Family Net and referred to appropriate resources within 30 days and progress to be tracked ongoing during FY2015-16 as compared to 50% in last FY.

**Year End Result: 100% (37/37)**  
**Achieved**

32. Social Services will collaborate with Partners Behavioral Health Management to develop a new way to address children impacted by trauma in April 2016 for launch July 1, 2016.

**Year End Result: Plan Complete**  
**Achieved**

### **Adolescent and Substance Abuse Services**

33. To promote community safety and improve quality of life, 92% (approximately 55 of 60) 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, will have no new juvenile legal charges while in the Family NET treatment program as compared to the nation's most successful programs realizing 75%.

**Year End Result: 94% (62/66)**  
**Achieved**

### **Intensive In-Home Services**

34. In order to enhance and maintain family functioning, 90% (approximately 38 of 42) of the children served by Intensive In Home teams will show a statistically significant decrease (at least 20 points) in their Child and Adolescent Functional Assessment Scales (CAFAS) scores from intake to completion of services during FY2015-16.

**Year End Result: 100% (12/12)**  
**Achieved**

### **Early Childhood Support Team**

35. To promote social, emotional, and behavioral functioning of preschool children, 93% (approximately 24 of 26) of children who complete services with the Clinical Specialists in FY2015-16 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, 2<sup>nd</sup> Edition.

**Year End Result: 96% (22/23)**  
**Achieved**

36. To promote social and emotional well-being of young children, 95% (35 of 37) of child care teachers who actively participate in consultative services with the Education Specialists for at least 6 months in FY2015-16 will demonstrate maintenance or improvement in the areas of transitions, schedules, routines, and group time activities for children as measured by the Inventory of Practices for Promoting Children's Social Emotional Competence.

**Year End Result: 100% (12/12)**  
**Achieved**

37. To promote developmental well-being of young children, 100% (30 of 30) of children, ages 3-5 years, who enter Foster Care in FY2015-16 and who have not received any type of developmental screening within the past 6 months will receive an initial Ages and Stages developmental screening by the Education Specialists within 30 days of the child being placed and remaining in a resource home.

**Year End Result: 100% (6/6)**  
**Achieved**

## WORK FIRST

38. In order to assist Work First Able Bodied Adults in becoming independent of the Work First Program, 100% (approximately 35 of 35) of the adults with a means of transportation will receive intensive employment services during FY2015-16 as opposed to the state benchmark of 80%.

**Year End Result: 100% (146/146)**  
**Achieved**

39. To strengthen the future well being and independence of the children in the home, 98% (approximately 196 of 200) of all caretakers receiving Work First will participate in ensuring all educational and health needs of the child are being met during FY2015-16.

**Year End Result: 100%**  
**Achieved**

40. To eliminate the crisis of citizens unable to meet their heating or cooling needs, 92% (approximately 4600 of 5000) will receive financial assistance through a collaborative effort provided by Catawba County Social Services, Eastern Catawba Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries, and/or Salvation Army during the FY2015-16. (Contingent on availability of Federal and State Funds)

**Year End Result: 92% (3,550/3,880)**  
**Achieved**

## ADULT SERVICES

### Adult Protective Services/Guardianship

41. To help empower vulnerable and disabled adults to live in a safe environment, 93% (37 of 40, a 32% increase as compared to FY2014-15) of persons who have a finding of abuse, neglect or exploitation will not experience a repeat incident of mistreatment during FY2015-16.

**Year End Result: 95% (58/61)**  
**Achieved**

## **Long Term Care**

42. Increase quality of care in Adult Day Care/Day Health Centers and Adult Care Homes (19 facilities) during FY 2015-16 by providing training, education, consultation and follow up monitoring to ensure 94 percent (15 of 16) of all concerns identified by the Adult Home Specialist do not escalate to a level of deficient practice.

**Year End Result: 100% (14/14)**  
**Achieved**

43. Ensure health, safety and well being by providing services for senior and disabled citizens to remain in their own homes, thereby avoiding premature placement in 95% (244 of 257) of those served by the Special Assistance In-Home and Community Alternatives Programs for Disabled Adults during FY2015-16.

**Year End Result: 99% (274/276)**  
**Achieved**

## **Senior Nutrition/In Home Services**

44. To support health and wellness, independence, education, socialization and reduced isolation; the Senior Nutrition program will serve 96% (1,292 of 1,345) of the eligible Catawba County citizens age 60+ requesting nutrition services during FY2015-16, a 3.9% increase in persons served as compared to FY2014-15.

**Year End Result: 99% (1,632/1,652)**  
**Achieved**

45. To assure a solid, dependable corps of volunteers for quality meal delivery of 28 home delivered meal routes, the Senior Nutrition program will maintain a 95% (452 of 476 per month) volunteer coverage rate throughout FY2015-16.

**Year End Result: 95% (452/476)**  
**Achieved**

## **Child Support**

46. To assure that children are financially supported by both parents, 88% of the children who need a child support order for support will have one during FY2015-16 as compared to the statewide average of 85.45% and similar county average of 87.14%.

**Year End Result: 87.31% (5,941/6,804)**  
**Not Achieved**

47. To assure that children receive the financial support of their parents, child support collections will total or exceed \$11,684,201 (.25% greater than the State provided goal) during FY2015-16, as compared to the similar county average goal \$11,514,217.

**Year End Result: \$11,414,181.83 dollars w collected**  
**Not Achieved**

## **Medicaid Transportation**

48. Assist Medicaid eligible Catawba County citizens in accessing medical services by arranging and/or providing 26,750 trips (to an estimated 1,900 unduplicated individuals) during FY 2015-16. (A trip is measured as a round trip.)

***Year End Result: 27,590 trips were provided to 2,496 unduplicated individuals  
Achieved***

## **FAMILY SUPPORT**

### **Universal Services (Medicaid and Food Assistance)**

49. To increase the quality of health of children, Medicaid or North Carolina Health Choice will be provided to 93% (approximately 19,407 of 20,868) of Catawba County's uninsured/potentially eligible children during FY2015-16 compared to the state rate of 91%.

***Year End Result: 98% (20,463/20,868)  
Achieved***

50. To assure that the medical needs of citizens are met promptly, 97% (approximately 6,220 of 6,412) of all Family Medicaid MAGI applications will be processed timely and with an average processing time of 25 days in FY2015-16 compared to the state requirement to process 90% of all applications within 45 days.

***Year End Result: 97% (5,036/5,192)  
Achieved***

51. To assure families receive the correct benefits, the Food Assistance staff will maintain an accuracy rating of 97% (approximately 47 of 48) of all Food Assistance cases evaluated by state quality control monitors during FY2015-16 as compared to the current state accuracy rate of 95.65% (data as of May 2014).

***Year End Result: 98% (43/44)  
Achieved***

52. To assure that the needs of citizens are met promptly, 98% (approximately 4,478 of 4,570) of all approved food assistance applicants will be processed within an average of 9 days or less during FY2015-16 as compared to the Federal goal of 97% within 30 days.

***Year End Result: 99 % (9,571/9,620)  
Achieved***

### **Adult Medicaid**

53. To assure families receive the correct benefits, the Adult Medicaid staff will maintain an accuracy rating of 97% (approximately 47 of 48) of all Adult Medicaid cases evaluated by state quality control monitors and local resource management review during FY2015-16.

***Year End Result: 97.4%  
Achieved***

## **Day Care**

54. In order to ensure the safety of children involved with Child Protective Services, appropriate supervision and child care will be provided to 97% (146 of 150) of children needing child care for this purpose during FY2015-16.

***Year End Result: 100% (98/98)  
Achieved***