

Catawba County Social Services Annual Report 2015-2016



Our Mission: To strengthen, with dignity and respect, the well-being and quality of life for all citizens through supportive services and advocacy.

Welcome

Welcome to our 2015-2016 Annual Report for Catawba County Social Services. This year was filled with many challenges and accomplishments. For more information about any of the programs we provide, please go to our website by [clicking here](#).

Our yearly goals and plans are outlined in our Balanced Scorecard. This document allows the public to see our goals and the progress we are making toward achieving them. See the [Balanced Scorecard](#).

We are also a reinventing government agency. This means we commit to achieve at least 90% of the outcomes we set each year. To see a detailed description of what a reinventing government agency means, [click here](#). In 2015-2016, we achieved 91% (49 out of 54) of our outcomes while being fiscally responsible, responsive to our citizens, and providing quality customer service. For a detailed report of our goals and outcomes, please [click here](#).

We thank our many dedicated employees who consistently go above and beyond the call of duty to respond to our citizens' needs in an efficient and effective manner. We also thank the many community members, businesses and other organizations who have stepped up to help us with many of the unmet needs in our community.

We also appreciate the continuing support of our Catawba County Social Services Board and the [Catawba County Board of Commissioners](#).

Catawba County Social Services Board



Arnita Dula



Chanell Morello



Lance Sellers

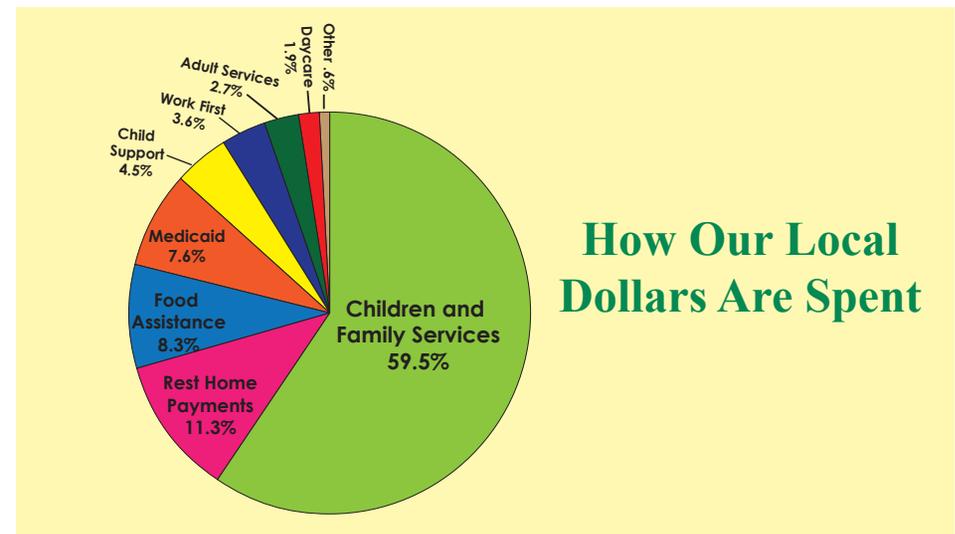


Lynn Lail



Sherry Butler

Our FY 14/15 Budget (Total)





A Few Of Our Successes in FY 2015/2016

Our agency keeps many records that track how many people we serve, how we do our job, and how successful we are in reaching our goals.

The following statistics describe just a few of the many facts about Social Services during the past fiscal year. We encourage you to check out more details by looking at the documents on our website by [clicking here](#).

96% (284 of 294) children with a substantiated report of abuse and/or neglect did not have another substantiated report within six months, compared to the FY 2013/14 federal benchmark of 93.9%, and the NC Urban Counties rate of 93.8%.

90% (56 of 62) of families who were identified as chronically neglectful did 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).

100% (146) of able-bodied adults in the Work First program with a means of transportation received intensive employment services during the fiscal year, as compared to the state benchmark of 80%.

92% (3,550 of 3,800) of citizens who were unable to meet their heating or cooling needs received financial assistance through a collaborative effort of Catawba County Social Services, Greater Hickory Cooperative Christian Ministries, and/or the Salvation Army.

98% (20,463 of 20,868) of Catawba County's uninsured/potentially eligible children were provided with healthcare through Medicaid or NC Health Choice.

99% (9,571 of 9,620) of all approved Food Assistance applications were processed within an average of 9 days or less, as compared to the federal goal of 97 % within 30 days.

100% (123) of the participants in the Teen Up program did not become pregnant or cause a pregnancy during the fiscal year.

99% (1,632 of 1,652) of eligible Catawba County citizens age 60+ requesting Senior Nutrition Services received services.

Our programs cannot fully meet all the needs in our county without your help! To learn more about how you can help by donating to one of our special funds, or becoming a volunteer, [click here](#).

Catawba County Social Services hours: 8 a.m. to 5 p.m. Monday through Friday except for county holidays or inclement weather

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