



# New Hanover County

the model of good governance

## Department of Social Services Annual Report FY 2014-2015



**New Hanover County is committed to progressive public policy, superior service, courteous contact, judicious exercise of authority, and sound fiscal management to meet the needs and concerns of our citizens today and tomorrow.**

## THE DIRECTOR'S MESSAGE

### 2014-2015 New Hanover County

#### Board of Social Services

Jonathan Barfield Jr., Chair

Frankie Roberts, Vice-Chair

Michelle Gunn

Andrew Rinko

D. Diana Woolley

#### Director of Social Services

Michelle Winstead



Michelle Winstead

We are pleased to present the Fiscal Year 2014- 2015 Annual Report of the New Hanover County Department of Social Services. The New Hanover County Department of Social Services is proud of the many accomplishments we experienced during the 2014-2015 year.

While the New Hanover County Department of Social Services has a reputation for being innovative in implementing creative strategies to handle the rising caseloads and increased client demands, we also realize that we cannot address all the issues families bring to us without the support of strategic partnerships with community organizations and individuals. Working together with our partners allows us the flexibility to adjust our strategies and realign our resources to better support the County's strategic goals and meet citizens' needs. Utilizing our Management Performance Measurement model, Leading by Results (LBR), and New Hanover County's strategic mapping, allows us to align our resources (both staff and financial) to become more efficient and effective, and reinforces our commitment to the principles of good governance.

This report provides a brief snapshot of our 2014- 2015 successes and challenges. The numbers continue to show an increasing demand for vital services in a challenging economic environment. We trust you will also be able to see the people behind the numbers— our neighbors, friends and families, both young and old, who depend on the variety of services we provide.

The economic impact of the New Hanover County Department of Social Services programming in our county is significant. Over \$207,018,843 million dollars was provided to health care providers, child care centers, grocery stores and other businesses in our community through Medicaid, child care subsidy, Food and Nutrition services, and emergency financial resources. In addition, our flagship Fatherhood Program has also made a significant financial impact on families in our community by raising over \$193,885 in incentive money.

We anticipate challenges and opportunities in the current year with the expansion services in of North Carolina Families Accessing Services through Technology (NC FAST), the state case management software, new partnerships and initiatives. To address those opportunities, we are implementing new processes and quality control/improvement measures. We are thankful for the support and leadership of the New Hanover County Commissioners, New Hanover County Board of Social Services and County Administration.

I am personally thankful and humbled by the opportunity to work with the staff of the New Hanover County Department of Social Services who work tirelessly, putting in long hours during the day and working evenings and weekends to help meet the growing needs of the citizen's in New Hanover County.

Sincerely,

*Michelle Winstead*

Director

# Our Mission Statement

*Created by the North Carolina General Assembly and sustained with public funds, the New Hanover County Department of Social Services exists to alleviate emotional and economic distress among the people of the county. Providing a variety of basic and essential services, the New Hanover County Department of Social Services seeks to assist and protect our most vulnerable citizens – the poor, children, the aged, the disabled, and the sick – and to enhance and maintain the quality of life in our community.*

**It is the goal of the New Hanover County Department of Social Services to create and sustain a public agency which is:**

- Professionally responsive to all clients and sensitive to the uniqueness of each client's problems and needs;
- Valued by our community and publicly accountable for the effective and efficient management of the public's funds;
- Professionally stimulating, rewarding and satisfying to our employees; and
- Creatively adaptive to changing demands, laws and regulations without losing sight of our role as an advocate for the vulnerable people in our community and our concern for the plight of the individual client.

## Reduce Health Risk and Disease

- **16,384** (average) households receive ***Food and Nutrition Services*** each month.
- Over **15,000** households were provided with ***medical coverage*** each month.
- **2,100** Medicaid recipients received ***Transportation Services***.
- **87,201** trips were made to ***medical providers***.
- **7,762** bus tickets were used for ***medical and employment*** transportation needs.

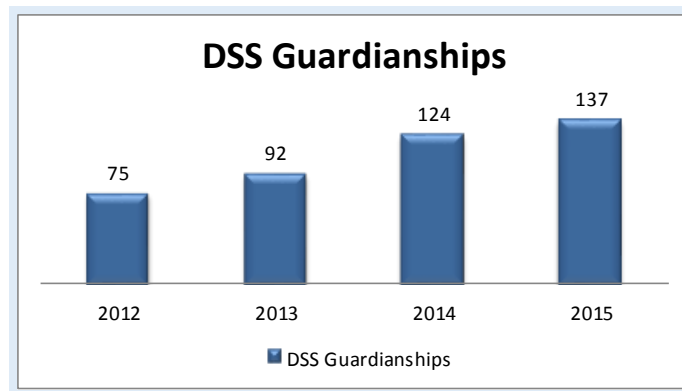


# Increase the Safety and Security of the Community

- **95%** of *abused/neglected children* were **not repeat** victims of maltreatment known to DSS.
- **2,168** *child neglect/abuse reports* were **investigated** involving **4,474** children.
- Over **71%** of all referred **Child Protective Services** reports received family assessments.
- Over **277** families were provided In-Home Services.



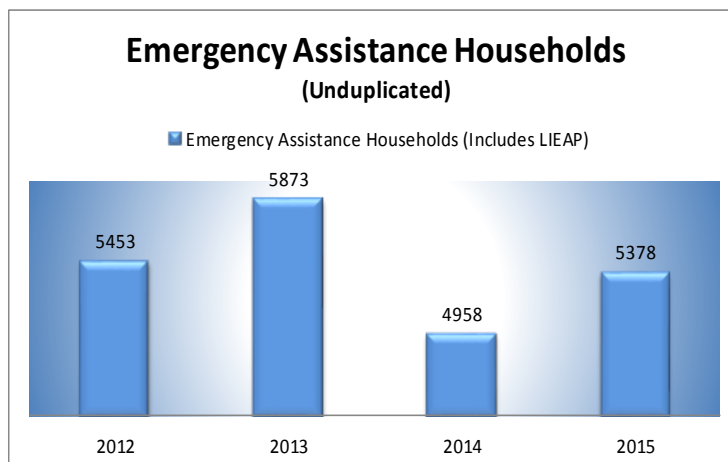
- **35%** of adopted children were adopted **within 24 months** from removal from birth home.
- **33** children's adoptions were **finalized**.
- **55%** of children in custody achieved permanence in **less than 12 months** of their removal.
- **180** children were brought to **permanence** through reunification, relative placements and adoptions.
- DSS served as **custodian** for **522** children.
- **58** eligible youth **ages 13-18** were served through the **LINKS Program**.



- **86%** of aged and disabled adults **were not** repeat victims of confirmed mistreatment.
- **100%** of aged and disabled adults living in a licensed facility **were not** abused, neglected or exploited.
- **1,021** reports were **screened**; **581** evaluations **completed**; and **183** were **confirmed** mistreatment.
- **76** individuals received **SA/In-Home Services**.
- **137** individuals were protected through court appointed **DSS guardianship**.
- **162** individuals **received** health support, individual & family adjustment, at-risk and special assistance In-home services.

## Increase the Safety and Security of the Community

- **31%** of **able-bodied** Work First clients (**95**) moved from Work First to employment.
- **100%** of the participants **who left** Work First due to employment **did not return** to Work First during the year.
- **Low Income Energy Assistance Program** (LIEAP) assisted **3,138** recipients.
- **Emergency Financial Assistance Programs** assisted **4,010** recipients.
- **2,887** children received **childcare assistance**, representing **1,523** families.

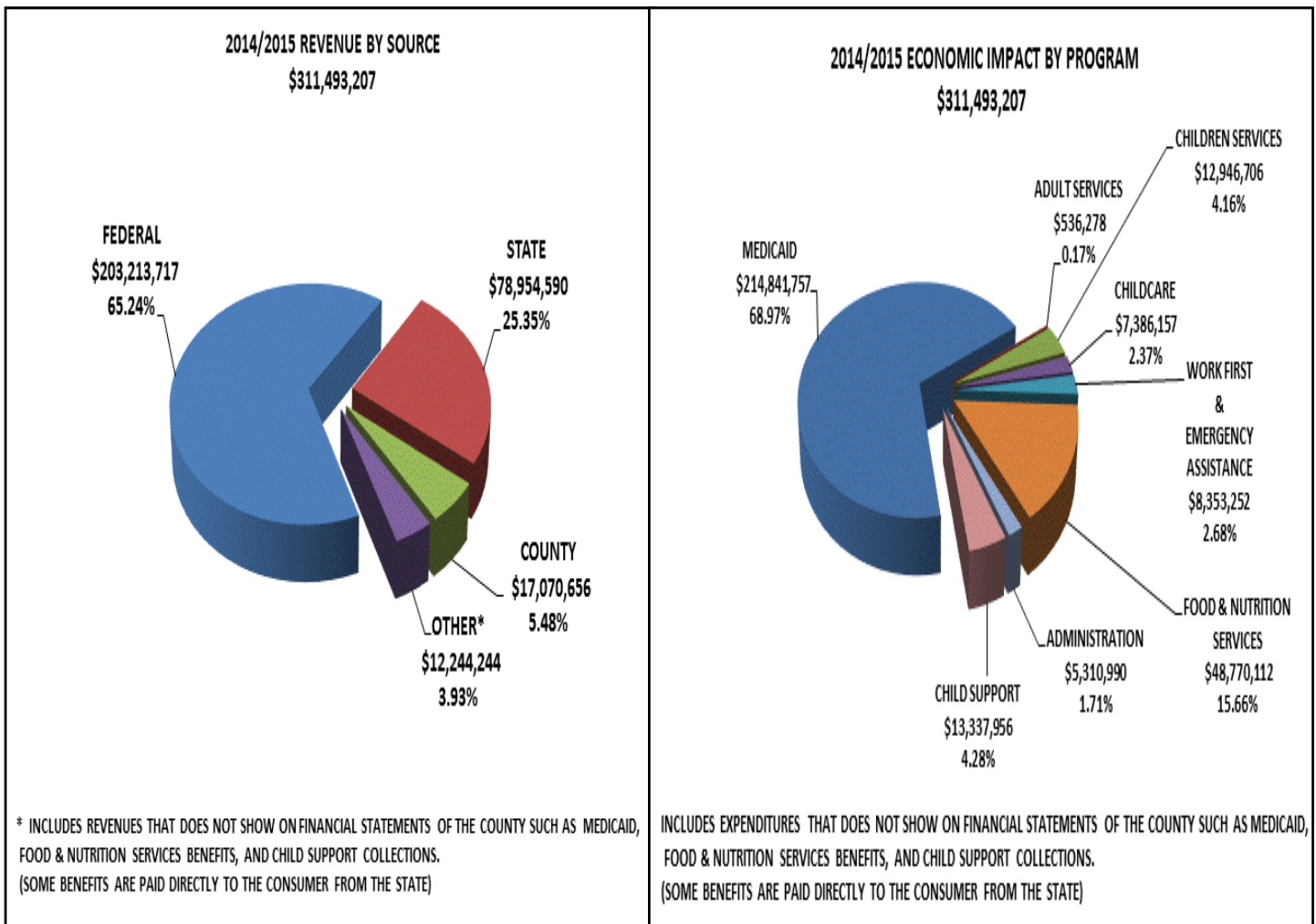


## Child Support –Family Support Program

- **523 new orders** for support were established.
- **334** children had **paternity** established.
- **6,858** children benefited from **Child Support Services**.
- **92 participants** representing **127 cases** with a total of **189 children** in the Family Support Program.
- **\$193,885** was collected from participants in the **Family Support Program**.

# Promoting a Strong Diverse Economy and Jobs

- The **total value** of food assistance provided to area grocery and food markets equaled **\$44,835,273**.
- **\$207,018,843** was paid to medical providers in New Hanover County by **Medicaid**.
- **108** licensed **childcare providers** participated in the subsidy program, and received a total of **\$7,246,477** for **services provided**.



\*PROGRAMS INCLUDE "DIRECT SERVICES" PERSONNEL

**NEW HANOVER COUNTY**  
**DEPARTMENT OF SOCIAL SERVICES**

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