

Vision Statement

To focus on increasing self-sufficiency: One family at a time.

Mission Statement

To form partnerships with families and communities to enhance the family's quality of life.

Family Focused – Community Driven

A Message from the Director



It is an honor to present our 2010 Annual Report to our citizens and our partners. Edgecombe County Department of Social Services assists people in need by administering a wide range of programs. Our staff seeks new and cost-effective ways to serve families, children and adults through the delivery of services in a caring and professional manner. Our employees' hard work and dedication to improving the lives of our citizens are reflected in this document.

We continue to see many families suffering from the economic recession. Those seeking our services now include former blue and white collar individuals whose jobs have been lost. In 2010 we assisted 12,688 individuals with Medicaid and 15,764 with Food and Nutrition Services. Our staff's commitment to Edgecombe County citizens is stronger than ever.

This annual report highlights successes and underscores the importance of creating a sustainable approach to providing services at the local level. Our staff understands the importance of being good stewards of public funds.

As we have entered 2011, we plan to work toward the following goals:

- Identify strategies to address issues related to poverty.
- Harness technology to gain efficiencies.
- Implement a transparency approach which will provide more information to the public about what we do.

We also thank our Social Services Board members, who volunteer their time and expertise. Leonard Wiggins, Roy Gray, and Marsha Cooper completed their terms during the fiscal year. We welcomed three new board members, Dr. Evelyn Johnson, Ernest Taylor and Viola Harris, who will serve alongside Faye Taylor and Board Chairman Larry Woodley.

In today's environment, we can not solve problems in isolation. We continue to work side-by-side with many volunteers, donors, agencies and partners. All of us are doing more with fewer resources. This reality requires effective community engagement and partnerships to meet the needs of our citizens. These partnerships are a pillar of our county's great tradition. It is these very partnerships that will sustain us through these difficult times.

It is a privilege for us to serve the citizens of Edgecombe County. Our goal is to continue to provide the best service and be an agency of Excellence!

Marva G. Scott, Director

ANNUAL REPORT 2010

Edgecombe County Department of Social Services



Director

Marva G. Scott, MSA

Social Services Board

Mr. Larry Woodley, Chair

Mrs. Faye Taylor, Vice-Chair

Mr. Ernest Taylor

Dr. Evelyn Johnson

Commissioner Viola Harris

3003 North Main Street

Tarboro, North Carolina 27886

252-641-7611

Children Services

Child Protective Services

Receive reports and conduct investigations of suspected child abuse, neglect and dependency. Treatment services empower families to remedy situations of child abuse and neglect.

- 1,628 Children alleged to be neglected or abused.
- 75 Cases substantiated for abuse, neglect and/or dependency involving 212 children.
- 23 Petitions filed alleging neglect and/or abuse of 42 children.
- 548 agency collaborative (APEX) reviews held to review permanent plans of children in custody.
- 29 Children receiving LINKS services designed to assist teenagers in making appropriate decisions regarding life after foster care.

Adoption Services

Adoption services are provided to parents, children in need of adoption, and adoptive parents. Post-adoption services are available to families and children. The agency also provides relative and step-parent adoption services.

- Filed adoption petitions for 24 children.
- 18 children adopted

Foster Care

Temporary out-of-home placement services for children due to family disruption as a result of abuse, neglect or dependency.

- 148 children in DSS custody

Training for Foster / Adoptive Parents

State-required training for individuals and couples interested in providing foster and adoptive homes for children that are in DSS custody.

- Conducted 10 Model Approach to Partnership in Parenting/ Group Preparation and Selection Program (MAPP/GPS) training sessions with 27 successful completions.
- 6 New homes were licensed.
- 14 Homes were re-licensed.
- 39 Licensed foster homes.

Adult Services

Adult Protective Services

Protective services investigation and assessment provided to adults regarding abuse, neglect or exploitation.

- 79 reports received alleging abuse, neglect and exploitation of elderly and disabled adults.
- 55 Adult protective services reports evaluated

Placement Services Assistance

Provides assistance for elderly and disabled individuals and their families for their placement into substitute homes or residential health care facilities.

Note: DSS is no longer required to approve placement. We only assist families if asked for assistance.

Adult Care Home

Licenses and monitors adult care homes and adult day care centers, ensuring safety and appropriate care of residents.

- 8 Licensed homes / centers supervised
- 65 Monitored visits

Guardianship

Assures the health and safety of incompetent adults by a court-appointed, disinterested public agent guardian.

- 12 Current guardianship cases
- 16 Served

In-Home Aide & Adult Day Care Services

Provides basic home management and personal care services to disabled and elderly adults to avoid out-of-home placement.

- 5 Served by in-home aides
- 17 Served by adult day care facilities

Enhanced Care Case Management Services

Medicaid-funded services to address the over-all health care needs of residents in adult care homes needing assistance with toileting, feeding, and ambulating.

- 51 Enhanced care current cases
- 51 Management cases serviced

Medicaid Transportation

Medicaid transportation for eligible individuals to medical and health facilities for scheduled medical appointments.

- 1,106 Individuals assisted with Medicaid transportation
- 59 Individuals served were dialysis patients

Representative Payee

- 12 Served

Special Assistance In-Home Services (Medicaid)

- 15 Served

Congregate Meals

- 7,462 Meals served for senior centers
- 2,350 Home delivered meals

Services for the Blind

- 49 Served

Economic Services

Medicaid

Assists low-income families in accessing essential medical care. No county dollars support this program.

- 8,429 – Applications taken
- 8,415 – Cases processed
- 11,460 – Reviews completed
- 10,485 – Changes made in on-going cases
- 12,688 – Average monthly individuals served

Food and Nutrition Services

Assures nutritious meals for low-income families. Eligibility is determined by number in household and income/resources. All federally funded.

- 5,155 – Applications taken
- 5,083 – Cases processed
- 9,854 – Re-certifications completed
- 7,291 – Changes made in on-going cases
- 15,764 – Average monthly individuals served
- \$23,223,169 - Total benefits paid to clients
- Received \$126,348.00 in Contingency Administrative Funds for FNS-SNAP-DOD.

Work First Family Assistance (WFFA)

Financial assistance provided to families with children under 18.

- 1,081 – Applications taken
- 923 – Cases processed
- 912 – Reviews completed
- 2,975 – Changes made in on-going cases
- 2,218 – WFFA Individuals served

Child Care

Assists families with child care expenses to day care centers/homes.

- 738 families received child care services
 - 64 WFFA recipients
 - 42 Children in protective services
 - 29 Children in foster care
 - 12 Teen parents
- \$3,065,193 administered for child care expenses
- \$320 average cost per child receiving subsidized child care

Emergency Services

Low-Income Energy Assistance (LIEAP)

A one-time cash benefit paid in February to assist with heating expenses. All federally funded.

- 3,407 – Total households assisted
- 8,227 – Total recipients
- \$140 – Average LIEAP payment

Crisis Intervention Program (CIP)

Customers receiving financial assistance to deal with heating and cooling related crisis.

- \$472,314 – Total amount CIP funds spent
- 1,605 – Total households
- 208 – Elderly person age 60 and over
- 261 – Disabled person
- 557 – Children under age 6
- 579 – Other households

General Assistance Payments (GA)

Assistance that is given when families or individuals find themselves without enough financial resources to pay their electric bills, rent, purchase prescription medication or food.

- 246 – Families receiving services
- \$14,034 – Total amount GA payments
- \$10,505 – Used for medication
- \$475 – Used for utilities
- \$2,550 – Used for funeral expenses
- \$504 – Used for emergency food pantry

Heating Assistance for Tarboro (HEAT)

Funds provided by the Town of Tarboro to be used for Tarboro residents that are elderly, disabled, or unemployed for the past 90 days, and meet the 100% poverty guidelines. Funds are donated by Town of Tarboro utility customers.

- 26 Families served
- \$5,417 total payments

Filling in the Gaps (FIGS)

A partnership with Edgecombe County DSS and area faith communities, to provide financial assistance to residents of Rocky Mount with basic needs.

- \$8,950 – Total amount FIGS payments
- 181 – Families received services

Child Support

Ensures that non-custodial parents support their children by providing financial and medical support.

- \$7,967,212 – Collected on behalf of Edgecombe County children
- \$273,862 – Revenues returned to the county
- 1,944 – Absent parents located
- 9,914 – Enforcement actions taken
- 310 – Paternities established
- 1,284 – Support obligations established

Subsidized Employment and JobBoost Programs

Subsidized Employment

Edgecombe County Department of Social Services was awarded \$767,094 to assist TANF eligible recipients with the opportunity to work and gain valuable skills.

- \$767,094 Grant awarded
- \$752,623 Total spent
- 165 Total individuals placed
- 34 Permanent placements
- 16 Employers participated

JobBoost

The JobBoost initiative differs from the Subsidized Employment Program in that counties were selected to participate based on high unemployment rates and high numbers of individuals at or below 200% Federal Poverty Level (FPL). Edgecombe County Department of Social Services was awarded \$264,000 of a \$528,000 grant. The agency goal is to place 100 people in employment. This grant ends April 30, 2011.

Employment Analysis

As of December 31, 2010 the agency had a total of 161 budgeted positions.

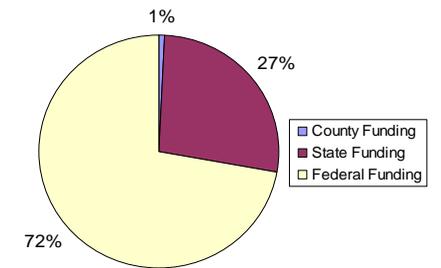
- 24 Administration
- 34 Children & Adult Services
- 44 Economic Services
- 17 Work First & Day Care
- 16 Child Support
- 22 Office Support
- 4 Maintenance/Housekeeping

Social Services Budget

FY July 2009-June 2010

Benefits Total: \$ 148,125,856

PERCENTAGE OF FUNDING BY SOURCE
Benefits Total \$ 148,125,856



Percentage of Costs Paid By:

Program & Assistance	Federal	State	County
Medicaid	65%	35%	0%
Food & Nutrition Services	100%	0%	0%
Work First Family Assistance	100%	0%	0%
State/County Special Assistance	0%	50%	50%
Public Assistance Benefits	40%	34%	26%

Benefits Total: \$148,125,856

