

# Serving Our Community

## Catawba County Social Services

### Annual Report FY 2011-12



## Budget by Source FY 2011-12



**County**  
4%  
\$9,866,198

**State**  
26%  
\$63,811,046

**Federal**  
70%  
\$171,066,173

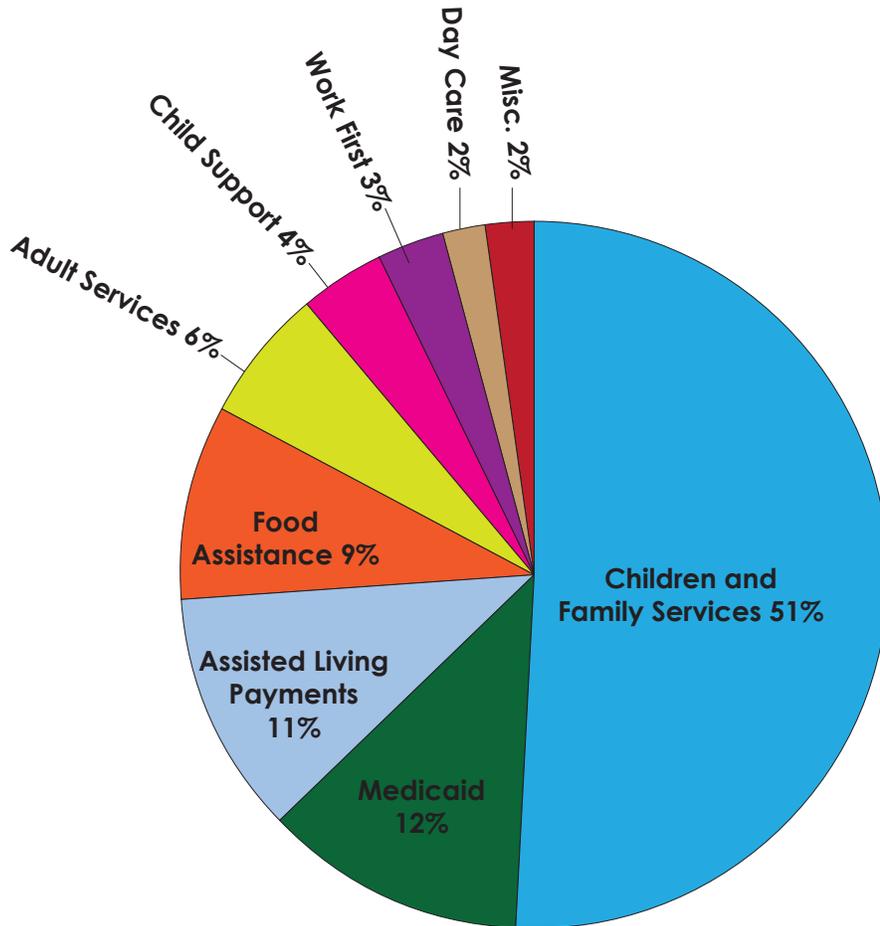
### Welcome

Thank you for taking the time to read our FY 2011-12 Annual Report. Catawba County has always been known for innovation and strong partnerships. We hope this report continues to reflect those values. I would like to thank county management, the Board of Commissioners, community partners, and citizens for their continued partnership and support. Also, our Social Services Board Members: Jennie Connor, Chair; Lynn Lail, Vice Chair; Linda Lutz; Chris Johnson; and Michael Blackburn should be commended for their leadership and support of our staff and the citizens we serve.



**John Eller,**  
*Social Services  
Director*

### How Our Budget Was Spent FY 2011-12

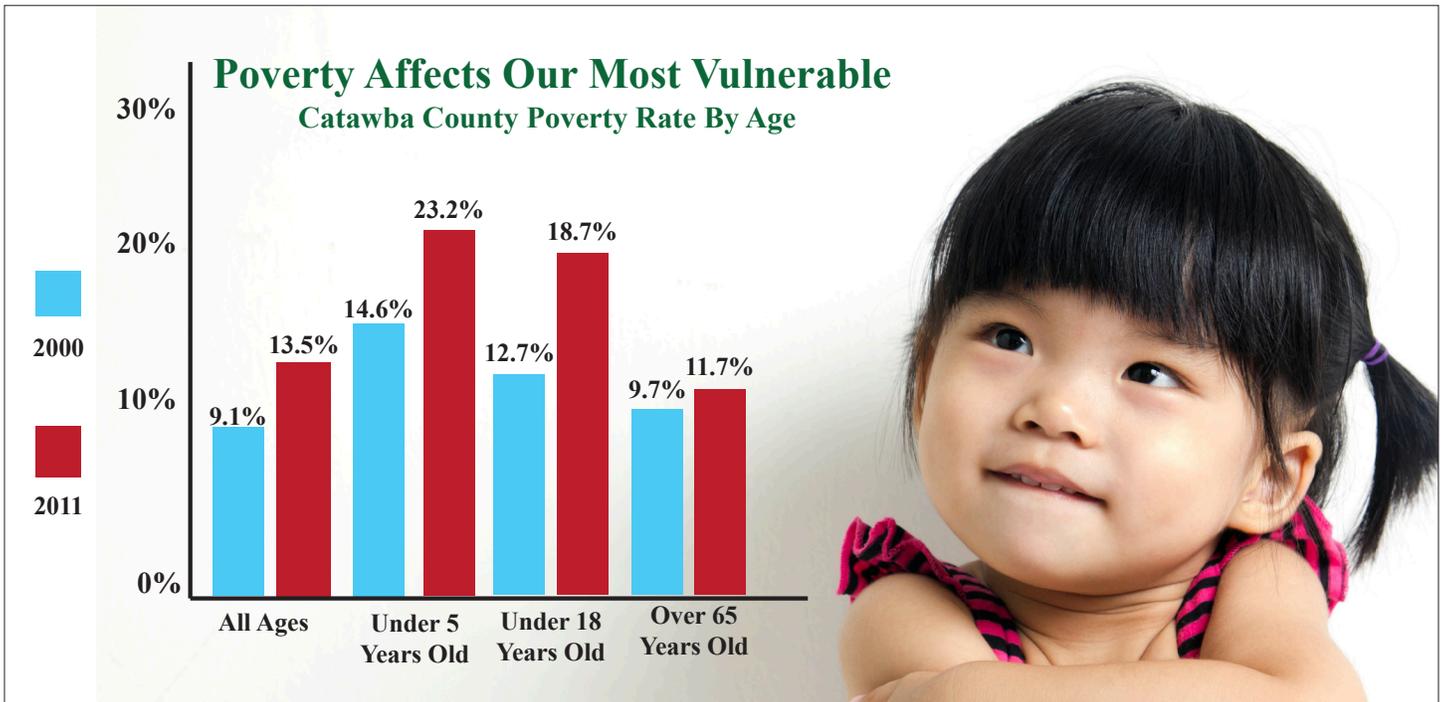


In the midst of economic challenges, many people need assistance with basic needs for the first time in their lives. Our agency provided services to 37% of our population (approximately 57,000 citizens) this past fiscal year. The economic impact of our programs in the community is significant. Our economic services unit alone had an estimated economic impact of more than \$358 million last fiscal year in our community via Child Care Subsidy, Medicaid, and Food and Nutritional Assistance. These revenues support day care centers, hospitals, health care professionals, pharmacies, and grocery stores to ensure the well being of children, families, disabled adults, and seniors.

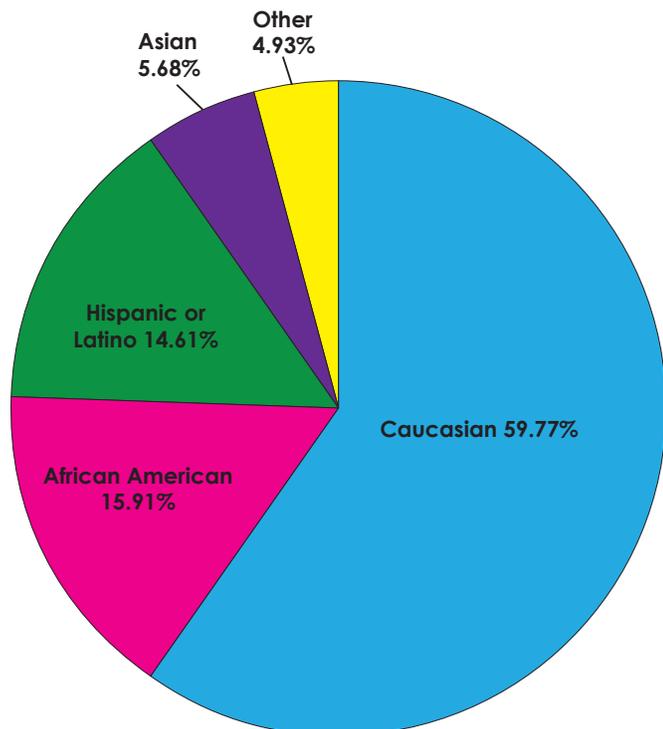
This year, we will continue to partner with the state regarding our Work Support Strategies initiative and our new state automated system called NCFAST, to align programs to better serve our citizens so that citizens can apply for multiple programs one time. The end goal is that families will tell their story once, and receive the services they are eligible for.

We have great challenges ahead, but even greater opportunities. Our mission – “To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy” – remains strong.

## Who Receives Our Services?



## Social Services Consumer by Race FY 2011-12



### Catawba County's Racial Makeup

Caucasian 77.8%  
 African American 8.8%  
 Hispanic or Latino 8.5%  
 Asian 3.5%  
 Other 1.3%

### More Details Online

More information about our programs is available online. Just go to <http://www.catawbacountync.gov/dss/doing.asp>. Click on the "Balanced Scorecard" link to access data regarding our services to the county's residents over time.

If you have a smart phone, you may scan the QR Code below to access this web resource.



### Did You Know?

The average Family Medicaid recipient in Catawba County is a Caucasian child under 6 years old.



## Meeting Basic Needs in Our Community

### Medicaid Recipients Per Year in Catawba County (Unduplicated)



### Accessing Medical Care

- Medicaid and NC Health Choice programs provide assistance for families with children and individuals who are age 65+, blind or disabled, and meet income and resource requirements.
- 23,177 eligible Catawba County citizens received Medicaid transportation services, allowing them to access needed medical services.



### Heating and Cooling Help

Last year, \$1,425,878 in federal and state Energy Assistance Funds were used to help 4,665 households pay their heating or cooling utility bills. This service was provided through a partnership between Social Services, the Salvation Army, Eastern Catawba Cooperative Christian Ministry, and Greater Hickory Cooperative Christian Ministry.

### Family Support

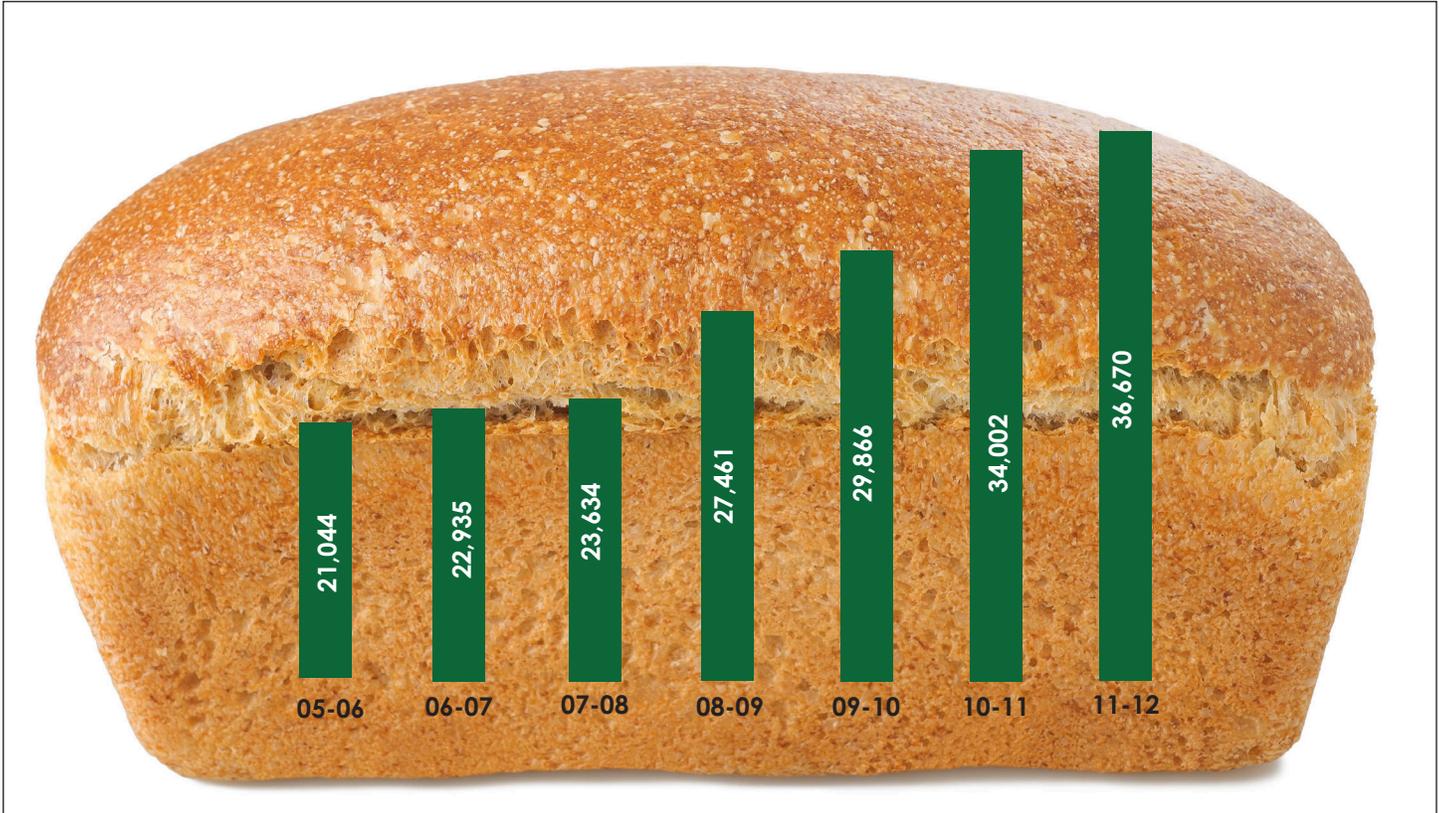
- Local child care providers received \$6.6 million in state and federal funds to care for children so their parents/caretakers could maintain their employment or training needs.
- \$12,647,028 in child support payments were collected from non-custodial parents to help meet the basic needs of children.

## Did You Know?

Work First is a program that was established in 1996 as a result of Welfare Reform. Work First is now time-limited and participants must comply with work and training requirements. In FY 2011-12, an average of 37 adults per month participated in Work First, compared to 198 in 2002-03.

# Meeting Basic Needs in Our Community

Catawba County Residents Receiving Food & Nutrition Services By Fiscal Year (Unduplicated)



## Backpack Program

In FY 2011-12, The Backpack Program provided 237,849 meals to 1,004 school children in need. This program provides a backpack of nutritious food each weekend during the school year to children identified by their school counselors.

Volunteers spent 2,856 hours packing the food and delivering it to students. This program is a collaboration between Social Services, Eastern Catawba Cooperative Christian Ministry, BB&T, area churches, schools, businesses, civic clubs and individuals. Additional volunteers and donations are needed.

## Senior Nutrition



Senior Nutrition Services provides nutrition and socialization opportunities for persons age 60+ in the county, regardless of income. It includes Seniors Morning Out, Meals on Wheels, Frozen Meals and Boost/Ensure supplements. In FY 2011-12, 1,420 persons received services through these programs. Donations and volunteers are needed.

## Did You Know?



Many people receiving Food and Nutrition Services (formerly called Food Stamps) are employed. In FY 2011-12, 37% (4,886 of 13,319 households) had earned income. These employed participants did not earn enough to fully support their families.

## Protecting Vulnerable Adults and Children



### Services for Seniors and Disabled Adults

- 202 seniors and/or disabled adults needing nursing home level of care were able to remain in their homes and be served through the Community Alternatives Program (CAP), avoiding \$4,751,493 in Medicaid expenditures.
- 21 assisted living facilities and adult day care/day health centers increased their quality of services through education, supportive services and monitoring provided by social services.
- 100% of Adult Protective Services clients receiving services did not have a repeat incident of abuse, neglect or exploitation.
- A total of 138 persons received adult guardianship services. The guardian serves as the legally appointed surrogate decision maker and advocate for the adults needing this service.

### Protecting Children from Sexual Abuse

The Children's Advocacy and Protection Center trained 1,499 adults in the Stewards of Children: Darkness to Light program, an evidence-based program that teaches adults how to prevent, recognize and react responsibly to child sexual abuse.

For information on upcoming free training, go to <http://www.catawbacountync.gov/dss> or call 828-465-7665.



### Child Protective Services, Foster Care and Adoptions

In FY 2011-12:

- 3,025 child protective services reports were received. 2,009 met the state's criteria for investigative assessment. 531 families (1,003 children) received ongoing services to assure child safety.
- 290 children were served in foster care. Of these, 33 received therapeutic foster care.
- 48 adoptions were finalized through Family Builders, our licensure and adoption unit. Monthly informational sessions are provided for adults interested in becoming a foster or adoptive parent. For more information, go to [www.familybuilderscv.org](http://www.familybuilderscv.org).

### Did You Know?

Inadequate supervision and injurious environment due to alcohol/drug abuse are the most frequent types of maltreatment of children.

## Partnerships in Prevention

- Catawba County Social Services is our County's Community Action Agency, addressing poverty with programming to prevent adolescent pregnancy and provide students opportunities for success, serving 350 teens annually in our Teen Up program.
- Our school social workers work closely with school staff and faculty to provide supportive services to families in an effort to prevent barriers to learning while promoting school success for children and youth. Also, we have an educational advocate on staff who partners with our three school systems to promote educational achievement and school stability for children who have experienced foster care.
- To underscore the importance of fathers in the lives of their children, our agency is participating in a Fatherhood Project with NC Prevent Child Abuse.
- We are partnering with the Children's Home Society in Family Finders, a national effort to locate long-term connections for older children in foster care.
- The Duke Endowment, through generous support and research, continues sponsorship of the Child Wellbeing Project, providing supportive services to children after they leave foster care.



## Grant Assists Families

Catawba County Social Services, in partnership with Catawba County Schools, received a \$100,000 grant from the Children's Trust Fund (through the NC Division of Social Services) to prevent child abuse and neglect.

This grant will provide outreach and case management services to 75+ families.

The primary focus will be on serving families with children birth to five years of age and/or families with identified substance abuse and/or domestic violence histories.

Another focus of the grant is to link families with evidence-based early intervention services. The grant also funds a part-time family resource educator position with Early Head Start.

## Family NET

Family NET is our accredited Critical Access Behavioral Health Agency, which is integrated with our child welfare division and provides mental health services for children in Catawba County.

To increase resiliency, improve social and emotional wellbeing, and to support recovery of children exposed to trauma, Family NET offers trauma informed mental health services to children and families.

Through the use of evidence-based practices and development of clinical expertise, more than 550 children/

adolescents receiving therapeutic services showed improvement in behavior, mental health symptoms, and/or academic progress in FY 2011-12.

78 children/adolescents received mental health in-home services to assist the family in improving family functioning and prevent child out-of-home placement in FY 2011-12.

To promote community safety and enhance the potential for youth in our community, Family NET provides psychological testing, mental health services, and substance abuse treatment, serving over 200 court-

involved youth in FY 2011-12.

Our therapists offer services to students in 31 schools across our three school districts in Catawba County to promote academic success by serving 514 students in FY 2011-12.

Our Early Childhood Support Team offers childcare centers and other pre-kindergarten settings with assistance in meeting the educational and emotional needs of young children. The team provided assistance to 42 childcare centers, 16 N.C. Pre-K classrooms, and 3 Head Start classrooms.

## Aging Coalition

The Aging Coalition consists of a variety of agencies, including Catawba County Social Services, who serve the elderly residents of this county.

Catawba County's 65+ population grew by 25% between 2000 and 2010 and is projected to grow an additional 62.9% between 2010



and 2030, according to the Western Piedmont Council of Governments. It is the goal of this coalition to make Catawba County a senior-friendly community. Read the complete report at <http://www.catawbacountync.gov/dss/Adult/AgingPlan.pdf>

Read the Aging Plan Data Snapshot at <http://www.catawbacountync.gov/dss/Adult/AgingPlanSnapshot.pdf>

## Children's Agenda

The Children's Agenda Committee has compiled a report highlighting the problems facing children in Catawba County and outlining an ambitious plan to meet those needs. Read the full report at <http://www.catawbacountync.gov/dss/ChildAgendaReport.pdf>.



The county's Children's Data Snapshot is updated annually. Read this report at [http://www.catawbacountync.gov/dss/child\\_data.pdf](http://www.catawbacountync.gov/dss/child_data.pdf).

## Help Us Help Others

*You can help us serve Catawba County's most vulnerable citizens by making a donation or volunteering your time. For more information, go to [www.catawbacountync.gov/dss/HowYouCanHelp.asp](http://www.catawbacountync.gov/dss/HowYouCanHelp.asp) or call one of the numbers below.*

### The McLeod Adult Services Fund

828-695-5609

This fund helps senior and disabled citizens obtain needed items/services to enhance quality of life and increase independence.

### The Backpack Program

828-695-5648

This program relies on community donations and volunteers to provide weekend meals during the school year for children who may be facing food insecurity.

### Children's Book Station

828-695-5651

New or gently used children's books may be donated to be placed in the Food Assistance lobby. Children are invited to read the books, and take a book home with them.

### Erlene Sigmon Fund

828-465-9297

This fund assists children in emergency situations who are involved with Child Protective Services.

### Foster Children's Expense Fund

828-695-4536

Donations provide children in foster care with the extras that make life

memorable, such as school pictures, band instruments and Christmas gifts.

### Gretchen Peed Scholarship Fund

828-695-4536

This fund provides scholarships for children in foster care who wish to attend college.

### Senior Nutrition Services

828-695-6510

Volunteers and donations are needed for Meals on Wheels, Seniors Morning Out and related programs.

### LINKS

828-695-4546

If you love working with teenagers, witnessing personal growth, and having fun working in a group, consider volunteering with LINKS of Catawba County, an independent living skills development program.

### Nurturing Programs

828-695-4431

This program allows you to support parent education efforts through group facilitation, childcare assistance or product donations.

### Teen Up

828-695-4418

Volunteers and donations are needed for this program, which helps teenagers cope with the challenges of adolescence through fun and service-oriented activities.

Scan to give

