



Measuring Outcomes: Continuous Focus



When our agency began the “Family Focus Initiative” three years ago, the intent was to more effectively gauge the impact of our services and programs on families and individuals. My hope was to create in staff an awareness that what they do everyday impacts the overall well-being and success of our clients in measurable ways. And, we also hoped to engender greater attention to how we serve all customers – our internal customers, our staff, and our external customers – clients, partners, public officials, and the public at large. I continue to believe that a sharp focus on customer service will ultimately

lead to better processes to provide families with the help needed to improve their lives. In the end, the measure of success of the public’s investment is found in our results. Our Results Based Accountability indicators show some positives at this point, as indicated in this report.

The real benefit of our outcomes focus is yet to be seen. Developing an organizational culture that seeks higher goals and greater client focus is a continuous process that, if sustained, will continually create the opportunity for better results. By holding ourselves accountable for results, we will refine our capacity to be of greater service, and become even more adept at helping people achieve more safe, stable, and

healthy lives.

As I leave at the end of June to join the ranks of the retired, I will take with me a sense of pride at how staff have responded to the challenge to achieve their full potential. It has been a real honor to be a part of an agency that has taken on the challenge of holding itself more accountable to all its customers and stakeholders.

Despite the challenges faced at the moment from shrinking resources, the best is yet ahead, and is attainable if we focus on our mission to serve and serve well. Best wishes as you continue to do this critical community work.

Sammy R. Haithcock
Director

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560-8038

DSS Customers are Healthy

Providing access to health care coverage and connecting our Medicaid enrollees with a managed care provider are the primary ways that our agency works to ensure our customers are healthy. According to the NC Institute of Medicine, there are 45,000 uninsured residents in Durham, representing 19.3% of our community. Those numbers would be even higher if it were not for the **37,022 Medicaid and Health Choice recipients** in Durham as of March 1, 2009.

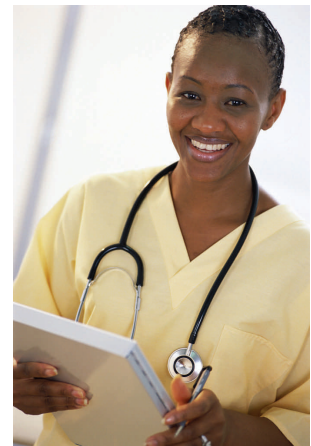
We track our enrollment data from reports from

the NC Division of Medical Assistance. For outreach, we maintain our own data.

We make sure that clients get re-enrolled as scheduled by mailing reminder notices and using an automated phone system to remind clients to return needed documents to the agency. We have staff located at our major hospitals - Durham Regional and Duke University Medical Center - and at Lincoln Community Health Center, who take Medicaid and Health Choice applications on

site. Applications can also be downloaded from the DSS website and mailed to the agency. Anyone may request a mail-in application to avoid a lengthy visit at our office. Application processing times begin the day in which a completed application is received.

Working with our partners at the Durham Community Health Network, we work to connect all Medicaid recipients to a primary care provider and provide managed care to prevent trips to the emergency room.



What are Medicaid and Health Choice?

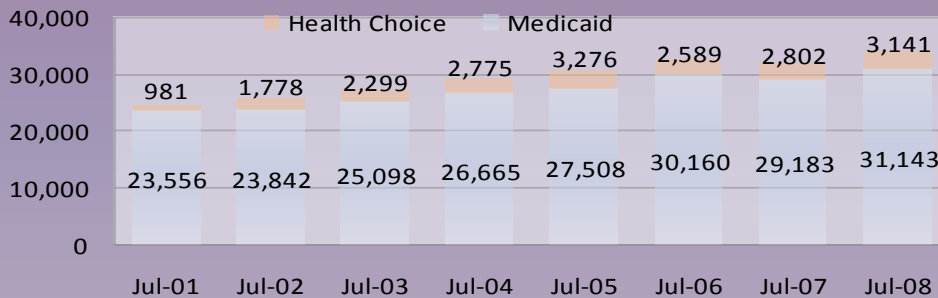
Medicaid provides medical coverage, based on income and assets, for families with children and adults 65 and older or disabled (including Long Term Care).

Health Choice for Children is North Carolina's version of the State Children's Health Insurance Program (SCHIP) for children in families up to 200% of the Federal Poverty Level.

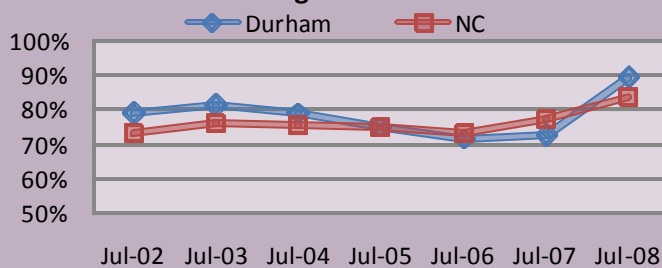
For families with children call 560-8754, 560-8786 or 560-8769.

For Adult Medicaid call 560-8770, 560-8376 or 560-8793.

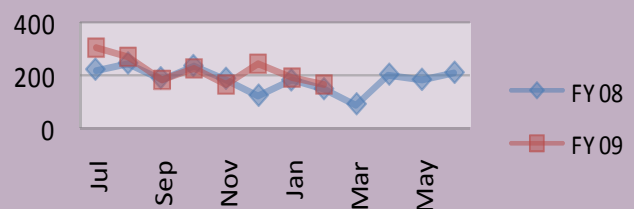
Medicaid & Health Choices Cases



% of Medicaid Eligibles Enrolled in Managed Care



Medicaid Applications from Outreach Partners



DSS Customers are Self-Sufficient

Participation in work activities, and the number of adults entering employment are our primary measures for self-sufficiency in the Work First (WF) program.

Durham County has historically far surpassed state goals. Work First helped 189 customers enter employment in FY08 compared to a goal of 56. DSS is on track for 90 to enter employment this year.

The State goal for the work activity Participation Rate for All Parent Households (for

children who live in a household with a parent) is 50%. Durham County came very close to that goal in FY 2008 with an average rate of 49.18%. In FY 2009 our average to date is 45.28%.

The recession is affecting Work First. For the first time the caseload is rising. The parent caseload (those required to go to work) for Work First has increased by 71% from July 1 to February 28 (from 62 to 106). The Child Only cases have fluctuated month-to-month but have remained

consistent with an average of 541 for the year so far as compared to an average of 566 the previous year.

In addition, the number of clients entering employment have sharply reduced so far this year as it has for similar-sized counties.

Work First staff are piloting changes in work processes and plan to increase the number of home visits to provide stronger support for families as they search for employment. Many clients who apply for Work First have barriers: mental illness, substance abuse (active or history), felony convictions, domestic violence, physical limitations. All these hinder some of our clients in finding jobs and being successful. Work First staff address these barriers to help clients become self-sufficient.



Work First/TANF

The Temporary Assistance for Needy Families (TANF) block grant funds the Work First Program (WF). WF Cash Assistance provides temporary financial and employment assistance to promote self-sufficiency for primary caretakers of children under 18 who meet income and resource guidelines.

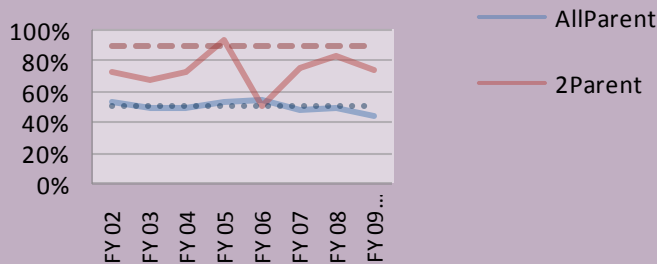
The WF Employment Program provides services for Cash Assistance recipients to obtain and retain a job. Social workers coordinate services with the Employment Security Commission and other local agencies to find jobs.

Call 560-8347 or 560-8350.

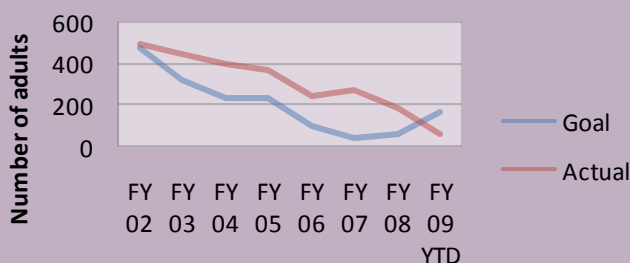
Got Jobs?

Tax credits are available to employers that hire Work First recipients! Employers interested in providing a job, call 560-8332 for more information.

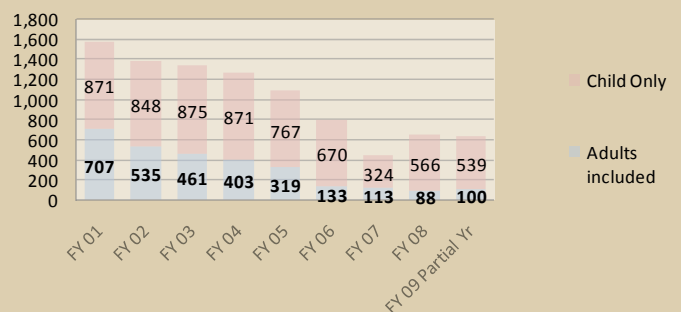
Meeting State Goal for Work Activity Participation Rates



Adults Entering Employment



Work First Cases (Avg Cases Per Year)



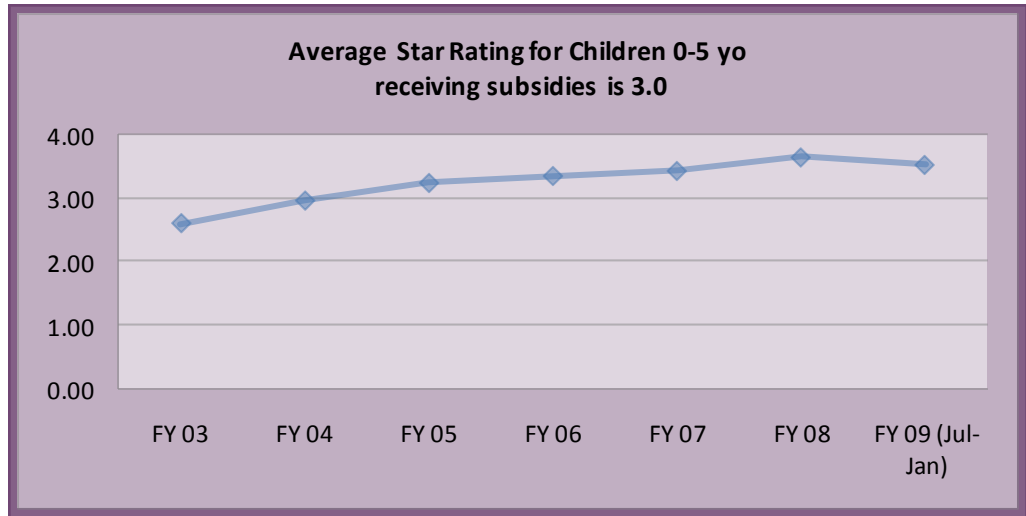


Durham's Alliance for Child Care Access (DACCA)

DACCA provides subsidized quality child care for low income families. Located at the Jim and Carolyn Hunt Early Child Care Resource Center at 1201 Briggs Avenue, DACCA staff take applications for subsidized child care and connect families with resources to help them select the highest possible quality care.

DACCA is a collaborative of the Department of Social Services, Child Care Services Association, Durham's Partnership for Children and Operation Breakthrough.

Children are Ready for & Succeeding in School



Quality child care is essential to school success. Science now tells us that childhood experiences affect a child's brain and lay the foundation for a child's future.

Therefore, we measure the percentage of children receiving subsidized care who are in regulated child care settings and the quality ratings for the child care placements for children

receiving subsidized care. Our goal is that 95% of children ages 0-5 be placed in a regulated child care setting. We have consistently exceeded this goal and are on track for nearly 100% of children to be in a regulated setting meeting state standards.

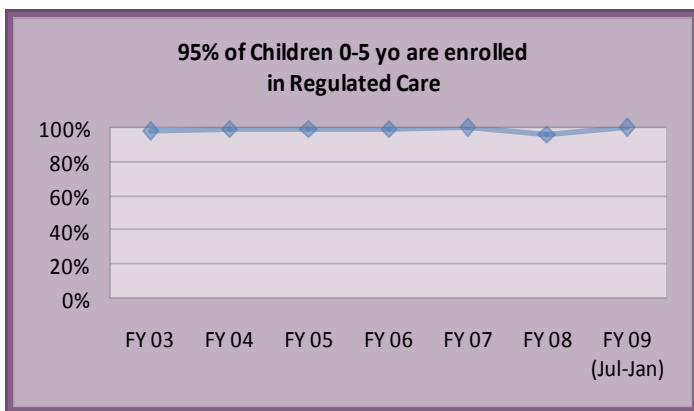
DACCA also aims for the average star rating for the placements for children receiving subsidy be at least 3-stars. We are on track to exceed this goal for five consecutive years.

We are able to achieve these goals thanks to the strong collaboration of the DACCA partners. In addition, we make all initial placements for subsidy with Smart Start funds for the first month, which requires

placement in centers or homes with 3-star or higher ratings.

We also provide training and technical assistance to the approximately 500 child care providers that contract with DACCA to provide subsidized care.

This year DACCA will distribute approximately \$20 million in child care subsidies to nearly 500 child care providers in Durham County to help parents go to work while ensuring that their children are in nurturing and safe environments.





DSS Customers are Safe and Stable

In Child Protective Services we measure the percentage of children that experience repeat maltreatment, the percentage of children who are placed in a kinship care arrangement that subsequently enter DSS custody within 12 months and the probability of placement by race and ethnicity.

We monitor the repeat maltreatment rate and probability of placement data from the NC Child Welfare Website. Kinship care data comes from our GAP Report.

We aim for children known to child welfare to not experience repeat maltreatment after we have intervened to help their families. In Durham, our repeat maltreatment rate has been just above our goal in the last few data reporting periods.

We have had good results keeping children out of DSS custody by placing them with kin through our Guardianship Assistance Program (GAP), which provides limited financial support to kin that assume custody. In the second year of the GAP program, we are seeing a significant

reduction in children coming into our custody. This is good for the children and saves taxpayers' money in foster care payments and other public assistance, such as Medicaid.

We aim to reduce the disproportionate number of African-American children that enter our custody. We monitor our placement rate by race and ethnicity to keep us focused on this goal.

Reporting Child Abuse and Neglect

You can make an anonymous report by calling, writing, or visiting the Durham County Department of Social Services at 220 E. Main St., 919-560-8424. After hours, you should call 911.

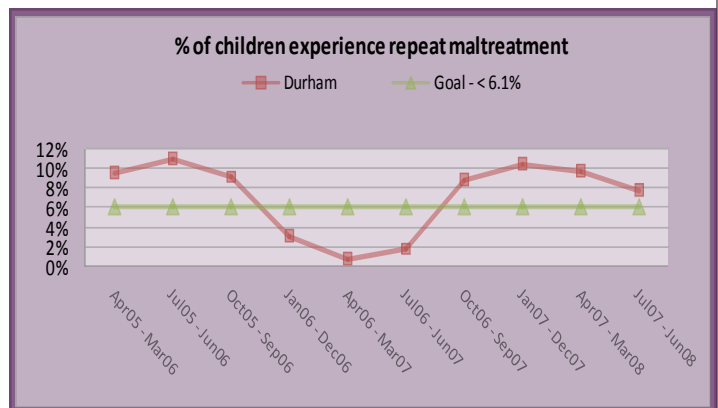
To learn more about how to recognize signs of abuse and neglect, go to www.durhamcountync.gov/dssv and click on "Child Protective Services."

What is Child Maltreatment?

Child maltreatment is defined as a non-accidental injury or pattern of injuries to a child inflicted by a parent or caretaker. Child abuse includes non-accidental Physical Abuse, Sexual Abuse or Emotional Abuse.

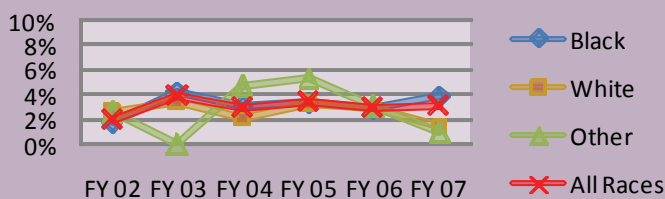
Child neglect can be defined as any serious disregard for a juvenile's supervision, care, or discipline.

For more information go to www.durhamcountync.gov/dssv and click on "Child Protective Services."

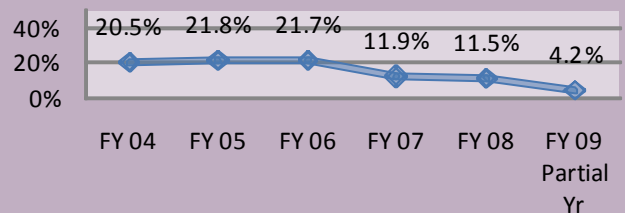


The probability of placement into custody within 360 days of initial assessment is equal among races and ethnicities

(FY 08 data is not available until FY 10)



% of children placed in an approved kinship caretaker arrangement enter custody within 12 months



DSS Customers Report Receiving Excellent Customer Service



We want our customers to report that they are treated with courtesy and respect by our staff. Customer service survey results indicate that **more than 90% of customers were treated with respect and courtesy by our staff.**

In our Medicaid, Child

Care and Work First programs, we also measure how long it takes to process an application. In Child Protective Services, we monitor how long it takes to initiate an assessment or investigation.

DSS must process 90% of Health Choice, Medicaid

and Work First Cash Assistance applications within 45 days, and 90 days for Medicaid Disability applications. Cases are reviewed every 6–12 months. 97% of those reviews must be completed timely.

Child Care subsidy applications must be processed within 30 days. Cases are reviewed annually and must be completed timely.

Child Protective Services (CPS) Investigations should be initiated within 24 hours and completed within 30 days.

Family Assessments should be initiated within 72 hours and completed within 45 days.

We are meeting and exceeding most of these targets. As caseloads grow as a result of the recession with no increase in staff, we are challenged to continue to meet these targets. We will continue to monitor these indicators and develop new ways to meet the growing demand for services.

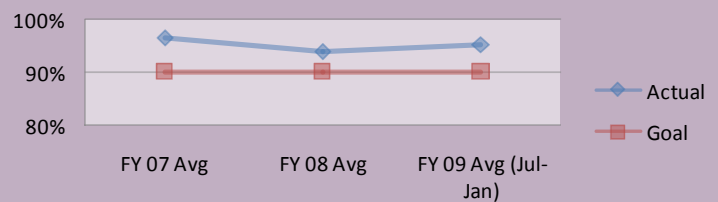
Medicaid accepts applications by mail and in person. Applications are on the DSS web site, at DSS office locations, and hospitals, Durham libraries, and at partner agencies. Customers may call DSS at 560-8000 for an application.

You may apply in person at 300 N. Duke St between 7:30 AM—5:30 PM. Applicants should expect to wait 20-40 minutes to see a case worker, and a 60 minute interview.

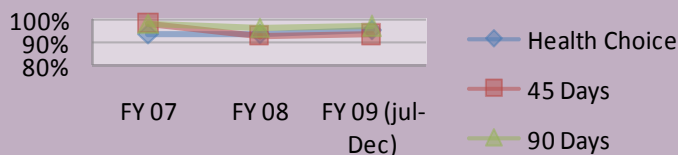
Work First Cash Assistance applications must be made in person at 300 N Duke St. Applicants can expect a 25 minute wait and a 2-3 hour assessment and application interview.

Child Care subsidy is available at Durham’s Alliance for Child Care Access (DACCA) at the Jim and Carolyn Hunt Child Care Resource Center at 1201 S. Briggs Avenue. Business hours are 7:30 AM - 5:30 PM.

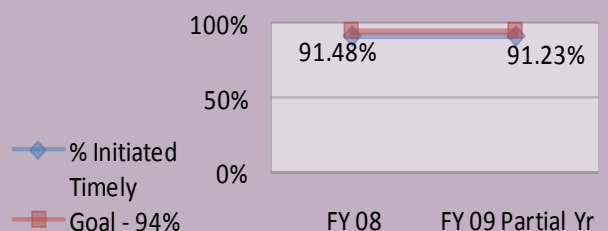
% of Work First Applications Processed within 45 days



% of Medicaid and Health Choice Applications are Processed Within State Time Frames



% of CPS Investigations are Initiated Timely (Immediately to 24 Hours)



Durham County Social Services

220 E. Main St. (Child Welfare, Child Support & Adult Services)

300 N. Duke St. (Public Assistance & Crisis Services)
1201 S. Briggs Ave., Suite 101 (Child Care)

Phone: 919-560-8000 (English & Spanish)

email: dss@durhamcountync.gov

Investing in Human Capital



Durham
Social Services

Neighbors Helping Neighbors
Since 1918



We're on Facebook because everyone needs a little help from their friends! Search for Durham County Department of Social Services on Facebook and get connected.

Vision

A community where families achieve well-being.

Mission

Partnering with families and communities in achieving well-being through prosperity, permanence, safety and support.

Upcoming DSS Events

April is Child Abuse Prevention Month!

April 23 – ***A Good Parent Is*** Art Contest, North Durham Branch Library, 221 Milton Road

April 29 – **DSS Partnership Series Workshop: Child Welfare and Child Care**, Room 609, Main St. DSS

April 30 – **Child Abuse Prevention Walk**

May is Foster Care and Older Americans Month!

May 2 – Foster Care ***Walk for the Children***

May 7 – **Foster Parent's Banquet**, Searle Center, Duke University, 100 Bryan Circle Drive

May 21—**Celebration of Life**, St. Phillips' Episcopal Church

Call 560-8059 for more information.

Contact Us

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Foster Care and Adoption:

Jovetta Whitfield, 560-8467

Adult Services & Emergency Assistance:

Bob Wallace, 560-8600

Community Initiatives:

Carol Hunt, 560-8124

Assistant Director for Family Economic Independence:

Rhonda Stevens
919-560-8338

Child Support:

Mary Flounoy, 560-8980

Durham's Alliance for Child Care Access (DACCA):

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Food & Nutrition Services:

Pinkie Davis-Boyd, 560-8761

Medicaid:

Cynthia Cason, 560-8740

Work First:

John Myklebust, 560-8331

