



Investing in Human Capital

Durham County DSS has launched an ambitious effort to track our Results Based Accountability indicators and report them to the community. Throughout this year, we have shared our indicators of success in quarterly reports. This Annual Report provides a snapshot of agency-wide indicators of our progress in reaching our major goals.

This report shares our results for the fiscal year from July 2007—June 2008. While it was a challenging year for many of the families we serve, the six months since that time have been extremely difficult because of our nation's economic situation. Economic downturns tend to hit low income families first, hardest and longest. We are experiencing that now at our agency.

This economic challenge reminds us how important our **Investing in Human Capital** theme is. The work at DSS is our community's collective investment in the economic and social well being of the people of Durham. Throughout this report, we share how we are making investments in our community—and our initial returns on those investments. You'll also find ways that you can support us in our work because partnership is at the heart of our mission.

Thank you for the opportunity to serve Durham's families.
We are truly an agency of neighbors helping neighbors.



Sammy R. Haithcock, Director



Gladys Dunston, Chair

Durham County Social Services Board



Gladys Dunston,
Chair



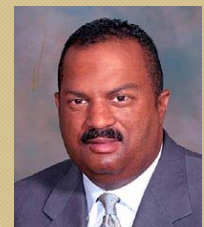
Newman Aguiar,
Vice-Chair



Stan Holt



Gloria Green



Commissioner
Michael Page



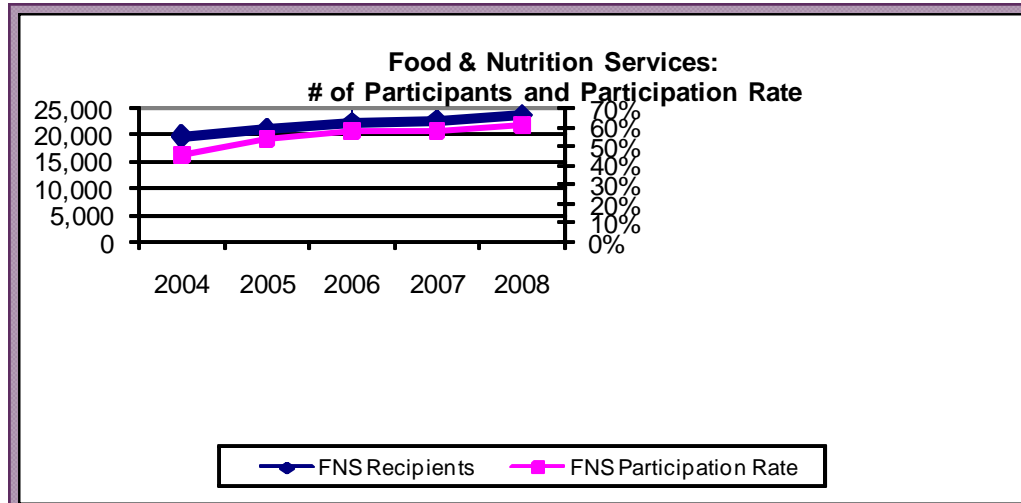
Result: DSS Customers are Healthy

Indicator 1: Increase the participation rate of potentially eligible Food Assistance (Food Stamps) households who receive Food Assistance to 62%.

At the end of the 2008 Fiscal Year, there were **23,458 individuals** benefitting from the Food and Nutrition Services Program, representing 60.08% of those potentially eligible. This is an increase of 4% since June 2007.

Putting Food on the Table in FY08:

11,240 Avg. Monthly Households
 24,894 Avg. Monthly Individual Recipients
 \$214.22 Avg. Monthly Payment per Household
\$28,893,578 Total Value of Food Assistance Issued



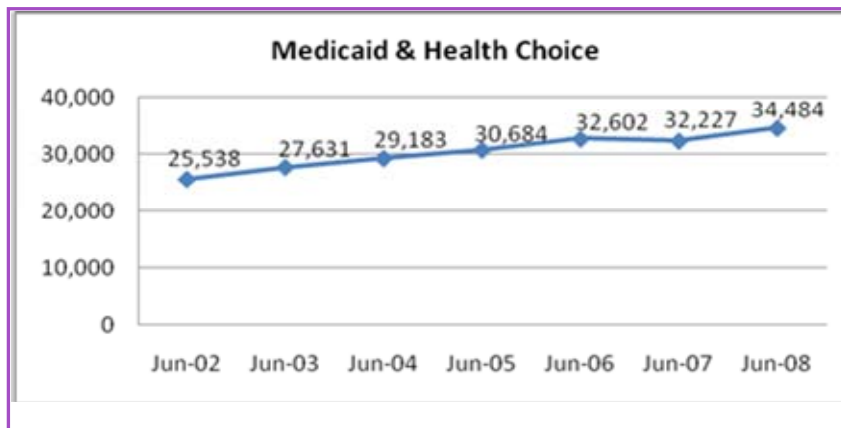
Indicator 2: The number of individuals enrolled in Medicaid and NC Health Choice for Children will increase.

30,129 individuals on average each month received Medicaid in FY08 and another 2,907 children on average were enrolled in NC Health Choice for Children. The number of individuals enrolled in Medicaid and NC Health Choice rose from 32,227 in June 2007 to 34,192 in June 2008 — an increase of 6%. Since that time, from July—November 2008, the caseload has increased another 7.2%.

Providing Access to Health Care

17.4% of Durham residents were uninsured in 2005 (38,185 residents ages 0-64 years old)

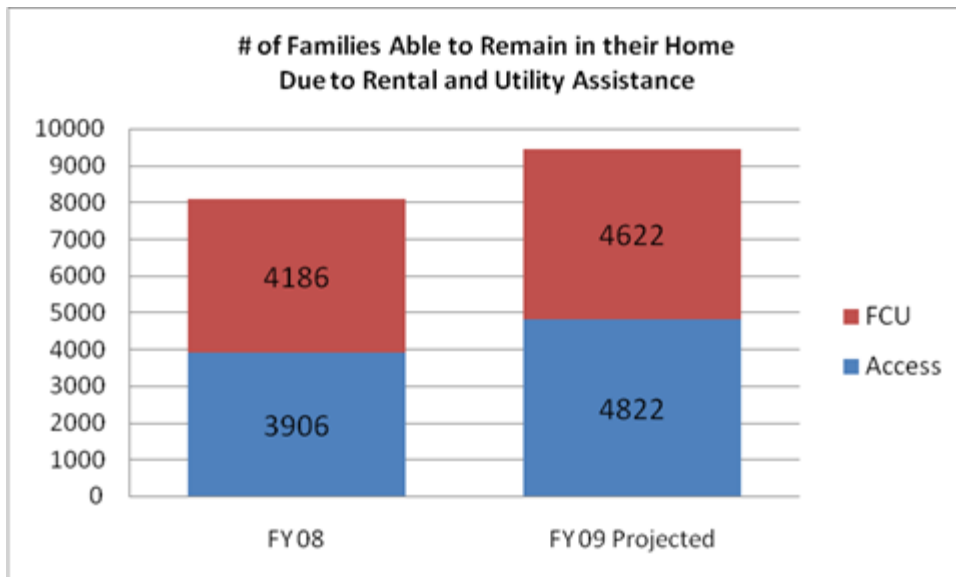
\$264,447,850 expended for Medicaid in FY08. These funds pay health care providers, pharmacies and medical care facilities.



Result: DSS Customers are Safe & Stable

Indicator 1: # of people remaining in their home due to rental and utility assistance.

Helping to pay rent and utilities helps to keep families in their homes, preventing homelessness. The Family Crisis Unit and Adult Access provided this direct assistance to 8,000 families in FY08.



of Unduplicated Families Requesting Emergency Assistance

FY 05 6308
 FY 06 6144
 FY 07 6688
 FY 08 6579

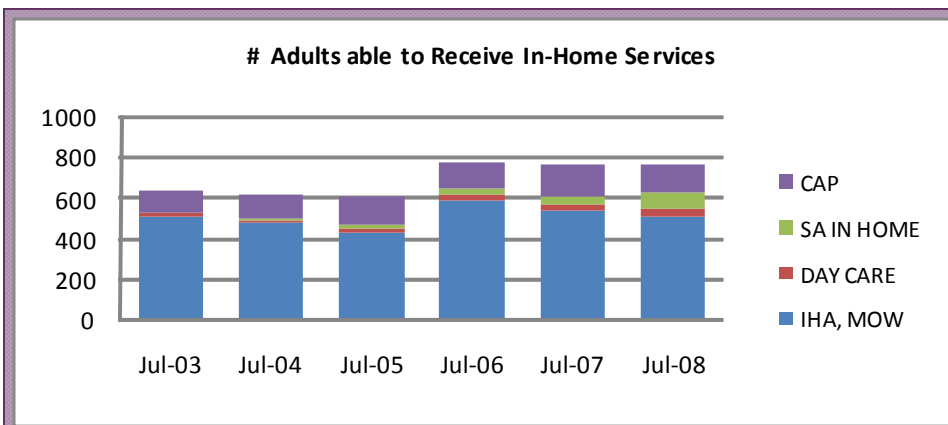
* Some families receive more than one service, explaining the difference in the chart to the left.

Indicator 2: Adults remain in their community

Through the Community Alternatives Program, State/County Special Assistance In-Home services, Adult Day Care, In-Home Aides and Meals on Wheels, nearly 800 of our elderly and disabled adults are able to remain in their homes with support and out of more expensive institutional care.

of Adult Protective Services Reports and Evaluations

	Reps	Evals
FY 05	342	136
FY 06	273	108
FY 07	332	136
FY 08	319	155



Result: DSS Customers are Safe & Stable

Indicator 3: % of abused, neglected and dependent children are not repeat victims

The rate of repeat substantiation of abuse neglect or dependency is extraordinarily low in Durham County.



<u>Review Period</u>	<u>Repeat Substantiation Rate</u>
Jul 2005 – Jun 2006	6.33% (as of Sep 30, 2006)
Jul 2006 – Jun 2007	0.00% (as of Sep 30, 2007)
Jul 2007 – Jun 2008	1.58% (as of Sep 30, 2008)

Indicator 4: % of children in foster care are not maltreated

Durham County has had no reports of children in foster care being maltreated in more than three years.

<u>Review Period</u>	<u>Substantiation Rate</u>
Jul 2005 – Jun 2006	0.00% (as of Sep 30, 2006)
Jul 2006 – Jun 2007	0.00% (as of Sep 30, 2007)
Jul 2007 – Jun 2008	0.00% (as of Sep 30, 2008)

Do you have love in your heart and room in your home? Become a Licensed Foster or Adoptive Parent

More foster families are needed to reach our goal of one licensed foster parent for every two foster children. There are currently 244 children in foster care in Durham County and we have 84 licensed foster homes. We need 122 licensed homes to meet our goal.

Please consider whether your family has the love in your hearts and room in your home! Call **560-8092** for more information and to learn about the training and licensure process.

Child Protective Services Reports and Investigations/ Assessments

	<u>Rep</u>	<u>Invest/Assess</u>
FY 05	2579	1530
FY 06	2658	1639
FY 07	2605	1336
FY 08	2523	1722

of children in foster care (unduplicated)

FY 05	329
FY 06	364
FY 07	360
FY 08	NA

in custody per capita

	Durham	NC
FY 05	5.7	8.0
FY 06	6.2	8.2
FY 07	NA	NA

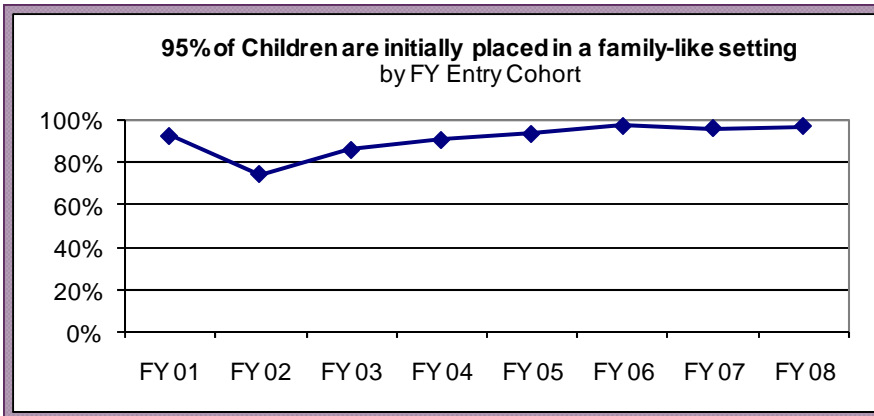


Result: DSS Customers are Safe & Stable



Indicator 5: 95% of foster children are initially placed in a family-like setting

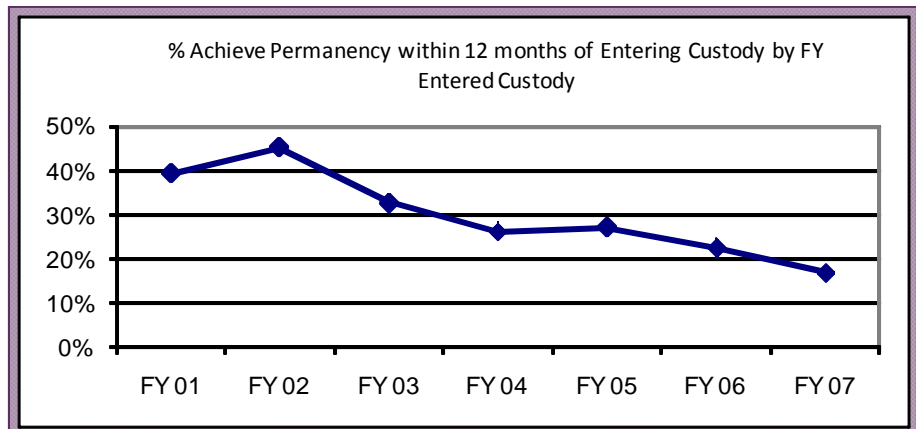
In FY08 **97%** of children were initially placed in family-like settings.



30 adoptions were finalized for children in foster care – double the state goal of 15 adoptions.

Indicator 6: Increase the percentage of children in custody who achieve permanency within 12 months.

We work to prevent children from coming into custody by engaging strong community supports for families and we use the Guardianship Assistance Program to give financial support to relative caregivers. Therefore the children that do come into care often have multiple barriers to achieving permanency in one year.



DSS contracts with The Volunteer Center to provide mentors for teens and Friendly Visitors for our elderly clients. In addition, special projects, including Back to School Backpacks and Share Your Christmas depend on community volunteers. To learn how you can help, call Tasha Melvin at 688-8977 or go to www.thevolunteercenter.org.

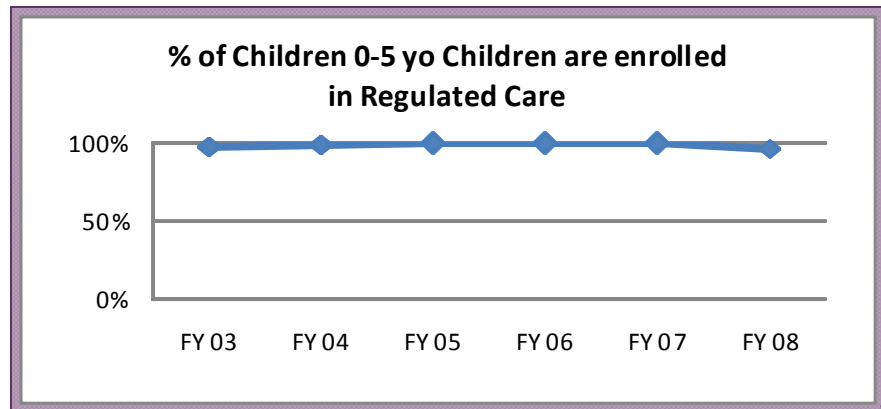


Result: Children Served by DSS are Ready for & Succeeding in School

Indicator 1: 95% of children 0-5 receiving subsidized child care are in centers or homes with 3-star or higher quality ratings.

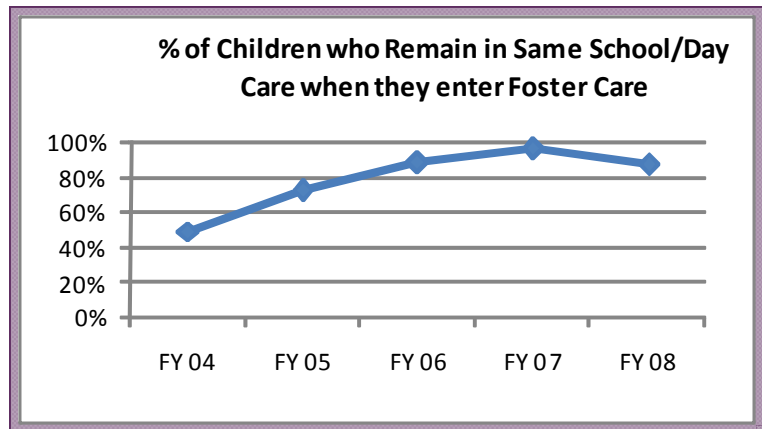
96% of children receiving subsidized child care are in centers or homes with 3-star or higher quality ratings

Quality, stable care—in child care, school, and foster care—is the foundation for school success.



Indicator 2: Percentage of foster care children that remain in their same school or day care

90% of children entering foster care remained in their same school or day care, providing stability that promotes school success



Indicator 3: Increase the percentage of children in foster care and Adolescent Parenting participants that graduate from high school

100% of high school students in the Adolescent Parenting Program and LINKS (youth in foster care) graduated from high school in FY08. In addition, **80%** of students in Truancy Court that received support from DSS school-based social workers at Hillside High School, Southern High School, Neal Middle School and Lowes Grove Middle School were promoted to the next grade.

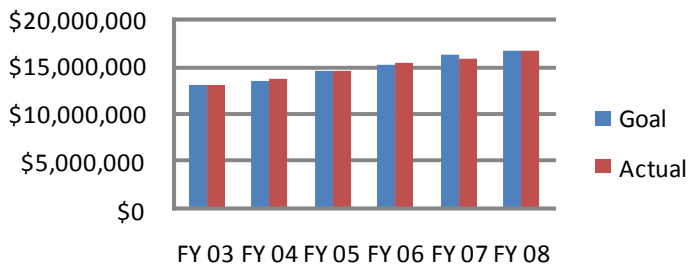
Result: DSS Customers are Self-Sufficient

Indicator 1: Meet State goal to collect \$16,614,186 in child support payments.

In FY08 \$16,609,737 was collected, just \$4,459 short of our goal. This collection amount is an all-time record high. Durham's collection rate exceeded the statewide rate.



Child Support Collections

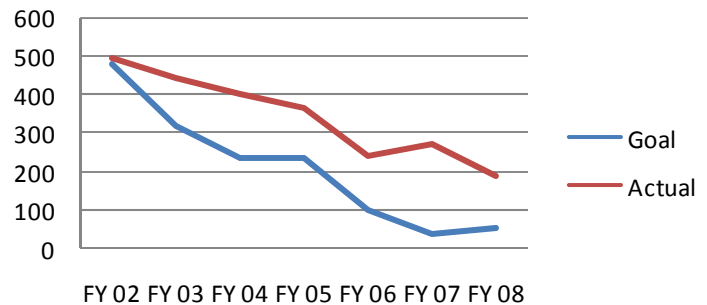


In June 2008 there were 647 Work First cash assistance cases, 76 of which included adults with a work requirement; the other 571 are child-only cases. The Work First caseload has declined substantially since welfare reform was enacted in 1995 in North Carolina. As the overall caseload has declined under welfare reform, our goals have reduced accordingly — and we continue to exceed them.

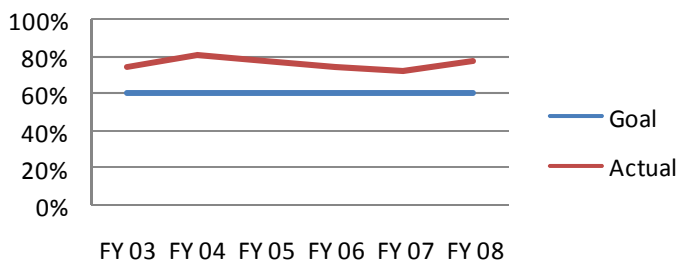
Indicator 2: Meet the State Goal for the number of Work First clients entering employment

The State goal in FY08 was 56 clients. Durham DSS placed 189 clients in jobs.

Number of Adults Entering Employment



Percent of Work First Clients Remaining Employed After 6 Months



Indicator 3: 60% of Work First participants will be employed for six months after leaving Work First

78.45% of participants remained employed six months after leaving Work First in FY08. In addition **96.5%** of Work First clients stayed off welfare after going to work in FY08.

Result: DSS Customers Report Receiving Excellent Customer Service

Indicator 1: Ratings on customer satisfaction surveys of DSS clients, employees, community partners will be above 90%.

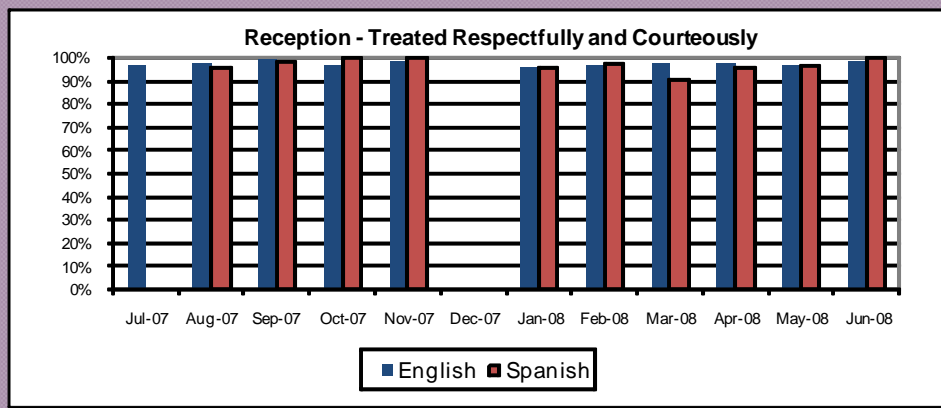
Our satisfaction rating in FY08 averaged **93%** for clients reporting that they are treated with courtesy and respect.



Community Feedback

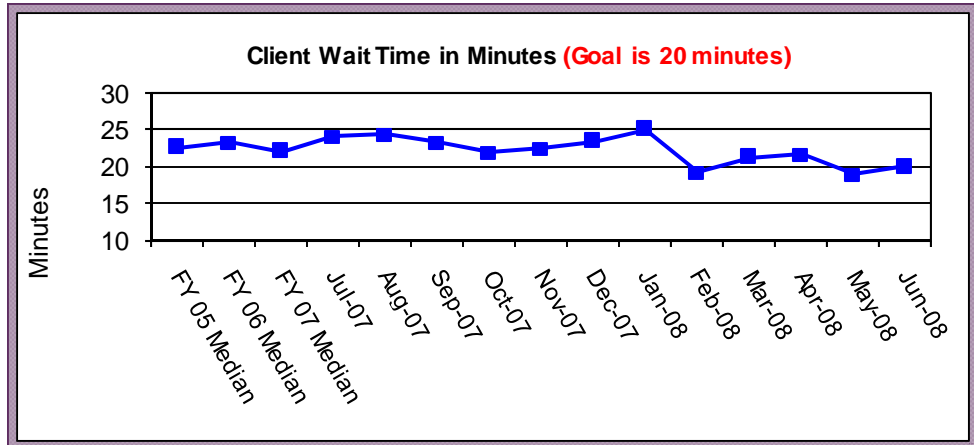
We value feedback from our clients and partners. Customer satisfaction surveys are distributed to every client at reception.

This year, the agency is forming a "Friends of DSS" group to provide ongoing feedback and support. If you are interested in participating, call Sharon Hirsch at 560-8059.



Indicator 2: Average wait time to see a customer is less than 20 minutes.

While our goal was not always met, wait time never averaged more than 25 minutes agency-wide. This is particularly impressive given caseload increases in public assistance.



Indicator 3: Average processing time to complete an application, investigation, or perform work processes meets state goals.

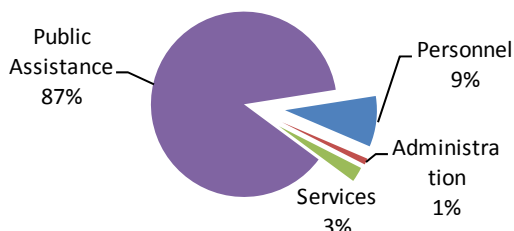
We exceeded all state goals for processing applications timely for Food and Nutrition Services, Medicaid and Work First

Staff earned a **100% Accuracy Rate in Food and Nutrition Services** (Food Stamps) while managing a significant increase in caseload (up 110% since 2001).

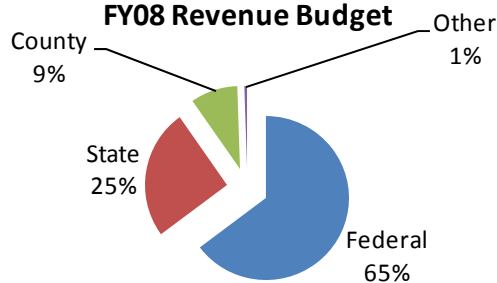
Agency Budget—FY07-08

FY07-08 Actual Expenditures: \$354,491,502.92 and Actual Revenue Collected: \$326,342,254.07. County Taxpayers contributed \$28,149,249.

FY08 Expense Budget



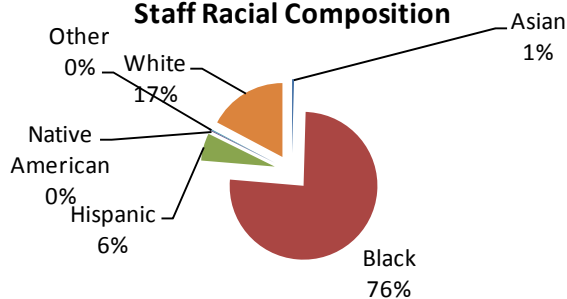
FY08 Revenue Budget



Agency Staff: *Neighbors Helping Neighbors*

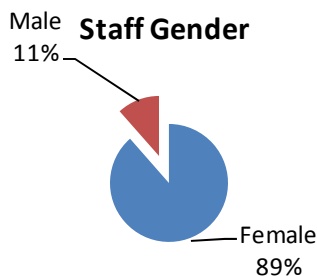
We employ a diverse, well-educated, professional staff dedicated to providing excellent service to our neighbors in need. In December 2008 we had 485 Full Time Equivalent positions in the agency, ranging from Processing Assistants to Child Support Agents, Income Maintenance Caseworkers, Social Workers, Trainers and Administrators.

Staff Racial Composition

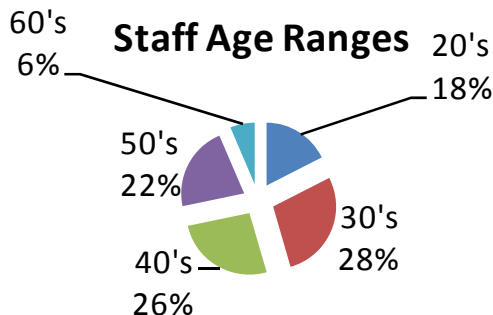


DSS currently employs 31 bilingual Spanish speaking employees. In Medicaid, the program with the greatest number of Latino clients, we grew from 3 in 2007 to 8 bilingual staff in 2008.

Staff Gender



Staff Age Ranges

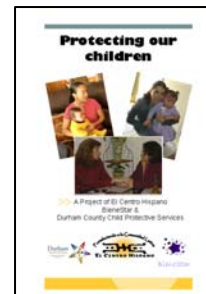




Spotlight: Reaching Out to Our Latino Neighbors

Durham County DSS contracts with the NC Latino Coalition to provide Latino Ombudsman Services. In addition, the agency has implemented a comprehensive Language Assistance Plan, as required by Title VI of the Civil Rights Act. This plan is audited yearly to help us improve our service delivery. Among the highlights of our work to reach our Spanish-speaking neighbors:

- All staff members who work at our Duke Street office reception desk are bilingual and we also have Spanish speaking staff at our call center at 560-8000.
- Simple Spanish Language educational materials have been developed or translated (over 70 local forms have been translated in the last two years) to educate the Latino community and inform them about DSS programs, services and eligibility requirements:



Program	What services do they provide?	Who is eligible?	Where and when can I apply?
Family & Children Medicaid & Health Check-Up	Health care services	Family with children who qualify based on income	Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.
Food Stamp	Provides monthly assistance for families and individuals to buy food	Individuals in families that apply or based on income & assets	Eligible: Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.
Emergency Assistance	Helps paying for rent and utilities that are past due, medical bills, burial expenses and fuel permits for medical appointments	Individuals in families that apply or based on income	Eligible: Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.
Dispute Resolution (DRAC)	Provides free dispute resolution with child care facilities to help pay for the cost of daycare	Parents with children between the ages of 3 and 5 3 years of age who are attending an early care program	Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.
Work First	Provides temporary financial and employment assistance in order to promote self-sufficiency	Family with children under 18 Eligible based on income & assets	Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.
Child Support Services	Locates absent parents, establishes paternity, collects child support (Child First recipients apply with ID#19)	Anyone with legal custody may apply. There is no charge to set up a case up to \$25	Call 560-8000 100 N. Duke St. You can apply in person at: Call 560-8000 100 N. Duke St.



- Information about DSS programs and services is displayed on a monitor in the lobbies in both languages.
- Spanish language newspapers, *Que pasa?* And *La Conexión* are distributed in our lobbies .
- Monthly information bulletin boards are displayed in all three lobbies with accompanying brochures. Topics have included: Parenting, Childcare, Elderly care and Domestic Violence.

Awards & Achievements

Established in 1918, the Department of Social Services celebrated “**90 Years of Neighbors Helping Neighbors**” throughout 2008. A commemorative graphic was created in partnership with the Durham Convention and Visitors Bureau using the Durham Brand and is now used in agency print materials.



Awards:

The agency received a **Ketner Award** presented by the NC Association of County Commissioners and a **Best Practice Award** from NC Association of County Directors of Social Services for the Guardianship Assistance Program (GAP). GAP, funded by the County Commissioners, provides financial support for relative caregivers who are granted custodial responsibility for children to prevent their placement in foster care. GAP was also featured in *Governing's* Human Services e-newsletter.



Our staff participate in our local chapter of the NC Social Services Association. This group of agency leaders earned three awards from the association this year: **Chapter of the Year**, **Best Practices in Membership Recruitment** and **Best Practices in Community Outreach** for their Personal Hygiene Drive for Durham Public Schools, which netted over \$100,000 worth of personal hygiene products for students.

More than 180 people attended the award-winning **DSS Partnership Series: Investing in Human Capital** workshops in 2008 to learn how to access services.



New Initiatives

Financial literacy classes are being provided to Crisis Services clients to prevent future need for help paying rent or utilities, to connect families to mainstream financial institutions and help families better manage their finances.

An Adult System of Care is being developed to improve service coordination for elderly and disabled adults.

Durham County DSS has three locations to serve the community:

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

300 N. Duke St. (Public Assistance & Crisis Services)

1201 Briggs Avenue, Suite 100 (Child Care)

Phone: 919-560-8000 (English & Spanish)
Email: dss@durhamcountync.gov

Investing in Human Capital



Durham
Social Services
Neighbors Helping Neighbors
Since 1918



Vision

A community where families achieve well-being.

Mission

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

Investing in Human Capital: DSS Partnership Series 2009 Workshops

March 25 Community Based Social Work Programs

April 29 Child Welfare and Child Care

May 20 Adult and Crisis Services

September 24 Work First & Child Support Enforcement

October 21 Food and Nutrition Services & Medicaid

All sessions are from 3- 5 PM at 220 E. Main St. Pre-register at [560-8082](tel:919-560-8082). All are welcome!

Contact Us

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Assistant Director for Accountability & Program Support:

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Foster Care and Adoption:
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Adult Services & Emergency
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Community Initiatives:

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Durham's Alliance for Child
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Medicaid:

Cynthia Cason, 560-8740

Work First:

John Myklebust, 560-8331

