



Improving Results for DSS Families

Welcome to our 5th Quarterly Report on our Results Based Accountability Goals. These goals are consistent with the City-County *Imagine Durham* goals related to the services provided by our Department. We continue to see significant increases in requests for safety net services such as Medical and Financial Assistance. I am very proud of the DSS staff who continue to provide service timely and accurately with a constant eye on good customer service during a time when resources are dwindling.

A fragile economy continues to take a toll on the most vulnerable citizens of Durham County. While unemployment rates remain somewhat stable, low skilled workers face the greatest challenges. If these workers are successful in retaining jobs, salary increases, if any, fail to keep pace with the cost of housing, food, transportation and child care, the essentials for a stable existence in today's society. Simultaneously, we are seeing budget cuts at the federal, state and county levels that further impact the Department's ability to maintain the expected level of service to

the most vulnerable. Regardless of the challenges before us, we will continue to do the very best we can to meet the needs of the most vulnerable.

We are committed to leverage our existing resources to garner more positive and tangible results for our customers. Toward that end, changes have been made in our internal operations and service procurement processes and procedures. For the first time in the history of the Durham County Department of Social Services, all program related services will be purchased via a competitive bidding process. Historically, all contracts have been sole source. We have taken to heart recommendations made as a result of an internal audit of our procurement procedures in 2009. Beginning with the procurement of services for FY 2012, all contracts will be entered into as a result of a Request for Proposal (RFP) process. Internally, a Quality Assurance and Contract monitoring unit has been created. This staffs' primary function is to support staff in error reduction via enhanced



staff support such as training and policy and practice review.

Excellent customer service is a constant for the Department. In pursuit of excellence in this area, we are reviewing our customer satisfaction tracking system to assure results are measured accurately via a consistent process across the Department.

DCDSS has a long history of excellence. Our goal is to exceed our achievements to date while managing all challenges confronting us. We welcome feedback on our RBA results , programs and services provided by the Department. To that end, feel free to contact Sharon Hirsch at 560-8059 to share your comments.

Gerri Robinson
Director

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DSS Customers are Healthy

Providing access to health care coverage and connecting Medicaid enrollees with a managed care provider are the primary ways that our agency works to ensure customers are healthy. According to the 2006 American Community Survey, there were 42,751 uninsured residents in Durham, representing, 14.5% of our community.

Those numbers would be higher if it were not for the **40,264 Medicaid and Health Choice recipients** in Durham as of April 1, 2010.

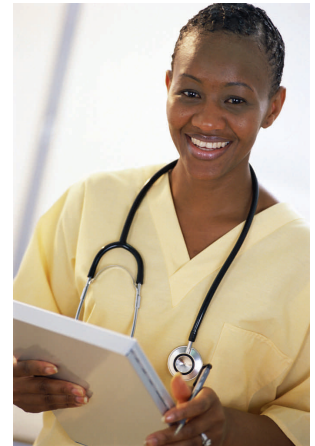
We track our enrollment

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.



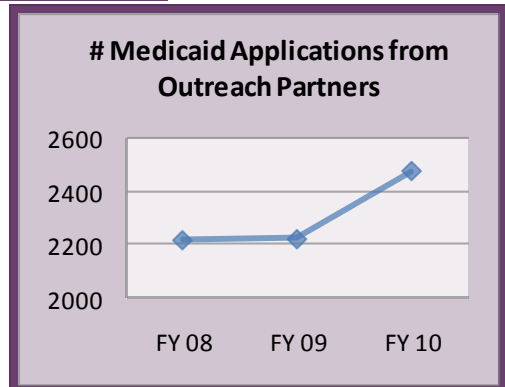
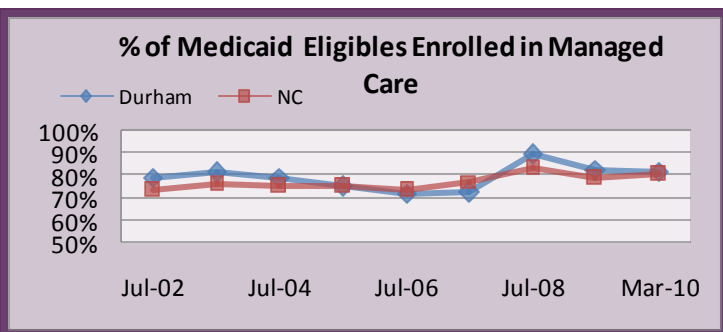
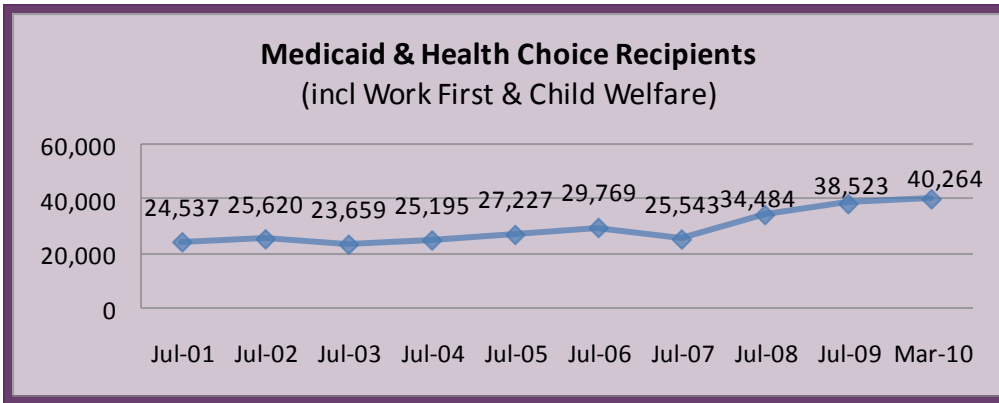
What are Medicaid and Health Choice?

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.



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 95 customers enter employment in FY09 compared to a goal of 165. Through February 106 people have entered 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 is averaging 59.94% so far this fiscal year.

The recession is affecting Work First. The caseload began rising in FY2009. The parent caseload (those required to go to work) for Work First has increased by 26.4% from 106 at the end of FY09 to 134 at the end of March 2010. The Child Only cases have fluctuated month-to-month but have remained consistent with an average of 528 for the year so far as compared to an average of 537 the

previous year.

In addition, the number of clients entering employment have dropped compared to pre-recession years as it has for similar-sized counties.

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.

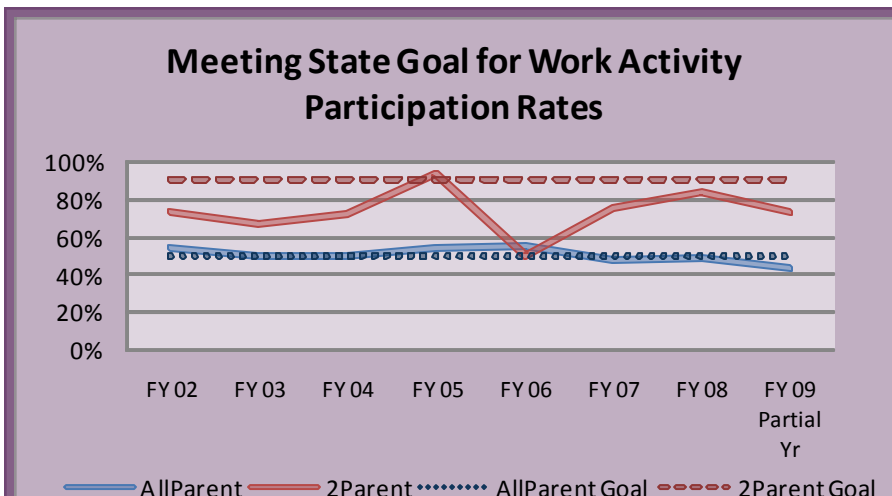


Work First/TANF

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.

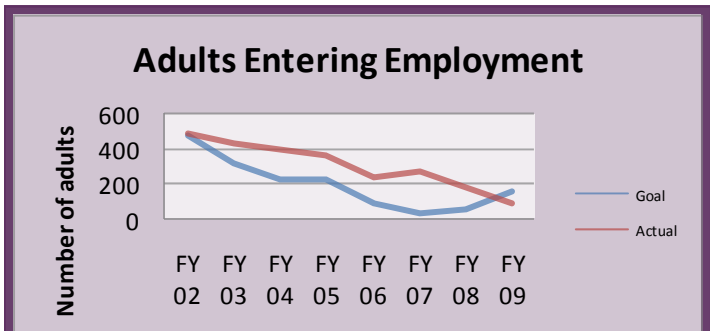
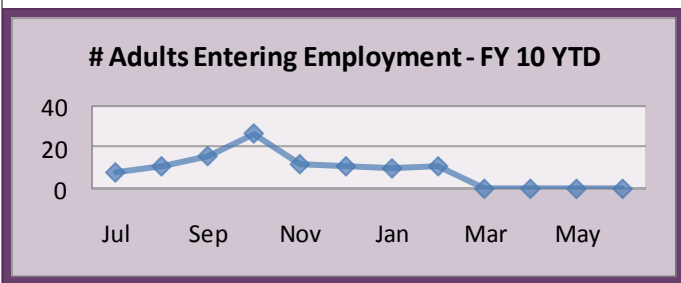
Call 560-8347 or 560-8350.

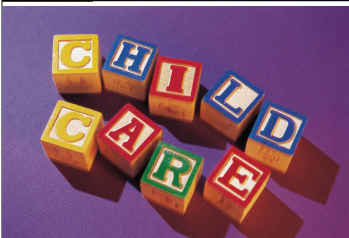


Got Jobs?

Our unemployment rate in Durham has hovered near 8% this year.

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



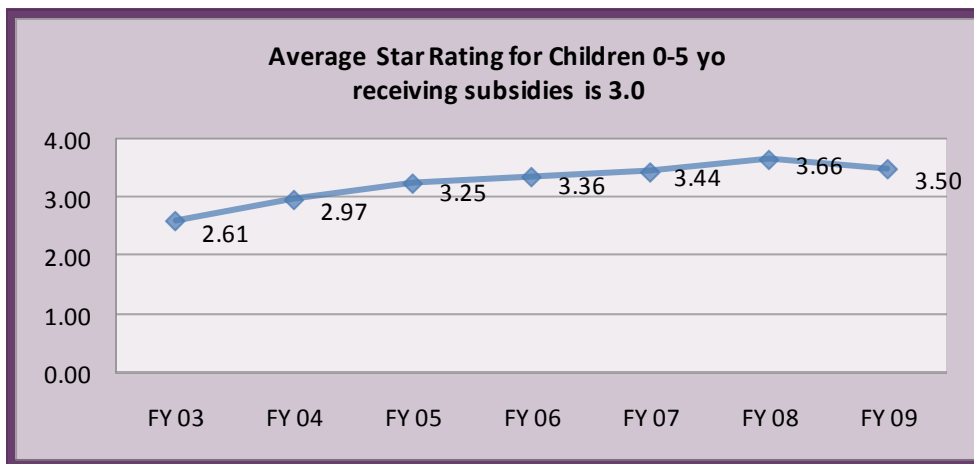


Durham's Alliance for Child Care Access (DACCA)

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.

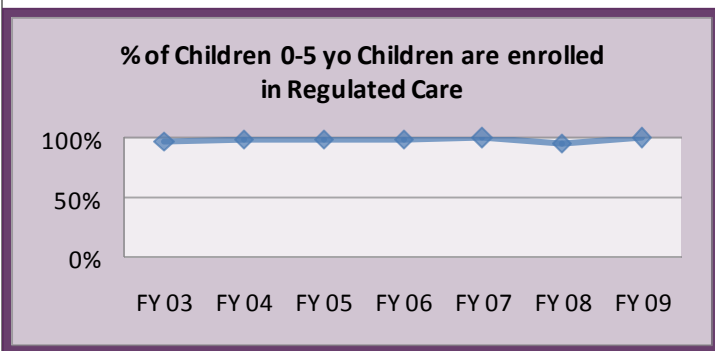
DACCA also aims for the average star rating for the placements for children receiving subsidy be at least 3-stars. We are on track to exceed this goal for more than five consecutive years with an average rating in February of 3.56.

We are able to achieve these goals thanks to the strong collaboration

of the DACCA partners.

We also provide training and technical assistance to the approximately 400 child care providers that contract with DACCA to provide subsidized care.

This year DACCA will distribute approximately \$18 million in child care subsidies to nearly 400 child care providers in Durham County to help parents go to work while ensuring that their children are in nurturing and safe environments.



Did you know?

There are 15,986 children under age 6 with both parents in the workforce, potentially needing child care. The average cost of child care ranges from \$8,619 per year for four year olds to \$9, 550 per year for infants.



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 third 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.

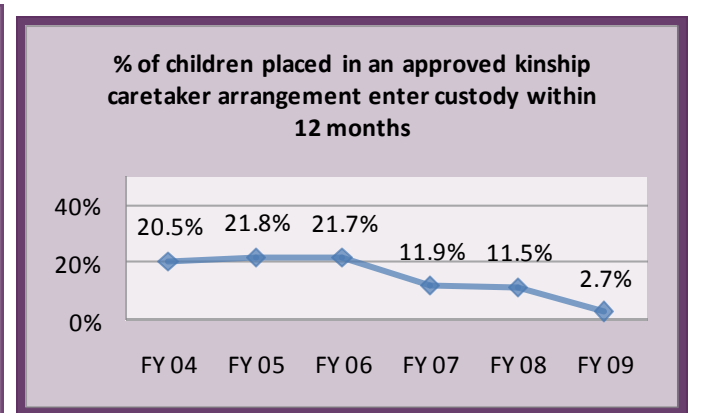
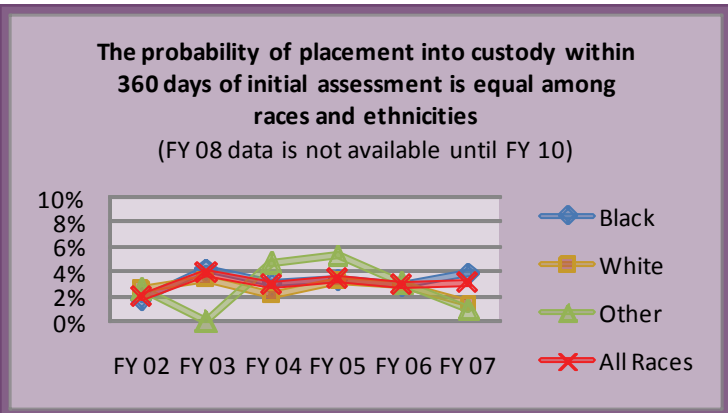
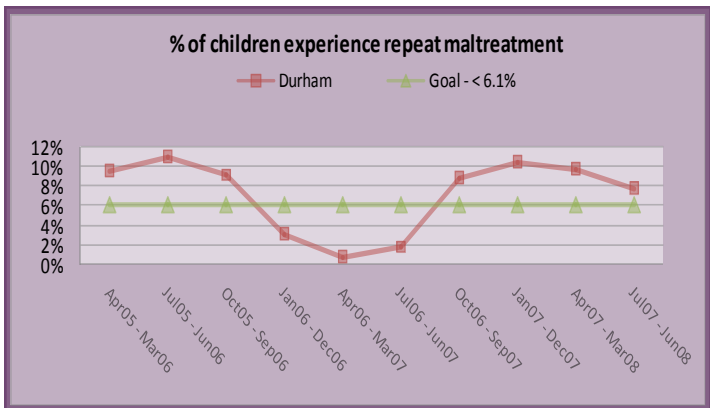
To learn more about how to recognize signs of abuse and neglect, go to www.durhamcountync.gov/dssv and click on "Child Protective Services."

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."



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.

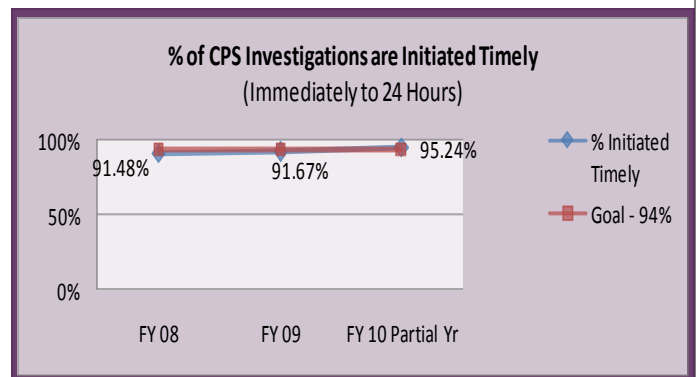
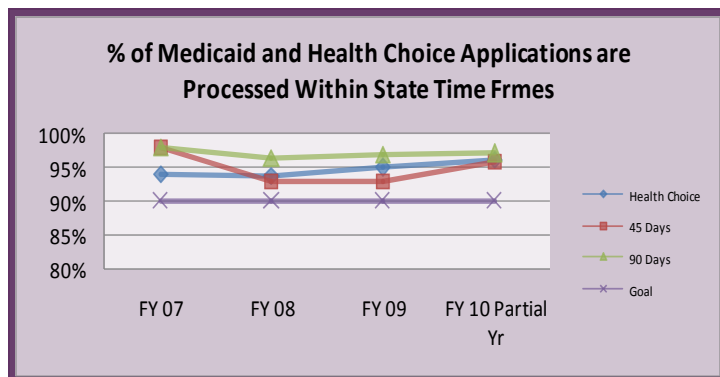
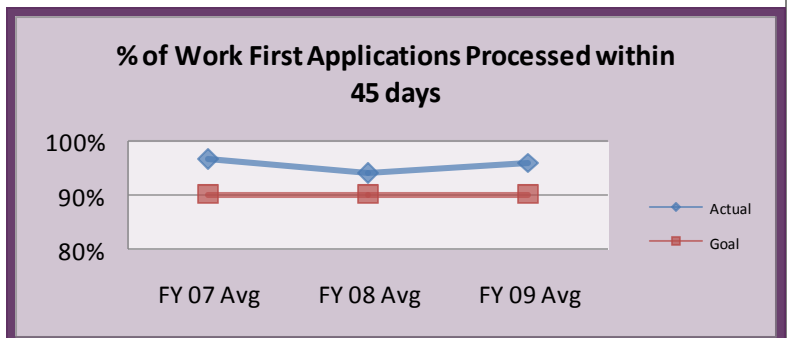
We are meeting and exceeding most of these targets. As caseloads grow as a result of the recession with no increase in staff, we are challenged to continue to meet these targets. We will continue to monitor these indicators and develop new ways to meet the growing demand for services.

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—6:00 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.



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!

May is Foster Care *and* Older Americans Month!

May 8 – Foster Care *Walk for the Children*

May 20—**Celebration of Life**, St. Phillips' Episcopal Church

Call 560-8622 for more information.

Contact Us

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Jovetta Whitfield, 560-8467

Adult Services & Emergency Assistance:

Bob Wallace, 560-8600

Community Initiatives:

Carol Hunt, 560-8124

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Rhonda Stevens, 560-8338

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Medicaid:

Cynthia Cason, 560-8740

Work First:

John Myklebust, 560-8331

