ELIGIBILITY PROGRAMS

Food and Nutrition Services
The Food and Nutrition Services program ensures nutritious meals for low income families by providing a monthly allotment of food stamp benefits. The number of persons in a household and the income and resources of those persons determine eligibility for the program. The food stamp program is a federal nutrition program, so all eligible individuals and households can receive assistance.

963 Applications taken
3,940 Clients reporting changes in cases and annual re-certifications
1,360 Average monthly case load

Commodity Food Distribution Program
This program distributes USDA donated commodity food to low income households on a quarterly basis. Distribution is open to all households receiving Food Stamps. Also, non-Food Stamp households may apply, and if income eligible receive the food. Distribution is held on a quarterly basis and it is first-come, first-served. This program also helps on the Quaila boundary five days a week (only if receiving Food Stamps).
199 Average families served per distribution

Temporary Assistance for Needy Families (TANF)

Work First
This program enables citizens to become self sufficient by linking them with resources and teach them skills that help them succeed. Work First provides short-term financial assistance and support services to help low income families achieve economic independence. This program is based on the premise that parents have a responsibility to support themselves and their children. Related caregivers can apply for monthly cash assistance if they are caring for eligible children in their home. Income and resources are only counted for the child/ren and the related caretaker must cooperate with Child Support.

14 Work First on-going applications

13 Relative caretaker applications (Child-Only)

Work First Emergency Assistance
This type of assistance is intended to help clients who find themselves in an immediate financial crisis. The assistance is limited to one time per year and amount is based on need. Income eligibility is based on 100, 150 and 200% of the poverty level depending on the program.

39 Bread Divemis applications (100% poverty level and only one time within 12 month period)
245 Applications taken (150% poverty level)
42 Applications taken (200% poverty level)

Domestic Violence Funds
DV funds are disbursed in the county each year.
15 Applications taken FY 2011-12
$5,444.00 Allocated amount for Swain County Energy Assistance

Crisis Intervention Program (CIP)
This Federally funded program provides assistance to qualified households during extreme heating or cooling emergencies. Payments are made directly to the vendors for households experiencing life-threatening or health related emergencies due to weather conditions.

Share the Warmth (STW)
This is a program for Duke Power customers only. Share the Warmth can cover past due heating bills and other types of heating needs as well.
444 Applications taken
$165,500.65 Total amount allocated FY 2011-12

Low Income Energy Assistance Program (LEEP)
This program provides a one time cash payment to help eligible families pay their heating bills. The program targets the elderly, disabled and low income families to supplement their heating needs.
107 Applications taken
$32,000 Allocation FY 2011-12

Medicaid
Medicaid benefits and eligibility vary according to a person's circumstances. Medicaid provides assistance with medical expenses for low income families with children, disabled adults and the elderly.
3,040 Monthly average cases
1,776 Applications received
6,541 Reviews and changes made to cases

Health Choice for Children (NCHC)
NCHC provides medical assistance for uninsured children when the family income is at or below 200% of the federal poverty level.
153 Monthly average cases

Medicaid Transportation (NCTM)
Transportation is arranged and provided for individuals who are requesting non-emergency medical transportation. Eligibility is determined based on Medicaid policy.
166
6,514 Monthly average clients transported Trips per year
$45,385.40 Gas stations (gas vouchers)
$46,224.78 Swain Transit
$10,334.00 EBCI Transit
$105,144.18 Total Vendor Payments

Highlighted Accomplishments
- Winter donations were implemented in the spring of 2011. Minnies have volunteered their Wednesday mornings to speak with employees by delivering an inspirational message. We’re thankful to the following instructors: Joe Stevens with Victory Baptist, Dr. Ben Boudreau, Rev. Issacjones with Great Commission Baptist, Wayne Steger with Bryson City United Methodist, Marty Prewett with Bryson City Church of God, Delfina Medina with the Grace, John Thompson with New Life Baptist, Tony Harris with Jackson Lake Baptist, Karen Singlet with Catholic Church and Bob Porter with Big Cove Baptist Church.
- Tim Decker, Swain ENSA Board Member, and Sara Padilla, Auxiliary Director for the Swain County School System, partnered to advocate for the creation of a new collaborative, Assistant Director Delia Sutton and Chad Huss-Quintin assisted them with their effort by organizing meetings and contacting other agencies to gather support for the newly created committee called ACCT. "Agencies Coming Together." One of their goals is to reduce the drop-out rate by teaching children at an age. Another goal is to establish open lines of communication between childreens services workers and school personnel, while maintaining the client's right to confidentiality.
- Swain ENSA adopted the "For National Association of Social Workers (NASW) Code of Ethics, and all employees are expected to practice our profession within these standards.
- Swain ENSA applied for and received $43,000 to be used for Adoption recruitment and Foster Care training.
- Agency Wellness Program ("Health Unit"). Employees can participate on a volunteer basis and the goal is to maintain physical and emotional well-being. The program includes a meal plan, exercise, and mental health plan.
- Chatterbox "This Agency newsletter is distributed on a weekly basis and it updates employees on current news and events.
- The no-call schedule for after hours protective services was modified to boost morale and reduce employee burnout.
- Supervisory and management training that began in the spring of 2011. Board Member, Tim Decker, met weekly with the supervisor to enhance the management skills of the group by improving planning and other areas of supervision. The supervisor for the former case manager, The Five Domains of a Team, by David I. Thomas. In addition, all supervisors have attended other management training by state and program trainers.
- High priority was placed on training in all program areas. All social workers are in date with state required trainings in Children Services.
- A Social Networking Policy was adopted by the agency to give employees guidance in the workplace to ensure adherence to confidentiality.
- North Carolina Social Service Association (NCSSA) has partnered with the "Smiley Mountains team" for money each year to buy Christmas presents for all of our foster children. 2011-2012 was rated for the 2011 Christmas season.
- Swain ENSA guided this triennial process, which involved fiscal declarations, such as the county auditor to ensure confidentiality. This process directly reduced the number of phone calls being heard to be directed by supervision staff.
MESSAGE FROM THE BOARD

The Swain County Department of Social Services is the safety net for children and families in our county. The agency has restated its responsibility to deliver direct services in a timely manner when dealing with adults, poverty, family violence, and exploitation of children. The Department of Social Services strives to provide citizens with resources and services to maintain their well-being and self-sufficiency.

Revenues FY 2011-2012

<table>
<thead>
<tr>
<th>Source</th>
<th>FY 2011-12</th>
<th>FY 2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$22,288,902.00</td>
<td>$25,000,177.00</td>
</tr>
<tr>
<td>State</td>
<td>$9,500,177.00</td>
<td>$10,998,600.00</td>
</tr>
<tr>
<td>County</td>
<td>$497,030.00</td>
<td>$533,575.00</td>
</tr>
</tbody>
</table>

EXPENDITURES FY 2011-2012

<table>
<thead>
<tr>
<th>Program</th>
<th>FY 2011-12</th>
<th>FY 2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster CareAdoption</td>
<td>$142,419.00</td>
<td>$154,763.00</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>$285,254.00</td>
<td>$235,101.00</td>
</tr>
<tr>
<td>Home Fire</td>
<td>$355,173.00</td>
<td>$424,280.00</td>
</tr>
<tr>
<td>Food &amp; Nutrition Services</td>
<td>$5,286,214.00</td>
<td>$5,286,304.00</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$52,500,375.00</td>
<td>$51,323,786.00</td>
</tr>
</tbody>
</table>

SERVICE PROGRAMS

Child Protective Services

- Investigates reports of suspected child abuse, neglect and/or dependency. Services are provided 24 hours a day, 7 days a week.
- 730 Reports investigated
- 50 Assists provided to other counties

Responses to Abuse, Neglect & Dependency

- 0 to 13 Medical referrals
- 14 to 26 Legal referrals
- 27 to 49 Education referrals
- 50 to 73 Referrals
- 74 to 99 Other referrals

In-Home Services

Provides a continuum of care to families in an effort to protect children when abuse and/or neglect have been substantiated. Social workers connect family members with services designed to eliminate risk factors and promote stability resulting in permanency for children.

- 49 Monthly average cases

CHILD SUPPORT

- Child Support Enforcement is a state mandated, county administered program. Federal law requires that all states establish and collect child support to ensure that both parents support their children.
- Services provided:
  - Location of non-custodial parents
  - Paternity establishment for children born out of marriage
  - Establishment of support obligations
  - Collection and distribution of support
  - Enforcement of support obligations
- 457 On-going cases
- $76,280.00 Monthly average collections
- $1,109,820.00 Incentive Payment

FOSTER CARE SERVICES

- Children are placed in the care of the agency via court ordered custody, voluntary placement agreements, or release for adoption. Permanency planning ensures a plan of care targeting the most optimal and least restrictive environment for children in achieving permanency.
- 45 Monthly average of children in care
- 6 Home Studies completed
- 1 Adoption completed
- 25 Children reunified with family

ADULT PROTECTIVE SERVICES

- Ensures that elderly and disabled citizens live healthy, independent and productive lives free from abuse, neglect and exploitation. Protective Services provides an immediate comprehensive assessment of abuse, neglect and exploitation reports. Protective Services are provided 24 hours a day, 7 days a week.
- 85 Reports taken
- 25 Outreach

GUARDIANSHIP SERVICES

- DSS is looked at by the courts as a "Disinterested Public Agency." As a result, the court appoints Social Services as guardian of an individual if it is found that the individual is mentally incompetent and cannot make responsible decisions concerning their personal care and finances and when no other family member is available to act on their behalf.
- 10 Guardian cases

PROTECTIVE PAYEE SERVICES

- DSS provides case management for clients who have been deemed unable to manage their own finances.
- The Court, Social Security or the Veteran's Administration has the authority to appoint DSS as the Protective Payee.