Health Progress Report FY2023
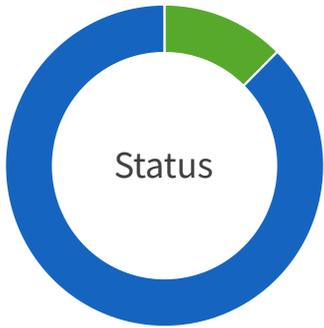
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 31, 2023

8

Goal

Overall Summary

Status

	%
On Track	12.5
Completed	87.5

98%

Progress

0   100

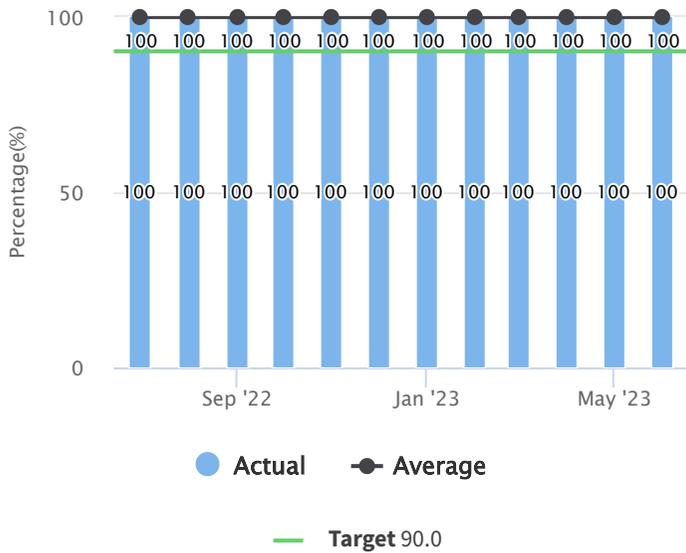**Report Legend**   ⚠ **Priority**   ⬚ No Update   ⏱ Overdue

Clients filing for a 50B who were referred to Legal Aid

Percent of clients filing for an Exparte / 50B that received a referral to Legal Aid NC for court date (Goal: 90% or greater)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 18, 2023 17:54:20


Legend: Actual, Average, Target 90.0

Comment
All clients who file for a 50B are offered the legal services of Legal Aid of North Carolina. This is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity. Having legal assistance with filing 50Bs can help the client better understand their rights and help protect them. Those who can not be helped by that agency are offered other legal assistance.

Clients reporting they feel safer after DCVP services

Percentage of clients reporting that they feel safer after receiving services from Davie County Violence Prevention (Goal: 85% or greater)

Owner: Kim Shuskey, Brandi Patti, and Justin White

Last Update: Jul 18, 2023 17:56:21

Legend: Actual, Average, Target 85.0
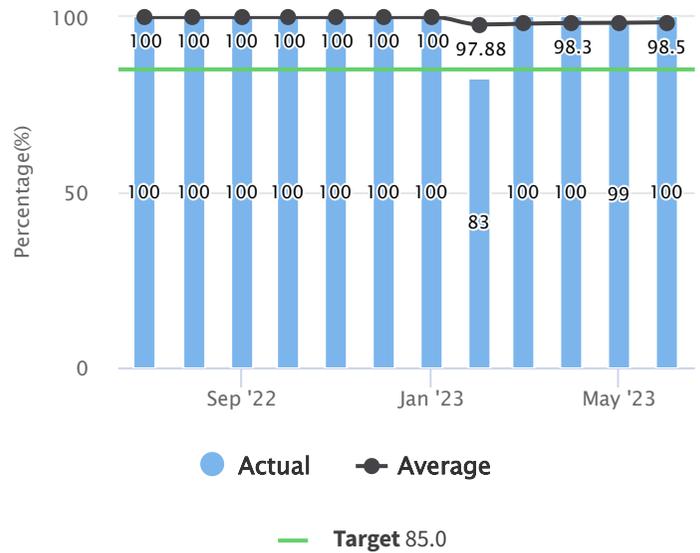
Comment
Safety planning is an important part of the work of the Davie Center for Violence Prevention. Whether or not a client chooses to leave an abusive situation, safety planning is always offered as a service .

Training participants who have an increased knowledge of abuse

Percentage of professional training participants who report increased knowledge in the areas of domestic violence and sexual assault (Goal: 75%)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 31, 2023 18:18:07

Legend: Actual, Average, Target 75.0
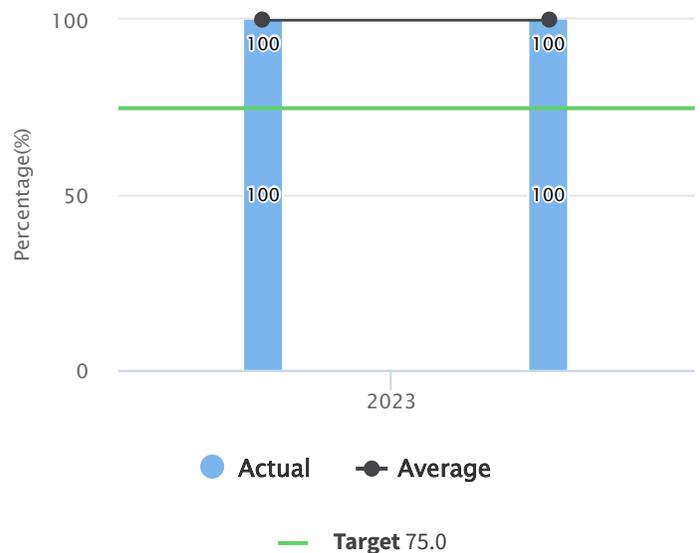
Students who have increased knowledge from DCVP training

Percent of students who attend training/curriculum who report they have an increased knowledge of domestic violence / sexual assault /abuse /neglect
(Goal: 75 % or greater)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 31, 2023 18:18:20

Clients needing shelter -connected to emergency shelter options

Percentage of clients who needed emergency shelter and were connected to emergency shelter options - either inside or outside of the county (Goal: 100%)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 18, 2023 17:59:28

Comment
Although there is no domestic violence shelter in our county, DCVP staff works with clients who need shelter to find a safe place for them to go.

Trainings conducted for front line workers

Number of violence prevention training sessions conducted for law enforcement, social workers and other county staff. (Goal: 7 or more by June 30, 2023)

Owner: Kim Shuskey, Justin White, and Brandi Patti
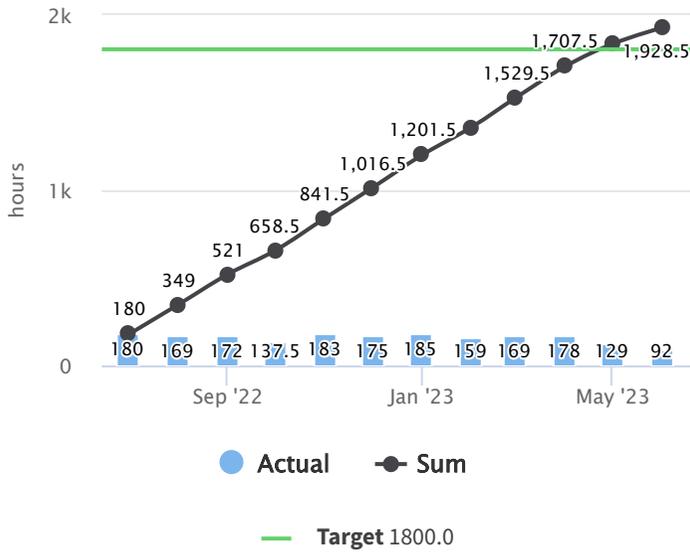
Last Update: Jul 18, 2023 18:00:04
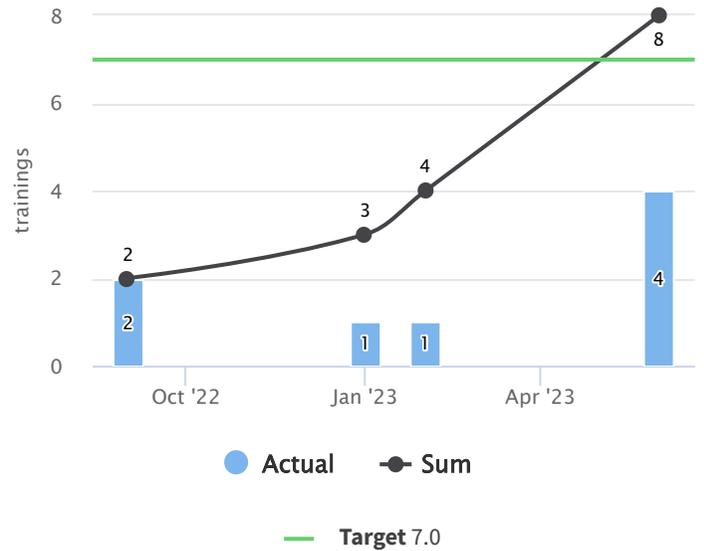
Comment
Having training in domestic violence and prevention can make all the difference for someone experiencing it and for the professionals in the public who may spot it and ultimately prevent it from occurring. The goal is to help as many people as possible understand what domestic abuse is, the typical warning signs, and how to respond and address these concerns.

Volunteer hours provided on the 24-hour crisis line

Number of hours that volunteers provide on the Davie Center for Violence Prevention crisis line (Goal: 1,800 or greater)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 18, 2023 18:08:08

Sum values: 180, 349, 521, 658.5, 841.5, 1,016.5, 1,201.5, 1,529.5, 1,707.5, 1,928.5

Actual values: 180, 169, 172, 137.5, 183, 175, 185, 159, 169, 178, 129, 92
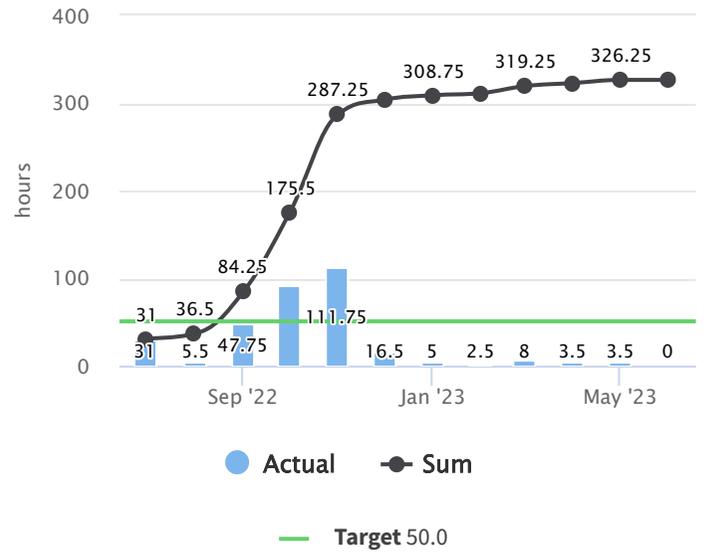
Target 1800.0

Comment
The Hotline provides lifesaving tools and immediate support to empower victims and survivors to find safety and live free of abuse. Ensuring we have enough trained volunteers helps keep this critical service running.

Volunteer hours provided for office assistance at Davie Center for Violence Prevention

Number of hours that volunteers provide for Davie Center for Violence Prevention office assistance (Goal: 50 or greater)

Owner: Kim Shuskey, Justin White, and Brandi Patti

Last Update: Jul 18, 2023 18:08:52

Sum values: 31, 36.5, 84.25, 175.5, 287.25, 308.75, 319.25, 326.25

Actual values: 31, 5.5, 47.75, 111.75, 16.5, 5, 2.5, 8, 3.5, 3.5, 0

Target 50.0

Comment
Office volunteers are invaluable to help provide services in our county due to the small staff at DCVP.

Volunteer hours provided in DCVP community outreach

Number of hours that DCVP volunteers provide in community outreach settings (Goal: 10 or greater)

Owner: Justin White, Brandi Patti, and Kim Shuskey

Last Update: Jul 31, 2023 18:18:37

Sum values: 11, 13.5

Actual values: 11, 2.5

Target 10.0
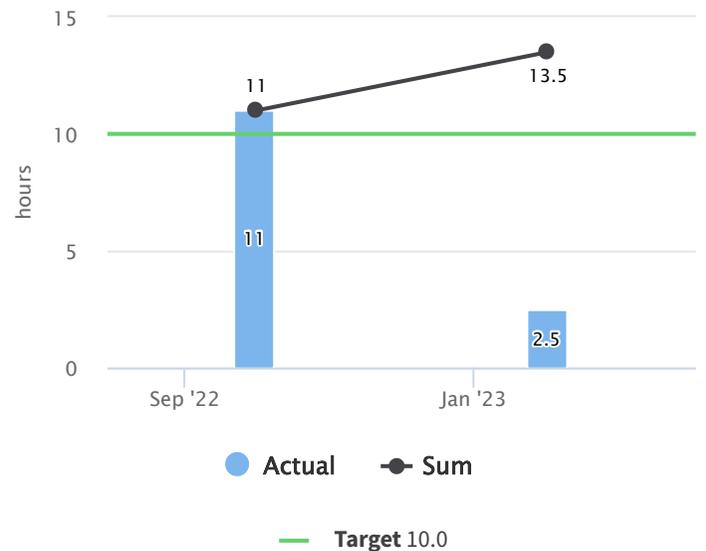
Goal 1.1.12 | Jul 01, 2021 - Jun 30, 2023 | Completed   Progress 100%

Improve access to physical and behavioral health care for indigent population

Owner: Justin White

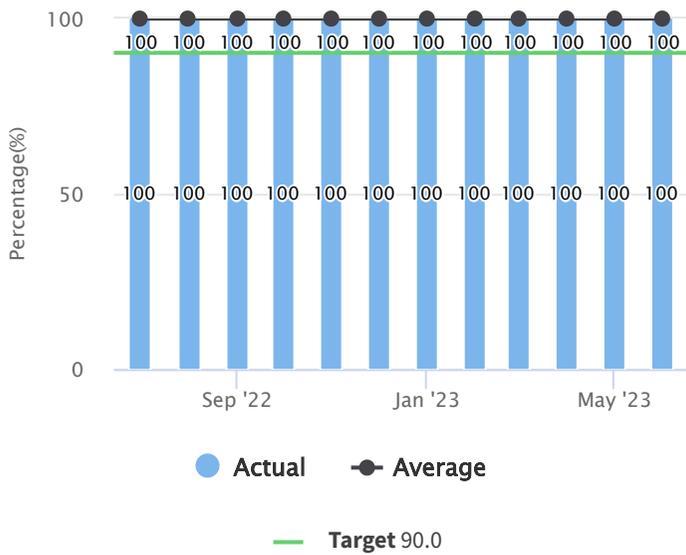*Update provided by Justin White on Jul 12, 2023 19:56:46*

On track

BCCCP participants screened for breast & cervical cancer

Percentage of Breast and Cervical Cancer Control Program (BCCCP) participants who are screened for breast and cervical cancer (goal: 90% or more)

Owner: Justin White

Last Update: Jul 12, 2023 19:39:42

● Actual   ●—● Average

— **Target** 90.0

Comment
Commentary: It is important to have breast exams, mammograms and pap smears for the detection of breast and cervical cancer. This program makes resources accessible for a population that does not have insurance, which increases the access to care for many individuals. Every BCCCP participant is screened for breast and cervical cancer as funding allows, if they meet the eligibility requirements. BCCCP numbers will be higher in the months of March, June, September, and December when the mobile MMG unit is on-site.

BCCCP participants referred and followed

Percentage of Breast and Cervical Cancer Control Program (BCCCP) participants screened for breast cancer who are referred and followed by Davie County Health Department (DCHD) for additional testing (goal: 100%)

Owner: Justin White

Last Update: Jul 12, 2023 19:40:53

● Actual   ●—● Average

— **Target** 100.0

Comment
Patients are referred for an identified abnormality whether from a breast exam, mammogram or a pap smear, to rule out breast cancer and/or cervical cancer.

Non-Medicaid patients receiving family planning services from Women's Reproductive Health

Number of unduplicated non-Medicaid patients receiving family planning services from Women's Reproductive Health Services (goal: 356 or greater)

Owner: Justin White

Last Update: Jul 12, 2023 19:42:49
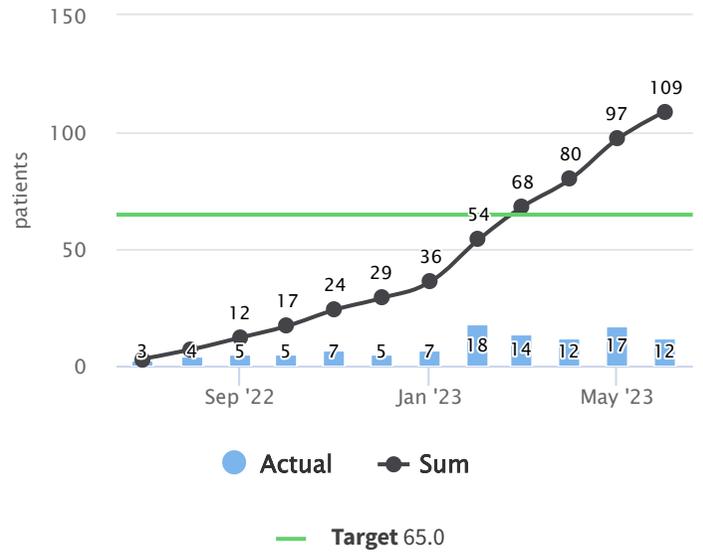

Target 356.0
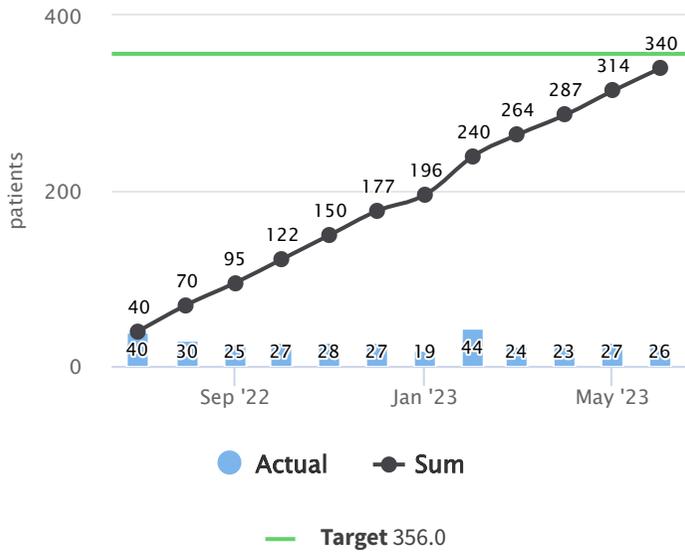
Comment
The agency provides Family Planning Services to insured and non-insured clients. The target population for the state funding is for the agency to provide services for non-insured and under insured clients for Family Planning Services.

Non-Medicaid patients served through Maternal Health Services

Number of unduplicated non-Medicaid patients served through Maternal Health Services (goal: 65 or more)

Owner: Justin White

Last Update: Jul 12, 2023 19:44:44

Target 65.0

Comment
Davie County Public Health is the only maternal health provider in Davie County. The agency provides Maternal Health Services to insured and non-insured clients. The target population for the state funding is for the agency to provide services for non-insured and under insured clients for Maternal Health Services.

Women receiving early and adequate prenatal care

Percentage of women receiving early and adequate prenatal care at DCHD, beginning before 3rd trimester (Goal: 100%)

Owner: Justin White

Last Update: Jul 12, 2023 19:46:40



● Actual   ●— Average

— Target 100.0

Comment
It is important that women receive early prenatal care to decrease issues or risk of infant mortality, and morbidity of pregnant women. The agency is the only maternal health provider in Davie County.

Women access Family Planning services after pregnancy

Percentage of women who access Family Planning services after pregnancy (goal: 90% or greater)

Owner: Justin White

Last Update: Jul 12, 2023 19:48:10

● Actual   ●— Average

— Target 90.0
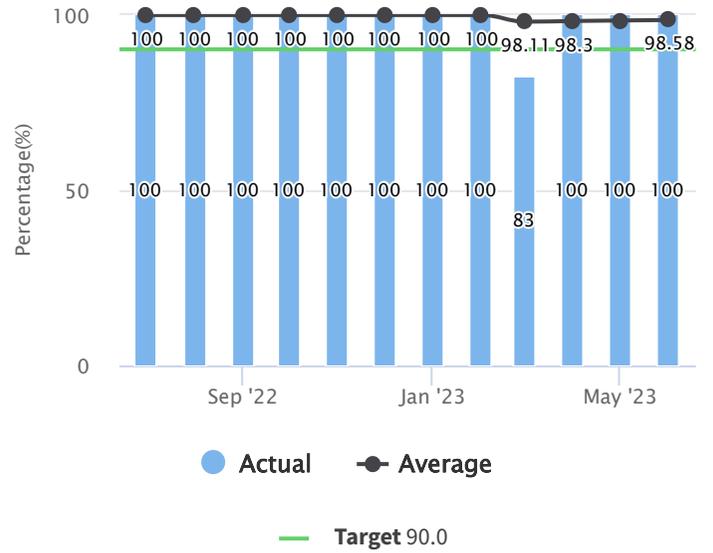
Comment
These services are vital so that women can determine their future plans for childbearing and utilization of contraceptive methods to prevent pregnancy and/or promote healthy birth spacing.

Pregnant women receiving CMHRP services

Percentage of pregnant women in managed or monitored episode status that are receiving Care Management for High Risk Pregnancy (CMHRP) services that have Presumptive Medicaid or Medicaid, or have initiated the process to enroll in Medicaid. (Goal: 95% or greater)

Owner: Justin White

Last Update: Jul 12, 2023 19:51:15

Comment
Medicaid for Pregnant Women (MPW) and Presumptive Medicaid provide coverage for maternal services with the goal of improving the quality of maternity care, improving birth outcomes, and providing continuity of care. Pregnancy Care Managers assist pregnant women with obtaining medical coverage to help decrease barriers to maternal health services.

Pregnant women with a care plan through CMHRP

Percentage of pregnant women receiving CMHRP services with a care plan within 30 days of referral receipt by care manager or 3 documented attempts. (Goal: 100%)

Owner: Justin White

Last Update: Jul 12, 2023 19:52:30

Comment
Pregnancy Care Managers assist pregnant women with obtaining medical coverage to help decrease barriers to maternal health services. Getting a care plan in place early on increases the chances of successful outcomes and improves long-term health.

Pregnant women contacted within 30 days CMHRP

Percentage of pregnant women receiving CMHRP services who are contacted within 30 days or 3 documented attempts. (Goal: 100%)

Owner: Justin White
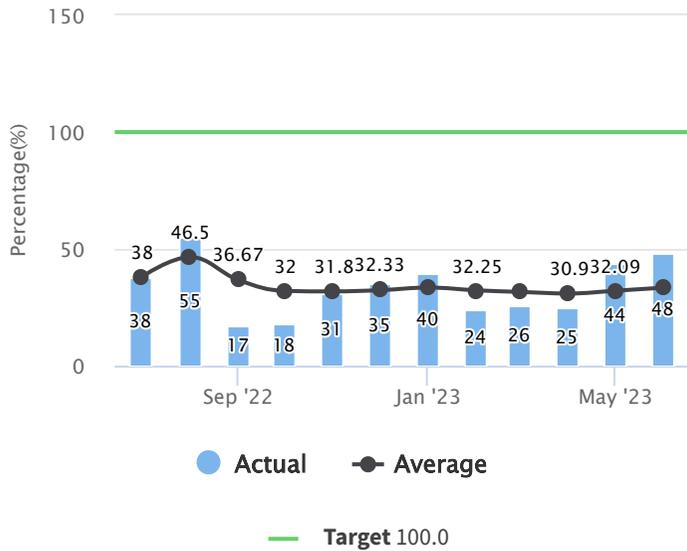
Last Update: Jul 12, 2023 19:53:39

Pregnant women with CMHRP and face to face interaction

Percentage of pregnant women receiving CMHRP services who have received a face to face interaction within 30 days, or 3 documented attempts. (Goal: 100%)

Owner: Justin White

Last Update: Jul 12, 2023 19:54:47

Comment
Pregnancy Care Managers assist pregnant women with obtaining medical coverage to help decrease barriers to maternal health services. Getting a care plan in place early on increases the chances of successful outcomes and improves long-term health. Having face-to-face interactions help ensure plans to stay on track. Due to COVID restraints and guidance, face-to-face interactions are being limited to protect staff and participants (following state guidance).

Pregnant women with updated care plan - CMHRP

Percentage of pregnant women receiving CMHRP services who have an updated care plan every 30 days, or 3 documented attempts. (Goal: 100%)

Owner: Justin White

Last Update: Jul 12, 2023 19:56:17

Goal 1.1.13   Jul 01, 2021 - Jun 30, 2023   Completed   Progress 100%

Maintain optimal environmental health services

Owner: Justin White

Update provided by Justin White on Jul 12, 2023 19:36:19

On Track.

Food and Lodging Inspections annually

Percent of Food and Lodging Inspections completed by fiscal year end (Goal: 100%)

Owner: Justin White

Last Update: Jul 11, 2023 20:36:26


Actual

— **Target** 100.0

Comment
This metric measures completion of food, lodging, and institution inspections. This makes sure the staff is completing inspections in a timely manner and that Environmental Health receives the full state reimbursement for completed inspections. Limitations include the total number of required inspections changing throughout the year as establishments open and close and the seasonal nature of other establishments. Food facilities are also broken down by Risk Categories, which is determined by how complex their menu and processes are. This determines how many times per year a food establishment is inspected. Majority of inspections are required 4 times per, but less with less complex process, some facilities get inspected fewer times. This variation in inspection frequency is what may cause fluctuations month to month on inspections completed.

Septic repair applications responded to within 4 days

Percentage of septic repair applications responded to within 4 business days (Goal: 75% or greater)

Owner: Justin White

Last Update: Jul 12, 2023 14:36:11

Actual   ● Average

— **Target** 75.0
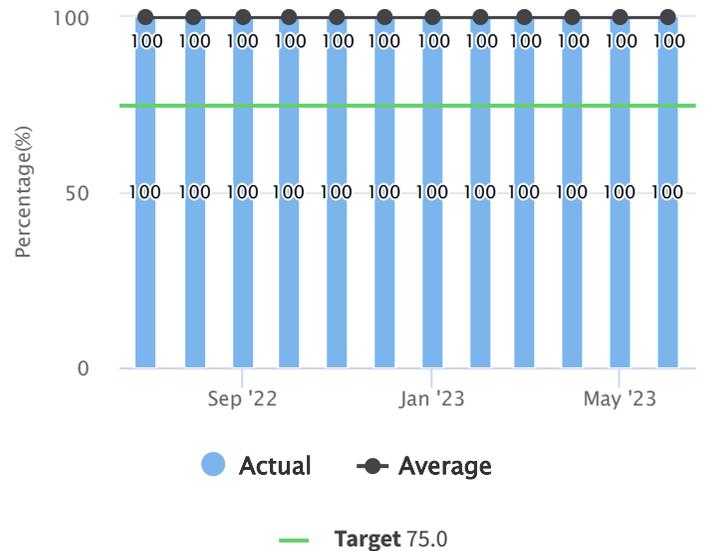
Comment
This measures the response time to complete repair applications and ensures a timely response to homeowners with failing systems which can be an urgent public health issue. Response is accomplished by office or field staff verifying with applicant that all application and site requirements are met and site is ready for evaluation. Once verification of application and site requirements being met, field staff schedule for the next available date and time. Repair applications are set at a priority above new evaluations.

Average number of days to collect well water samples

Average number of days to collect well samples (State Standard: 10 days / County goal: 7 days)

Owner: Justin White

Last Update: Jul 12, 2023 19:24:50

Actual ● **Average** ◆
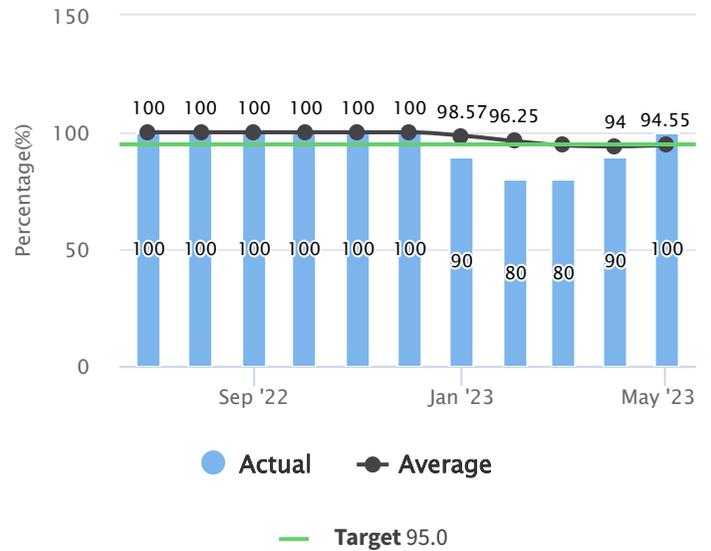
— **Target** 7.0

Comment
This measures timeliness of Environmental Health staff in the collection of water samples. This helps homeowners gain knowledge of what contaminants are in the drinking water from wells. Limitations include the state lab schedule which only allows us to pull samples on Monday, Tuesday and Wednesday before 12:00 pm and the homeowner availability if the sample is being pulled from an inside spigot.

Well water samples collected in less than 10 days

Percentage of well water samples collected in less than 10 days of the request (excluding new wells that are not ready to be sampled) (State Standard: 10 days or less) (Goal: 10 days or less at 95% or greater-internal goal of 7 days)

Owner: Justin White

Last Update: Jul 12, 2023 19:34:48

Actual ● **Average** ◆

— **Target** 95.0

Comment
This measures timeliness of Environmental Health staff in the collection of water samples. This helps homeowners gain knowledge of what contaminants are in the drinking water from wells. Limitations include the state lab schedule which only allows us to pull samples on Monday, Tuesday and Wednesday before 12:00 pm, using the state courier and courier schedule, and the homeowner availability if the sample is being pulled from an inside spigot.

Site/soil evaluation applications responded to in 5 days

Percentage of completed site/soil evaluation applications responded to within 5 business days (Goal: 75% or greater)

Owner: Justin White

Last Update: Jul 12, 2023 19:11:18
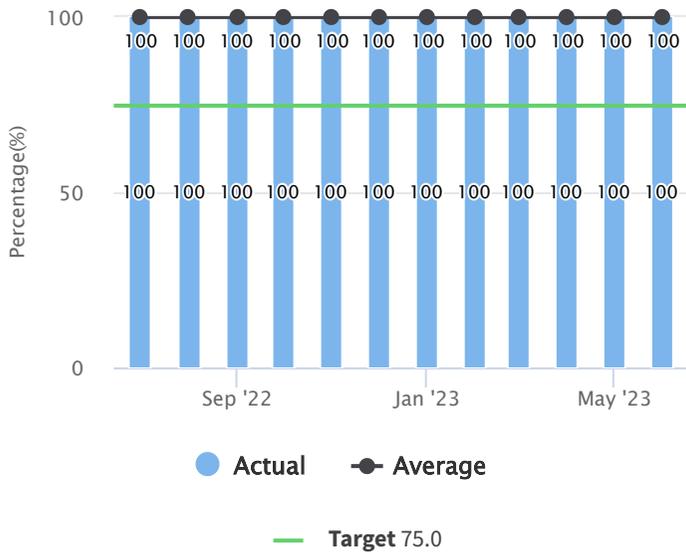
Comment
This measures response time of environmental health staff to new soil/site evaluation applications. This encourages a timely response to new applications which is the first step to building a house or selling land. Response is accomplished by office or field staff verifying that application and fee is complete, along with verifying with applicant that all prior site requirements are completed in the field. At that point, scheduling is then put back into the hands of the applicant to contact our staff to schedule equipment on site with EH staff for the evaluation.

Well permit applications responded to within 10 days

Percentage of completed well permit applications responded to within 10 days (Goal 95% or greater)

Owner: Justin White

Last Update: Jul 12, 2023 14:39:24

Comment
Measures response time of Environmental Health staff to well permit applications. Promotes a reasonable response time to homeowners who are installing or abandoning a well. Office or field staff will verify with applicant that application and site requirements are complete. Once application and site requirement have been verified completed, field staff will schedule for next available date and time.

Goal 1.1.14 | Jul 01, 2021 - Jun 30, 2023 | Completed   Progress 100%

Improve health outcomes for vulnerable children - Davie County Health Department

Owner: Justin White

Update provided by Justin White on Jul 21, 2023 14:47:03

No disruptions; WIC numbers are being processed by the state.

Patients in CMARC who have a Personal Care Provider

Percentage of Care Management for At Risk Children (CMARC) children in managed or monitored episode status who have a Personal Care Provider (PCP), or who have been referred to a PCP (Goal: 90% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 17:36:21


Actual ● — Average ●
— **Target** 90.0

Comment
Commentary: Care Managers assist families in obtaining a Personal Care Provider (PCP) for well visits, immunizations, dental and sick care. Care Managers also assist with education regarding the use of a PCP and urgent care services when applicable as an alternative to Emergency Room visits that can expose children to illnesses and inflate the medical bill.

Patients in CMARC who have a dental home

Percentage of CMARC children in managed or monitored episode status who have access to a Dental Home, or who have been referred to a Dental Home (Goal: 90% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 17:44:28

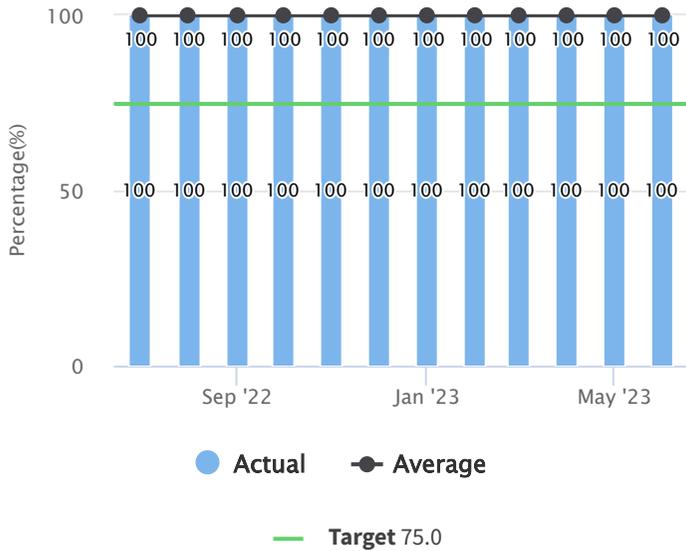
Actual ● — Average ●
— **Target** 90.0
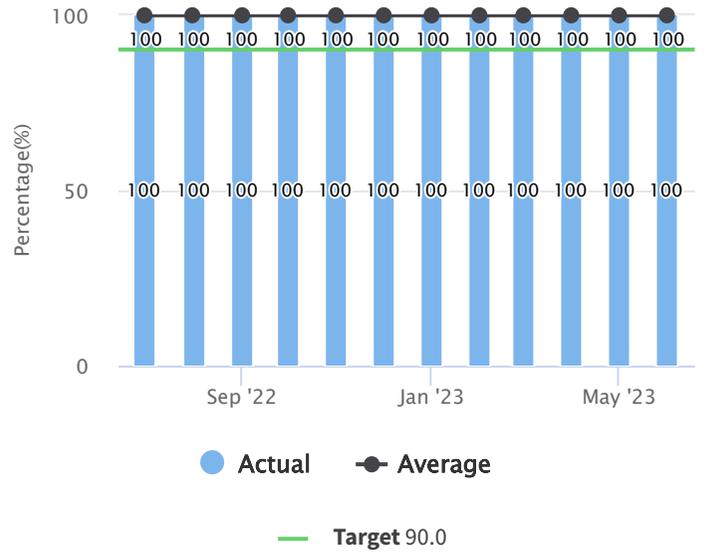
Comment
While only about half of all children receive preventive dental services in a given year, Medicaid covers dental services. The Care Manager discusses healthy dental care and provides referrals to parents/guardians/foster parents to dental providers in order to help prevent decay and problems with primary teeth.

Children in CMARC who are contacted within 72 hours

Percentage of children in CMARC program who are contacted within 72 hours following hospital (re)admission or Emergency Room visit (Goal: 75% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 18:11:37

Percentage(%) chart showing Actual bars at 100 and Average line at 100, with Target 75.0

● Actual   ●— Average

— **Target** 75.0

Comment
The Care Manager discusses the use of the Emergency Room with parents/guardians/foster parents continually and promotes PCP and urgent care visits for non-life-threatening illnesses. Care Coordination for Children (CC4C) is a program for children who are at risk for problems and possible hospital stays. The Care Manager remains in contact with families during those times.

WIC clients who are participating in WIC benefits

Percentage of Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) clients who are participating in WIC benefits (Goal: 90% or greater)

Owner: Justin White

Last Update: Jan 26, 2022 16:10:18

Comment
Commentary: Through the Agreement Addendum with the state, the Davie County WIC office is provided a caseload. This measure looks at the percentage of the caseload who receive benefits and/or services. Participation percentage is based on a caseload of 922 recipients. The families who participate have been determined to be at nutritional risk due to food insecurity or other qualifying risk factors. To enroll, participants must also be residents of North Carolina, must meet the income requirement, and must be categorically eligible (pregnant, postpartum up to six months, breastfeeding up to a year, infants and children up to age 5 etc.). WIC strives to reach all who are eligible to receive benefits in the County.

Children, ages 0 to 5, receiving WIC benefits, per 1,000

Number of Davie County children (ages 0-5) receiving Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) benefits per 1,000 (Goal: 600 or greater by 6/30/2023)

Owner: Justin White

Last Update: Feb 02, 2022 18:11:01

Comment
Commentary: There are 2,086 children under the age of 5 in the County, and this metric looks at the percentage per 1,000 of those who receive WIC services of the total number of children in Davie County. This metric measures the reach of WIC within Davie County.

Children with CMARC who have a PCP

Percentage of children in foster care receiving CMARC services who have a primary care provider (PCP), or have been referred to a PCP (Goal: 85% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 18:13:19

Percentage(%) chart showing Actual bars at 100 and Average line at 100, with Target 85.0

● Actual   ●— Average

— **Target** 85.0

Children with CMARC and special health care needs

Percentage of children in foster care receiving CMARC services who have special healthcare needs who are referred for healthcare services (Goal: 85% or greater)

Owner: Justin White

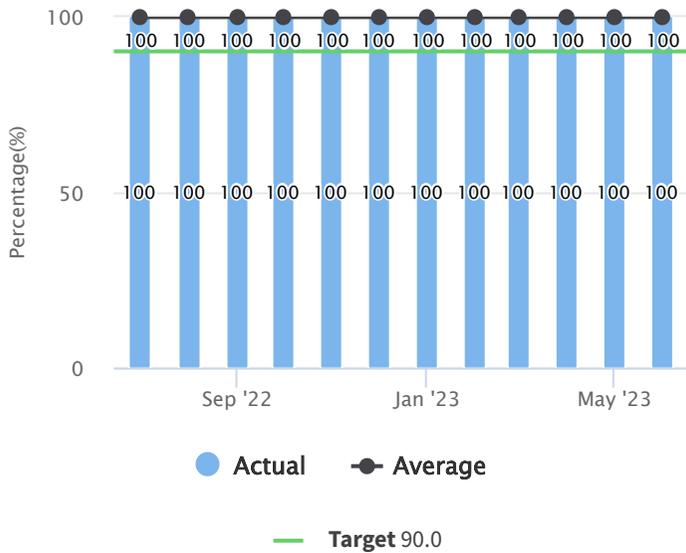*Last Update: Jul 13, 2023 18:21:08*

Children with CMARC and developmental delays

Percentage of CMARC children who exhibit signs of developmental delay and have referral for developmental services (Goal: 90% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 18:22:20

Comment
All patients received CDSA and preschool referrals as needed.

Postpartum women receiving WIC who breast feed

Percentage of postpartum women in WIC fully or partially breast feeding. (Goal: 40% or greater)

Owner: Justin White

Last Update: Feb 02, 2022 19:27:41

WIC Participants enrolled in Breast Feeding Peer Counseling

Number of participants in WIC enrolled in Breast Feeding Peer Counselor program. (Goal: 80 or greater by 6/30/2023)

Owner: Justin White

Last Update: Nov 07, 2022 02:16:26

WIC Compliance

Percentage of participants contacted in compliance with the requirements of WIC, after monitoring 10 random participant files in the WIC Breast Feeding Peer Counselor program. (Goal: 80% or greater)

Owner: Justin White

Last Update: Nov 07, 2022 02:16:33

Goal 1.1.15 ⏱ Jul 01, 2021 - Jun 30, 2023   On Track   Progress 85%

Support employee wellness - Health Department

Owner: Justin White

Update provided by Cindy Chapman on Jul 31, 2023 18:39:07

Update this period: Health employees who completed Health Risk Assessments were 96%

Compliance with Health Risk Assessment requirements for Employee Wellness Clinic

Percent of Health Department employees and spouses covered by county insurance who are compliant with Health Risk Assessment requirements for Employee Wellness Clinic (goal:85% of Health Department Staff will be compliant by 6/30/2023)

Owner: Justin White

Last Update: Jul 27, 2023 21:07:06

● Actual   ◆ Average

— **Target** 85.0

Comment
To improve the overall health of the County's workforce, Davie County requires each employee and spouse (if applicable) on the County's insurance plan to receive a Health Risk Assessment (HRA) annually. A small penalty is charged to employees who do not comply with this requirement by their birthday month. The penalty is removed when the employee (and covered spouse) is found to be in compliance.

The Davie County Employee Health Clinic Population Report comes in at the end of the fiscal year in July. At that time we can update support employee wellness performance measures. The health risk assessment is an important metric for gauging the health and wellness of county staff.

Employee Wellness Clinic participants - high risk

Percentage of Employee Wellness Clinic participants identified as high risk who are monitored and directed to appropriate care or programming in a calendar year (goal: 50% or greater)

Owner: Justin White

Last Update: Nov 07, 2022 02:16:41

Comment
To improve the overall health of the County's workforce, Davie County requires each employee and spouse (if applicable) on the County's insurance plan to receive an annual Health Risk Assessment (HRA). For the required HRA, health indicator measures include weight, height, Body Mass Index (BMI), blood pressure, cholesterol, and blood glucose (hemoglobin A1C)/or blood sugar. These are measures that can be tracked and compared over time. Any employee with HRA measures that meet the parameters for a moderate or high risk is educated, monitored, and/or referred for maintenance or additional medical attention.

The Davie County Employee Health Clinic Population Report comes in at the end of the fiscal year in July. At that time we can update support employee wellness performance measures. The health risk assessment is an important metric for gauging the health and wellness of county staff.

Goal 1.1.16 Jul 01, 2021 - Jun 30, 2023   Completed   Progress 100%

Improve healthy lifestyles and nutrition access and programming - Public Health

Owner: Justin White

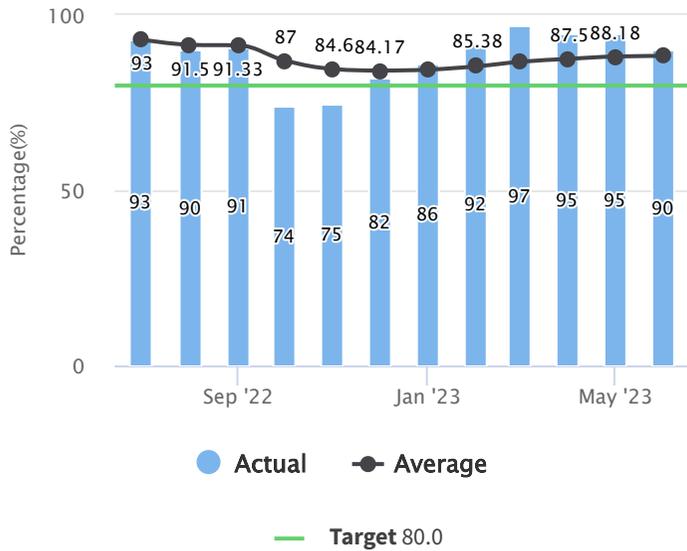*Update provided by Justin White on Jul 13, 2023 18:30:06*

On track.

DCHD immunization rate for children under 24 months old

Davie County Health Department immunization rate for children under 24 months old (Goal: 80% or greater)

Owner: Justin White

Last Update: Jul 13, 2023 18:27:05

Target 80.0

Comment

The primary vaccinations are the most important because of the risk of communicable disease. Children under 24 months are the most vulnerable. Davie County Health Department (DCHD) is to ensure that all eligible 2-year-old children residing in the County shall have documentation of age-appropriate immunizations in the immunization registry.

Of the individuals who visit the DCHD, not all are here for vaccinations, as individuals come for WIC, a flu shot while a child is sick, or other reasons. All are counted in this number, despite some not coming into contact with the clinic. Some families when presented the option choose not to vaccinate, others cannot receive vaccinations at the point of contact with the DCHD as a result of their child being sick, and others who come to the Health Department still get vaccines but from a different provider.

The population of infants and children less than or equal to 24 months of age resets every October or November, resulting in a lower percentage of immunized children. Once the population of infants & children resets, the percentage will move upward as this group receives immunizations. In addition, some clients the DCHD is being held accountable for are not DCHD patients, or are individuals who have had an address change to a county other than Davie. This information is updated in a database however, the updates are not immediately effective but should be reflected in the following month. This can also contribute to a lower percentage for a given month.

Patients with a sexually transmitted disease and treated

Percent of patients diagnosed with a sexually transmitted disease who are treated within two weeks (goal: 99% or greater within DCHD control)

Owner: Justin White

Last Update: Jul 13, 2023 18:28:48

Target 99.0
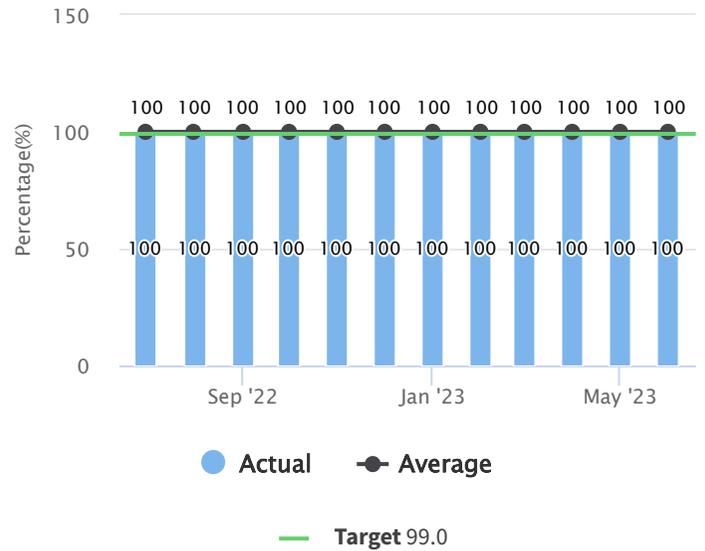
Comment

The standard for chlamydia and gonorrhea is treatment within 14 days of the specimen collection for 85% of the population, and within 30 days for 95% of the population. The earliest possible treatment prevents the transmission of the disease to other people.

Patients diagnosed with active Tuberculosis who comply

Percentage of patients diagnosed with active Tuberculosis who comply with treatment plan (Goal: 100%)

Owner: Justin White

Last Update: Jul 13, 2023 18:29:39

Comment
The more patients who comply with the treatment plan, the lower the risk of active tuberculosis spreading to others within the community.

Goal 1.1.17 | Jul 01, 2021 - Jun 30, 2023 | Completed   Progress 100%

Improved accountability and fiscal outcomes for Public Health

Owner: Justin White

Update provided by Justin White on Jul 13, 2023 18:33:44

On track

Participation in programmatic monitoring and audits

Percent participation in programmatic monitoring and audits - 15 programs (Goal: 100%)

Owner: Justin White

Last Update: Jul 13, 2023 18:31:39

Actual ●   Average ●—

— **Target** 100.0

Comment
Measures the percent of compliance with mandatory and non-mandatory programmatic monitoring and audits. This is to ensure that Davie County Health and Human Services is a good steward of county, state, federal and grant funding.

Savings -Employee Wellness Clinic and outsourced costs

Percent savings between Employee Wellness Clinic and outsourced costs for health services and pharmaceuticals (Goal: 65% or greater -factoring in additional service costs)

Owner: Justin White

Last Update: Jan 12, 2023 14:53:26

Comment
The Employee Wellness and Acute Care Clinic was established to improve the health of Davie County's workforce, reduce out-of-pocket costs for employees, and reduce or maintain insurance premium costs for the County. By providing in-house wellness, acute care, rehabilitation, lab services, DOT physicals, employment drug screening, and limited Workers Compensation services, Davie County could reduce expenses related to primary care, emergency, pharmaceutical, occupational and rehabilitation services. The percent savings is calculated annually after all visit counts, services, and current private-pay rates for each is confirmed and calculated.

Death certificates processed within required 5 days

Percentage of death certificates processed within required 5 days of receipt (Goal: 100%)

Owner: Justin White

Last Update: Jul 13, 2023 18:32:39

Actual ●   Average ●—

— **Target** 100.0

Comment
Measures how quickly death certificates are processed from the time of receipt. North Carolina vital records general statutes requires processing to be completed within 5-7 days of the date of death. Limitations would include funeral homes not completing their portion in a timely manner and lack of other authorized agents to complete death certificates.

Complete Disaster / Emergency Shelter Plan

Revise and complete the disaster / emergency shelter plan in accordance with the Memorandum of Agreement between the American Red Cross and the State of North Carolina Department of Health & Human Services. (Goal: 100% complete by June 30, 2023)

Owner: Justin White

Last Update: Oct 10, 2020 12:33:57

Victim children do not have another substantiated report	**Reduce repeat maltreatment of children after In-Home**
Percentage of cases in which victim children do not have another substantiated report within twelve months of the first report (State Standard 91%) (Goal: 91% or greater)	Percentage of children who received in-home services within twelve months who were not victims of repeat maltreatment within six months of case closure (Goal: 95% or greater)
Owner: Katie Brewer, Crista Ramroop, and Justin White	*Owner: Katie Brewer, Crista Ramroop, and Justin White*
Last Update: Jul 17, 2023 00:35:01	*Last Update: Jul 17, 2023 00:33:14*

Legend: Actual (blue), Average (black line), Target 91.0

Legend: Actual (blue), Average (black line), Target 95.0

Comment
The Division approaches recidivism for Child Protective Services (CPS) cases through evidence-based practice and policy compliance.

Foster care children who are referred for CCA

Percentage of foster care children (ages 5 and above) that meet the requirements for Comprehensive Clinical Assessment (CCA) who are referred to CCA within 7 days of coming into care (Goal: 25% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 20, 2023 01:55:48
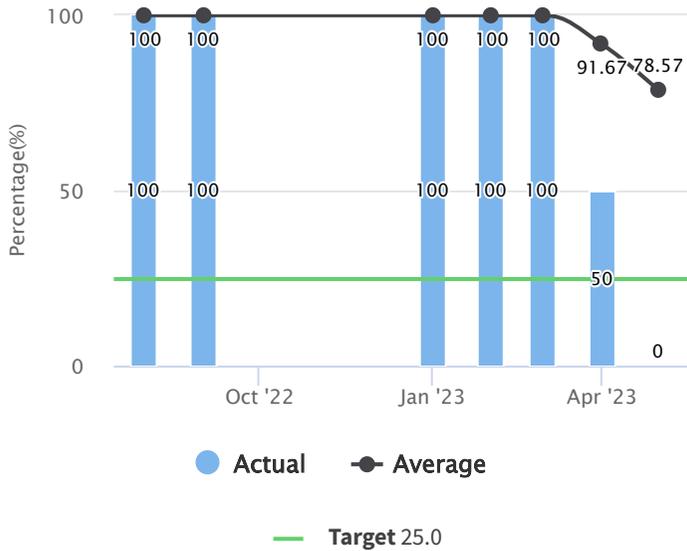
Comment
No children were applicable for this metric in July, October, November, December and June in FY 22-23.

Percentage of screened-in reports initiated on time

Percentage of screened-in reports initiated within required time frames with child(ren)
Abandonment - Immediate; Abuse - within 24 hours;
Neglect/Dependency - within 72 hours (State standard: 95%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 00:36:43

Documented permanency goals for foster youth

Percentage of Out of Home Family Service Agreements that were completed with caregivers/family within 30 days of the child's removal from the home to achieve permanency goals. (State Policy: Within 30 days of a child's removal from the home. Goal: 85%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 20, 2023 01:24:32
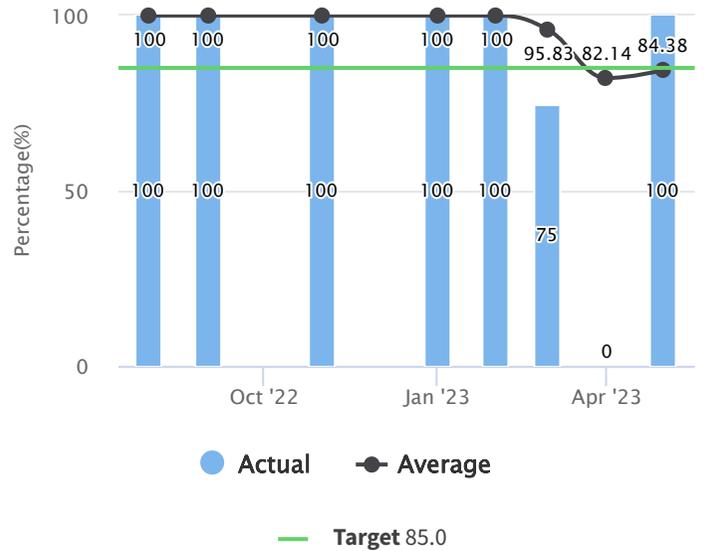
Comment
Some months, there were no families applicable for this metric. For the two months where this goal was not met, families were not accessible to DC DHHS staff due to being in treatment centers.

APS Evaluations for abuse or neglect

Percentage of adult protective services evaluations involving allegations of abuse or neglect that were completed within 30 days of the report. (State standard: 95%)

Owner: Katie Brewer, Crista Ramroop, and Justin White
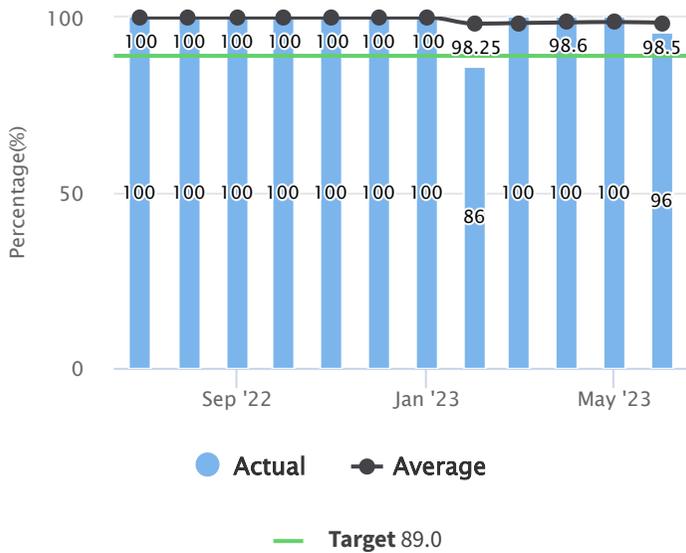
Last Update: Jul 13, 2023 18:13:25

Adults who experience abuse, neglect, or exploitation

Percentage of adults who experience abuse, neglect, or exploitation who do not experience a repeat incident within twelve months of case closure. (State performance 89%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 13, 2023 18:14:12

- Actual
- Average
- Target 89.0

Adult Care Homes monitored and complaint investigatio

Fiscal year percentage of Adult Care Homes monitored and complaint investigations completed within policy and best practice standards (State performance 89%) (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 13, 2023 18:14:33

- Actual
- Average
- Target 95.0

Special Assistance for the Aged applications processed

Percentage of Special Assistance for the Aged (SAA) applications that were processed within 45 calendar days of the application date. (State standard: 85%) Goal: 90% or greater

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 18, 2023 14:25:22

- Actual
- Average
- Target 90.0
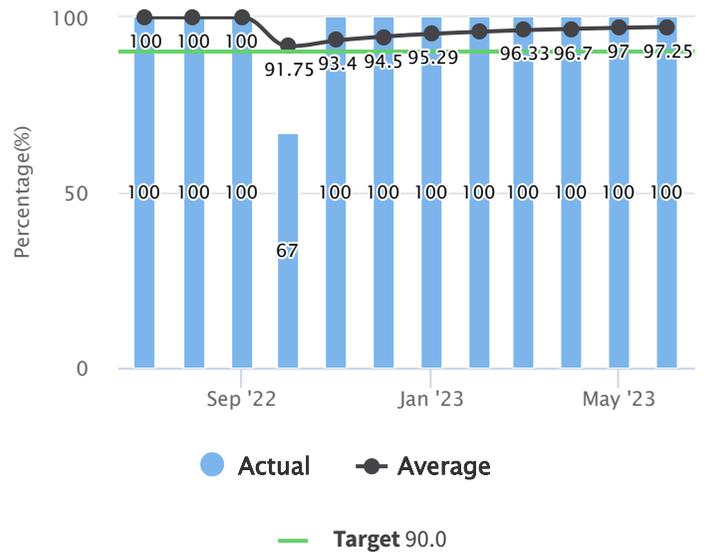
Comment
New staff members on this team resulted in 1 application being overdue which affected the metrics for October.

Special Assistance for the Disabled applications processed within 60 calendar days

Percentage of Special Assistance for the Disabled (SAD) applications that were processed within 60 calendar days of the application date. (State standard: 85%) (Goal: 100%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 20, 2023 01:33:35

- Actual
- Average
- Target 100.0
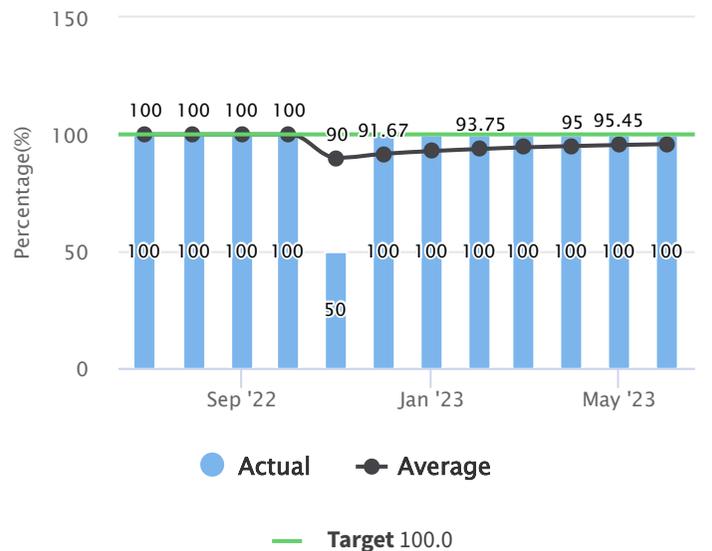
APS evaluations for exploitation

Percentage of adult protective services evaluations involving allegations of exploitation that were completed within 45 days of the report. (State standard: 85%) Goal: 95%

Owner: Crista Ramroop, Katie Brewer, and Justin White

*Last Update: Jul 13, 2023 18:14:54*

Comment
The agency did not receive any reports involving exploitation for the month of July, August, September, October, November , May and June.

Intensive Family Preservation services

Percentage of families who receive in-home services who are referred to and successfully complete Intensive Family Preservation Services. (Goal: 95%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 17, 2023 15:04:52
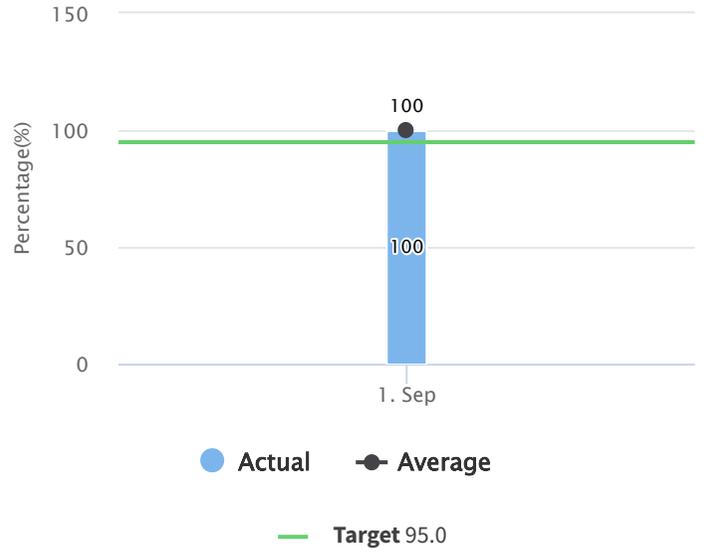
Comment
There were no families applicable for this metric in Quarter 2, Quarter 3 or Quarter 4. During Quarter 4, DC DHHS was notified about a transition in service providers, putting referrals for this program temporarily on hold.

Children who achieve permanency within 12 months

Percentage of children who achieve permanency within 12 months of entering custody, per the federal CFSR state data profile for the period of January 2022 to December 2022 (State standard: 40.5%)(Goal: 40.5% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 16:40:13

● Actual

— **Target** 40.5
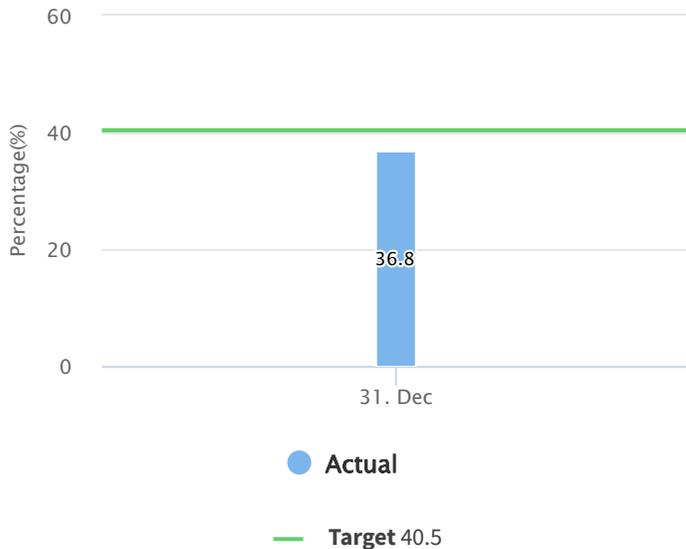
Comment
This metric is updated as one percentage annually, not monthly.

DC DHHS was close to meeting the performance metric for FY 22-23. The Division of Child Welfare outperformed the following entities during the same reporting period of January 1, 2022 to December 31, 2022 (the most recent data reporting period) from the UNC School of Government CW/WF/FNS website:

-NC average: 25.9%

-Small counties: 30.6%

-Judicial District 22B: 26.9%

-Region 3: 18.1%

This data point can be found at the following link: http://sasweb.unc.edu/

Foster youth who have monthly face to face visits

Percentage of all foster youth who have face-to-face visits by their Social Worker each month (State Standard: 95%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 01:55:06

● Actual   ● Average
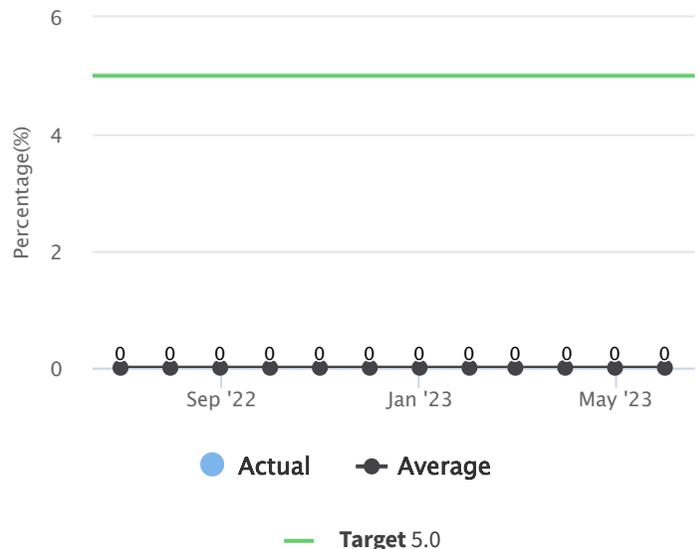
— **Target** 95.0
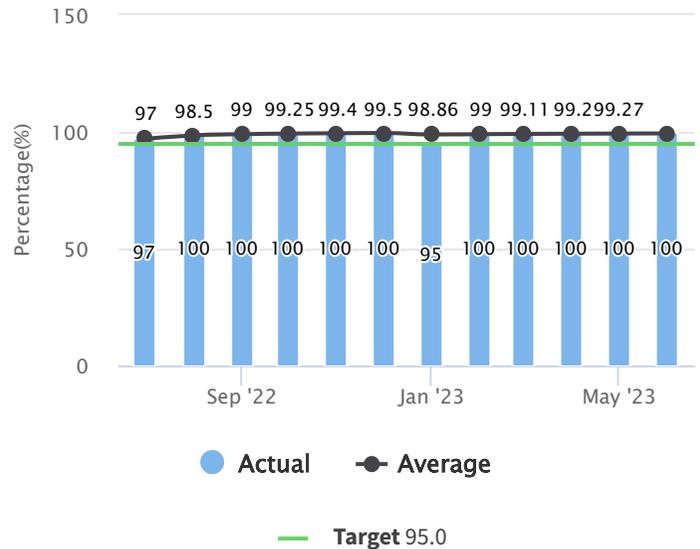
Children who reenter foster care within 12 months

Percentage of children who were in foster care for less than 12 months and who re-enter foster care within 12 months of discharge (State standard: 8.3%)
(Goal: 5% or lower)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 00:40:50

● Actual   ● Average

— **Target** 5.0

Comment
No children entered foster care in July 2022. The removals in August and September 2022 did not include children who had previously been in foster care.

Average placement moves per year of foster children

Of all children who entered foster care in a 12 month period, the average placement moves per 1,000 days of care(State Standard: 4.1) (Goal: 5.5 or less)

Owner: Katie Brewer, Crista Ramroop, and Justin White
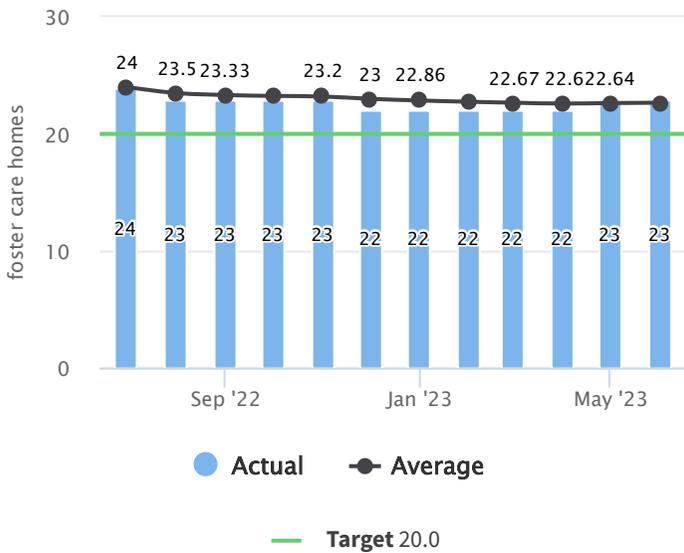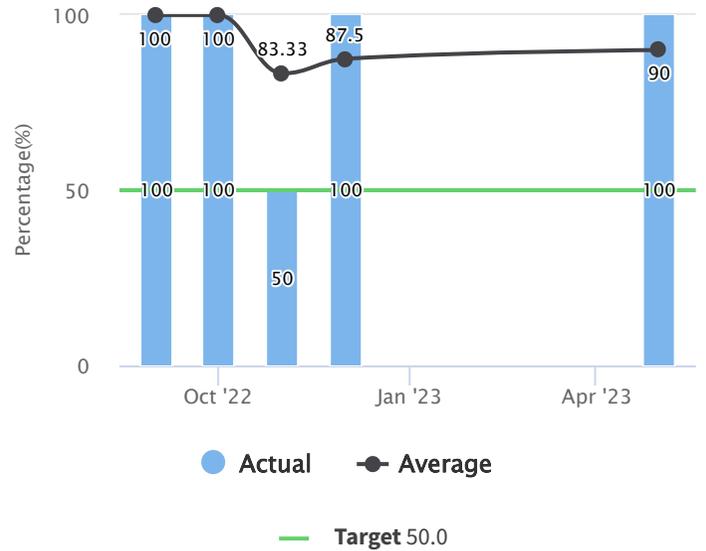
Last Update: Jul 17, 2023 01:52:34

Adoptions finalized within 6 months of legal clearance

Percentage of adoptions that are finalized within 6 months of legal clearance (Goal: 50% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

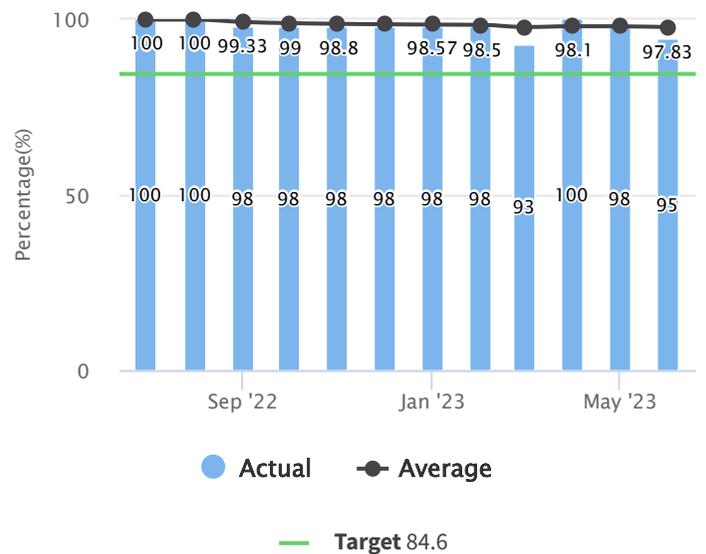*Last Update: Jul 17, 2023 00:42:33*

Comment
No adoptions occurred in July 2022 or August 2022.

Number of foster care homes per fiscal year

Average number of foster care homes per fiscal year (Goal: 20 homes to accommodate Davie County children)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 20, 2023 00:26:58

Children in foster care current on dental and medical

Percentage of children in foster care who are current on dental and medical screenings (State performance 84.6%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 17:23:22

Children in foster care per 1,000

Children in foster care per 1,000 (State average 6.7) (Goal: 10 or less)

Owner: Katie Brewer, Crista Ramroop, and Justin White
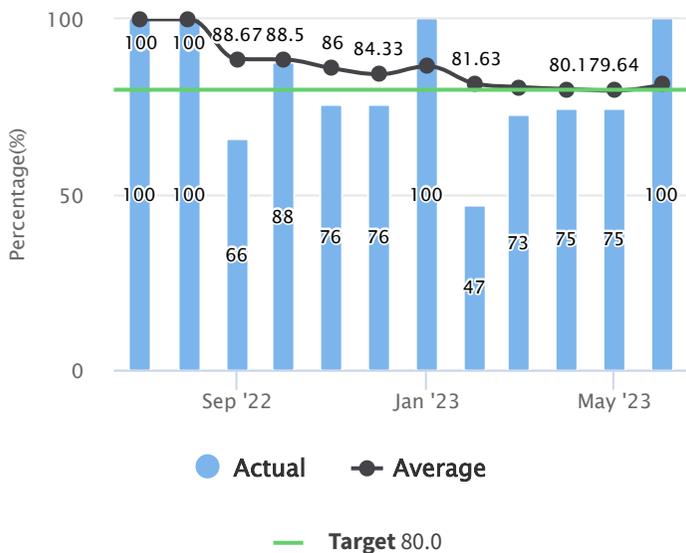
Last Update: Jul 17, 2023 01:53:57

Values shown on chart (Average line, top): 4.82, 5, 5.21, 5.26, 5.21, 5.13, 5.14, 5.15, 5.13, 5.13, 5.12, 5.1

Values shown on chart (Actual bars, bottom): 4.82, 5.17, 5.63, 5.4, 5.05, 4.71, 5.17, 5.28, 4.94, 5.17, 4.94, 4.94

Legend: Actual, Average

— **Target** 10.0

Child Protective Services social work caseloads

Percentage of Child Protective Services social work caseloads which are compliant with the state recommended caseload number (State Recommended Caseload Number is 10 CPS) (Goal: 80% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 01:57:51

Values shown on chart (Average line): 100, 100, 88.67, 88.5, 86, 84.33, 81.63, 80.1, 79.64

Values shown on chart (Actual bars): 100, 100, 66, 88, 76, 76, 100, 47, 73, 75, 75, 100

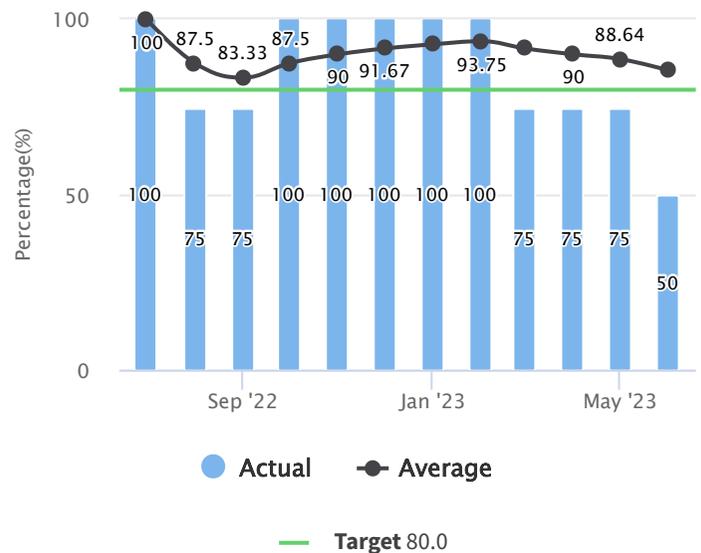Legend: Actual, Average

— **Target** 80.0

Foster Care social worker caseloads

Percentage of Foster Care social work caseloads which are compliant with the state recommended caseload number (State Recommended Caseload Number is 15 FC) (Goal: 80% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 01:58:58

Values shown on chart (Average line): 100, 87.5, 83.33, 87.5, 90, 91.67, 93.75, 90, 88.64, 90

Values shown on chart (Actual bars): 100, 75, 75, 100, 100, 100, 100, 100, 75, 75, 75, 50
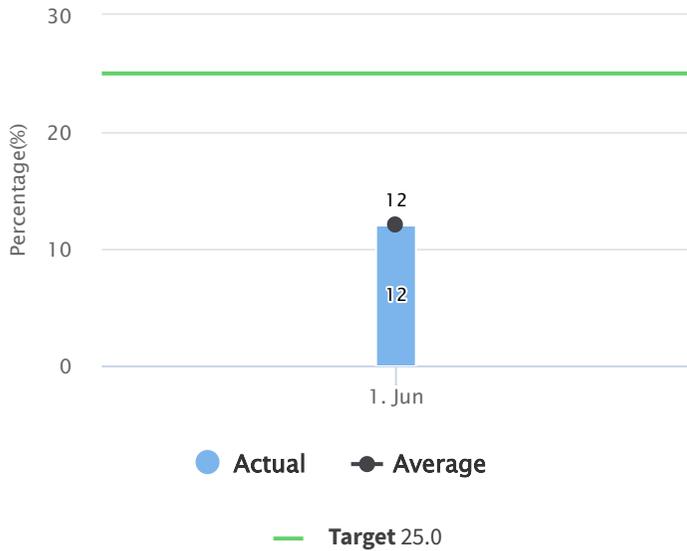
Legend: Actual, Average

— **Target** 80.0

Social worker voluntary turnover rate

Average social worker voluntary turnover rate (State Standard: 15%) (U.S. Standard: 30%) (Goal: under 25%)

Owner: Katie Brewer, Crista Ramroop, and Justin White

*Last Update: Jul 17, 2023 02:05:26*

Comment
This metric is updated as one percentage annually, not monthly.

Ensuring all educational and health needs of children

Percentage of caretakers receiving Work First who participate in ensuring all educational and health needs of children are being met in care plan (State Standard: 84.3%) (Goal: 90% or greater)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jun 28, 2023 14:53:14
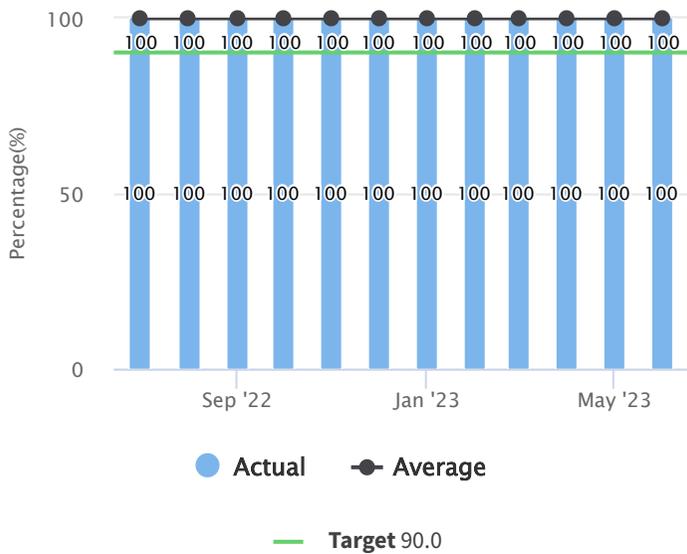
Work First Individual completions

Percentage of work-eligible individuals that demonstrates completion of the required number of hours of federally countable work activities that provides documentation to support the hours completed. (State standard: 50%) (Goal: 50% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jun 28, 2023 14:54:10
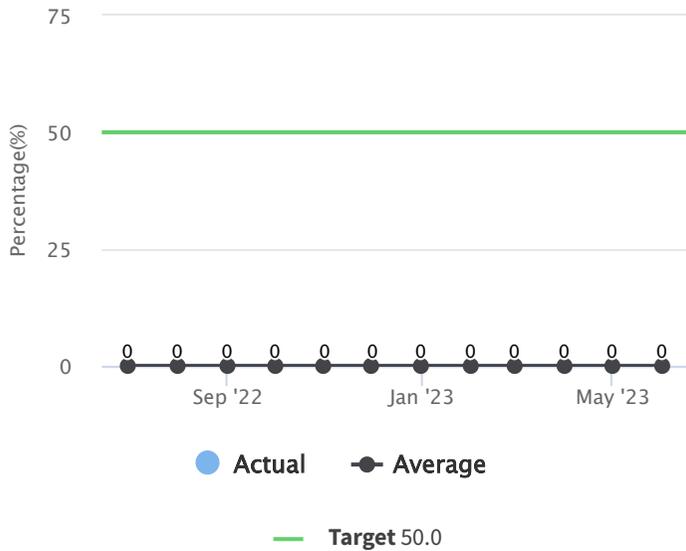
Comment
Legislation requires county departments of social services to provide a wide range of services for families with income at or below 150 or 200 percent of the federal poverty level if the family meets the eligibility criteria. This is an important service in helping families remain off assistance. It is often a critical source of services for helping families who may have never received assistance. Services may include but aren't limited to, employment-related services, transportation to and from work, short-term child care, post-employment short-term skills training, and child and family enrichment services.

Federal regulation has Work First services count clients that are work exempt, even with a doctor's note. This significantly reduces county percentages states-wide.

Families who have applied for child care subsidy

Percentage of families who have applied for child care subsidy who are eligible and receive services each fiscal year (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 18, 2023 14:46:16

Child Care Subsidy applications processed in 30 days

Percentage of Child Care Subsidy applications processed within 30 calendar days of the application date. (State standard: 95%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 18, 2023 14:46:52

Medicaid applications processed within the State standard of 45 days

Percentage of Medicaid applications processed within the State standard of 45 days (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:23:33

Comment
June had three overdue applications; however, two were due to a help desk ticket with NC FAST. The timeliness percentage calculated for June without the helpdesk tickets is 93%.

Medicaid re-certifications processed on time

Percentage of Family and Children's Medicaid re-certifications processed on time, each month. (Goal: 85% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 21:03:22

Number of days for processing Medicaid applications

Average number of days for processing Child and Family Medicaid applications (Goal: 40 days or less)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:25:49

Food assistance applications processed within 25 days

Percentage of regular Food & Nutrition Services applications processed within 25 days of application (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White
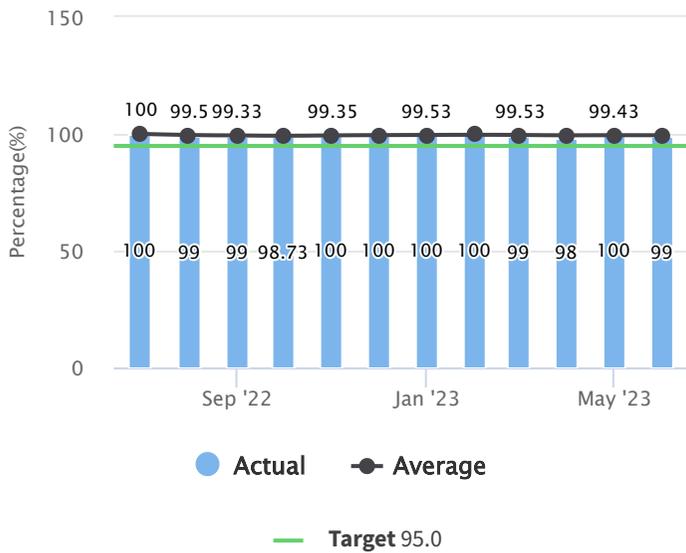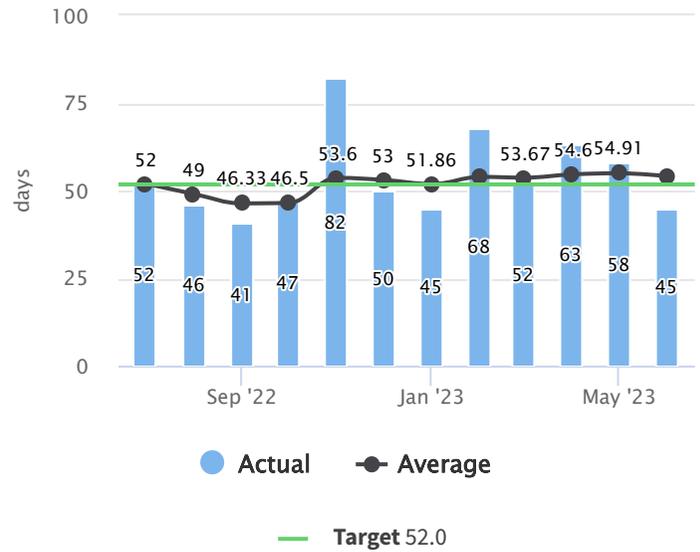
Last Update: Jul 19, 2023 19:27:07
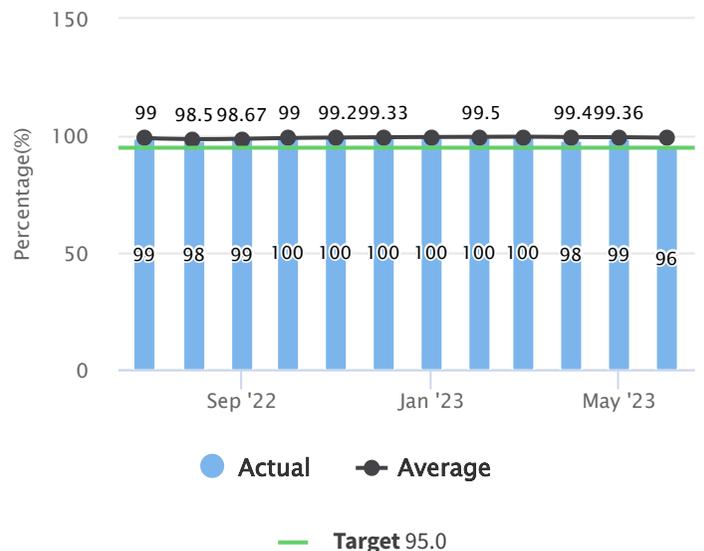
Food and Nutrition Services re-certifications processed

Percentage of Food & Nutrition Services re-certifications which are processed on time, each month (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:30:03

Legend:
- Actual (blue)
- Average (black line)
- Target 95.0 (green line)

Average values: 100, 99.5, 99.33, 99.35, 99.53, 99.53, 99.43
Actual values: 100, 99, 99, 98.73, 100, 100, 100, 100, 99, 98, 100, 99

Disability Adult Medicaid applications processed

Percentage of Disability Adult Medicaid applications processed within state standard of 90 days (Goal: 94% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:28:30

Legend:
- Actual (blue)
- Average (black line)
- Target 94.0 (green line)

Average values: 96, 92.5, 94, 95.5, 93.8, 94.83, 95.38, 94.79, 94.73
Actual values: 96, 89, 97, 100, 87, 100, 100, 94, 84, 100, 95, 94

Comment
Metrics lower due to staff illness and shortage. Requesting a waiver from the state.

Number of days for processing Disability Adult Medicaid applications

Average number of days for processing Disability Adult Medicaid applications(Goal: 52 days or less)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:36:08

Legend:
- Actual (blue)
- Average (black line)
- Target 52.0 (green line)

Average values: 52, 49, 46.33, 46.5, 53.6, 53, 51.86, 53.67, 54.6, 54.91
Actual values: 52, 46, 41, 47, 82, 50, 45, 68, 52, 63, 58, 45

Comment
Higher numbers are a result of illness related absences, short staff, and staff turnover.

Additionally, If DDS goes over in determining disability that is out of the caseworkers control as well.

Traditional Medicaid re-certifications processed on time

Percentage of traditional Medicaid re-certifications processed on time, each month. (Goal: 93% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 21:02:38

Comment
The Affordable Care Act established a new methodology for determining income eligibility for Medicaid, which is based on Modified Adjusted Gross Income (MAGI). MAGI is used to determine financial eligibility for Medicaid, CHIP, and premium tax credits and cost-sharing reductions available through the health insurance marketplace. By using one set of income counting rules and a single application across programs, the Affordable Care Act made it easier for people to apply and enroll in the appropriate program.

In March 2021, due to Covid-19, the state extended all recertifications.

Adult Protective Service referrals

Percent of Adult Protective Service clients referred to appropriate local community resources to remain safely in the community (Goal: 100%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jun 28, 2023 14:48:38

Expedited Food and Nutrition Services Applications

Percent of Expedited Food and Nutrition Services applications that were processed within 4 calendar days from the date of application. (State standard: 95%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 19:59:06

Work First 2-Parent work activities

Percentage of two-parent families with work-eligible individuals that verify that they have completed the required number of hours of federally countable work activities that provide documentation to support the work activities (State Standard: 90% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

*Last Update: Jun 28, 2023 14:55:39*

Comment
The agency did not have any two-parent families with work-eligible individuals in the Work First program.

Work First applications processed within 45 days

Percentage of Work First applications that are processed within 45 days of receipt. (State standard: 95%) (Goal: 95% or higher)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jun 28, 2023 14:57:27
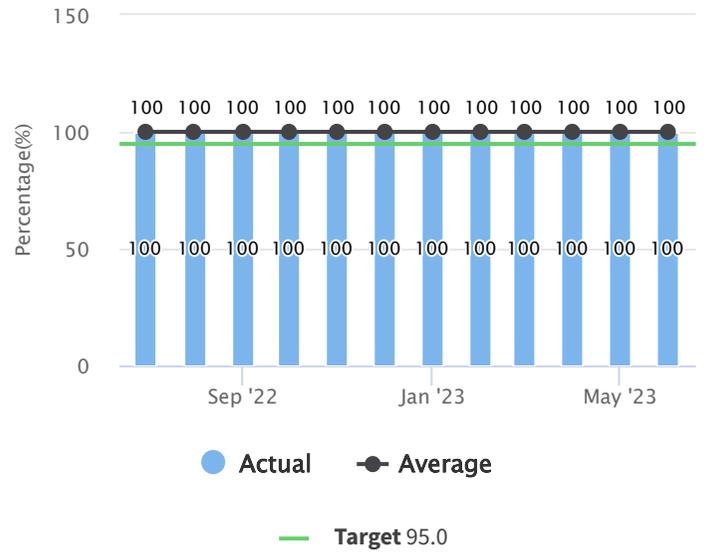
Comment
The agency did not have any new applications for July, August September or November.

Work First re-certifications processed on time

Percentage of Work First re-certifications processed no later than the last day of the current recertification period (State Standard: 95%) (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 20:00:33
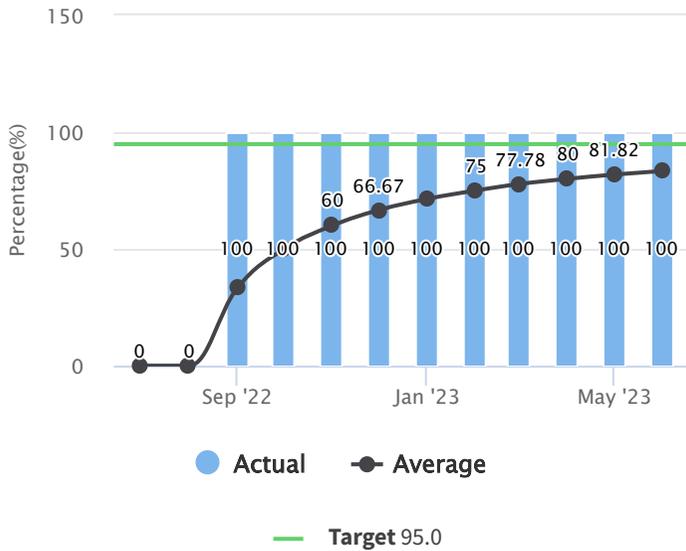
Comment
 No recertification for the month of July, August, November and December.

Clients served through Special Assistance In-Home Program

Number of clients served by Special Assistance In-Home Program (Goal: 10 or greater)

Last Update: Jul 13, 2023 18:16:33
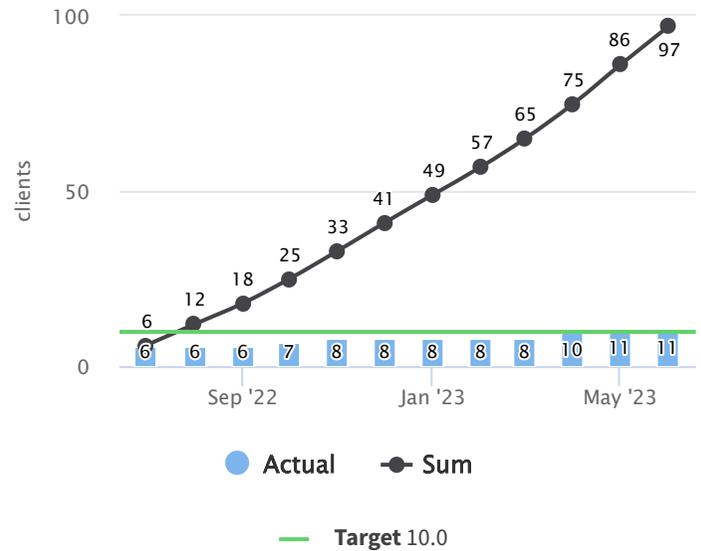
Comment
The agency does not have a waiting list and can accept additional SA/IH clients.

Clients served by Social Services Block Grant In-Home Aide

Number of clients served by Social Services Block Grant In-Home Aide Program. (Goal: 4 or greater)

Last Update: Jul 13, 2023 18:17:24
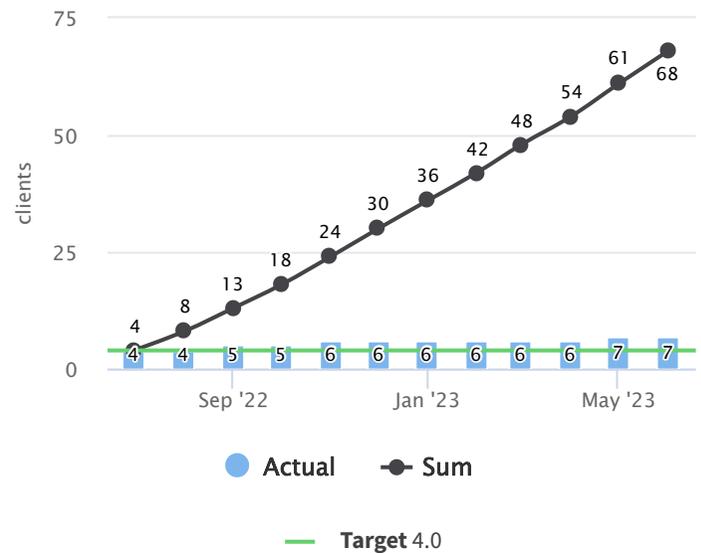
State & Federal dollars maximized to achieve results

Percentage of state and federal dollars maximized to achieve results while minimizing county dollars (Goal: 95% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jan 26, 2022 15:50:13

Comment
One of the cases with our agency is being counted as overdue by the state, but is out of our control because it is being held up with the District Attorney's office. Excluding this case, we will be at 100% for January, February, and March.

Program Integrity claims established within 180 days

Percentage of Program Integrity claims that are established within 180 days of the date of discovery. (State standard: 90%) (Goal: 90% pr greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 20:01:28

Target 90.0
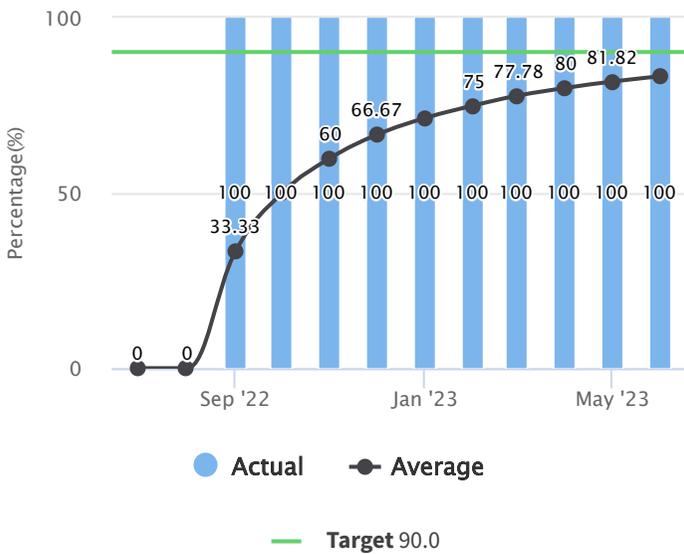
Comment
One of our cases has been counted as overdue by the state; however, this has been out of the worker's control as it was given to the District Attorney's office in October 2019 for prosecution. Excluding this case, the metric would be at 100% for both July and August. This case has since come off the report beginning in September.

Annual dollars saved and recovered through programs

Annual dollars saved and recovered through program integrity / fraud efforts (Goal: $50,000 or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 19, 2023 20:29:39
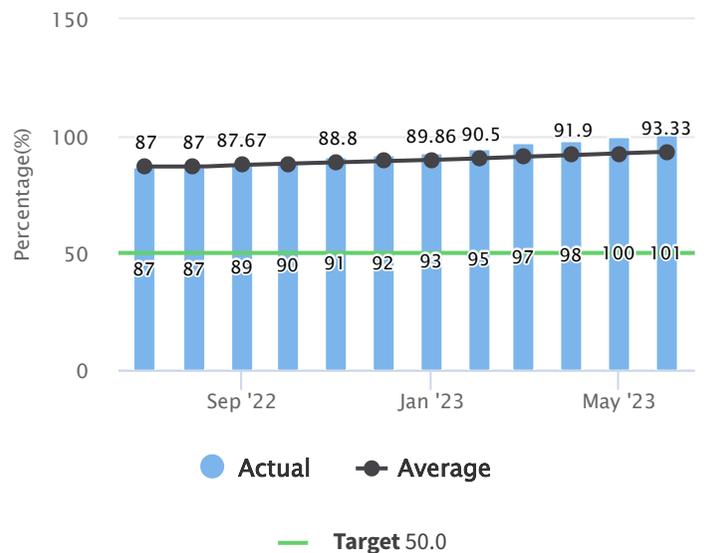

Target 50000.0
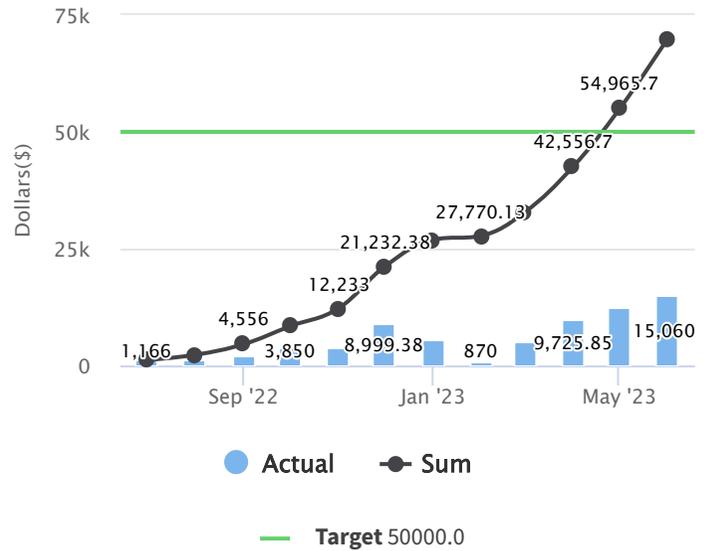
Child Support paternities established for children

Percentage of paternities established or acknowledged (for child support) for children born out of wedlock. (National standard: 50%) (Goal: 50% or greater) Federal & State Goal as updated for COVID impact to 50%

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 13, 2023 19:15:08

Target 50.0

Comment
Paternity Establishment MOU goal was changed to 50% State Standard. MOU goals for SFY2020-2021 are based on each County's performance at the end of SFY 2019-2020.
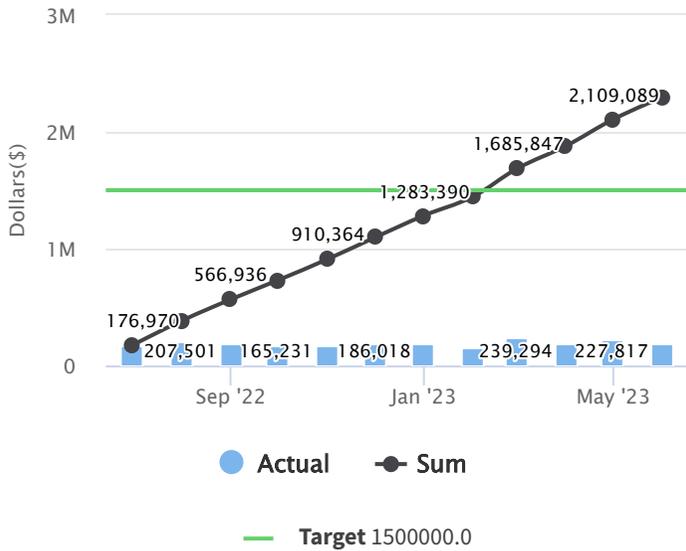
Annual amount of child support collected

Amount of child support collected per fiscal year. (Goal: $ 1,500,00) State goal was amended for COVID impact. No specified amount.

Owner: Crista Ramroop, Katie Brewer, and Justin White
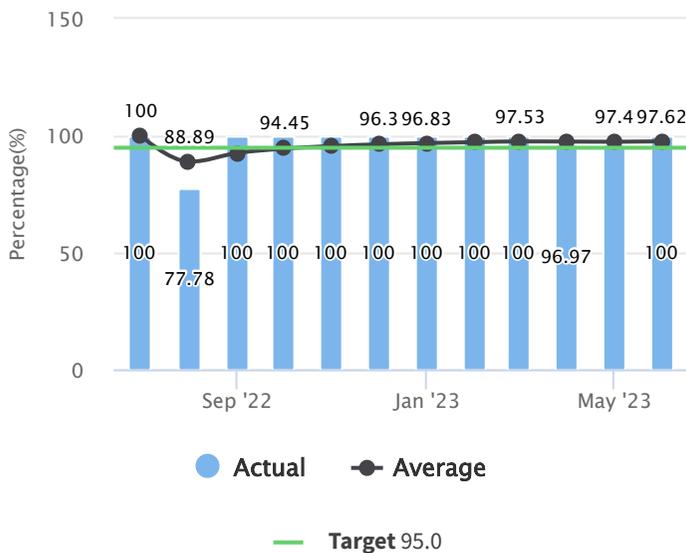
Last Update: Jul 13, 2023 19:57:04

Child Support Cases with Court order

Percentage of Child Support cases that have a court order establishing support obligations. (State standard: 50% or greater) State standard was amended for COVID impact to 50%

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 13, 2023 19:47:56
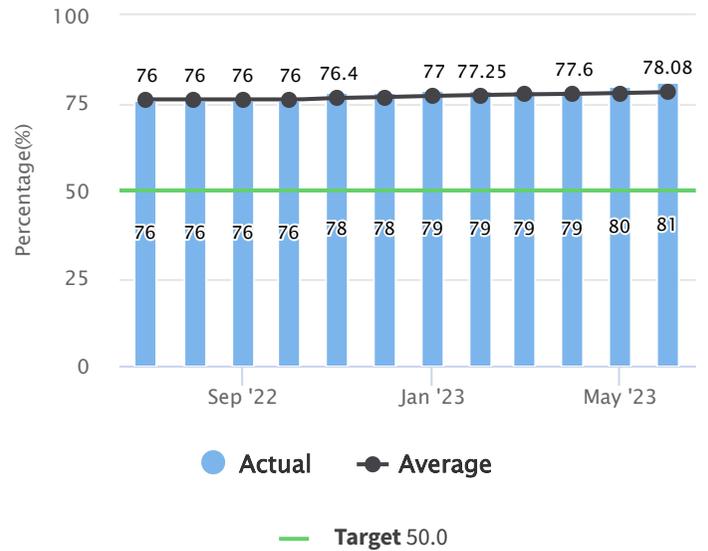
Comment
The Child Support unit has been without an Establishment Agent since the November, 2020. Not having someone to work that caseload on a full time basis will effect this metric greatly. Cases Under Order MOU goal was changed to 50% State Standard.

Crisis Intervention Program applications processed

Percentage of Crisis Intervention Program (CIP) applications which are processed within state mandated timeline. (State standard: 95%)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 13, 2023 18:50:40

Comment
In August, the agency received 2 Epass application on a Friday afternoon, the time clock started. Both application was counted as overdue on the following Monday.

Child Support Paid

Percentage of current Child Support paid. (State standard: 40%) (Goal: 40% or greater) Federal and State standard amended for COVID impact to 40%

Owner: Crista Ramroop, Katie Brewer, and Justin White
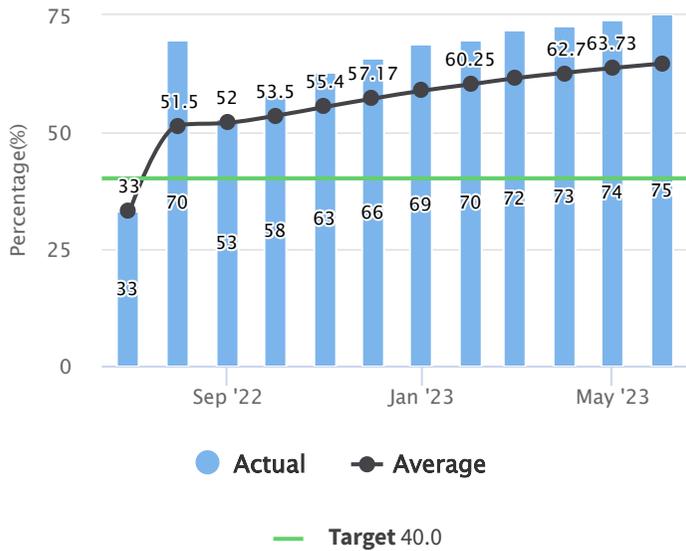
Last Update: Jul 13, 2023 19:54:20
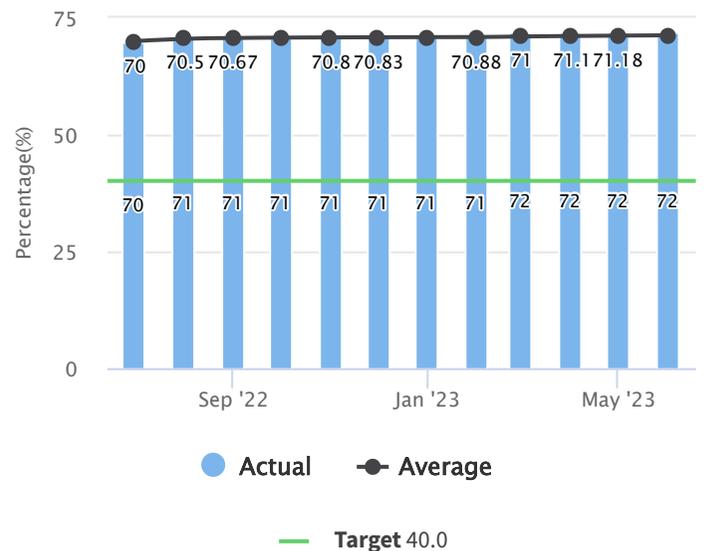
Child Support arrears payments

Percentage of Child Support cases receiving a payment towards arrears. (State standard: 40%) (Goal: 40% or greater) Federal & State goals were amended due to COVID to 40%

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jul 13, 2023 19:52:56

Legend: ● Actual ─●─ Average ─── Target 40.0

Comment
Payment to Arrears MOU goal was changed to 40% State Standard. MOU goals for SFY2022-2023 are based on each County's performance at the end of SFY 2021-2022.

DSS expenditures reimbursed by state and federal govt

Percentage of DSS expenditures that are reimbursed by state and federal dollars (State average 43%) (Goal: 50% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

Last Update: Jan 26, 2022 15:54:29

Comment
This metric looks at state and federal reimbursement dollars based on the expenditures DSS reports. Expenditures are reported at the end of a month to the state and reimbursement will follow a month later, therefore this metric will always be one month behind in reporting until year-end. This percentage will also fluctuate with DSS agencies having greater reimbursement at the beginning of a quarter when more funding codes are available and less towards the end of a quarter when funds are spent out.

The true measure of an agency's performance in this metric is done on an annual basis and reported in Septemeber the following year but it is still useful to track the monthly progression. For the fiscal year 2020, our annual percentage was 57.73%.

Goal 1.1.29 | Jul 01, 2021 - Jun 30, 2023 | Completed   Progress 100%

Strengthen Disaster Preparedness - Public Health

Owner: Justin White

*Update provided by Justin White on Jul 21, 2023 14:51:14*

> On track. Staff assembly drill was conducted along with working to establish and test the ability to use virtual meeting as assembly.

Public Health employees who could respond to emergency

Percentage of Public Health employees who could respond to an emergency call down drill within 4 hours. (Goal: 80% or greater)

Owner: Justin White, Katie Brewer, and Crista Ramroop

Last Update: Jul 19, 2023 17:54:41
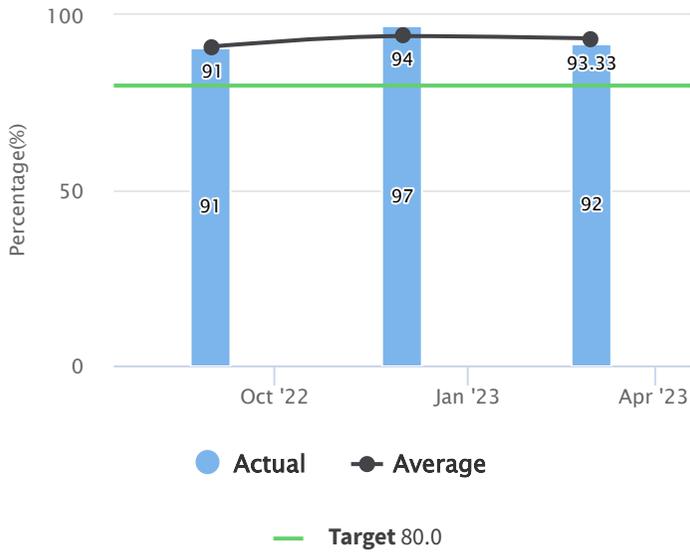
Comment
Call down trainings are done quarterly through Hyper-Reach programming. Staff respond based on their availability to report for duty in case of emergency.

Conduct Preparedness Training

Conduct one preparedness training for staff, as defined by the Public Health Preparedness Agreement addenda (Goal: 100% completed by June 30, 2023)

Owner: Justin White, Katie Brewer, and Crista Ramroop
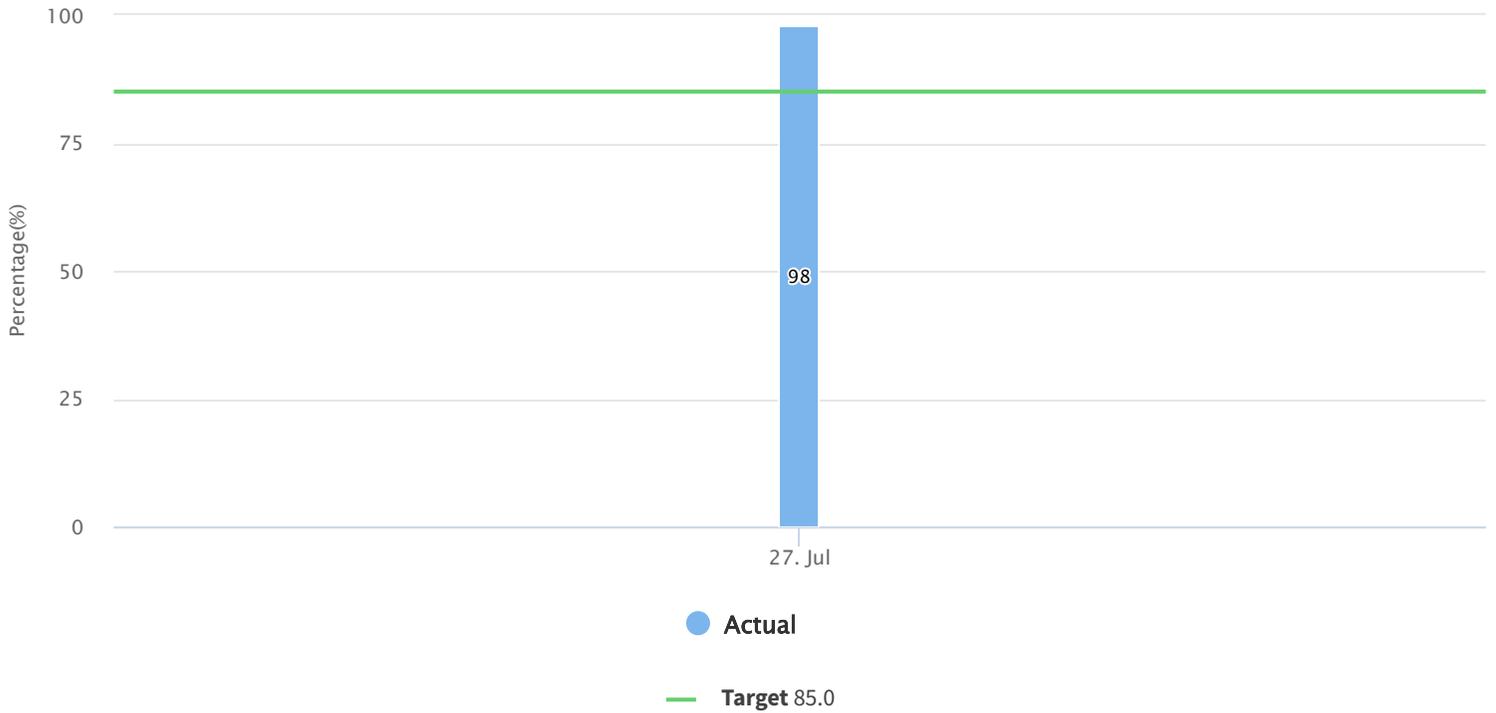
Last Update: Jul 21, 2023 14:49:29

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2023.

Owner: Justin White, Katie Brewer, and Crista Ramroop

Last Update: Jul 27, 2023 21:05:12

Goal 4.1.13   Jul 01, 2021 - Jun 30, 2023   Completed   Progress 100%

Improve healthy lifestyles and nutrition access and programming

Owner: Kim Shuskey

Update provided by Kim Shuskey on Jul 18, 2023 18:17:26

> Update this period: Next steps: Disruptions (if necessary):
>
> Update this period: Next steps: Disruptions (if necessary):
>
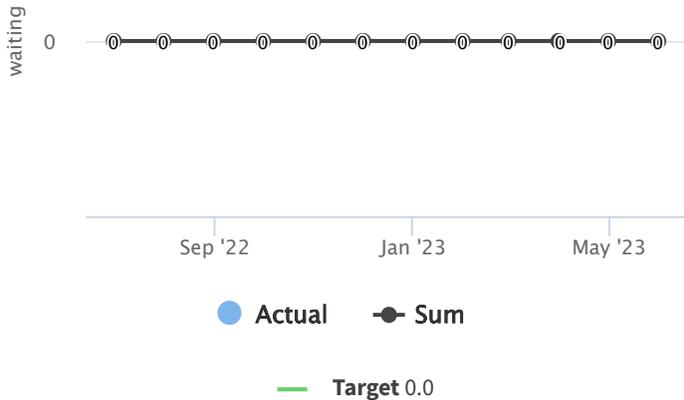> Update this period: Next steps: Disruptions (if necessary):
>
> Update this period: Next steps: Disruptions (if necessary): Senior Services met this goal.

Number on waiting list for Homebound meals

Number on waiting list for service for Homebound Meals (Goal: 0)

Owner: Kim Shuskey and Justin White

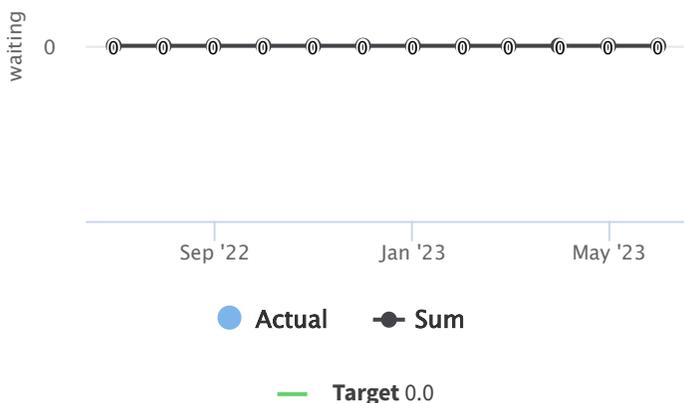*Last Update: Jul 18, 2023 18:12:33*

Comment

Our goal is to maintain 0 people waiting for service so that everyone who needs a meal will get one.

Number on waiting list for Congregate Lunch program

Number on waiting list for service for Congregate Lunch Program (Goal: 0)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:12:59

Comment

Our goal is to maintain 0 people waiting for service so that everyone who needs a meal will get one.

Health education seminars provided by Senior Services

Number of health education seminars provided by Senior Services (Goal: 12 or greater)

Owner: Kim Shuskey and Justin White

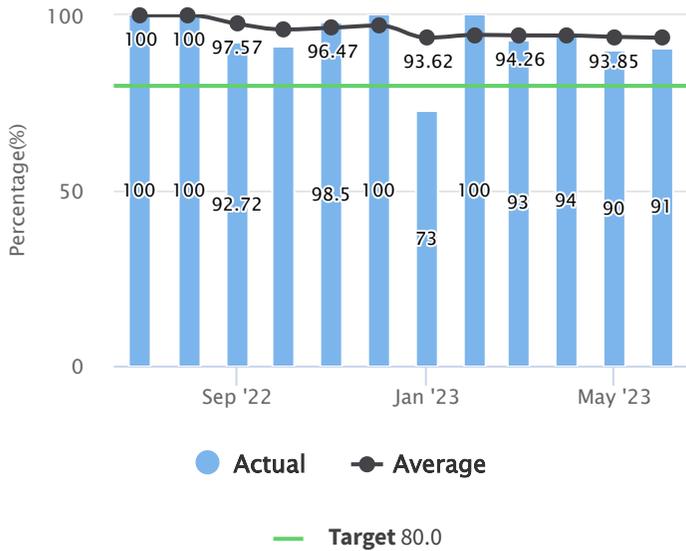*Last Update: Jul 18, 2023 18:13:32*

Comment

Senior Services strives to offer a variety of health education to older adults on topics that are relevant and meaningful to them.

Participants in Health education seminars

Number of participants in health education seminars (Goal: 600 or greater by 6/30/2023)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:14:03

Comment

Senior Services strives to offer a variety of health education to older adults on topics that are relevant and meaningful to them.

Participants who gained knowledge from seminars

Percentage of participants who indicate on the post-seminar survey that they learned something that would influence them to adopt a healthier lifestyle (goal: 80% or greater)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:14:38


- Actual
- Average
- Target 80.0

Comment
Senior Services strives to offer a variety of health education to older adults on topics that are relevant and meaningful to them.

On-Site Socialization Benefits of Senior Nutrition Program

Percentage of clients who report decreased feelings of isolation due to participation in on-site Senior Nutrition program
(Goal: 75% or greater)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:16:27

- Actual
- Average
- Target 75.0
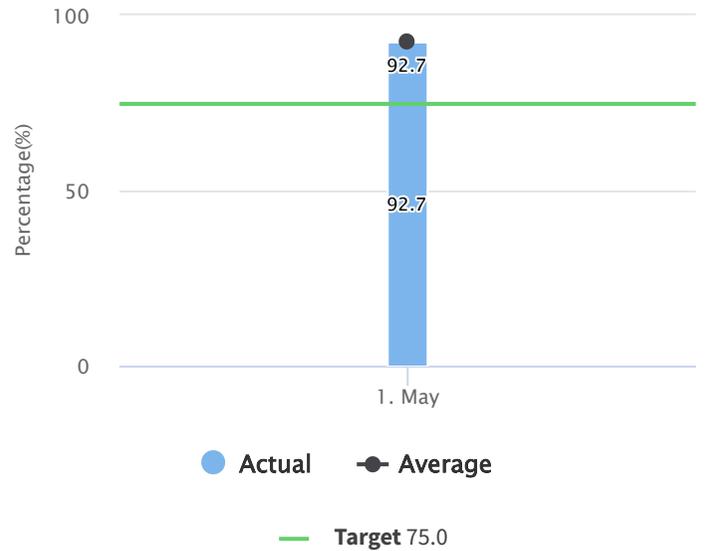
Comment
Collected by client surveys.

Homebound Meals Benefits

Metric: Percentage of clients who report Homebound Meals program has helped them to remain in their home longer than they would have without the program.
(Goal: 75% or greater)

Owner: Justin White and Kim Shuskey

Last Update: Jul 18, 2023 18:16:42

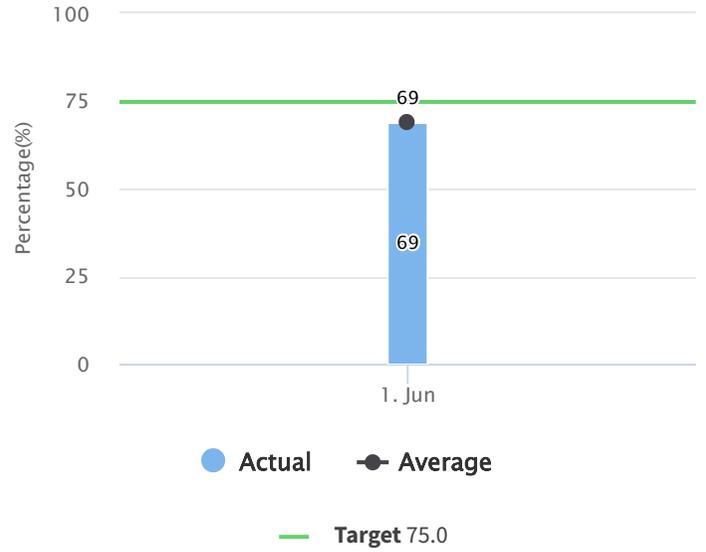Actual ● Average

— **Target** 75.0

Comment
Collected by client surveys.

Family Caregiver Support Program benefits

Percentage of caregivers who report decreased feelings of stress due to services provided through Family Caregiver Support program (Goal: 75% or greater)

Owner: Justin White and Kim Shuskey

Last Update: Jul 18, 2023 18:16:52

Actual ● Average
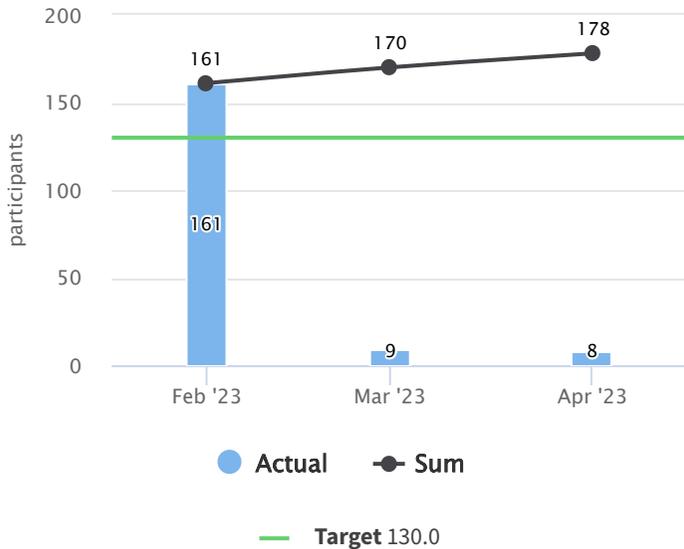
— **Target** 75.0

Comment
Collected by client surveys.

Number of participants in local Senior Games

Number of participants in local Senior Games (Goal: 130 or more)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:20:05

- ● Actual
- ● Sum
- — **Target** 130.0

Comment
This was a record breaking year for Senior Games.

Number of year-round Senior Games activities

Number of year-round Senior Games activities - not including local games (Goal: 20 or more)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:19:13

- ● Actual
- ● Sum
- — **Target** 20.0

Comment
Senior Services offers a variety of programs to promote year-round wellness and to promote Senior Games.

Client satisfaction rating with Senior Center programs

Percentage of clients reporting being satisfied to very satisfied with Senior Center programming as measured on annual survey (Goal: 90% or greater)

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:19:44

- ● Actual
- ● Average
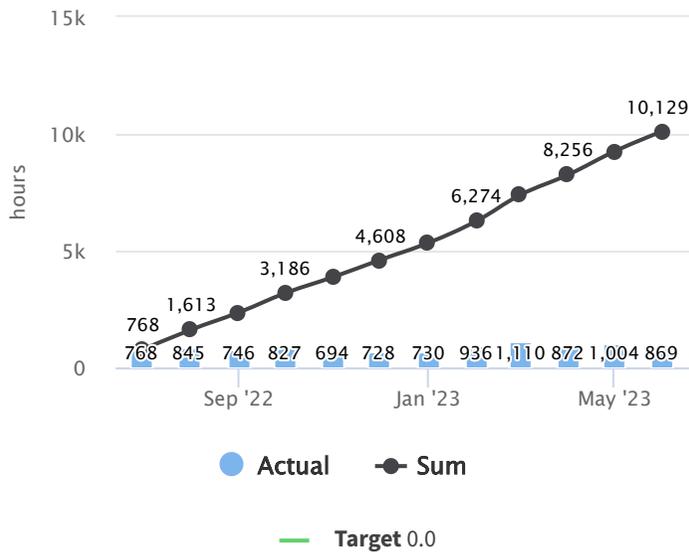- — **Target** 90.0
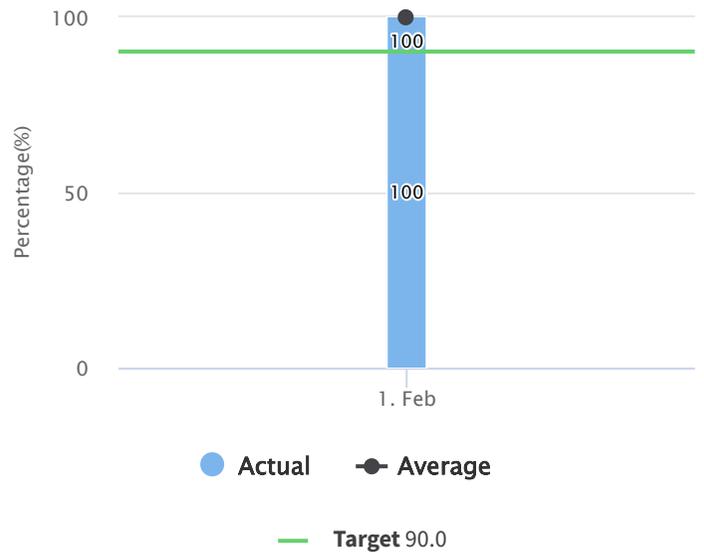
Comment
Collected by client surveys.

Hours volunteered by community to Senior Services

Number of hours volunteered by community to Senior Services programming

Owner: Kim Shuskey and Justin White

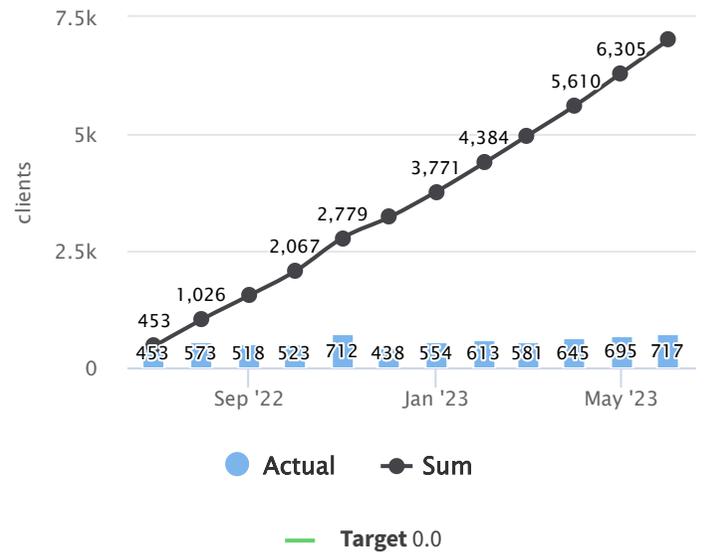*Last Update: Jul 18, 2023 18:20:57*

Clients in Sr Center programming

Number of unduplicated clients for Senior Center programming that is recreational and/or social in nature

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:22:08

Volunteers participating in programs supervised by Sr Services

Number of volunteers participating in programs supervised by Senior Services

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:21:32

Sr Center visits for recreation and social events

Number of visits to Senior Services for Senior Center programming that is recreational and/or social in nature

Owner: Kim Shuskey and Justin White
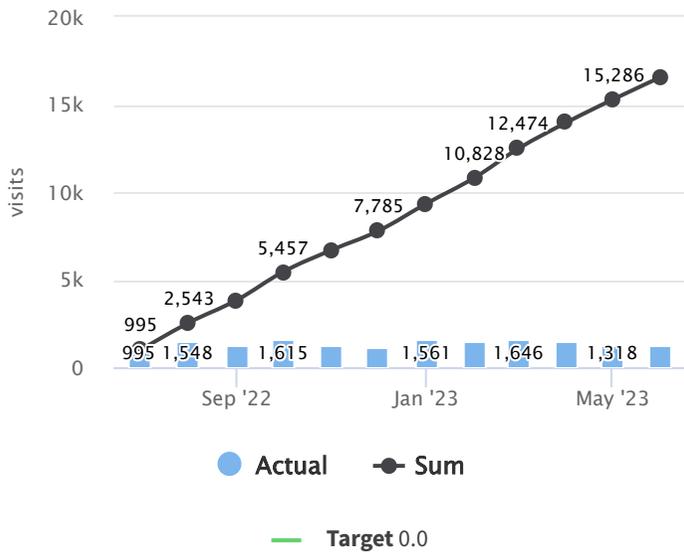
Last Update: Jul 18, 2023 18:22:57

Fitness class visits

Number of visits to Senior Services for organized fitness classes

Owner: Kim Shuskey and Justin White
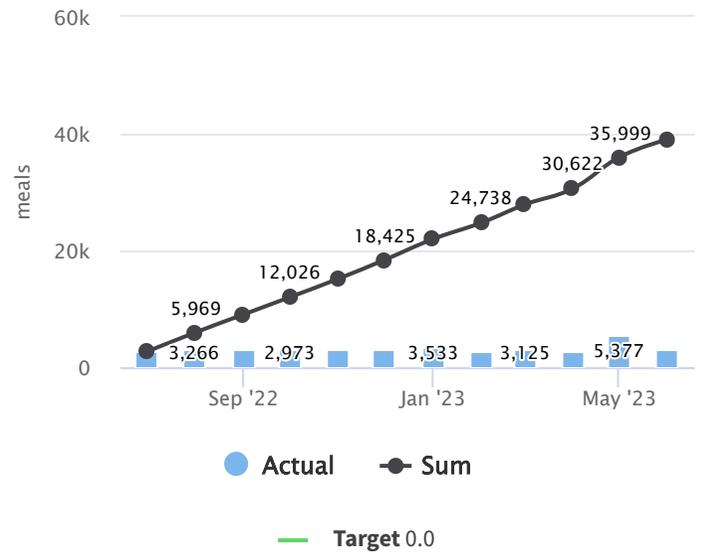
Last Update: Jul 18, 2023 18:23:29

995
995 1,548
2,543
5,457
7,785
10,828
12,474
15,286
1,615
1,561
1,646
1,318

● Actual ━●━ Sum

━━ **Target** 0.0

Homebound meals served

Number of homebound meals served

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:24:31

5,969
3,266 2,973
12,026
18,425
24,738
30,622
35,999
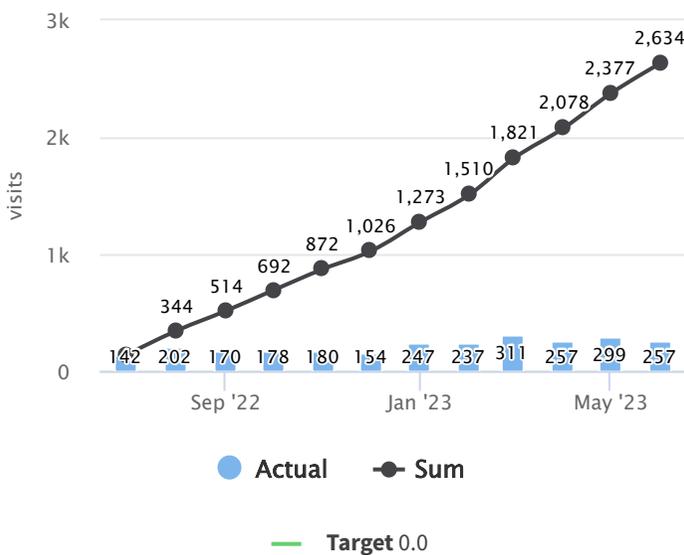3,533
3,125
5,377

● Actual ━●━ Sum

━━ **Target** 0.0

Fitness room visits

Number of visits to Senior Services for fitness room

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:24:02

142
142 202
344
514
692
872
1,026
1,273
1,510
1,821
2,078
2,377
2,634
170 178 180 154 247 237 311 257 299 257

● Actual ━●━ Sum

━━ **Target** 0.0

Persons served by homebound meals

Number of unduplicated persons served by homebound meals

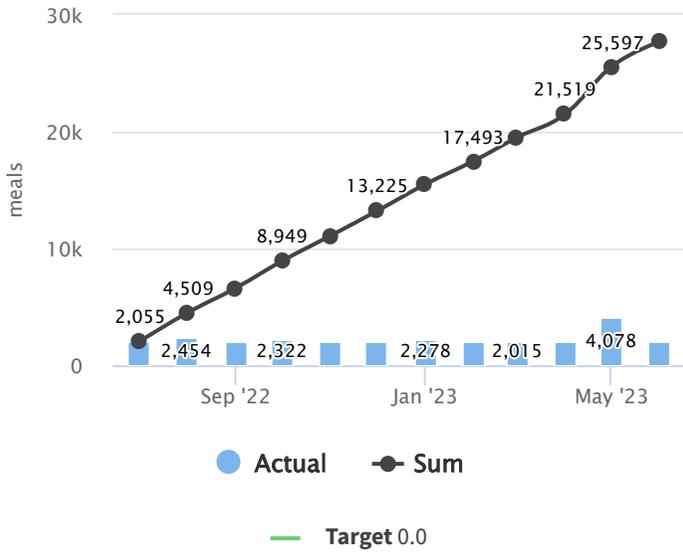*Owner: Kim Shuskey and Justin White*

Last Update: Jul 19, 2023 15:35:56

156
156 164
320
486
652
813
975
1,135
1,452
1,754
166 166 161 162 160 161 156 152 150 152

● Actual ━●━ Sum

━━ **Target** 0.0

Congregate meals served

Number of congregate meals served

Owner: Kim Shuskey and Justin White

Last Update: Jul 19, 2023 15:36:28

Data labels on Sum line: 2,055; 4,509; 8,949; 13,225; 17,493; 21,519; 25,597

Actual bars: 2,454; 2,322; 2,278; 2,015; 4,078
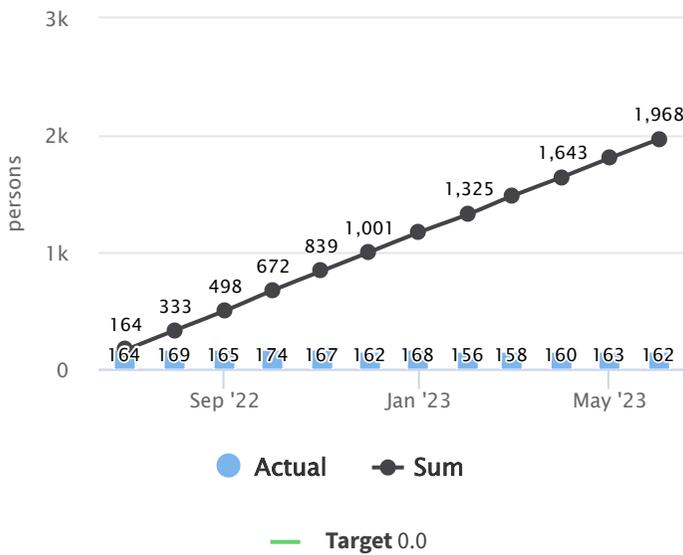
- ● Actual — ●— Sum
- — **Target** 0.0

Persons served by congregate meals

Number of unduplicated persons served by congregate meals

Owner: Kim Shuskey and Justin White

Last Update: Jul 19, 2023 15:36:57

Sum line labels: 164; 333; 498; 672; 839; 1,001; 1,325; 1,643; 1,968

Actual bars: 164; 169; 165; 174; 167; 162; 168; 156; 158; 160; 163; 162

- ● Actual — ●— Sum
- — **Target** 0.0

Persons served by HCCBG In-Home Aide program

Number of clients served by Home and Community Care Block Grant (HCCBG) In-Home Aide Program

Owner: Justin White and Crista Ramroop

Last Update: Jul 19, 2023 15:37:25

Actual bars: 18; 19; 25; 28; 26; 22; 27; 33; 24; 27; 29; 27
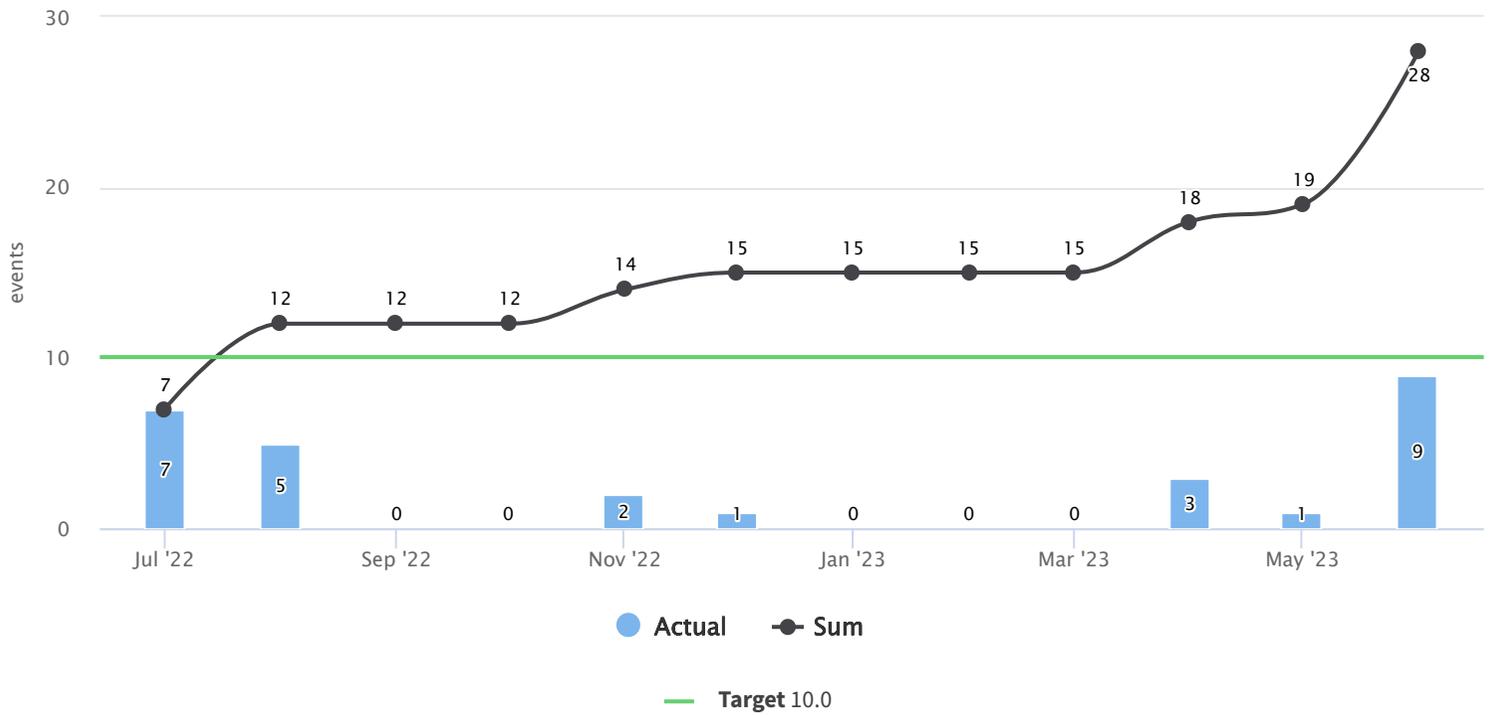
- ● Actual
- — **Target** 0.0

Volunteer events for high school and Early college students

Number of times High School and/or Early College students volunteer at Senior Services (Goal: 10 by June 30, 2023)

Owner: Kim Shuskey and Justin White

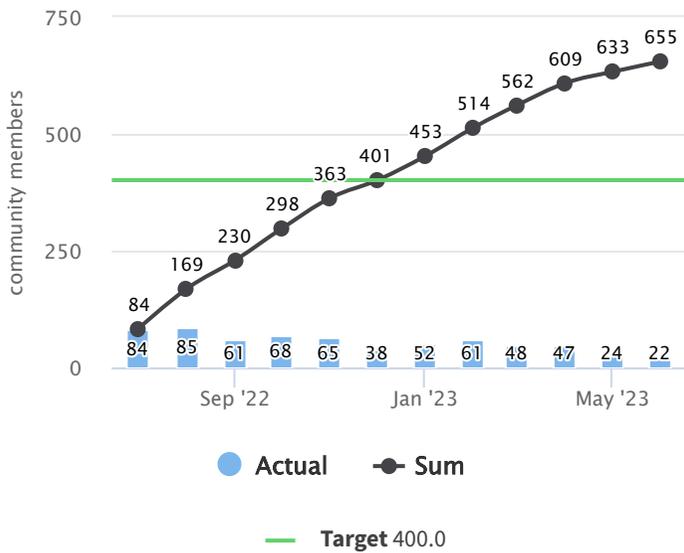*Last Update: Jul 19, 2023 15:38:48*

Comment
Senior Services has strengthened their relationship with the high school, resulting in an increase of high school volunteers.

Community members served by Veterans Service Officer

Number of different (unduplicated) community members served by veteran service officer (goal: 400 or more people by June 30, 2023)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:41:01

Values (Sum): 84, 169, 230, 298, 363, 401, 453, 514, 562, 609, 633, 655

Values (Actual): 84, 85, 61, 68, 65, 38, 52, 61, 48, 47, 24, 22
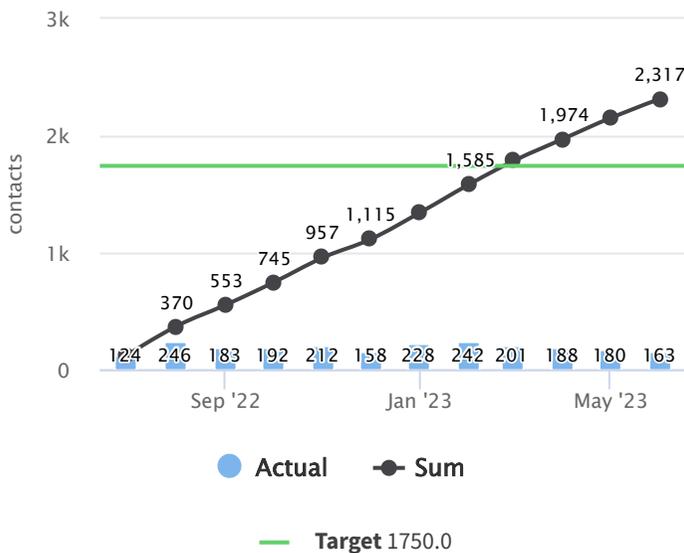
● Actual ●─ Sum

── **Target** 400.0

Personal contacts with Veterans Service officer

Number of personal contacts by public with veteran services officer (Goal: 1,750 or more by June 30, 2023)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:41:37

Values (Sum): 124, 370, 553, 745, 957, 1,115, 1,585, 1,974, 2,317

Values (Actual): 124, 246, 183, 192, 212, 158, 228, 242, 201, 188, 180, 163

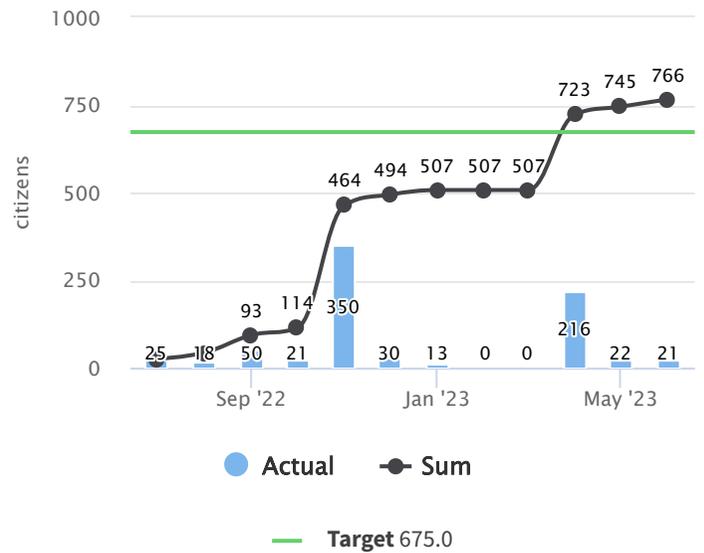● Actual ●─ Sum

── **Target** 1750.0

Comment
Personal contacts are recorded whether in-person, or by telephone.

Citizens attending outreach events

Number of citizens attending community outreach events such as monthly coffees, talks to civic groups, visits to a table at health fairs, etc. (Goal: 675 or more by June 30, 2023)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:42:15

Values (Sum): 25, 18, 93, 114, 464, 494, 507, 507, 507, 723, 745, 766

Values (Actual): 25, 18, 50, 21, 350, 30, 13, 0, 0, 216, 22, 21

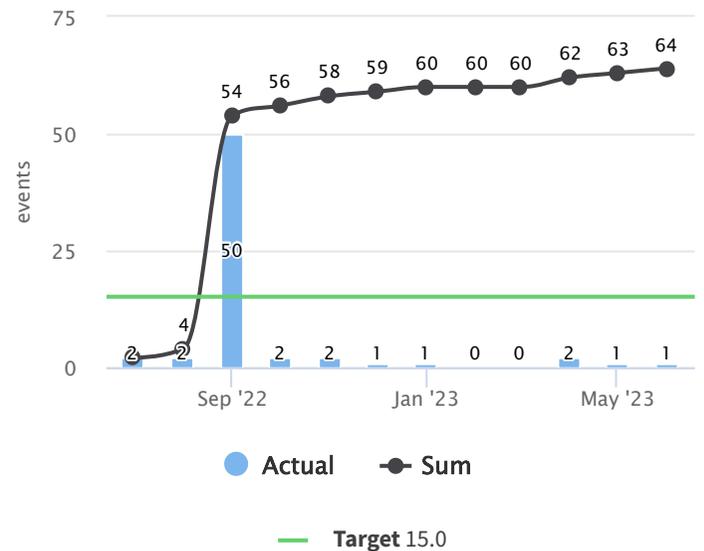● Actual ●─ Sum

── **Target** 675.0

Comment
Numbers represent in-person and virtual activities.

Number of outreach events

Number of outreach events attended by representative of Veterans Services Office (Goal: 15 or more events by June 30, 2023)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:42:52

Values (Sum): 2, 4, 54, 56, 58, 59, 60, 60, 60, 62, 63, 64

Values (Actual): 2, 2, 50, 2, 2, 1, 1, 0, 0, 2, 1, 1

● Actual ●─ Sum

── **Target** 15.0

Comment
Numbers represent in-person and virtual activities.

Veteran discussions on health and healthcare benefits

Number of discussions with veterans regarding healthcare benefits (Goal: 70 or more)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:43:19
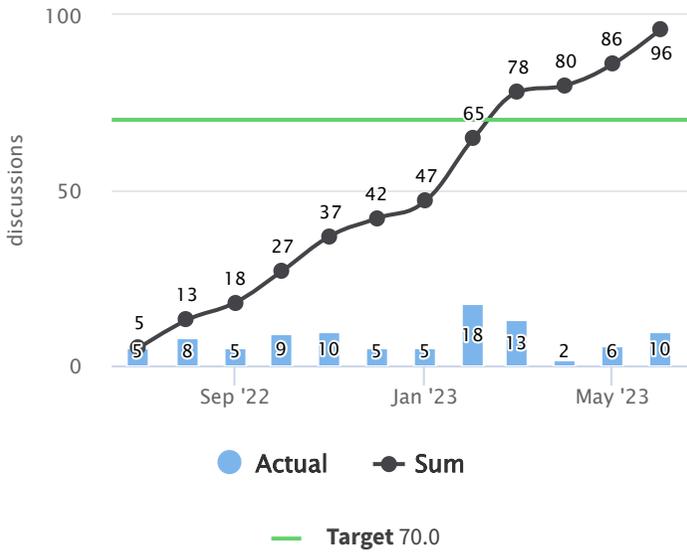
Comment
Not all veterans qualify for healthcare benefits. However, the Veterans Services Officer discusses these benefits with most veterans that she sees.

Percent of applications submitted for financial benefits

Percent of applications submitted for financial benefits (Goal: meet 100% of need)

Owner: Kim Shuskey, Justin White, and Meagan Tomlin

Last Update: Jul 19, 2023 15:43:48