



Social Services Progress Report FY2023

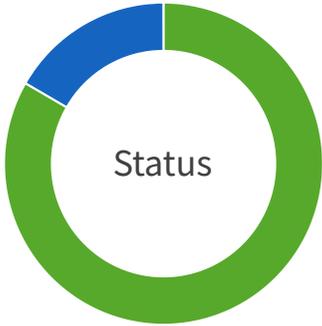
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 31, 2023

6

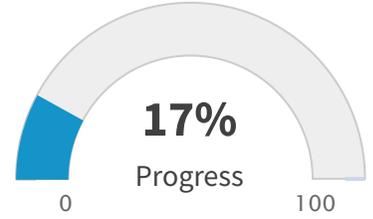
Goal

Overall Summary



On Track
Completed

%
83.33
16.67



Report Legend



Priority



No Update



Overdue

Goal 1.1.23



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 0%

Improve abuse/neglect prevention efforts for vulnerable children and adults

Owner: Katie Brewer

Update provided by Katie Brewer on Jul 20, 2023 01:26:58

Update this period: Next steps: Disruptions (if necessary):

The Division of Child Welfare continues to ensure timeliness in addressing Child Protective Services reports and taking various measures to reduce recidivism, including court action. However, repeated engagement with families due to methamphetamine and opioid abuse remains a high need with complex barriers.

Victim children do not have another substantiated report

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)

Owner: Katie Brewer, Crista Ramroop, and Justin White

Last Update: Jul 17, 2023 00:35:01



Comment

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

Reduce repeat maltreatment of children after In-Home

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

Last Update: Jul 17, 2023 00:33:14

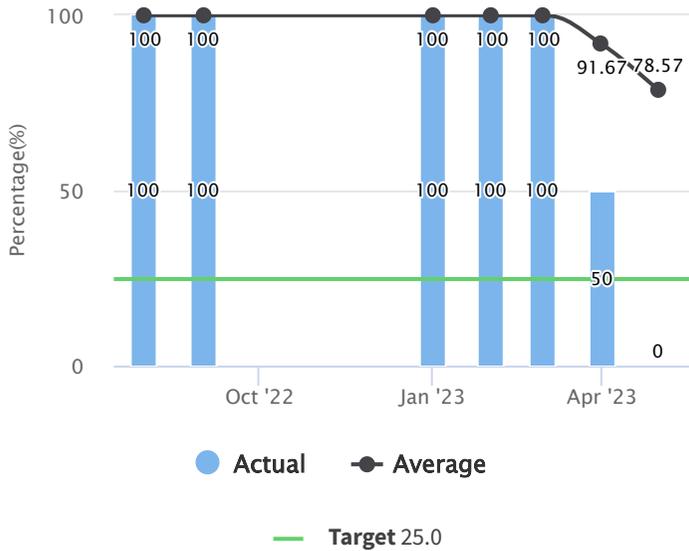


Foster care children who are referred for CCA

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



Adult Care Homes monitored and complaint investigation

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

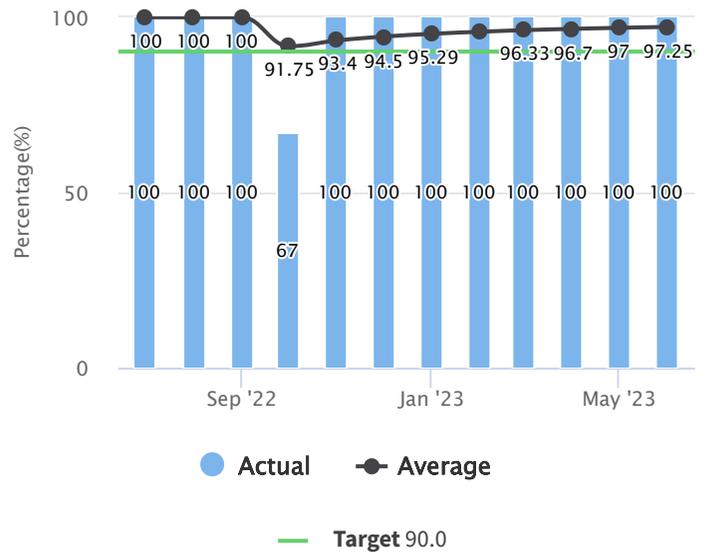


Special Assistance for the Aged applications processed

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



Comment

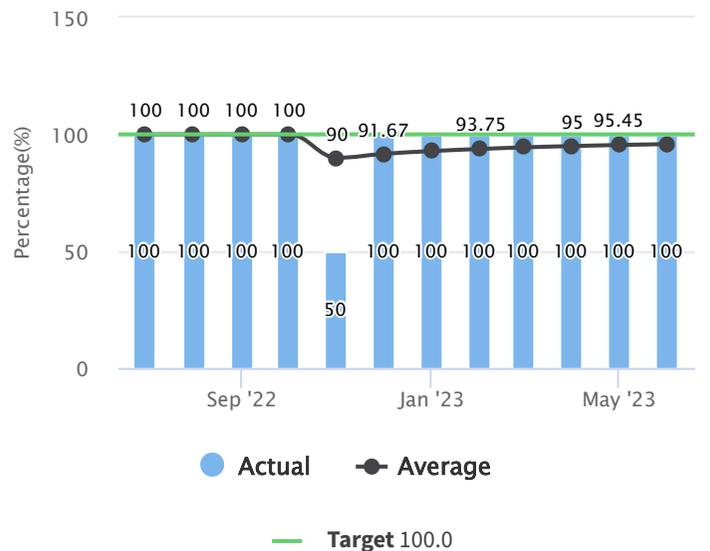
New staff members on this team resulted in 1 application being overdue which affected the metrics for October.

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



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



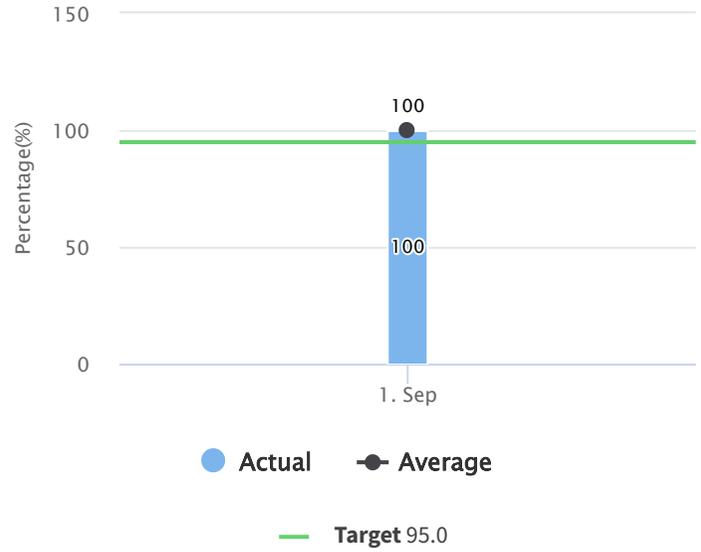
Comment
The agency did not receive any reports involving exploitation for the month of July, August, September, October, November, May and June.

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.

Goal 1.1.24  Jul 01, 2021 - Jun 30, 2023 On Track Progress 0%

Improved permanency and health outcomes for vulnerable children

Owner: Katie Brewer

Update provided by Katie Brewer on Jul 20, 2023 01:29:08

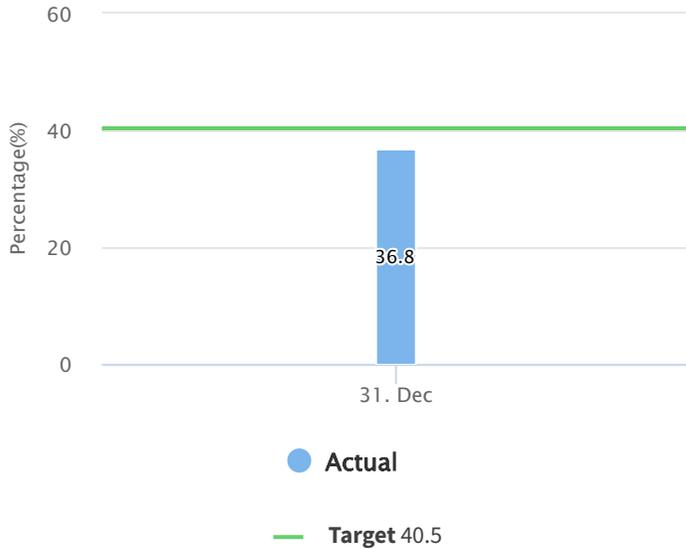
The Division of Child Welfare continues to work on meeting timely permanency outcomes for children involved in foster care services. This past fiscal year, the Division remained engaged in the District Court Collaborative with Davidson County DSS as way to formally strategize barriers to long-term and timely permanency. Key stakeholders in these meetings include the Office of the Guardian ad Litem, judges, parent attorneys, the Clerk's office, the NC Department of Juvenile Justice and Delinquency Prevention and DSS staff.

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



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%

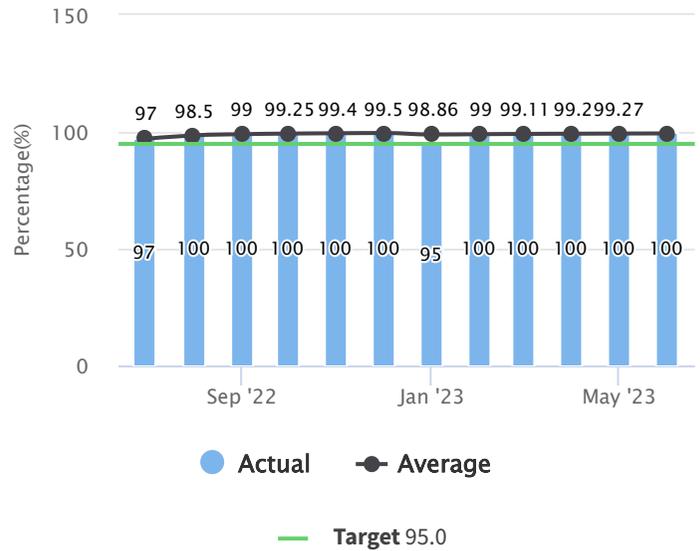
This data point can be found at the following link:
<http://sasweb.unc.edu/>

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

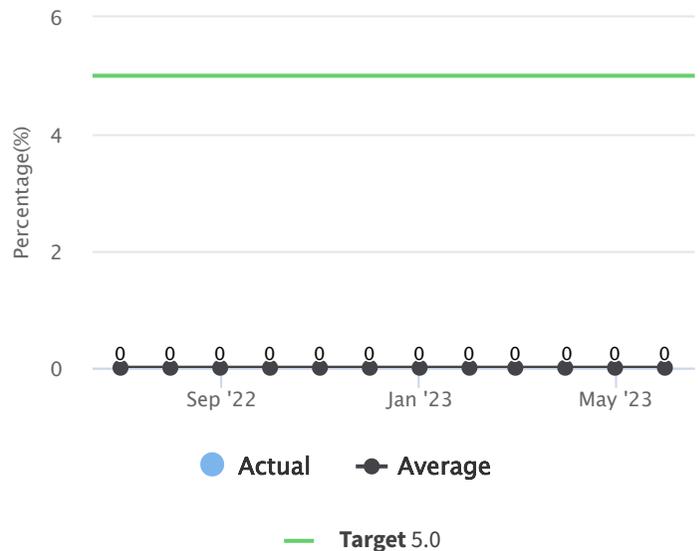


Children who reenter foster care within 12 months

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



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

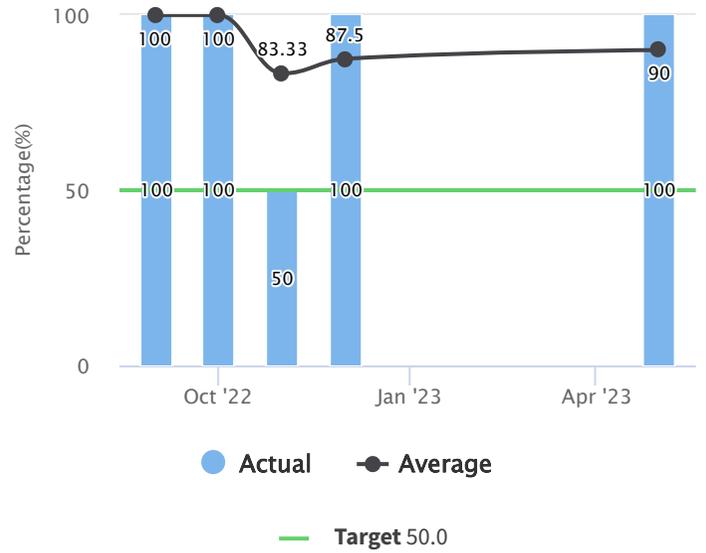


Adoptions finalized within 6 months of legal clearance

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

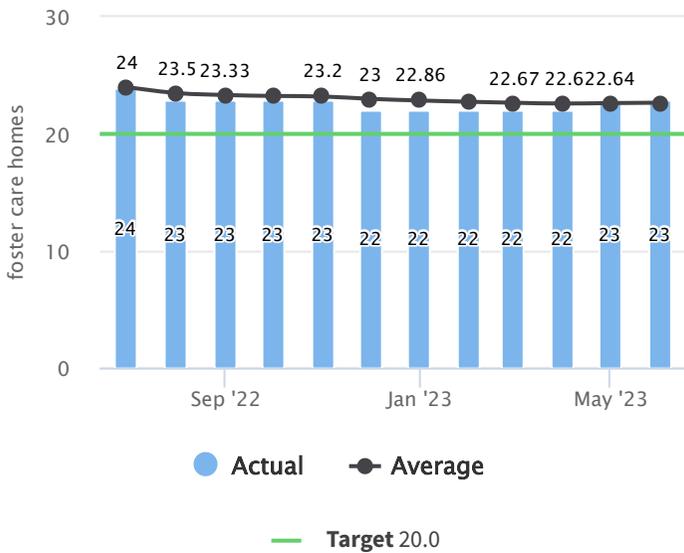
No adoptions occurred in July 2022 or August 2022.

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



Goal 1.1.25



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 0%

Improve employee satisfaction and retention -Department of Social Services

Owner: Katie Brewer

Update provided by Katie Brewer on Jul 17, 2023 02:23:49

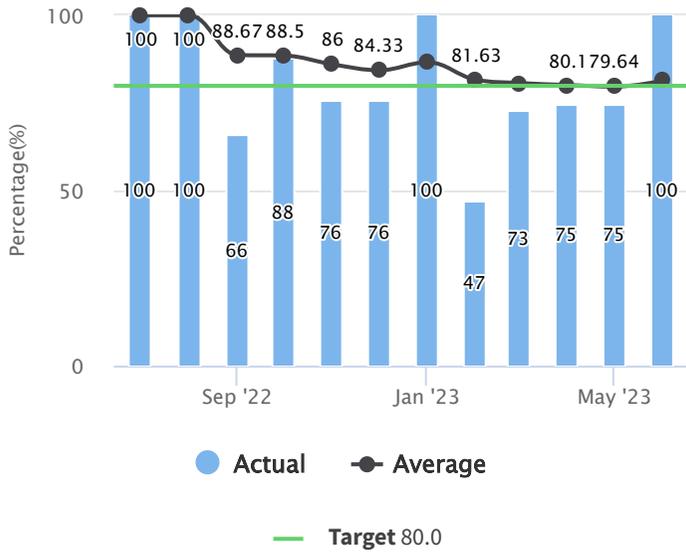
Although the Division of Child Welfare experienced lower social worker turnover in FY 22-23, this number does not account for the significant impact of vacancies on service delivery or the continuance of unfulfilled vacancies from FY 21-22. The NC Department of Health and Human Services issued a Dear County Director Letter on March 8, 2023 highlighting the crisis state of the child welfare workforce. The letter stated, "The child welfare system in North Carolina is experiencing a crisis in workforce recruitment and retention. Statewide, the annual turnover rate of child welfare social workers is above 30%, with some counties grappling with half or more of their staff leaving every year."

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

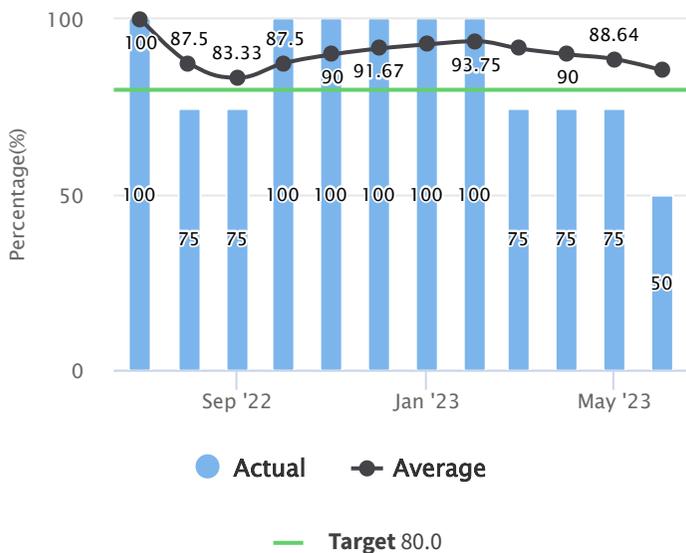


Foster Care social worker caseloads

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



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.

Goal 1.1.26



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 0%

Improve healthy lifestyles and nutrition access and programming- Department of Social Services

Owner: Crista Ramroop

Update provided by Crista Ramroop on Jan 21, 2022 16:27:13

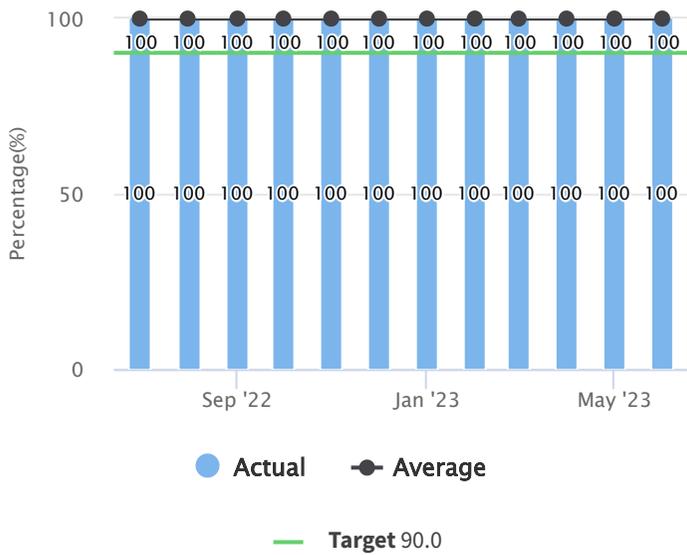
Update this period: Next steps: Disruptions (if necessary):

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

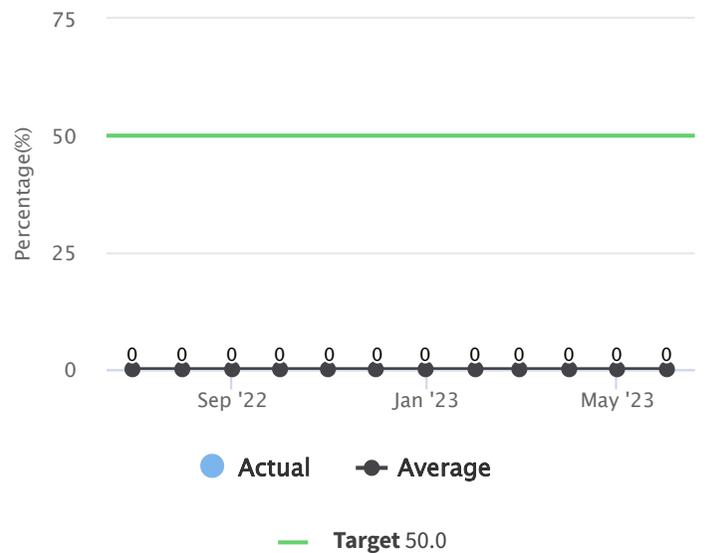


Work First Individual completions

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

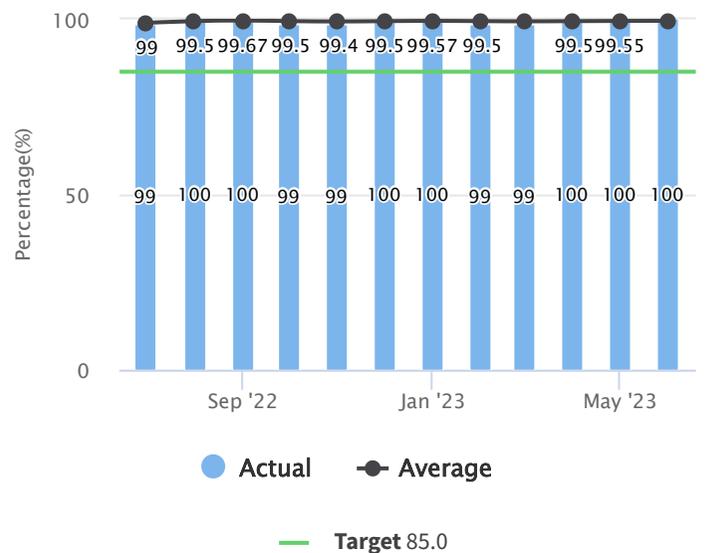
June had three overdue applications; however, two were due to a help desk ticket with NC FAST. The timeliness percentage calculated for June without the helpdesk tickets is 93%.

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 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



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

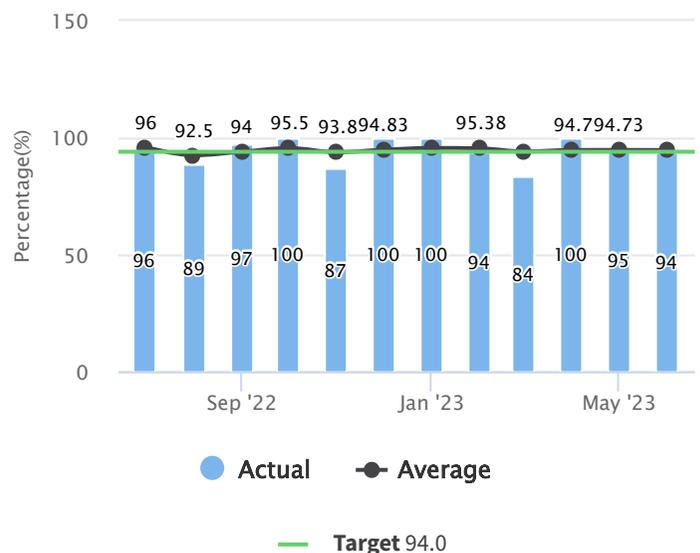


Disability Adult Medicaid applications processed

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



Comment

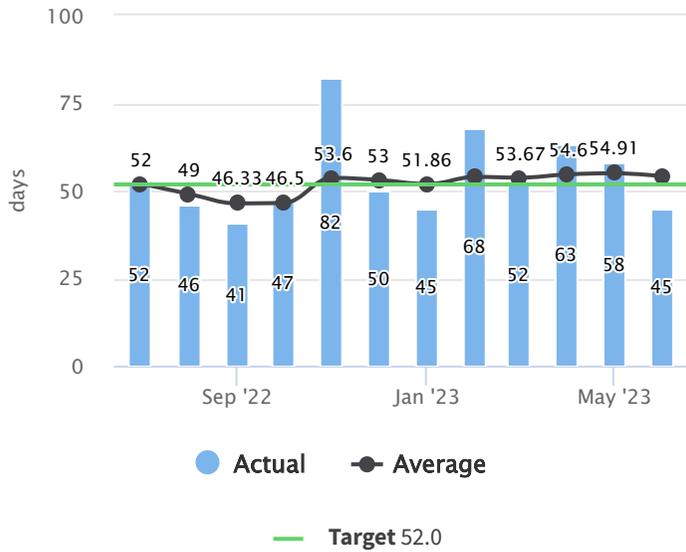
Metrics lower due to staff illness and shortage. Requesting a waiver from the state.

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



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

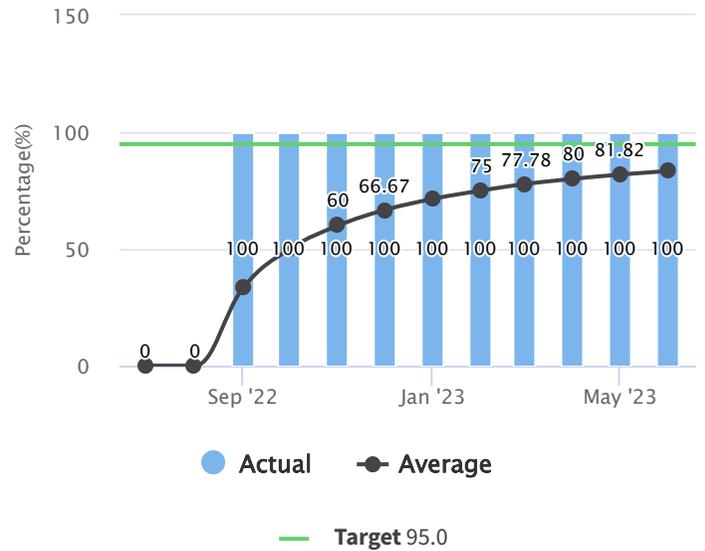
The agency did not have any new applications for July, August September or November.

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



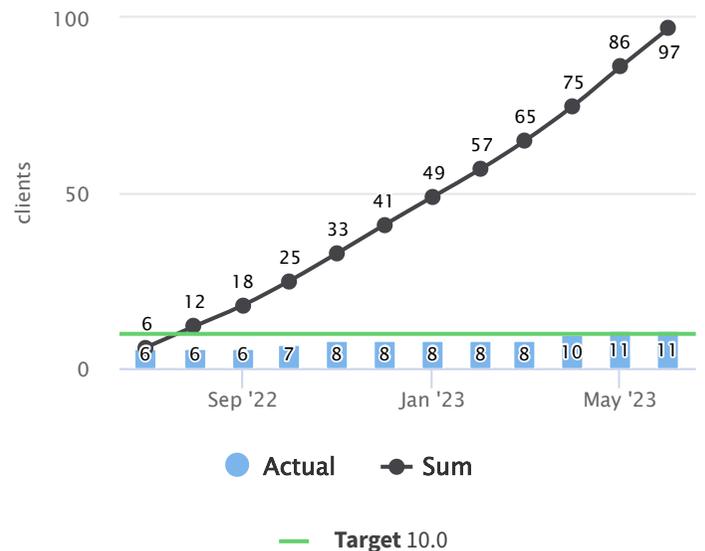
Comment

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



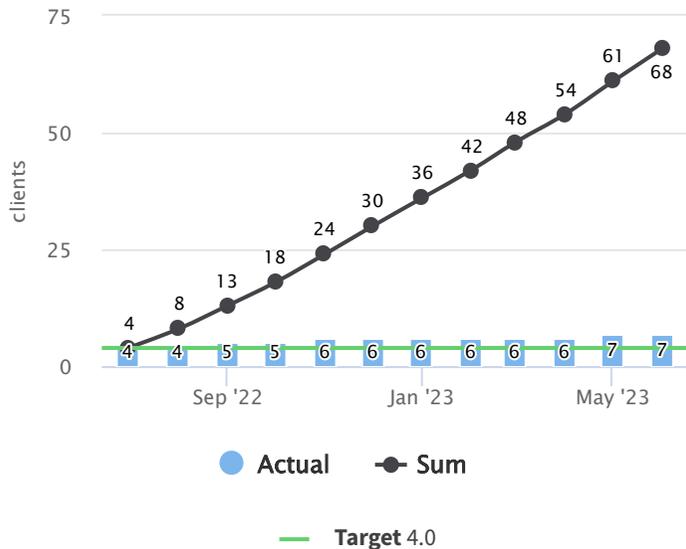
Comment

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



Goal 1.1.27



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 0%

Improved accountability and fiscal outcomes - Department of Social Services

Owner: Crista Ramroop

Update provided by Matt Grusznis on Oct 12, 2020 14:12:39

Update this period: Next steps: Disruptions (if necessary): Overall, this goal is on track for success for the current quarter. Despite Covid-19, there are no major interruptions or setbacks.

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

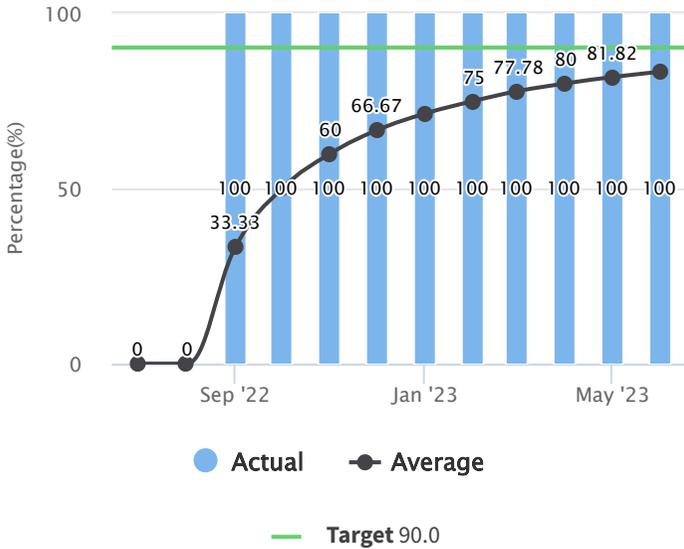
One of the cases with our agency is being counted as overdue by the state, but is out of our control because it is being held up with the District Attorney's office. Excluding this case, we will be at 100% for January, February, and March.

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% or greater)

Owner: Crista Ramroop, Katie Brewer, and Justin White

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



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

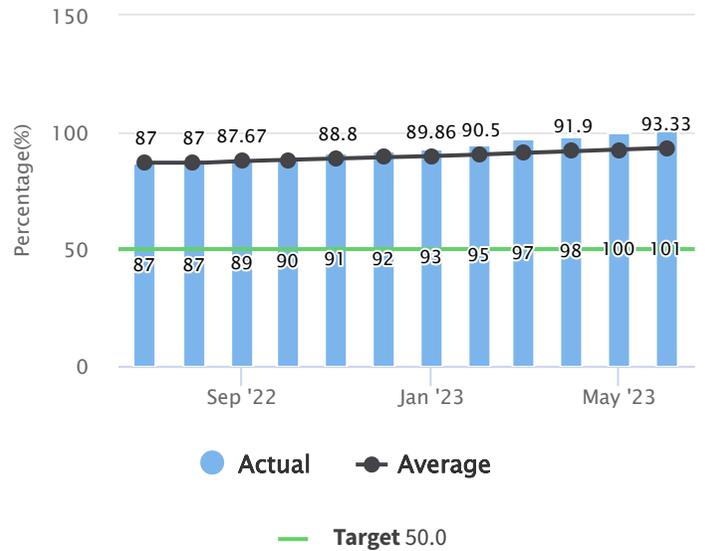


Child Support paternities established for children

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



Comment

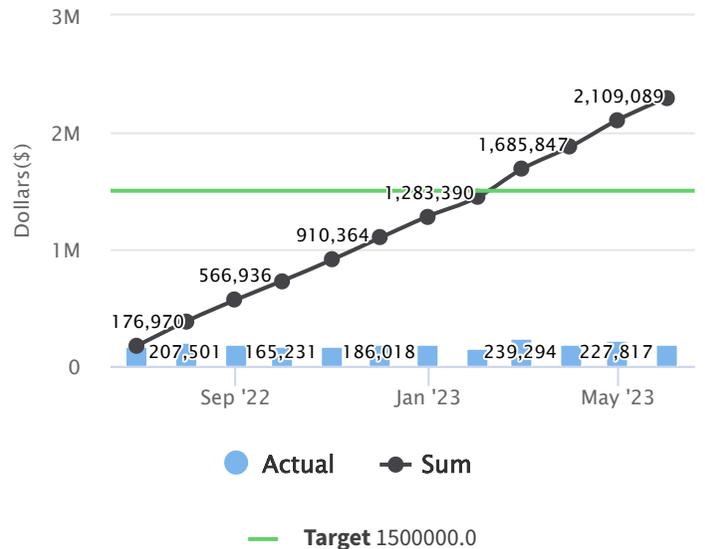
Paternity Establishment MOU goal was changed to 50% State Standard. MOU goals for SFY2020-2021 are based on each County's performance at the end of SFY 2019-2020.

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



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

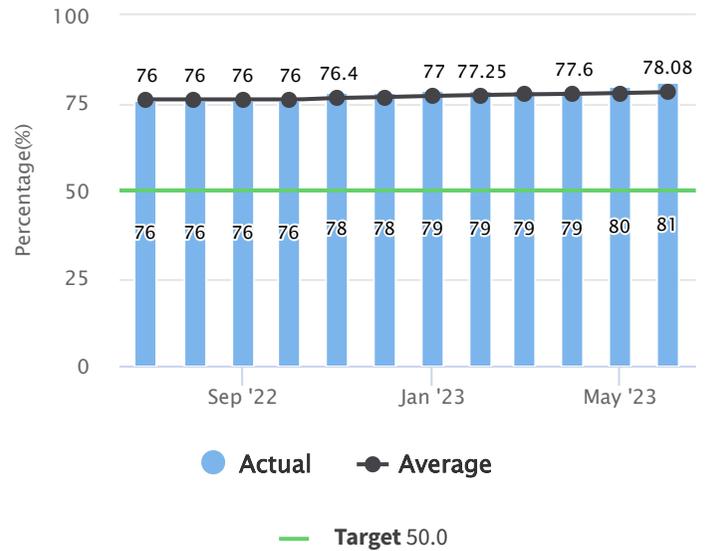
In August, the agency received 2 Epass application on a Friday afternoon, the time clock started. Both application was counted as overdue on the following Monday.

Child Support 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

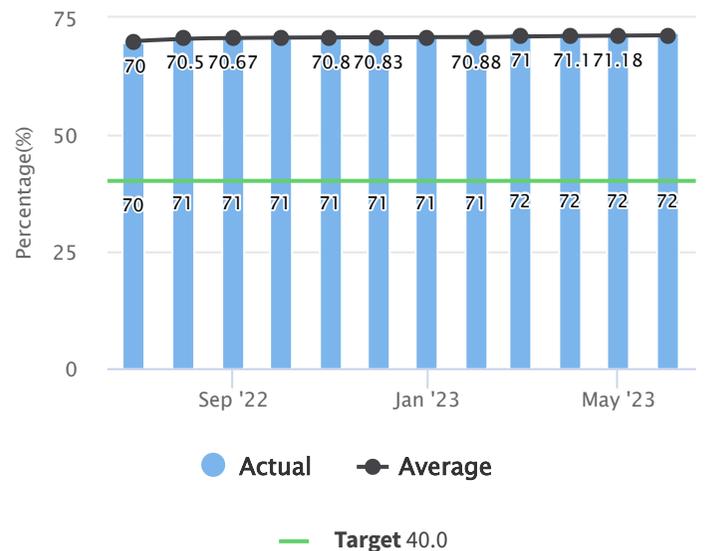
The Child Support unit has been without an Establishment Agent since the November, 2020. Not having someone to work that caseload on a full time basis will effect this metric greatly. Cases Under Order MOU goal was changed to 50% State Standard.

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

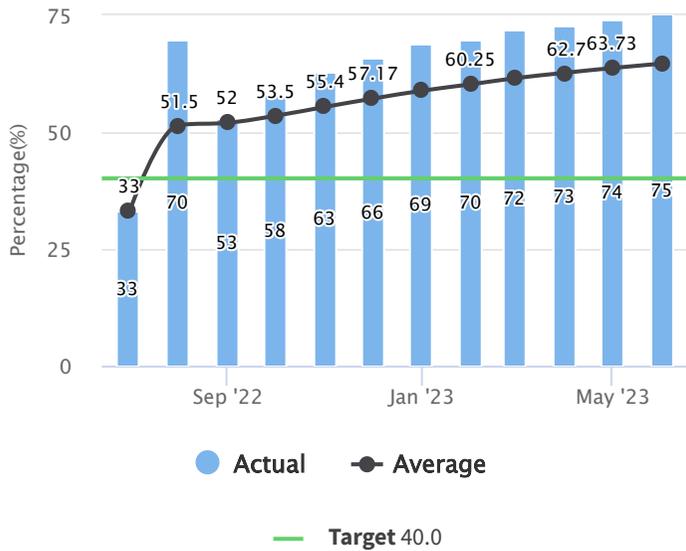


Child Support arrears payments

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



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.

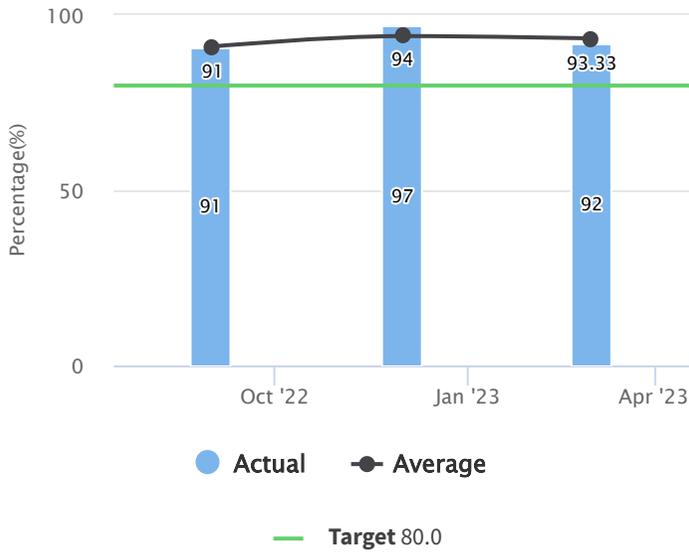
The true measure of an agency's performance in this metric is done on an annual basis and reported in September the following year but it is still useful to track the monthly progression. For the fiscal year 2020, our annual percentage was 57.73%.

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



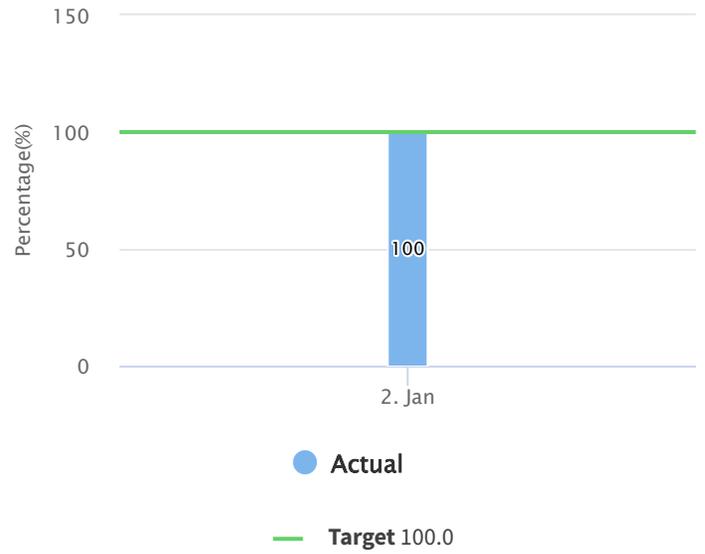
Comment
Call down trainings are done quarterly through Hyper-Reach programming. Staff respond based on their availability to report for duty in case of emergency.

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



Goal 1.1.32 Ongoing - Ongoing Completed

Enhance Employee Wellness -Social Services

Owner: Justin White

Update provided by Cindy Chapman on Jul 31, 2023 18:38:26

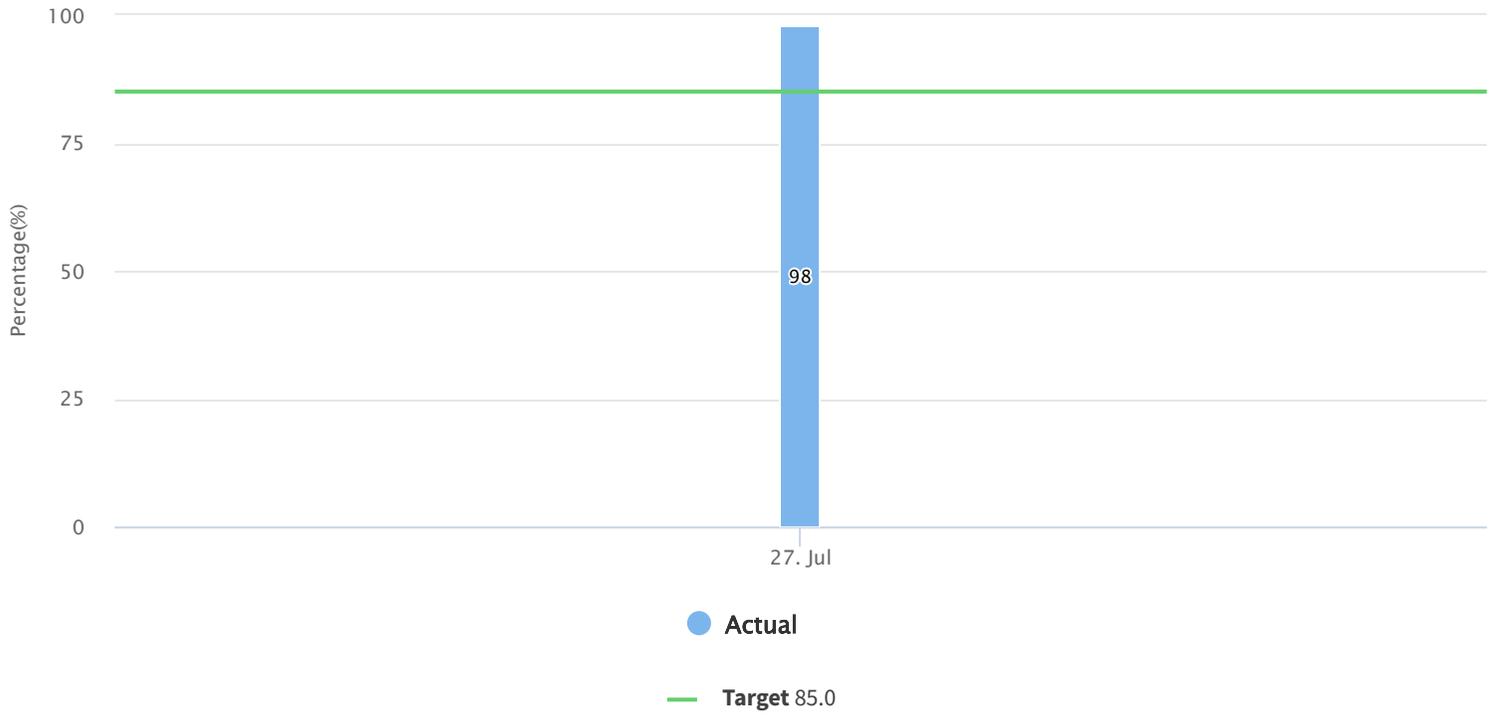
Update this period: This goal was met at 98%

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

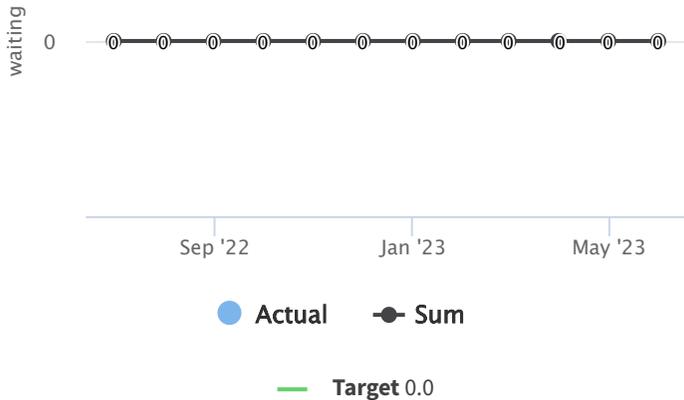


Number on waiting list for Homebound meals

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

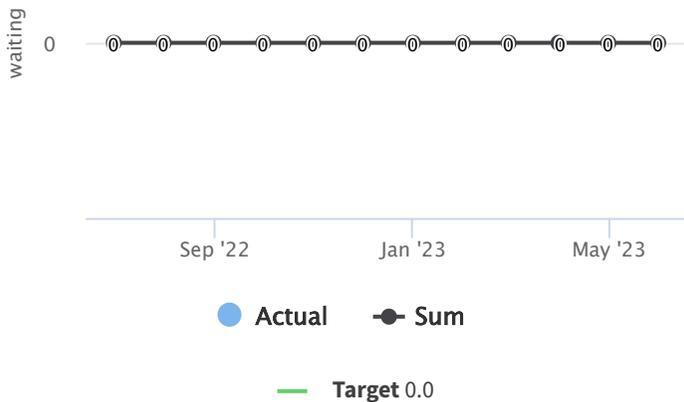
Our goal is to maintain 0 people waiting for service so that everyone who needs a meal will get one.

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

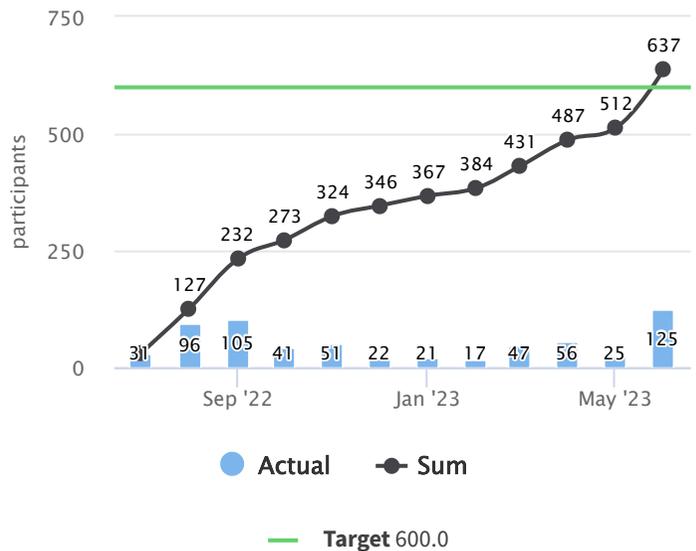
Senior Services strives to offer a variety of health education to older adults on topics that are relevant and meaningful to them.

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



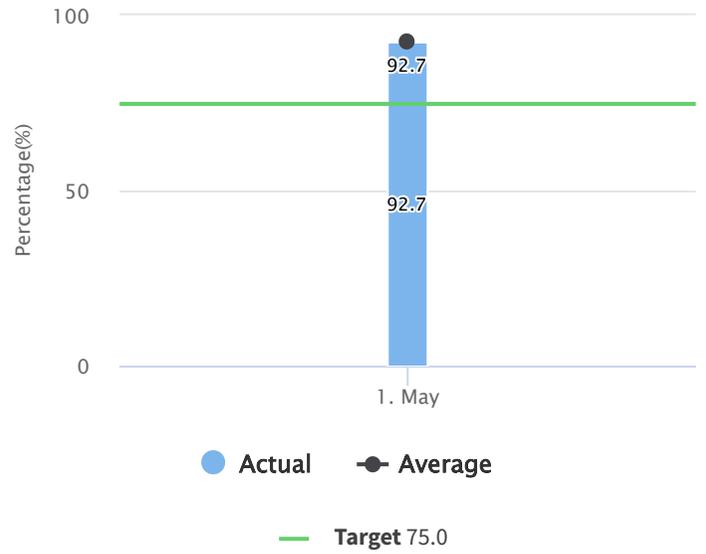
Comment
Senior Services strives to offer a variety of health education to older adults on topics that are relevant and meaningful to them.

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



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



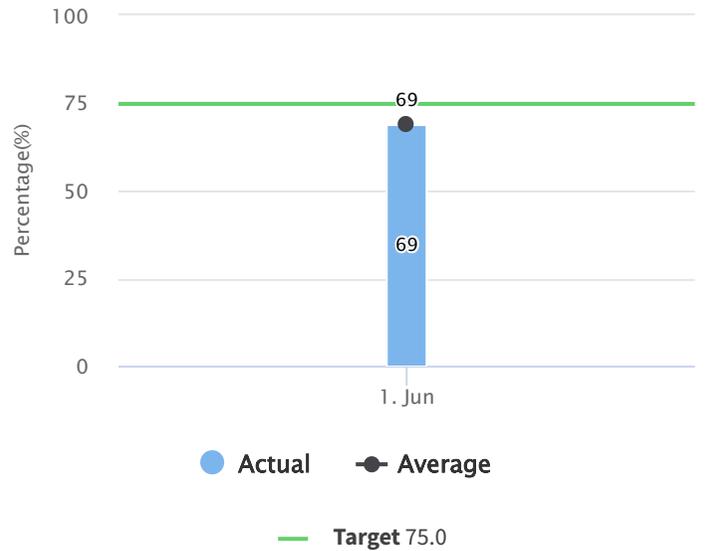
Comment
Collected by client surveys.

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



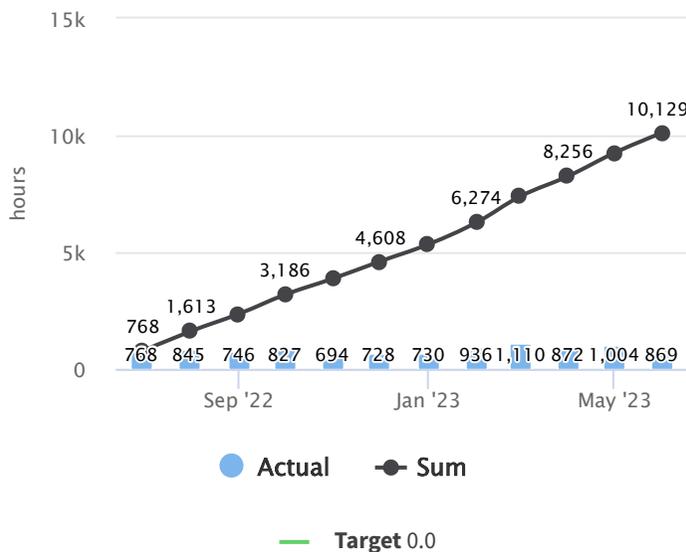
Comment
Collected by client surveys.

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



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

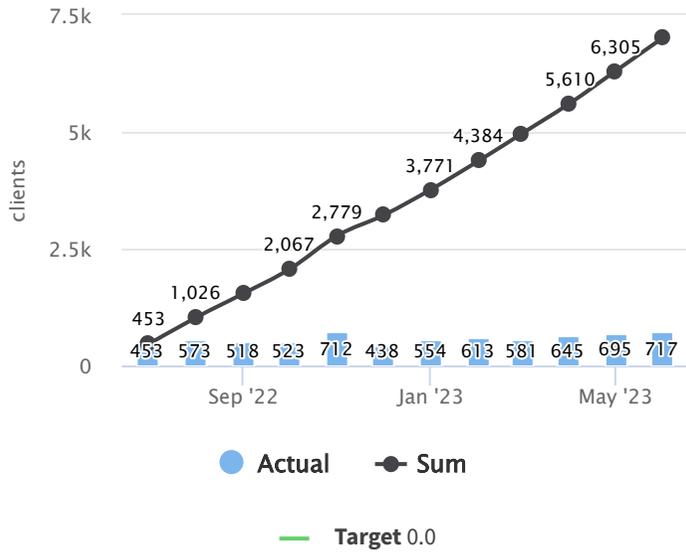


Clients in Sr Center programming

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

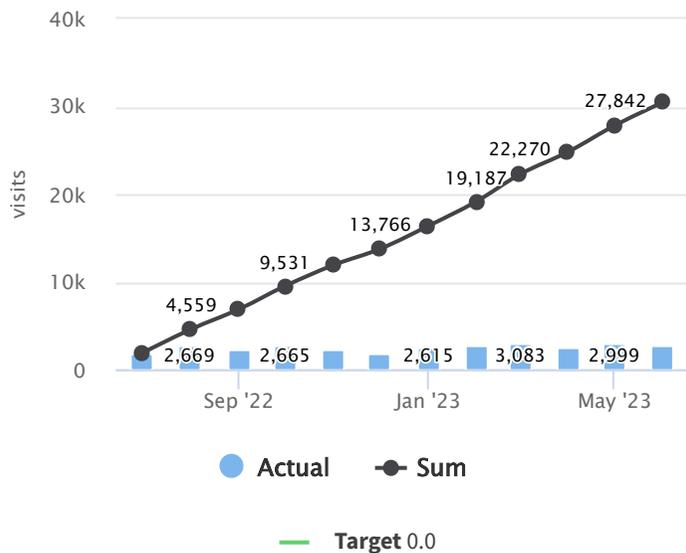


Sr Center visits for recreation and social events

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

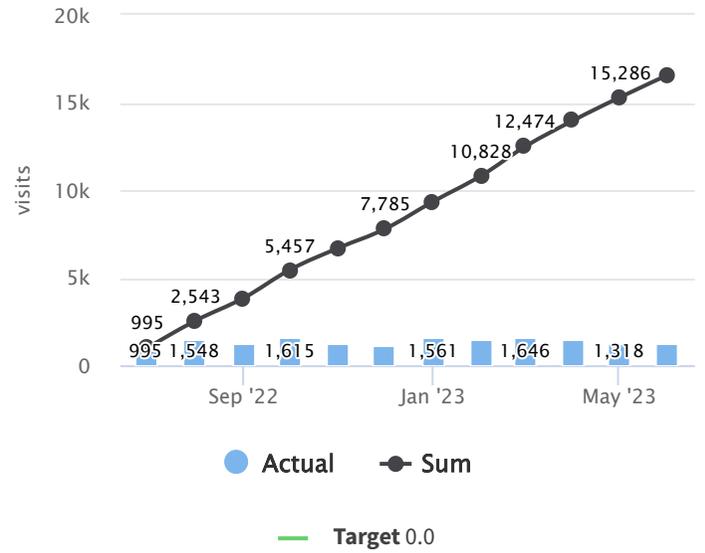


Fitness class visits

Number of visits to Senior Services for organized fitness classes

Owner: Kim Shuskey and Justin White

Last Update: Jul 18, 2023 18:23:29



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

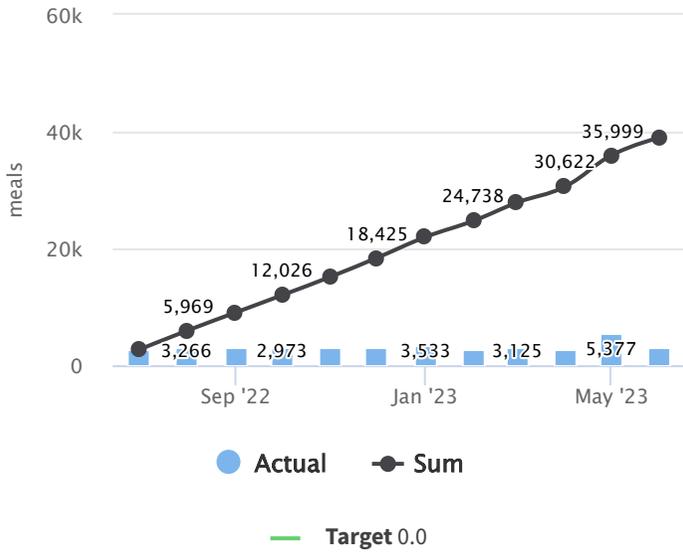


Homebound meals served

Number of homebound meals served

Owner: Kim Shuskey and Justin White

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

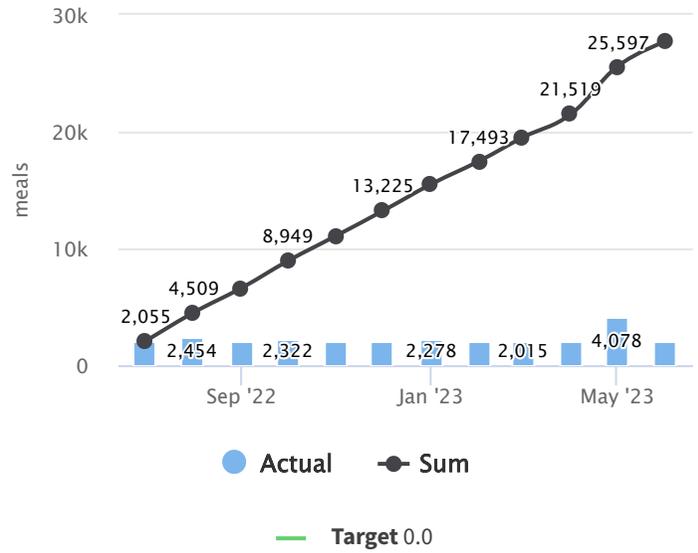


Congregate meals served

Number of congregate meals served

Owner: Kim Shuskey and Justin White

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

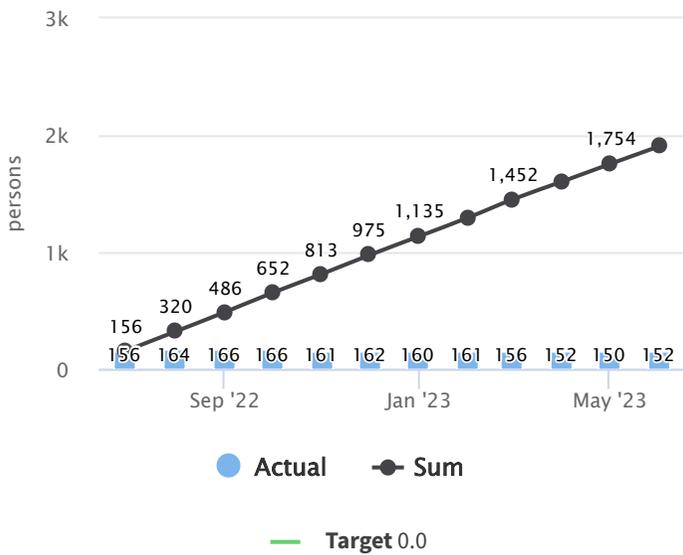


Persons served by homebound meals

Number of unduplicated persons served by homebound meals

Owner: Kim Shuskey and Justin White

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

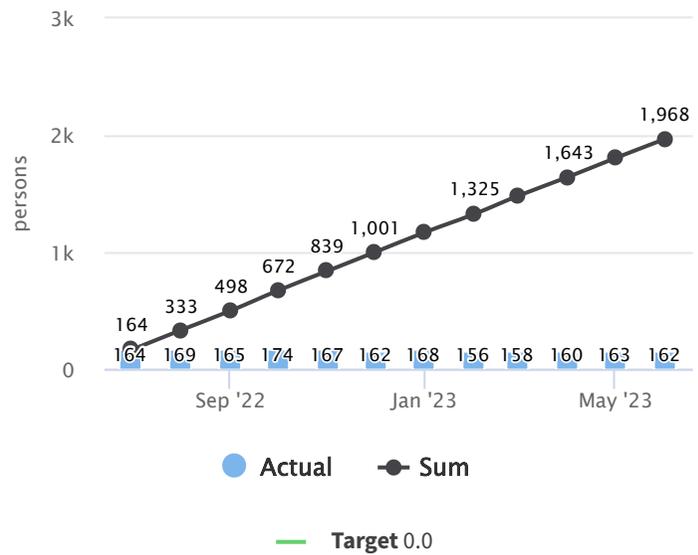


Persons served by congregate meals

Number of unduplicated persons served by congregate meals

Owner: Kim Shuskey and Justin White

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



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

