



ONSLOW COUNTY DEPARTMENT  
OF SOCIAL SERVICES



ANNUAL  
REPORT

FY 2019/2020





## NORTH CAROLINA SOCIAL SERVICES

North Carolina has a federally mandated, state supervised, county administered social services system. This means the federal government authorizes national programs and a majority of the funding and the state provides oversight and support. Local Departments of Social Services (DSS) deliver the services and benefits. There are 100 counties in North Carolina and each county has its own DSS. County DSS provide direct services to citizens to maximize their well-being and self-determination. They strive to prevent abuse, neglect, and exploitation of vulnerable citizens as well as promote self-reliance and self-sufficiency for individuals and families. County DSS provide a wide range of social work and economic services programs.

## ONSLOW COUNTY SOCIAL SERVICES

On June 10, 2013, the Onslow County Commissioners passed Resolution 13-010, exercising their power to assume control of the activities of a Consolidated Human Services Board. The resolution created a Consolidated County Human Services Agency to carry out the functions of the local Health Department and Department of Social Services. It also consolidated the provisions of human services in Onslow County under the direct control of the Human Services Director appointed and supervised by the County Manager.

The Onslow County Consolidated Human Services Agency (CHS) includes the Department of Social Services, the Health Department, and Senior Services. Assistant County Manager, Ms. Sheri Slater, is the Human Services Director appointed by our County Manager, Ms. Sharon Russell. The Onslow County Board of Commissioners acts as our governing board. CHS also has an Advisory Committee consisting of eleven members. The purpose of the Advisory Committee is to promote and improve the well-being of our citizens, make recommendations, advise, and consult on funding, developments, services, and programs, and to coordinate and cooperate with other organizations to enhance the quality of life and enrich the lives of the county's citizens. The Advisory Committee meets bi-monthly.

# The Director's Message

From Kari J. Sanders



I was honored to become the Onslow County Department of Social Services Director in May of 2019. I began my social work career at Onslow County Department of Social Services in 1994, so it has always held a special place in my heart. Over the years, my career path took me to other agencies, but I always remained an Onslow County resident. I am proud to return to serving the citizens of Onslow County.

On behalf of the dedicated employees of the Onslow County Department of Social Services, I am pleased to present the Fiscal Year 2019/2020 Annual Report. This report provides an overview of the meaningful work and services we provide to our Onslow County citizens. Our staff is committed to serving our citizens with professionalism, compassion, and excellence.

During Fiscal Year 2019/2020, the Onslow County Department of Social Services, along with our citizens, have faced tremendous challenges. In September of 2019, Hurricane Dorian impacted our area. The Department of Social Services staff managed the shelters the county opened to our citizens. In March 2020, COVID-19 impacted our entire community and how the Department's services were delivered. Multiple waivers and additional services were approved on the Federal Government level to modify services to protect the health and safety of our citizens and staff. As COVID-19 continues to impact our community, the Onslow County Department of Social Services staff has continued to serve and ensure all resources are made available to our citizens.

Our economic programs' impact on the local economy has been significant over the last fiscal year. \$29,530,008 Food and Nutrition benefits were issued to Onslow County residents and presumably spent in Onslow County. In the area of Child Care Subsidy, more than \$8,240,000 was paid to licensed Onslow County childcare providers that participated in the childcare subsidy program. An average of over 1,700 children were served monthly through the Child Care Subsidy Program. Child Support payments totaled over \$22 million dollars for Onslow County children.

Our social work programs continue to see growth as our community is impacted by substance abuse, domestic violence, and mental illness. Our Adult Protective Services and Child Welfare Services continue to provide critical services to protect our most vulnerable citizens; children, the elderly, and the disabled. We are committed to providing family-centered, trauma informed services to our citizens.

We are so thankful for the critical partnerships in our community with law enforcement, mental health providers, community businesses, local organizations, and churches. The support of our County Commissioners, the Consolidated Human Services Committee, and County Administration has made the difference in our ability to serve our citizens to the best of our ability.

I am honored to work with such a committed, enthusiastic, and service-minded staff who work tirelessly to eliminate barriers our clients face, support those that need assistance, and improve the lives of our citizens. They provide critical services every day to change lives.

I am excited as we look to the year ahead to become more data-driven, innovative, and move toward continuous quality improvements to better serve our citizens and county. Challenges will arise; however, with our staff I believe we can face any challenge and become better for it. I look forward to further successes in Fiscal Year 2020/2021.

## Our Mission Statement

Onslow County Consolidated Human Services Agency delivers supportive social, economic, protective, and health services that build better lives for individuals and families.



## Community and Department Highlights of FY 2019/2020

- The Annual Foster Children's Christmas party hosted by Infant of Prague provided multiple gifts and entertainment to our children in foster care and was a tremendous success. The support and donations from Onslow County citizens, community businesses, local organizations, and churches were overwhelming. We received multiple cash donations, food and entertainment, gifts, activities, and assistance in providing for the children.
- Elder Cheer successfully raised over \$10,000 (an increase of over \$3,000 from the previous year) with the assistance of our citizens, community partners, and local businesses. Over 400 adults in the community and in facilities were provided care and hygiene items.
- The local Masonic Lodge (Ali Temple) provided Thanksgiving and Christmas dinners to 100 families who were receiving Child Protective Services and Adult Services.
- Our annual Angel Trees that were placed in our community to support placement providers in providing Christmas presents for children in foster care was a huge success. It generated multiple gifts for the children in the Department's custody.
- The local Kiwanis Club provided back to school shopping and Christmas shopping at JC Penney for 50 children placed with relatives.
- The Montford Point Marine Association Inc., Chapter 10, and the Ladies Auxiliary provided Food Lion and Golden Corral gift cards during the holiday season for families in need of food.
- We accepted multiple private donations from citizens of backpacks filled with school supplies, gifts cards, and cash donations to support families in need.
- In conjunction with our Community Child Protection Team and Child Fatality Review Team, we participated in community events to educate the public on safe sleeping for infants, hot car demonstrations, water safety, gun safety, fire safety, and poisons.
- PEERS received \$109,269.24 in grants, fundraising, and community events to support programming for the Adolescent Parenting Program, childcare, and parenting education.

Thank you



The Onslow County Department of Social Services administers multiple economic benefits programs to our citizens. The **Food and Nutrition Services Program** strives to end hunger, improve nutrition and health, and assist low-income households to buy the food they need. Benefits are issued through Electronic Benefit Transfer card (EBT cards). During FY 2019/2020:

The monthly average (July 2019-February 2020) of Food and Nutrition benefits issued to Onslow County citizens was **\$2,460,834**. Due to COVID-19, from March 2020 through June 2020, the monthly average increased to **\$3.3 million** in benefits issued to our citizens.

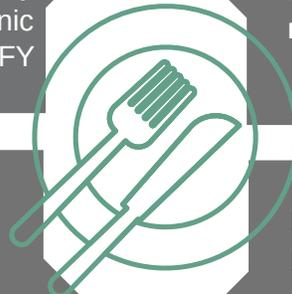
We averaged **614** new applications each month for Food and Nutrition services.

**11%** of our Food and Nutrition cases provided benefits to our elderly population.



Per the USDA, for every **\$5** in Food and Nutrition benefits, as much as **\$9.20** is generated in total economic activity.

Approximately **8,700** households received benefits monthly including **9,307** children.



# Economic Benefits

**Adult Medicaid** consists of the following programs: Medicaid for the Aged, Blind and Disabled individuals in private living arrangements, Special Assistance for those persons residing in Assisted Living Facilities or utilizing the In-Home Care Assistance Program, Long-Term Care Assistance for persons residing in Nursing Homes and other Long-Term Care Facilities, and Community Alternative Programs services for other disabled individuals living at home that require in-home services.

**Family and Children's Medicaid** has several different types of coverage for children and families with different needs: Medicaid for Families with Dependent Children, Medicaid for Infants and Children, Medicaid for Pregnant Women, and Family Planning Medicaid Services, to name a few.




Over **6,963** individuals in Onslow County received Adult Medicaid Assistance.

Each month, over **180** adults received Special Assistance to support their placement in adult care homes, family care homes, or group homes.

The Special Assistance In-Home program served, on average, **24** adults each month to allow adults to remain safely in their homes.

Over **30,328** individuals in Onslow County received Family and Children's Medicaid assistance.

We averaged **530** new applications each month for Medicaid assistance.

In 2019, **212** Onslow County providers arranged **358,315** visits for Medicaid recipients.

The Onslow County Department of Social Services administers several federally-funded emergency financial assistance and subsidy programs to assist families in crisis.

**\$8,240,195.00** was paid to licensed child care facilities in Onslow County that participated in the **Child Care Subsidy Program**.

In FY 2019/2020:

**2,048** Onslow County citizens benefitted from the **Low Income Energy Assistance Program (LIEAP)**. **\$601,009.21** was paid to utility companies through LIEAP funding.

The **Crisis Intervention Program (CIP)** assisted **3,271** citizens with a heating or cooling crisis. **\$613,232.59** was paid to utility companies through CIP funding.



An average of **1,710** children were served on a monthly basis through the **Child Care Subsidy Program**.

# Economic Benefits

**Program Integrity** ensures the integrity of the agency programs and maintains accountability in expenditures of public funds through prevention, detection, and investigation of fraud and abuse by consumers. In FY 2019/2020:

**447** referrals for fraud investigations were made. Of the 447 referrals, **318** were founded and claims for repayment were established.

**\$284,183.40** was recouped by the Department toward overpayments.

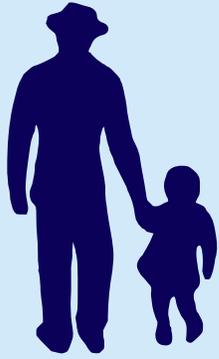


**\$22,400,472** in child support payments were made on behalf of Onslow County children. **8,771** children benefitted from Child Support Enforcement Services.

**488** new orders for child support were established. **699** children had paternity established.

The Onslow County Department of Social Services is responsible for oversight of **Child Support Services**. These services were contracted out to Young-Williams to administer the program. In FY 2019/2020:





**Child Protective Services (CPS)** aims to protect children from further maltreatment and to support and improve parental/caregiver abilities to assure a safe and nurturing home for each child. **CPS In-Home** services are provided to support families to safely maintain their child(ren) in their own home by eliminating identified safety and risk concerns and reducing risk of future child maltreatment. **Permanency Planning** services ensure children in our custody are placed in safe and nurturing environments on a temporary basis, until their permanent plan is achieved. In FY 2019/2020:

**3,037** reports alleging abuse, neglect, or dependency were received. The Department accepted **1,935** of these reports and completed an assessment of the families.

Only **8%** of cases where OC DSS provided services resulted in future DSS referrals.

The Department served as legal guardian for **221** children.



**314** families, including **589** children, were provided In-Home Services to prevent the removal of their children. **125** families successfully completed their treatment goals and their children's safety improved.



**40** youth, ages 13-18, were served through the LINKS program.

**91** children achieved permanence through reunification, custody to relatives, or adoptions. **20** adoptions were finalized for children.



Adult Protective Services responded to **423** reports of abuse, neglect, self-neglect, and/or exploitation, **75** were founded and services were offered.

**110** Outreach referrals were addressed to help adults in our community receive some type of assistance.



**73** Adults were protected through Court-appointed guardianship.

**Adult Services** offers a range of mandated and voluntary supportive services which intervenes and advocates on behalf of emancipated minors, disabled adults at risk of mistreatment, in need of independent living supportive services, and services to enhance their quality of life. **Protective Services for Adults** is a service based on the awareness of the vulnerability of disabled adults to abuse, neglect, and exploitation.

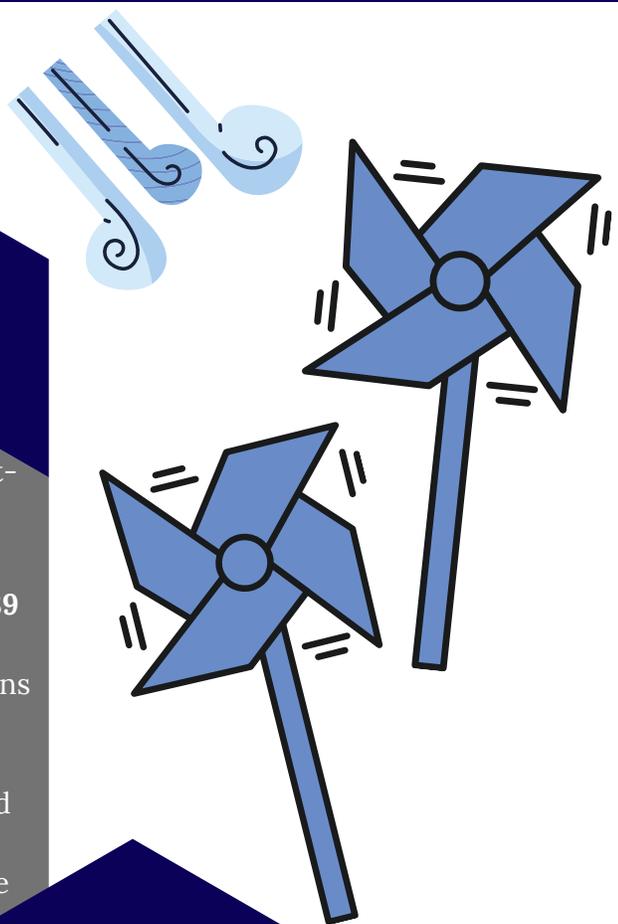
In FY 2019/2020:



**PEERS**  
 is a non-profit agency that works under the umbrella of the Onslow County Department of Social Services. PEERS provides parenting education, childcare, and administers the Adolescent Parenting Program. All services provided by PEERS are **FREE**.

In FY 2019-2020:

- 153 community citizens volunteered at PEERS providing 1,889 hours.
- \$109,269.24 was received in grants, fundraising, and donations to support programming.
- 231 children were served in PEERS child care, free of cost.
- The **Adolescent Parenting Program** served 31 teens who had no repeat pregnancies. 7 teens graduated from the program.
- 314 parents attended parenting education classes to improve their parenting skills.



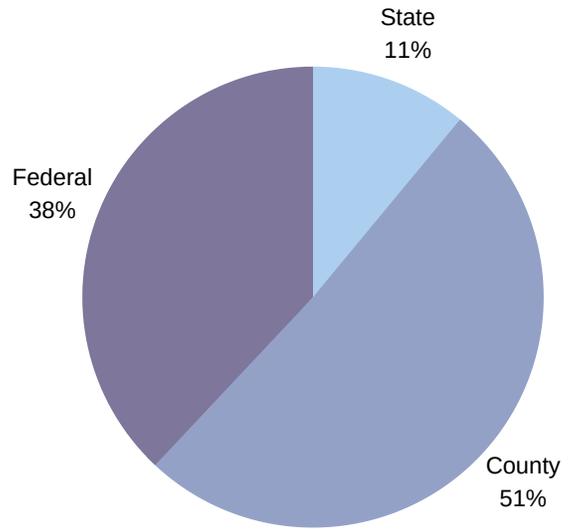
**Youth Services**  
 works under the umbrella of the Onslow County Department of Social Services. Youth Services operates programs to serve the needs of youth in our community who have come to the attention of Juvenile Court/Law Enforcement or those youth exhibiting behavior that puts them at risk. Youth Services provides mandated programming which is funded by the NC Department of Public Safety, Division of Adult Correction and Juvenile Justice, with a 30% county match.

In FY 2019/2020:

- 260 Youth were served. 75% of the youth served successfully completed their assigned program.
- Through the **Juvenile Restitution Program**, 1,200 hours of community service were performed at worksites throughout Onslow County. The services performed saved the community \$8,700.
- The **School Treatment Program** conducted 107 skill-building groups to address problem behaviors. Youth in the program participated in community involvement activities and contributed 88 hours of service.
- The **Promoting Positive Action Program** and the **STEPS Program** conducted a total of 72 skill-building groups to help youth and families improve behavior and family functioning.

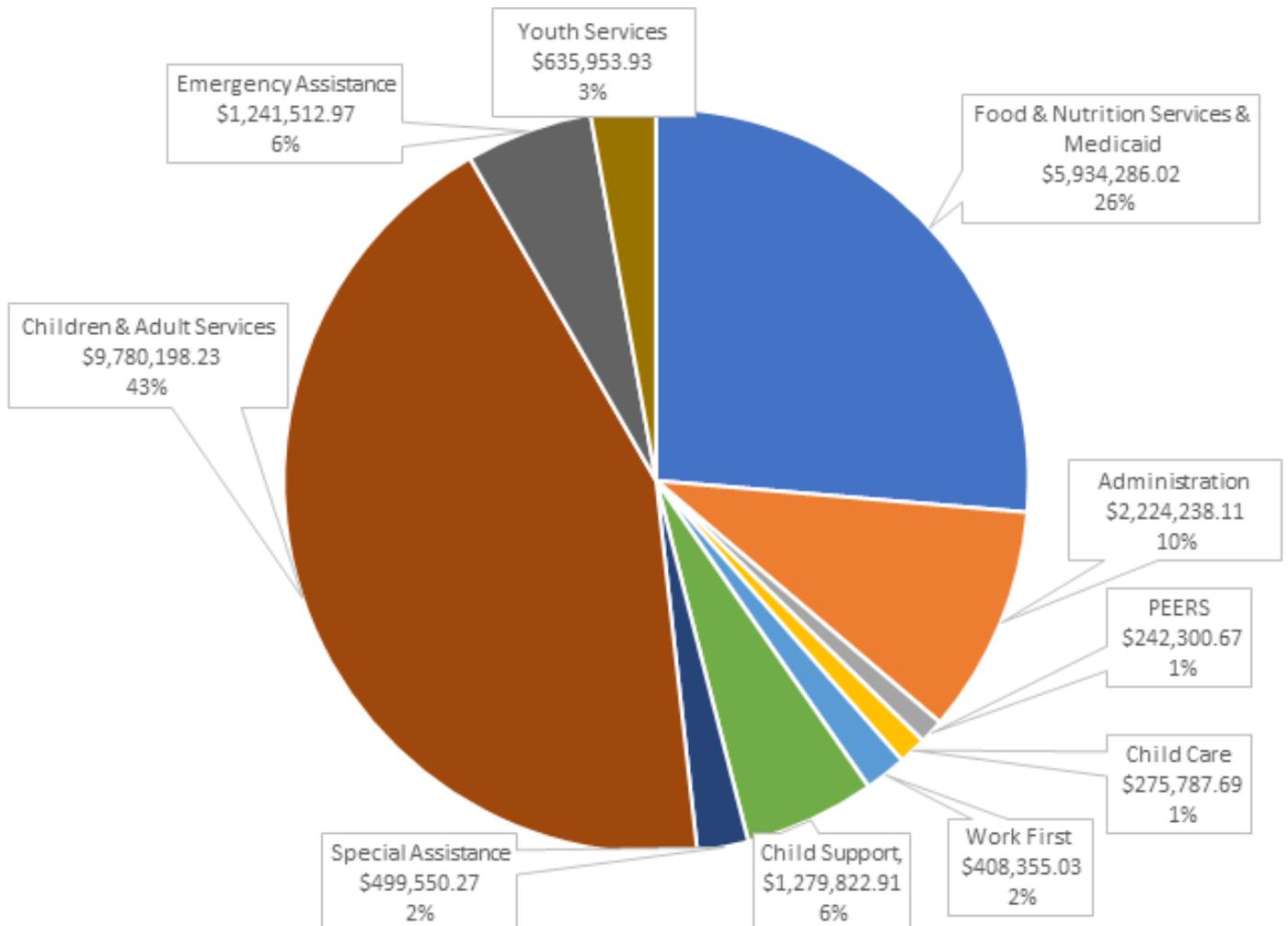
# Revenue Sources FY 2019/2020

Department of Social Services resources are limited. Onslow County DSS administers programs mandated by federal or state requirements. Most positions are funded by a combination of federal and/or state dollars; however, they require a county match. For example, economic services caseworkers are funded 75% by federal dollars and require a 25% county match.

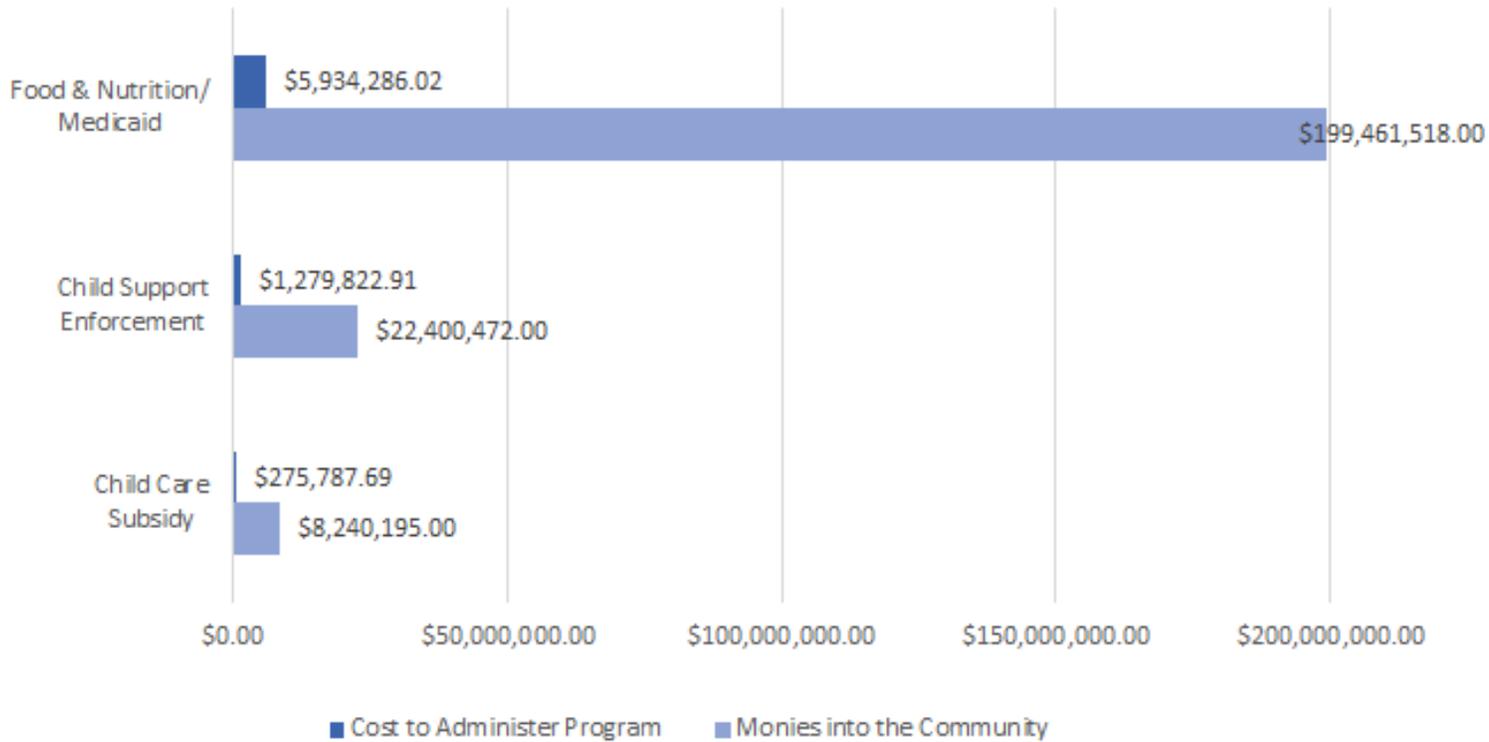


All Sources of Funding

# FY 2019/2020 Expenditures



# Economic Impact by Program Area FY 2019/2020



## OUR EMPLOYEES



The Onslow County Department of Social Services has 279 employees who serve the citizens of Onslow County. We have 103 social work staff providing services in the areas of Child Protective Services, In-Home Services, Permanency Planning, and Adult Services. We have 124 economic services staff determining eligibility and arranging services in the areas of Food & Nutrition Services, Family and Children’s Medicaid, Adult Medicaid, Transportation, Emergency Assistance, Work First, and Program Integrity. Our operational support and administrative staff includes 47 employees.

# The Onslow County Consolidated Human Services Agency

612 College Street  
Jacksonville, NC 28540  
910.455.4145

[onslowcountync.gov/155/Social-Services](http://onslowcountync.gov/155/Social-Services)



## To report abuse or neglect of a child or vulnerable adult:

During business hours of 8am-5pm please call **910-219-1955** to speak with an intake worker

After 5pm and on weekends please call **910-455-3113** and ask for the emergency duty social worker



Please call us at 910-219-1854 to speak with a foster care worker during normal business hours of 8am-5pm

## Interested in being a foster parent?

### Director

Kari Sanders  
910-219-1841

### Deputy Director

Campbell Fletcher  
910-219-1929

### Economic Services Program Manager

Cathy Batchelor  
910-219-4821

### Child Protective Services Program Manager

Kimberly Bailey  
910-219-1852

### PEERS Program Manager

Tondrea Leach  
910-333-9725

### Economic Services Program Manager

Kimberli Sholar  
910-219-4902

### Youth Services Program Manager

Angie Robles  
910-455-1202

### Permanency Planning Program Manager

Kimberly Winston  
910-219-1854



Email questions to: [DSSQuestions@onslowcountync.gov](mailto:DSSQuestions@onslowcountync.gov)