



Jackson County Department of Social Services
Protecting, Strengthening and Improving Lives

Welcome!

Social Services 101



Jackson County Department of Social Services
Protecting, Strengthening and Improving Lives

Our Mission

The mission of the Jackson County Department of Social Services is to provide essential human services that protect, strengthen and improve lives in Jackson County.

Our commitment is to provide the highest quality of service through teamwork, professionalism and respect for our clients and the community that supports our work.

BENCHMARK

NC Law in General Statutes for Social Services

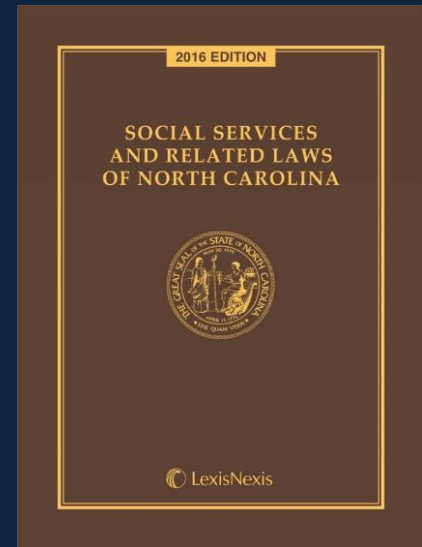
NCGS: 108A Overall, authorization of services,
director, boards and programs

NCGS: 7B Child Welfare

NCGS: 108A Adult Protective Services

NCGS: 35A Adult Guardianships

NCGS: 48.1 Adoption for Children



Local History



The Jackson County Department of Social Services began in July, 1937, when the first “Welfare Board” met and began fulfilling its duties.

The Board’s first three members included Mrs. E. L. McKee from Sylva, Mr. G. C. Turpin from Gay, and Mr. A. J. Dills, also from Sylva.

Mrs. McKee, the state’s appointee to the Board, was the Chairperson. She was also North Carolina’s first female Senator. She was responsible for introducing the Social Security Act in the 1937 Legislature and is still known today as the Mother of the Social Security Act in North Carolina.





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The Board of Social Services is the Governing Body of this Agency

Comprised of Five Board Members

- Two appointed by the County Commissioners
- Two appointed by the NC Social Services Commission
- These four select the fifth member

Board Meetings are the first Wednesday of each month
9:30am at DSS.



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FUNDING

Some DSS Programs, such as Medicaid are funded up to 75% by the State and Federal Government

The County makes the initial investment and is reimbursed by the State each month



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Social Work Programs Children and Adult

Child Welfare

- CPS Intake – 24/7
- CPS Assessments
- In Home Services
- Permanency Planning (FC)
- Foster Home Licensing
- Adoption (agency, private, stepparent)



Child Welfare

FY 2022-2023

- We responded to 665 CPS Reports
- In Home Services (Served 28 Families & 56 Children)
- Permanency Planning (FC) 37 Children Came Into Care
- 67 Children Left Foster Care, at the End of the FY and 88 Remained in Care
- 2 Children Adopted



Child Welfare

Currently

- 83 Children Are In Foster Care
- 18 Are Placed in JC Licensed Foster Homes
- 57 Are Placed in Homes Outside of JC
- 18 Placed with Relatives (10 out of county)
- 11 Licensed Foster Homes in JC



Adult Services Programs

APS Intake – 24/7 (the adult must meet all three)

1. the adult must be disabled
2. in need of protective services and
3. abused, neglected, or exploited

APS Assessments (immediate, 24 hr, 72 hr)

Guardianship Service

Protective Payee Services

Adult Care Home Monitoring

Services for the Blind



Adult Services Programs

FY 2022-2023

- Responded to 236 APS Reports
- 38 Adults Receiving Guardianship Services
- 24 Protective Payee Services
- Monitor 3 Adult Care Homes (Hermitage & Morning Star)





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Medicaid

Jackson County has over 11,000 Medicaid Cases

Medicaid was used to cover over \$80 million dollars
in medical payments this year

1749 Applications Processed

4396 Reviews completed

12 Medicaid Programs

- Medicaid for the Aged (age 65 or older)
- Medicaid for the Blind
- Medicaid for the Disabled
- Long Term Care (LTC) Medicaid – Nursing Home
- Community Alternatives Program (CAP) Medicaid (Assisted Living)
- Special Assistance Medicaid



Medicaid Programs

- Medicaid for Infants and Children (MIC) - children under the age of 19
- Medicaid for Families with Dependent Children (MAF)
- Medicaid for Pregnant Women (MPW)
- Family Planning Waiver Medicaid (FPW)
- Medicaid Expansion for adults between 18 and 62 (MXP)



Medicaid Programs

- **Medical Transportation Services-** Medicaid recipients receiving full coverage benefits are eligible to receive transportation to medical appointments. Recipients may also receive reimbursement for these expenses if they have transportation. This will change significantly with Managed Care.
- **2023-2024 DSS arranged 4078 medical trips for 1072 clients.**





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Food and Nutrition Services

Jackson County has an average of 4700 cases
That have provided over \$14 million in assistance

A federal food assistance program (Food Stamps) to help
end hunger and improve nutrition and health

Monthly allotments are issued via Electronic Benefit
Transfer Cards (EBT)

2357 Applications Processed



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Child Support Services

Assures that children receive parental support by:

- Locating non-custodial parents
- Establishing paternity
- Establishing medical and financial support
- Modifying court ordered support obligations
- Enforcing court orders

Child Support Collected FY 22-23



\$1,793,815.01

from 833 cases

Emergency Assistance Programs

Low Income Energy Assistance Program (LIEAP): Maximum Benefit = \$400.00

Provides a one-time annual payment to vendors to help eligible families pay their heating expense.

Crisis Intervention Program (CIP): Maximum Benefit = \$600.00

Serves individuals and families who are experiencing, or in danger of experiencing a heating or cooling related crisis. (Eligibility determination for funds from Haywood Electric Company and Duke Progress Energy.)

General Assistance (County): Maximum Benefit = \$80.00 (Food) \$50.00 (Medication)

Assistance for families in a crisis situation with food or medicine.

Emergency Assistance Programs

Emergency Food and Shelter Program

(Funded through Federal Emergency Management -FEMA)

Funds are used to assist in an emergency situation with utilities, rent/mortgage, and shelter.

Share the Warmth

(Funded by Duke Energy)

Funds used to assist with electric heat regardless of provider.



Excellent Service and Fiscal Responsibility

Service delivery has a bilateral focus:

1. Provide the highest level of services to our clients to protect, strengthen and improve lives in Jackson County.
2. Maintain our fiduciary duty to taxpayers by providing these services in a fiscally responsible manner.

Fiscal Responsibility

All services provided by this agency undergo multiple intensive audits at various levels to ensure effective service delivery and fiscal responsibility.

Audits occur at the federal, state, county levels and in-house at the supervisory level.

The “Single Audit” is conducted annually by an independent accounting firm chosen by the county.



Excellent Service and Fiscal Responsibility

NAME OF AUDIT	WHO PERFORMS AUDIT	FREQUENCY OF AUDIT
Single Audit: All Programs	County Provides CPA	Annual Audit
Fiscal Monitoring	State	Annual Audit
Special Assistance Audit	State	Normal: Bi-Annual
Medicaid Monitoring	State	Normal: Every 2 Years
Caper Review	State and County	Quarterly
Child Welfare Program Review	State	Bi-Annual
IVE Foster Care and Adoption Assistance	State	Every Other year
CAP Medicaid Review	State and County	Quarterly
Quality Assurance (QC) for FNS	State	Sporadic
Quality Assurance (QC) for Medicaid	State	Sporadic
Payment Error Reduction Measurement	State	Sporadic
APS Programs	State	Every Four Years
In-Home Aide Recertification	State	Every Three Years
Second Party Review for Adult Medicaid	In-house by Supervisors	Monthly
1571 Fiscal Reimbursements	In-house by Supervisors	Monthly
Emergency Food and Shelter National Board Program	In-house by Supervisors	After Each Spending Allocation
Duke Energy- Cooling Assistance	In-house by Supervisors	Annual Audit
Duke Energy - Share the Warmth	In-house by Supervisors	Annual Audit
JCDSS Special Payee Account	In-house by Supervisors	Monthly
Foster Board Payments	In-house by Supervisors	Monthly
Second Party Review for Family Medicaid	In-house by Supervisors	Monthly
Second Party Review for FNS	In-house by Supervisors	Monthly
Second Party Review for Work First	In-house by Supervisors	Monthly
Second Party Review for Medicaid Transp.	In-house by Supervisors	Monthly

Other Activities

- Identify 150 families at Thanksgiving for Turkey Dinner
- Staff serve on 36 committees and boards
- Christmas boxes for the elderly
- Christmas party for the foster children with Santa 😊
- Raise money for breast cancer awareness month “Pink Out”
- License new foster homes
- Staff traveled 189,147 miles to accomplish the Agency Mission
- That is 7.6 times around the Earth
- Operate Red Cross shelters during times of disasters
- Participated in Hands On Jackson (3 teams)
- Unclaimed Bodies





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How You Can Volunteer

- Become a GAL (Guardian Ad Litem)
- Become a Foster Parent
- Sit with a Foster Child, Day or Overnight
- Tell Others about the Need for Foster Parents in our Community





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Thank You

For further Information
Please feel free to call me

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