



# Community Report

## Results for Wilson County

The Wilson County Department of Social Services is focused on innovative results that make a positive impact on lives. Our staff seek new and cost-effective ways to serve Wilson County families, children and adults through the delivery of services in a caring and professional manner. We focus on five result areas that cover the entire family.



We have a strong commitment to families in Wilson County. Our DSS board assesses our Leading By Results progress annually. Recently, they evaluated our results and their direct impact on lives. We were assessed as maintaining a high level of quality service delivery to citizens in every category. Here's a look at our accomplishments for the families of Wilson County for 2012-13.

### Safe Children

- Prevented repeat maltreatment in 100% of foster care placements while in DSS custody.
- 95.75% of children completing in-home services did not have another report of child maltreatment in 6 months or less.
- Prevented repeat maltreatment for 100% of abused/neglected children.

## performance *and* outcomes

### Thriving Youth

- 93% of children who were returned home from foster care did not experience another incident of abuse or neglect.
- 77% of youth 16 years or older in DSS custody demonstrated improved living skills.
- 82.5% of youth in DSS custody through age 18 achieved a stable standard of living through age 23.

### Self-sufficient Families

- 95% of teen parents receiving child care subsidy services remained in school and/or graduated from high school compared to a state average of 36 percent.
- Served 84% of eligible children are receiving Medicaid/Health Choice who would otherwise be uninsured.
- 155 Work First participants entered employment to support their families and children.

### Healthy Adults

- Agency services prevented or delayed placing 98.87% of senior and disabled adults into rest homes or nursing homes.
- 100% of Adult Care facilities, whose residents remain safe from harm as a result of the facility remaining in full compliance with rules and regulations.
- 100% of seniors and disabled adults were not repeat victims of substantiated abuse, neglect or exploitation.

### Reliable Service

- **Customer Service** - 95.5% of customers surveyed report they are treated with dignity and respect. One quarter achieved 99 percent.
- **Program Integrity** Saved and Recovered \$829,625 through fraud investigations and program integrity efforts.
- **County dollars saved** - Utilized 99.69% allocated state and federal dollars while **saving county dollars**.

## Performance Meter



\* Evaluation by DSS Board 07/2013

## reflections *and* looking ahead



Each Wilson County family has its' own culture, values and strengths. It's what makes this county a great place to live. Our people share much care, kindness and hope. Our staff believe in the people and the families that we serve. Each year, we have goals and ambitions to give families the tools they need to improve their lives. This community report reflects our commitment to you, our fellow citizens.

During the 2012-2013 year our staff went above and beyond our daily goals to continue our efforts to work smarter and more efficiently. We are active in our community, bringing Free Tax Preparation Assistance to eligible families so they can save money, celebrating our children to protect them from abuse with the Kid's on the Lawn celebration, engaging our older adults to stay active through Senior Awareness Day, and working with our Faith Connections program to provide food and support for needy families. None of these events are included in this report, but we do them because we love families and we love to help people.

I say this a lot. We are on a never-ending journey to assist families and individuals to achieve their greatest potential for self-sufficiency. We do this together with many partners that work with us to provide hope and opportunity throughout Wilson County. We remain committed to strengthening our partnerships to achieve the greatest potential for our county's citizens.

Continuous Quality Improvement is our goal. And throughout all of these achievements, we always want people and families to know they are honored and respected. We thank you and all of Wilson County for the pleasure of being a part of great achievements.

- J. Glenn Osborne  
Director

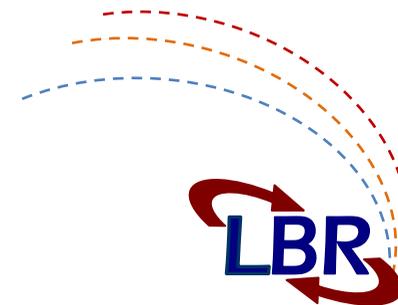


## Wilson County Department of Social Services

### *Successful Outcomes and Quality Services*



### *for Wilson County's families*



## Leading By Results Community Report 2012-2013