

Community Report

Results for Wilson County

Measuring the impacts of our efforts to improve lives can be challenging, but we feel it is well worth it. That is why each year the Wilson County DSS Board evaluates our agency's strategic work plan, known as **Leading By Results (LBR)**. The evaluation is more than just a look at what we accomplished. It celebrates what our citizens, staff, community partners and board have achieved together. Recently the board gave the department high marks in all areas.



“WCDSS staff work to achieve the most efficient and effective results for our customers,” said Nancy Sallenger, DSS board chair. “Through our LBR efforts staff are making a significant difference in the lives of citizens in Wilson County.” Here's a look at our results.

Safe Children

- **100%** of children do not have a substantiation of abuse/neglect after successfully completing prevention services.
- Prevented repeat maltreatment for **97%** of abused/neglected children.
- **98%** of children completing in-home services did not have another report of child maltreatment in 6 months or less.

Thriving Youth

- **100%** of children who were returned home from foster care did not experience another incident of abuse or neglect.
- **100%** of children in foster care placements who were not abused or neglected while in DSS care.
- **73%** of youth in DSS custody through age 18 achieved a stable standard of living through age 23.

Self-sufficient Families

- **87%** 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.
- **312** adults entered into employment through the agency's employment programs.
- More than **\$8,458,000** was collected in child support on behalf of children in Wilson County.

Healthy Adults

- Agency services prevented or delayed placing **99%** 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** - **98%** of customers surveyed report they are treated with dignity and respect.
- **Program Integrity** Saved and Recovered **\$778,832** through fraud investigations and program integrity efforts.
- **County dollars saved** - Utilized **99.0%** allocated state and federal dollars while **saving county dollars**.

Performance Meter



* Evaluation by DSS Board 07/2014

reflections *and* looking ahead



Wilson County is a great place to live and to work. Our citizens share the values of kindness and hope. Our staff share in those same values as we serve families each day. We know that all people matter. 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 2014-2015 year, our staff worked efficiently to provide our vital services to our citizens. We continue to be 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 directly listed within our results, but we do them because we love families and we love to help people.

It is exciting and humbling to lead great staff that want what is best for families and their fellow community members in Wilson County. The work does not stop here just because we have great results. We now move forward to achieve the greatest potential for our county's citizens.

As you have heard before, Continuous Quality Improvement is our goal. Throughout our work that we do, caring about people and families remains our focus. We look forward to future successes knowing that it's our pleasure to be a part of a great community.

- J. Glenn Osborne
Director

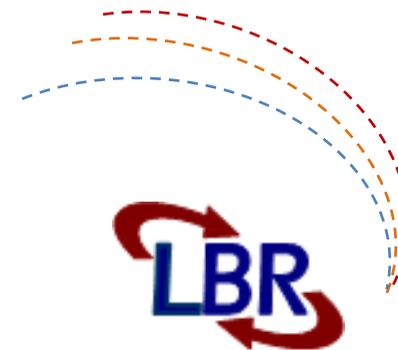


Wilson County Department of Social Services

Successful Outcomes and Quality Services



for Wilson County's families



Leading By Results
Community Report
2014-2015

[wilsoncountydss.org]