

What We're Measuring

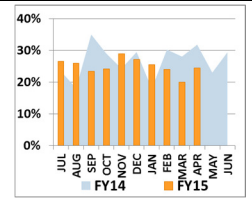
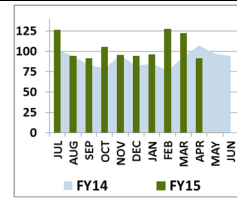
April 2015 Values

Trends & Comparisons

Adult Protection

Adult Protective Services (APS)

New APS reports accepted for evaluation	91 reports
% of APS reports screened out	33% screened out
% of APS evaluations that were substantiated	36% substantiated
% of individuals served who have had prior APS intervention	24% prior APS



APS reports accepted to evaluate

% prior APS intervention

Behavioral Health Protection & Safety

Jail Diversion Initiative

Diversion program enrollment (among 3 programs) **90** persons

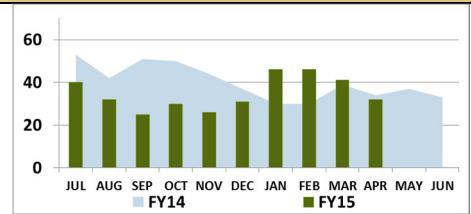
Crisis Intervention Team (CIT)

Forensic evaluation assessments conducted **32** assessments

Substance Abuse Support

Census (bed utilization) at Neil Dobbins Center for crisis stabilization and detox patients

75% Crisis Stabilization Unit
109% Detox Unit



persons dropped-off for mental health evaluation

Child Protection

Child Protective Services

Rate of reports of child maltreatment	75.71 per 1,000	NC Performance Standard
% of CPS reports screened out	32.39%	
Rate of substantiated child victimization	16.86 per 1,000	⚠️ ≥ 94.60%
% of maltreated children who are <u>not</u> repeat victims of indicated maltreatment	91.01%	

Foster Care / Permanency Planning

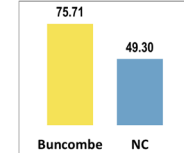
% of children in foster care who are not maltreated by foster parent or facility staff member **100%** ✓ ≥ 99.68%

Nurse Family Partnership (NFP)

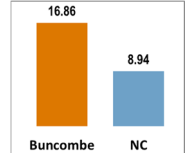
% of NFP children with reports of abuse/neglect **14.83%** NFP program-to-date
% with substantiation of abuse or neglect **3.79%** NFP program-to-date

For every 1,000 children, this is the number of:

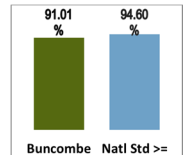
CPS Reports Made



Reports Substantiated



Percent of maltreated children who are NOT repeat victims



Communicable Disease Protection

Disease Investigation & Control

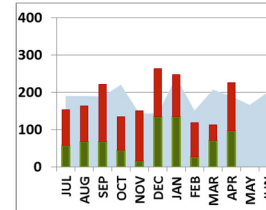
Communicable disease investigations conducted **226** investigations
Cases confirmed through investigation **129** confirmed

STD Testing & Treatment

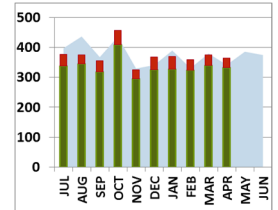
Regular STD clinic visits **332** visits
Express STD visits **32** visits (**9%** of total)

TB Testing & Treatment

Persons screened for TB exposure (PPD test) **133** TB screens
TB visits (assessment, treatment, follow-up) **1** visit



FY14 confirmed vs. ruled-out investigations vs. FY13 total



STD regular & express FY14 vs. FY13 total

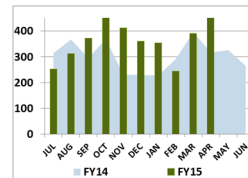
Food & Water Safety and Sanitation

Food & Lodging

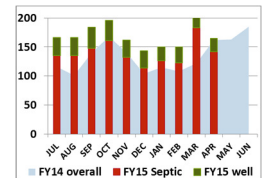
Food & Lodging inspections **511** inspections
% required restaurant inspections completed **90.0%** (Qtr3 FY15)
% required all facility inspections completed **82.6%** (Qtr3 FY15)

Wells & Septic Systems

On-site septic system permits issued **142** septic permits
Well permits issued **23** well permits



Food & Lodging inspections



Septic/Well permits issued

What We're Measuring

April 2015 Values

Trends & Comparisons

Access to Health Care & Prevention Services

Medicaid Enrollment – Number of Recipients

TOTAL persons enrolled in Medicaid* **44,265**

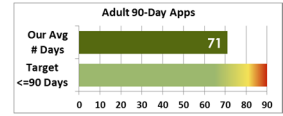
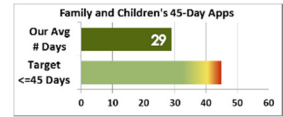
NC
Performance
Standard

Average Days to Process Medicaid Application

NC FAST 45-day (MAGI) applications **29** days
NC FAST 90-day applications **60** days

≤ 45 days
✓ ≤ 90 days

Application Processing Timeliness



* Buncombe served as a pilot county for hard-launch of Medicaid & Cash Assistance conversion into NC FAST. All cases are now processed through NC FAST. PAR measures have been modified to reflect this.

Preventive Child Health

Nurse Family Partnership

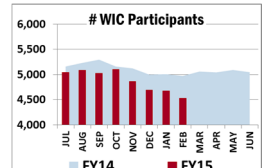
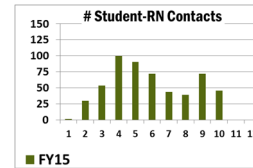
Babies born low birth weight, NFP program-to-date **24** of 290 (**8.3%**) NFP to date

School Health

Student-School RN case management **46** cases
Staff trained to do medical procedures **1,278** FYTD total
Staff trained to give medications **559** FYTD total

WIC & Nutrition

% of NC allocated caseload met (5,387 caseload) Data pending resulting from state database system change
Breastfeeding Peer Counselor support contacts **652**



Note: Y-axis scale begins at 4,000

Preventive Health Services

BCCCP / WiseWoman Health Screening

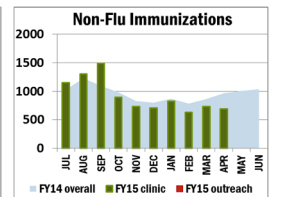
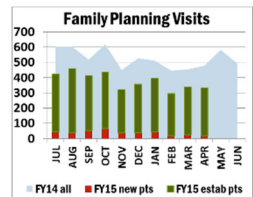
BCCCP/WW client visits **156** or **6.3** per clinic day

Family Planning Clinic

New clients enrolled in Family Planning **18** new FP clients
Family Planning client visits **333** or **18.2** per clinic day

Immunizations

Flu vaccines administered **2,011** flu, FY15 total
Non-flu vaccines administered **9,151** non-flu, FY15 total



Individual & Family Stability

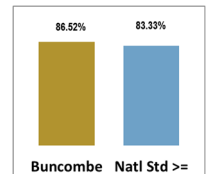
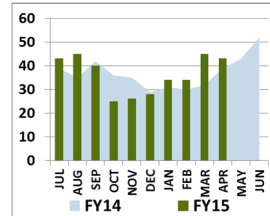
Adult Guardianship & Placement

Number of guardianship assessments conducted **5** assessments
Guardianship Case Management cases through partner agency **100** cases
Adults served by Planning & Mobilization services **43** clients

Child Permanency Planning

% of foster youth in care ≤ 12 months who had at most 2 placements during that time **82.69%** ⚠️ ≥ 83.3%
% of discharged youth who re-entered foster care within following 12 months ** **5.77%** ✓ ≤ 9.9%

Adults served by Planning & Mobilization services



% Foster Care cases meeting placement stability target

** Child Permanency Planning measures can show large variation from one period to the next, due to the relatively small numbers involved.

WELL-BEING and PREVENTION

INDEPENDENCE

What We're Measuring

April 2015 Values

Trends & Comparisons

Family & Children

Child Care Subsidy

Children served through child care subsidy

1,766 children

Child Support Enforcement

Child support dollars collected

\$ 1,259,171

NC
Targets

% of YTD target support payments collected

84.82%



100% by June

% of cases that are under court-ordered support

90.67%



≥ 89.90%

Food & Nutrition Economic Services

Buncombe Food & Nutrition (FNS) cases

20,473 cases

FNS applications processed

1,626 applications

Average days to process FNS application

14 days

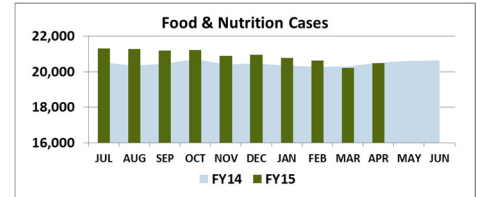
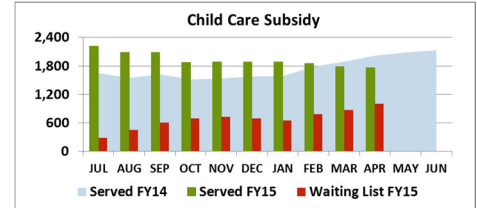
Work First

Work First cash-recipient cases

307 cases

Participants placed into employment

10 gaining work



Note: Y-axis scale begins at 16,000

Adults

Chronic Homeless Housing

Homeless Clinical Pathways met

4 pathways

SOAR Disability Program

SSI Disability applications approved

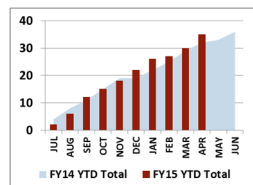
5 approvals

Veterans Services

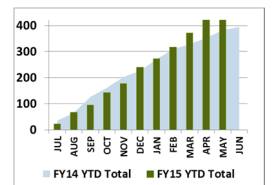
Staff-assisted benefit applications approved

107 Vets awarded benefits

YTD SOAR Disability Approvals



YTD Veterans Benefits Approved



CLIENT PERSEPTIVES

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Trends & Comparisons

Client Visit Experience

Coxe Avenue Front Desk

Clients served

5,562 clients

% of clients waiting > 15 minutes for Front Desk

3.4% of clients

Average wait time for walk-in clients

3:50 mins : secs

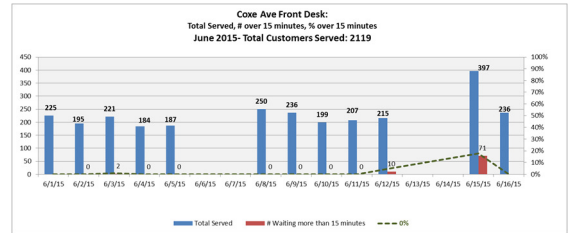
Title VI Assurance

Staff Interpreters/Translators

4 full-time employees

Interpretation/Translation Contracts

13 contracts



Client Access/Options Experience

Call Center

% of calls hung-up before agent could answer

3.2% of **17,679** calls

Alternative Service Options: Applications

(Medicaid, Food Assistance, Project Access)

Applications by phone

50 phone applications

Applications at sites with out-posted HHS staff

15 off-site applications

Applications by ePASS

426 online applications



Desirable or



undesirable trends



Met performance standard



Slightly below performance standard



Below performance standard

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Community Need Indicators

Unemployment

Buncombe unemployment rate (unadjusted) **3.9%** unemployed

Student Health Needs

Students with special health care needs **9,715** FY15 total

Students with ongoing medication needs **1,333** FY15 total

Attention to Disparities

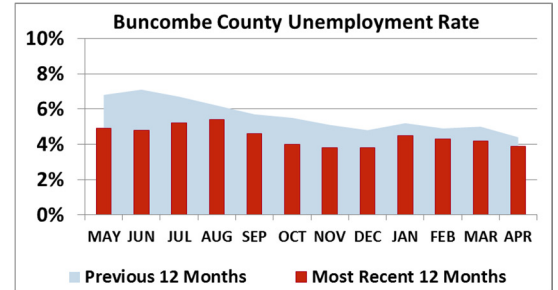
% children entering foster care who are non-white **40.58%** entering

% children in foster care who are non-white **37.80%** in care

County HHS Services with Enrollment Caps

Children on waiting list for child care subsidies **1,005** children

Mothers unable to enroll in NFP due to cap **0** women (52 YTD in FY15)



Financial Benefit to Client and Local Economy


Food & Nutrition Services

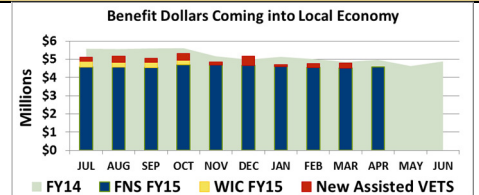
Dollar value of Food Assistance issued on EBT **\$ 4,563,013**

WIC Food-Purchase Benefits

Dollar value of WIC instruments redeemed data pending

Veterans Benefits, Staff-Assisted

Dollar value of 1st payment on new awards **\$ 845,427** 



HHS Fiscal & Programmatic Stewardship

Program Integrity

New cases of intentional program violation **8** cases

Average owed on new intentional violation cases **\$ 2,517**

Total Program Integrity dollars collected **\$ 36,530**

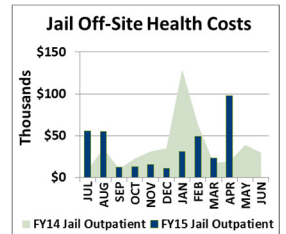
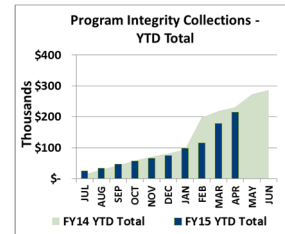
Inmate Healthcare

Jail outpatient (off-site) costs **\$ 98,023** (lower is better) 

Health Service Fees

% of initial Medicaid claims paid when first billed **93.3%**

% of initial Insurance claims paid when first billed **89.6%**



HHS Communications

To promote the most recent NC immunization requirements for school-aged children, the Communications Team developed new tools for the *Shield of Protection* campaign to target childcare providers, parents of school-aged children, and kids themselves. Communications and Health jointly hosted another successful screening of *The Invisible Threat* for childcare providers and used it as an opportunity to educate, distribute materials and answer questions. The event also provided continuing education credits for those in attendance through a partnership with Smart Start Buncombe County. To further one of our key strategies to improve immunization rates: the Communications Team partnered with local high school students to create a video for schools to use to promote immunizations. It was entirely written and produced by a group of Nesbitt Academy students and with the help of County PR's video production capabilities, the video is now available and will be used to educate students about the importance of immunizations. Materials to promote immunizations now include posters, social media ads, customized tools for childcares and school nurses, and short videos.

