



## SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

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Elizabeth G. Patterson, J.D., State Director, P.O. Box 1520, Columbia, S.C. 29202-1520

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October 24, 2000

Mr. Les Boles, Director  
Office of State Budget  
1122 Lady Street, 12th Floor  
Columbia, South Carolina 29201

Dear Mr. Boles:

The Department of Social Services is pleased to submit its 1999-2000 Accountability Report as required by the Budget and Control Board and General Assembly.

In accordance with state and federal law, the Department of Social Services administers 13 programs designed to protect children and adults who cannot protect themselves and to promote healthy, safe, and stable families. We are committed to helping our clients in need of economic assistance to become independent, employed, and productive citizens. The Department is dedicated to implementing innovative programs and work processes designed to provide quality services to the citizens of South Carolina.

This document summarizes a number of program accomplishments and successes for the year. Preventing abuse and developing stronger partnerships with families are priorities of DSS. Through a realignment of resources and the adoption of statutory changes, the agency is working in many areas, including the following:

Implementation of a voluntary home visitation program for at-risk parents of infants and toddlers. DSS is piloting the program in six counties and contracting with Prevent Child Abuse South Carolina to pilot the program in five other locations.

A Dual Track program that includes intensive services and assessment in less serious child maltreatment cases, and

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Implementation of kinship foster care legislation that provides traditional foster care support to extended family members who take in abused or neglected children of relatives

In the Family Independence program, the agency has substantially exceeded national declines in welfare recipients and received two High Performance bonus awards from the federal government. Some of this success may be attributed to the fact that South Carolina ranked in the top ten states nationally in the percentage of recipients participating in education and training programs, and participation rates were 21% higher than the national average, according to the United States Department of Health and Human Services.

In summary, our report describes the agency's mission, values, goals, and management accomplishments for the year. Teresa Arnold, Director of Governmental Affairs, has been designated as our agency's contact person for information concerning this report. She can be reached at 898-7850.

Sincerely,

Elizabeth G. Patterson  
State Director

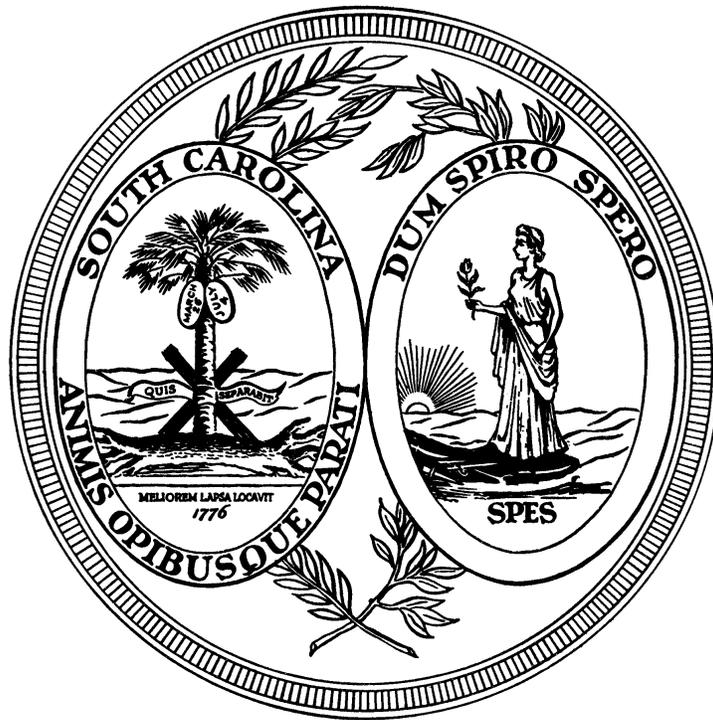
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Enclosure

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# South Carolina Department of Social Services

## Annual Accountability Report Fiscal Year 1999 - 2000



October 2000

Elizabeth G. Patterson  
State Director

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## Executive Summary

The State Department of Social Services (DSS) provides services that range from investigating reports of child abuse, to distributing food to hungry families, to collecting child support for custodial parents, to staffing emergency shelters during catastrophes and more. DSS is a critical link in the well-being of more than 700,000 South Carolinians.

Preventing abuse and developing stronger partnerships with families are priorities of DSS. Through a realignment of resources and the adoption of statutory changes, the agency is working in many areas, including the following:

- Implementation of a voluntary home visitation program for at-risk parents of infants and toddlers. DSS is piloting the program in six counties and contracting with Prevent Child Abuse South Carolina to pilot the program in five other locations,

- A Dual Track program that includes intensive services and assessment in less serious child maltreatment cases, and

- Implementation of kinship foster care legislation that provides traditional foster care support to extended family members who take in abused or neglected children of relatives.

An ongoing program to help the most severely disturbed children, Managed Treatment Services (MTS) for emotionally disturbed children, served more than 1,700 children in 1999-2000. MTS has provided intensive case management and therapeutic services for each child, while at the same time has reduced the average cost per child by 16% since 1996.

In addition to an increased focus on child welfare services, we have initiated a process to comprehensively review the agency's adult protective services programs. Legislation, policies and procedures, and working conditions will be examined in order to develop a plan for improving the provision of services to neglected or abused vulnerable adults.

Two statewide retreats identified the need for more rural transportation, more homemakers and home service workers, higher pay for Adult Protective Services (APS) workers and social services aides, increased public awareness and support, cellular phones and laptop computers for workers, increased availability of adult day care and affordable assisted living facilities.

In the Family Independence program, the agency has substantially exceeded national declines in welfare recipients and received two High Performance bonus awards from the federal government. Some of this success may be attributed to the fact that South Carolina ranked in the top 10 states nationally in the percentage of recipients participating in education and training programs, and participation rates were 21% higher than the national average, according to the United States Department of Health and Human Services.

An increase in child poverty after the implementation of welfare reform was a serious fear of child advocates. In 1995, South Carolina's child poverty rate was 24.5% compared with 19.9% for the nation. The child poverty rate for the US as a whole was 18.7% in 1998. The 1998 child poverty rate in South Carolina was 18.1%, less than the US average. In fact, South Carolina is one of six states with the largest percentage decreases in their child poverty rates, according to the National Center on Child Poverty.

DSS is the agency charged with the responsibility for determining Medicaid eligibility, which is a much bigger job today due to several expansions of coverage since 1992. Medicaid cases increased 229% from 1992 to 1999, with no concomitant increase in Medicaid eligibility staff. Medicaid enrollment increased 31.5% between June 1997 and December 1999, the third largest percentage increase of any state, according to the Kaiser Commission.

Food Stamps is only one of several programs at DSS charged with improving nutrition for South Carolina's families. DSS is also responsible for the distribution of USDA donated foods. In order to deliver foods more quickly to more people, DSS partnered in May 2000 with the SC Food Bank Association to distribute food to local pantries on a more frequent basis. The success of this partnership has been confirmed as the delivery of food has doubled in the few months since the initiation of the contract. DSS pays for the distribution of meals at hundreds of sites around the state, including childcare facilities, group homes, and adult care centers. In addition, DSS contracts with Clemson Extension to deliver nutrition education programs in counties around the state.

Child support collections are a critical component of DSS' mission, in that child support payments can play a significant role in reducing childhood poverty. A recent US Department of Health and Human Services report showed that South Carolina consistently led all other states in total dollar amounts collected for child support per fulltime staff member.

Although DSS has experienced many successes in the past year, the agency continues to face tough challenges. Chief among the challenges is to reduce the numbers of children being abused. This is an effort that can only be accomplished with many partners, including the private sector, churches, and individuals. Partnering with others is a cornerstone in our efforts to increase positive outcomes for the families that we serve.

## **MISSION**

Created by Section 43-1-10 of the South Carolina Code of Laws enacted by the South Carolina General Assembly, the South Carolina Department of Social Services has as its mission:

- To ensure the health and safety of children, adults, and families who cannot protect themselves,
- To help parents provide nurturing homes, and
- To help people in need of financial assistance reach their highest level of social and economic self-sufficiency.

## **GOAL**

The goal of the South Carolina Department of Social Services is to help people live better lives through the provision of services that positively impact their health, safety, social and economic well-being.

# Leadership System

Leadership cannot occur without clear communication, a seemingly simple but arduous task in an organization with 5000 employees distributed throughout 46 county offices. The agency is continuing its efforts to improve communications between the state and county offices and to involve the front lines in agency planning.

In the last 18 months we have brought employees from around the state together for a planning retreat and the county offices have been involved in individual self-assessments. Many of the suggestions for improving the work environment for employees involved increasing salaries, decreasing workloads and establishing career tracks. In addition, a generic intake process was proposed wherein skilled workers assess clients for all the agency's programs.

DSS is also completely revamping the DSS website based on suggestions from staff throughout the agency. The purpose is to improve communications with DSS employees, DSS customers, and DSS stakeholders.

Performance management and teamwork are being taught at every level of the agency for one purpose: to do a better job of serving South Carolinians in need of DSS services. This is a beginning of what we call a "blurring of program lines" where state office and counties work together to achieve mutually desirable results.

The DSS performance management system is being organized and taught by a nonprofit management consultant group. It has several phases, the most recent one being County Self-Assessment, which involves counties taking a look at themselves and how they do business, using specific management tools.

Performance management is used to accomplish our program mission and goals by creating among people at all levels of the department a sense of shared ownership and responsibility for the success of our system of social services.

Counties have been given specific checklists of items to help in the self-appraisal process. While the counties are in the forefront, this process is not just limited to them. Other departments will be going through similar exercises as the process continues.

Counties use Program Logic Models, which were developed by the Urban Institute. The models include five parts: Purposes, Inputs, Activities, Outputs, and Outcomes. This process helps provide information on how the county operates, whether pre-specified objectives are being obtained, and to monitor quality. This performance monitoring helps managers identify problems, take action, and assess whether improvements have been made.

A critical component of good management is accurate, timely and relevant data. Therefore, this year workers at every level in the agency have analyzed what information do we need to collect and what type of information system do we need that will be easier to use, more responsive and also able to be tweaked and supported at the local level. This information is driving a redesign of our human services information system, which should be completed in January 2001.

# Agency Accomplishments

The South Carolina Department of Social Services experienced numerous program and administrative gains in FY 99-00.

## Child Protective Services Year 2000 Accomplishments

- The Child Protective Services alternative response system, Dual Track, is being piloted in three counties: Spartanburg, Pickens and Charleston. Activities in the pilot counties are focused toward the development of nontraditional responses to less serious child maltreatment situations. While preserving child safety, the new responses are focused on:
  - less adversarial approaches to the family
  - early and intensive service delivery
  - reduction in the use of Family Court actions; and
  - partnering with the local formal and informal service delivery system and the family's natural support system as the primary service providers.

This approach is both proactive and preventive in nature, drawing upon family preservation and family group meeting principles. The three pilot counties served 624 clients during State Fiscal Year 2000. The University of South Carolina is providing an independent evaluation.

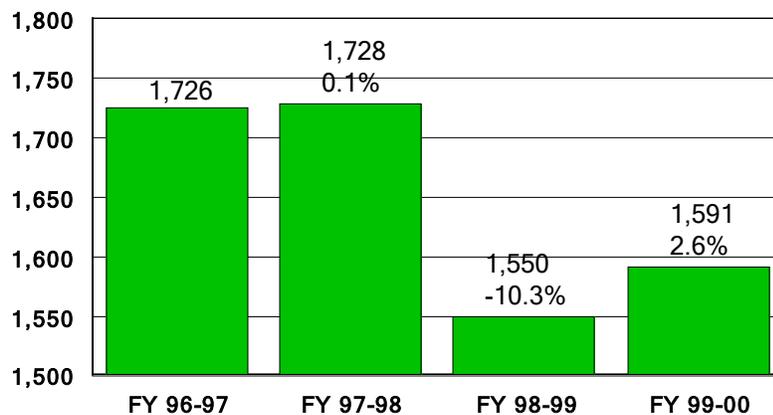
- Other initiatives begun this year with the purpose of supporting families and preventing child abuse and neglect include:
  - 1) *Home visiting services* targeted to young parents with newborns who meet income requirements. Services offered include child development, parenting skills, parent/child interactions, nutrition, school preparedness, anger management/coping skills, etc.
  - 2) *Communities in School* are after-school services provided for middle school students. Priority is given to child welfare, Family Independence and Medicaid children. After-school programs will be offered at schools until 6:00 p.m. Schools in 31 counties have gone through planning and implementation stages.
  - 3) *Depression Project* in Anderson and Berkeley Counties was developed because depression is prevalent among welfare and child protective services clients of DSS and can lead to abuse or neglect. The program provides intensive group therapy, and medication, if needed. The premise is that these interventions will improve the clients' conditions and result in a reduction of abuse and neglect and dependence on the system.
  - 4) *Family Drug Courts* provide an alternative approach to treating drug and alcohol abusers who have been reported to DSS for abuse and neglect of their children. Charleston County DSS was recently notified of their acceptance by the Drug Courts Program Office to participate in the Family Drug Court Planning Initiative. The Drug Courts Program Office, in cooperation with the National Drug Court Institute and the National Council of Juvenile and Family Court Judges, sponsors the training program. Clarendon/Williamsburg Counties have had an operational Family Drug Court with a Drug Court Coordinator for approximately one year.

5) *Partners for Safety Project: Domestic Violence Prevention* was designed to enhance the safety of children exposed to domestic violence in Orangeburg, Calhoun, Darlington, Marlboro, Chesterfield, and Dillon counties. DSS received a Violence Against Women Act Grant through the Department of Justice for 18 months. The purpose is to develop and implement an interagency protocol, which will address the communities' response to battered women with children residing home. The South Carolina Department of Social Services is the fourth child protective services agency in the United States to address collaboration between grassroots' domestic violence organizations and other governmental service providers. Approximately 200 children currently in foster care will be interviewed to assess their level of exposure to domestic violence and how it has affected them.

**Foster Care Year 2000 Accomplishments**

- For the first time, DSS developed an agencywide approach to recruitment and retention of foster families. The decline in the number of DSS licensed foster homes appears to have leveled off. The number licensed at the end of FY 99-00 increased by 41 from the end of FY 98-99. With the agency's statewide focus on recruitment, it is anticipated that the upward trend will continue during the coming year.

**Licensed Foster Homes  
Number and Percent Change**



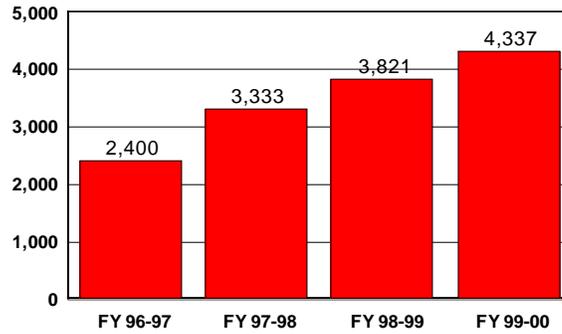
- In order to assure that foster youth have an appropriate transition to a productive adult life, the Department began an initiative to refer foster teens to the job preparation services provided by the Department to Family Independence recipients. This initiative is to expand statewide in FY 00-01.

**Adoption and Birth Parent Services Year 2000 Accomplishments**

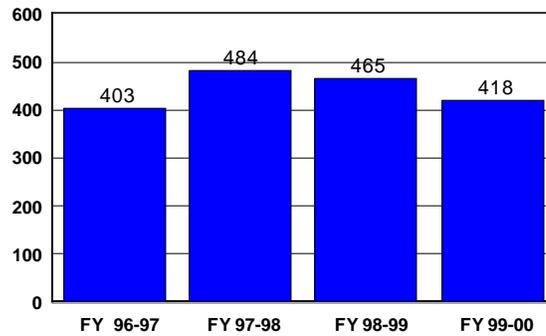
- The agency designated a supervisory level position to be responsible for coordinating statewide recruitment for foster and adoptive families. Guidelines for a statewide recruitment plan have been completed, and each regional adoption office has submitted a recruitment plan suited to its region. The statewide coordinator will assist adoption offices through technical assistance, materials and some funding to implement and monitor the success of the recruitment efforts.

- The agency's ability to pay adoption subsidies has facilitated the adoptive placement of 418 children for FY 2000.

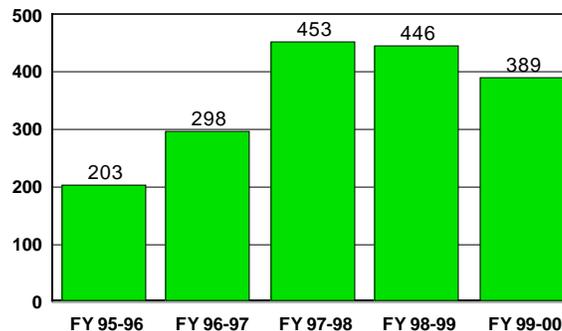
**Adoption Subsidy Clients Served**



**Children Placed for Adoption**



**Finalized Adoptions**



- The agency was awarded a federal Adoption Opportunities planning grant to work on barriers to inter-jurisdictional placement of children. A second grant was awarded to implement the plans developed under the planning grant.

- On September 24, 1999, Adoption Services received Presidential recognition for the 82% increase in adoptive placements.

### **Child Day Care Licensing and Regulatory Services Year 2000 Accomplishments**

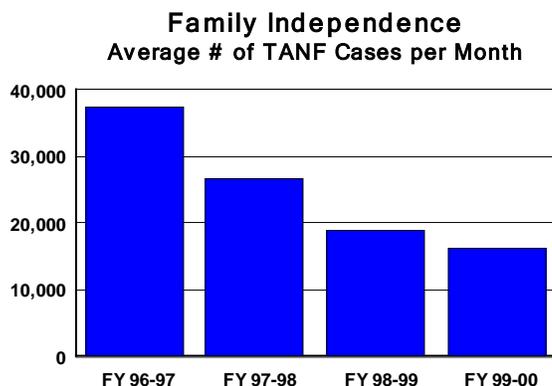
- Regulatory staff have collaborated with the Office of First Steps, the Department of Health and Human Services, Department of Health and Environmental Control, State Health Improvement Plan Committee (SHIP), the Healthy Childcare Committee and other agencies and organizations to discuss quality childcare and accessibility issues.
- Regulatory staff and representatives from SLED collaborated to develop a procedure to reduce the length of time it takes childcare providers to receive state criminal history results on prospective employees. Staff are also tracking processes to determine what efficiency measures need to be put in place to license and re-license facilities in a timely manner. Technical assistance efforts have also been increased.
- A major step toward increasing resources is the amendment of the contract with DHHS on the regionalization of the regulation of childcare facilities. Funding under this contract will provide necessary resources to hire additional regulatory staff, increase salaries of front-line workers, hire a trainer, develop a curriculum, and hire an attorney on a part-time basis. These increased resources will assist in achieving the goal of quality childcare.

### **Adult Protective Services Year 2000 Accomplishments**

- Two APS Retreats have been held. One was for DSS state and county staff. The other was for community partners relative to the vulnerable adult population. As a result of these retreats, further meetings have been held with representatives of the S.C. Bar Association and the S.C. Housing Authority to explore partnership arrangements with DSS. Special APS brochures relative to the role of the clergy in Adult Protective Services have been printed and are being distributed.

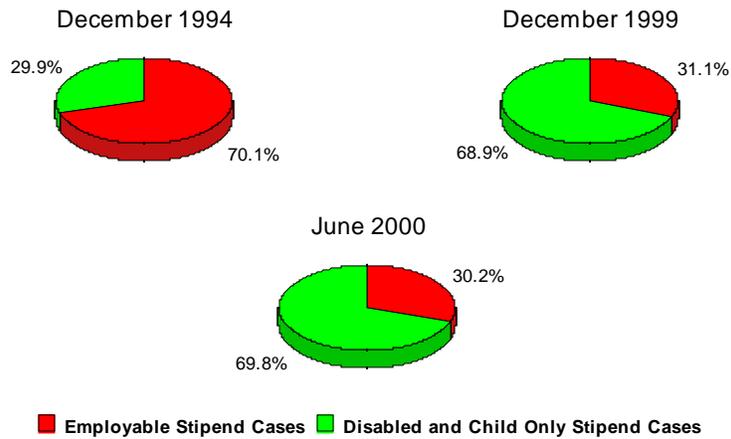
### **Family Independence Year 2000 Accomplishments**

- In FY 99-00, the Department’s focus on employment and training resulted in 9,724 jobs obtained for welfare recipients.
- The number of families receiving stipends (15,704 as of June 2000) is the lowest in 29 years. These consist primarily of “child only” cases and cases containing disabled individuals.



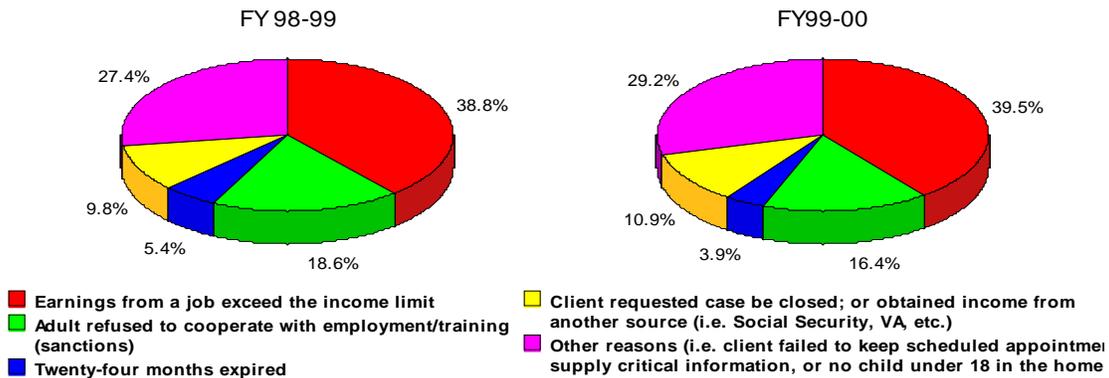
<b>Temporary Assistance for Needy Families (TANF) Stipend Cases</b>			
	<b>December 1994</b>	<b>December 1999</b>	<b>June 2000</b>
Employable Stipend Cases	35,202	5,162	4,749
Disabled and Child Only Stipend Cases	15,049	11,431	10,955
<b>Total</b>	<b>50,251</b>	<b>16,593</b>	<b>15,704</b>

**Temporary Assistance for Needy Families (TANF)  
Stipend Cases by Employment Status**



- While the total number of families receiving a stipend has declined by 69%, the decline in the number of families with at least one employable adult has been even greater at a decline of 87% from January 1995-June 2000. This provides some evidence that families with able-bodied adults have been assisted in developing employment skills and finding employment.

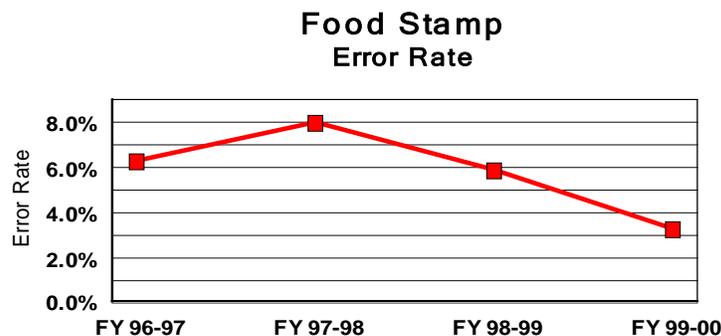
### Temporary Assistance For Needy Families Closures by Reason



- In FY 99, the FI program was awarded a High Performance Bonus Award of \$1.2 million. The award was based on achieving a top ten ranking in “improvement in the success of the workforce”. FI clients retained employment and experienced an earnings gain higher than the US average.
- The South Carolina FI program successfully met and exceeded the FY 99-00 participation rates required to maintain federal program funding; these were achieved by ensuring that clients engaged in work activities and obtained employment.
- The Adolescent Pregnancy Prevention Program Initiative, enacted in 1998 by the General Assembly, allocated surplus TANF funds to 46 counties for the implementation of plans to reduce teen pregnancy in their areas.

### Family Nutrition Services – Food Stamps Year 2000 Accomplishments

South Carolina was one of three states to receive enhanced funding for maintaining a Food Stamp error rate of less than 6%. The rate for FY 99 was 5.79%. South Carolina received \$757,997 that can be used to draw matching federal funds. As of May 2000, the state’s rate continues to be below 6%, which will qualify the state for enhanced funding again.



\*FY 99-00 error rate is for October 1999 through April 2000.  
The state will be eligible for enhanced funding if the error rate remains below 5.90%.

- The Division of Family Independence established a contract with the S.C. Food Bank Association to distribute USDA donated foods through local food pantries. This method of distribution ensures that commodities are readily available at the local level to those in need of emergency food.
- Partnerships with other state agencies were established to develop strategies and work together to reduce or eliminate food insecurity and hunger in South Carolina.
- Direct delivery of the Food Stamp Nutrition Education Program was expanded to 44 counties and more than tripled individual participation statewide by providing more group activities.

### **Child Support Enforcement Year 2000 Accomplishments**

- In FY 99-00, the Child Support Enforcement Division increased collections by 11% over prior year totals. Historically since FY 96, collections have increased by 59%. Total collections exceed \$153,200,000. However, the number of paternities established decreased by 23%.
- A public awareness campaign called First Things First is being sponsored by DSS' Child Support Enforcement Division to promote goal-setting and prioritizing goals among youth ages 11 to 20. The campaign outlines four goals: Get an education, get a job, get married, THEN have a baby. The campaign's TV ads were nominated for an Emmy.

### **Emergency Preparedness and Response Year 2000 Accomplishments**

- More than 5,000 employees at the South Carolina Department of Social Services are being trained to run emergency evacuation shelters in anticipation of the hurricane season. DSS workers from the coastal counties - and from far inland - are prepared to staff more than 200 Red Cross hurricane shelters that offer safe haven to the thousands of people who leave their homes when a storm is headed to the South Carolina coast.

DSS employees in the counties are experienced in Red Cross shelter operations. They bear the brunt of all hurricane evacuations and sheltering, they staff the shelters, and they initiate and maintain the food stamp distribution program in damaged counties.

DSS workers typically worked 12-hour shifts, handling shelter registration and dormitory management. The number of DSS workers on duty varies from shelter to shelter. Some shelters will have only three per shift; other, larger shelters may require as many as 15 DSS workers per shift.

### **Division of Information Systems Year 2000 Accomplishments**

- The Department's automated information systems were successfully navigated through the millennium rollover. Thirty-four automated systems were analyzed for Year 2000 compliance and were made compliant where required. The department also prepared and tested some forty-six business continuity and contingency plans in preparation for the Year 2000 transition should these contingencies have been required to be implemented. No Year 2000 failures were experienced by the Department's systems.

# Customer Focus and Satisfaction

The Department of Social Services strives to determine requirements, expectations and preferences of our customers by defining who our customers are and realizing that new strategies and initiatives must be implemented to carry out the agency's mission. The agency seeks to accomplish this task by maximizing its resources; strengthening families; strengthening collaborative efforts and partnerships with other state agencies and private non-profit organizations; and by empowering local communities.

With the establishment of agency outcomes focusing on improving the lives of children and families that we assist, the agency is moving away from monitoring activity or outputs and instead reviewing quality service delivery. Goals established in the past focused on how many people we placed in jobs or whether or not we completed a treatment plan. Under our outcome-based focus we need to know: that the jobs in which we are placing clients are helping our clients become self-sufficient; and that the provision of services that have been indicated in the treatment plan were mutually agreed upon; and that they will lead clients to improving their health and well-being.

In order to review how well we are doing, it is necessary that we develop customer service surveys that will show us how well we are accomplishing the mission of the agency. Family Independence has been conducting nationally recognized surveys of persons leaving welfare to determine their well-being since the inception of TANF. Data from the surveys shows that 80% of parents have worked since leaving welfare and 60% are working at the time of the survey. In answer to a survey question about whether life was better on welfare or off, 75% of families responded that life was better after leaving welfare. Surveys for other programs are under development.

Another method of determining the status of our clients is the establishment of a 24hour/7day week the Helpline number. Any foster child with a concern about his caseworker, or foster parent or Helpline for children in foster care. Each foster child aged five and older is given a card with anything else can call this number for assistance. The Helpline received 584 calls in FY 99-00.

In addition, foster youth have been surveyed and have participated in focus groups and on a teen advisory board. The information obtained from the youths is being utilized in the development of transitional planning and services to be implemented in FY 00-01. With capped federal funding, the Department will implement transitional living services for youth up to age 21 who were in foster care prior to their 18th birthday but who after exiting foster care may need assistance in transitioning to adulthood.

## Employee Focus

The Department of Social Services is committed to creating a positive work environment for our employees. Our goals include ensuring that:

- Adequate training and support systems to empower employees to excel in their job performance: 144 sessions with 2,280 employees trained in Strategic Planning, 48 sessions with 832 employees on Management Development, and 185 sessions with 1820 staff on Technology Training, in addition to extensive training in child welfare issues, adult protective service issues, domestic violence, job retention for minimally capable clients, supervisory issues, etc.

- Agency policies and procedures are evaluated in efforts to rectify barriers that interfere with employee job performance, which can affect agency progress in reaching desired program outcomes.

Child welfare staff had the highest turnover rate in the agency, at 30% annually. We took immediate steps to rectify this critical situation. A 10 percent pay raise was given in November 1999 to front-line workers in Child Protective Services and Foster Care. Worker turnover has shown a small decrease since the inception of the pay raise, but more needs to be done.

Management recognized concerns about worker safety and the pressure of judgment calls that workers have to make. Many CPS cases are terribly complex and the law requires decisions under tight timeframes. There are also legal and cultural ramifications to worker actions because communities often have strong opinions as to what should or should not have been done in particular cases.

In addition to the raises, former child welfare staff were interviewed to find out why they left their jobs. The survey, conducted in May 2000, cited high caseloads, low pay, stress, and not enough supervisory support as the top reasons for caseworkers quitting, according to interviews with 140 former employees. DSS is conducting a workload study and is implementing new training for supervisors to improve the support supervisors provide.

A “New” County Director Orientation and Development Process has been designed to take new and existing county directors through an individual self-assessment. Based on the results of the self-assessment, the most pertinent training and skill development will be provided for County Directors.

The agency continues to analyze workload using the Delphi methodology to determine the number of FTEs that are needed in order to perform specific jobs at the local level. These studies have recently been completed for the job functions in the county offices. This information will help the agency balance resources with quality results. It also helps us determine readiness and assist in the proper resource allocation to the service delivery (county) offices. Again resources will be allocated focusing on the outcomes that have been established for the most efficient use of state and federal funds.

**SC Department of Social Services**  
**FY 99-00 Agency Accountability Report**  
**Program Expenditures**

<b>Program</b>		<b>Federal</b>	<b>State</b>	<b>Other</b>	<b>Total</b>
Priority 1:	Child Protective & Preventive Services	\$23,411,658	\$14,810,047	\$16,532,540	\$54,754,245
Priority 2:	Foster Care – Regular	18,465,027	15,933,075	13,602,190	48,000,292
	Foster Care – Manage Treatment Services	1,632,427	14,461,350	15,907,671	32,001,448
	All Foster Care	20,097,454	30,394,425	29,509,861	80,001,740
Priority 3:	Adoption and Birth Parent Services	9,860,141	11,292,052	4,254,358	25,406,551
Priority 4:	Adult Protective Services	0	5,493,472	10,161,049	15,654,521
Priority 5:	Family Independence	76,833,699	22,936,747	1,466,082	101,236,528
Priority 6:	Child Support Enforcement	25,854,352	6,450,904	7,288,767	39,594,023
Priority 7:	Food Stamp Program	262,296,563	17,934,879	1,727,255	281,958,697
Priority 8:	Medicaid Eligibility	0	5,634,888	25,273,720	30,908,608
Priority 9:	Homemaker Services	0	1,027,538	3,321,215	4,348,753
Priority 10:	Battered Spouse	733,671	1,610,457	185,453	2,529,581
Priority 11:	FI/Youth Programs (Teen Companion)	9,914,521	98,249	1,967,032	11,979,802
Priority 12:	Food Services Operations	31,320,612	222,397	646	31,543,655
Priority 13:	Day Care Licensing / Regulatory Services	183,238	61,079	1,801,138	2,045,455
Other:	Disaster Assistance Program	7,941,539	1,589,254	0	9,530,793
<b>TOTAL PROGRAM COSTS</b>		<b>\$468,447,448</b>	<b>\$119,556,388</b>	<b>\$103,489,116</b>	<b>\$691,492,952</b>

The above chart prioritizes agency programs and specifies program outlays during FY 99-00.

PRIORITY RANKING: 1

PROGRAM NAME: Child Protective and Preventive Services

PROGRAM COST:

Total: \$54,754,245                      State: \$13,810,047                      Federal: \$23,411,658                      Other: \$16,532,540

PROGRAM GOAL:

Child Protective and Preventive Services are offered to families by the South Carolina Department of Social Services which is mandated by law to protect children from abuse or neglect within their families, in foster care, or by persons responsible for the child's welfare as defined by statute. Services are provided to strengthen families; to enable children to remain safe in the home; to temporarily remove from parental custody a child who is at imminent risk of harm; or to pursue termination of parental rights and assure the child permanency in a substitute family if the custodial family cannot be preserved without serious risk to the child.

Primary elements of this mission include:

- Providing services intended to minimize harm to children and maximize the ability of families to protect and care for their own children.
- Providing services for children and their families on the principle that the best child welfare is good family welfare.
- Assessing allegations of abuse or neglect of children to determine if they are in need of protection. Where abuse or neglect is substantiated, these services should assure the support necessary to enable adequate family functioning or to intervene to protect children until parents are able to do so.

Child Protective and Preventive Services are child centered and family focused. They are designed to ensure that reasonable efforts are made to maintain children safely in their own home, to reunite the family as soon as possible if removal of a child or parent is necessary, and to assure permanency in an adoptive home or other permanent situation if parental rights must be terminated.

PROGRAM OBJECTIVES:

- To receive and investigate all reports of suspected child abuse and neglect within 24 hours.
- To identify actual and potential occurrences of abuse and neglect in all reports of suspected child abuse and neglect.
- To implement ameliorative intervention in all indicated cases in order to protect and/or prevent abuse, neglect and exploitation of children.
- To minimize disruption of the family unit and reduce the number of children placed in substitute care.

PERFORMANCE MEASURES:

<u>Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Active Child Protective Services cases – monthly average	4,863	4,150	4,062	4,086
• Total CPS families served	8,696	8,498	8,291	8,253
• Child Abuse and Neglect Investigations	20,260	20,280	18,737	19,230
• Indicated Child Abuse and Neglect Investigations	5,100	5,467	5,267	5,769
• Out of Home Abuse and Neglect Investigations	295	197	218	170
• Indicated Out of Home Abuse and Neglect Investigations	37	30	29	39

Efficiency Measures:

- |  |        |        |        |        |
|--|--------|--------|--------|--------|
| • CPS reports responded to within 24 hours | 99.81% | 99.75% | 93.2%* | 92.6%* |
| • Average days per investigation           | 38     | 38     | 32     | 32     |

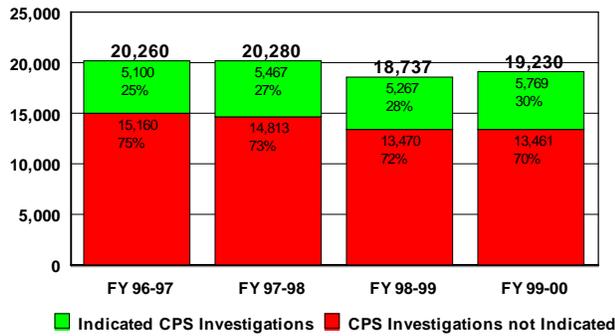
L04 DEPARTMENT OF SOCIAL SERVICES  
PROGRAM NAME: Child Protective and Preventive Services (Continued)

Desired Outcomes:	FY 96-97	FY 97-98	FY 98-99	FY 99-00
• Reduce/prevent child abuse or neglect (% change in # of reports)		+0.1%	-7.6% **	+2.6%
• Reduce incidence of child abuse or neglect in Foster Care (% change in # of indicated reports in foster homes)	N/A	N/A	-28%	+19%

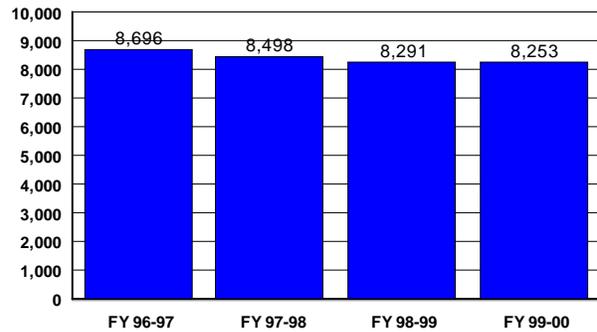
\*1999 and 2000 figures are projections based upon DSS internal quality assurance reviews. SACWIS redesign will contain a specific field for this measure.

\*\*The Department implemented the new automated database during FY 1999. Anticipated implementation and conversion difficulties are reflected in the % of decrease over the previous year.

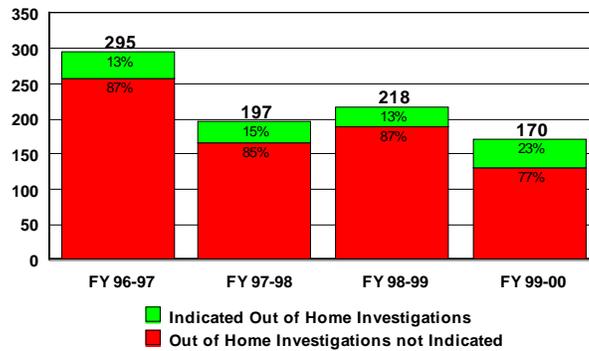
**Child Protective and Preventive Services  
CPS Investigation Decisions**



**Child Protective and Preventive Services  
CPS Treatment Cases Served**



**Child Protective and Preventive Services  
Out of Home Investigation Decisions**



**PRIORITY RANKING: 2****PROGRAM NAME:** Foster Care**PROGRAM COST:**

Total: \$80,001,740      State: \$30,394,425      Federal: \$20,097,454      Other: \$29,509,861

**PROGRAM GOAL:**

The mission of foster care is to provide, within the framework of federal and state mandates, substitute care and supporting out-of-home services which are child-centered and family-focused, contribute to the protection of children, and promote children's safety and well-being including services which meet their physical, social, emotional, educational, behavioral and developmental needs in a family setting.

**PROGRAM OBJECTIVES:**

- To increase the number of foster homes.
- To increase the number of youths, age 13-21, in foster care who receive individualized independent living services.
- To have the employment training initiative available on a statewide basis for foster care youths, age 16 to 21.
- Through family preservation and early reunification services, to continue the trend in decreasing the number of children in foster care.
- To decrease the number of children who have been in foster care 24 months or longer.
- To increase the number of children placed in a permanent home within 18 months.

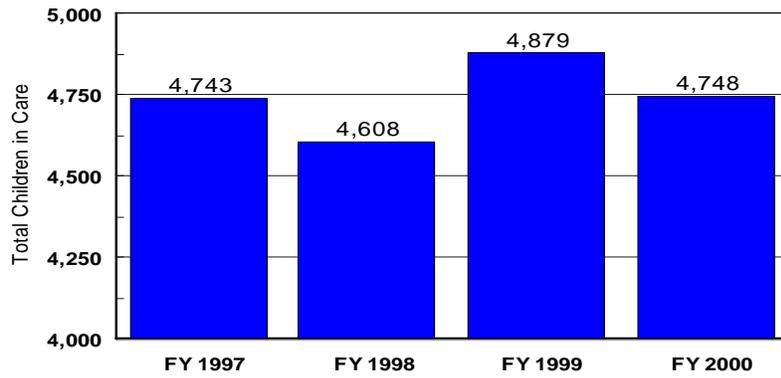
**PERFORMANCE MEASURES:**

<u>Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Children in foster care	4,743	4,608	4,879	4,675
• Children under age 18 in foster care 24 months or longer	2,237	2,188	1,986	1,999
• Licensed foster family homes	1,726	1,728	1,550	1,591
• Group homes	93	78	72	85
• Child caring institutions	22	33	40	40
• Child placing agencies	21	20	14	24
• Approximate number of children with special needs	1,459	1,213	1,242	1,361
• Youths age 13 to 21 in foster care		1,420	1,589	1,814
• Number of termination of parental right hearings completed		689	513	404

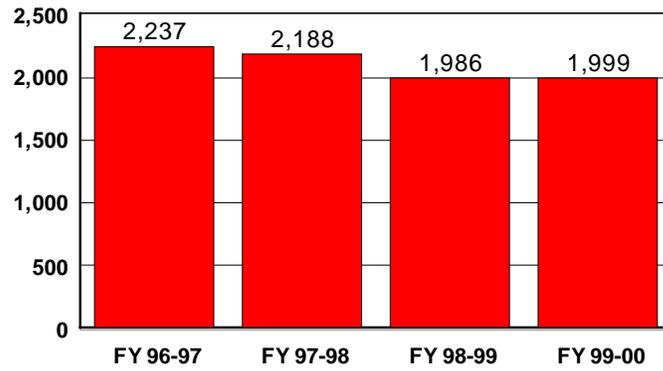
Desired Outcomes:

• Increase the number of foster homes	1,726	1,728	1,550	1,591
• Decrease the number of children in foster care for 24 months or longer	2,237	2,188	1,986	1,999
• Decrease the number of children in foster care	4,743	4,608	4,879	4,675

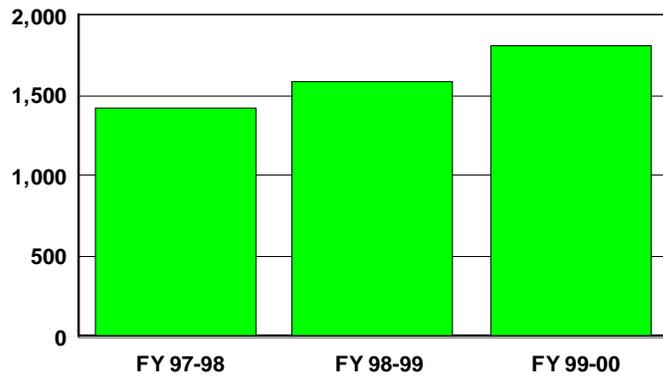
**Foster Care Services**  
**# of Foster Children in Care on Last Day of Fiscal Year**



**Foster Care Services**  
**Children Under 18 years old in care 24 Months or Long**



**Foster Care Services**  
**Youths age 13 to 21 in Foster Care**



**PRIORITY RANKING: 3****PROGRAM NAME:** Adoption and Birth Parent Services**PROGRAM COST:**

Total: \$25,406,551

State: \$11,292,052

Federal: \$9,860,141

Other: \$4,254,358

**PROGRAM GOAL:**

- To arrange timely and appropriate adoptive placements when adoption is considered to be in the child's best interest.
- To support the adoptive family in maintaining the placement both before and after legalization.
- To assist birth parents in making permanent plans for their children; and to support adoptees, birth families, and adoptive families to resolve adoption issues.

**PROGRAM OBJECTIVES:**

- Assess/prepare at least 1,300 children per year for adoptive placement.
- Recruit adoptive families for 350 children for whom no adoptive resource currently exists.
- Place 500 children in adoptive homes per year.
- To provide services to birth parents who need help in developing the permanent plan for their child. Counsel and provide other services to 150 birth parents per year, who are uncertain about parenting responsibilities, on making permanent plans for their child that are in the child's best interest.
- To provide services to adoptive families both before and following legalization, in order to suitably and permanently place children.
- Receive 710 adoption applications for special-needs children per year; approve 300 adoptive families for placement per year; prepare 450 new adoptive families for placement per year; supervise 500 placements of children in adoptive homes per year; and provide post-adoption services to 100 families per year who have legalized adoptive placements.
- To provide post-legal services (i.e., support, education and counseling) to adult adoptees, birth families, and adoptive families.
- Provide counseling and non-identifying information to 470 adult adoptees, 142 birth families, and 30 adoptive families per year.
- To manage the Certified Investigator Program for eligible persons who conduct adoptive home studies and take relinquishments according to South Carolina law.
- To provide certification/recertification services to 300 Certified Investigators per year who conduct adoptive home studies and take relinquishments.

**PERFORMANCE MEASURES:**Workload Indicators:

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Children placed for adoption	403	484	465	418
• Children assessed/prepared for adoption	1,359	1,653	1,509	1,466
• Adoptive families served	2,421	2,910	2,667	NA
• Birth parents served	130	102	105	NA
• Adoption subsidy clients served	2,400	3,333	3,821	4,337
• Investigators certified	235	347	360	375

Desired Outcomes:

• Increase the number of children placed for adoption	403	484	465	418
• Increase the number of adoptions finalized	298	453	446	389
• Increase the number of children assessed/prepared for adoption	1,359	1,653	1,509	1,466

**PRIORITY RANKING: 4**

**PROGRAM NAME:** Adult Protective Services

**PROGRAM COST:**

Total: \$15,654,521      State: \$5,493,472      Federal: \$0      Other: \$10,161,049

**PROGRAM GOAL:**

- To investigate reports of abuse, neglect or exploitation of vulnerable adults who are unable to provide for their own care and protection, and to provide protective services to these adults in the least restrictive environment.

**PROGRAM OBJECTIVES:**

- Investigate reports of abuse, neglect, or exploitation of vulnerable adults and coordinate appropriately with law enforcement.
- Protect vulnerable adult victims by the delivery of adult protective services, and coordinate services from other agencies to these adults.
- Provide services in the least restrictive setting and secure custody of the adult when there is no alternative.

**PERFORMANCE MEASURES:**

Workload Indicators:

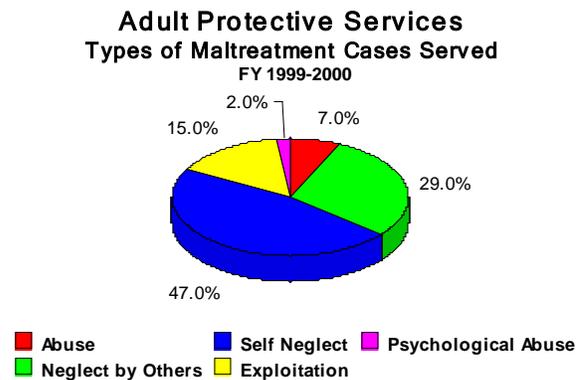
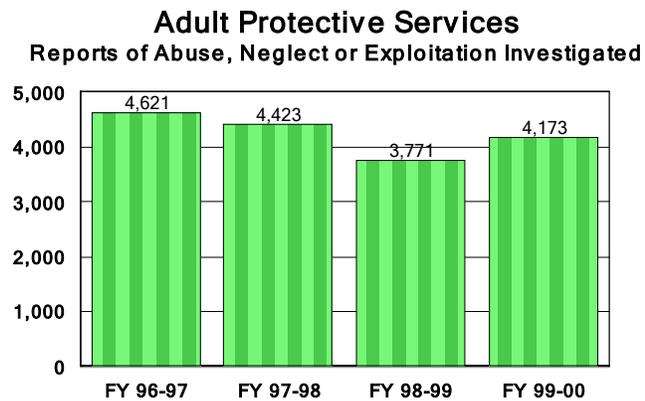
	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• New clients reported	4,621	4,423	3,771	4,173
• Clients receiving services	8,592	8,117	7,484	7,416
• Clients taken into custody	125	139	105	199
• Administrative subpoenas issued	43	100	38	115

Efficiency Measures:

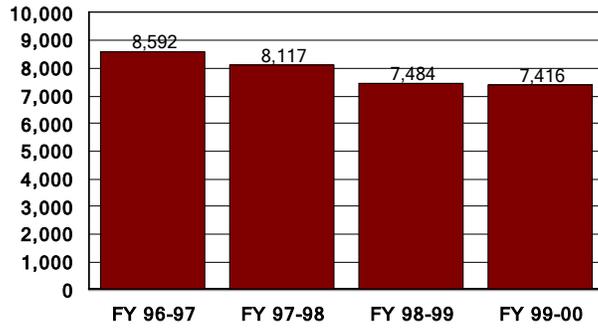
• Change in number of administrative subpoenas issued	+124%	+133%	-62%	+202%
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Outcomes:

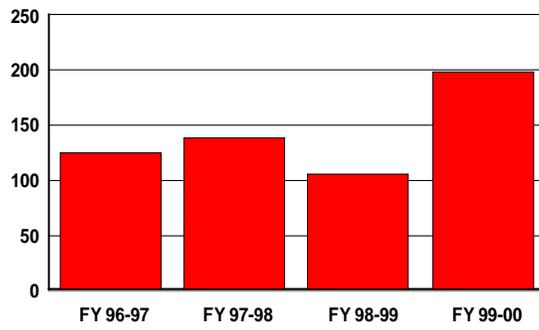
• Change in the number of clients taken into custody.	+3%	+5%	-25%	+89%
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**Adult Protective Services**  
Clients receiving services



**Adult Protective Services**  
Adults Taken into Protective Custody



**PRIORITY RANKING: 5****PROGRAM NAME:** Family Independence (FI)**PROGRAM COST:**

Total: \$101,236,528

State: \$22,936,747

Federal: \$76,833,699

Other: \$1,466,082

**PROGRAM GOAL:**

- To create safe and stable families by providing and/or coordinating services that aid FI recipients in maintaining their highest level of economic independence.
- To provide temporary cash assistance to eligible citizens, while offering assistance to achieve a higher quality of life through full-time and part-time employment.
- To cultivate an understanding of FI employment efforts among public and private sectors; to promote the advantages and incentives contained in FI as a reason to place FI clients in jobs.
- To promote economic self-sufficiency and social self-reliance for refugees through employment services; cash and medical assistance; English as a Second Language; vocational training; and socio-cultural, home management, and economic adjustment counseling services.
- To prevent subsequent parenting among South Carolina's male and female FI recipients ages nine through 19. The Young Parent Program seeks to prevent subsequent parenting by encouraging abstinence, increasing the number of students who return to school, increasing options for self-sufficiency, and reducing the need for Child Protective Services.

**PROGRAM OBJECTIVES:**

- To provide parenting, budgeting, and family health information to all eligible FI recipients, thereby creating stable, safe, nurturing homes for children to grow and develop appropriately.
- To provide and/or refer all eligible FI recipients to appropriate education, training and other employability development services.
- To create and facilitate employment education and training opportunities for FI/FS clients; to market FI and its employment focus to employers and community leaders.
- To provide FI employment and training program participants the necessary childcare and other supportive services that will enable them to participate in program activities and obtain and maintain suitable employment.
- To place adults in FI families into employment that leads to economic independence.
- To correctly determine eligibility for FI benefits for low-income families to enable the purchase of shelter, clothing, and other basic necessities. Applications will be processed within state mandated time frames to enable low-income families to participate in the program promptly.
- To provide employment services and counseling to help refugees become employed and acclimate to a new environment. Through contracts with local health service providers, to provide medical screenings and to refer refugees to appropriate service providers for further treatment if needed.
- To provide English as a Second Language classes and driver's education classes to enhance employment opportunities and increase social self-reliance for refugees.
- To provide targeted services to pregnant and parenting recipients under the age of 20 to ensure they delay subsequent pregnancies and complete their education.
- To encourage the involvement and support of both teen parents in all parenting activities.
- To strengthen the capacity of families in recognizing and meeting the need of teens through improved parent/child communications.
- To assist in maximizing individual strengths, abilities, aptitudes, and interests of adolescents by providing coordinated services and program components that will encourage school participation.

**PROGRAM NAME:** Family Independence (FI) (Continued)**PERFORMANCE MEASURES:**

<u>FI Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Average number FI cases per month	37,581	26,626	18,973	16,139
• Average number FI children served per month	72,815	50,947	34,287	28,385
• Average number FI recipients served per month	97,899	68,233	44,649	36,507
• Total FI payments	\$79,572,590	\$58,612,465	\$37,982,166	\$31,167,618
• Young Parent participants	NA	716	1,050	1,528
• Average number of children receiving childcare services per month	7,941	10,620	11,641	12,891
• Total FI Employment and Training participants	21,023	15,705	8,449	5,861
• Average monthly child only caseload	NA	9,251	8,912	8,379
• Average monthly disabled caseload	NA	1,466	2,289	2,375
• Average monthly mandatory caseload	NA	15,417	6,992	5,514
<u>Outcomes:</u>				
• Number of jobs obtained				
○ Full-time	16,727	12,851	8,881	7,204
○ Part-time	5,531	5,121	3,472	2,520
• Average hours per week				
○ Full-time	36.24	36.21	36.31	36.12
○ Part-time	23.07	22.50	22.73	22.57
• Average wages per hour	\$5.46	\$5.78	\$6.03	\$6.33
• Job retention (30 day) rate				66.79%
• Employment and training participation rates				
○ All cases*	39.0%	47.3%	49.44%	44.7%
○ Two parent cases*	42.2%	72.5%	92.20%	78.1%
• Subsequent pregnancies in Young Parent Participants				110 (7%)
• Participants without subsequent pregnancies				1,418 (93%)

\*Rate for all years exceed the Federal requirements.

**PRIORITY RANKING: 6****PROGRAM NAME:** Child Support Enforcement**PROGRAM COST:**

Total: \$39,594,023      State: \$6,450,904      Federal: \$25,854,352      Other: \$7,288,767

**PROGRAM GOAL:**

- To ensure that all children who are in need of financial assistance from their parents receives such assistance regardless of their circumstances. The Child Support Enforcement Division (CSED) accomplishes this goal through provision of the following services: location of non-custodial parents, establishment of paternity, establishment and enforcement of support obligations, and collection and disbursement of child support payments.
- Child support enforcement services are available to any individual and are required for families receiving Temporary Aid for Needy Families (TANF), Foster Care, and Medicaid. Child support services are also available to any non-TANF individual who completes an application and submits it to CSED.

**PROGRAM OBJECTIVES:**

- For each subsequent fiscal year, to increase the number of children for whom paternity is established.
- For each subsequent fiscal year, to increase the number of child and medical support obligations established.
- For each subsequent fiscal year, to increase the number of non-custodial parents located and to establish and enforce support obligations for those parents.
- For each subsequent fiscal year, to increase collections of child support.

**PERFORMANCE MEASURES:**

<u>Inputs:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Number of FTE's	270	270	271	300
• Caseload	235,592	234,233	233,857	239,144
<u>Outputs:</u>				
• Number of paternities established	12,667	13,968	13,184	10,087
• Support orders established	13,148	13,580	13,405	12,431
• Non-custodial parents located	44,495	48,976	39,871	28,847
• "New Hire" referrals	42,430	342,489	646,322*	738,770
• Licenses revoked	292	1,244	3,026	1,086
• Total collections	\$138,299,870	\$155,230,497	\$178,835,067	\$199,724,855

*\*The reporting of "New Hire" referrals became mandatory statewide this fiscal year.*

**Outcomes:**

- The most recent statistical information (FFY 98-99) concerning child support enforcement nationally (Administration for Children and Families "*Child Support Enforcement FY 1999 Preliminary Data Report*") indicates that the amount of collections made per full time CSED employee (FTE) was \$277,818, while in South Carolina the total was \$579,188, which is the second highest in the nation. CSED paternities established, support order establishments, and non-custodial parents located have decreased in the last state fiscal year.
- The CSED has been instrumental in assisting TANF recipients' transition from reliance on state and federal assistance to family independence. Since inception of the Family Independence program in January 1995, the state TANF caseload has decreased by 69%. The TANF caseload seems at the present time to be stabilizing in the 15,000-16,000 range. Few former TANF recipients' request closure of their child support cases. Instead more reliance is placed on the receipt of child support upon termination of financial family assistance from DSS.

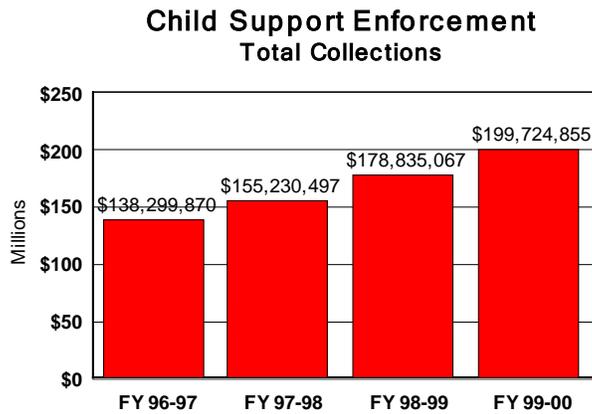
**PROGRAM NAME:** Child Support Enforcement (Continued)

Efficiency/Process:

- CSED collects \$4.74 in child support for every dollar expended.
- CSED collects \$579,188 per FTE (currently second in the nation).

Quality:

Although the CSED exceeds national average in many performance areas, the CSED has reached a point of diminishing returns in four of the output categories, in which productivity has decreased in the last fiscal year. The CSED strives to provide child support customers with quality services and hopes to receive additional resources in the future.



**PRIORITY RANKING: 7****PROGRAM NAME:** Family Nutrition Programs (Food Stamp Program)**PROGRAM COST:**

Total: \$281,958,697      State: \$17,934,879      Federal: \$262,296,563      Other: \$1,727,255

**PROGRAM GOAL:**

- To promote the general welfare and to safeguard the health and well-being of the state's population by the Electronic Benefit Transfer (EBT) issuance of USDA food supplement benefits that support the recipients' need for food.
- To involve able-bodied food stamp recipients in meaningful work-related activities (i.e. education, vocational training, job search, etc.) that will lead to gainful employment and a decreased dependency.

**PROGRAM OBJECTIVES:**

- Correctly determine eligibility for food stamp benefits for low-income citizens of South Carolina to meet federal and state eligibility requirements. Benefits will enable these families to purchase basic necessities in the form of food products.
- Process applications within federally mandated time frames to enable eligible low-income families to participate in the program promptly.

**PERFORMANCE MEASURES:**

<u>FS Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Average number of total food stamp households served per month	140,330	137,041	128,882	122,926
• Average number of total food stamp recipients served per month	353,630	336,824	314,799	298,614
• Average number of one person SCCAP (aged, blind, and/or disabled) food stamp households served per month	18,773	21,582	20,048	19,306
• Total payments by food stamps	\$299,449,829	\$268,032,371	\$254,980,051	\$186,324,070
<u>Outcomes:</u>				
• Food Stamp cumulative error rate	6.31%	8.07%	5.96%	3.30%*
• Benefits issued timely		96.88%	96.67%	97.08%

\*Data for October 1999 through April 2000. If the error rate remains below 5.90% through September 2000, the state will receive enhanced Federal funding.

**PRIORITY RANKING: 8****PROGRAM NAME:** Medicaid Eligibility**PROGRAM COST:**

Total: \$30,908,608

State: \$5,634,888

Federal: \$0

Other: \$25,273,720

**PROGRAM GOAL:**

- To successfully continue to assist welfare clients to achieve appropriate access to medical care via the Medicaid Program.

**PROGRAM OBJECTIVES:**

- Medicaid Program effectiveness will ultimately be measured in terms of the numbers of individuals and families helped to become eligible for Medicaid services.
- The Partners for Healthy Children Program (PHC) was initiated in August 1997 to supplement the state's effort to make health coverage available to uninsured children in low-income families. Previous state income limits for children 1 to 6 years of age was 133% of the federal poverty level and for children 6 to 13 years of age, 100% of the federal poverty level. The PHC Program will raise its limits to 165% of the federal poverty level effective January 1, 2001. The application process for this program was streamlined, and a one-page application is used.

**PERFORMANCE MEASURES:**

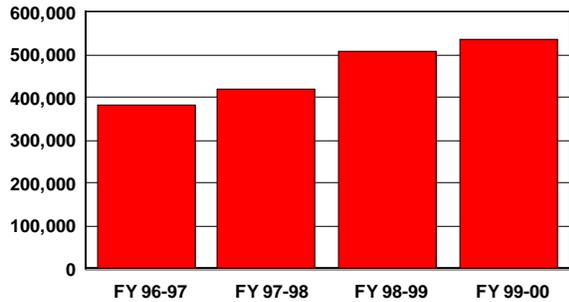
<u>Performance Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
<ul style="list-style-type: none"> <li>Medicaid eligibility determination and maintenance of programs               <ul style="list-style-type: none"> <li>Average monthly caseload*</li> </ul> </li> <li>Medicaid-eligible individuals served:               <ul style="list-style-type: none"> <li>Children under one served</li> <li>Children age 1 to 6 served</li> <li>Children age 6-21 served</li> <li>Total Medicaid-eligible children served</li> <li>Adults served</li> </ul> </li> </ul>				
	188,486	265,889	325,866	347,893
	383,959	420,961	507,020	538,188
	26,769	28,152	29,261	31,165
	71,146	79,996	90,936	91,178
	121,785	162,678	227,396	220,343
	210,184	270,826	318,322	350,686
	173,775	150,135	188,688	187,502
Recipient Data Management functions:				
Maintenance of State Data Exchange Program				
<ul style="list-style-type: none"> <li>Monthly average SSI Medicaid participants</li> <li>Number of emergency SSI Medicaid certifications</li> </ul>	113,231	111,643	111,489	110,968
	1,737	2,457	1,638	2,876
Maintenance of State Buy-In function - (Under the Buy-In Program, the agency assumes responsibility for payment of Medicare Part A and B premiums for all Medicaid/Medicare eligibles)				
<ul style="list-style-type: none"> <li>Annual number of SSI Buy-In enrollments</li> <li>Annual non-SSI Buy-In accretions</li> <li>Average monthly Medicare Part A eligibles</li> <li>Error Rate (3% or below is necessary to avoid federal sanctions)</li> </ul>	7,721	7,458	7,419	7,123
	16,086	12,732	15,555	14,237
	1,924	1,839	1,749	1,658
	1.42%	0.00%	0.3586%	0.2429%

\*Number of Medicaid cases does not include SSI and FI cases.

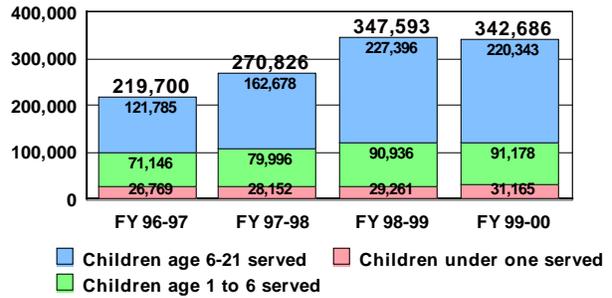
**PROGRAM NAME:** Medicaid Eligibility (Continued)

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
<u>Workload Indicators:</u>				
• Medical disability determination:				
○ Disability referrals received from county	6,406	6,465	6,498	7,132
○ Disability determinations provided to county staff	6,207	6,447	6,031	6,858
○ No decisions/claims returned	11	6	75	100

**Medicaid  
Total Served**



**Medicaid  
Total Children Served**



**PRIORITY RANKING: 9****PROGRAM NAME:** Homemaker Services**PROGRAM COST:**

Total: \$4,348,753

State: \$1,027,538

Federal: \$0

Other: \$3,321,215

**PROGRAM GOAL:**

- The goal of the Homemaker Services Program is to assist individuals and families with activities of daily living and home management in order to overcome specific barriers.

**PROGRAM OBJECTIVES:**

- To provide assistance with activities of daily living, personal care, home management, and teaching of parenting skills and management of household tasks.

**PERFORMANCE MEASURES:**Workload Indicators:

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Number of clients that received services	3,208	3,105	2,813	2,523
• Units of service provided	195,186	187,269	180,723	162,733

Efficiency Measures:

• Decrease in number of clients served without a decrease in units per client	NA	103	64	292
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The total number of clients served corresponds to the decreasing number of staff employed in the program. Clients must receive sufficient units of service for the service to be effective.

Outcomes:

• Increase in number of children and adults in need of protection who received homemaker services*	NA	11%	10%	68%
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\*Due to the large demand for homemaker services, it is necessary that the services be targeted to those in greatest need. Those in need of protection were determined to be one of the groups in greatest need.

PRIORITY RANKING: 10

**PROGRAM NAME:** Domestic Violence Prevention Services**PROGRAM COST:**

Total: \$2,529,581

State: \$1,610,457

Federal: \$733,671

Other: \$185,453

**PROGRAM GOAL:**

- To ensure that safe emergency shelter, appropriate counseling, and preventive services are accessible to victims of spouse abuse, their children, and offenders.

**PROGRAM OBJECTIVES:**

- To provide emergency shelter, related services, and appropriate counseling to victims of family violence, their children, and offenders, and coordinate appropriately with other community resources.

**PERFORMANCE MEASURES:**Workload Indicators:

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Number of emergency shelters funded	14	13	14	14
• Number of intervention centers for offenders funded	5	5	5	7
• Number of individuals who received emergency shelter	3,660	2,371	3,453	9,765
• Number of women and children who received counseling services	17,319	9,909	11,595	28,727
• Number of offenders that received counseling services	798	2,371	2,572	2,415

Efficiency Measures:

• Increase in the number of individuals receiving emergency shelter	16%	8%	8%	183%
• Decrease in the number of persons denied emergency shelter due to lack of space	11%	42%	-6%	-6%

Desired Outcomes:

• Improved access to services for family violence victims, relevant family members, and abusers	NA	25%	9%	47%
• Reduction of the number of families denied emergency shelter due to the lack of space	NA	50%	-6%	-6%
• Reduction of the need for emergency shelter readmissions	NA	50%	28%	-35%

**PRIORITY RANKING: 11****PROGRAM NAME:** Family Independence/Youth Programs (Teen Companion Program)**PROGRAM COST:**

Total: \$ 11,979,802          State: \$98,249          Federal: \$9,914,521          Other: \$1,967,032

**PROGRAM GOAL:**

- The purpose of the program is to prevent and reduce the incidence of out-of-wedlock pregnancies among participants through services/activities provided to the participant and his or her family. Services/activities will be provided to ensure that the family can provide a healthy, safe and nurturing environment for all family members. Participants will be encouraged to delay sexual involvement and pregnancy until they are physically, financially, and emotionally ready to care for children. Therefore, age appropriate discussions which encourage adolescents to abstain from sex until marriage will be emphasized.

**PROGRAM OBJECTIVES:**

- To increase the number of Family Independence, Medical Assistance Only, Foster Care, and Child Protective Services recipients who enroll in the Teen Companion Program by 10%.
- To ensure that at least 99% of the participants do not parent during FY 00-01.
- To ensure that participants who need tutorial assistance will be referred to appropriate programs for assistance.
- To ensure needs assessment and treatment plan services are accurately completed on 100% of the persons accepted as referrals into the program. This will ensure that 100% of the participants in need of services from other agencies or entities are referred to appropriate sources.

**PERFORMANCE MEASURES:**

<u>Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Total teens participating	6,618	6,698	7,329	7,168
• Average monthly tutorial referrals	98	101	113	76
• Average monthly other referrals, e.g., EPSDT, Youth Services, Mental Health, DHEC, DAODAS, and other agencies	109	63	100	54
<u>Outcomes:</u>				
• Percentage increase in participants	16.5%	8.5%	9.4%	-2.2%
• Participants who have parented	54	47	85	70
• Participants who have not parented	99%	99%	99%	99%

**PRIORITY RANKING:** 12**PROGRAM NAME:** Family Nutrition Programs (Food Service Operations)**PROGRAM COST:**

Total: \$31,543,655      State: \$222,397      Federal: \$31,320,612      Other: \$646

**PROGRAM GOAL:**

- The Emergency Food Assistance Program (TEFAP) - to provide USDA Commodities to low-income households, pantries, soup kitchens, shelters for the homeless, and other eligible organizations for use in providing on-site meals.
- Child and Adult Care Food Program (CACFP) - to initiate, maintain, and expand nonprofit nutritious food service programs for children or adult participants in nonresidential institutions that provide care.
- Summer Food Service Program (SFSP) - to provide free nutritious meals to school age children in low income areas during school vacations. This is accomplished through reimbursing sponsors for meal costs and other costs of the program.
- At-risk After-school Snack Program – to help organizations serve free nutritious snacks to children in after-school care programs in low income areas. This is accomplished by reimbursing approved programs for snacks served.

**PROGRAM OBJECTIVES:**

- The Emergency Food Assistance Program - to increase program access by making USDA commodities available on a more regular basis to eligible individuals in each of the 46 counties in the most efficient manner possible.
- Child and Adult Care Food Program - to provide training and necessary technical assistance to centers and sponsoring organizations participating or desiring to participate in the Child and Adult Care Food Program; to reimburse childcare and adult care institutions/sponsoring organizations for meals served to eligible participants.
- Summer Food Service Program - to provide training and technical assistance to sponsors; to increase the number of sites and children served.
- At-risk After-school Snack Program – to increase the number of sponsors and participating children statewide; to provide training and technical assistance to sponsors. This program was implemented in October 1998.
- All programs - to assure quality of service and compliance with program standards through mandated administrative reviews.

**PERFORMANCE MEASURES:**

<u>Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• The Emergency Food Assistance Program:				
o Value of food distributed	\$1,033,072	\$1,307,926	\$1,670,341	\$2,232,257
• Child and Adult Care Food Program:				
o Average number of participants served	26,496	28,005	30,264	30,964
• Summer Food Service Program:				
o Technical assistance visits conducted		12	14	22
o Average participants served daily	65,899	68,635	64,573	67,093
o New sponsors	3	3	5	8
o Total sponsors		49	50	50
o Total sites		1,227	1,218	1,315
o Value of meals served		NA	\$3,083,907	\$3,412,121
• At-risk After-school Snack Program:				
o Total Providers	NA	NA	1	17
o Total Snacks Served	NA	NA	4,955	138,615
o Total Reimbursement	NA	NA	\$2,639	\$74,553

**PROGRAM NAME:** Family Nutrition Programs - Food Service Operations (Continued)Efficiency Measures:

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
The Emergency Food Assistance Program:				
• Pounds distributed		2,274,629	3,062,219	3,625,553
• Average distribution cost per pound		.58/lb	.28/lb	.23/lb
• Increase in the value of food distributed		28.34%	26.08%	33.64%
Child and Adult Care Food Program:				
• Increase in the average participants served	2%	5.7%	8.07%	2.31%
Summer Food Service Program:				
• Total number site change		NA	-.07%	+8%
• Average daily participation rate		NA	-5.9%	+3.9%
• Total meals served change		NA	NA	+11%
At-risk After-school Snack Program:				
• Percent change in total number of providers		NA	NA	1600%
• Percent change in total snacks served		NA	NA	2,697%
• Percent change in total reimbursement		NA	NA	2,726%

**PRIORITY RANKING: 13****PROGRAM NAME:** Day Care Licensing and Regulatory Services**PROGRAM COST:**

Total: \$2,045,455                  State: \$61,079                  Federal: \$183,238                  Other: \$1,801,138

**PROGRAM GOAL:**

- The Division of Child Day Care Licensing and Regulatory Services is mandated by law to establish statewide minimum regulations for the care and protection of children in child day care facilities, to insure maintenance of these regulations, and improve administration and enforcement to regulate conditions in such facilities.

In order to meet this mandate, elements of the program include:

- 1) Providing technical assistance and consultation to potential and current child day care providers.
- 2) Coordinating and administering issuance of regulatory permits of operation to child day care facilities.
- 3) Imposing sanctions, including sending deficiency correction notices, requiring corrective action plans, denying an original or renewal application, withdrawing registrations, and revoking licenses.
- 4) Conducting unannounced supervisory visits to monitor compliance with statute and regulations.
- 5) Serving as support staff to the State Advisory Committee on the Regulation of Child Day Care Facilities, members being appointed by the Governor, and who must advise and consent to any proposed changes in regulations for facilities.

**PROGRAM OBJECTIVES:**

- To investigate all regulatory complaints in a timely manner and follow-up as appropriate based upon the results of the investigation.
- To coordinate completion of inspections with appropriate state agencies including the State Fire Marshal and the Department of Health and Environmental Control.
- To ensure all facilities comply with statutory and regulatory requirements.
- To issue appropriate regulatory permits in a timely and efficient manner as mandated by law.
- To assist child day care providers in ensuring the health and safety of children enrolled in facilities.
- To assist Child Protective and Preventive Services as appropriate when a child abuse or neglect report is made against a child day care facility.
- To participate in fair hearings/appeals of those facilities that have had regulatory permits of operation denied, withdrawn or revoked.
- To assist the general public in locating child day care.
- To provide training to child day care workers in interpretation and implementation of regulations.

**PERFORMANCE MEASURES:**

<u>Workload Indicators:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Total child day care facilities monitored & regulated:	3,878	3,753	3,713	3,590
• By type:				
o Licensed centers	1,283	1,340	1,348	1,356
o Licensed churches	48	65	82	77
o Registered churches	318	310	315	309
o Family day care homes	1,865	1,685	1,625	1,538
o Licensed group day care home	364	353	343	310
• Regulatory complaints received and investigated	410	405	520	483
• Number of these complaints found to be valid	201	139	182	170
• State and federal fingerprint results completed	20,790	9,619	7,038	8,656

**PROGRAM NAME:** Day Care Licensing and Regulatory Services (Continued)

<u>Efficiency Measures:</u>	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Licenses, registrations, approvals issued within the 90-day period required by statute	NA*	NA*	NA*	99.98%
• Regulatory complaints investigated within five working days of receipt of the complaint – decrease/delays due to staff vacancies	97%	97%	NA	91.27%

\*There was no mechanism in place in previous years to determine whether licenses, registrations, and approvals were issued within the 90-day time period.

Outcomes:

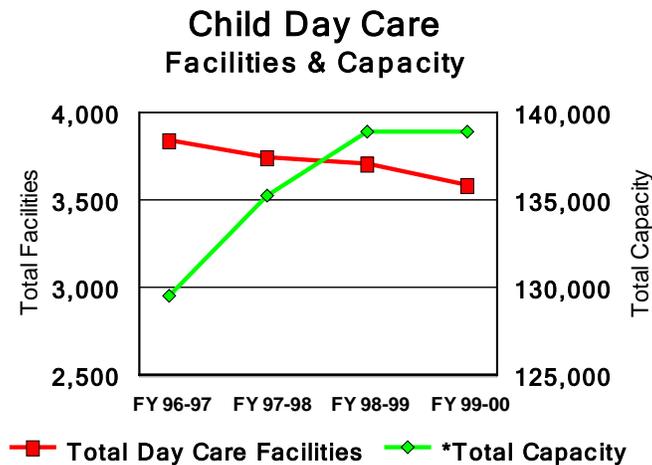
• New facilities licensed/registered, including provision of technical assistance and consultation by regulatory staff	473	527	521	401
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**Day Care Closure Reasons**

	<u>FY 96-97</u>	<u>FY 97-98</u>	<u>FY 98-99</u>	<u>FY 99-00</u>
• Number of Facilities that closed	400	617	561	524
• *Closure Reasons:				
o Voluntary Closures	159	254	185	N/A
o Regulatory Closures	50	54	39	N/A
o Other Closures	191	309	337	N/A

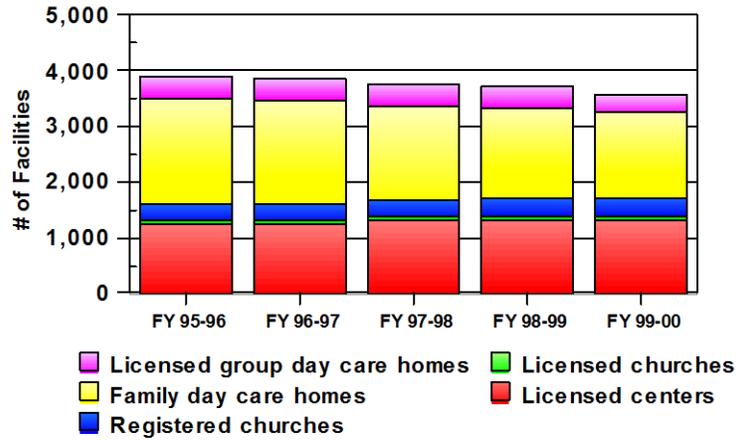
\*The above breakdown is an estimate since the reason for some closures was not recorded.

Other closure category includes facilities that were closed in one category but reopened in another category. (ex. Closed as a family day care home and reopened as a group day care home; or sold and reopened by another owner.)

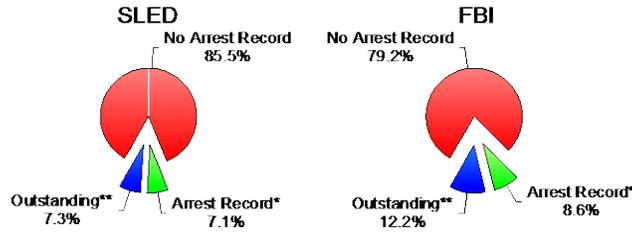


\*Total Capacity does not include facilities operated by churches or religious groups.

## Child Day Care Facilities Monitored and Regulated by Staff



## 46,103 Background Checks Requested July 1, 1995 through June 30, 2000



\* Arrest Records must be further investigated to determine conviction status  
 \*\* Outstanding: In-process with SLED/FBI or waiting for provider information