

Washoe County Department of Social Services (WCDSS) & Senior Services Presentation to the Board of County Commissioners

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Social Services and Senior Services



CHILD WELFARE



ADULT SERVICES



SENIOR SERVICES



Child Welfare Overview

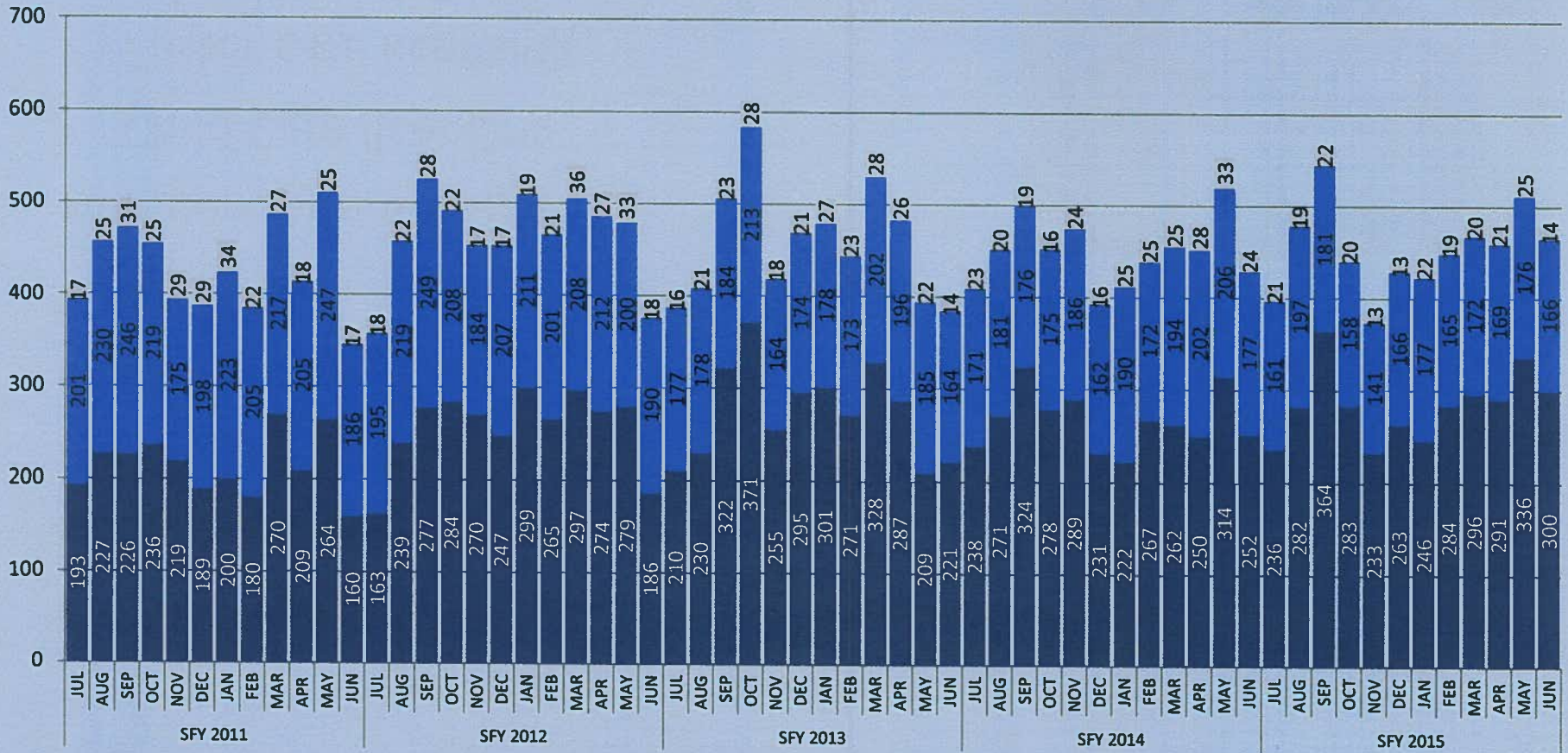
- Child abuse and neglect intake (hotline)
- Child abuse and neglect investigations
- Case Management
- Residential Treatment
- Foster Care/Shelter
- Adoption
- Independent Living
- Child Care licensing
- Foster care licensing





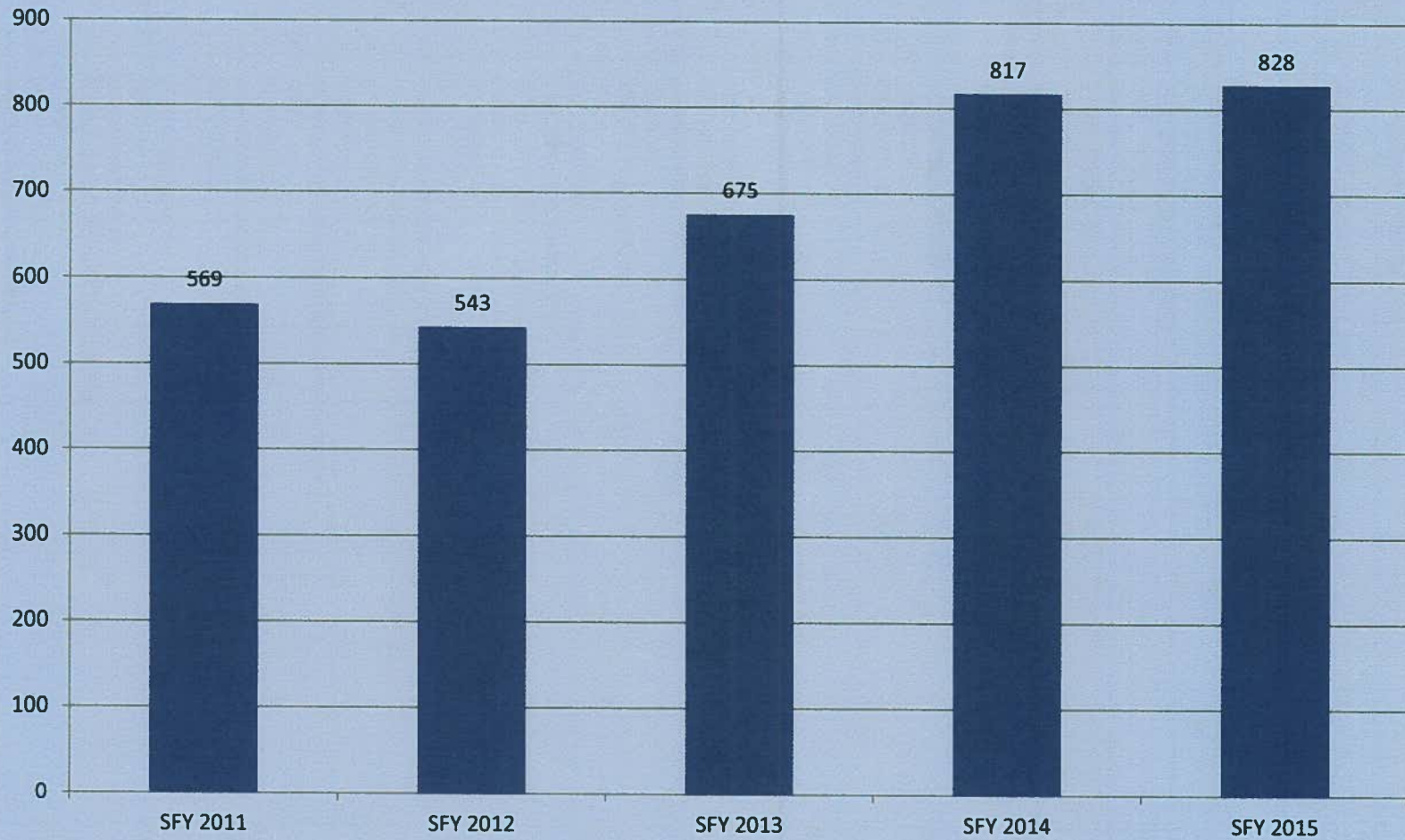
Child Welfare Referrals and Investigations

- INFORMATION ONLY
- INVESTIGATIONS
- DIFFERENTIAL RESPONSE



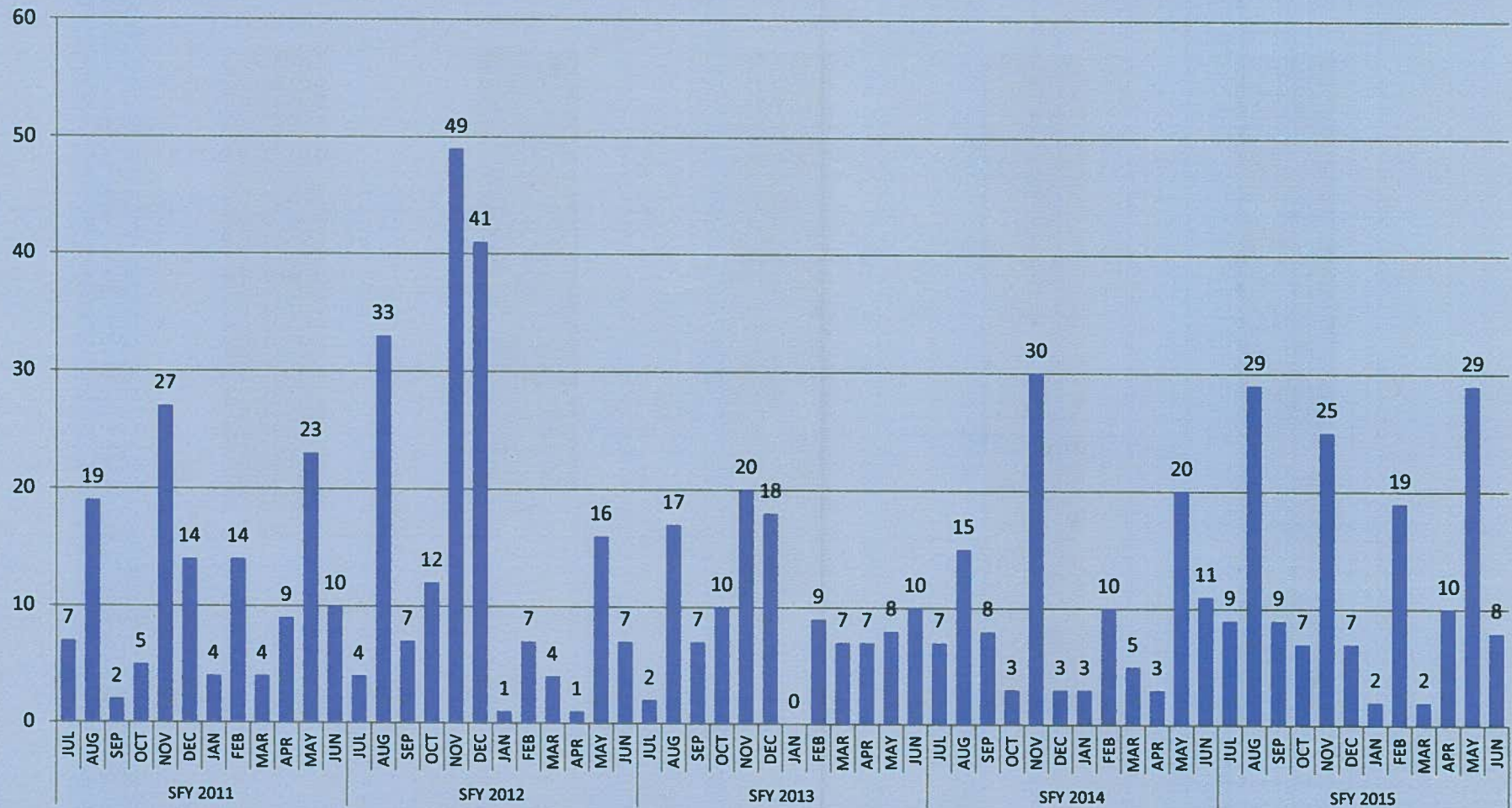


Child Welfare Child Removals



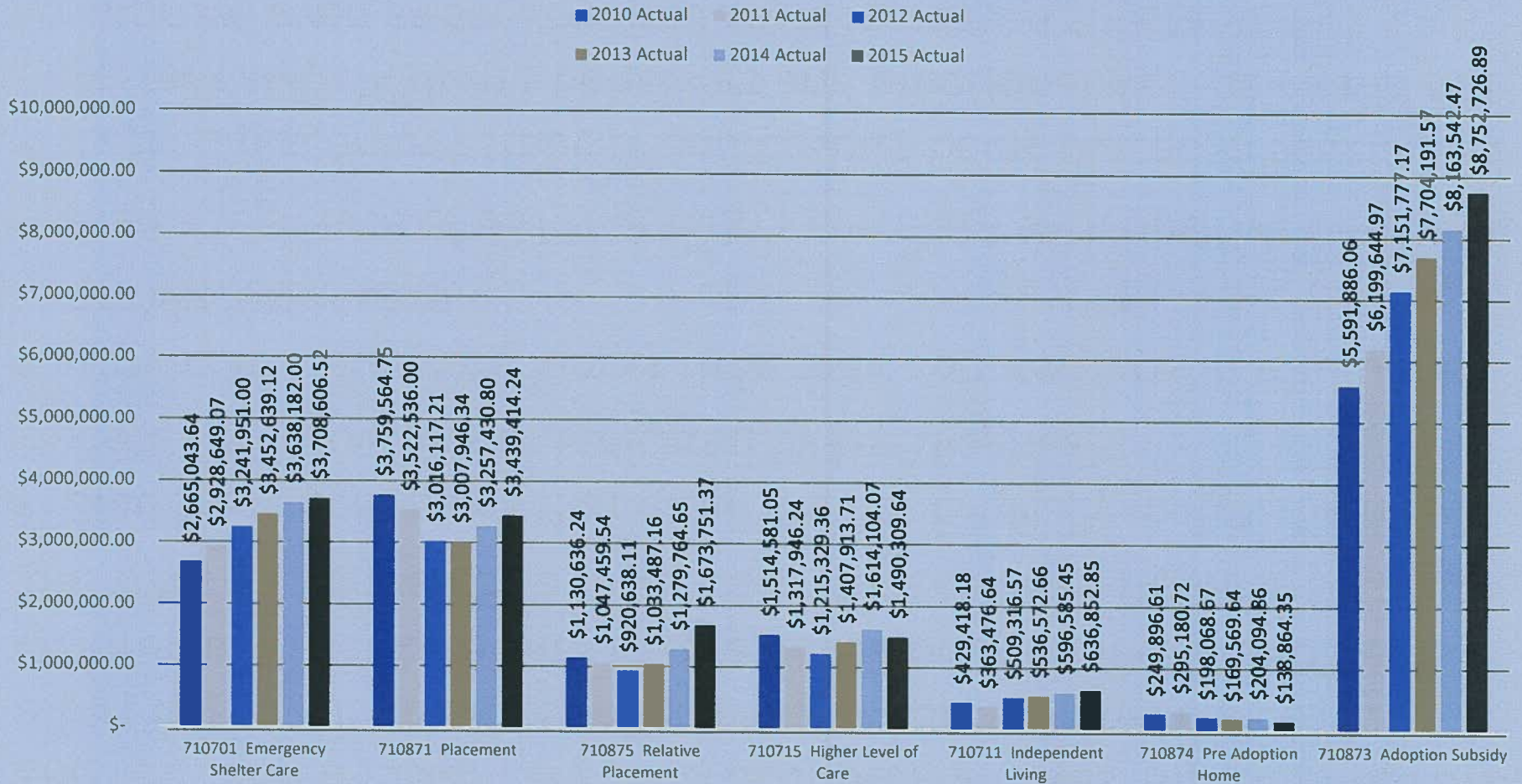


Child Welfare Finalized Adoptions





Child Welfare Placement Costs





The Pilot to Reform SFC (Program Highlight)

The Specialized foster care (SFC) pilot program was implemented in an effort to provide the most effective and appropriate services for children in foster care with severe behavioral/emotional problems.

This pilot was driven by a recognition that children in these settings:

- Had treatment plans that often did not clinically match the needs noted by providers or indicated by the diagnosis,
- Stayed in foster care longer than their counterparts in traditional family foster care,
- Had a high rate of BST that didn't correlate with positive outcomes,
- Lacked placement stability and despite being placed in specialized foster care, children's behaviors and emotional well-being **did not** improve even as services and costs increased substantially.



The Pilot to Reform SFC

Results of the Specialized Foster Care Pilot (over 18 months)

- Hospitalizations 100 %↓
- Psychotropic Medications 37.5%↓
- Placement Disruptions 93 %↓
- Achievement of Permanency 42 %

Summary:

Pilot children are getting appropriate adjunct services to meet their identified complex emotional, physical, and developmental needs and the services utilized are less costly than hospitalization or residential treatment services.



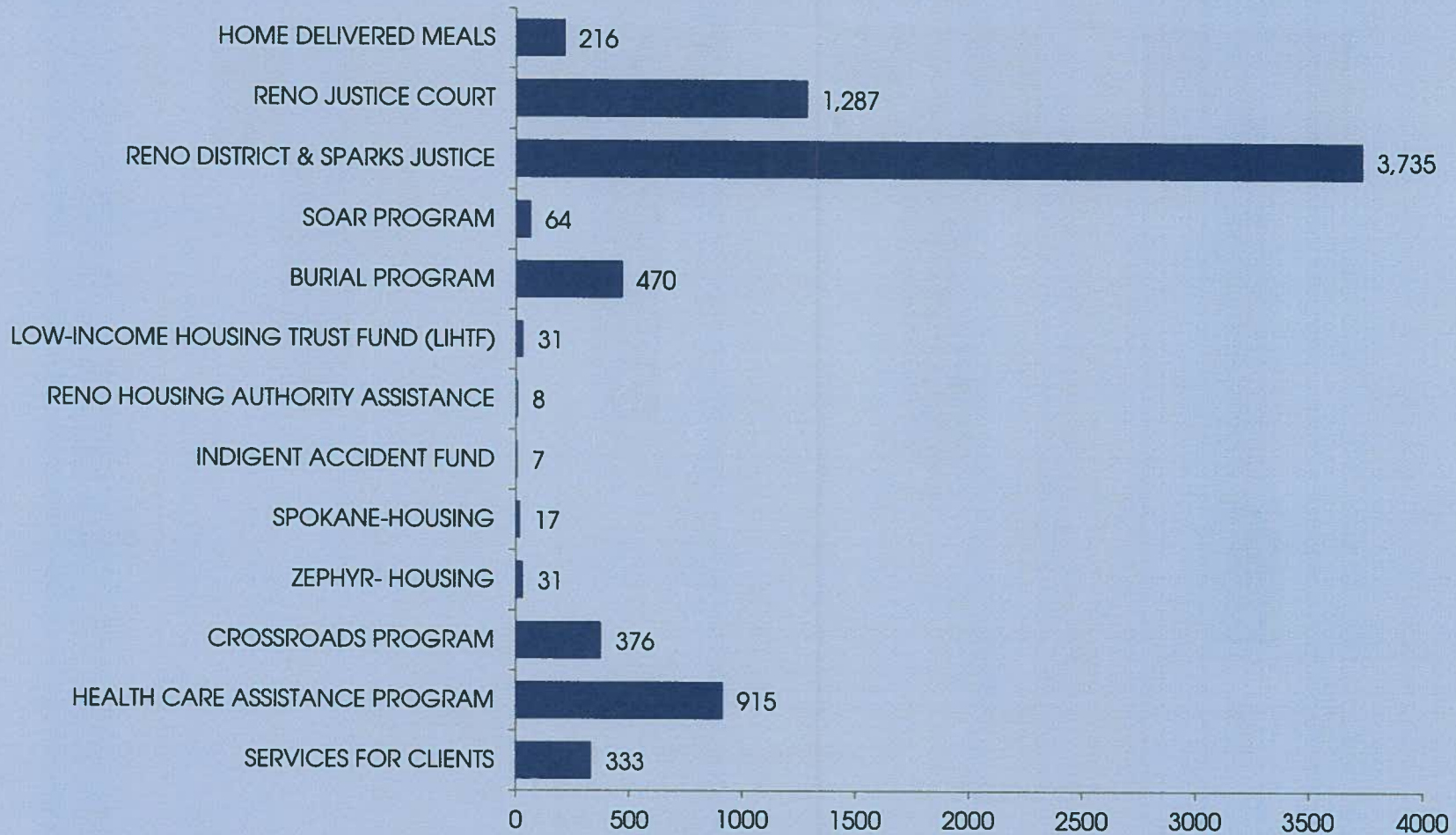
Adult Services Overview

- Crossroads
- Nursing Home
- Adult Group Care
- Outreach- Kids to Seniors Korner (KSK) and out stationed staff
- Burial
- Adult Protective Services
- Homeless Services
- Case management



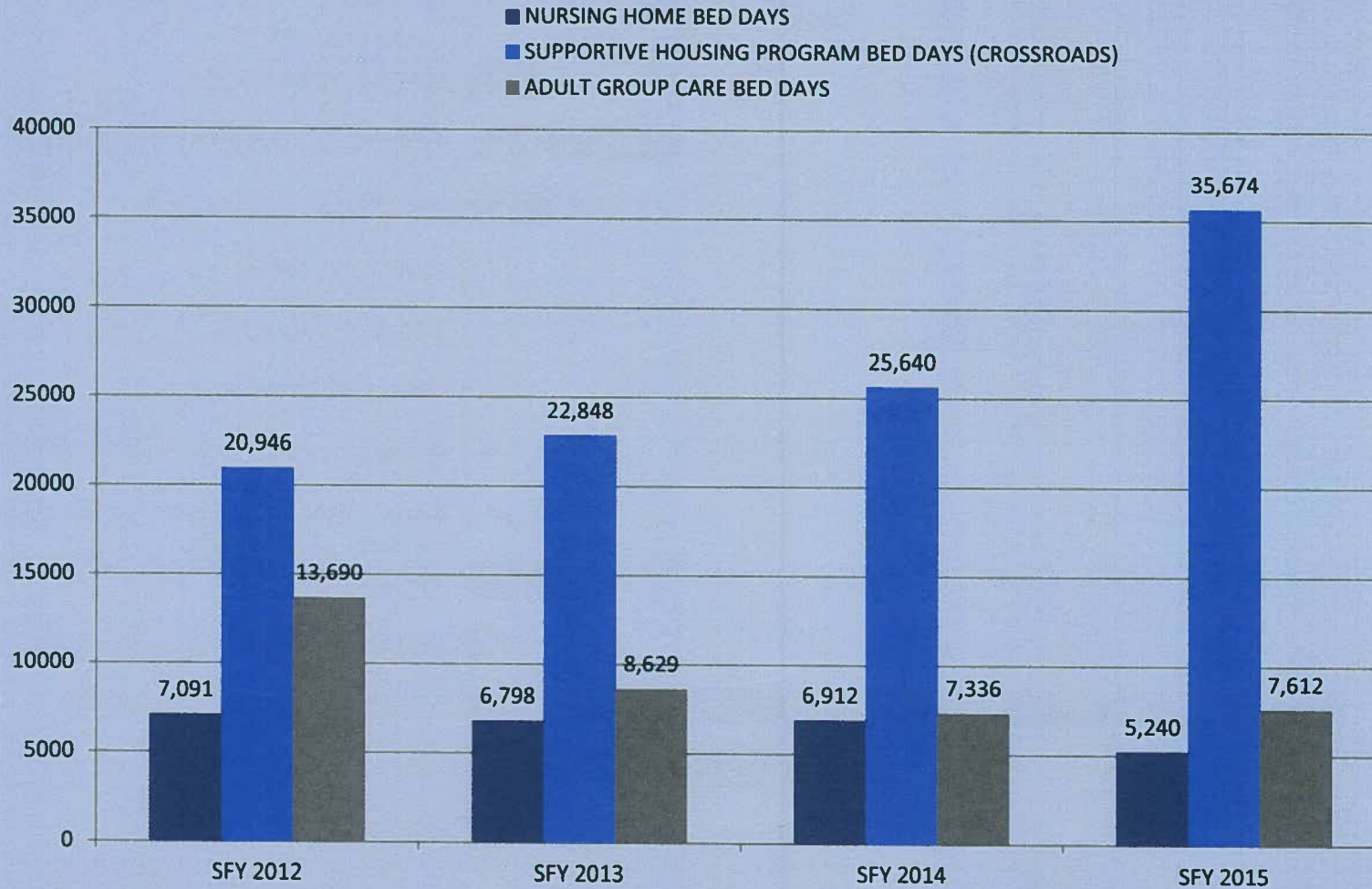


Adult Services Overall SFY 2015





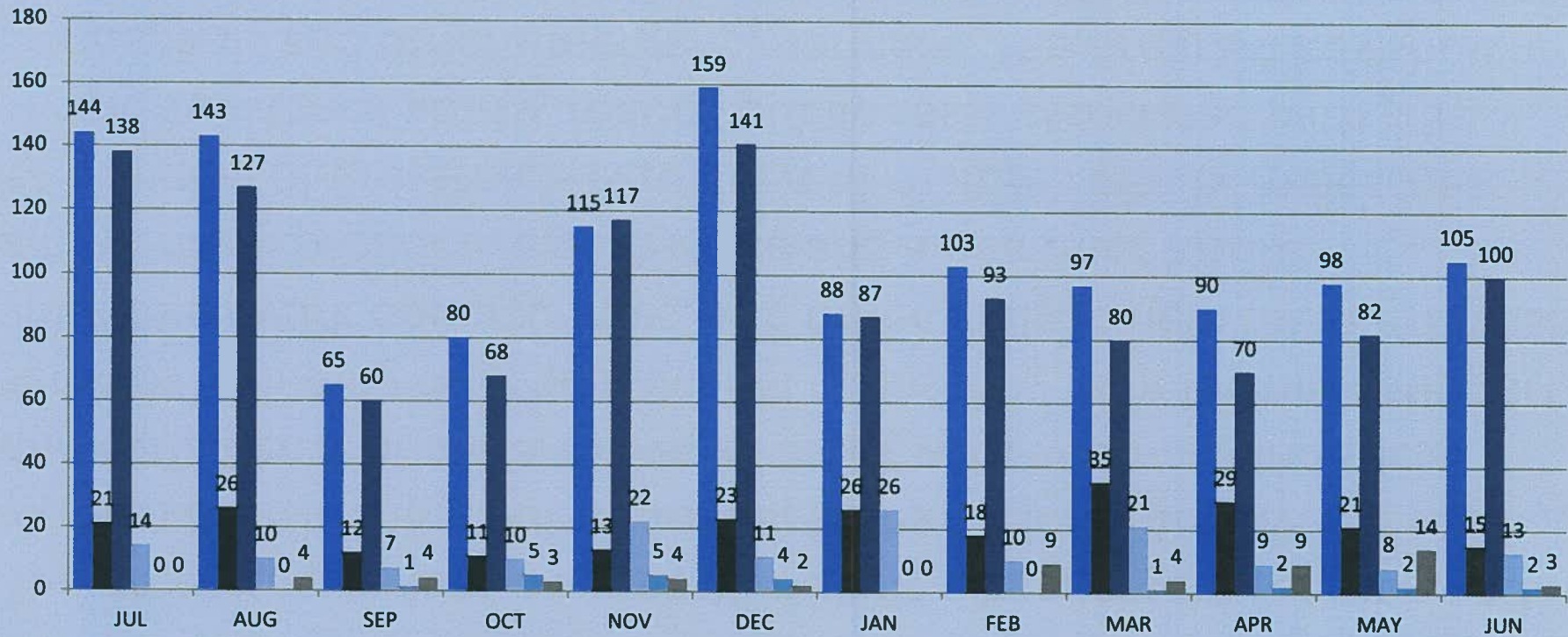
Adult Services Bed Days





Reno Justice Court SFY 2015

- TOTAL NUMBER OF PEOPLE SEEN
- REFERRALS
- GENERAL QUESTIONS
- PHONE INQUIRIES
- APPOINTMENTS
- DISTRICT ATTORNEY SERVICES APPLICATIONS





Crossroads (Program Highlight)

The program provides a supportive living arrangement for men and women transitioning out of homelessness. Clients are given a safe and caring environment to live in, along with wrap-around social services including drug and alcohol counseling, employment support, volunteer/work opportunities, and other tools to help them establish a new, more productive path in life and a healthier future.

- The goal of Crossroads is to prevent relapses into homelessness and substance abuse, reduce public costs associated with jails, hospitals and other emergency services. The program has shown tremendous success with many community partners, and Washoe County estimates that Crossroads is saving the community about \$4 million per year.





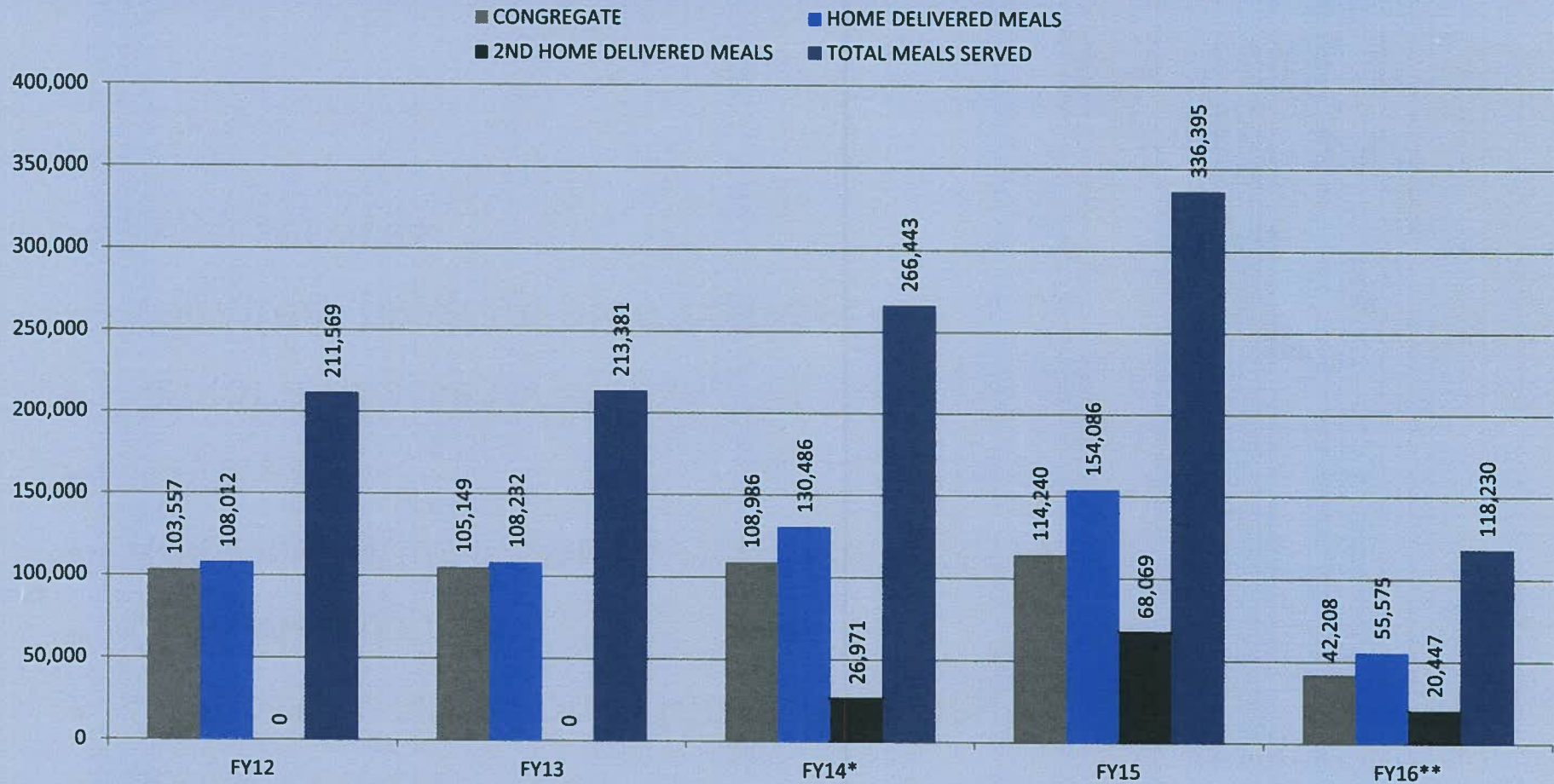
Senior Services Overview

- Senior Centers
- Congregate Nutrition & Meals on Wheels
- Case Management
- Representative Payee & Homemaker Services
- Daybreak
- Senior ambassador
- Volunteer program partnerships
- Legal services





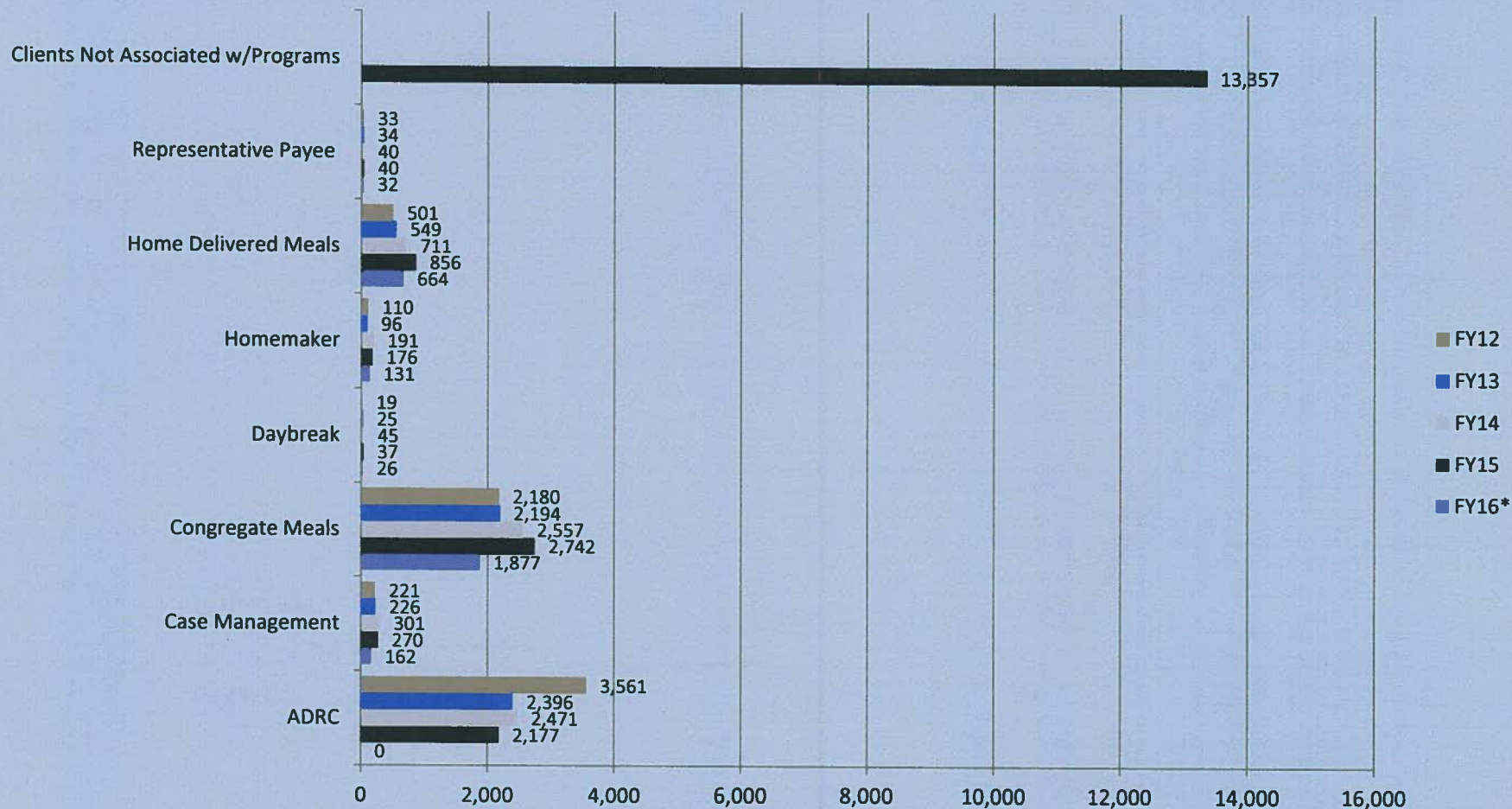
Senior Services Meals Served



*2nd Home Delivered Meal introduced February 2014
**YTD as of October 2015. 420,000 meals projected for FY16



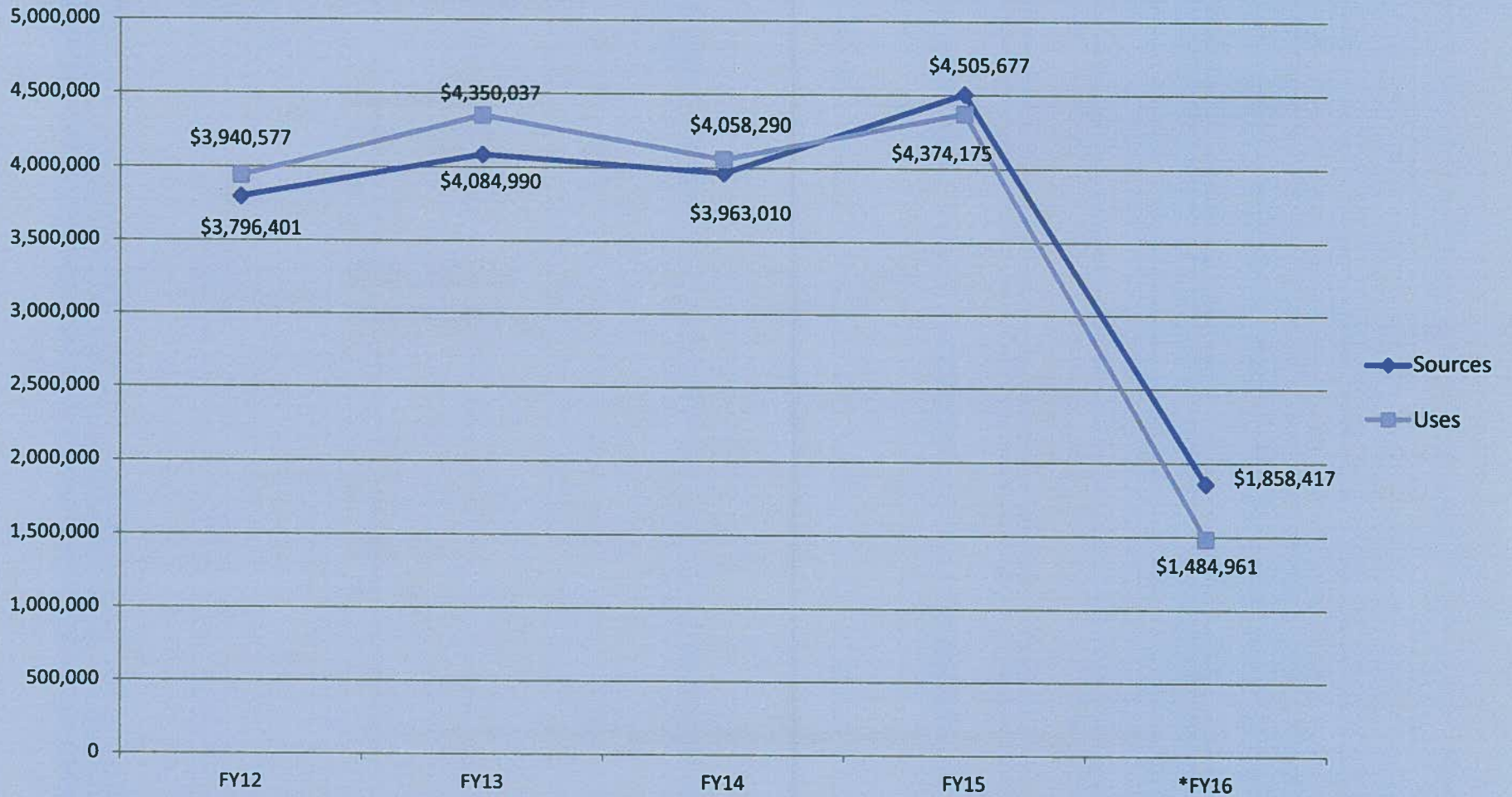
Senior Services Clients Served by Program



**YTD as of October 2015. 420,000 meals projected for FY16



Senior Services Funding vs. Cost of Delivering Services



**YTD as of October 2015. 420,000 meals projected for FY16



Strategic Direction for Integrated Services

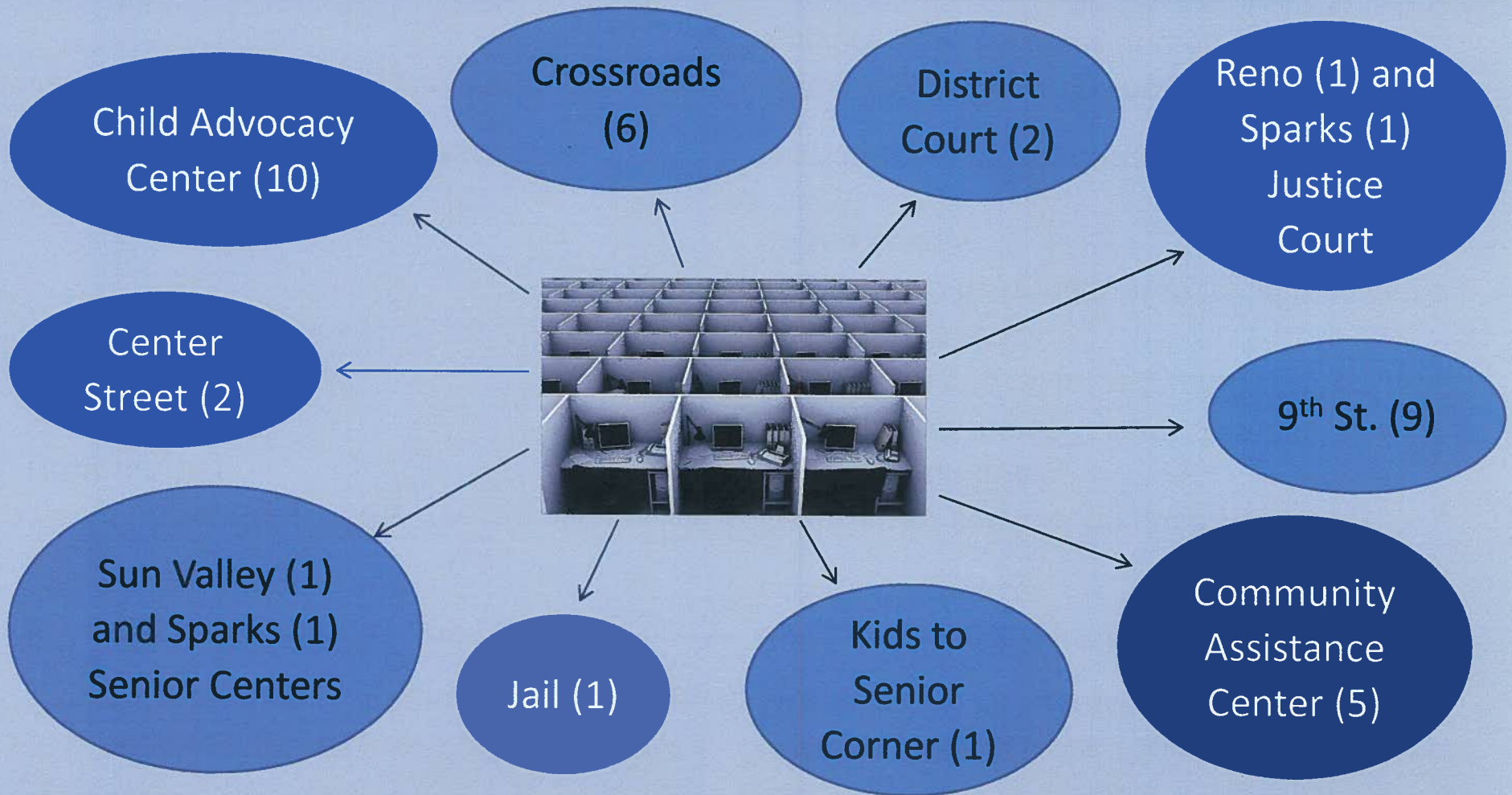
STRATEGIC OBJECTIVES

FY16 GOALS

- | | | |
|--|---|--|
| Stewardship of our Community | → | Strong public infrastructure |
| Proactive economic development and diversification | → | Be responsive and proactive to pending economic impacts |
| Safe, secure and healthy communities | → | Keep senior services on pace with rising senior population |
| | → | Enhance community safety through investing in critical infrastructure for current and future needs |
| | → | Prepare for the impact of medical marijuana on the county |
| Regional and community leadership | → | Working as a professional, unified team |
| Valued, engaged employee workforce | → | Simplify workflows to improve service delivery and customer outcomes. |



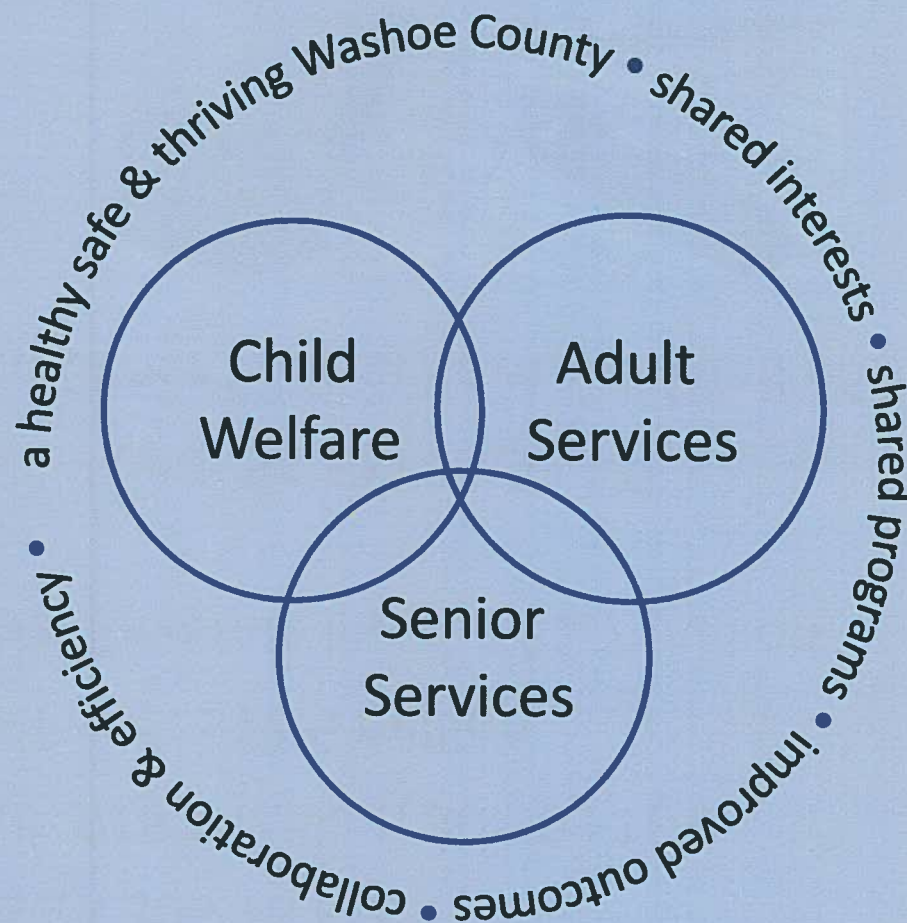
An Effective Service Delivery for our Community





The Creation of the Human Services Agency

The Human Services Agency will merge Social Services and Senior Services into one unified agency within the next several months. This agency will provide services and assistance to residents across the continuum of care to include children, adults and seniors and will provide an array of support including shelter, nutrition, case management, medical, legal, counseling and other supportive services.





Fiscal composition of the Integrated Agency

- \$87,000,000 operating budget with 306.76 FTE's
- Indigent Services – General Fund: \$16.2 million 30.50 FTE's
- Indigent Levy – Special Revenue Fund: \$12.6 million
- Child Protective Services – Special Revenue Fund: \$51.7 million
237.73 FTE's
- Senior Services – Special Revenue Fund: \$4.5M 25.53 FTE's
- Social Services General Fund and Other Special Revenue Fund - \$2 million 13.0 FTE's





Combined Service Needs Across the Lifespan

Basic Needs:

- Housing, Transportation, Food
 - Affordable homes for families to keep children with parents
 - Transitional Housing (Crossroads)
 - Congregate and Home Delivered Meals
 - Transportation Program (Access to Health Care/RTC)
 - Have the means to feed families

Emergency Services:

- Homeless Shelter
- Investigations of abuse/neglect
- Congregate care for children





Combined Service Needs Across Lifespan

Self-sufficiency and Independence:

- Congregate and Home delivered meals
- Case Management Services and rep payee program
- Outreach
- Helping children age out of foster care to independence
- Assisting families in building brighter futures for themselves and their children

Access to services:

- Health Care and long term services and supports
- Intake and Eligibility
- Adult Group Care
- Burial Program
- Mental health and substance abuse treatment.



Child Welfare Accomplishments

- New safety model early data analysis indicates grant objectives are positively impacting outcomes in child safety, and worker engagement with families.
- September 2015 case review showed Investigations were routinely conducted timely and siblings were routinely placed together.
- Specialized foster care pilot results show children who participated were more likely to stay in their placement, less hospitalizations and less runaways.





Adult Services Accomplishments

- Cross Roads Expansion
- Transportation
- Wandering Program
- VSO Program
- Integrated Adult and Senior Services Staff





Senior Services Accomplishments

- 2nd HDM program implemented –Home delivered meals
- Community partnerships
- Increase in grant funding
- Increased Medicaid funding for Daybreak





Future goals of the Human Services Agency

- Create a Departmental research, QI unit, annual report and data book
- Increase Crossroads and outpatient Crossroads capacity
- Expand the 24/7 Program
- Medicaid Match for Case Managers
- Upgrade to myAvatar CM system
- Expand services for caregivers
- Implement Rural Senior Ambassador Program
- Address mental health needs of seniors
- Complete the implementation of the safety model and Specialized foster care program
- Increase adoptions





Future goals of the Human Services Agency

- Conduct analysis and data mining of removals of children and opportunities to explore alternatives
- Staffing and transportation
- Respond to rises in child welfare caseloads
- Senior Housing needs and our response to increased homelessness
- Dementia caregivers respite programming
- The Volunteer Initiative
- Funding match for transportation grant
- Increase programming at senior centers
- Prepare for Tesla Effect and the impact on affordable housing and increase in population

