



What We're Measuring

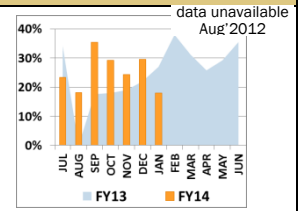
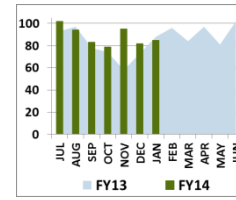
Jan' 2014 Values

Trends & Comparisons

Adult Protection

Adult Protective Services (APS)

| | |
|---|--------------------------|
| New APS reports accepted for evaluation | 85 reports |
| % of APS reports screened out | 27% screened out |
| % of APS evaluations that were substantiated | 25% substantiated |
| % of individuals served who have had prior APS intervention | 18% prior APS |



Reports accepted to evaluate

% prior APS intervention

Behavioral Health Protection & Safety

Jail Diversion Initiative

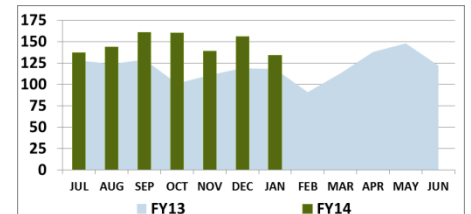
Diversion program enrollment (among 3 programs) **53** persons

Crisis Intervention Team (CIT)

Drop-offs by officers to ER or Neil Dobbins Unit for mental health evaluation vs. incarceration **134** drop-offs

Substance Abuse Support

Census (bed utilization) at Neil Dobbins Center for crisis stabilization and detox patients **91%** Crisis Stabilization Unit
81% Detox Unit



persons dropped-off for mental health evaluation

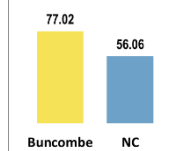
Child Protection

Child Protective Services

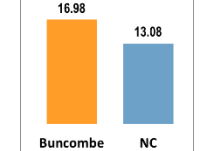
| | | |
|--|------------------------|-------------------------|
| Rate of reports of child maltreatment | 77.02 per 1,000 | NC Performance Standard |
| % of CPS reports screened out | 30.43% | |
| Rate of substantiated child victimization | 16.98 per 1,000 | ✓ ≥ 94.60% |
| % of maltreated children who are <u>not</u> repeat victims of indicated maltreatment | 95.07% | |

For every 1,000 children, here are the number of:

CPS Reports Made



Reports Substantiated

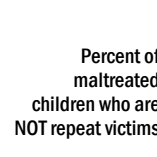


Foster Care / Permanency Planning

% of children in foster care who are not maltreated by foster parent or facility staff member **99.24%** ⚠ ≥ 99.68%

Nurse Family Partnership (NFP)

Reports of abuse/neglect of NFP children **14.49%** NFP program-to-date
Substantiation of abuse or neglect **3.86%** NFP program-to-date



Percent of maltreated children who are NOT repeat victims

Communicable Disease Protection

Disease Investigation & Control

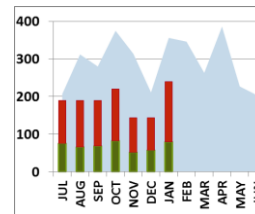
Communicable disease investigations conducted **240** investigations
Cases confirmed through investigation **161** confirmed

STD Testing & Treatment

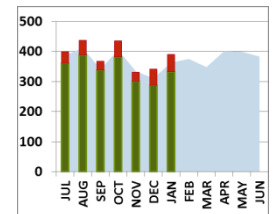
Regular STD clinic visits **332** visits
Express STD visits **58** visits (**15%** of total)

TB Testing & Treatment

Persons screened for TB exposure (PPD test) **80** TB screens
TB visits (assessment, treatment, follow-up) **47** visits



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

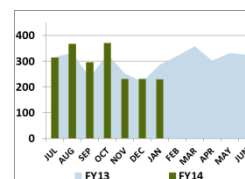


STD regular & express FY14 vs. FY13 total

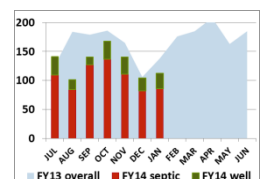
Food & Water Safety and Sanitation

Food & Lodging

Food & Lodging inspections **228** inspections
% restaurant required inspections completed **81.3%** (Qtr2 FY14)
% all facility required inspections completed **87.5%** (Qtr2 FY14)



Food & Lodging inspections



Septic/Well permits issued

Wells & Septic Systems

On-site septic system permits issued **86** septic permits
Well permits issued **26** well permits

PROTECTION and SAFETY



PAR – Performance Analysis Review

March 2014 Report with Data from January 2014

What We're Measuring

Jan' 2014 Values

Trends & Comparisons

Access to Health Care & Prevention Services

Medicaid Enrollment – Number of Recipients

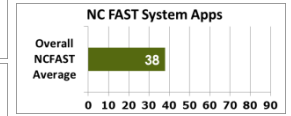
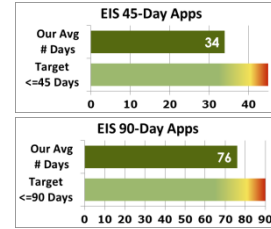
| | |
|--|---------------|
| Enrolled under old EIS system* | 40,296 |
| Enrolled under NC FAST system* | 1,057 |
| TOTAL persons enrolled in Medicaid* | 41,353 |

Average Days to Process Medicaid Application

| | | |
|----------------------------|---------|--------------------|
| EIS system 45-day-app type | 34 days | ✓ ≤ 45 days |
| EIS system 90-day-app type | 76 days | ✓ ≤ 90 days |
| NC FAST system application | 38 days | ✓ some 45, some 90 |

NC
Performance
Standard

Application Processing Timeliness



* Statewide, Medicaid application processing is in a lengthy transition from the old data system (EIS) to NC FAST; NC-HHS reporting tools are still under development. Until more detailed NC FAST data become available, we will report total Buncombe Medicaid recipients in NC FAST and EIS.

Preventive Child Health

Nurse Family Partnership

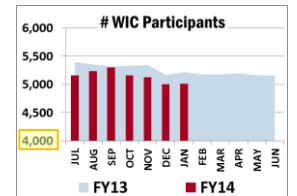
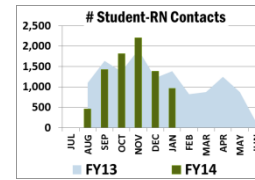
Babies born low birth weight, NFP program-to-date **16** of 207 (7.7%) NFP to date

School Health

| | |
|--|------------------|
| Student-School RN contacts | 959 contacts |
| Staff trained to do medical procedures | 1,005 FYTD total |
| Staff trained to give medications | 557 FYTD total |

WIC & Nutrition

| | |
|---|-------------------------------|
| % of NC allocated caseload met (5,228 caseload) | 92.9% caseload, 5,007 clients |
| Breastfeeding Peer Counselor support contacts | 332 completed + 457 attempts |



Note: Y-axis scale begins at 4,000

Preventive Health Services

BCCCP / WiseWoman Health Screening

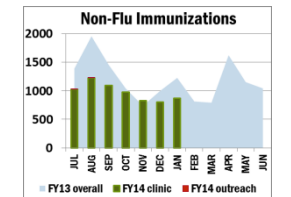
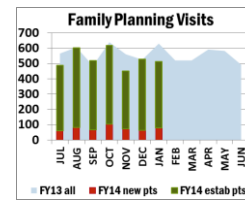
BCCCP/WW client visits **147** or **7.0** per clinic day

Family Planning Clinic

| | |
|---|----------------------------|
| New clients enrolled in Family Planning | 77 new FP clients |
| Family Planning client visits | 526 or 27.7 per clinic day |

Immunizations

| | |
|-------------------------------|--|
| Flu vaccines administered | 2,392 flu, FY14 total |
| Non-flu vaccines administered | 6,825 non-flu, FY14 total including 6 outreach |



WELL-BEING and PREVENTION

Individual & Family Stability

Adult Guardianship & Placement

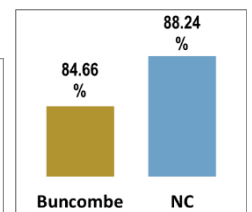
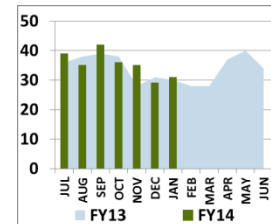
| | |
|---|---------------|
| Number of guardianship assessments conducted | 3 assessments |
| Guardianship Case Management cases through partner agency | 79 cases |
| Adults served by Planning & Mobilization services | 31 clients |

Child Permanency Planning

| | | |
|---|--------|----------|
| % of foster youth in care ≤ 12 months who had at most 2 placements during that time | 84.66% | ⚠ ≥ 86% |
| % of discharged youth who re-entered foster care within following 12 months ** | 15.63% | 🔴 ≤ 9.9% |

NC
Performance
Standard

Adults served by Planning & Mobilization services



% Foster Care cases meeting placement stability target

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



PAR – Performance Analysis Review

March 2014 Report with Data from January 2014

INDEPENDENCE

What We're Measuring

Jan' 2014 Values

Trends & Comparisons

Family & Children

Child Care Subsidy

Children served through child care subsidy

1,586 children

Child Support Enforcement

Child support dollars collected

\$ 1,098,184

% of YTD target support payments collected

54.34%



NC Targets

58.3% by Jan

% of cases that are under court-ordered support

91.10%



≥ 88.07%

Food & Nutrition Economic Services

Buncombe Food & Nutrition (FNS) cases

20,332 cases

FNS applications processed

1,875 applications

Average days to process FNS application

15 days

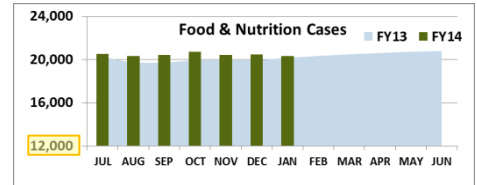
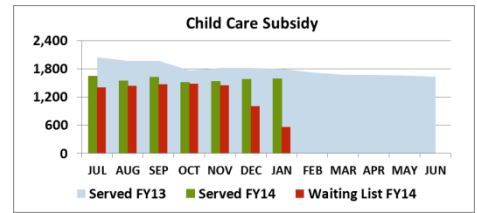
Work First

Work First cash-recipient cases

287 cases

Participants placed into employment

3 gaining work



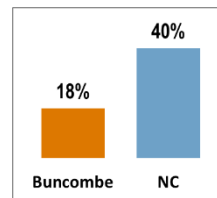
Note: Y-axis scale begins at 12,000

Youth & Adults

Youth Transition from Foster Care

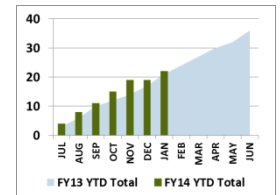
% of youth aging-out of foster care, who have earnings in year between age 18 and 19

18% with earnings



Youth with Earnings

YTD Total Disability Approvals



Chronic Homeless Housing

Chronic homeless placed into housing

8 placements

SOAR Disability Program

SSI Disability applications approved

3 approvals

Veterans Services

Staff-assisted benefit applications approved

44 Vets awarded benefits

CLIENT PERSEPTIVES

What We're Measuring

Jan' 2014 Values

Trends & Comparisons

Client Visit Experience

Coxe Avenue Front Desk

Clients served

7,132 clients

% of clients waiting > 15 minutes for Front Desk

29.8% of clients

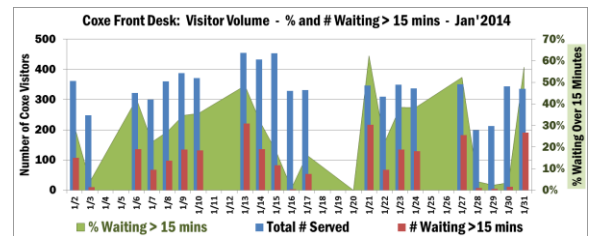
Average wait time for walk-in clients

14:50 mins : secs

Title VI Assurance

Interpreter contacts (on-site and on phone)

1,289 or **61.4** per day



Client Access/Options Experience

Call Center

% of calls hung-up before agent could answer

18.6% of **22,562** calls

Alternative Service Options: Applications

(Medicaid, Food Assistance, Project Access)

Applications by phone

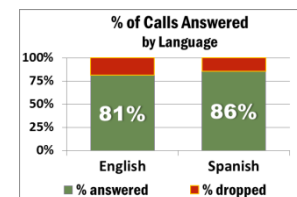
63 phone applications

Applications at sites with out-posted HHS staff

40 off-site applications

Applications by ePASS

252 online applications



Desirable or



undesirable trends



Met performance standard



Slightly below performance standard



Below performance standard



What We're Measuring

Jan' 2014 Values

Trends & Comparisons

Community Need Indicators

Unemployment

Buncombe County unemployment rate **5.2%** unemployed

Student Health Needs

Students with special health care needs **9,217** FY14 total

Students with ongoing medication needs **1,200** FY14 total

Attention to Disparities

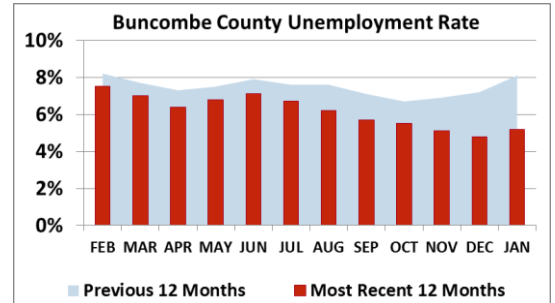
% children entering foster care who are non-white **29.01%** entering

% children in foster care who are non-white **32.09%** in care

County HHS Services with Enrollment Caps

Children on waiting list for child care subsidies **566** children

Mothers unable to enroll in NFP due to cap **21** women (66 YTD in FY14)



Financial Benefit to Client and Local Economy

Food & Nutrition Services

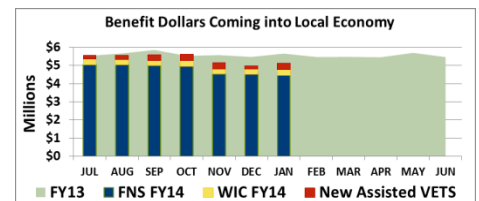
Dollar value of Food Assistance issued on EBT **\$ 4,465,594**

WIC Food-Purchase Benefits

Dollar value of WIC instruments redeemed **\$ 299,032**

Veterans Benefits, Staff-Assisted

Dollar value of 1st payment on new awards **\$ 365,688** among 44 awardees



HHS Fiscal & Programmatic Stewardship

Program Integrity

New cases of intentional program violation *Data pending*

Average owed on new intentional violation cases *Data pending*

Total Program Integrity dollars collected *Data pending*

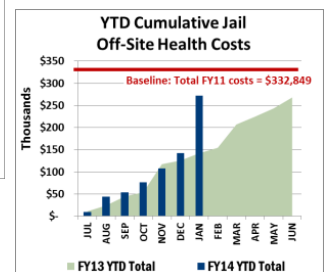
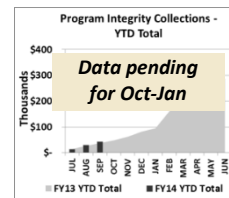
Inmate Healthcare

Jail outpatient (off-site) costs **\$129,131** (lower is better)

Health Service Fees

% of initial Medicaid claims paid when first billed **91.0%**

% of initial Insurance claims paid when first billed **93.1%**



HHS Communications

SPREADING the WORD
Staff and Community Partners
Promote easy options for applying for public assistance

You'll LOVE how easy it is to apply

Topic: We've got you covered. 3 easy options to apply for public assistance.
Purpose: Promote the new and easy ways anyone can apply for food benefits, Medicaid and health insurance.
Time Frame: Feb 1 - April 30, 2014

Key Messages:

- It's easy! 3 easy options to apply for food benefits, Medicaid and NC Health Choice
- Online: Go to spass.nc.gov to apply using "public portal"
- In person: Fill out a paper application. Then mail or hand deliver to any HHS office
- Call: Call 250-5500 and request help filling out an application

Need a computer? HHS has computers you can use. Ask the greeter when you come in the lobby. You can also use computers at any public library.

Need more information? go to buncombecounty.org/ePASS

How you can help: Promote the 3 easy options for applying for food benefits and health insurance. There are staff (and computers) to help people who have never applied online before.

How will we know if we've been successful? More Buncombe County residents will apply online for benefits.

"You'll Love How Easy It Is!"

Our current communications campaign is building community awareness of the 3 easy ways to apply for benefits:

- online at **ePASS**, the public portal for NC FAST
- in person at our Coxe Ave location
- by phone at 250-5500

- Our *Spreading the Word* fact sheet (left) tells staff what to pass along to clients about their choice of ways to apply. Key message? "It's easy!"
- For those who need online access, computers are available for use at Coxe Ave and at the public libraries. Our bookmark handout (right) is being distributed at the libraries and by key HHS partners.
- A **web article** posted in the HHS section of buncombecounty.org explains the choice of application methods and is followed by hyperlinks to more information about Health & Human Services assistance programs.

ePASS.NC.GOV

Apply for...
Food Assistance
Medical Assistance
Learn about...
Medical Benefit Eligibility

You'll LOVE how easy it is!

YOU MATTER TO US

BUNCOMBE COUNTY HEALTH & HUMAN SERVICES
BUNCOMBECOUNTY.ORG/HHS

WAYS TO CONNECT

Downtown
40 Coxe Ave.
Asheville, NC 28801
Monday - Friday
8am - 5pm

Economic & Social Work Services
858-850-5500
Health Services
858-850-5500

For More Information visit:
BuncombeCounty.org/HHS
or nc211.org

DIAL **211**

Call 2-1-1 and find out about other local resources

BUNCOMBE COUNTY HEALTH & HUMAN SERVICES
BUNCOMBECOUNTY.ORG/HHS