



# Our Year in Service

## Children

### Adoptions

Adoption provides children with legal permanency in safe, loving homes. Adoptions include agency adoptive placements, step-parent and relative adoptions, and independent adoptions arranged between birth parents and unrelated individuals.

- 9
- Agency Adoptions Finalized
- 7
- Agency Children Cleared for Adoption
- 36
- Families Received Adoption Assistance for 57 Children to Help Offset the Costs of Adopting a Child with Disabilities or Special Needs
- 3
- Children and 1 Family Received Guardianship Assistance

### Child Protective Services

Reports of suspected child abuse, neglect and/or dependency are investigated. Services are provided 24 hours a day, seven days a week. Assistance is provided to other counties to ensure safety of children.

- 698
- Responses to Reports of Abuse, Neglect and/or Dependency
- 67
- Out-of-County Assists and Home Studies
- 13
- nights spent by agency staff at the agency providing foster children with a safe place to live

### Child Support Services

Assures that children receive adequate parental support by locating non-custodial parents, establishing paternity, establishing medical and financial support, and modifying and enforcing court ordered support obligations.

- 756
- Active Cases
- 24
- Paternities Established
- 36
- New Support Orders
- 88
- Support Orders Modified
- 181
- Implemented Income Withholdings
- 1,153
- Enforcement Actions Completed

Total Collections \$1,689,446.26  
County Returns & Incentives Earned \$37,116

### In-Home Services

Protects children in families where abuse and/or neglect are found. Social Workers engage families in activities designed to reduce risk, promote stability and bring about permanence for children.

- 35
- Families Served
- 65
- Children Served

### Work First Family Assistance Program

Employment program for families with children living in the home. Child-only benefits are available to eligible non-parent relatives caring for minor children.

- 138
- Applications Received
- 11
- Average Monthly Cases

### Foster Care Services

Children are placed in the responsibility of the agency through court ordered custody, voluntary placement agreements, or release for adoption. Permanency planning for children provides time-limited and goal-oriented care for children to achieve permanent families as soon as possible.

- 82
- Children in Agency Custody
- As of 7/1/24
- 16
- Children Entered Custody
- Through 6/30/25
- 22
- Children Left Custody:
- 0
- Transferred to Another County
- 0
- Custody Dissolved
- 8
- Returned to Parents
- 3
- Guardianship/Custody to Others
- 9
- Children Adopted
- 2
- Children Aged Out
- 76
- Children Remained in Agency Custody
- As of 6/30/25



Pulling  
Together

## Adult Protective

- 186
- Responses to Reports of Abuse, Neglect and/or Exploitation
- 34
- Guardianship Clients Served
- 23
- Payee Clients Served

### Adult Protective Service Evaluations

Reports of suspected abuse, neglect and/or exploitation are evaluated, and assessments are completed regarding the needs of disabled individuals 18 and older. Services are provided 24 hours a day, seven days a week.

### Guardianship Services

The Court appoints Social Services as guardian for elderly or disabled adults who are mentally incompetent and cannot make responsible decisions concerning their personal care or their finances.

### Protective Payee Services

Social Services is appointed by the Court, Social Security, or the Veterans Administration to receive and assure the appropriate use of benefit funds when individuals are unable to do so.

Honoring  
Everyone



## General

### Shelter/Utility Assistance

The Crisis Intervention Program, Low-Income Energy Assistance, Work First Emergency Assistance, Duke Energy, Energy Neighbor, Emergency Food and Shelter Program, and Helping Each Member Cope are programs to assist people in an energy/shelter crisis. Together these seven programs accomplished the following:

1,245 Households Served  
\$308,100.24 Total Payments  
\$247 Average Payments

### Program Integrity/Fraud Investigations

Public assistance cases are routinely investigated to assure accuracy and to address discrepancies. Repayment of benefits is pursued in cases of fraud and overpayment.

- 255
- Cases Investigated
- \$92,191
- Medicaid Repayments
- \$74,332
- Food and Nutrition Repayments
- \$12,587
- Work First Repayments
- \$179,110
- Total Repayments
- \$220,842
- Dollar Amount Claims Established

### General Assistance

Assistance for families in a crisis situation  
441 Households Served @ \$112 Avg. Payment  
Total: \$49,699.79

### Processing Support Services

11,082 Clients Seen in Agency  
13,009 Incoming Pieces of Mail  
313 Incoming Pieces of Courier Mail  
15,469 Outgoing Pieces of Regular Mail  
2 Outgoing Pieces of Courier Mail

INTEGRITY  
MATTERS  
We investigated & secured repayments in the amount of \$179,110 due to fraud or overpayments.

## Health Related

### Food & Nutrition Services

Designed to raise the nutritional levels in low-income households by providing food assistance to supplement a household's food dollars.

- 2,375
- Applications Received
- 2,439
- Reviews
- 2,297
- Avg. Monthly Cases

A satellite office in Cherokee also provides Food and Nutrition Services and Medicaid.

### Medicaid Expansion

Expansion helps provide clients ages 19 through 62 and up to 138% of the federal poverty line most medical services. DSS supports the qualification process.

- 3,540
- New Medicaid Cases for adults aged 19-62

### Medicaid/Special Assistance

Medicaid provides assistance with medical expenses for low income families with children, disabled adults, the elderly and other special populations.

Special Assistance provides a monthly payment to help pay the cost of facility placement or in-home care.

- 2,846
- Applications Received
- 8,247
- Reviews Completed

### Medical Transportation

Transportation to medical appointments is provided, arranged or reimbursed for individuals who are eligible for this service.

- 839
- Clients Transported
- 3,369
- Number of Trips Provided
- \$16,817
- Payments to Clients
- \$317,407
- Payments to Providers
- \$40,279
- Providers
- \$204,292
- Jackson County Transit
- \$29,793
- EBCI Mobility
- \$43,043
- MAGNET
- 
- Charlie the Cabbie

### Services for the Blind

Assistance is provided to blind/visually impaired clients through Independent Living (IL) Services. The Medical Eye Care Assistance program assists with exams, glasses, vision related surgery and referrals to other programs when funding is available.

### Independent Living Instruction

- 15
- Clients Received
- 7
- New Clients Received
- 6
- Case Closures for Clients
- 2
- Medical Eye Care Clinics Served
- 3
- Clients Referred to Other Resources for Assistance



HURRICANE  
HELENE RELIEF  
Operated Emergency Shelter for 70 displaced citizens for three days. Provided a place to sleep, meals and snacks.



HURRICANE  
HELENE RELIEF  
D-SNAP served 2,991 clients & distributed \$707,549 in food assistance to Jackson County residents over a 7 day application period

Looking  
After Each  
Other