

DEPARTMENT OF SOCIAL SERVICES

	<u>2008-09</u>	<u>2007-08</u>	<u>2006-07</u>
Budgeted Personnel:	55	58	70
Expenditures:			
Current	\$3,122,732	\$3,186,529	\$3,029,369
Capital	\$0	\$0	\$0
Total:	<u>\$3,122,732</u>	<u>\$3,186,529</u>	<u>\$3,029,369</u>
Revenue:	\$24,810	\$23,015	\$28,092

Note: 50 of the 55 budgeted positions in 2008-09 were filled (26 f/t and 24 p/t, seasonal, and temporary). Expenditures included: \$2,695,029 in operating expenses plus \$427,703 to External Entities. Operating expenses were reduced by -\$37,366 over last fiscal year. Revenues, generated only through Homemaker services, were up \$1,795 from last fiscal year.

STATEMENT OF DEPARTMENT MISSION, GOALS, AND TARGET POPULATION

Mission: To protect and promote the welfare of the most vulnerable individuals in the community, through support and services of the highest quality, which maximize competency, independence, and quality of life.

Goals: To provide for basic human needs; maintain the integrity of families; strengthen residents' self-reliance and self-sufficiency; and promote positive social development and emotional adjustment for residents unable to access these services elsewhere.

Target Population: Greenwich's economically-disadvantaged residents; children and youth at risk of poor social or emotional adjustment; residents with confusion, dementia, and other declining abilities due to age and health conditions; those with intellectual disabilities and chronic mental illness; and those of limited income with physical and medical needs whose needs are not fully met by other agencies.

Oversight: The Department is overseen by the seven-member, policy-making Board of Social Services. Board members serve three-year terms. Board officers this year were Mrs. Kimberly Terrenoire, Chairperson, Mr. Steve Maxwell, Vice-Chairman, and Mrs. Diane Chiapetta-Fox, Secretary. Other board members were Mr. Steve Francis, Mrs. Mary Huyck, Dr. Victoria deBary, and Ms. Liz Menten.

KEY DEPARTMENT OPERATIONAL ACTIVITIES IN '08-09

- **Accountability:** The Greenwich Department of Social Services (GDSS) has fully implemented the EVOLV^{CS} system, allowing for greater accountability in the delivery of services. The system provides data that helps in future planning through balancing services and the cost of delivering these services, as well as measuring their effectiveness and efficiency. The Commissioner uses EVOLV^{CS} data in the monthly report to the Board of Social Services, and Town leaders.
- **Meeting Community Needs:** The economic downturn resulted in an increased demand for social services. Departmental response continuously shifted to meet growing demands. In October 2008, GDSS, for the first time, participated in the National Depression Screening Day, offering screenings & referrals to residents. In February 2009, GDSS held a Resource Fair, bringing together community organizations and Greenwich residents, with the aim of informing, educating and empowering those who needed help, by linking them with local resources. Twenty-seven agencies participated, and over 100 residents attended.
- **Strategic Planning:** The Board of Social Services formed a strategic planning committee, to assess departmental services and community needs, with the aim of delivering services in the most cost efficient and socially effective manner.

KEY SERVICES TO THE COMMUNITY IN '08-'09

The Department provides various direct and indirect services to Greenwich residents.

I. Direct Services. In FY 08-09 GDSS provided services to 2,636 unduplicated clients (individuals and families), representing a 21% increase (460 clients) over last fiscal year. The monthly departmental caseload steadily increased over the year, ranging from 1106 – 1592 at the end of the fiscal year (June '09). There were 980 new clients (never seen before) to the Department. The greatest needs were for short-term & supportive counseling; financial assistance; housing issues that include eviction prevention and rent assistance; and seasonal programs such as energy assistance and assistance with entitlements. There was also big increase in food & clothing assistance through Neighbor to Neighbor. Other major services included conservatorship & protective services for seniors; clinical case management & supportive group therapy to the chronically mentally ill; and homemaker services to seniors and the disabled.

Profile of Clients Served: FY '08-'09													
Age	Total			White		Hispanic		Black		Asian		Other	
	M	F	Total	M	F	M	F	M	F	M	F	M	F
Under 18	243	142	385	74	46	133	81	31	12	0	1	5	2
[18-44]	184	681	865	59	214	102	360	10	95	9	9	4	3
[45 - 64]	224	430	654	141	200	61	151	13	63	3	10	6	6
[65 - 100]	199	527	726	148	419	28	71	11	31	10	5	2	1
100 and plus	0	6	6	0	6	0	0	0	0	0	0	0	0
Total	850	1786	2636	422	885	324	663	65	201	22	25	17	12
				1307		987		266		47		29	
Percentage of total	32%	68%	100%	49.5%		37.4%		10.1%		2%		1%	
Other includes mixed race, West Indian, & unrecorded													

- **Casework & Case Management Services.** Greenwich Department of Social Services (GDSS) provides casework services to town residents. Those able to pay are referred to the appropriate community agencies. The Department offers the only single point of entry for case management services to individuals and families who have basic human needs and little economic and/or emotional ability to address them. The Department services are seen as those of last resort after residents exhaust all other viable options for self-sufficiency. Caseworkers make all efforts to locate and engage other community resources in meeting clients needs. Services are delivered through two teams, one focusing on adults & families, and one focusing on seniors.
 - The A&F team provides services to families and individuals under age 55. The A&F team served 1570 clients in this fiscal year, a 30% increase over last year, and an overall 60% of the total clients served.
 - The Senior team provides services to the 55 and over population. The Senior Services Team served 1066 of the total clients, an 18% increase over last fiscal year. Of the 1066, 27% ranged in age 75-84 and 24% were 85 and above, showing a growing need for homecare services. Serving this population often necessitates going where the client is, be it in the home, Senior Center, or elsewhere.
- **Mental Health Services:** Both the Adult & Family and the Senior teams share in the provision of mental health services to the chronically mentally ill population. Services include individual on-going support, clinical case management, and group counseling, including a weekly socialization group for clients who would otherwise remain isolated at home. The Department served 116 individuals this past fiscal year.
- **Food Insufficiency:** GDSS screens and refers clients to Greenwich’s food and clothing bank, Neighbor to Neighbor. In addition, GDSS provides emergency food from the Department’s Food Pantry. At the of the

- **Town Financial Aid:** The Department disbursed \$156,700 to 300 Greenwich households. The majority (43%) went toward housing issues-preventing evictions; 18% went toward utility shut offs; 10% went toward Meals-On-Wheels for Seniors. The balance went toward health emergencies, medication, Lifeline alert for seniors, transportation, & miscellaneous emergencies, such as bed bug problems, etc.
- **Youth Services.** The A&F team oversees two programs geared to Greenwich youth, The Greenwich Youth Conservation Project (GYCP), a 72-slot, summer employment, educational and socialization program for 14 and 15 year-olds; and the Byram Archibald Neighborhood Center (BANC) After-School Program for children in kindergarten through 8th grade.
 - BANC served 53 children in FY'08-'09, 10 more than the previous year, showing greater demand.
- **Homemaker & Escorted Transportation.** The Department provides Homemaker Services for low-income seniors and disabled individuals, who meet criteria, on a small sliding scale. Services include light housekeeping, laundry, meal preparation, and with a doctors authorization bath assistance to clients unable to manage these tasks themselves due to frailty or illness. Escorted transportation is provided for the physically and mentally challenged clients who receive casework services from the Department.
 - **Homemaker Service:** Homemakers provided 13,000 hours of service to 150 seniors and individuals with disabilities, for an average of 9.5 hours per month per client.
 - **Escorted Transportation:** Case Aides provided approximately 6,000 hours of service to 206 unduplicated clients. These services help many clients to access their medical providers, food, and other needs, such as medication pick-up.
- **Elderly /Disabled Renter's Program and Energy Assistance Program:** State law provides a renters rebate program for Connecticut renters who are elderly or totally disabled, and have resided in the state for at least one year, and have incomes below certain limits.
 - **Renters Rebate '08-'09:** GDSS submitted 346 applications for renters rebate.100% were granted with benefits to applicants totaling \$173,479. The number of applications remained the same as last year, but the financial assistance increased by 9%.
 - **Energy Assistance '08-'09:** GDSS accepted 414 applications, a 17% (61 families) increase over last fiscal year. The total awards distributed were \$227,530. Only 75% of households received awards as opposed to 80% last year. 20% had incomes that exceeded the maximum, and 5% were denied due to missing documentation.
- **Operation Fuel:** Operation Fuel is a privately funded fuel bank providing financial assistance to eligible low-income families with fuel or utility emergencies. GDSS administers the program locally. In FY'08-'09 the state contributed to this fund for the first time, adding \$14.5 million to address record high heating costs, and the downturn in the economy. Operation Fuel awarded over \$47,425 to 64 Greenwich households. The amount increased over last year by \$20,000 however, 15 less households received an award.
- **Community Gifts Program.** The A&F team oversees this program involving Town and private sector collaboration, distributing toys, food, cash, clothing and shoes, to Greenwich families in need. There are several component programs:
 - the *Holiday Aid Program* provided for 919 eligible households (2692) individuals) during the Thanksgiving and December Holidays;
 - The *Campership Program* provided partial and full scholarships to summer camps for 254 children ages three to fourteen, up from 240; and 25 seniors, totaling 279 campers.
 - The *Boots and Shoes Program* provided families with vouchers toward back-to-school footwear for 288 children, ages five to fifteen, through the *Salvation Army Emergency Aid Program*. The Salvation Army also provides other assistance, such as food vouchers, and financial assistance around specific needs.

II. Indirect Services. The Department works in collaboration with community agencies to identify human service needs and respond accordingly.

- **External Entities:** Since 2006, GDSS has had the responsibility for oversight of local Human Services Organizations that receive town funding. In FY '08 – 09, \$427,703 was distributed, a \$25,000 reduction over the previous year. The reduction resulted from one entity (Greenwich Adult Day Care) moving to a new facility. Other entities funded were: Liberation Programs, Shelter For The Homeless, TAG, and the Town's share for a Youth Coordinator through the United Way of Greenwich.
- **Community Partnership:** The Department provides access to needed resources for clients through collaborating with various community organizations, and participating on Boards & Committees in the community. Leading collaborative partners include Greenwich Hospital, the Greenwich United Way, Greenwich Housing Authority, Family Centers, the Dubois Center, local churches, and individual & group philanthropists. GDSS staff also works closely with other town departments, including the Office of the First Selectman, Police Department, Department of Health, Public Works, and Parks & Recreation, to coordinate services, such as evictions and condemnations, services for youth, and general public safety.

DEPARTMENT ACCOMPLISHMENTS IN 2008–2009

- **Assessment of Services:** The Department conducted an in-house, ten-town study, comparing social services in Greenwich to social services in like towns in the state. Some lessons learned included: (1) Of the 5 towns in Fairfield County, where cost of living soars, Town Of Greenwich (TOG) leads our peers with 3% families below poverty; (2) TOG overall spending & SS spending per capita are on par with our Fairfield neighbors; (3) GDSS budget is within 1% total town spending-as is each town; (4) Among Fairfield neighbors, TOG has most public housing with 48-50% making up GDSS clients; (5) Towns offer most of same services-Different ways of delivery; (6) GDSS automated system (EVOLV) superior to most; (7) GDSS is unique in delivery of Homemaker Services.
- **Measurement of Service Outputs:** With the EVOLV implementation, the Department is better able to quantify service delivery, produce statistical analysis, and assess ongoing needs, thus improving accountability.
- **Student Interns:** Last year, GDSS re-instituted internships for Masters level Social Work students. This year we had 2 students, one from Colombia and one from New York University.

SPECIAL PROJECT PLANS FOR 2009-2010

- **GDSS Anniversary:** “*A Century of Service.*” On October 2, 2009, GDSS celebrates its 100th anniversary. There will be a tree dedication in front of Town Hall on that date. The Department will also host a Breakfast on October 16, 2009 in Town Hall, where local and state officials and town residents will gather to commemorate this milestone.
- **Strategic Planning:** The Board of Social Services Strategic Planning Committee plans to finalize its 5-year plan in fiscal year 2009-2010. This plan will be used as a roadmap for the department in its delivery of services to the Greenwich community. The strategic planning process includes a rigorous needs assessment through data gathering both internal and external to the Department.
- **Collaborative Projects:** The State of Connecticut has issued an RFP for organizations to collaborate and provide a program aimed at improving employability for individuals who receive state nutritional assistance, formerly food stamps. The program is called Supplemental Nutrition Assistance Program - Employment & Training (SNAP-ET): The Department is working with Family Centers and other organizations to participate. Family Centers has been designated the lead, and has submitted the application to the State.
- The Department is planning on a collaborative project with the Boys & Girls Club, and a newly formed program, The Greenwich Mariners, on launching a sailing program for disadvantaged youth, aimed at increasing science & math scores through exposure to sailing. The program will be modeled on that of the Stamford Sailing Foundation. Plans are underway to begin in January 2009

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 Commissioner of Social Services
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