



GUILFORD COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES
AGING AND ADULT SERVICES DIVISION (AASD)

JENISE HORTON-DAVIS

DIVISION DIRECTOR

APRIL 20, 2017

MISSION

Enable individuals who are aged, veterans, and/ or mentally or physically disabled to achieve a quality of life that is safe and healthy in a least-restrictive environment.

VISION

Create a partnership between Aging and Adult Services and the community to better serve the needs of adults in Guilford County while promoting their independence.



AGING & ADULT SERVICES UNITS

Adult Protective Services

- Adult Protective Services
- Adult Domestic Violence (FJC)

Adult Foster Care

- Adult Care Home Monitoring
- Adult Protective Services Intake
- State Services for the Blind



Guardianship

- Guardianship
- Unclaimed Bodies
- Adult Placement

Adult Outreach & Support

- Representative Payee Services
- Individual and Family Adjustment
- Short-Term Case Management
- Targeted Housing
- Outreach
- Community Social Service Tech.
(State Certified)



In-Home Aide

- In-Home Aide
- Registered Nurse
- Adult Daycare

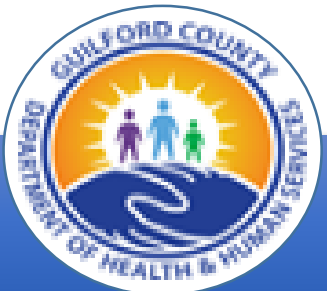
Veterans Services

- Compensation/Pension Claims
- Aid and Attendance/Housebound Assistance
- Burial Benefits
- Life Insurance
- Vocational Rehabilitation
- VA Healthcare Enrollment
- Requests for Military Records
- Education Benefits and Scholarships



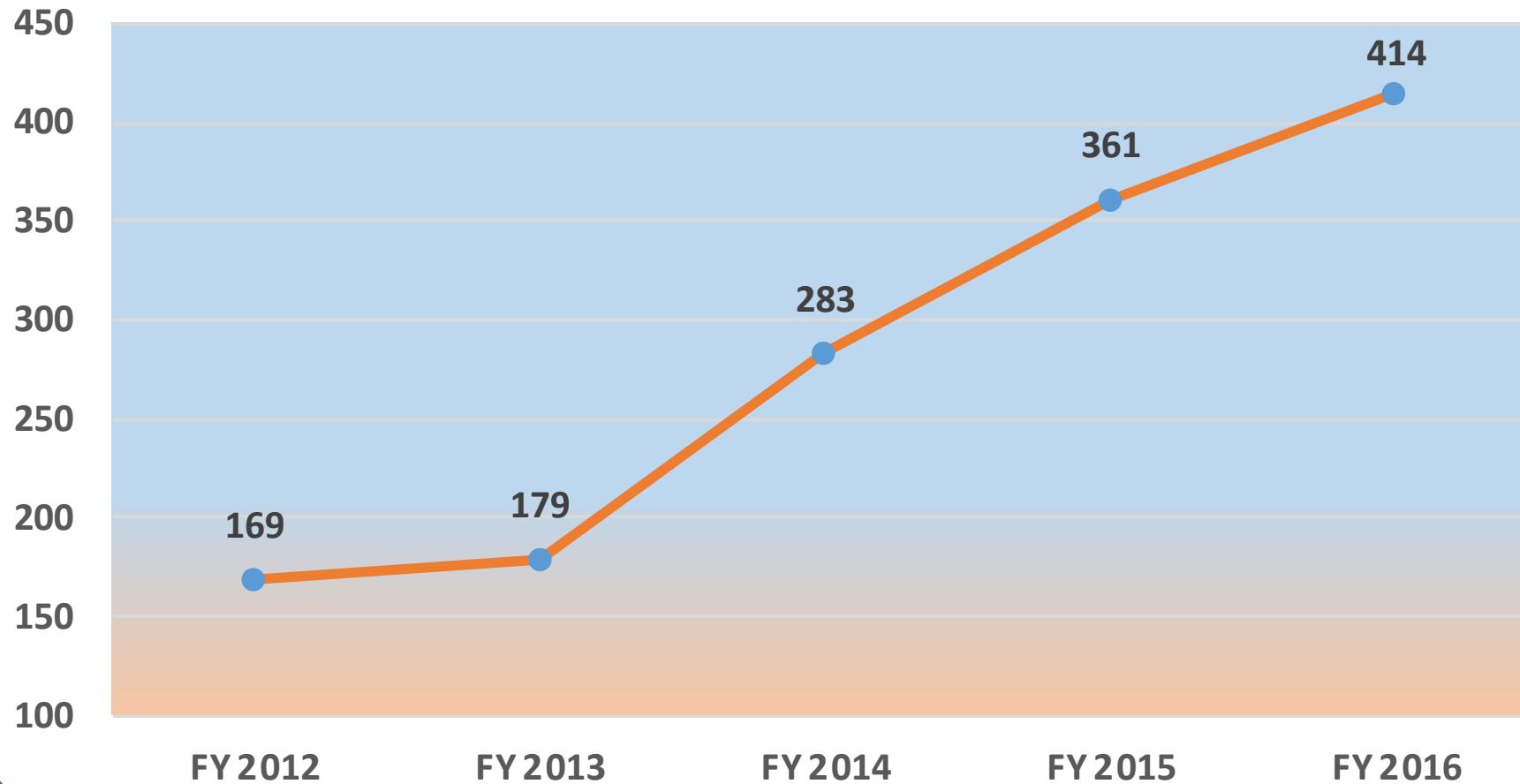
FUNDING FOR SERVICES

- Social Services Block Grant (SSBG)
- Medicaid Administrative Claiming (MAC)
- Home and Community Block Grant (HCCBG)
- State and County Special Assistance (In Home)
- State Adult Day Care Fund
- Voluntary Consumer Contributions
- Guilford County Match



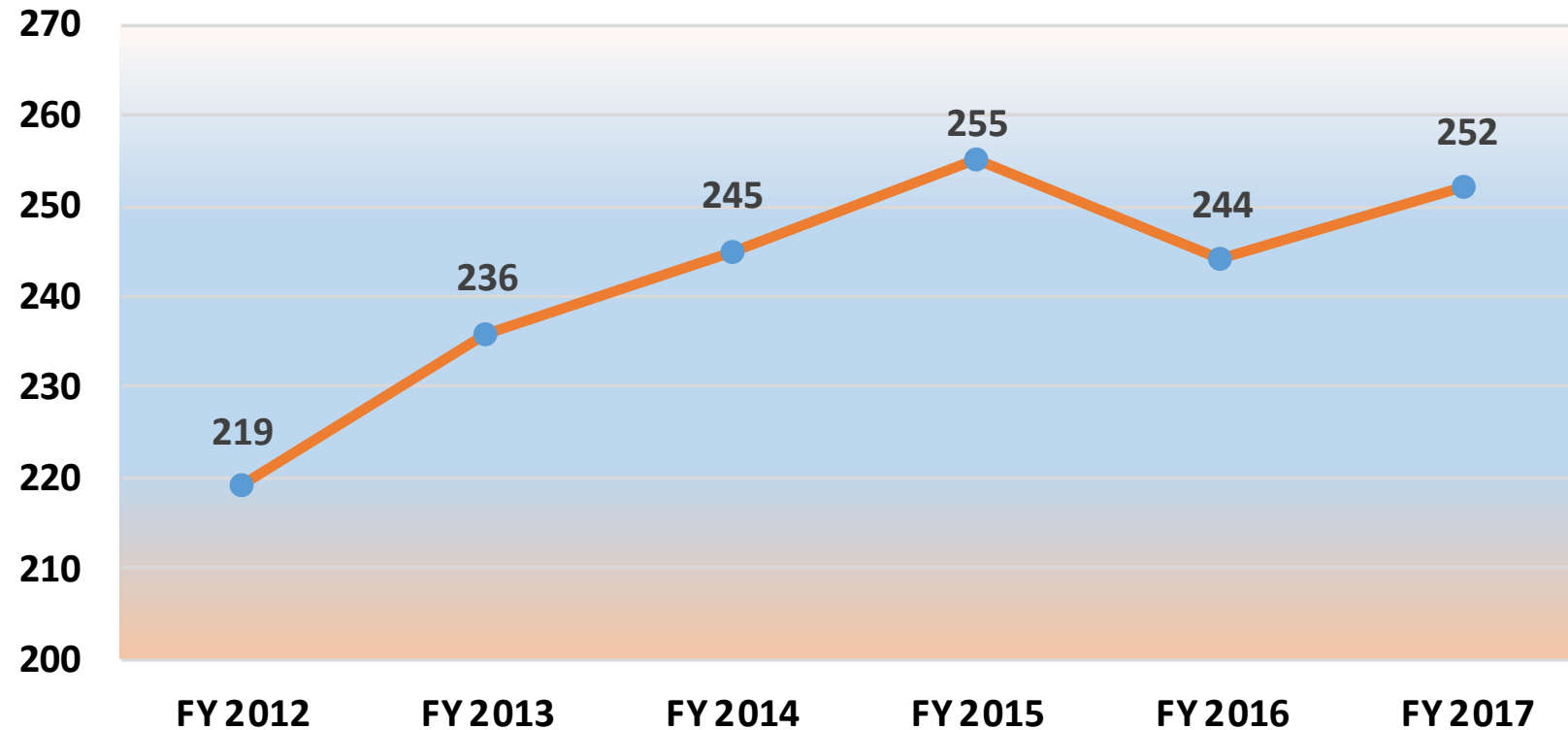
ADULT PROTECTIVE SERVICE TRENDS

APS Cases



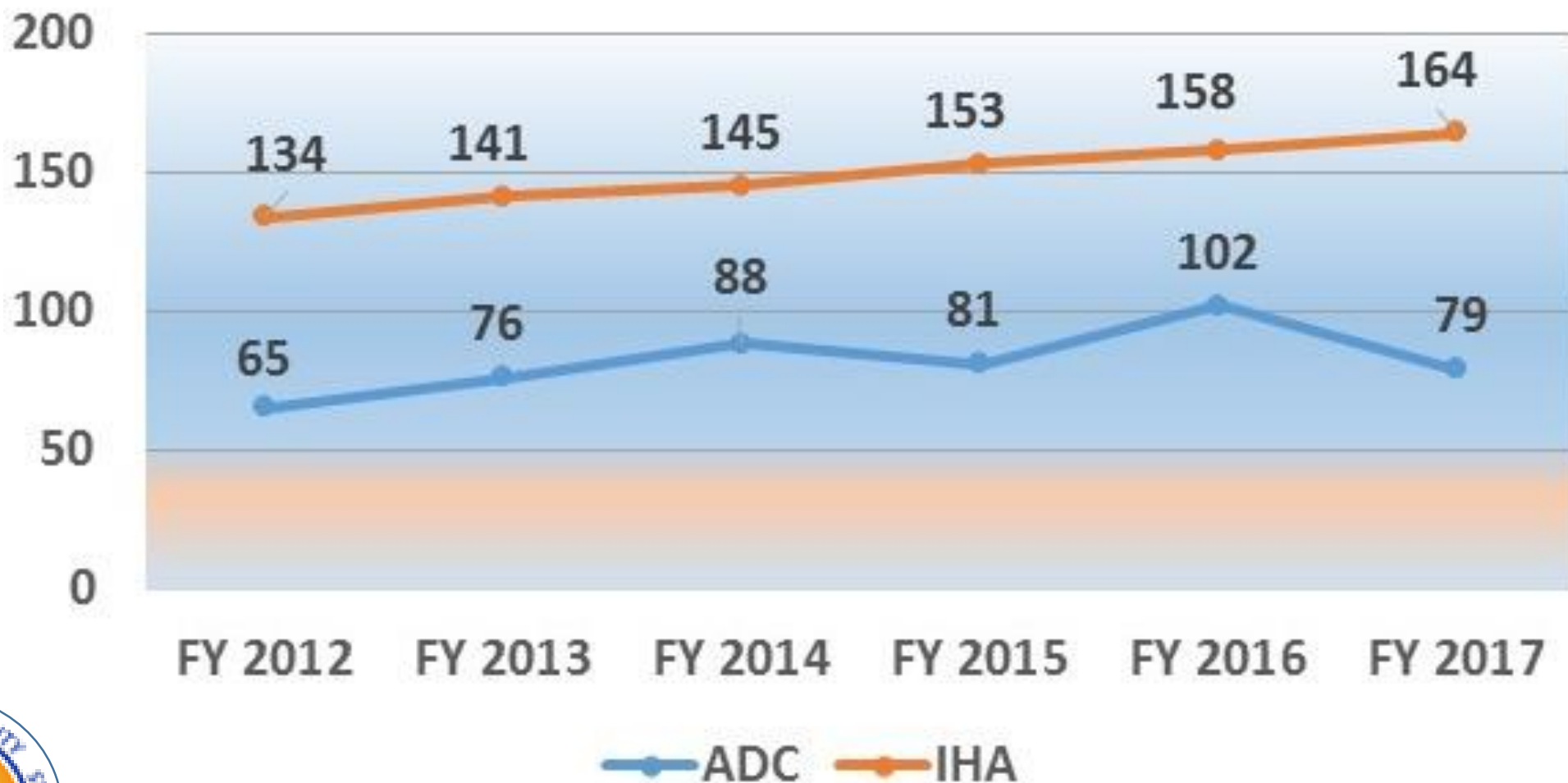
GUARDIANSHIP SERVICE TRENDS

**Average Number of Adults
Guardianship Cases by Fiscal Year**



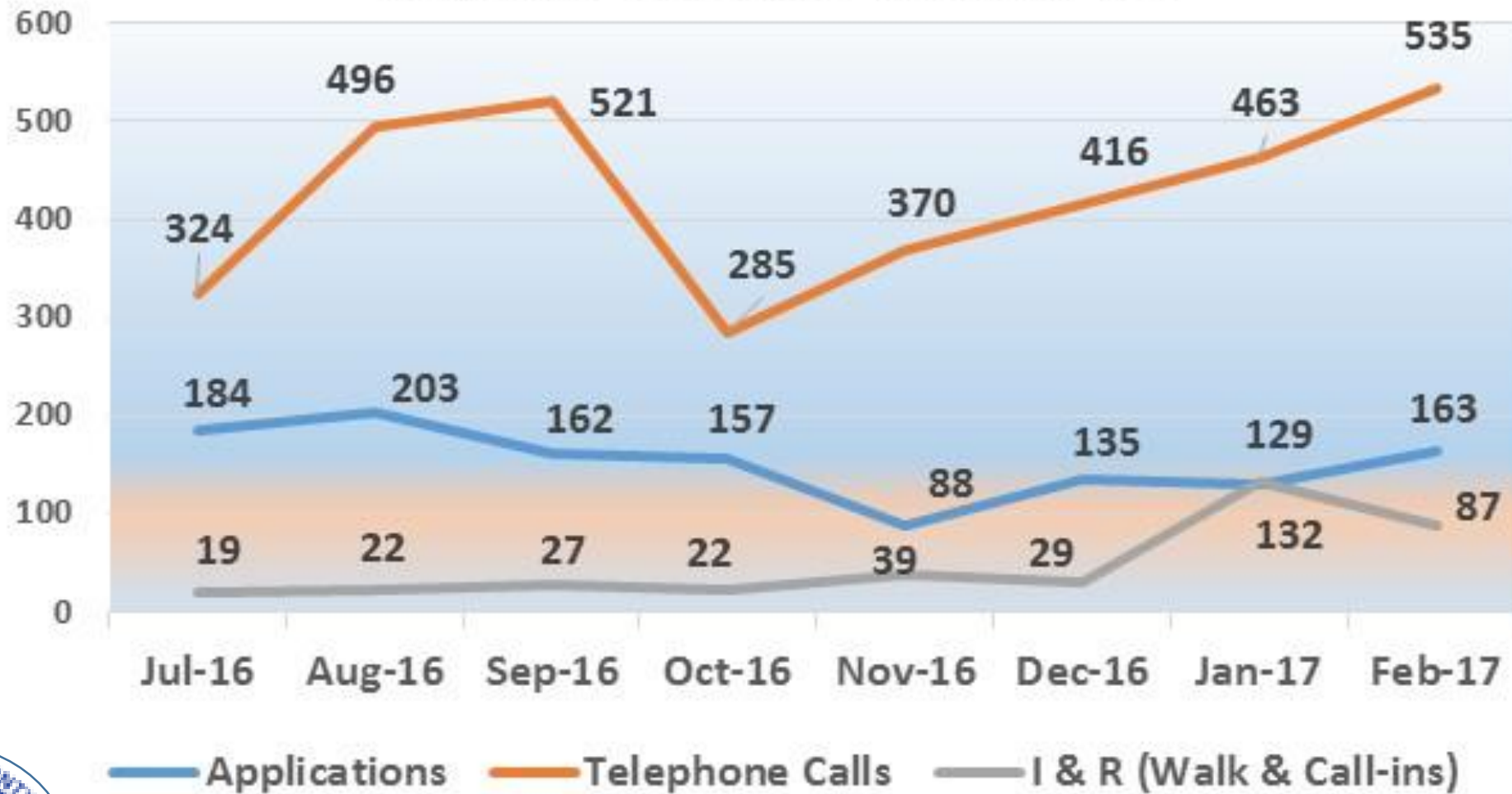
IN-HOME AIDE SERVICE TRENDS

In-Home Aide Total Served



VETERANS SERVICES TRENDS

July 2016 through February 2017



AUDITS

- SSBG
- APS
- GUARDIANSHIP
- SA-IH
- MEDICAID ADMINISTRATIVE CLAIMING (MAC)
- HCCBG
- DIVISION OF HEALTH SERVICE REGULATION (DHSR)
- INTERNAL COUNTY AUDIT



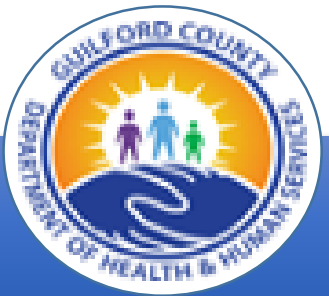
AASD COMMITTEES

- "Silver Bells" Adult Ward Christmas Gift Project
- Culture
- Grants
- GEMS



AASD Innovations

- QA/Training Team
- SW Internship Program



FREQUENTLY ASKED QUESTIONS

- Is there a fee for In-Home Aide/Adult Day Care Services? No, the services are provided without regard to income through the Home and Community Care Block Grant. Consumers can voluntarily contribute toward the cost of their services.
- Are family members that serve as legal guardian subject to financial responsibility? No, expenses should be paid from the adult's income.
- Will APS come immediately and handle my family crisis? The response time is determined by the nature of the situation. Most cases allow a 24 or 72 hour response from APS. An immediate response is one where the allegation is danger of death in an emergency situation as defined in G.S. 108A-101(g).



FREQUENTLY ASKED QUESTIONS

- Is there a fee for DSS serving as Representative Payee? No, DSS provides this service without charge under SSBG/MAC funding.
- Can DSS serve as Representative Payee for Veterans? No, per the Veteran's Administration.
- Can DSS serve as Representative Payee for Special Assistance-In Home recipients? Yes
- Who should one contact to make a complaint about an adult care home? Call the Division of Health Service Regulation (DHSR) at 800-624-3004.



QUESTIONS?

