Metropolitan Social Services

Metropolitan Government of Nashville and Davidson County

ANNUAL REPORT 2005 - 2006

Metropolitan Social Services

ANNUAL REPORT

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Message from the Executive Director Gerri Robinson

Message from the Executive Director:

I arrived at Metro Social Services in 2004, following a newly released performance audit that recommended sweeping changes to the Department. After reviewing existing programs and examining the feasibility of the audit recommendations, we created a new departmental structure in the hopes to extend services to people in

need. During the past fiscal year, we were able to implement a solid administrative foundation and bring together service providers within Metro Government and within the community to effectively serve Davidson County residents.

The first eighteen months of the new business model have been quite successful. In response to surveys, 90% of our customers report being satisfied or very satisfied with the services provided by MSS staff. In our attempt to serve the most vulnerable, we expanded partnerships and collaborations with community associations, faith based organizations and state government departments. It was one such partnership with the University of Tennessee's Center for Business and Economic Research that enabled the Department to survey relative caretakers regarding challenges they face when caring for the children of their kin. In addition to numerous stressors cited, these families receive little or no support from safety net programs. They also reported numerous health issues. In another partnership, Rooftop, a consortium of churches in Davidson County, provides funds for the Homeless Unit to assist individuals and families to access permanent and transitional housing.

Our new approach will increase quality of performance and help avoid unnecessary duplication of services. Metropolitan Social Services serves its clientele in three ways:

- First, through its Adult and Family Service Division, it provides a complement of direct services to those in need;
- Second, through its Planning and Coordination Unit, it conducts research to improve existing programs, and identify emerging problems; and
- Third, through its Planning and Coordination Unit it seeks to create a management role that will help coordinate and inform service providers and avoid unnecessary duplication of effort

Now that our program structure is in place, we are working on securing accreditation from the Council on Accreditation.

My staff and I are committed to helping all people in Metropolitan Nashville-Davidson County live a quality life. We acknowledge that we can only achieve our mission and vision by partnering with community organizations and residents. We welcome the opportunity to share resources, work together to achieve common goals, and create new possibilities to serve Nashvillians.

Message from the Chair of the Metropolitan Social Services Board of Commissioners Linda Mattson

Message from the Chair:

Two years ago the Commissioners of Metro Social Services adopted a new business model. The core of the new business model is a planning and coordination function with strong quality assurance, case management, and information and referral. In order to change the paradigm from a strictly service delivery organization the Commissioners with the assistance of staff and an external audit report undertook the task of reviewing each of the programs and determining the best fit.

We decided to accept the audit's recommendation to get out of the direct child care business. With financial assistance from MSS for two years, McNeilly Center for Children took over the management of the Junior League infant and toddler program. This move was extremely successful for the community as the program grew from approximately 34 infants and toddlers to its full capacity of 52.

We also successful moved our transportation services to MTA Access Ride and increased the number of seniors served. Knowles Home moved under the management of Bordeaux Long Term Care providing a continuum of care for seniors needing assistance. These are just a couple of the recommendations which were accepted and implemented by Metro Social Services.

This past year MSS reorganized to support the new business model. MSS began work with the Homelessness Commission on its 10 year plan to end chronic homelessness. MSS implemented a homeless unit to assist the about to be or newly homeless find housing and needed services. This unit serves an increasing number of clients. MSS served vouchers for 400 young people to attend summer camp. MSS held a number of very successful Roundtables to look at key issues in the community. MSS continues to provide excellent services to its customers through its Family Support Services, Homemaker, and Nutrition services.

The organizational structure is in place. MSS is now positioned to move forward. We will partner with citizens, providers, government officials, and others to determine unmet needs in the community and develop a plan for meeting those needs with a focus on children/youth, seniors, immigrants, and homeless. The Commissioners expect the next year and subsequent years to be exciting and challenging. Resources will be tight and needs great. The key will be to develop successful collaborations to meet the needs of the most vulnerable citizens of Davidson County.

Metropolitan Social Services Board of Commissioners

Name	Term Begins	Term Expires		
Linda Mattson, Chairman May 16, 2006	January 20, 2004	April 3, 2011		
Gwen Harris Vice-Chairman April 18, 2006	April 3, 2001	April 3, 2011		
Glenn Carter	April 3, 2004	April 3, 2009		
Dot Dobbins	April 3, 2005	April 3, 2009		
Leonard Bradley	April 20, 2004	April 20, 2009		
Jose Gonzales	July 21, 2004	July 21, 2009		
Barbara Toms	October 18, 2005	April 3, 2010		

MSS History From Whence We've Come:

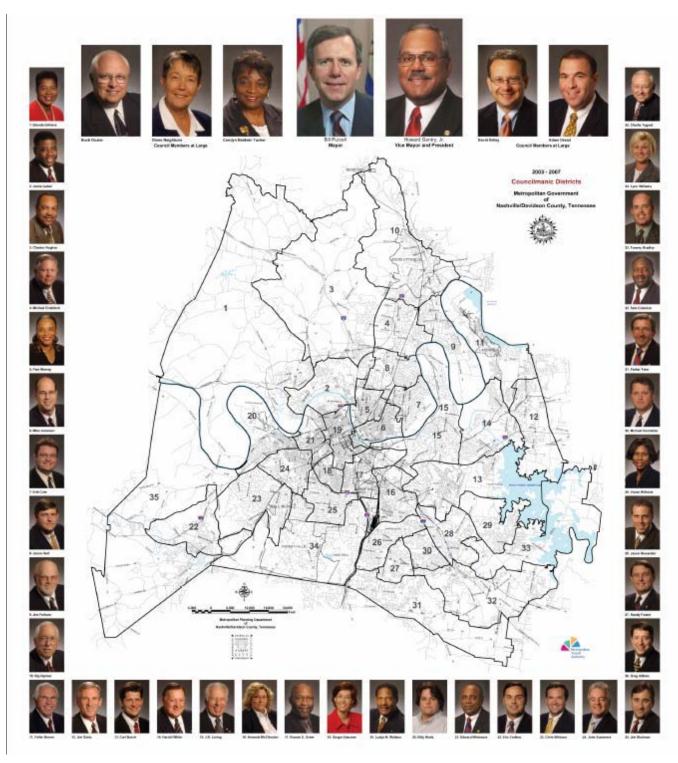
Historical Overview of Metro Social Services from the 18th Century and Changes in Public Funding of "Safety Net" Services for the Most Vulnerable

The following summary of the origins of Metro Social Services (MSS) shows that the Department has made a significant shift in direction, a move that is best reflected in the transfer of the financial assistance program from MSS to the Metro Action Commission. Financial assistance had been a part of the Department's charge since its inception. Over the last ten years, MSS has been downsized from a department with approximately 400 staff to its current staff of 100. Changing federal and state priorities have precipitated some of these changes.

Local Social Service Efforts	Date	Federal and State Social Service Efforts
Tennessee legislature charged local justices	1797	
of peace to care for people felt to be in		
need.		
Davidson County Quarterly Court set up	1890s	
Charities Committee that worked with		
Asylum Commission to investigate		
applications for assistance.		
Charities of Davidson County established	1916	
with budget.		
Charities of Davidson County changed to	1931	
Welfare Commission of Davidson County.		
	1935	Passage of Social Security Act. (federal)
	1937	Tennessee Department of Public Welfare (now Department of
		Human Services) established.
	1939	Federal Security Agency created.
Department of Welfare of City of	1943	
Nashville created.		
	1953	Department of Health, Education, and Welfare established.
		(federal)
Davidson County Welfare Commission	1954	
hired first director. Commission provided		
temporary assistance to residents of city		
and county; social services division under		
Hospitals assessed families.		
	1961	Pilot federal Food Stamps Program initiated.
		• Aid to Families of Dependent Children (AFDC)
		constituted largest single federal expenditure of funds for
		direct public assistance.
Local Social Service Efforts	<u>Date</u>	Federal and State Social Service Efforts
Creation of Metropolitan Social Services	1963	
(MSS) – consolidation of city and county		

welfare department/commission		
1	1965	Creation of federal Medicare and Medicaid programs.
		Creation of Head Start.
Richland Village created under MSS.	Late '60s,	
Turning Thage or care and the state of the s	early '70s	
Day care for elderly and disabled added to	1972	WIC (Women, Infants, and Children) established as pilot
MSS.	17/2	program.
14100.		Supplemental Security Income (SSI) enacted.
	1072	
	1973	Creation of Tennessee Housing Development Agency.
	1974	WIC authorized as national program. The GOVI.
		First SSI benefits paid out.
	1975	Child Support Enforcement program established. (federal)
Nutrition program for elderly added to MSS.	1976	
	1977	Federal Food Stamps Program implemented nationwide.
Childcare center opened under MSS.	1979	Creation of separate Department of Education. (federal)
• Two homes for aged consolidated into one new facility.		
Alzheimer unit added to adult day care	1980	HEW officially became Department of Health and Human
program of MSS. Refugee programs		Services (HHS). (federal)
started.		Federal funding provided to states for foster care and
		adoption assistance.
Homemaker program began at MSS.	1981	
Information and referral, Disability	1988	Creation of JOBS program and federal support for child
Information Office, and Adult		care.
Transportation transferred to MSS.		Passage of McKinney Act to provide health care to
•		homeless.
MSS involvement with job training and	1990	
welfare reform initiatives expanded.		
Child Care Broker services began at MSS.	1992	
Case management unit added at MSS	1993	
to assist JOBSWORK participants.	1,,,,	
 Child Care Broker and case 		
management services were supported with		
state funds.		
state runus.	1994	Creation of TennCare as replacement of state Medicaid
	1334	Program.
	1995	Social Security Administration became independent agency.
	1995	
	1990	Welfare reform under federal Personal Responsibility and Wests Operation to Property Act. Wests Operation to Property in the Property i
		Work Opportunity Reconciliation Act.
		Enactment of Health Insurance Portability and
		Accountability Act (HIPAA).
		Families First became replacement to AFDC. (state)
	1997	Creation of State Children's Health Insurance Program (SCHIP).
MSS acquired Caring for Children	1998	
Program.		
 Health Certification Program 	2000	
transferred to the Hospitals.		
• Families First Program returned to the		
state.		

Local Social Service Efforts	<u>Date</u>	Federal and State Social Service Efforts
Child Care Broker and associated Job	2001	Centers for Medicare and Medicaid created, replacing Health
Training Partnership Act (JTPA) returned		Care Financing Administration.
to state.		
Richland Village Residential Care	2002	
Program closed.		
Caring for Children Program		
transferred to Metro Finance		
Department.		
Richland Village Community Services		
began.		
	2003	Medicare Prescription Drug Improvement and Modernization
		Act of 2003 enacted.
Disability Information Office	2004	
transferred to Metro Finance		
Department.		
Knowles Home and Adult Care		
Program transferred to Hospital		
Authority.		
Child Care Center transferred to		
McNeilly Learning Center.		
Transportation Program transferred to	2005	
Metropolitan Transit Authority (MTA)		
Refugee Services Program transferred		
to Catholic Charities.		



2006 Updates:

District 3 – Walter Hunt

District 16 – Anna Page

District 23 - Emily Evans

District 30 – Jim Hodge

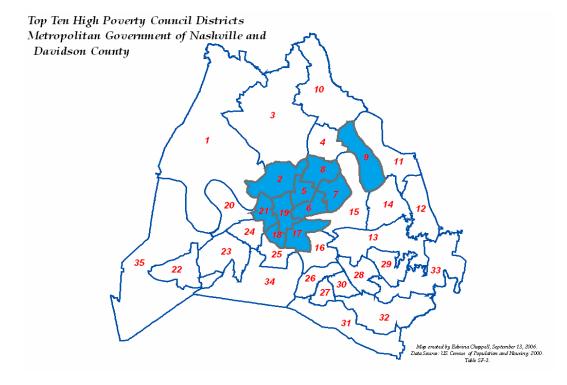
District 33 – Robert Duvall

MSS Focuses on High Poverty Areas

Services and activities promote positive change for individuals and families and enhance the capacity of society to offer equal opportunity for all. Services are respectful of the rights and dignity of persons, comprehensive, accessible to those who need them, inclusive, respectful of diversity, culturally sensitive, and empowering.

Based on the 2000 Census, 11.9% of Nashville's households live in poverty. There is a wide variation of poverty levels among Metropolitan Council Districts, ranging from 1.1% to 37.0% of households living in poverty. Services provided by and through MSS focus on the ten districts with the highest poverty levels in Davidson County.

Council District	% of Families in Poverty
District 19	37.0
District 21	29.9
District 5	29.5
District 17	28.6
District 2	23.9
District 6	22.6
District 9	19.5
District 18	15.7
District 7	15.6
District 8	13.7



MISSION

The mission of Metro Social Services is to provide research, planning, coordination, and family support products to the most vulnerable people in Davidson County so they can experience the best quality of life possible.



Adult and Family Support Services

MSS is committed to helping Nashville residents meet the challenges of a new day. We provide direct services to the elderly, disabled, individuals taking care of extended family members, and homeless populations through our Adult and Family Support Services Program. In Fiscal Year 05-06 (July 1, 2005-June 30, 2006), MSS received 12,785 requests for assistance. That number does not include data from Homemaker Services and the Senior Nutrition Program. (Additional information is available at: http://www.nashville.gov/sservices/support_sycs.htm)

Family Support Services

Family-centered casework aims to strengthen and enhance families by addressing the needs of individual family members and the dynamics of the family, and by enhancing interaction and communication within the family. The program provides services to help customers receive basic needs to enhance the quality of their lives. Brief counseling provides short-term, solution-oriented counseling for individuals, and focuses on strengths and solutions rather than problems.

Each month, an average of 58 individuals and/or families received solution-oriented case management.

During Fiscal Year 05-06:

- 705 Cases Opened
- 333 Cases Closed
- 223 Average Open Cases in 24-day period
- 38 Average Caseload per Caseworker

MSS provided stipends to allow children from low-income families to attend summer camps of their choice. This new Summer Camp Stipend Program provided scholarships to more than 400 low-income parents and relative caregivers. (Each stipend valued up to \$500.) Under the stipend program, qualified adults were able to send their children to camp. In addition, the program provided first point-of-contact information to parents and facilitated enrollment for children in special needs families. To identify families, MSS worked closely with Family Resource Centers and other community organizations.

Information and Referral Services

Information and Referral identifies the needs of customers and provides assessment for complex problems. Caseworkers link customers with community agencies that deliver services to meet those needs and follow up to ensure delivery of services. Each week, about 90 calls are received and customers are linked with the services they need.

During Fiscal Year 05-06:

- 769 Cases Opened
- 715 Cases Closed
- 105 Average Open Cases in 24-day period
- 33 Average Caseload per Caseworker

Adult Homemaker Program and Relative Caregiver Services

The MSS Homemaker Program provides in-home support services for eligible frail elderly and adults with mental or physical disabilities. The program has been in existence for almost 25 years and assists customers with household tasks and/or personal care.

Specialized Relative Caregiver Homemaker Services are provided to families with minor children in their homes in cases where these children are at imminent risk of entering state custody or if the children have been placed out of their homes, but are about to enter reunification proceedings. The families served under this program include children who are being raised by grandparents and other relatives.

During Fiscal Year 05-06 ongoing services were provided to: 338 Total Homemaker Customers 320 Frail Elderly and/or Disabled Adults per month (average) 11 Relative Caregiver Families with about 30 children per month (average)

Customer Comments:

"I couldn't function without my homemaker."

"Has reduced my stress, and I don't have to worry."

"She does things I can't do, keeps everything clean."

Senior Nutrition Services

The Nutrition Program provides nutritious meals and nutritional liquid supplements to frail seniors and persons under 60 with disabilities through home delivery or in senior dining settings. These services help our customers to stay healthy while at home and avoid unnecessary hospitalization and nursing home placements. A total of 265,842 meals were provided during the year.

During Fiscal Year 05-06, Nutrition Services meals were provided:

- 108,716 Home-Delivered Meals
- 120,671 Congregate Meals
- 46,323 Area Agency on Aging and Disability Meals
- 2,101 Emergency Home-Delivered Meals
- 1,465 Cases of Ensure sold (at cost) to customers

MSS has developed a partnership with the Metropolitan Department of Parks and Recreation to strengthen senior programming in Nashville Davidson County. This partnership is designed to

- Be proactive regarding issues facing senior citizens
- Provide recreation and nutrition activities for seniors
- Combine the resources of the two departments of Metro Government to reduce duplication of activities and better utilize existing resources

During the year, a breakfast café was started at Douglas Center, and the dining experience has been enhanced at the renovated Hadley Park Center. There has been joint staff training to better respond to senior needs and increase participation rates at Elizabeth Center.

Future plans include a senior nutrition program at Hermitage, Hartman and Coleman parks.

Customer Comments/Home-delivered Meals: "I eat better than I ever have."

About the person who delivers the meals: "Definitely the absolute best person. In thinking of people, she is the most thoughtful, caring, friendly, cheerful person that I have ever met in my life."

Ensure: "What a blessing!! Thanks."

Senior Transportation

MSS successfully utilized the AccessRide transportation service of Metropolitan Transit Authority, by paying for trips to and from nutrition sites, medical appointments and other locations. As a result, the number of trips provided to seniors has tripled during the last year.

Burial Assistance

Burial Assistance provides assistance to families in a time of grief and crisis from the loss of a loved one and also partners with various Metro agencies and community vendors. The program provides assistance for persons who resided or who died in Davidson County without sufficient resources to cover the cost of their burial expenses. Each month, burial assistance is provided to about ten people.

Homeless Services

This program addresses the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies. Under this program case management is provided to about 160 persons/families each month. In addition, this program also collaborates with the MSS Planning & Coordination Unit to enhance services named in the Strategic Plan to End Chronic Homelessness in Ten Years. Services also include assisting Hurricane Katrina Evacuees with housing and employment opportunities.

During the Fiscal Year 05-06:

- 692 Cases Opened
- 475 Cases Closed
- 185 Cases Opened during 24-day period
- 37 Average Caseload per Caseworker

Pilot Homemaker and Nutrition Study

In June 2004, Maximus presented the Metropolitan Social Services (MSS) Board of Commissioners with audit recommendations, which, among other things, included that MSS get out of the homemaker and nutrition services business. The Board voted to accept the business model concept recommended in the Maximus audit while simultaneously evaluating proposed changes to direct service programs. After much deliberation, the Board approved a recommendation from Ms. Gerri Robinson, executive director, for a pilot research project involving the homemaker and nutrition programs. Results from the pilot would assist the Board in making an informed decision regarding the future of those direct service programs at MSS.

The pilot project would allow a comparison between government-provided services with programs offered by a community nonprofit agency. More specifically, MSS would supply a potential customer base and funding to the Mid-Cumberland Human Resource Agency (MCHRA), so they could also provide homemaker and nutrition services to customers in Nashville/Davidson County. Initial research would focus on customer demographics and program satisfaction. The University of Tennessee, Center for Business and Economic Research (CBER) received the research contract.

The CBER evaluation found that homemaker customers across both MSS and MCHRA were very similar in terms of education, race/ethnicity, number of people in the household, and income. MCHRA customers were less likely to never have been married and more likely to be married presently or widowed than MSS customers. Customer satisfaction results from the homemaker study were also very positive. The only statistically significant differences between the two sets of customers involved the amount of service, *NOT* the quality of service.

Unlike the homemaker customers, nutrition customers in the two programs showed few similarities. MCHRA customers were more likely to be white, compared to MSS customers. Furthermore, MSS customers were more likely to live alone and to have lower incomes, typically earning less than \$20,000 yearly. Customer satisfaction results were mixed as well. MSS and MCHRA customers responded similarly regarding satisfaction for temperature of the food, activities at congregate meal sites, and friendliness of nutrition site staff. Differences were observed regarding satisfaction with the taste, smell, appearance, and variety of food at nutrition sites, with MCHRA customers reporting greater satisfaction. Length of participation may be a possible factor in the observed differences. This analysis will be conducted in a brief follow-up survey with a smaller sample of nutrition customers.

In general, no program results supported major policy changes. Additional research is needed to determine whether full privatization of the homemaker and nutrition programs would be fruitful. At minimum, an additional study should include a detailed cost-benefit analysis and an analysis of program administration differences.

Administrative Services Unit

The Administrative Services Unit includes departmental administration, financial management, information technology, human resources management, research, and quality assurance.

<u>Human Resources</u> ensures departmental compliance with all local, state, and federal laws, rules, regulations. Examples include Civil Service rules, Council on Accreditation standards, and similar guidelines. HR also serves as a resource and support system for managers and staff.

<u>Quality Assurance</u> establishes useful performance goals and data for the department. In addition, Quality Assurance pursues Council on Accreditation certification and incorporation of the Child Welfare League of America's standards as benchmarks for providing a higher level of quality service and COA and CWLA best practice results.

<u>Finance</u> provides fiscal accountability, through activities of budgeting and accounting processes that are in line with Council on Accreditation recommendations. The Finance division continues to work strategically with the Office of Management and Budget and to apply the Results Matter concepts.

Research & Evaluation advises the Board of Commissioners, the Executive Director, and the Senior Management Staff on how to best increase the effectiveness and efficiency of MSS programs and services, which are designed to serve the most vulnerable people of Davidson County. The Metropolitan Charter directs MSS to engage in the study and research of issues associated with poverty, as well as treatment methods. Research activities are an integral part of the new business model. Research & Evaluation ensures that all service lines and products of MSS are data-driven, based on sound research and best practice models and adhere to a performance-evaluation, best-practice protocol.

Information Systems

Systems Administration is developing and will maintain an integrated database system in cooperation with Information Technology Services. This system will serve as a countywide database, and will comply with the Council on Accreditation guidelines that ensure confidentiality and integrity of internal databases and protect sensitive information.

During the Fiscal Year 05-06, the Administrative Services Unit:

- Facilitated recruitment and hiring of a diverse staff resulting in a MSS senior management team that is more diverse than in the history of the approximately 150-year-old organization.
- Processed the promotion of five employees while the Department was restructured.
- With the support and assistance of central Metro Human Resources, successfully placed all except three MSS employees who had civil service status and who were affected by a reduction in force (precipitated by Performance Audit recommendations).
- Budgeted within allocated amounts and implemented audit recommendations.
- Made the conversion of FY06 budget and reporting to the new model transferred the FY05 funding
 from the programs that were either closing or being transferred to other Metro agencies or to the MSS
 new model program units as appropriate.
- Set up/transferred/closed FY05 positions as required moved positions to new programs as required for the new model; set up new positions as required and closed the positions that were no longer needed (a total of 74 positions).

- Trained new business office staff during the transition, the business office staff (four staff members) was replaced with two new staff members who had to be fully trained. In addition, duties of the business office had to be evaluated and re-assigned due to the reduction in the number of staff.
- Made the conversion of the Metro-wide financial management system Metro implemented a new system (EBS). We coordinated the training of MSS staff on the new system to ensure that we would be able to meet our required functions with appropriate backup. In addition, the Accounts Payable Workflow project has been initiated and we are trained and ready to begin that process.
- Managed/monitored external research grants (Tennessee State University/Office of Business and Economic Research and University of Tennessee-Knoxville, Center for Business and Economic Research)
- Surveyed staff regarding response to the transition to the new business model and the importance of the title of social worker.
- Developed issue briefs (Survey findings, Social Work Title Protection).
- Conducted literature review on federal and state safety nets for board retreat.
- Engaged in Survey Development and Administration
 - AccessRide Customer Satisfaction
 - o Congregate Meal Customer Satisfaction
 - Frozen-Meal Customer Satisfaction
 - Hot-Meal Customer Satisfaction
 - o In-house Customer Satisfaction
 - o Pilot Breakfast Program Customer Satisfaction
 - o Revised Homemaker Customer Satisfaction Survey Aged and Disabled
 - o Revised Homemaker Customer Satisfaction Relative Caregiver
 - Staff Opinion

Planning & Coordination Unit

The MSS Planning & Coordination Unit was created during Fiscal Year 05-06 to identify needs in the community and coordinate the delivery of services to meet those needs and effectively serve Metro Nashville. The unit will provide social service planning, coordination, contracting and monitoring.

Social Service Planning

- Develop and maintain a plan for the delivery of social services in Davidson County.
- Identify social service needs, particularly in the youth, senior, homeless and immigrant populations.
- Develop service strategies to meet needs.
- Track trends and changes in social service needs over time.

Social Service Coordination

- Coordinate social service delivery with community partners throughout Davidson County to minimize overlapping services and administrative costs.
- Conduct regularly scheduled social service needs assessment meetings with various government, private and community agencies.

Social Service Contracting

- Assist partner agencies in developing financial resources.
- Identify and contract with appropriate agencies for service delivery.
- Manage service delivery contracts.

Social Service Monitoring

- Monitor social service needs of the community.
- Encourage partner agencies to utilize available resources to provide effective and efficient delivery of services to those in need.

The Planning & Coordination Unit will focus on the vulnerable populations of Adults/Seniors, Children/Youth, Homeless and Immigrants. It will collaborate with community partner agencies, work with multi-agency alliances, and provide supportive services to enhance the capacity of social/service agencies in Nashville. Below is information about the services and activities for Fiscal Year 05-06.

Community Involvement

MSS' Planning & Coordination Unit identified and focused on partnerships with community partners (including faith-based organizations, private nonprofit agencies) and numerous Metro Government agencies (Parks, MAC, Health, Schools, MTA/Access Ride, MDHA) and others to serve Davidson County's most vulnerable families. Special efforts were focused on the ten Metro Council Districts with the highest rates of poverty: District 19 (37.0% of households in poverty); District 21 (29.9%); District 5 (29.5%); District 17 (28.6%); District 2 (23.9%); District 6 (22.6%); District 9 (19.5%); District 18 (15.7%); District 7 (15.6%) and District 8 (13.7%).

MSS provided technical assistance to nonprofit and faith-based organizations regarding potential funding sources, development of grant applications/funding proposals, obtainment and effective use of data, program planning and design, program documentation and reporting tools, program promotion, development of an evaluation process, etc.

Contract management included: relative caregiver training through a collaboration involving Family and Children's Service, Tennessee Voices for Children and McNeilly Child Care Center to provide training for grandparents or other relatives who are raising children; Infant & Toddler Child Care for low-income families provided by McNeilly Child Care Center; and a pilot project for Mid-Cumberland Human Resource Agency to provide selected homemaker and nutrition services.

The Planning & Coordination Unit of Metropolitan Social Services is holding a series of listening forums to identify the issues of concern for low-income residents in Nashville. Meetings are scheduled throughout the community and are sometimes held in conjunction with other community activities. Meetings were held in Edgehill (April), Woodbine (May), and are scheduled to continue during the upcoming fiscal year.

Roundtables

The Planning & Coordination Unit hosted a roundtable on June 13, with 58 persons in attendance. The roundtable featured local and national experts who discussed collaborative processes and coordination development. (For additional information: http://www.nashville.gov/sservices/roundtable06.htm)

MSS also sponsored the Second Annual Relative Caregiver Roundtable Conference with almost 50 participants on May 18 to address the issues of the 7,000 grandparents in Nashville who care for their grandchildren, plus many other relative caregivers including aunts, uncles, etc.

Contract Management

During the fiscal year, MSS contracted with local nonprofit agencies to provide services in the community. McNeilly Center for Children provided infant and toddler care to low-income families. A collaboration of Family & Children's Service, McNeilly Center for Children and Tennessee Voices for Children provided training to relative caregivers. A pilot project was developed with the Mid-Cumberland Human Resource Agency for Homemaker Services to serve persons on the waiting list and for the operation of a nutrition site in Antioch. Research has been conducted by the University of Tennessee Center for Business and Economic Research, which will be provided and analyzed during FY 06-07. The purpose of the analysis is to compare services provided directly by MSS with those provided through a contract with a nonprofit agency, as recommended by a Maximus performance audit.

Information Gathering

As part of its information gathering, the Planning & Coordination Unit developed informational reports for social/human service organizations, identified priorities for vulnerable populations, and obtained information about available resources, gaps in services, duplications, and/or trends.

During Fiscal Year 05-06, MSS partnered with the Council on Aging to develop and distribute a Senior Transportation Survey to identify their transportation needs and gaps in existing transportation services.

The Department also conducted research on the needs of relative caregivers in the Families First child-only caseload to identify reasons for caregivers to have responsibility for children in their charge, the level of children with their birth parent, availability of transportation, health issues/insurance coverage, food security, and employment issues.

Finally, the unit developed a planning and coordination survey to seek input from social service organizations in the community. Results will help us identify how MSS' Planning and Coordination services can be most effective in helping Nashville service providers. According to survey results, Nashville social service providers identified the following needs as most urgent: Identification of gaps in services; collaboration within existing organizations in order to conduct community needs assessments; collaboration with existing multi-agency alliances to enhance social services in Nashville; tracking and

monitoring of evolving social service needs due to changing environment; and identification of duplications and/or overlaps in services.

Information Sharing

MSS was able to enhance information sharing through the following activities:

- Developed a Metro Hispanic Resource Directory, which describes the services available through Metropolitan Government for Hispanic/Latino residents.
- Presented educational seminars on immigrant cultural issues (including the Council on Aging's Discover Nashville Program, classes at Trevecca Nazarene University and Vanderbilt University, and to a committee of Leadership Nashville).
- Created a Relative Caregiver Resource Guide (available at the MSS web site).
- Developed and distributed educational and informational material (reports, issue briefs, etc.).

MSS is also developing a data warehouse in order to make information available to the community.

Metropolitan Homelessness Commission

MSS provided staff support to the Metropolitan Homelessness Commission, which works to implement the Strategic Plan to End Chronic Homelessness in Ten Years

(http://www.nashville.gov/sservices/homeless/strategic_plan.htm). In May 2005, the Metropolitan Council established a Homelessness Commission through Ordinance No. BL2005-582, and determined that the Homelessness Commission would be part of Metropolitan Social Services. The members of the Homelessness Commission were selected and began meeting in August 2005.

Since then, the commission developed the Homelessness Case Management Pilot Project (comprehensive case management wraparound services) and the Homelessness SSI Outreach Pilot Project (to assist chronically homeless persons who are eligible to receive SSI or Social Security Disability by facilitating the application process). In the process of implementing the pilot project, MSS developed a Memorandum of Understanding with the Metropolitan Development and Housing Agency for a housing acquisition project for chronically homeless persons.

During the fiscal year, MSS sponsored a Homelessness Conference, which focused on best practices and included nationally known speakers.

MSS was able to work with a VISTA Member who is addressing employment issues for the homeless. The Homelessness Commission also hosted a series of listening tours in order to meet with the homeless persons in our community and learn more about their needs and concerns.

Metropolitan Council Responses

Metropolitan Council Resolution RS2006-1159 requested that MSS review current information and outreach methods for the purpose of expanding and improving the Metropolitan Government's assistance to citizens regarding the availability of governmental aid programs. MSS submitted the report to the Council on March 17, 2006.

Metropolitan Council Resolution RS2004-642 requested MSS to create an Office of Group Homes to serve as a repository for citizen concerns and direct citizens to the appropriate licensing agencies. In response, MSS contacted licensing agencies to obtain information about the location of group homes and continues to maintain an online listing of these group/boarding homes on its web site, along with contact information for licensing agencies.

Metropolitan Social Services has gathered demographic data about the vulnerable people who live in Nashville, including information related to Income, Education, Poverty, Crime, Housing, Elderly, Families, Children, Child Care and Health.

The complete Fact Pack is available at our web site: http://www.nashville.gov/sservices/

Income in Past 12 Months (In 2004 Inflation-adjusted dollars)

	Median household income	Median family income
Tennessee	\$38,794	\$47,530
Davidson County, Tennessee		
(Nashville)	\$42,730	\$49,036
Hamilton County, Tennessee (Chattanooga,	\$38,980	\$47,403
Knox County, Tennessee (Knoxville)	\$41,922	\$53,750
Shelby County, Tennessee (Memphis)	\$39,266	\$49,972
Jefferson County, Alabama (Birmingham)	\$40,591	\$50,698
Duval County, Florida (Jacksonville)	\$42,161	\$52,235
Orange County, Florida (Orlando)	\$44,490	\$49,227
DeKalb County, Georgia (Decatur)	\$45,563	\$52,527
Marion County, Indiana (Indianapolis)	\$39,950	\$49,110
Jefferson County, Kentucky (Louisville)	\$42,650	\$52,262
Mecklenburg County, North Carolina		
(Charlotte)	\$49,552	\$60,607
Wake County, North Carolina (Raleigh)	\$55,442	\$71,363
Franklin County, Ohio (Columbus)	\$46,038	\$57,895
Travis County, Texas (Austin)	\$49,181	\$61,063

Source: U.S. Census Bureau, 2004 American Community Survey

Data are based on a sample and are subject to sampling variability. In addition to sampling variability, the ACS estimates are subject to nonsampling error.

Ratio of Income in Past 12 Months to Poverty Level

	T (1 (N) 1		50 / 54	55 4 00	1.00 to	1.25 to	1.50 to	1.75 to
_	Total (N)	Under .50	.50 to .74	.75 to .99	1.24	1.49	1.74	1.84
Tennessee	5,720,066	6.4%	3.6%	4.6%	4.9%	4.7%	5.4%	1.7%
Davidson County, Tennessee								
(Nashville)	543,866	8.4%	4.2%	3.8%	3.0%	3.5%	5.2%	2.1%
Hamilton County, Tennessee (Chattanooga)	300,540	4.9%	3.0%	4.4%	6.4%	5.2%	3.6%	1.6%
Knox County, Tennessee (Knoxville)	387,037	5.4%	4.8%	3.8%	2.9%	3.0%	5.4%	1.0%
Shelby County, Tennessee (Memphis)	886,419	9.6%	4.5%	5.6%	4.7%	4.3%	5.2%	0.7%
Jefferson County, Alabama (Birmingham)	640,786	6.1%	4.4%	3.1%	5.5%	6.4%	4.3%	0.8%
Duval County, Florida (Jacksonville)	799,230	6.4%	3.4%	3.5%	3.7%	4.7%	4.1%	2.2%
Orange County, Florida (Orlando)	959,591	4.9%	3.8%	2.9%	4.8%	5.5%	5.3%	1.6%
DeKalb County, Georgia (Decatur)	659,702	7.0%	2.8%	4.8%	3.5%	3.9%	6.5%	1.3%
Marion County, Indiana (Indianapolis)	842,127	6.3%	2.5%	3.9%	5.3%	6.4%	5.8%	1.8%
Jefferson County, Kentucky (Louisville) Mecklenburg County, North Carolina	685,842	7.3%	4.1%	2.2%	3.4%	3.8%	5.7%	1.2%
(Charlotte)	753,055	3.8%	4.2%	3.5%	3.3%	3.7%	4.7%	2.2%
Wake County, North Carolina (Raleigh)	699,884	6.2%	2.4%	2.8%	1.8%	2.5%	4.3%	1.5%
Franklin County, Ohio (Columbus)	1,060,873	6.9%	2.8%	3.2%	3.1%	3.4%	4.2%	1.7%
Travis County, Texas (Austin)	847,471	6.9%	2.6%	3.1%	4.6%	4.1%	5.1%	1.5%

Source: U.S. Census Bureau, 2004 American Community Survey

Data are based on a sample and are subject to sampling variability. In addition to sampling variability, the ACS estimates are subject to no sampling error.

Poverty Status in Past 12 Months of Related Children Under 18 Years of Age

Tennessee	Total (N)	Living below poverty in past 12 months	Single-family household and living below poverty in past 12 months
	1,344,875	20.6%	14.0%
Davidson County, Tennessee (Nashville)	126,312	26.2%	16.3%
Hamilton County, Tennessee (Chattanooga)	66,052	17.2%	15.4%
Knox County, Tennessee (Knoxville)	84,413	20.7%	12.5%
Shelby County, Tennessee (Memphis)	242,063	28.1%	22.6%
Jefferson County, Alabama (Birmingham)	153,774	17.3%	14.0%
Duval County, Florida (Jacksonville)	212,666	18.7%	14.7%
Orange County, Florida (Orlando)	244,231	15.5%	11.5%
DeKalb County, Georgia (Decatur)	167,179	23.5%	19.4%
Marion County, Indiana (Indianapolis)	229,098	18.9%	16.4%
Jefferson County, Kentucky (Louisville)	163,616	21.9%	17.5%
Mecklenburg County, North Carolina (Charlotte)	197,775	17.6%	14.3%
Wake County, North Carolina (Raleigh)	183,252	15.7%	9.5%
Franklin County, Ohio (Columbus)	266,987	16.5%	13.3%
Travis County, Texas (Austin)	212,391	12.7%	6.8%

Source: U.S. Census Bureau, 2004 American Community Survey

Data are based on a sample and are subject to sampling variability. In addition to sampling variability, the ACS estimates are subject to nonsampling error.

Service Trends At a Glance Metropolitan Social Services October 2005 to October 2006

Service	Nun	nber	Percent Change	Trend
	Oct. 2005	Oct. 2006		
Ensure Cases Sold	107	153	42%	Increase
Bus Tickets	1,472	2,187	49%	Increase
Congregate Meals	9,767	9,928	2%	Increase
Hot-Delivered Meals (At Sites Only)	12,527	12,894	3%	Increase
New Burial Assistance Cases	7	10	43%	Increase
New Intake & Assessment	49	56	14%	Increase
New Family Support Cases	9	13	44%	Increase
New Homeless Service Cases	85	100	18%	Increase
Total Homemaker Cases*	323	326	1%	Decrease
Metro-funded Homemaker Cases	123	148	20%	Increase

^{*}The MSS Homemaker Program Manager can no longer add qualified Metro cases to the state-funded caseloads, effective FY 2006-07. As a result, 2006 numbers for aged and handicapped (A&H) and adult protective services (APS) are down from the same time in 2005.

Metro Social Services Tornado Relief

April 7, 2006, is a day that many Tennesseans will never forget. A series of violent storms tore through Middle Tennessee that day, killing 12 people, injuring at least 167 people and damaging about 2,5000 homes, businesses and farms.

The scene was devastating near the Metro Social Services relief site in Goodlettsville on Tornado damage to homes in Goodlettsville. April 20. In partnership with Baker's Chapel CME Church in the heart of one of the hardest hit neighborhoods, MSS workers set up a tent relief site, welcoming anyone who needed their help.

"Many people who are arriving each day are in need of the most basic supplies, like food, hygiene products and medicine," explained Demitria Norman, director of Adult and Family Support Services at Metro Social Services. "They come here to receive immediate help, but we also offer a social worker who will be in touch with them for the weeks ahead as they recover from this ordeal."

After tending to victims' immediate needs, MSS helped them deal with the larger issues, such as receiving FEMA aid, temporary housing and help for home repairs.





With destruction from storms in Goodlettsville, MSS staff springs into action.