



Metropolitan Social Services

Annual Report 2006-2007



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Message from the Executive Director

During FY06/07 Metro Social Services (MSS) has worked diligently towards recognition of the quality of services it provides to its customers and the community at large. As such, MSS has applied for accreditation from the Council on Accreditation (COA).

Shortly after the end of the fiscal year, in July 2007, MSS was notified of having received the COA accreditation and as such became the first public family service agency in the state of Tennessee to do so. At long last, a review by recognized experts in the field of social services confirms our adherence to best practice. None of this would have happened without our partners, stakeholders as well as the committed and resilient staff that this Department has been able to attract and retain for many years.

As we enter a new phase with leadership and guidance from a new Mayor and Council, the challenge of serving the most vulnerable with ever decreasing resources continues. Now more than ever, we must create new partnerships and leverage existing and evolving ones to provide support to the most vulnerable citizens of Metro/Nashville Davidson County.

During the past year we have seen a growing homeless population particularly among families and children, an increasing gap between rich and poor, continuing food instability among low-income workers, and challenging circumstances for seniors and minimum wage workers struggling to make ends meet. Relative caregivers, most of whom are grandparents, play multiple roles in the lives of their grandchildren including but not limited to surrogate parent and unregulated child care provider. While providing nurturing childcare, these providers are often not sufficiently equipped to prepare children for school.

Our services are geared to helping the most vulnerable members in our community and as such we have been working diligently toward finding the best possible internal structure. Our efforts were hampered with the loss of a quorum from the Metro Social Services Board of Commissioners this past spring. However, the professionalism of our MSS staff has created an environment in which the mission of Metro Social Services is carried on until a new Board will take the reins. I would like to thank our staff and our partners for moving forward and supporting the needs of our customers.

Low-income working persons in Nashville continue to face the following challenges:

- A critical shortage of affordable, quality regulated child care;
- A disproportionate reliance on unregulated child care;
- Lack of preparedness for kindergarten;
- Increasing high school dropout rates; and
- A shortage of truly affordable housing.

All of these challenges culminate in a very tenuous quality of life for low-income working families. The 2005 American Community Survey (ACS) makes clear that poverty has increased nationally and in most communities since 1999. A most striking development during this time period is the growth in poverty in the suburbs. The ACS attributes these trends to the 2001/02 recession and the following slow wage growth for low-skilled workers.

It is obvious that MSS with a budget of \$8.6 million cannot meet the needs of all vulnerable persons in Davidson County nor can any other government agency, private not-for-profit organization or local foundation. While elimination of service duplication is important, the primary focus of the current discussion needs to center on how we leverage limited resources and partner with not-for-profits in a realistic way to strengthen and increase services. It is our collective responsibility to advocate for housing affordable to low-income and minimum wage workers, for services to support low-income seniors living on Social Security benefits, and for quality child care.

Geni Robinson

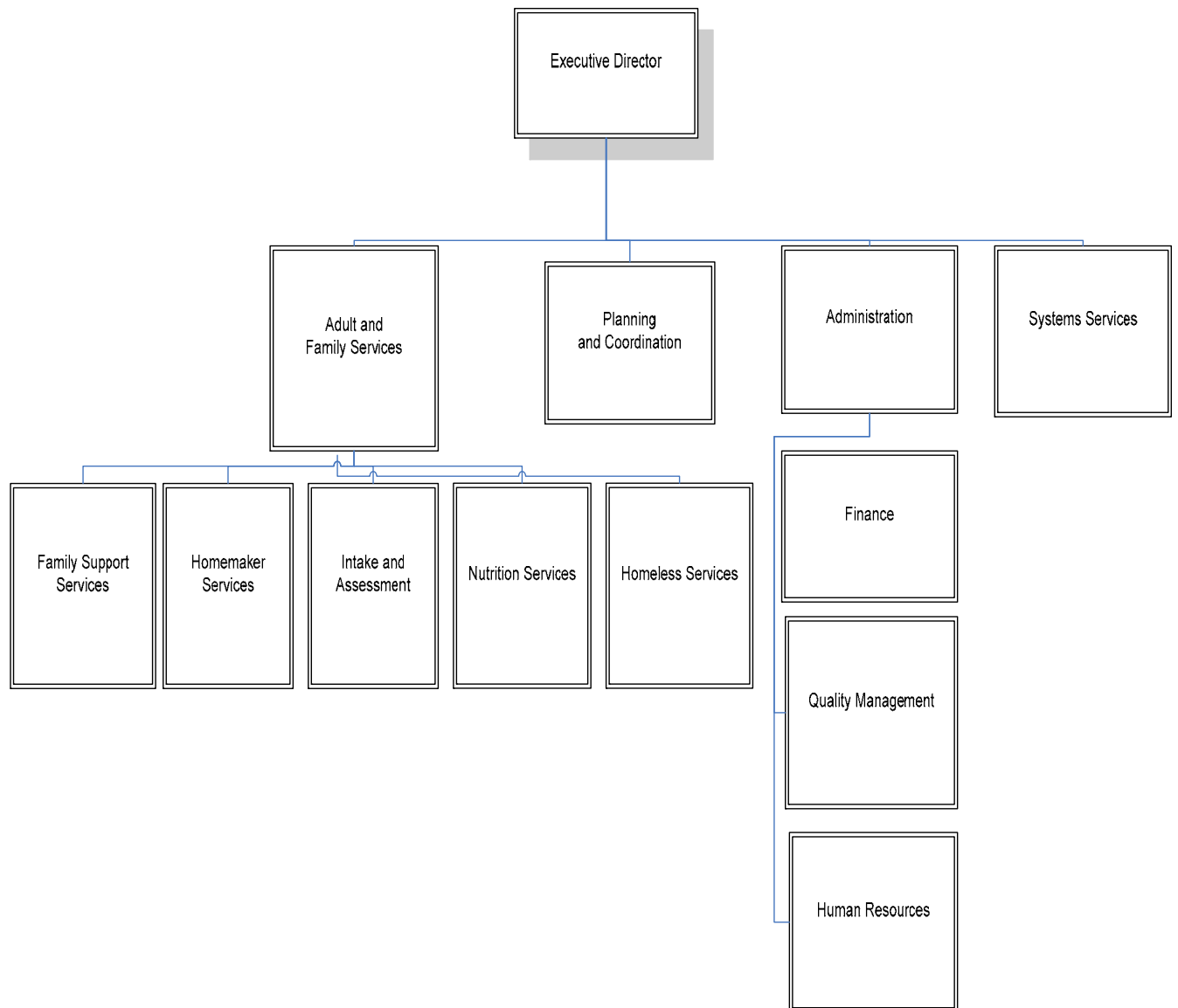
Metro Social Services

Board of Commissioners

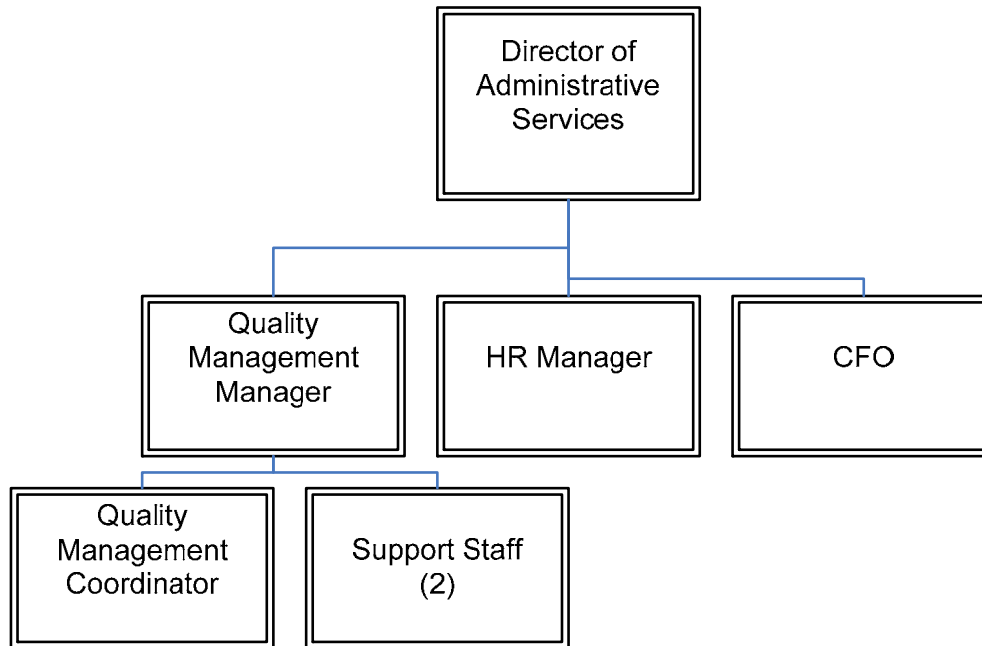
NAME	TERM START	TERM ENDING
Linda Mattson, Chairman May 16, 2006	Jan. 20, 2004	April 3, 2011 (resigned in March 2007)
Gwen Harris Vice-Chairman April 18, 2006	April 3, 2001	April 3, 2011
Glenn Carter	April 3, 2004	April 3, 2009 (resigned in March 2007)
Dot Dobbins	April 3, 2005	April 3, 2009
Leonard Bradley	April 20, 2004	April 20, 2009 (resigned in March 2007)
Jose Gonzales	July 21, 2004	July 21, 2009 (resigned in March 2007)
Barbara Toms	October 18, 2005	April 3, 2010

An Overview of the Department's Divisions and Functions

Metro Social Services



Administration Services Division



The Administrative Services Division oversees departmental management and administration, which include financial management, quality assurance, human resources, research, and information technology (also referred to as systems services). The Administration Services Division is headed by MSS' executive director, who leads the administration staff and serves as a link between the department and the board.

Finance

The Finance unit provides fiscal accountability through activities of budgeting and accounting processes that are in compliance with all federal, state and local requirements as well as Council on Accreditation recommendations. The Finance unit works strategically with the Office of Management and Budget and applies the Results Matter concepts.

Quality Assurance

The 2004 performance audit recommended the creation of the Quality Assurance (QA) unit. Auditors further recommended that MSS implement best practice standards to provide effective customer service and to monitor service outcomes. The primary function of QA staff is to monitor service provision to assure compliance with best practices as described by the Council on Accreditation (COA). As a direct result of QA staff efforts, the COA fully accredited Metro Social Services in July 2007.

Other responsibilities of QA staffs are: development, improvement and maintenance of best practices in customer services; and support of staff development, efficiency, effectiveness, retention, and job satisfaction.

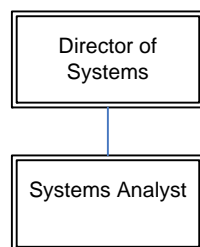
Human Resources

Human Resources (HR) ensures departmental compliance with all local, state, and federal laws, rules and 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.

Research & Evaluation

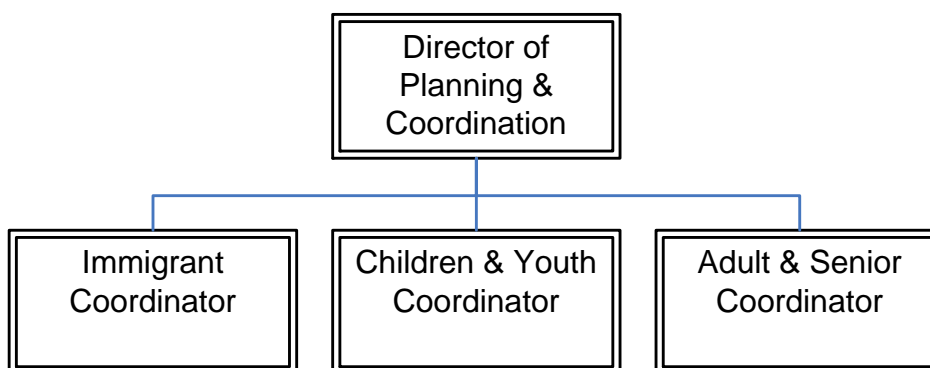
The Metropolitan Charter directs MSS to engage in the study and research of issues associated with poverty. Thus, in response to the 2004 performance audit, MSS created a research and evaluation component. Research & Evaluation staff advises the Board of Commissioners, the executive director, and the senior management staff on how to increase the effectiveness and efficiency of MSS programs and services, which are designed to serve the most vulnerable people of Davidson County. 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. This division created and funded in the FY 05/06 budget was eliminated in the FY 07/08 budget as a cost cutting measure.

Information Technology Division



The Information Technology Division, also called Systems Services, supports the software applications that Metro Social Services uses to oversee its different programs such as case management, nutrition management and homemaker services. This division also handles management reports and analysis, project implementation, IT purchasing, IT training, Web page updating, and technical support.

Division of Planning & Coordination



The Division of Planning & Coordination was created during FY 05/06 in response to the 2004 performance audit. The performance audit recommended that Metro Social Services develop and maintain a long-range plan for the delivery of social services in Davidson County.

The Planning & Coordination Division has identified social services needs and trends for youth, seniors, homeless and immigrant populations. The division has developed an initial social services plan which will provide a framework for collaborative initiatives to improve the quality of life for Nashville's low-income residents. The plan includes the vision, goals, action steps, and anticipated results for five key areas:

- Access to services;
- Education;
- Housing;

- Systems development; and
- Workforce development.

Community Partners

MSS' Planning & Coordination unit identified and focused on partnerships with community partners, including government agencies, nonprofit and faith-based organizations to serve Davidson County's most vulnerable families. Some of these partnerships and their goals are listed below:

Accessible Transportation Alliance to increase affordable, accessible and available transportation in the Nashville region.

Council on Aging of Greater Nashville – a multi-agency alliance of volunteers and agencies interested in identifying needs of Davidson County's older residents. The alliance aims to find solutions through several measures including a sur-

vey of senior transportation needs and co-sponsorship of the Baby Boomer Summit planned for September 2007.

Edgehill Partners to co-host regular meetings with various organizational representatives and individuals who are interested in the well-being of the Edgehill neighborhood.

Tennessee Respite Coalition to evaluate current respite programs and seek funding for additional services (such as respite for caregivers of Alzheimer's consumers, family members caring for people with paralysis and caregivers of people with multiple sclerosis).

Homeless/Runaway Youth Coalition – MSS organized a group of representatives from agencies involved with children and/or homelessness.

United Way Children's Strategy Team – MSS participates in the Strategy Team to develop a road map of solutions for critical community issues and funding strategies.

Alignment Nashville to facilitate community-wide collaboration in support of Metropolitan Nashville Public Schools' strategic plan to improve student achievement.

Infant & Toddler Care Task Force to address the need for additional child care options for low-income families.

Contract Management

MSS contracts with local nonprofit agencies to provide services to some of Nashville's most vulnerable persons. The contracts are a result of the 2004 performance audit, which recommended that MSS change its business model. While the old model called for MSS to deliver direct services to the most vulnerable persons in Davidson County, the new model calls for services to be privatized. In other words, MSS contracts with local nonprofit agencies and monitors the direct services these organizations provide to the most vulnerable population in the county. In effect, Metro Social Services has become a social service planning and coordinating entity.

Planning & Coordination staff manage and monitor the following contracts:

Mid-Cumberland Human Resource Agency – a pilot project to supplement homemaker and nutrition services provided by MSS. This contract was developed in order to allow MSS to gather information and seek collaboration to compare the Metropolitan Government services with service delivery by private agencies.

Family & Children's Services – to provide training for relative caregivers. After research was conducted about the needs of relative caregivers, MSS developed a contract to have these services delivered by a private agency.

Eckman/Freeman for wraparound case management services for chronically homeless persons;

Park Center to assist eligible chronically homeless persons to obtain SSI/SSDI benefits.

McNeilly Piggot & Fox to provide public relations support.

Metropolitan Homelessness Commission

In 2004, the Mayor appointed a task force which developed the Strategic Plan to End Chronic Homelessness in Nashville in Ten Years. In 2005, the Metropolitan Homelessness Commission was created by **Ordinance No. BL2005-582** of the Metropolitan Council and was located at Metropolitan Social Services. The Homelessness Services coordinator provides staff support for the Commission as it implements the recommendations from the Strategic Plan, available at http://www.nashville.gov/sservices/homeless/strategic_plan.htm

The Homelessness Commission has facilitated the development of the following resources for chronically homeless persons:

Expanded permanent housing by providing funds for MDHA to develop a total of 20 housing units (10 new units of permanent supportive housing and 10 units of MDHA vouchers for persons with disabilities set aside for chronically homeless persons);

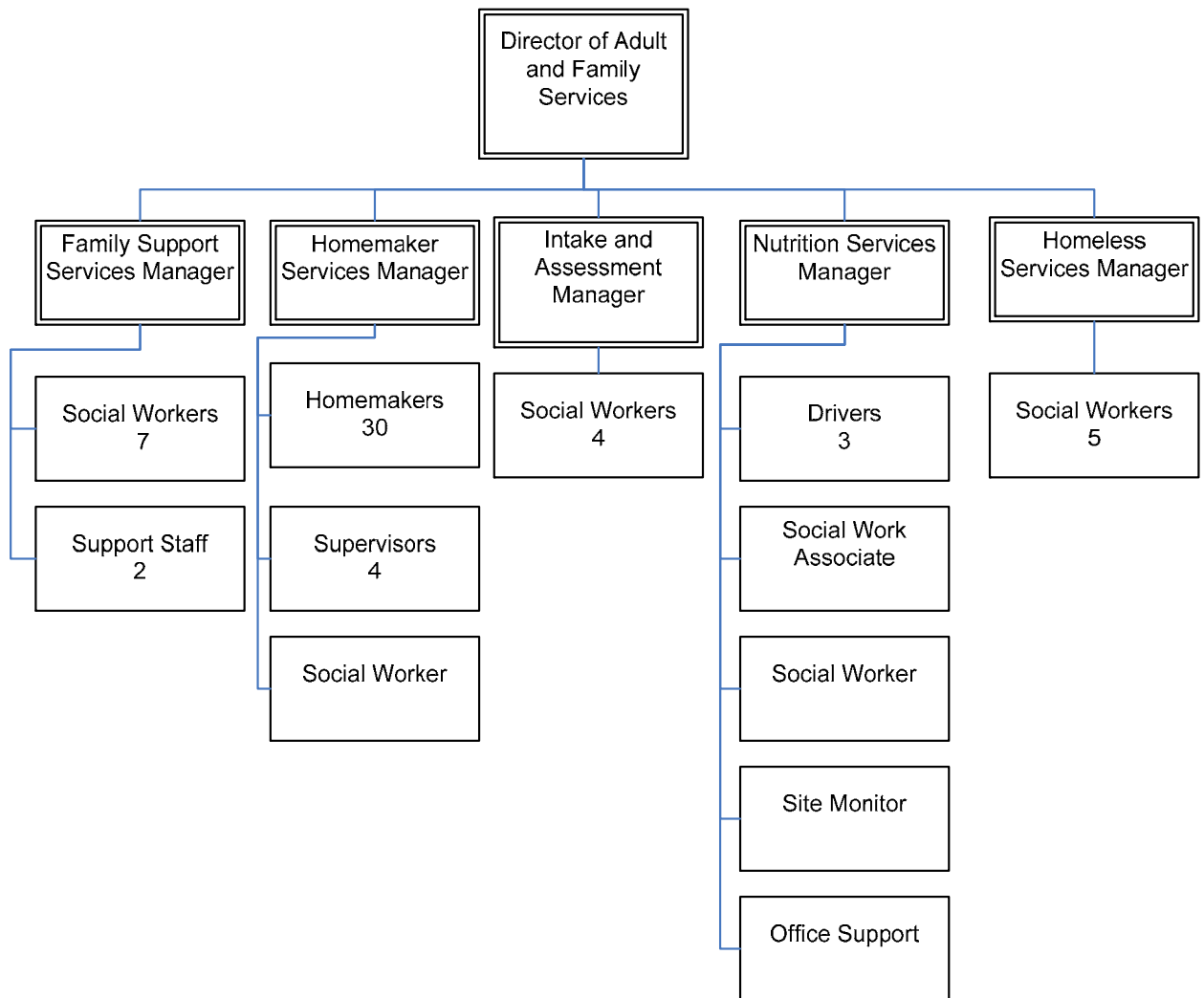
Increased access to comprehensive health/behavioral health care for the homeless through a contract with Eckman/Freeman. Social workers with Eckman/Freeman provide comprehensive case management services to persons who are chronically homeless to help participants retain housing, obtain employment, avoid jail time and hospitalizations.

Increased economic stability by contracting with Park Center to provide an SSI/SSDI Outreach Project to expedite and maximize enrollment in public benefits for disabled homeless persons, analyzing transportation challenges, and identifying job assistance resources.

The Homelessness Commission was transferred to the Metropolitan Development and Housing Agency by **Ordinance No. BL2007-1460** of the Metropolitan Council.



Division of Adult & Family Services



Adult & Family Services provides a continuum of care to individuals, families and children. There are four service units within this division:

Intake and Assessment including burial assistance;

Family Support Services including the summer camp program;

Senior Services (Homemaker, Nutrition & Transportation); and

Homelessness Services.

In FY 06/07, MSS responded to 15,211 requests for assistance. (Additional information is available at http://www.nashville.gov/sservices/support_svcs.htm)

Intake and Assessment

Intake and Assessment staff provides short term services that include needs assessment of families and individuals to assist them in resolving problems.

MSS' Intake and Assessment program differs from 211. While United Way's 211 service is a valuable referral program and directs callers to available resources within the community, MSS goes one step further. The Intake and Assessment program provides short term counseling and assists customers in accessing needed resources available in the community. The staff of this unit enters into partnerships with customers to help them resolve problems. Intake and Assessment staff responds to an average of 125 requests for assistance per week. During FY06/07, MSS caseworkers had an average caseload of 43 customers per caseworker at any given time.

Burial Assistance

MSS provides assistance to families of individuals who died in Davidson County if the relatives do not have sufficient funds to cover the cost of the burial. Each month about 10 people are buried with funds from the burial assistance program. In addition to the financial help, MSS refers loved ones to commu-

nity organizations that can help them deal with their loss. MSS follows up with all individuals and families who have buried a family member through the burial program.

The burial assistance program helped with a total of 96 burials/cremations during FY 06/07.

Family Support Services

This program provides case management to families and individuals who require more intense case management than the services provided by Intake and Assessment staff. Case management includes short-term counseling and assistance in navigating various public, private and faith based social services systems. This staff works collaboratively with parents, school personnel and community partners. The average caseload is 151 customers per caseworker during Fiscal Year 06/07.

Summer Camp

MSS provides stipends to children from low-income families to attend summer camps of their choice. In FY 07/08 more than 1,000 low-income children received stipends valued up to \$600.

The voucher program replaced a summer camp program that Metro Social Services had operated as a component of the Richland Village Community Services. Following the 2004 performance audit recommendations, MSS replaced the camp (which cost \$1,400 per child) with the current voucher program. Now more children are being serviced through the voucher stipends, which allow parents and children to select from a roster of more than 60 pre-approved camps. MSS works closely with Family Resource Centers and other community organizations to identify families that meet the eligibility income guidelines.

Senior Services

MSS' Senior Services programs include the Homemaker, Nutrition and Transportation units. While these programs mainly target elderly citizens, they also include other eligible population segments. The Homemaker unit, for example, has a team of specialized relative caregiver available to serve families and children.

Homemaker Program

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 25 years and assists customers with household tasks and/or personal care.

The program also provides specialized homemaker services to children and their families who are referred by the Tennessee Department of Children's Services, Greater Nashville Regional Council, and Davidson County Juvenile Court, Tennessee Voices for Children, Metropolitan Nashville Public Schools, other community organizations, as well as self referrals. Homemaker services support families with children who are at imminent risk of entering state custody and those who have been in out-of-home placements as they unify.

The specialized Relative Caregiver Homemaker staff provides services to families – primarily grandparents who care for minor children who are at imminent risk of entering state custody/foster care. During FY06/07, the Homemaker Program served 348 customers (this number includes adults and children and customers of Mid Cumberland Human Resource Agency).

Nutrition Services

The Nutrition program provides nutritious meals and liquid supplements to frail seniors and persons younger than 60 with disabilities. Meals are either served in customers' homes or in congregate dining settings. These services allow the customers to stay healthy, remain in their homes and avoid unnecessary hospitalization and nursing home placements. In addition, congregate meal sites provide creative and strategic integration of participants into the community in a safe and healthy environment. Interaction and socialization participants of the Nutrition Services program experience diminish isolation and allow them to have a more active life.

During FY 06/07, MSS provided 278,817 meals to 2,241 customers through its Nutrition Services program.

Statistics of the Nutrition Services unit during FY 06/07:

- 106,785 home-delivered meals;
- 117,371 congregate meals;
- 1,533 cases of nutritional supplements were sold at cost to 194 (unduplicated) customers.

MSS partners with the Metropolitan Department of Parks and Recreation to strengthen and expand senior



programming. The partnership provides recreation and nutrition activities for seniors and allows the two departments of Metro Government to leverage existing resources and reduce duplication of services.

Senior Transportation

The 2004 performance audit recommended a partnership with the Metro Transit Authority (MTA). Auditors observed that by running its own transportation program for seniors, MSS was duplicating a service MTA already provided. Thus, MSS eliminated its transportation program in February 2005. Instead of transporting customers directly, MSS began purchasing tickets for AccessRide, an individualized transportation service MTA provides. AccessRide allows seniors and individuals with disabilities to attend nutrition sites, meet medical appointments and reach other locations. As a result of this partnership, the number of seniors utilizing Access Ride tripled from 60 participants to approximately 180.

Statistics of the Transportation Services unit during FY 06/07:

20, 954 nutrition sites/demand trips; and
4,452 group trips.

Homeless Services

The Homeless Services unit together with partner agencies provides case management and coordinating services to address the needs of homeless individuals and families. A total of about 200 individuals and families receive case management each month. This service is part of Davidson County's continuum of services for the homeless. While the Mayor's Homelessness Commission serves only the chronic homeless, the MSS Homeless Services unit provides ser-



vices to homeless families and individuals who are not classified as chronically homeless. The unit also serves individuals and families at risk of becoming homeless. Caseload sizes range from 44-77 customers per caseworker per month (higher in colder months).

MSS' Homeless Services unit provides the following supports:

- Assisting families and individuals at risk of becoming homeless;
- Connecting chronic homeless individuals to comprehensive wraparound services;
- Locating homeless (street, shelter, car, living/double up, or transitioning to Davidson County) housing opportunities; and
- Linking customers to employment resources.

MSS developed a partnership with Roof Top, a coalition of churches that provides support to families facing homelessness. MSS staff provided case management support, while Roof Top invested \$120,000 during FY 06/07 into this partnership.

Statistics of the Homeless Services unit during the FY 06/07:

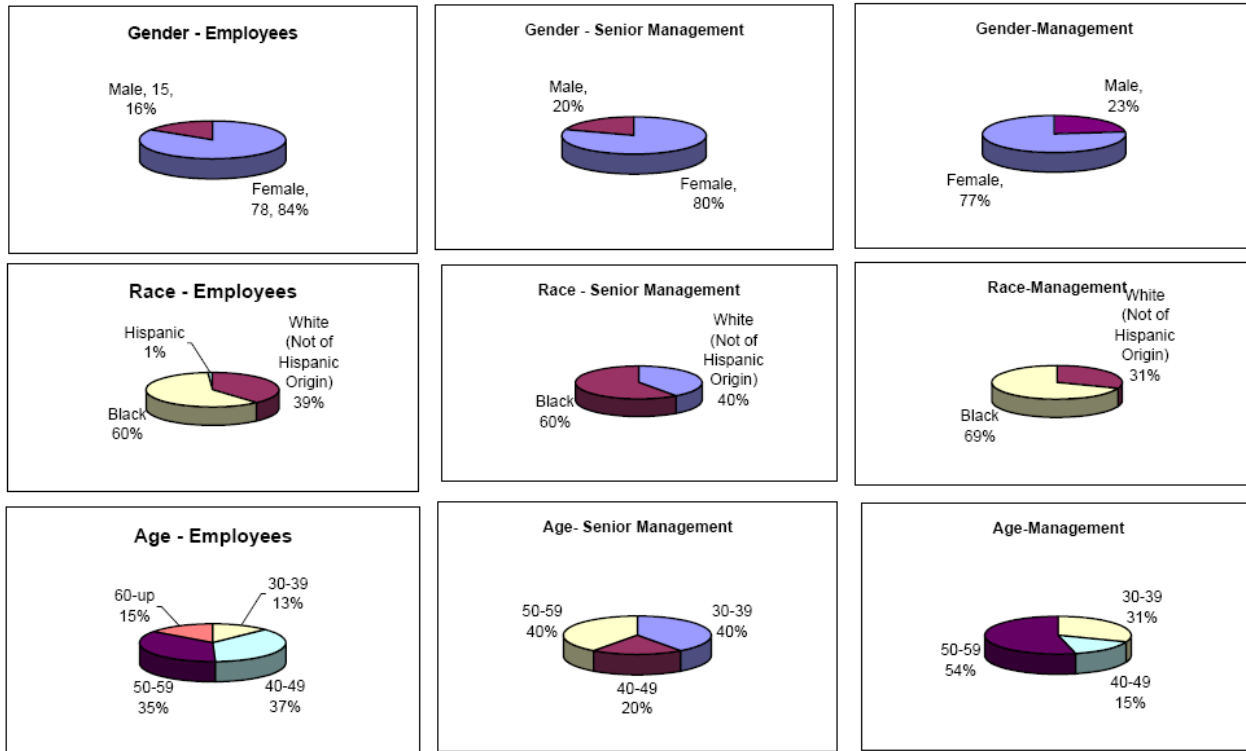
- 1,321 new (unduplicated) customers;
- 214 customers received housing as a result of coming to Metro Social Services.

MSS Populations

Employee Profiles:



MSS Demographics 7/2007



Listed below is information about the number of positions available in MSS' divisions and units and a description of the typical employee profile in the different service programs. The data reflects that state of the Department at the end of FY06/07 going into FY07/08.

Administration

All 12 of the positions in the Division of Administrative Services are currently filled.

The typical profile of a MSS administrative staff member is a married female, approximately 41 years old, averaging \$63,015.00 annually with 2.5 years of service. The majority of MSS' administrative staff is white.

Coordinators

Currently one of the 18 coordinator positions in the Nutrition Services program is vacant. All other coordinator

positions in the remaining programs are filled.

The typical profile of a MSS service coordinator is a 49-year-old male earning approximately \$76,013.00 annually with five years of service. About 66% of MSS' coordinators are white.

Drivers

All three driver positions in the Nutrition Services program are filled.

The typical profile of a MSS van driver is a 56-year-old, black, single female earning \$31,187.00 annually with 11 years of service.

Homemakers

The 24 homemaker positions are filled.

The typical profile of a MSS homemaker is a single, 50-year-old female earning \$29,081.00 annually with 12 years

of service. In terms of race, 60% of the homemakers are black.

Nutrition

One of the 18 positions as nutrition site coordinator is currently vacant.

The typical profile of a MSS nutrition site coordinator is a 58-year-old, single, white female earning \$12.96 per hour with six years of service.

Program Managers

All five program manager positions in the different units are filled.

The typical profile of a MSS program manager is a black female in her early 50s earning \$63,655.00 annually with 22 years of service.

Program Supervisors

All program supervisor positions are filled.

The typical profile of a MSS program supervisor is a black female in her mid 50s earning approximately \$50,195.00 annually with 15 years of service.

Executive Management

The profile of the executive director is an African American female, age 58 with three years of service.

Senior Management (Division Directors)

All senior management positions are filled.

The typical profile of a MSS senior manager is a 42-year-old female earning an average of \$93,121.00 annually with 14 years of service. There is a 50-50 split between black and white senior managers, and half of them are married.

Site Monitor

The nutrition site monitor position is filled.

The profile of the site monitor is a white male, age 49, with five years of service.

Social Workers

All 16 social worker positions are currently filled.

The typical profile of a MSS social worker is a 47-year-old, single black female, earning \$44,700.00 annually with 10 years of service.

Support Staff

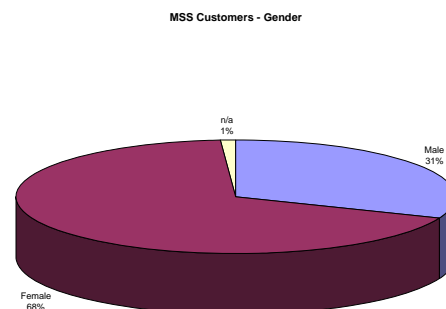
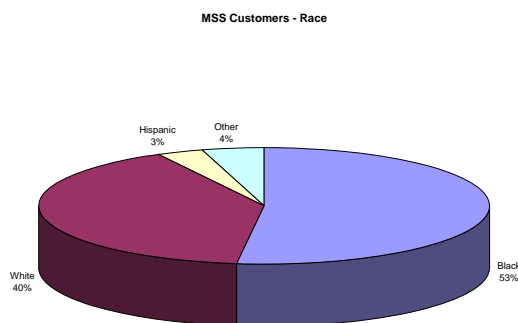
The support specialist positions in all units are currently filled.

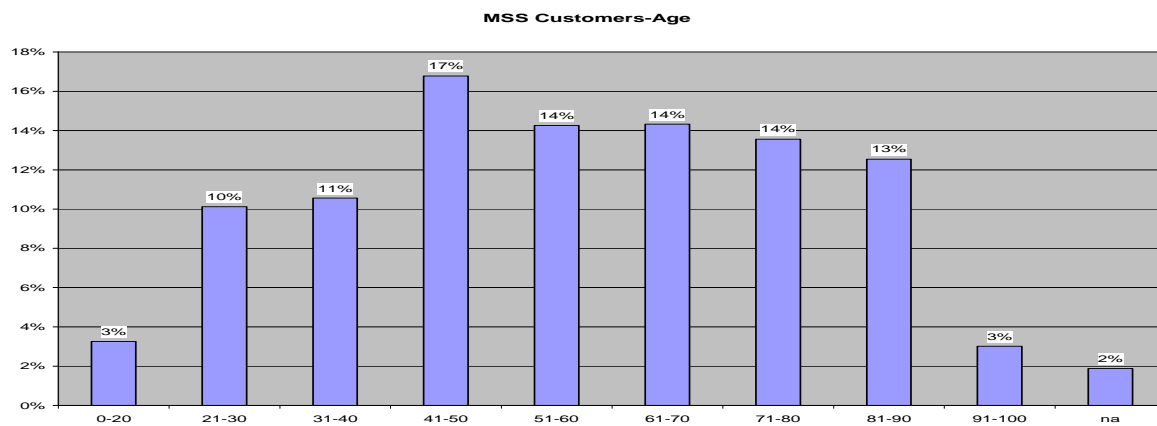
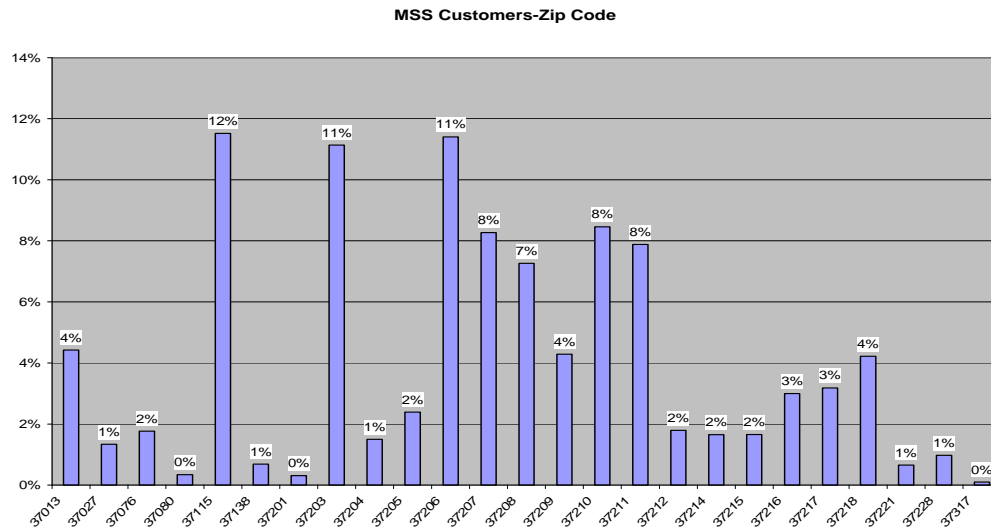
The typical profile of MSS support staff is a 54-year-old, single black female earning \$35,576.00 annually with 20 years of service.

Customer Profiles:

The majority (68%) of MSS customers are female. Looking at race, 40% of MSS customers are white, 53% black, 3% Hispanic, and 4% are of a different race. About 42% are between 30 and 60 years of age, 13% are younger than 30 years of age and 44% are older than 60. Roughly a third of all customers live in the following zip codes: 37115, 37203 and 37206.

MSS Overall Customer Demographics:





Homemaker Program:

The demographics of clients who were served in June 2007 in the homemaker program are as follows:

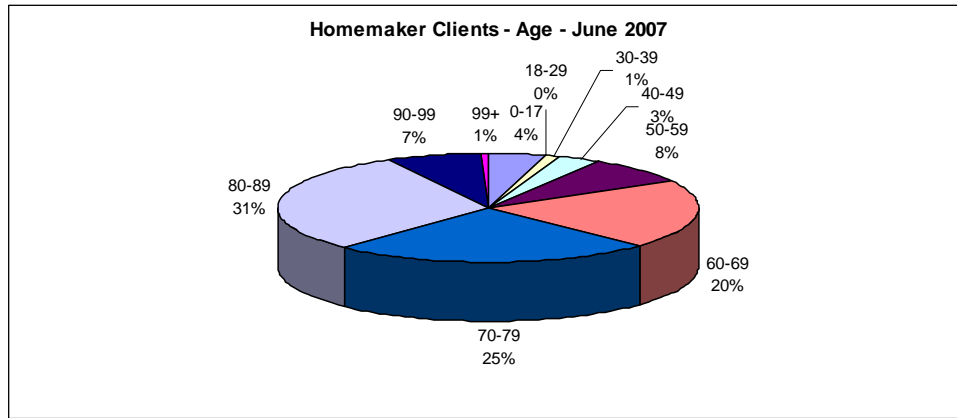
66% were white, 33% black, 1% Hispanic, and 1% were of another race;

76% were female and 24% were male;

83% were between 60 and 99 years old; and

23% lived in zip code 37115.





Family Support Program:

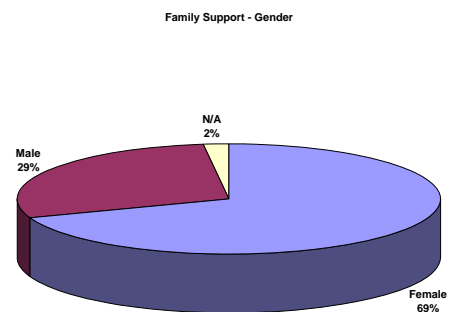
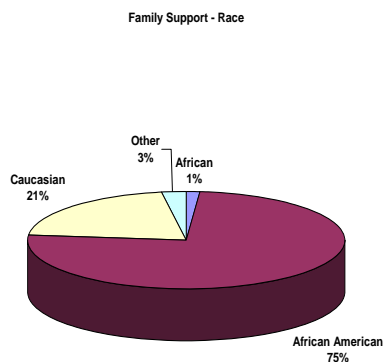
Client demographics in the family support program are as follows:

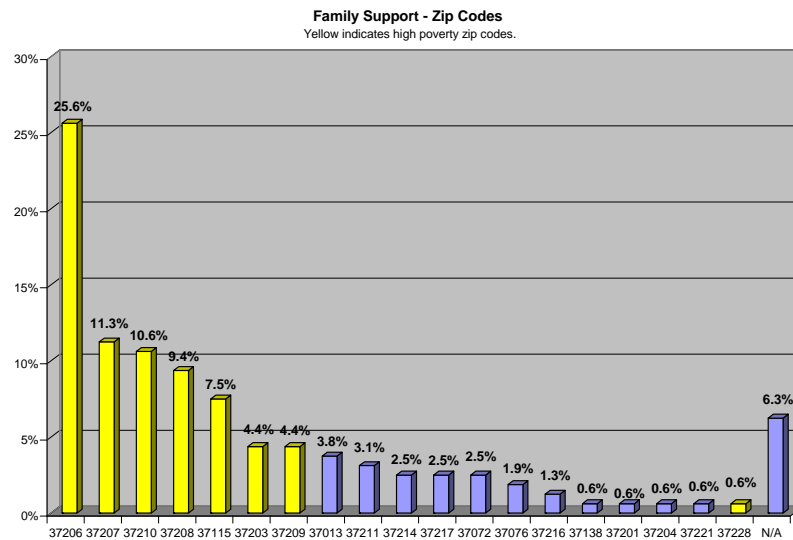
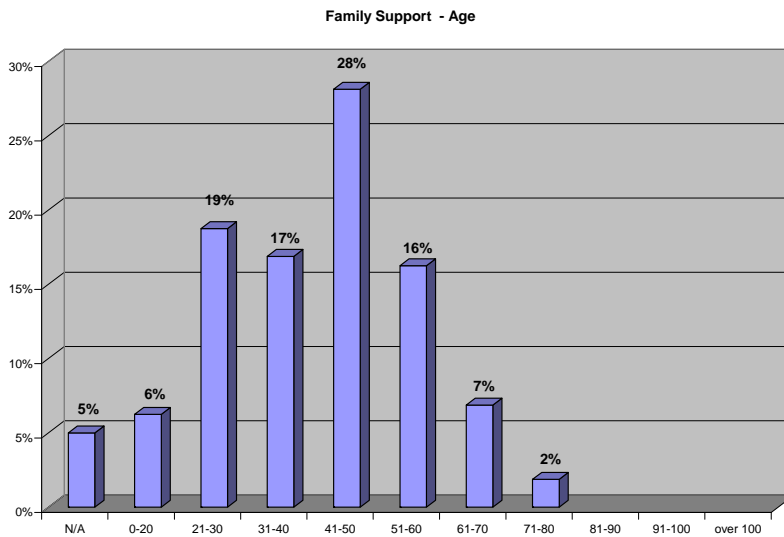
75% are black, 21% are white, 1% are African, and 3% are of another race;

69% are female and 29% are male, the rest is unknown;

80% are between 20 and 60 years old; and

25.6% live in zip code 37206.





Homelessness Program:

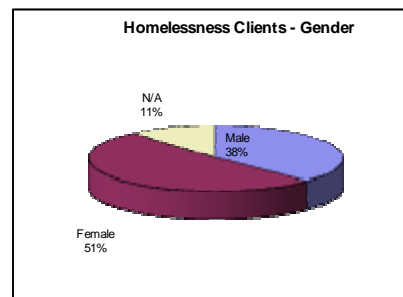
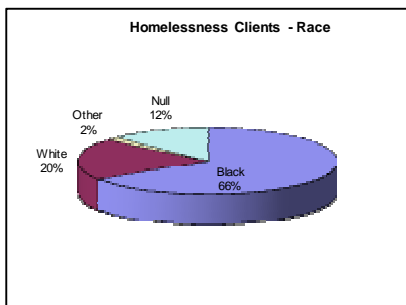
The demographics of clients in the homelessness program are as follows:

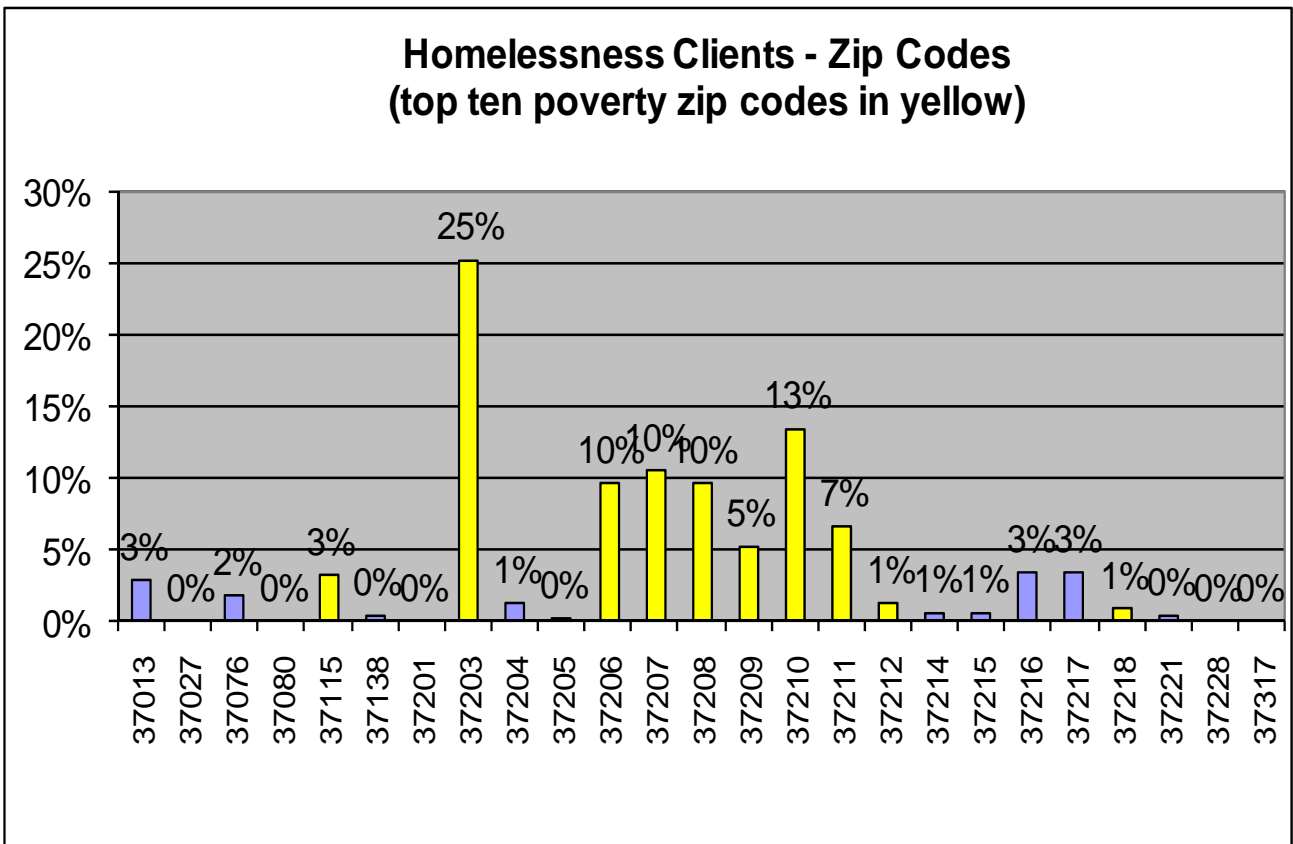
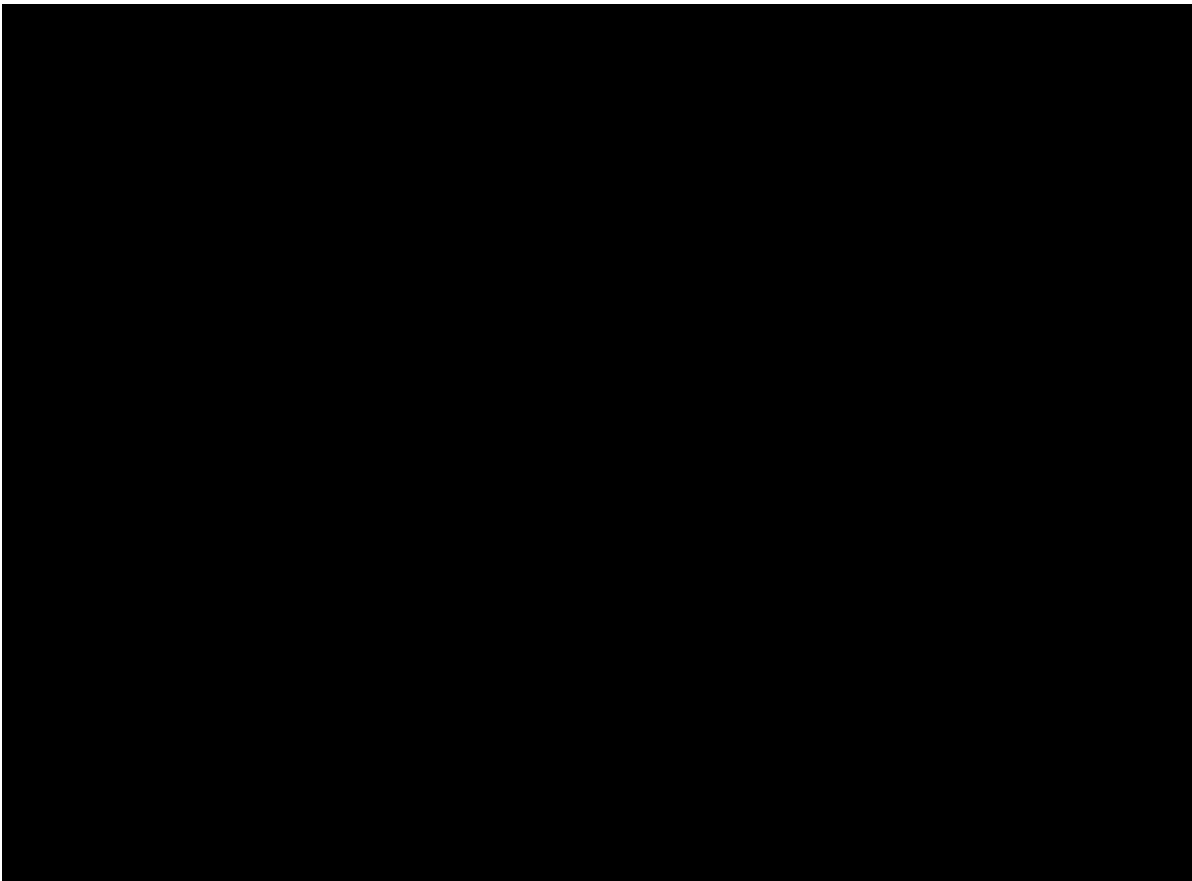
66% are black, 20% are white, 12% are unknown, and 2% are of another race;

52% are female and 37% are male, the rest is unknown;

43% are between 20 and 39 years old, 52% are between 40 and 59; and

25% live in zip code 37203.





Nutrition Program:

The demographics for the Nutrition Program are available for home-delivered meals and congregate meals.

The following demographics show clients who receive home-delivered meals:

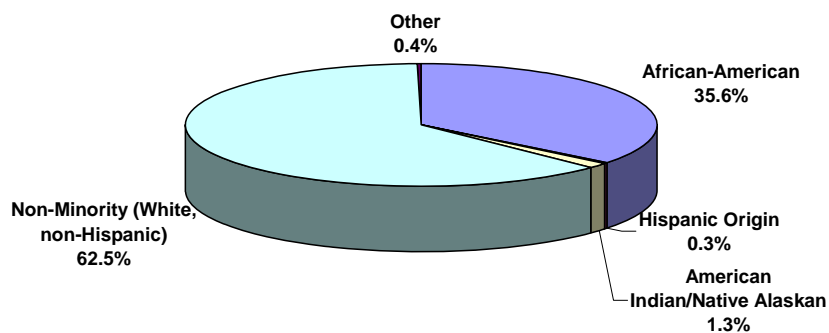
62.5% are white, 35.6% are black, 1.3% are American Indian/Native Alaskan, 0.3% are Hispanic, the rest are of another race;

69% are female and 28% are male, the rest is unknown;

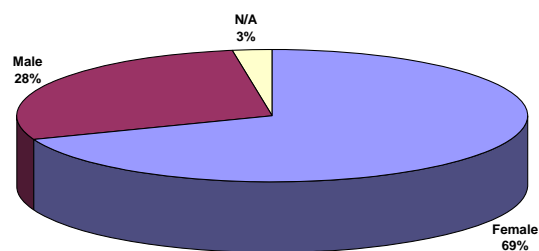
87.2% are between 60 and 100 years old; and

13.7% live in zip code 37115, 11.5% live in zip code 37211, 9.3% live in 37207, and 7.4% in 37208.

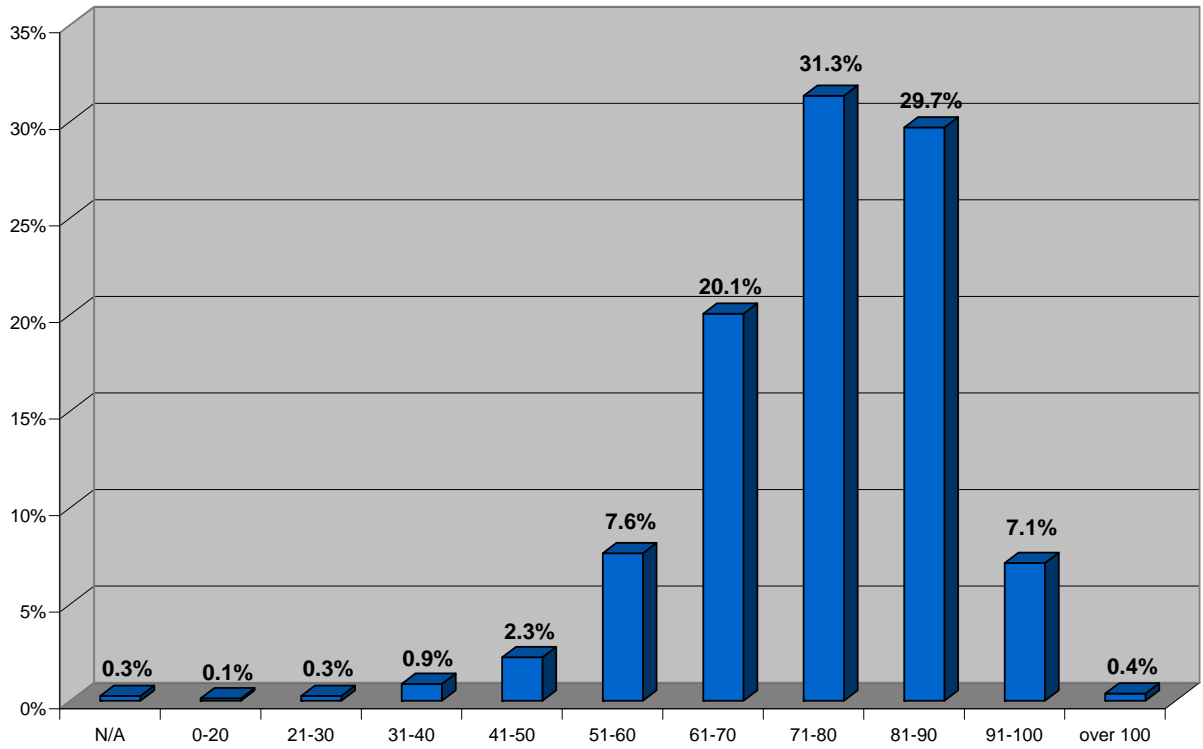
Home Delivered Meals - Race



Home Delivered Meals - Gender

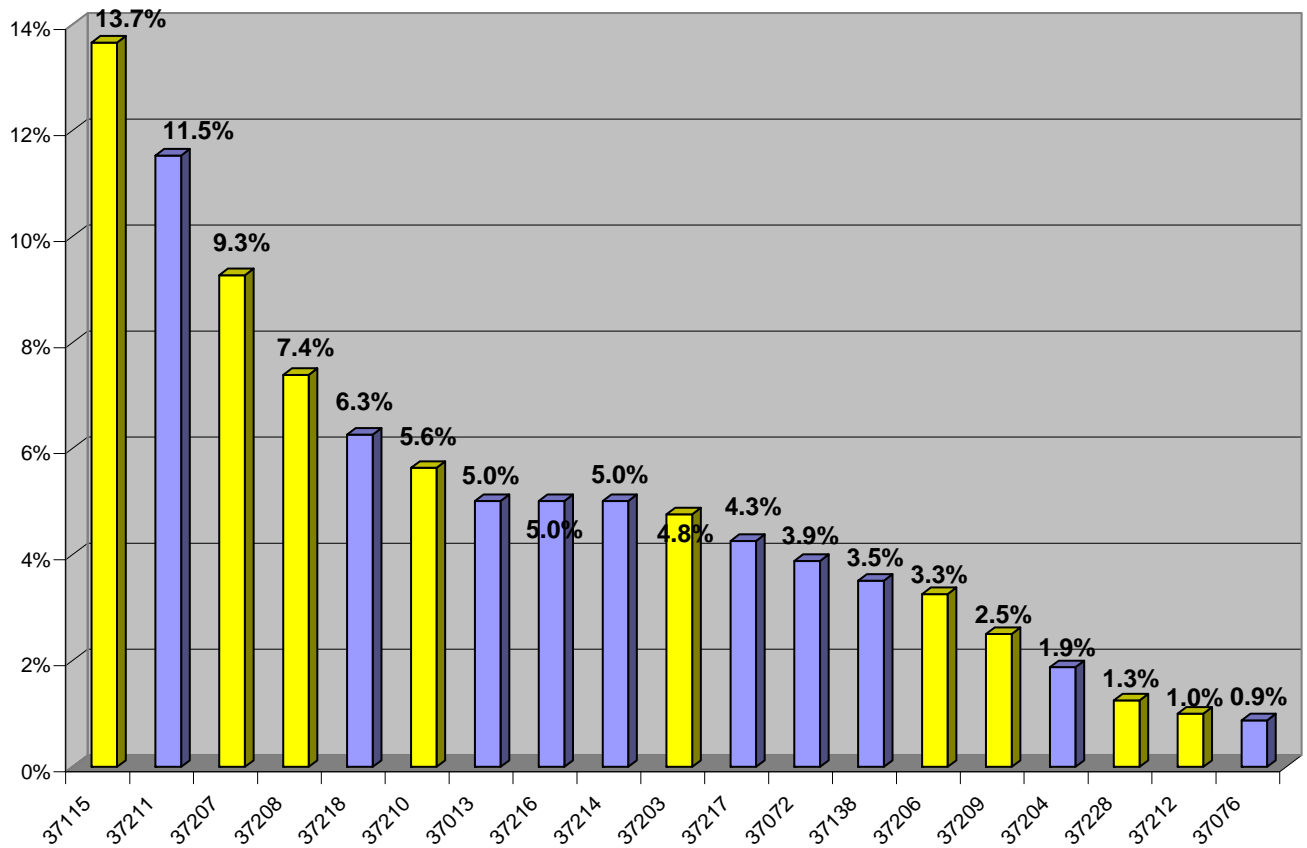


Home Delivered Meals - Age



Home Delivered Meals - Zip Codes (greater than .5%)

Note : Yellow indicates high poverty zip codes.



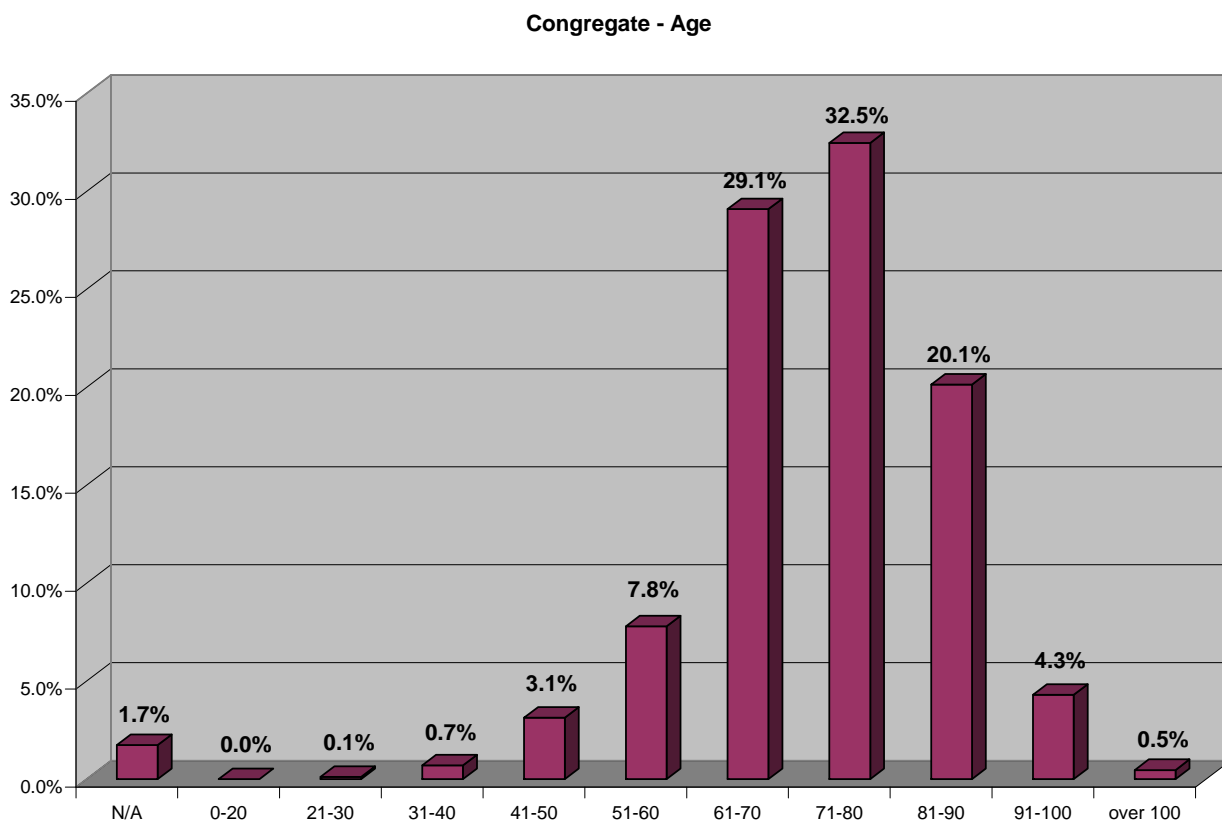
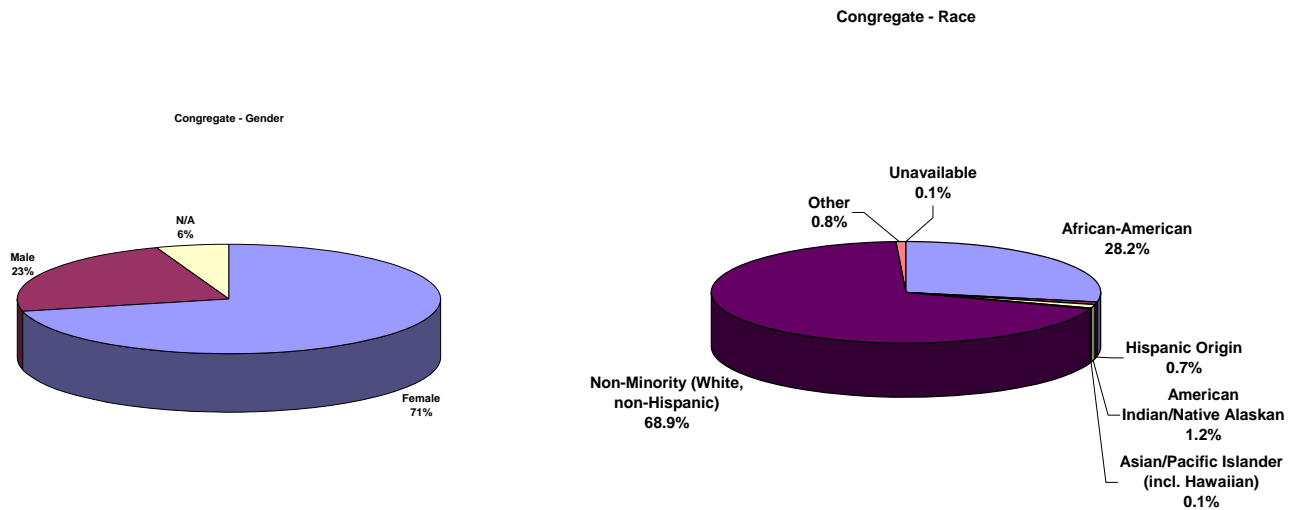
The following demographics show clients who receive congregate meals:

68.9% are white, 28.2% are black, 1.2% are American Indian/Native Alaskan, 0.7% are Hispanic, the rest are of another race;

71% are female and 23% are male, the rest is unknown;

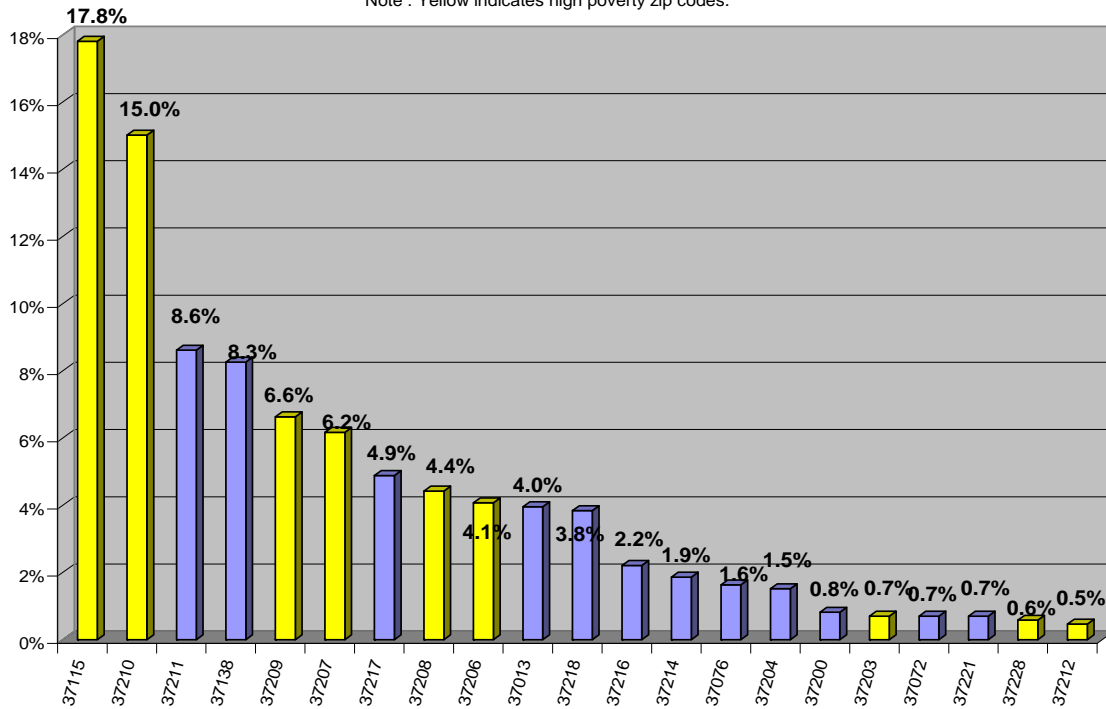
86% are between 60 and 100 years old; and

17.8% live in zip code 37115, 15% live in zip code 37210, 8.6% live in 37211, and 8.3% in 37138.



Congregate - Zip Codes (greater than .4%)

Note : Yellow indicates high poverty zip codes.



Intake & Assessment Program:

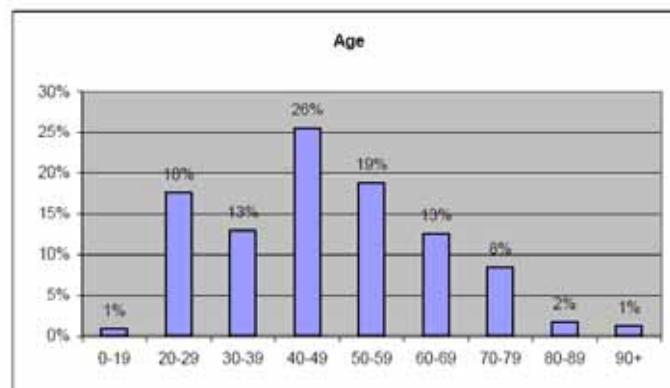
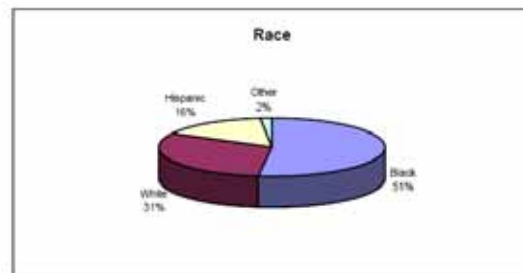
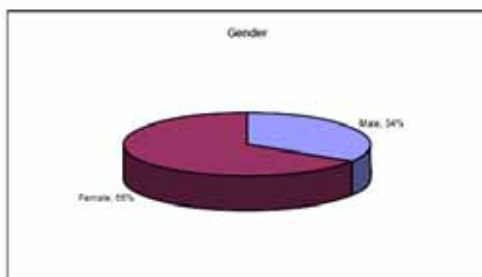
The demographics for Intake & Assessment are as follows:

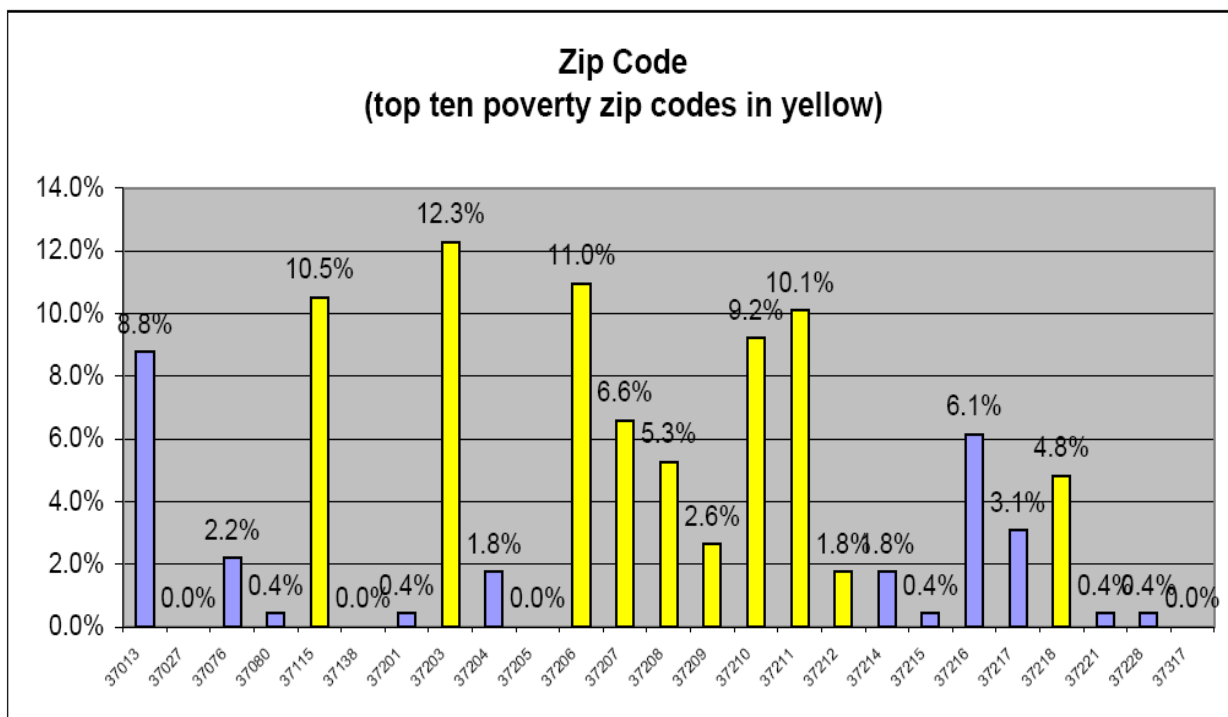
51% are black, 31% are white, 16% are Hispanic, the rest is of another race;

66% are female and 24% are male;

45% are between 40 and 60 years old; and

12.3% live in zip code 37203, 11% live in zip code 37206, 10.5% live in 37115, and 10.1% in 37211.





Audits and Performance Review

Fiscal Audits

A **Procurement Audit** was conducted by the Metro Office of Financial Accountability and covered transactions in FY06.

Audit results showed that MSS did not have documentation for the Knowles Home translations available. MSS was aware of that – since all Knowles Home transaction documentation was retained by that facility and was available for review on site at the Knowles Home.

A **Purchasing Card** audit was conducted by Metro Internal Audit and covered transactions in FY06.

Results noted several exceptions:

Some transactions were not authorized;

Some transactions lacked receipts; and

Some transactions lacked a documented business purpose.

Auditors recommended that the department comply with the procedures in place and that card holders who do not comply with those procedures should have their cards terminated. Several other Metro departments received similar citations. Actions have been taken to correct all citations.

Program Reviews and Audits

The **2004 Performance Audit** was performed by Maximus under contract to Metro Finance.

A **follow-up to the 2004 Performance Audit** was performed by Maximus in 2006, under the direction of Metro Internal Audit. The follow-up audit covered the period since the performance audit was issued in 2004. Results of this audit showed that nine of the original 11 audit recommendations have been fully implemented. The two outstanding audit recommendations are:

Contracting out senior services (nutrition and homemaker programs); and

Creation of an integrated case management system.

Auditors again recommended contracting out senior services.

The **Homemaker Contract Monitor/Review** was conducted by the Tennessee Department of Human Services and covered both program and financial activity in FY07. Results showed no findings.

The **Homemaker & Nutrition Contract Monitor/Review** was conducted by the Greater Nashville Regional Council. It covered both program and financial activity in FY07. Results showed no findings.

The **Council on Accreditation (COA)** review resulted in full accreditation of Metro Social Services. COA is an international, independent, not-for-profit, child- and

family-service and behavioral healthcare accrediting organization. COA currently accredits 38 different service areas and over 60 types of programs. The accreditation process is designed to meet the needs of diverse organizations. Each organization is evaluated against best-practice standards, which are developed with input from a wide range of service providers, funders, experts, policymakers and consumers.

Results: MSS was accredited by COA July 2007.

Highlights of MSS History 1954-2007

1954: Davidson County Welfare Commission hired first director. Commission is charged with providing temporary assistance to residents of city and county. Social Services division is under Hospitals and assesses families.

1963: Creation of Metropolitan Social Services as part of the consolidation of city and county welfare department/commission.

Late 60s/early 70s: Richland Village created under MSS.

1972: Day care for elderly and disabled added to MSS.

1976: Nutrition program for elderly added to MSS.

1979: Child care center opened under MSS. Two homes for aged consolidated into one new facility.

1980: Alzheimer unit added to adult day care program of MSS. Refugee programs started.

1981: Homemaker program began at MSS.

1988: Information and Referral, Disability Information Office, and Adult Transportation transferred to MSS.

1990: MSS involvement with job training and welfare reform initiatives expanded.

1992: Child Care Broker services began at MSS.

1993: Case management unit added at MSS to assist JOBSWORK participants. Child Care Broker and case management services were supported with state funds.

1998: MSS acquired Caring for Children Program.

2000: Health Certification Program transferred to the Hospitals.

2001: Child Care Broker and associated Job Training Partnership Act (JTPA) returned to state.

2002: Richland Village Residential Care Program closed. Caring for Children Program transferred to Metro Finance Department. Richland Village Community Services began.

2004: Disability Information Office transferred to Metro Finance Department. Knowles Home and Adult Care Program transferred to Hospital Authority. Child Care Center transferred to McNeilly Learning Center.

2005: Transportation Program transferred to Metropolitan Transit Authority (MTA). Refugee Services Program transferred to Catholic Charities.

2007: Four Board members resign in March, leave MSS Board without a quorum for the remainder of the year.

Budget for FY 2006-2007

Report for the Period Ended June 30, 2007
Metro Social Services

Expenditures:

Description	Budget	Actual
Administration	1,588,100	1,305,532.73
Planning & Coordination	1,508,500	1,339,322.30
Adult & Family Support Services	2,346,600	2,478,695.15
Nutrition Services	1,806,700	1,795,539.61
Homemaker Services	1,744,600	1,684,404.09
Total Expenditures	8,994,500	8,603,493.88

Revenues:

Description	Budget	Actual
Administration	-	10.00
Planning & Coordination	-	-
Adult & Family Support Services	39,000	47,290.23
Nutrition Services	937,700	1,006,596.88
Homemaker Services	379,500	404,802.45
Total Revenue	1,356,200	1,458,699.56
Local Funds	7,638,300	7,144,794.32
Total Funding	8,994,500	8,603,493.88