

Metro Social Services



Annual Report 2008-2009

Table of Contents

Note from the Director.....	3
Board of Commissioners.....	4
Planning & Coordination.....	7
Programs.....	9
Budget.....	10
Community Partners.....	11

Note from the Director:

Dear Friends and Supporters:

The Department of Metro Social Services continues our mission of serving the most vulnerable citizens in Davidson County while meeting the highest quality standards of providing social services.

Metro Social Services (MSS) has wide ranging responsibilities that produce tangible specific and broader community results across all social, demographic and economic lines. During Fiscal Year 2008-2009 MSS program staff served over 18,870 customers and placed 320 customers in housing. The commitment of our staff to find resources in this past budget year only emphasizes the daily effort to assist those most in need.



Renee Pratt, interim director

We continue our efforts along with loyal community partners to assist individuals and families with providing over 400 Thanksgiving dinners and assisting over 130 individuals and families with Christmas baskets. MSS continues to stretch its resources with community partners to ensure services for the severely underserved.

In January 2009, the MSS Board of Commissioners approved recommendations submitted to it by an Ad Hoc Committee on Planning and Coordination. The committee recommended that MSS Planning and Coordination establish a systematic process for gathering, interpreting and reporting data about service gaps in Davidson County. In addition, committee members suggested that MSS' Planning and Coordination unit publish an annual needs assessment listing existing and projected social service gaps in Nashville. This report was issued in August of 2009.

As supporters of MSS you are part of this incredible effort and have contributed to some of the success stories of our clients. Your gifts of time, talent and care are well invested in the lives of people who choose to make positive life changes with the help of MSS.

We hope our 2008-2009 annual report is informative and helpful as you learn more about our agency and our commitment to the community.

Best wishes,

A handwritten signature in dark ink that reads "Renee Pratt". The signature is fluid and cursive.

Renee Pratt

Metro Social Services Board of Commissioners



Mayor Karl Dean is addressing the Metro Social Services Board of Commissioners at the 2009 retreat, asking members to focus on Planning and Coordination of Nashville's social services system.



Howard Gentry, chair

Howard Gentry is CEO of the Nashville Chamber Public Benefit Foundation, an organization that supports the economic development mission of the Nashville Area Chamber of Commerce by facilitating collaborations with business, government, community leaders and nonprofits to identify barriers to sustained economic prosperity for all citizens and create solutions that positively impact the community and individuals.

Mr. Gentry was elected three times to countywide public office. He became an at-large member of Metro Council in 1999 before winning a special election for vice mayor in 2002. He was reelected to lead Metro's legislative branch in 2003.

Howard Gentry

Mr. Gentry recently served as CEO of Backfield in Motion, a nonprofit organization that combines athletics and academics to inspire inner-city boys to reach their maximum potential. Prior to that, Mr. Gentry held various senior positions at Tennessee State University. His professional life has also included work in the banking, insurance and broadcasting fields. He holds bachelor's and master's degrees in education from Tennessee State University.

Mr. Gentry's civic engagements include involvement with American Red Cross, Boy Scouts of America, Alliance for Public Education, Frist Center for the Visual Arts and many others. Gentry is a mayoral appointee to the Metropolitan Homelessness Commission. He serves as president of the State of Tennessee Sports Hall of Fame Board of Directors and chaired the 2007 Tennessee Prayer Breakfast.

The Nashville native is married to the former Sharon Denise Dixon, who serves on the Metropolitan Nashville Public School Board. The couple has two daughters, Taylor and Ryan. Gentry also has two adult daughters, Cristiana and Courtney, and two grandsons, Caymon and Trey.

Barbara Toms, vice chair

Barbara Toms is board vice chair and an attorney. From 1995 to 2005, she served as director of the Division of Charitable Solicitations, the state government agency that regulates the fundraising activities of nonprofit organizations in Tennessee.

In 2007, she was awarded the Master of Theological Studies degree from Vanderbilt Divinity School and was subsequently licensed as a "Minister of Public Service." Currently, she serves as coordinator of workforce development for the Fifteenth Avenue Baptist Community Development Corporation. In June 2009, the National Institute of Corrections certified her as an "Offender Workforce Development Specialist" after she successfully completed its 180-hour training program.

Ms. Toms has two adult children and two grandchildren.



Barbara Toms



Gwendolyn Harris

Gwendolyn Kelly Harris

Gwendolyn Kelly Harris received her Baccalaureate and Master degrees from Tennessee State University. Currently she serves as Juvenile Justice Student Advocate with the TN Department of Children's Services.

Ms. Harris began her professional career as a program director for the American Red Cross. After five years she joined the Metro Government of Nashville. Her work experience spans all three levels of government from administrative assistance in the Metropolitan Affirmative Action Division to 17 years with the Tennessee Energy Authority.

In her community involvement, Ms. Harris served as the 1992 chairman for the N.A.A.C.P. National Convention held in Nashville. She has been engaged in community activities since her college times and has served on multiple local boards.

Ms. Harris and her husband Howard have been married for 43 years. They have one daughter, Wendolyn, who lives with her husband and two children in Smyrna, Ga.

Dr. Frank H. Boehm

Dr. Frank H. Boehm is professor of obstetrics and gynecology and vice chairman of the Department of Obstetrics and Gynecology at Vanderbilt Medical Center. He is the former director of maternal fetal medicine at Vanderbilt Medical Center as well as the former chair of the Vanderbilt Medical Center's Ethics Committee. Dr. Boehm is a graduate of Vanderbilt Medical School and the Yale Internship and Residency Program. He is board certified in obstetrics and gynecology and maternal fetal medicine and is the author of over 200 scientific publications as well as co-editor of a major medical textbook.

Dr. Boehm has served on national committees, is a reviewer of major scientific publications and is an international speaker. He currently authors an op-ed column in the Tennessean on medical issues. His numerous honors include the Vanderbilt Medical Center Faculty Award and the Frank H. Boehm Award for contributions to continuing medical education.

Dr. Boehm has three children and five grandchildren. He and his wife, Julie, reside in Nashville and Boca Raton, Florida.



Dr. Frank Boehm

Patrick Willard

Patrick Willard is Associate State Director, Advocacy for AARP Tennessee. Mr. Willard joined AARP in 2007 bringing extensive experience in federal, state and local policy and communications. He planned AARP's successful strategy for the "No Place Like Home" campaign to provide more home and community based services under TennCare. The campaign resulted in the unanimous adoption of the Long-Term Care Community Choices Act of 2008.

Mr. Willard served as Counselor to the Mayor in the Metropolitan Government of Nashville and Davidson County for seven years before joining AARP's Tennessee office. He began his career as a reporter for newspapers in Tennessee and New York. He later served as a congressional press secretary and legislative aide, state legislative chief of staff, and director of the Tennessee House of Representatives Research Division. Mr. Willard is a graduate of Vanderbilt University and the Columbia University School of Journalism. He and his wife live with their three daughters in Nashville.



Patrick Willard



Mary Kate Mouser
University.

Mary Kate Mouser, M.Ed.

Mary Kate Mouser is Vanderbilt's associate hospital director for community services, advocacy, government relations and communications. As a member of the senior management team, she has oversight for communications, public relations, marketing, volunteer and community services and advocacy functions to support public awareness of the Vanderbilt Children's Hospital's mission and programs in order to enhance the public policy influence and support the financial position of the hospital.

Previously, she was the director of Vanderbilt Children's Health Improvement and Prevention (VCHIP), a department of the Monroe Carell Jr. Children's Hospital. Ms. Mouser has a BA in journalism from the University of Kentucky. She has a Masters of Education in organizational and human resource development from Vanderbilt

Her community work over the years includes positions at the Junior League of Nashville, Alignment Nashville and Alive Hospice, Hands on Nashville, and Volunteer Tennessee. She is a Nashville Young Leader (fall class of 2002).

Bishop George W. Price, Jr.

Bishop George W. Price, Jr. is the pastor of Bethesda Original Church of God on Tucker Road and also serves as the presiding bishop of the organization of Original Churches of God. In that capacity Bishop Price oversees about 63 churches housed in several states.

One of Bishop Price's interests on the board of Metro Social Services is a focus on senior citizens in Nashville. However, Bishop Price has been active in the Nashville community in many capacities for years. In 2008 he ended his term as the president of the Interdenominational Minister Scholarship, which is a religious organization that advocates social justice in the community. Bishop Price also has served as a chaplain in the Metro Police Department since 2006. He also works alongside police officers to stem gang activity in the community.



Bishop George W. Price, Jr.

Planning & Coordination

Planning & Coordination focused on identifying Davidson County's community social/human services needs and resources in the areas of Food & Nutrition, Workforce & Economic Opportunity, Housing & Related Assistance, Home & Community Based Services, and Transportation.

A Community Planning Subcommittee developed the process and method to gather data and conduct primary research in preparation for the 2009 Community Needs Evaluation (which was completed during the subsequent fiscal year). Additional secondary data was gathered from the U. S. Census Bureau, U. S. Bureau of Labor Statistics, Tennessee Department of Labor & Workforce Development, Tennessee Department of Human Services, the 2-1-1 Call Center, the Community Foundation of Middle Tennessee, and United Way of Metropolitan Nashville.

Primary research was conducted by collecting comments from Nashville residents regarding unmet community needs. Almost 2,500 Nashville residents shared their input including:

- 1,737 Grassroots Survey Participants
- 627 Professional/Agency Survey Participants
- 102 Focus Group Participants

The MSS Planning & Coordination unit coordinated with various agencies providing information, technical assistance and consultation to public and private organizations including: Family & Children's Services, Metropolitan Health Department, Metropolitan Nashville Public Schools, Metropolitan Human Relations Commission, Mayor's Advisory Committee on People with Disabilities, Food Security Partners, Catholic Charities of Tennessee, Nashville Alliance for Financial Security, Health Assist Tennessee, Council on Aging of Greater Nashville, Tennessee Foreign Language Institute, and IMF-Peniel.

Planning & Coordination Mission Statement

The mission of MSS Planning & Coordination is to provide current data, supplemental information, technical assistance and collaborative leadership for long-term social service planning. This effort will facilitate positive change through effective collaborations and create a knowledge foundation that can be used by policy makers, service providers and others in the community to develop programs to meet existing and emerging social service needs.



MSS Planning and Coordination staff from left to right: Dinah Gregory, Lee Stewart, Brenda Venson, Gloria Nance, Abdelghani Barre.

Metro Social Services Programs

Program services and activities promote positive change for individuals and families and enhance the capacity of society to offer equality of opportunity for all. MSS program services are respectful of the rights and dignity of persons; they are comprehensive and accessible to those who need them; and, above all, they are inclusive, respectful of diversity, culturally sensitive and empowering.

The **Family Support Program** (615-862-6432) provides assistance to eligible Davidson County residents to help them develop or improve their life skills, to increase their independence, and to improve family stability. Family-centered casework is used 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. Services include:

- Instruction on life management skills
- Information and referrals
- Short-term solution-oriented counseling
- Direct service to individuals, families, the elderly, the disabled, and extended families
- Intensive case management with a individualized service plan that incorporates specific goals and outcomes

The **Adult & Children's Homemaker Program** (615-862-6480) serves elderly, mentally-challenged, and physically-challenged adults who need help with household tasks and/or personal care.

The **Children's Homemaker Program** works with families who are at risk of losing custody of their children and with relative caregivers who are raising the children of another family member (such as grandchildren). This program helps primary caregivers ensure that the children's needs are met and that they are in a safe, healthy and clean environment. Trained paraprofessionals (homemakers) provide nurturing assistance and support to enable program participants to live independently in their own homes rather than in institutions. Professional staff provides casework services to the clients and their families, assessing and reassessing their needs every six months and attending team meetings when required. In addition, they help clients manage issues with other family members, service workers, property owners, creditors, doctors, etc. Services include:

- Sweeping, mopping, vacuuming, washing dishes, and laundering clothing
- Providing personal care, such as assistance with bathing, showering, taking sponge baths, and grooming hair
- Grocery shopping and preparing meals
- Assistance with simple health care routines, such as reminders to maintain diet restrictions, medication regimens, and recommended exercises
- Giving emotional support and encouragement during periods of loneliness, depression, and bereavement

The **Homeless Program** (615-880-2526) addresses the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies, providing case management to help participants obtain housing and employment. This program also assists customers with maintaining housing when they are at risk of becoming homeless. The program partners with the Rooftop Foundation, a

collaboration of faith congregations in Nashville, to provide emergency rental assistance to individuals so they can maintain stable housing. Services include:

- Information regarding affordable housing in Nashville
- Intensive case management, including individualized service plans with specific goals and outcomes
- Information regarding temporary housing and transitional living
- Referrals to other agencies for health services, prescriptions, mental health services, alcohol and drug treatment, employment assistance, veterans services, and assistance for past felons
- Information regarding how to obtain a driver's license and/or birth certificate
- Referrals to the Metropolitan Action Commission for deposits for homeless customers who have located permanent housing
- Limited bus passes for the purpose of obtaining and maintaining housing

The **Intake & Burial Program** (615-862-6458) links individuals and families with services, reducing the need in daily life emergencies, helping stabilize crisis situations, or promoting opportunities for growth. Services are available to Davidson County residents who need social, financial or resource assistance and who face a variety of problems and need access to coordinated social services. Services include:

- Information and Referral Services, which helps participants identify and obtain community resources to assist them with immediate goals. Follow-up is provided on referrals and intensive case management is available
- Indigent Burial Assistance which pays the burial/cremation costs for people who lived or died in Davidson County and who did not leave sufficient resources to cover the cost of expenses
- Short-Term Support Services, which are provided to individuals and families who need additional services to resolve problems or to work toward personal and family goals
- Community Coordination, which builds awareness of programs, increase accessibility, links services with other community partners, and support community activities

The **Senior Nutrition Program** (615-880-2292) provides nutritionally sound meals to eligible seniors (60 or older) and disabled persons (under 60, only if they live in a high-rise) in Davidson County. The program provides congregate meals in strategically located centers in Davidson County and delivers meals to eligible persons. The Senior Nutrition Program promotes better health through improving nutrition and reducing isolation of the elderly while helping them continue living independently in the community. MSS has provided nutrition services to the community since 1976 and is Davidson County's largest provider of congregate and home-delivered meals to diverse seniors throughout Nashville.

Congregate Nutrition Sites

- Meals are provided at community centers and other convenient locations in Davidson County.
- Sites are open about four hours each weekday to provide a hot midday meal containing at least one-third of the required daily (nutritional) allowance (RDA).
- Educational and socialization opportunities are also provided at these sites.

Home Delivered Meals - Eligibility Requirements

- Confined to the home (illness, incapacitation, or disability)
- Unable to prepare own meals
- Inability to receive nutritious meals from family, friends, or other resources
- Referred by a health care provider (physician's office, home health care agency, hospital, etc.) to the Senior Nutrition Program.

FY 2008/2009 Budget

	FY 09 Funding	
	percentage	amount
Metro funds	79.3%	5,818,300
Federal/state funds	19.5%	1,428,900
Customers pay	1.2%	85,300
Total Revenue		<u>7,332,500</u>

Program	FY 09 Operating Budget	FY 09 Non-Metro Revenue
Homeless program	<u>456,600</u>	<u>-</u>
Intake and Assessment	212,600	-
Homemaker Program	1,649,200	403,900
Nutrition Program	1,727,000	1,075,600
Family Support	969,500	31,700
Burial Assistance	<u>235,200</u>	<u>3,000</u>
Family Services	<u>4,793,500</u>	<u>1,514,200</u>
Planning and Coordination	<u>826,100</u>	<u>-</u>
Finance	245,200	-
Human Resources	233,900	-
Quality Assurance	<u>251,200</u>	<u>-</u>
Administration	<u>730,300</u>	<u>-</u>
Systems	175,200	-
Research and Evaluation	<u>350,800</u>	<u>-</u>
Executive	<u>526,000</u>	<u>-</u>
Total	<u>7,332,500</u>	<u>1,514,200</u>

Community Partners

Metro Social Services (MSS) is fortunate to work with wonderful community partners in a combined effort to offer services to Nashville's residents.

The following examples show the diversity of the partnerships MSS has across the city of Nashville.

Nashville Black Police Officer Association

The Nashville Black Police Officer Association is a nonprofit community organization that has partnered with MSS for several years. Reggie Miller who heads the association said the group's goal is to reach out and focus on the relevant needs of the community, especially services to kids, seniors and underprivileged families.



"Our relationship with Metro Social Services has been outstanding," Miller said. "It has been topnotch. We have been able to do and accomplish so many things in accordance with Social Services' help and assistance."

The two organizations partner on several programs throughout the year including a backpack program for kids starting school that began three years ago.

"We wanted to provide backpacks for needy kids," Miller said. "Of course, Social Services came right in and assisted us in getting supplies for school kids and providing us names of families in need."

The relationship works so well because Metro Social Services together with Metro Police officers are able to identify people in need who otherwise would go without. The backpacks are often provided by a program sponsor.

So far the backpack program has reached more than 1,000 kids. But it is not the only program the two organizations work on. Thanksgiving and Christmas baskets have been a great success as well.

"With the Thanksgiving baskets, we've been doing that for many years," Miller said, adding that Social Services again stepped right in to support the program, which has grown from 100 families to 500 families this year. The goal for next year is to serve 750 Thanksgiving baskets and 1,000 the year after.

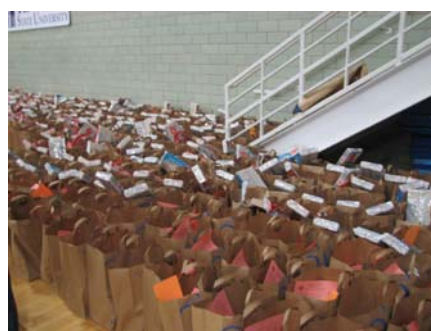
"And [after Thanksgiving] we move on to our Christmas program where we try to identify families where parents can't afford to buy toys for their kids," Miller said, explaining that the backpack and Christmas programs divide children into age groups to provide age-appropriate materials and toys.

Miller said the relationship between the Nashville Black Police Officer Association and MSS has been invaluable and continues to grow.

New Visions Baptist Church

Another partnership Metro Social Services has built over the years is with New Visions Baptist Church on McGavock Pike. This partnership focuses on a nutrition program for seniors.

Program coordinator Dr. Ruth Dennis said every Thursday anywhere from 15-25 seniors come to the church to receive a meal, and Metro Social Services helps transport participating seniors to the church as well.



The nutrition program is about much more than the meal, Dennis said.

“Our participants love the program,” she said. “They love to get out of the house at least one day a week and play games.”

In addition to a nutritious meal, the church often invites guest speakers who talk about diet, exercise and safety issues. The program is followed by playing games and socializing.

“Some can’t wait until Thursday comes because that’s the only day in the week they get out,” Dennis said. “They say they enjoy being with people like themselves. They used to go to church when they were younger.”

Many of the participating seniors are in their 90s. And three regular program participants are already over 100 – 103, 102 and 100, to be exact.

The program has been in place for two years now, and Dennis said the church has worked closely with MSS to implement it.

Rooftop

MSS is the largest local agency focusing on homelessness prevention. In that effort, the agency has been partnering with a nonprofit organization called Roof Top, a faith-based umbrella organization of close to 30 Nashville congregations that was formed approximately three years ago.



Rooftop provides emergency financial assistance to Nashvillians who are on the brink of losing their homes.

Bill Coke, a founding member of Rooftop, said the partnership with MSS was crucial to the organization’s success.

“When a client calls to a church, the information is taken and then faxed to Metro Social Services,” he said. “They then contact the person and set up an appointment.”

MSS screens the clients and examines all options to help that person or family.

“MSS acts as the central clearing house in making the initial interviews and keeps a record of clients making requests,” Coke said. “The value for the congregations is the knowledge that professional social workers are seeing the clients. It is like every congregation having a social worker on staff.”

If MSS social workers find that Rooftop can help, they refer them to Cathy Bryan Link who works for Rooftop. Link sends housing payments directly to the property owner. Generally, the family in need will have to come up with a portion of the outstanding payment while Rooftop donates the remaining amount, no more than \$300.

“We only help with utilities if someone is in Section 8 Housing,” Coke said. “Otherwise, we stick strictly with rental or mortgage problems.”

This year, Metro Social Services was able to support 2,453 families, many of which would have lost their homes without the partnership between MSS and Rooftop.

Tennessee Disability Pathfinders

In another partnership with the Tennessee Disability Pathfinders, MSS focuses on serving the Hispanic population. The Tennessee Disability Pathfinders works together with MSS and the Mental Health Association to start a statewide information and referral service for people who are dealing with disability in their



family and are seeking resources. The Hispanic network offers a bi-lingual database called Camino Seguro that lists the contact information and services of Hispanic professionals (www.caminoseguro.org).

Claudia Lopez with Tennessee Disability Pathfinders said the partnership works so well because each partner brings a specific strength to the table: Disability resources stem from Tennessee Disability Pathfinders, mental health resources come from the Mental Health Association and general social services are provided by MSS.

“We’re able to gather the information, and we update it regularly,” Lopez said. “That is just really important. Without the partnerships we couldn’t do all the work.”

The excellence of the program was recently recognized when The Kennedy Center received a national multicultural diversity award for Camino Seguro. Lopez said she hasn’t found a database like it across the nation.

“We only include bi-lingual providers in our different agencies for social services, disabilities and mental health and it is free, of no charge, for anybody,” Lopez said, adding the goal is to expand the program across Tennessee.

Collaborations like these are great examples of leveraging available resources within the community. But, Lopez said, communication between the partners was crucial to making this program work. That’s where she praised the efforts and abilities of MSS who helps coordinate the regular updates of the database in addition to the social services work provided under the program.

Tennessee Department of Human Services (DHS)

Not all partnerships are between government and nonprofit or faith-based organizations. MSS also has an ongoing relationship with the Tennessee Department of Human Services (DHS). Under that partnership, MSS is able to provide homemaker services for DHS’ Adult Protective Services clients. A contractual agreement has been in place of a number of years. In FY 2010, DHS provides \$307,073 in federal SSBG funds and MSS provides a 20% match from local resources.

Services under the homemaker program include light housekeeping, laundry, grocery shopping, running errands, light meal preparation, and similar tasks. The purpose is to enable an elderly client to live independently in his/her home for a longer period of time before requiring the need of an assisted living or nursing home facility.

“Our partnerships are valuable to us and our clients because they truly leverage resources and increase excellence in service,” MSS interim director Renee Pratt said. “We have many more partners, but the ones listed here provide a great overview of the diversity in services we offer throughout Davidson County.

List of Community Partners:

Hope Community Center
Rooftop
Nashville Association of Black Police Officers
Promise Care LLC.
Tennessee Bikers Education Association
New Visions Church
Lewis & Wright Funeral Home
Hills of Calvary Memorial Park
Disability Pathfinders
Greater Nashville Regional Council
Department of Human Services
Park Center

The Key Alliance – Metropolitan Homelessness
Commission
Metro Action Commission
Metropolitan Development and Housing Agency
Goodwill Industries
Martha O'Bryan Center
Metropolitan Nashville Public Schools (Kirkpatrick
Elementary, Bailey Middle, Stratford High)
Donelson Church of Christ
Music City Mission
Ladies of Charity
Metropolitan Transit Authority

Metro Social Services

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