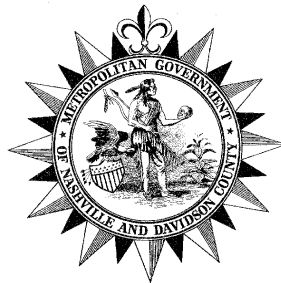


Metro Social Services



Annual Report 2010-2011

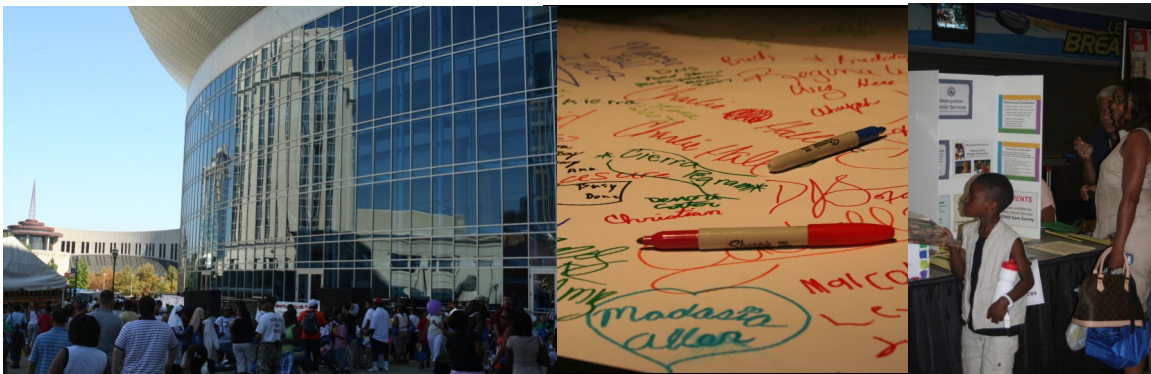


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Note from the Director:

Dear Partners and Friends:

Over the last year, Metro Social Services has seen a significant increase in the need of family services. Workforce & Economic Opportunity, Housing & Related Assistance as well as Food & Nutrition are listed as the three greatest unmet needs in our updated 2010 Community Needs Evaluation. The data only confirms what we see here at MSS on a daily basis: An increase in request of services.

Throughout the many changes that occurred during the past year, such as the move to our new location in March 2011, our staff remained focused and dedicated to our mission. The expertise and professionalism of our Department has been recognized in many different ways. As such, Mayor Karl Dean asked MSS in 2010 to monitor and coordinate the implementation of the city's Poverty Reduction Initiative.

MSS honored the Mayor's request and has identified public and private leadership for seven Implementation Teams to work toward the 30 recommended actions outlined in the Poverty Initiative Plan. MSS was also a co-sponsor of a Poverty Stimulation exercise alongside Catholic Charities and the Jewish Federation of Nashville, Tennessee. The Poverty Stimulation was designed to sensitize participants to the realities of life choices low-income people are faced with every day.

As we were embracing these new opportunities and challenges, we continued to reach out by participating in community events. Together with our partners we were able to provide over 1,000 Thanksgiving Meals and on December 18, 2010, MSS along with community partners provided Christmas baskets for 117 families and 296 children.

Looking forward, one of MSS' priorities for the coming year is to increase its community involvement and visibility to assist potential customers and service providers with resources and referrals for support services. By ensuring that customers and service providers take full advantage of our tools and expertise at MSS, we will remove barriers to access of available services in our community.

As we move forward in the coming year MSS remains committed to our mission of serving the most vulnerable citizens of Davidson County. We will maintain our solid partnerships to provide outstanding services to our customers and continue to sustain best practices for the Department.



Renee Pratt



Renee Pratt, executive director

Note from the Board Chair:



Howard Gentry

Dear Friends and Supporters,

Over the years that I have been associated with the Metropolitan Government, as a member of the Metropolitan Council and in my current position as Chairman of the Metro Social Services Commission, I have never been prouder of a governmental agency than I am of this department. Through the many challenges, the needed changes and added responsibilities, which occurred during my tenure as a member and as chair of the Commission, management and staff of Social Services have never lost their focus on serving the most vulnerable citizens in our community.

While we have added responsibilities such as a strong focus on Planning & Coordination as well as the oversight to implement the city's Poverty Reduction Initiative, the efforts to provide services to the individuals and families in our community have never been stronger. Time and time again, Metro Social Services staff has stepped up and proven their expertise, their dedication and their compassion.

During the last couple of years, when Nashville, like most of our nation's cities, was dealing with the fall-out of the hardest recession that has affected our country in decades, Metro Social Services has seen the numbers of service requests increase dramatically. Staff did not miss a beat. Even when Nashville was hit by the biggest flood in the city's history, staff continued to deliver services to the most needy in our community.

Metro Social Services has grown to the point where it is now recognized as a local leader around poverty reduction while increasing its expertise in service delivery. A department is only as good as the people who work for it.

Thank you, Metro Social Services staff, for excelling in what you do. Thank you for your incredible strength and devotion to people who come to this department because they feel lost. Thank you for bringing back hope to the people who come to you and making them believe that things will be better again.

It is more than a service that you provide; you listen, and you give guidance. I am proud and grateful that I have been able to be part of this process.



Howard C. Gentry, Jr.

Metro Social Services

Board of Commissioners

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.

Prior to joining the Nashville Chamber Public Benefit Foundation, Mr. Gentry 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. Mr. 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.

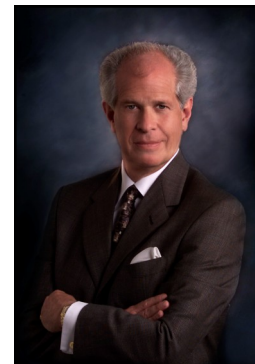
The Nashville native is married to the former Sharon Denise Dixon, who serves on the Metropolitan Nashville Public School Board. The couple has two daughters, Taylor and Ryan. Gentry also has two adult daughters, Cristiana and Courtney, and two grandsons, Caymon and Trey.

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.

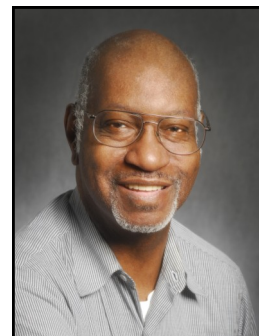


Dr. Frank Boehm

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 as MSS board member is a special focus on senior citizens in Nashville. 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 has been serving as a chaplain in the Metro Police Department since 2006. In a related capacity, he works alongside police officers to stem gang activity in the community.



Bishop George W. Price, Jr.



Mary Rolando

Mary Rolando

Mary Rolando is a consulting policy analyst with extensive experience in systems change. Most recently she served as a senior policy analyst in the Governor's Office of Children's Care Coordination. Her experience spanned areas of health, mental health, education and other children's issues. Ms. Rolando was Executive Director for the Blue Ribbon Commission responsible for rewriting Title 33, the Mental Health Law. She previously was an Assistant Commissioner for Mental Health services, among other professional positions in state government. She also served as a consultant in a systems management and change agency.

Ms. Rolando has enjoyed extensive participation in the community. She currently chairs the Catholic Charities of Tennessee Board of Trust and has previously served on the boards of Legal Aid Society of Middle Tennessee and the Cumberland, United Way, TSU Women's Center, the YW, and Father Ryan High School. Ms. Rolando chaired the Community Foundation's Women's Fund Advisory Board, CABLE, and Mental Health Association of Middle Tennessee Board of Trustees. She is a member of Centerstone's Ambassador's Circle and is an alumna of Leadership Nashville.

William Sinclair

Bill Sinclair has served as the executive director of Catholic Charities of Tennessee since 1986. He originally joined the agency in 1975 as a social worker and was named assistant director in 1978. During his long association with the agency, Catholic Charities has grown to include more than 40 different programs that annually serve approximately 67,000 people in 38 Middle Tennessee counties. Its major activities are in the areas of social services, refugee & immigration services, Hispanic family services, family assistance, community employment, and adoption services and pregnancy counseling. The services of Catholic Charities are available to people of every religious, ethnic, cultural and racial background.

In 2010, Bill Sinclair received the Lifetime Achievement Award from the Tennessee Chapter of the National Association of Social Workers for his outstanding work on behalf of Tennessee's families, children and youth, and for his advocacy on behalf of social justice and the social work profession. He earned his undergraduate degree from Ohio State University and his MSSW from the University of Tennessee.



William Sinclair

Planning & Coordination

Poverty Reduction Nashville

On Dec. 9, 2010, MSS hosted P.R.N. – Poverty Reduction Nashville, a symposium held at the Scarritt-Bennett Center. Mayor Karl Dean attended the event and called on Nashvillians to pursue poverty reduction in our city with the same spirit that was unleashed after the May 2010 floods.



“If we once again put our minds, hands and hearts toward helping people in need, we can make a significant dent in poverty,” he said.

In early 2010, Mayor Dean had asked MSS to coordinate the implementation of the city’s Poverty Reduction Initiative, which was created under the leadership of the Metropolitan Action Commission and the Nashville Chamber Public Benefit Foundation. The plan was developed with the help of hundreds of city

leaders, advocates, organizations, and residents who formed seven Action Teams surrounding key issues including Child Care, Economic Opportunity, Food, Health Care, Housing, Neighborhood Development, and Workforce Development.

The goal of Nashville’s Poverty Reduction Initiative is to reduce poverty by 50% in 10 years.

The symposium on Dec. 9, brought together city leaders to give a progress report and discuss where Nashville currently stands. Each implementation team presented updates on their topics, which reflect the issues addresses by the Action Teams during the creation of the Poverty Reduction Initiative Plan.

In addition to the progress report, two panel discussions were held, which centered on data use and evidence-based decisions as well as a on how different organizational stakeholders can work together.

At the P.R.N. event, MSS also published executive highlights of the 2010 Community Needs Update.

2010 Community Needs Update

Metro Social Services first published a Community Needs Evaluation in 2009. An update was released in winter of 2010 with executive highlights distributed at the P.R.N. on Dec. 9.

The document provides countywide demographic and socio-economic data describing social services needs for the issues the Poverty Reduction Initiative’s implementation teams address including Child Care, Food, Health, Housing, Neighborhood Development, Workforce & Economic Opportunity as well as Home &



Community Based Services for Adults and Seniors.

Poverty Council

The Poverty Council is the oversight body of Nashville's Poverty Reduction Initiative. It has been meeting quarterly since July 2010 with the purpose to review progress and address issues that may arise during the implementation process.

The following groups were invited to serve on the Poverty Council:

- The Poverty Reduction Initiative's Implementation Teams;
- The Poverty Initiative Action Team Chairs (which were the task force groups who created the plan);
- The Chairman of the Planning & Coordination Committee of the Metro Social Services Board of Commissioners;
- A liaison from the Mayor's Office; and
- A liaison from the Nashville Livability Project, an interagency group working toward better coordination of community planning.

Howard Gentry, CEO of the Nashville Chamber Public Benefit Foundation and chair of the MSS Board of Commissioners, also chairs the Poverty Council.

"There are functions within the Poverty Initiative that involve Social Services," Mr. Gentry said. "Then there are functions that involve the Mayor's Office. But in its total scope, the Poverty Initiative does not fall under government or any one agency."

Instead, he said, it is an independent, public-private collaborative system.

During the 2010-11 Fiscal Year, the Poverty Council was prioritizing tasks and creating a timeline with short-term recommendations. The actual work, however, is done by the implementation teams with guidance from Dinah Gregory, MSS' director of planning and coordination.

Poverty Simulation Event

In May, stakeholders involved in the Nashville Poverty Reduction Initiative were invited to participate in a Poverty Simulation Workshop organized by Catholic Charities of Tennessee, the Jewish Federation of Nashville and Middle Tennessee and Metro Social Services.

The exercise's goal was to help participants understand the issues and decision-making process poor local households face on a daily basis.

Even members of organizations that deal on a daily basis with supporting underserved populations said they struggled with some decisions they were forced to make during the Poverty Simulation Workshop. The event, participants said, helped them better understand some harsh realities of poverty.

Community Partners

Metro Social Services works with many community partners throughout the year.

“We would not be able to serve the thousands of people in need whom we touch every year without the many generous and caring individuals and organizations who we partner with on a continuous basis,” MSS Executive Director Renee Pratt said. “We thank every single one of our partners.”

These partners include:

Department of Human Services	Metropolitan Transit Authority
Disability Pathfinders	Music City Mission
Donelson Church of Christ	Nashville Association of Black Police Officers
18th Avenue Enrichment Center	Nashville Prevention Partnership
Goodwill Industries	New Visions Church
Greater Nashville Regional Council	Park Center
Hills of Calvary Memorial Park	Promise Care LLC.
Hope Community Center	Rooftop
Ladies of Charity	Salvation Army
Lewis & Wright Funeral Home	Second Harvest
Martha O'Bryan Center	Tennessee Bikers Education Association
Metro Action Commission	Tennessee State University
Metropolitan Development and Housing Agency	Terrell Broady Funeral Home
Metro Nashville Public Schools	The Key Alliance – Metropolitan Homelessness
MNPS (Kirkpatrick Elementary, Bailey Middle, Stratford High)	Commission
	Wayne Reed Child Care Center

One of the partners who has worked with MSS for many years is the Tennessee Bikers Education Association (TBEA).

Frank “Vampire” Keeling, treasurer of the TBEA said the three events the members of TBEA are involved in are the Fresh Start, Thanksgiving and Christmas giveaways.

“The reason we got involved [with these three events] is that I was a treasurer of the Consolidated Riders years ago, and we were involved in it [along with] several different organizations,” Keeling said. “So when the Tennessee Bikers Education Association got started, it was just natural for us to look for something that we were going to assist in. So we jumped right on it.”

Keeling explained that the Tennessee Bikers Education Association consists of about 24 member clubs – mainly from Davidson and surrounding counties.

“We try to bring bikers together under one umbrella and do things as a community to help out,” he said. “We try to help anybody who is in need.”

TBEA Co-Founder Jeanette Fitzpatrick said it helps to work with an organization like Metro Social Services who identifies families in need.

“It began as one vision and it actually spun off into multiple things,” Fitzpatrick said. “When we initially started, the main thing was to introduce ourselves to the community and let people know that we’re just bikers. It’s a hobby. We have fun.”

The goal was to remove the stigma that many biker groups carry with the general public assuming automatically that a group of motorcycle riders is a biker gang.



“We just wanted to let people know, we’re mothers, we’re fathers, we’re doctors and lawyers, you know; we’re productive citizens of the community,” Fitzpatrick said, adding that the initial vision grew into getting involved in productive programs within the community, benefitting members of the community.

“By working with Metro Social Services, we’re able to concentrate on one particular organization and let them try to determine who is in need based on their roles,” Keeling said.

TBEA still has the opportunity to provide MSS with names of people they believe are in need of help.

The partnership works for Metro Social Services and all the clubs. In 2010, Metro Social Services together with its partners such as the TBEA was able to serve:

- 243 children with basic school supplies during the Metro Fresh Start event in August;
- 922 families with Thanksgiving baskets; and
- 117 families including 296 children with holiday items for Christmas.

“As MSS continues to serve the most vulnerable citizens of Davidson County, we deeply appreciate the willingness of all our volunteers and partners to support our endeavors,” Demitria Norman, MSS director of adult and family support services, said. “Especially on Thanksgiving, we were able to nearly double the number of families we served. That simply would not have happened without the generous contributions from our partners.”

Success Stories

The following stories reflect a series of true encounters as told by MSS social workers:

The Importance of Receiving Complete Information

Ms. V was referred to MSS by Goodwill, one of our community partners. Her story is heart-wrenching and left her in a rather delicate situation.

She came to Nashville to take care of her only son who had been mugged and shot after trying to cash his check on a Friday evening. He was at Vanderbilt Hospital's intensive care unit and his wounds were extensive enough that his convalescence included physical therapy for a time even after he was released from the hospital.

Ms. V stayed with him at his apartment to take care of him. However, their lack of income led to their eviction because they had been unable to pay the rent.

Homeless in the streets of Nashville, Ms. V requested assistance from a Hispanic church where her son had been attending. When some good Samaritans offered that they stay in the basement of their rented home in exchange for cooking and cleaning services, Ms. V agreed.

In May 2010 the house was completely flooded. The flooding destroyed everything they owned. Ms. V, who is a US resident, heard on the Hispanic news that she was eligible to open a case with FEMA at a local community center. She went there and obtained a case number with FEMA, but never requested assistance because the owners of the house, who are illegal residents, begged her not for fear of being deported.

To show them her gratitude for providing her and her son with shelter, Ms. V promised not to pursue FEMA assistance. Instead they stayed in the house with mold and water for months.

Finally her son's health started to improve, and he did not need all day care anymore. That's when Ms. V started working and saving up some money. Working with a lady cleaning houses, she obtained enough income to eat, pay for transportation and raise enough rent to move into a small apartment.

Everything seemed to be going OK until one day Ms. V fell and hurt herself. Her place of work sent her home for a while. However, her injury didn't heal properly and it turned out that she needed surgery. Consequently, Ms. V found herself in a once more in a financial bind. She needed to subsidize her income to pay her rent.

Since Ms. V did not want to be homeless again, she asked Ms. Idalba Tabares from Goodwill for help. Ms. Tabares referred her to a social worker at MSS. The social worker agreed to process an application with Rooftop on behalf of Ms. V.

Ms. V came to her interview to the McGruder's Family Center (one of the Restore the Dreams locations) where MSS has a satellite location. During the interview and assessment, which included listening to Ms. V's story carefully, the social worker discovered several hidden opportunities open to further exploration for possible assistance.

Consequently, the social worker asked one of FEMA's Restore the Dream counselors if Ms. V still would be able to apply for flood assistance. To the social worker's and Ms. V's surprise the counselor said YES. Ms. V could not believe that her trust in the social worker and MSS had paid off in more ways than she

could have imagined. She became all emotional and even cried from gratitude when the social worker shared with her all the things that she was eligible to obtain.

The social worker, who was bilingual, asked the Restore the Dream counselor whether it was possible to a case with the Restore Center that very same day since the social worker would be able to offer her interpreting skills with the customer there.

When the Restore the Dream counselor visited Ms. V's apartment he discovered that she and her son had been sleeping on the floor. The counselor also found that Ms. V and her son had no vacuum cleaner, no microwave nor any kitchen utensils and they were lacking other basic things. Ms. V and her son have been added on a list so she can start receiving these items as soon as possible.

Most importantly, MSS and Rooftop were able to keep Ms. V in her apartment, provide her with new glasses (the old pair was lost in the flood) and get her some food boxes. Ms. V continues to follow up periodically with MSS, and her son obtained a part time job and is doing well.

The social worker is grateful that Ms. V. was truthful and willing to share ALL of her life details with her in a single interview. Because the social worker was well informed, she was able to connect Ms. V with the services she and her son truly needed.

- *submitted by Luz Belleza-Binns, a MSS social worker*

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Help with Utilities

A senior customer, who is the caregiver for her elderly husband and lives on a fixed income, was behind on her gas bill by about \$500. Metro Action Commission referred her to MSS. The assigned social worker went to the home of the customer and assisted her gathering and copying the needed documents and helped her with the LIHEAP application, which was approved by Metro Action Commission for \$450.

Thanks to the assistance from MSS and Metro Action Commission the elderly couple is now able to pay the remainder of their gas bill and their gas is not cut off. They were appreciative to MSS for working so diligently and said they now have enough left-over from their monthly income to purchase necessary medications.

Assisting a Single Mom

Client M is a single mother and was a new resident to Davidson County with only a roof over her and her son's head and very little food. She visited the Martha O'Bryan Center (one of MSS' community partners) where she met with a MSS social worker.

The social worker assisted her with applying for and obtaining benefits from DHS, which now ensures a steady and secure food supply. Ms. M also received assistance with her transportation needs that allowed her to enroll her son in school. The son was also enrolled in an afterschool program at MOB Center where he continues to participate in meaningful activities and receives help with his homework.

Since the family did not have any furniture, the social worker was able to connect them with resources in the community for household items and clothing including school uniforms. Client M was also referred to the Redesign program, which painted and decorated her apartment.

With some assistance to get established, this family is now self-sufficient and thriving. Mom has a stable job and her son is a sophomore at Stratford High School.

Budget

	FY 11 Funding	
	percentage	amount
Metro funds	76.2%	4,893,500
Federal/state funds	22.9%	1,467,500
Customers pay	0.9%	57,500
Total Revenue		<u>6,418,500</u>

Program	FY 10 Operating Budget	FY 10 Non-Metro Revenue
Homeless program	448,200	-
Homemaker Program	1,577,700	436,400
Nutrition Program	1,691,000	1,053,400
Family Support	909,600	32,200
Burial Assistance	234,600	3,000
Family Services	4,412,900	1,525,000
Planning and Coordination	593,100	-
Finance	235,400	-
Human Resources	180,800	-
Quality Assurance	130,300	-
Administration	546,500	-
Systems	83,900	-
Research and Evaluation	333,900	-
Executive	417,800	-
Total	<u>6,418,500</u>	<u>1,525,000</u>

ARRA Program FY11		
Nutrition Program	117,114	117,114

Metro Social Services

800 Second Ave. North

Nashville, TN 37201

(615) 862-6400

www.nashville.gov/sservices