The citizens do.

That’s because most Pitt County citizens want to live where almost everyone has food and medical care, and where children and vulnerable adults can be safe, and where emergencies don’t need to become disasters. That’s the service part of our agency’s mission.

But it’s a little more complicated than that.

Almost everything that our agency does is required by state or federal lawmakers. And almost all of it is paid through state or federal taxes. Although DSS manages more than a third of a billion dollars each year, only $9 million is paid through county taxes. That’s about two cents for each dollar, or $133 for an average household.
Protecting Children

On an average day, every day of the year, we get five or six calls to let us know that a child is being abused or neglected. We appreciate the callers’ concern for children. We keep the callers confidential. Then we investigate.

On an average day, at least one of those investigations will lead us to a child who needs protection.

Whenever possible, we try to protect the child while keeping the family together. But when necessary, we must find another place for the child to live, usually with relatives or foster parents. Then we work with our foster families and the child’s birth parents to achieve reunification or, if necessary, adoption or other permanent arrangements.

We are deeply grateful to our foster parents, and to our colleagues in law enforcement and healthcare who help us protect kids.

Pitt County Foster Care Cases, January 2016 - September 2017

Adoptions of Foster Children

Adoptions

Children Determined to be Abused, Neglected, or Otherwise in Need of Protective Services

State Fiscal Years (July - June)
Serving Disabled Adults

Disabled adults are vulnerable to abuse, neglect, and exploitation. Our agency works diligently to serve disabled adults who reside in the community as well as facilities.

We provide interventions in conjunction with linking to community based services. We strive to allow for self-determination and to allow adults to live with dignity, free of abuse, neglect or exploitation and reside in the least restrictive environment.
Managing Medicaid

Of every dollar that our agency manages, 71 cents is spent on Medicaid. And about 45 of those 71 cents are spent on Medicaid for elderly and other disabled adults. About 500 of them receive care in our county’s skilled nursing homes.

Our agency’s role is to make sure that people who qualify for Medicaid receive it, and that people who do not qualify do not receive it.

For the sake of our county’s future, it is especially important that eligible children are enrolled in Medicaid. Nearly half of Medicaid enrollees are children, even though they account for only about a fifth of the program’s cost.

But if children receive vaccinations and other preventive care, they can look forward to decades of better health. And we can look forward to a lifetime of lower medical costs.
Providing Nutrition

If people don’t have enough food, then it doesn’t much matter what else they have.

That’s why the federal Department of Agriculture operates the Food and Nutrition Program – what used to be called “food stamps.” Just as it does with the Medicaid program, the role of the Pitt County Department of Social Services is to decide who meets the eligibility guidelines and who does not.

Each household getting help from the Food and Nutrition Program receives a weekly average of $56 in assistance.

Except for last October – when the agency helped thousands of families whose food was destroyed by Hurricane Matthew – the number of households receiving food assistance has been decreasing steadily. Part of the decrease is due to a new DSS program to help these families find better-paying jobs.
Supporting Early Childhood Education and Parental Employment

Young children need care and education. Parents need work and income.

Most families need some help to make sure that children and parents can both meet their needs.

That’s why our agency manages a program to help low-income families afford quality care and education for more than 1,400 children, most of whom are enrolled in preschool. Unfortunately, recent state funding restrictions have resulted in more children being placed on the waiting list than are enrolled.

Another way our agency helps children is by ensuring that families receive child support from noncustodial parents. During the most recent year we collected more than $15 million and distributed it to custodial parents.
Helping People Build Employment

The agency’s new Employment and Training Program helps our unemployed clients to find jobs, and our underemployed clients to find better jobs.

Working closely with the Greenville NCWorks Career Center, Pitt Community College, LIFE of NC, and other partners, we helped 291 social services clients to move toward independence. Each client spent an average of seven weeks in the program.

The federal Workfirst program is another tool for helping to build employment. Workfirst provides limited federal cash assistance to families who are working toward obtaining stable, long-term jobs.

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**Time* Spent by Employment & Training Clients**

- 42% Job Search
- 17% Job Search Training
- 2% Vocational Training
- 14% Other Education
- 3% WIOA Assistance
- 6% Volunteer Service
- 15% Job Retention

*Client Months

**Workfirst Assistance to Needy Families**

Ages of Client Family Member, July 2017

- 26% Less Than 6
- 22% 6-10
- 20% 11-15
- 32% 16+
Each day, the Pitt County Department of Social Services helps individuals and families in crisis. But sometimes a crisis affects the whole county.

When Hurricane Matthew hit in late 2016, Red Cross emergency shelters were staffed by 122 of our agency’s staff members. Dozens more staff worked in special offices to help ensure that people had food.
Food Quality: As Important as Quantity

The Food & Nutrition Program ("food stamps") helps families get enough to eat. But it is also important for everyone, especially children, to get the right foods.

To learn more, please go to:
- [snpded.fns.usda.gov/recipes-menus](snpded.fns.usda.gov/recipes-menus)
- [snpded.fns.usda.gov/eat-right-when-moneys-tight](snpded.fns.usda.gov/eat-right-when-moneys-tight)
- [www.ebtshopper.com/recipes](www.ebtshopper.com/recipes)
- [allrecipes.com/recipes/15522/everyday-cooking/budget-cooking](allrecipes.com/recipes/15522/everyday-cooking/budget-cooking)

Where Can I Get Information or Help With...?

<table>
<thead>
<tr>
<th>Services</th>
<th>Facilities</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Education</td>
<td>Literacy Volunteers</td>
<td>353-6578</td>
<td>pittliteracy.org</td>
</tr>
<tr>
<td></td>
<td>Pitt Community College</td>
<td>493-7200</td>
<td>pittcc.edu</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>Center for Family Violence Prevention</td>
<td>752-3811</td>
<td>c4fvp.org</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(for emergencies, call 911)</td>
<td></td>
</tr>
<tr>
<td>Disability Employment Services</td>
<td>Vocational Rehabilitation Services</td>
<td>830-8560</td>
<td>ncdhhs.gov/divisions/dvrs</td>
</tr>
<tr>
<td>Employment Placement &amp; Training</td>
<td>NC Works Career Center</td>
<td>355-9067</td>
<td>ncworks.gov</td>
</tr>
<tr>
<td></td>
<td>LIFE of NC</td>
<td>375-3136</td>
<td>lifeofnc.org</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>Community Crossroads Center</td>
<td>752-0829</td>
<td>communitycrossroadscenter.org</td>
</tr>
<tr>
<td>Mental Health &amp; Substance Abuse</td>
<td>Trillium Health Resources</td>
<td>866-998-2597</td>
<td>trilliumhealthresources.org</td>
</tr>
<tr>
<td>Older Adult Services</td>
<td>Pitt County Council on Aging</td>
<td>752-1717</td>
<td>pittcoa.com</td>
</tr>
</tbody>
</table>
Board Members

Melonie Bryan  
Chair

James Cox  
Vice-Chair

Mary Perkins-Williams

Becky Starky

Sheila Bunch

Staff Leadership

Jan Elliott  
Director

Gwendolyn Burns  
Deputy Director

Additional Services

Economic Support Services Program Administrator  
(including Medicaid, Nutrition Services, and Workfirst):  
Bryan Averette • bryan.averette@pittcountync.gov

Adult Services Program Manager  
Cynthia Ross • cynthia.ross@pittcountync.gov

Child Welfare Administrator  
Tammy Lewis • tammy.lewis@pittcountync.gov

Family Support Services Program Administrator  
(including Child Support, Early Education, and Employment Services):  
Michele McCorkle • michele.mccorkle@pittcountync.gov

Department of Social Services

2018 Televised Meeting Dates

Jan • N/A  Feb • 13  Mar • 13  Apr • 10
May • 8  Jun • 12  Jul • 10  Aug • 14
Sep • 11  Oct • 9  Nov • 13  Dec • 11

Meetings can be watched LIVE on

PittTv (Suddenlink Cable Channel 13)

Or Online at

pittcountync.gov/LIVE