

County MEDIUM

**Department
of Social
Services**

**Submitted
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Title Consolidated Human Services Director

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**Project
Title** Consolidated Service Provision

Category Innovations in Services to Customers
(Please
select one)

Project Description and Summary

What did you do?

Describe your program or project. What did you do? What is the history behind the program/project? What did you hope to accomplish? What was your timeline? Your budget? How did you identify your objectives? How well did you use available resources?

This MEDIUM county merged DSS, Health Department, and Animal Control into one Consolidated Human Services Agency in 2014. The DSS and Health Department were (and are) physically located in two different townships which presented a significant hurdle. In order to provide good services to consumers, it was decided that 4 Income Maintenance Caseworkers (IMCs) (representing FNS, Children & Family Medicaid, and Adult Medicaid) from DSS would work from the Health Department. The

objective was to actualize consolidation, enabling consumers to access nutrition and medical insurance services in addition to public health services in a one-stop shopping type set-up. The goal for 2016/2017 was to increase the volume of clients being seen in the Health Department Clinic (including the Medicaid eligible population) and provide increased accessibility and convenience for the clientele.

Project Success and Impact

What was the outcome?

Was your program/project a success? What was the impact? How did you measure the impact? How widespread is the impact of your program/project? How were you able to overcome obstacles and challenges? Did your program/project meet your established objectives?

In 2016/2017, the availability of economic services through the Health Department has rendered an additional 131 applications being taken (as compared to 2015/2016) by the same number of IMC staff at the Health Department. This represents a 10% increase in applications. The Health Department reports an increase in both the percentage of Medicaid clients seen through their clinic and the percentage of Medicaid reimbursements for services rendered, but was unable to offer the specific numbers due to technicalities within their CureMD reporting system (at the time this nomination was in process). The success and increased volume for the DSS staff located at the Health Department has motivated DSS to co-locate an additional 2 IMCs and a supervisor to the Health Department for 2017/2018. No budgetary adjustments were required in order to make these changes. The Health Department experienced an overall patient volume increase for their clinic of 56% in 2017/2018.
