

County Department of Social Services Cabarrus

Submitted By Ben Rose

Title Director

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Project Title PORCH: Portal of Resources for Children

Category (Please select one) Innovations in Services to Customers

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?

In March of 2016, Cabarrus County DHS implemented the PORCH (Portal of Resources for Children) program, a collaboration with DHS, Cabarrus County Partnership with Children, and Cabarrus County IT. The purpose of the project was to create a single portal of entry for Cabarrus County citizens to access and assess eligibility for child care subsidy services. The project was started with a community meeting of providers and partners that addressed this need. Concerns were expressed over clients visiting multiple agencies and feeling lost within the system.

The Partnership and Cabarrus DHS worked closely with IT to identify the type of information needed on the website to allow the program to provide immediate feedback to the citizen making the inquiry. The program allows a person to enter information regarding family size, needs, income, and other critical data and then provides immediate feedback to the person whether they may qualify for one of six possible

programs. If they don't qualify, the program will provide alternative resources to consider. Should the person possibly qualify, the information is then staffed between DHS and the Partnership regarding the best program fit based on funding etc and then that person receives a contact to facilitate the application.

Over 900 inquiries have been performed on the system to this point and it has also assisted the school system in connecting families to daycare services.

the website is: <https://porch.cabarruscounty.us>.

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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?

Over 900 inquiries have been received.

The program is accessed by both families and partners such as the schools.

The program allows for one single entry to assess and apply for child care services, versus a person having to visit several agencies to determine what may be available.

The project goals are to still grow and do even more media outreach. The project was demonstrated to the Board of Commissioners in May of 2016.