

METRO SOCIAL SERVICES

Mission Statement

The mission of Metro Social Services is to provide research, planning, coordination, and family support products to the most vulnerable people in Davidson County so they can experience the best quality of life possible.

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Strategic Goals

1. **By 2014, MSS customers will experience quality service that is data driven, research based and based upon best practice standards as evidenced by:**
 - 80% of all Adult and Family Support cases will be compliant with Social Work best practices.
 - 80% of customers that indicate their needs were met by MSS
 - 100% of decedents eligible for indigent burial services will receive a respectful graveside burial

2. **By 2014, frail, elderly, and disabled persons in Davidson County will experience an enhanced quality of life and avoid unnecessary institutionalized care as evidenced by:**
 - 80% of customers report eating a more balanced meal
 - 80% of customers report that they have a safe, clean and protective home environment

3. **By 2012 service providers, policy makers and others will have access to information and a collaborative process to provide effective evidenced-based social services.**
 - Annually updated Community Needs Evaluation with information on Davidson County needs, with demographic, social and socioeconomic data

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Family Support Services Line of Business

The purpose of the Family Support Services Line of Business is to provide assessment, homemaker, nutrition, life management and burial assistance services to eligible residents of Davidson County to address or respond to their identified needs.

Homeless Services

The purpose of the Homeless Services program is to provide assessment and intervention products to homeless individuals and those at risk of becoming homeless so they can obtain or maintain permanent supportive housing.

Result Measure

Percentage of customers served who achieve their goal of obtaining or maintaining housing

Output Measures

- Number of Comprehensive needs assessments (CNA) completed
- Number of customer service plans completed
- Number of service contacts provided

Demand Measures

- Number of CNA requested
- Number of customer service plans requested
- Number of service contacts requested

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Family Support Services Line of Business

The purpose of the Family Support Services Line of Business is to provide assessment, homemaker, nutrition, life management and burial assistance services to eligible residents of Davidson County to address or respond to their identified needs.

Homemaker Services

The purpose of the Homemaker Services program is to provide light house keeping, personal care and essential errand services to eligible adults and families with children so they can have a safe, clean, protective and least restrictive home environment.

Result Measure

Percentage of customers that maintain a safe, clean and protective home environment

Output Measures

- Number of homemaker service hours provided
- Number of homemaker customers served

Demand Measures

- Number of homemaker service hours requested
- Number of homemaker customers requested

Nutrition Services

The purpose of the Nutrition Services program is to provide daily allowance meals, nutrition supplements, nutrition education and socialization products to low income seniors and disabled persons so they can continue independent living

Result Measure

Percent of congregate customers reporting an increase in socialization activities

Output Measures

- Number of congregate and home delivered meals provided
- Number of socialization activities provided at congregate meal sites

Demand Measures

- Number of congregate and home delivered meals requested
- Number of socialization activities requested

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Family Support Services Line of Business

The purpose of the Family Support Services Line of Business is to provide assessment, homemaker, nutrition, life management and burial assistance services to eligible residents of Davidson County to address or respond to their identified needs.

Family Support Services

The purpose of the Family Support Services program is to provide life management, information and brief counseling services to eligible Davidson County residents so they can develop or improve life skills, increase independence and/or improve family stability.

Result Measure

Percentage of customer goals achieved

Output Measures

- Number of Comprehensive Needs Assessments (CNA) completed
- Number of customer service plans completed
- Number of service contacts provided

Demand Measures

- Number of CNA requested
- Number of customer service plans requested
- Number of service contacts requested

Burial Assistance Program

The purpose of the Burial Assistance program is to provide funeral services to representatives of the decedent so they can experience a respectful and safe burial or cremation.

Result Measure

Percentage of applicants or representatives surveyed reporting the deceased received a respectful burial or cremation

Output Measure

Number of burials and cremations provided

Demand Measure

Number of burials and cremations demanded

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Planning and Coordination Line of Business

The purpose of the Planning and Coordination Line of Business is to provide information and process for the long-term planning and implementation of evidenced-based social services to the community.

Planning and Coordination

The purpose of the Planning and Coordination program is to provide current information, technical assistance and collaborative leadership for long-term social service planning so that evidenced-based services can be designed to meet current and emerging needs.

Result Measures

- Completion of annual update for Community Needs Evaluation

Output Measures

- Number of Community Needs Evaluation Updates completed

Demand Measures

- Number of Community Needs Evaluation Updates requested

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Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership and support services to MSS so it can efficiently and effectively deliver results for customers.

Finance

The purpose of the Finance unit is to provide financial management services to MSS so it can effectively manage its financial resources, meet the objectives of its programs and safeguard the assets of the government using best practices.

Result Measures

Percentage of budget variance

Output Measures

Number of vendor payments made

Demand Measures

Number of vendor payments requested

Human Resources

The purpose of the Human Resources unit is to provide information and employment services in order to ensure compliance and consistent application of all policies and procedures including local, state and federal laws, rules and regulations. The Human Resources unit strives to provide opportunities which promote the professional development of all staff.

Result Measures

- Percentage of staff retention

Output Measures

- Quarterly attrition reports provided
- Number of exit interviews conducted

Demand Measures

- Quarterly attrition report requested
- Number of exit interviews requested

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Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership and support services to MSS so it can efficiently and effectively deliver results for customers.

Continuous Quality Improvement

The purpose of the Continuous Quality Improvement Unit is to monitor, evaluate and provide oversight of MSS services, both direct and administrative services, to improve quality of services, improve cost effectiveness, ensure compliance with internal and external regulators and stakeholders, achieve and maintain high levels of customer satisfaction and ensure accountability for services and outcomes.

Result Measure

Percentage of compliance with internal agency audit

Output Measures

- QI annual reviews completed
- Quarterly case record reviews completed
- Quarterly report card / progress reports completed
- Quarterly risk and compliance reports completed

Demand Measures

- QI annual reviews requested
- Quarterly case record reviews requested
- Quarterly report card / progress reports requested
- Quarterly risk and compliance reports requested

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Executive Line of Business

The purpose of the Executive Line of Business is to provide systems support and reporting products to Metro Social Services so that it can experience quality IT service and management friendly reports.

Systems Administration

The purpose of the Systems Administration program is to provide systems support services to this Social Services agency so it can efficiently and securely meet its business needs.

Result Measure

Percentage of employee IT problems successfully resolved

Output Measures

- Number of IT planned projects completed
- Number of IT employee consultations

Demand Measures

- Number of IT planned projects requested
- Number of IT employee consultations requested

Executive Leadership

The purpose of the Executive Leadership program is to provide business, policy and decision products to MSS so it can deliver results for customers.

Result Measure

Percentage of departmental key results achieved