

# 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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# METRO SOCIAL SERVICES

## 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

# METRO SOCIAL SERVICES

## 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 Program

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
- Number of service contacts requested

### Homemaker Program

The purpose of the Homemaker 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

# METRO SOCIAL SERVICES

## 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.

### Nutrition Program

The purpose of the MSS Nutrition Program is to provide daily allowance meals, nutrition supplements, and 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

### Family Support Services Program

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

# METRO SOCIAL SERVICES

## 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.

### 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

# METRO SOCIAL SERVICES

## 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 Program

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

- Annual Report of Nashville Poverty Reduction Initiative Implementation Teams published and made available to the public.

#### Output Measures

- Publication of update for Annual Community Needs Evaluation Updates completed
- Publication of annual Report of the Poverty Reduction Initiative update

#### Demand Measures

- Update Annual Community Needs Evaluation
- Update Annual Monitoring and Coordination of Nashville Poverty Reduction Initiative Implementation Teams

### Homelessness Commission Program

The purpose of the Homelessness Commission Program is to offer planning and coordination services by creating community awareness, establishing partnerships and collaborations, maintaining accurate data and supporting policies and best practice programs that promote sustainable solutions to homelessness

#### Result Measures

- 85% of chronically homeless individuals in Housing First (permanent housing with intensive case management) will retain their permanent housing status.
- 60 % of the annual applicants of our SOAR (SSI/SSDI) program are approved for benefits on the initial application (the national average is 37%).

#### Output Measures

- Number of chronically homeless individuals receiving Housing First.
- Number of applicants approved for SOAR benefits

#### Demand Measures

- Number of chronically homeless individuals needing Housing.
- Number of applicants needing SSI/SSDI benefits.

# METRO SOCIAL SERVICES

## Executive Leadership Line of Business

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

### Executive Leadership Program

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 Measures

- Percentage of budget variance
- Percentage of compliance with internal agency audit
- Percentage of employee IT problems successfully resolved
- Percentage of staff retention

#### Output Measures

- Number of vendor payments made
- QI annual reviews completed
- Quarterly case record reviews completed
- Quarterly report card / progress reports completed
- Quarterly risk and compliance reports completed
- Quarterly attrition reports provided
- Number of exit interviews conducted
- Number of IT planned projects completed
- Number of IT employee consultations

#### Demand Measures

- Number of vendor payments requested
- Quarterly attrition reports requested
- Number of exit interviews requested
- QI annual reviews requested
- Quarterly case record reviews requested
- Quarterly report card / progress reports requested
- Quarterly risk and compliance reports requested
- Number of IT planned projects requested
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