

National Association of County Human Services Administrators

Directors' Leadership Award

Bobby Boyd

For twenty-eight years, Bobby Boyd, ACSW, has led Catawba County Social Services to outstanding achievement. The agency, now with 375 employees and 180 million dollar budget, has historically attracted state and national recognition for innovation and quality.

In 2004, in response to North Carolina state mental health reform, Bobby led the agency to develop Family NET, a therapeutic arm which provides individual and family mental health services, as well as prevention programming across the county. In 2005, he received the NACo Program Award for Family NET.

Since 2000, he has also steered the agency through our community's dramatic economic downturn with the loss of 14,000 community jobs; food assistance caseloads rose from 2224 to 6605 (197%) and Medicaid cases rose 73%.

Under his "watch", the agency has developed model programs, including five residential group homes for children at-risk; school social work and teen pregnancy prevention programs, an adoption agency, a Children's Advocacy Center, a Meals on Wheels Program which utilizes over 600 community volunteers, an Adult Shelter Program for adult victims of neglect or abuse, Work and Ride Car Donation Program, a family resource center in subsidized apartments, and numerous partnerships to promote economic self-sufficiency across the county. He has led the staff to focus on customer service and efficient responses to the citizens of the county, through state of the art technology, ambitious goals, and qualified motivated staff.

Despite his tough exterior, Bobby has a heart for people in need; he translates this compassion into respect, service and hope for the people we serve through Catawba County Social Services. He is hardworking, dedicated, incisive and committed to excellence. His legacy is a prototype for human service leaders.

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Elizabeth Prebich Distinguished Leadership Award

Janet Rowland

Janet Rowland currently serves as the County Commissioner for Mesa County, Colorado. Janet has a long history of working with children and families in a direct service role as well as her years of involvement with NACo as a member of NACIO and NACHSA.

Janet's background consists of many years as a child protection social worker both in the private and public service sectors in Colorado. During that time, she realized that there were many parents involved in the child welfare system that lacked the basic skills of parenting and needed not only support systems, but also education to be better parents. She set to work, along with the "Triad Group" from Ohio, and developed a state-wide system of support groups and focus groups that took a look at the needs of families within the child welfare system and identified specific training and support systems for parents and families, as well as helped organize a statewide Public Information Campaign on these issues.

Janet co-chaired the Mesa County Community Alliance group involved with methamphetamine abuse. The Alliance not only identified problem areas, but put together a community plan of action that has been developed, funded, and implemented by the Mesa County Board of Commissioners. Material and ideas from the work done in Mesa County has spread throughout the country and has been quoted in NACo publications as well as Child Welfare League of America publications.

Janet's efforts in all Human Services Program areas (from children and families to the elderly) are notable and appreciated. As an elected official, the energy, the resources, and the knowledge which she has brought to Mesa County and as a Board member of NACHSA, has been significant.

Janet is truly deserving of the Elizabeth Prebich Distinguished Leadership Award. She has increased the awareness of the critical role that County Human Service agencies play in local, state, and national policy arenas. We can all be proud of Janet and what she has accomplished as a true leader in the field of Human Services.

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2006 Innovations in Human Services Award

PRESCRIPTION ASSISTANCE FOR SENIORS (PAS)

The need for improved access to health care and prescriptions is an issue for all in society. Hit hardest are seniors who live on limited incomes. Seniors may not meet certain criteria to be eligible for governmental programs like Medicaid but still have a clear need for assistance. The need for medically necessary, multiple medications leaves seniors with little or no prescription insurance coverage, choosing between rent, food, utilities, and medications.

The Ashtabula County Department of Job and Family Services, District XI Area Agency on Aging, and collaborating partners formed a Seniors Network Task Force to focus attention on the unique problems facing senior citizens in Ashtabula County.

In November 2000, Ashtabula County launched the Prescription Assistance for Seniors program to help seniors obtain free or reduced cost prescriptions directly from drug manufacturers by improving access to the existing programs.

The program design included the use of computer technology to create a database of drug manufacturers, eligibility requirements, medications and renewal eligibility criteria. Another data base holds client information such as participant name, address, medications, physicians, and renewal dates. The computer program allows for client intake information to remain in the system to significantly reduce processing time at renewal appointments. The Ashtabula County Community Action Agency created the Pharmaceutical Data Explorer with Visual Basic programming language, and designed the case management database using Microsoft® Access.

Trained staff assist seniors throughout Ashtabula County. Staff members reach out to the senior community by regularly visiting senior centers, congregate meal sites, and by making appointments and/ or home visits when needed. In addition to the staff assisting with the pharmaceutical company applications, PAS workers also assist with accessing programs through the Veterans Administration, AARP, and others.

This program provided Ashtabula County seniors with a new way to access free or reduced cost prescriptions and also improved collaborations among community agencies. Since the program's inception, 2,205 seniors have saved over \$6,000,000 in prescription drug costs. With the introduction of the Medicare Part D prescription drug plans the number of seniors using this program has decreased; however PAS workers were able to assist 256 seniors with Medicare Part D information. The PAS program assists seniors who are not yet Medicare Part D eligible and also assists seniors who reach their maximum coverage periods or "donut hole" on Medicare Part D.

NACHSA

2006 Innovations in Human Services

Contra Costa County ILSP Graduation Binder

Growing up in foster care, after having been abused, neglected by your own family, is painful. Trying to connect with other people and form lasting relationships can be frightening, and in some cases nearly impossible. As children grow into teenagers in foster care, a whole new set of challenges present themselves.

The Contra Costa County Independent Living Skills Program (ILSP) Graduation Binder is designed to help youth who are in foster care cope with and master day to day living hurdles, and get them ready to “emancipate” from the Child Welfare System. Helping youth connect and STAY connected is a top priority. What began as an idea evolved into a resource guide, and 18 month calendar, and an address book complete with “motherly advice”.

When a foster child reaches the age of 18, he or she is emancipated from the system, The social service department is directed by the courts to give the young person a folder with all their original documents: birth certificate, social security card, etc. Because a folder full of paper documents can be easily lost or destroyed, the ILSP decided to scan all these documents, making PDFs, and put them on a password protected CD. A CD is given to the youth and one to the social worker.

The ILSP binder also includes “graduation gifts”. Contra Costa was able to include gift cards to Old Navy, Target, Safeway and Starbucks. In addition to the CD and gift cards, they included a calculator, mini-flashlight and pen; each imprinted with ILSP’s toll-free number and website URL.

News of this unique binder spread rapidly to other social service departments around the state. Requests for copies of the binder came from most of the counties in California, and the State Department of Social Services. Agencies from Michigan, Ohio, and Alaska have also requested copies of this binder.

The community recognizes this project as worthy of supporting and expanding. But the most important thing is that youth who are leaving foster care and going into a world where they must make their own way will now have a small resource to help them to begin.