Social Services

Director's Monthly Report

June 1, 2026

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PERSONNEL



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Hiring and Separation Report

April 2026

Current Openings:

Position Title	Position #:	Status
IMC III Lead worker	51769	
IMC II	51783	
IMC II	51403	
IMC II	51375	
Part Time Social Worker IAT	52080	
Social Worker IAT	51905	
Social Worker IAT	51776	
Social Worker IAT	51777	
Social Worker IAT	51441	
Social Worker IAT	51444	
Social Worker IAT	51778	
Social Worker III	52013	

Separations:

Total = 6

Number of Hirings:

Total = 7

IMC II = 5

Part Time PA IV = 1

Social Worker IA&T =1

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OPERATIONS



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Economic Services MOU Data

METRICS PER MOU						
	FOOD AND NUTRITION SERVICES					
		MOU MEASURE	95%	95%		
ACTIVE RECIPIENTS	ACTIVE CASES	APP TIMELINESS RATE- REGULAR	APP TIMELINESS RATE-EXPEDITE	RECERT TIMELINESS RATE		
9,805	5,142	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
84	52		Achieved	85.71		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
28,246	23,137		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
246				Achieved	Achieved	
ENERGY PROGRAMS						
	MOU PERFORMANCE MEASURE				95%	95%
	CIP APPLICATIONS PROCESSED	LIEAP APPLICATIONS PROCESSED			% PROCESSED TIMELY -NO SOURCE 1 DAY	% PROCESSED TIMELY -WITH SOURCE 2 DAYS
	40	0			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	380			Achieved		

Economic Services Update

MEDICAID

	AGED OR DISABLED ADULT ACTIVE PARTICIPANTS Does not include MXP or FP cases	ADULT ACTIVE CASES *Does not include MXP or FP cases	FAMILY AND CHILDREN ACTIVE PARTICIPANTS	FAMILY AND CHILDREN ACTIVE CASES	TOTAL MEDICAID APPLICATIONS TAKEN	TOTAL MEDICAID REVIEWS	TOTAL MEDICAID REVIEWS WITHOUT WAIVERS	CAP REFERRALS	LTC REFERRALS	TOTAL MEDICAID RECIPIENTS	TOTAL NEMT TRIPS	REPORT CARD MAD	REPORT CARD OTHER	RECERT COMPLETION TIMELINESS RATE	Straight Through Processing	Total
MOU MEASURE												90	90	95		
APR	5389	7,752	23481	15,037	380	1571	*	4	12	28,870	683	96%	95%		100%	95%
MAY	5351	7,658	23365	15,147	382	*	*	3	9	28,716	713	93%	97%		100%	97%
JUN	5338	7,683	23515	15,235	346	1540	n/a	0	17	28,851	698	96%	94%		100%	95%
JUL	5327	7,734	23,544	15,333	382	1435	n/a	2	18	28,873	*	93%	95%		100%	95%
AUG	5283	7,753	23448	15,418	325	1386	n/a	1	12	28,731	823	100%	96%		100%	96%
SEP	5289	7,744	23471	15,459	378	1586	n/a	2	16	28,740	756	100%	94%		100%	94%
OCT	5311	7,747	23422	16,290	398	1606	n/a	1	16	28,733	638	100%	98%		100%	98%
NOV	5342	7,755	23,381	15,465	472	1825		2	12	28,723	624	100%	96%		100%	97%
DEC	5313	7,761	23,324	15,542	560	1890		3	15	28,637	832	100%	95%		100%	96%
JAN	5319	7,748	23194	15,527	531	503		2	19	28,513	606	100%	93%		100%	93%
FEB	5318	7,781	23123	15,439	405	1893		2	10	28,441	809	100%	87%		100%	88%waiver
MAR	*	7,826	*	15,420	504	1767		3	11	28,446	933	90%	94%	*	100%	94%
APR	5368	7,836	22876	15,301	413	1651		5	20	28,246	849	92%	95%	*	100%	94%

Economic Services Update

FOOD AND NUTRITION SERVICES

			MOU MEASURE	95%	95%	95%		
	ACTIVE RECIPIENTS	ACTIVE CASES	APPLICATIONS TAKEN	APP TIMELINESS RATE-REGULAR	APP TIMELINESS RATE-EXPEDITE	RECERT TIMELINESS RATE	RECERTS COMPLETED	FNS EBT BENEFITS
APR	11,396	5959	591	97.24%	100.00%	97.77%	720	1,871,687.00
MAY	11,002	5732	576	98.11%	99.15%	99.13%	692	1,808,941.00
JUN	10,804	5,597	598	97.69%	92.73%	98.19%	553	1,783,246.00
JUL	10,715	5,556	594	96.83%	96.84%	98.74%	548	1,760,696.00
AUG	10,783	5602	558	99.52%	99.31%	98.86%	528	1,778,789.00
SEP	10,794	5605	580	99.13%	97.98%	99.41%	509	1,752,253.00
OCT	10,695	5568	512	99..07%	99.02%	98.65%	445	1,797,705.00
NOV	10,418	5445	417	99.15%	98.81%	99.70%	336	1,759,731.00
DEC	10,269	5389	479	100.00%	100%	99.36%	336	1,721,688.20
JAN	10,112	5307	505	96%	99.09%	97.51%	482	1,662,857.00
FEB	9,992	5228	542	100.00%	98.15%	98.15%	432	1,645,153.00
MAR	9,889	5197	543	98.45%	99.28%	99.21%	505	1,647,954.00
APR	9,805	5142	500	99.45%	97.98%	99.49%	587	1,618,144.00

ADULT SERVICES UPDATE



Guardianship

- Total Wards: 75
- Contracted Wards: 17

SAIH (Special Assistance In-Home)

- Active Cases: 59
- State Average Caseload: 25-30

CAP (Community Alternatives Program)

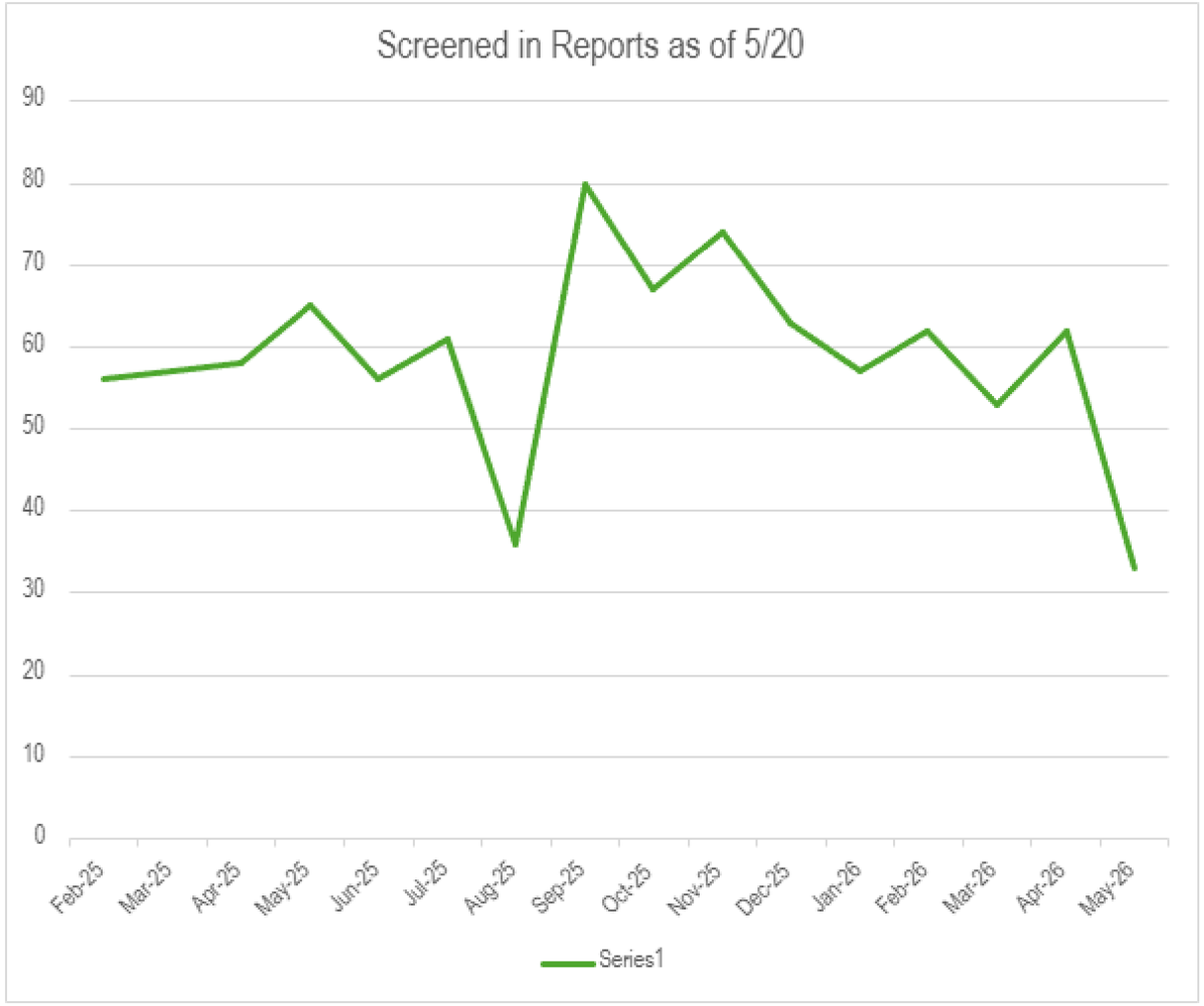
- Current Enrollment: 131
- Waiting list for CAP: 36

April APS Data

Category	Number	Notes
Total APS Reports Received	35	
APS Reports Screened In	18	Reports meeting criteria for an investigation
Substantiated Cases	1	
Confirmed Cases	2	Includes substantiations and other confirmations
Cases Opened for Services	5	Ongoing support and case management
Outreach Cases Assigned	6	Proactive engagement with at-risk adults
Service Referrals	3	Referrals for supportive community services
Guardianship Referrals	13	Referrals for potential legal guardianship

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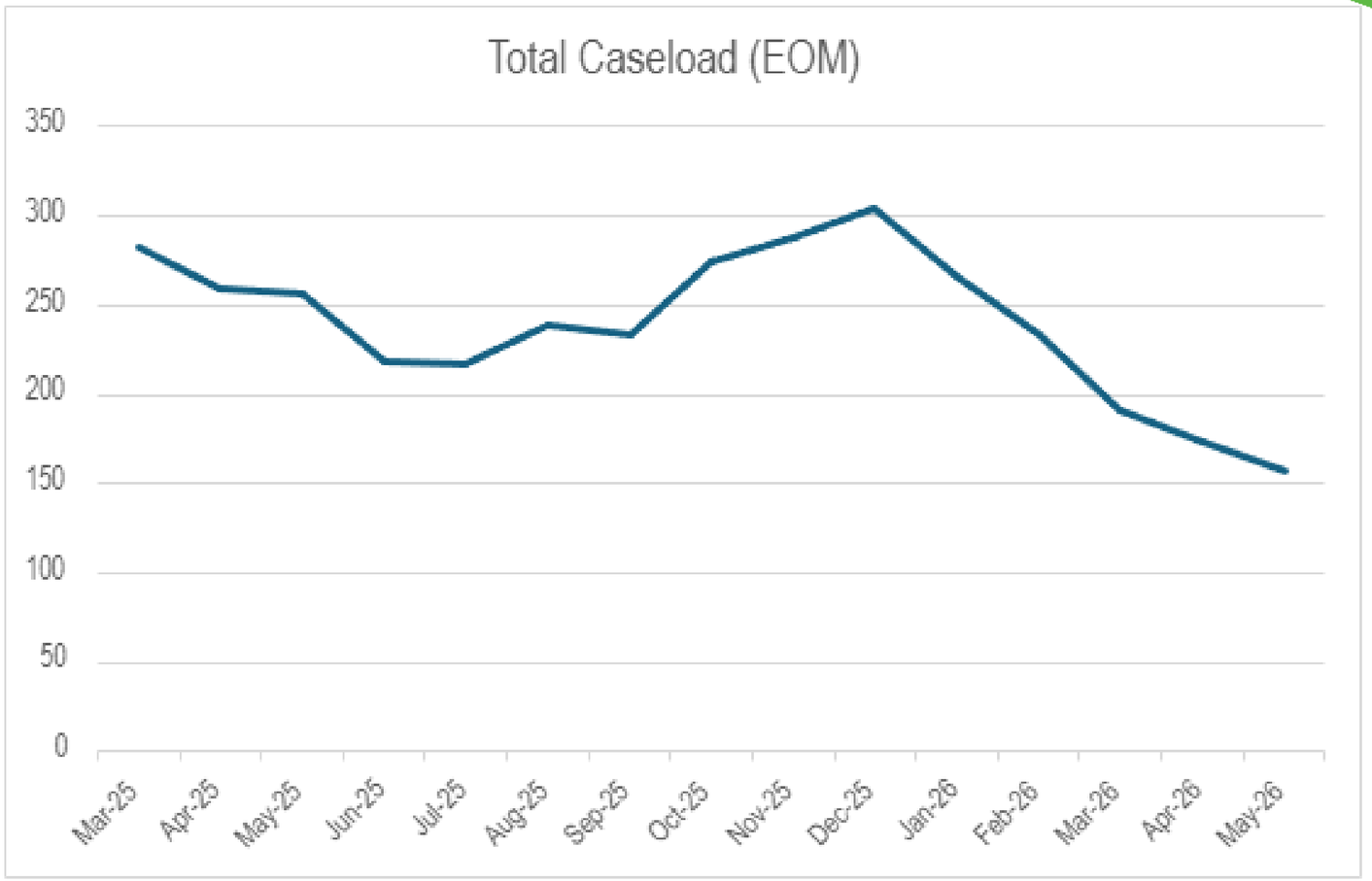
CPS Reports



- September 2025 intake peak
- As of 5/20, 33 Screen-In's for May

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CPS CASELOADS



- Caseload currently at 157
- 48% reduction within CY26

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FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 214
- New entries into care this period: 14
- Exits from care this period: 3

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Child Abuse Prevention Month

•Burke County DSS joined communities across North Carolina in recognizing Child Abuse Prevention Month during April.

•DSS staff participated in a multi-agency awareness event on the downtown square focused on child safety and family support.

•Community partners collaborated to promote prevention, education, and protective factors that strengthen families.

•The month served as an opportunity to reinforce the importance of early intervention, community involvement, and supporting healthy families.

•Burke County DSS remains committed to protecting children and partnering with families to ensure safe, stable, and nurturing environments.



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NCDHHS/ Burke County MOU

- Required under Rylan's Law (Session Law 2017-41).
- Applies to all NC counties for social services programs except Medicaid.
- Establishes statewide accountability and performance expectations.
- Measures focus on timeliness, safety, permanency, and service quality.

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APS Performance Measures

- 85% of abuse/neglect evaluations completed within 30 days.
- 85% of exploitation evaluations completed within 45 days.



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Child Support Services Performance Measures

- Paternity establishment rate must exceed 50%.
- Support order establishment rate must exceed 50%.
- Current collections rate must exceed 40%.
- Arrearage collections rate must exceed 40%.



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Child Welfare Services Performance Measures

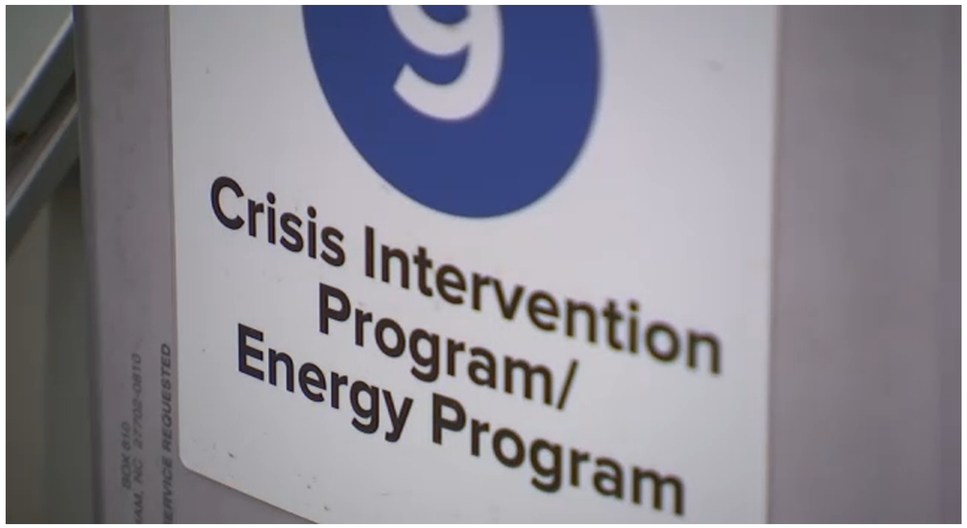
- 95% of foster youth must have monthly face-to-face visits.



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Energy Programs Performance Measures

- 95% of emergency Crisis Intervention Program applications with no heat or cooling source processed within 1 business day from the date of application or date all verification is received, whichever is first.
- 95% of emergency Crisis Intervention Program applications that heat or cooling source with a past due or final notice processed within 2 business days from the date of application or date all verification is received, whichever is first.



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Food & Nutrition Services Performance Measures

- 95% of expedited applications processed within the timeframe that allows households to have to access to their benefits on or before the 7th calendar day from the date of application.
- 95% of regular applications processed within the timeframe that allows households to have to access to their benefits on or before the 30th calendar day from the date of application.
- 95% of recertifications processed on time each month.



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Special Assistance Performance Measures

- 85% of Special Assistance for the Aged applications processed within 45 calendar days of the application date.

- 85% of Special Assistance for the Disabled applications processed within 60 calendar days of the application date.



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Work First Program Performance Measures

- 95% of applications processed within 45 days of receipt.

- 95% of recertifications completed within 60 calendar days prior to the last day of the current certification period.



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Key Takeaways

- The MOU creates measurable statewide accountability standards for county DSS operations.
- Performance expectations are heavily focused on timeliness and client safety.
- Several measures directly affect federal compliance and funding.
- Workforce capacity and operational resources are critical to maintaining compliance.

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THANK YOU

Questions?

