Social Services

Director's Monthly Report
September 8, 2026

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PERSONNEL



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Hiring and Separation Report

July 2026

Current Openings:

Position Title	Position #:	Status
IMC II	51403	
IMC II	51395	
IMC III Leadworker	51769	
IMC II	51375	
IMC III Leadworker	51367	
IMC II	51381	
IMC II	51380	
IMC II	51363	
IMC II	51767	
SOCIAL WORKER IA&T	51441	
SOCIAL WORKER IA&T	51776	
SOCIAL WORKER IA&T	51778	
SOCIAL WORKER IA&T	51905	
SOCIAL WORKER IA&T	51906	
SOCIAL WORKER IA&T	51866	
SOCIAL WORKER III	51461	
SOCIAL WORKER III	51460	

Separations:

Total = 3

Number of Hirings:

Total = 1

IMC II = 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		
9,792	5,131	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
69	46		Achieved	Achieved		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
27,923	22,934		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
249				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 DAY
	321	0			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	375			Achieved		

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Economic Services Update

MEDICAID

											MOU MEASURE	90	90	95			
	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
JUL	5327	7,734	23,544	15,333	382	1435		2	18	28,873	*	93%	95%		100%	95%
AUG	5283	7,753	23448	15,418	325	1386		1	12	28,731	823	100%	96%		100%	96%
SEP	5289	7,744	23471	15,459	378	1586		2	16	28,740	756	100%	94%		100%	94%
OCT	5311	7,747	23422	16,290	398	1606		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%wa
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%
MAY	5369	7,791	22750	15,224	456	1423		2	15	28,121	910	100%	94%	*	100%	94%
JUN	5389	7,770	22532	15,170	461	1337		2	10	27,925	986	100%	95%	*	100%	95%
JUL	5387	7,798	22,596	15,136	467	1239		0	20	27,923	975	100%	95%	*	100%	95%

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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
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
MAY	9,754	5091	540	100.00%	100.00%	99.00%	564	1,645,145.00
JUN	9,735	5,082	572	98.59%	98.98%	98.01%	569	1,635,049.00
JUL	9,792	5,131	524	99.14%	99.07%	99.36%	467	1,651,828.00

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ADULT SERVICES UPDATE

Guardianship
- Total Wards: 81
- Contracted Wards: 17

SAIH (Special Assistance In-Home)
- Active Cases: 67
- State Average Caseload: 25-30

CAP (Community Alternatives Program)
- Current Enrollment: 122
- Waiting list for CAP: 37

July APS Data

Category	Number	Notes
Total APS Reports Received	38	
APS Reports Screened In	17	Reports meeting criteria for an investigation
Substantiated Cases	3	
Confirmed Cases	4	Includes substantiations and other confirmations
Cases Opened for Services	4	Ongoing support and case management
Outreach Cases Assigned	8	Proactive engagement with at-risk adults
Service Referrals	17	Referrals for supportive community services
Guardianship Referrals	6	Referrals for potential legal guardianship

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What is CAP/DA

- Community Alternatives Program for Disabled Adults (CAP/DA) is a North Carolina Medicaid Home- and Community-Based Services (HCBS) waiver that helps eligible adults with significant disabilities remain safely in their homes and communities rather than entering or remaining in a nursing facility.
- CAP/DA uses Medicaid dollars to bring services into the home, helping people who would otherwise be at risk of institutionalization remain safely in their community."



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What is CAP/DA

CAP/DA provides:

- 🏠 **In-home supports** to help individuals remain at home
- 🤝 **Care coordination/case management** based on the individual's needs
- 🚴 **Personal care and in-home aide services**
- 🍽️ **Meal preparation and delivery**
- 🛟 **Respite services** to support caregivers
- 🔧 **Home modifications, equipment and assistive technology**
- 🚨 **Personal Emergency Response Services**
- 🔄 **Community transition services** for individuals moving from institutional settings back into the community

Who is CAP/DA for?
Generally, CAP/DA serves adults age 18 and older who:

- Have a disability or significant functional needs
- Meet nursing-facility level of care
- Are at risk of institutionalization
- Qualify for the applicable Medicaid requirements
- Need at least one CAP/DA service to safely remain in or return to the community

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CAP vs SAIH

CAP vs. SA/IH

Two Programs. One Goal: Helping People Remain Safely at Home.

Feature	CAP/DA	SA/IH
Purpose	Medicaid Home- and Community-Based Services (HCBS) waiver that provides services and supports to help eligible adults remain in or return to the community rather than entering or remaining in a nursing facility.	State-funded cash supplement and case management program that helps eligible adults remain safely at home by providing monthly payments and supportive services.
Funding Source	Medicaid (Federal and State)	State of North Carolina
Who It Serves	• Adults age 18 and older • Have a disability or significant functional needs • Meet nursing-facility level of care • At risk of institutionalization • Meet applicable Medicaid requirements • Need at least one CAP/DA service to remain in or return to the community	• Adults age 18 and older • Meet financial eligibility (income & resources) • Meet nursing-facility level of care • Live in their own home, with family, or in certain community settings • Do not require the level of services available through CAP/DA
What It Provides	A range of in-home and community services based on individual need, including: • Personal care, in-home aide, and nursing services • Respite, meal preparation/delivery • Home modifications, equipment, and technology • Care coordination/case management • Community transition services • Personal Emergency Response Services (PERS)	Monthly cash supplement to help offset the cost of care, plus case management to connect individuals to needed services and resources in the community.
How Funds Are Used	Pays for specific waiver services and supports identified in the person's plan of care.	Provides a monthly cash payment to the individual to help pay for care-related expenses of their choice (e.g., personal care, utilities, food, transportation).
Primary Goal	Provide services and supports that prevent institutionalization or help individuals transition from a facility back to the community.	Provide financial support and case management to help individuals with disabilities remain safely in their homes and communities.
Role of DSS	Complete screening, determine eligibility, develop plan of care, arrange services, and provide ongoing case management.	Complete screening, determine eligibility, approve monthly payment, and provide ongoing case management.

★ Both programs support independence, dignity, and quality of life by keeping people in the communities they call home.

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Changes in CAP Referral Process

CAP/DA Referral Process: What Has Changed?

PREVIOUSLY Locally driven referral process	TODAY State-managed referral process
Burke DSS had greater involvement in identifying potential CAP participants and initiating referrals.	**NCLIFTSS/Acentra Health** now serves as the centralized entry point for CAP/DA referrals.
Local CAP agencies had a greater role in the initial assessment and waiver-entry process.	**Initial assessment, eligibility review and waiver-entry functions are** centralized through the state's assessment process.
Counties had greater control over maintaining their CAP participant pipeline.	**Burke DSS has less direct control** over the flow of new participants into our program.
Local slot management was more prominent.	**CAP slots are managed through** regional/statewide processes.

IMPACT ON BURKE DSS

Centralized referrals → Less control over new participants → Unfilled CAP/DA slots → Fewer billable participants → Declining CAP revenue

KEY MESSAGE

Burke DSS continues to provide CAP/DA case management, but changes in the statewide referral and assessment process have reduced our ability to directly identify and bring new participants into the program. When vacancies are not filled, CAP revenue decreases.

The statewide referral/assessment structure was implemented beginning in 2023, with NCLIFTSS/Acentra Health assuming responsibility for processing CAP/DA referrals and initial assessments.

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CPS Reports

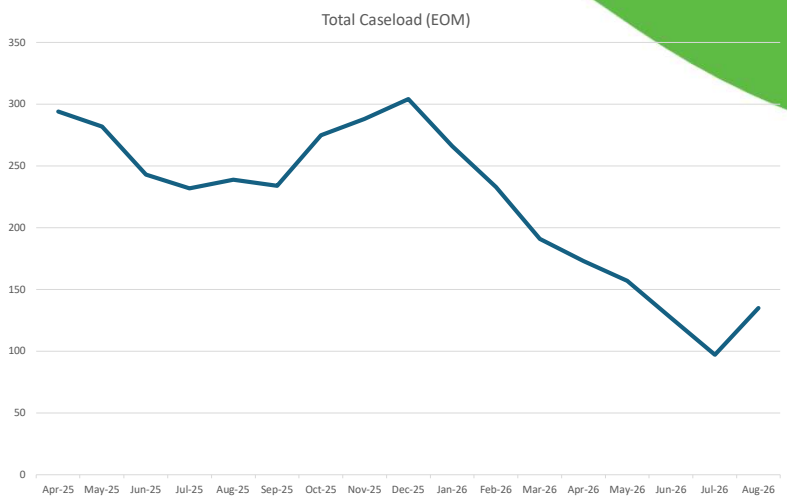


- Reporting on the rise with school upcoming
- August reports eclipsed previous three months

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CPS CASELOADS

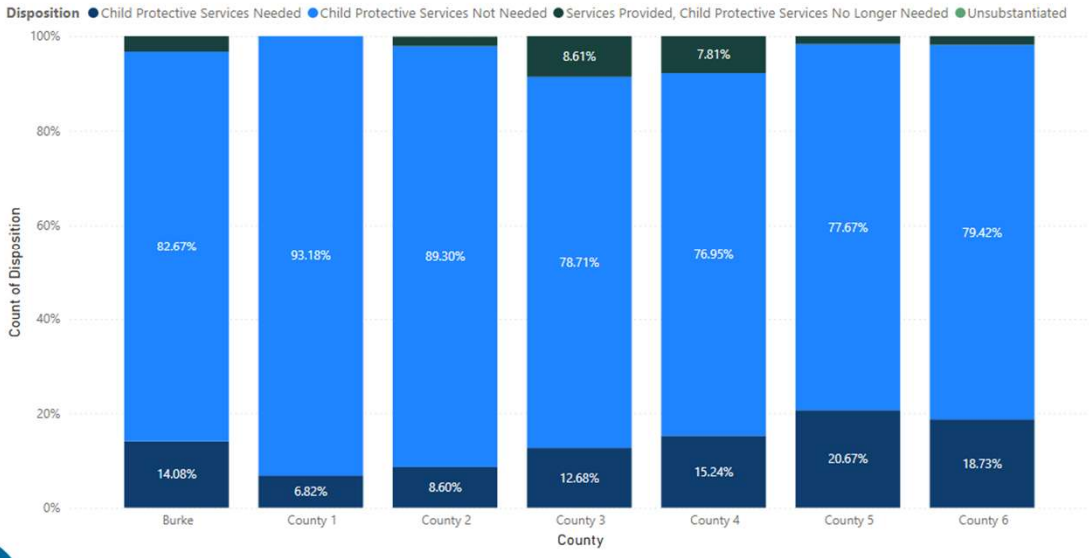


- Caseload currently at 135 as of 8/24/2026

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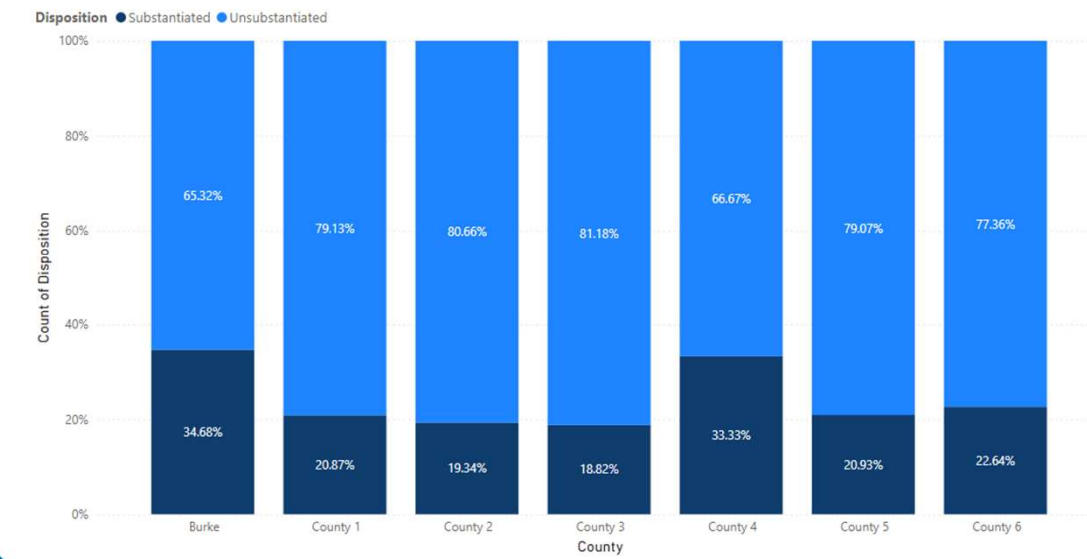
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Assessment



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Investigations



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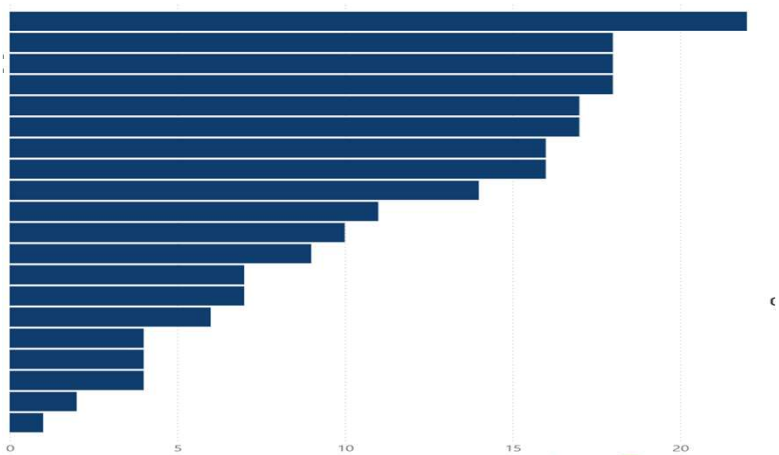
FOSTER CARE UPDATE

Foster Care Snapshot – Burke County

- Total children in foster care: 214
- New entries into care this period: 11
- Exits from care this period: 12

- Highest Caseload of 23
- Average of 15

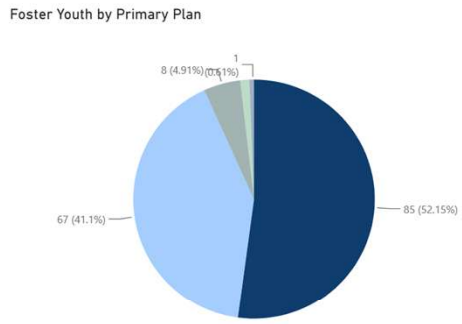
- FC Increase tied to high rate of positive findings



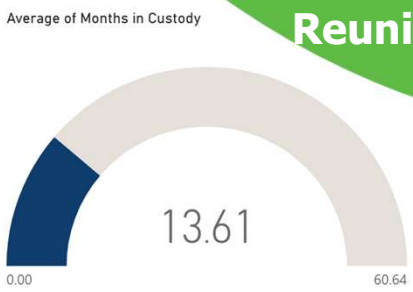
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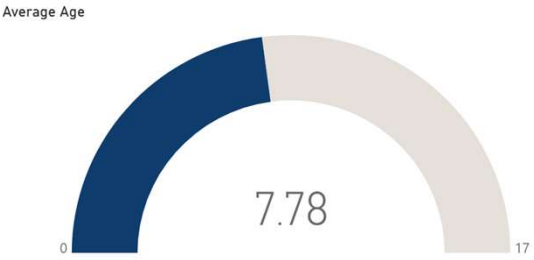
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Reunification





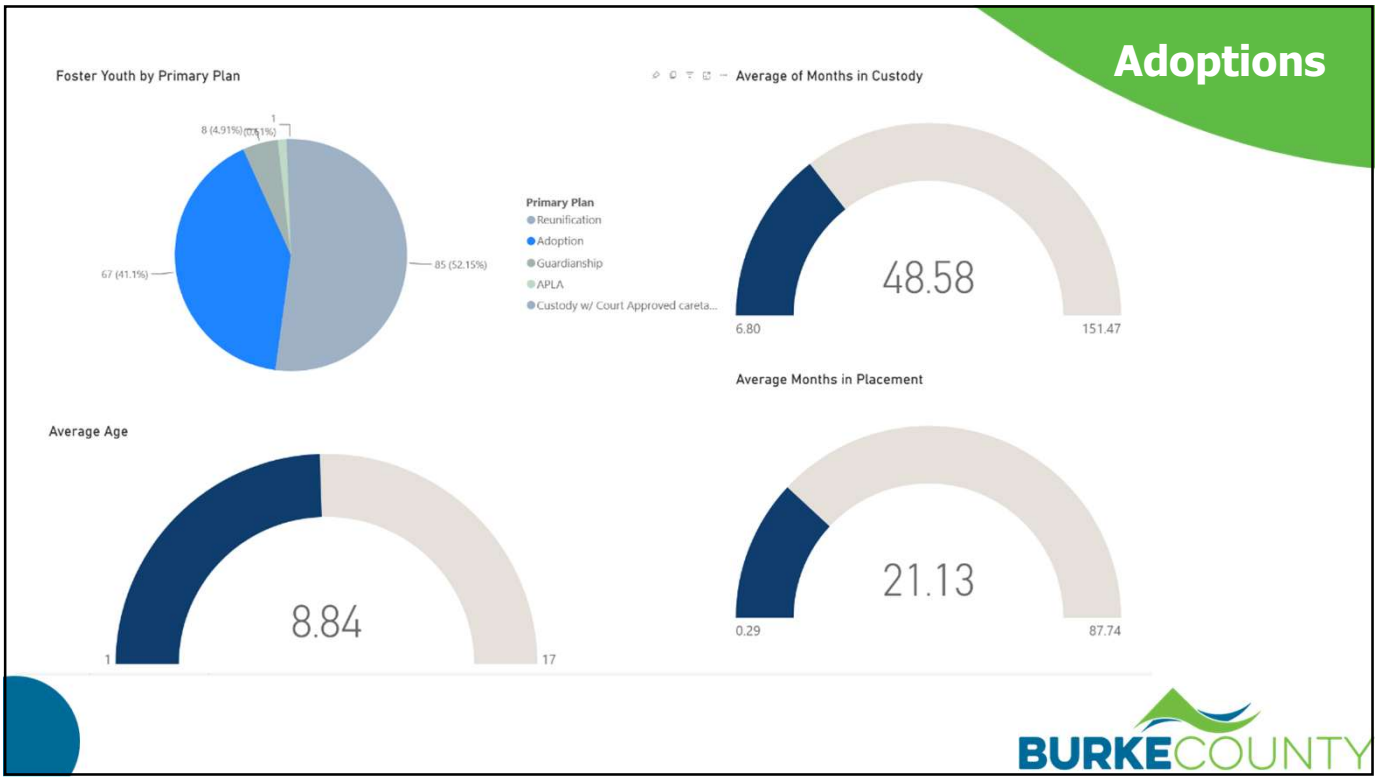






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Adoptions
Foster Youth by Primary Plan
8 (4.91%)
1
67 (41.1%)
85 (52.15%)
Primary Plan
Reunification
Adoption
Guardianship
APLA
Custody w/ Court Approved careta...
Average of Months in Custody
48.58
6.80
151.47
Average Months in Placement
21.13
0.29
87.74
Average Age
8.84
1
17
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THANK YOU
Questions?

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