Social Services

Director's Monthly Report
July 20, 2026

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PERSONNEL



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Hiring & Separation Report

May 2026

Current Openings:

Position Title	Position #:	Status
IMC II	51783	
IMC II	51403	
IMC II	51649	
IMC II	51395	
IMC III Leadworker	51769	
IMC II	51375	
IMC III Leadworker	51367	
SOCIAL WORKER IA&T	51778	
SOCIAL WORKER III	51466	
SOCIAL WORKER III	51468	
PROCESSING ASST IV	51400	
SOCIAL WORKER IA&T	51905	

Separations:

Total = 5

Number of Hirings:

Total = 6

IMC III = 2

Social Worker III = 1

Social Worker IA&T = 3

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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		
9,754	5,091	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
84	51		Achieved	85.71		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
28,121	23,015		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
248				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
	26	0			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	393			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	
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		0	17	28,851	698	96%	94%		100%	95%	
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%	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%	
MAY	5369	7,791	22750	15,224	456	1423		2	15	28,121	910	100%	94%	*	100%	94%	

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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
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
MAY	9,754	5091	540	100.00%	100.00%	99.00%	564	1,645,145.00

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ADULT SERVICES UPDATE

Guardianship
- Total Wards: 76
- Contracted Wards: 17

SAIH (Special Assistance In-Home)
- Active Cases: 60
- State Average Caseload: 25-30

CAP (Community Alternatives Program)
- Current Enrollment: 129
- Waiting list for CAP: 37

May APS Data

Category	Number	Notes
Total APS Reports Received	22	
APS Reports Screened In	12	Reports meeting criteria for an investigation
Substantiated Cases	3	
Confirmed Cases	7	Includes substantiations and other confirmations
Cases Opened for Services	3	Ongoing support and case management
Outreach Cases Assigned	4	Proactive engagement with at-risk adults
Service Referrals	5	Referrals for supportive community services
Guardianship Referrals	3	Referrals for potential legal guardianship

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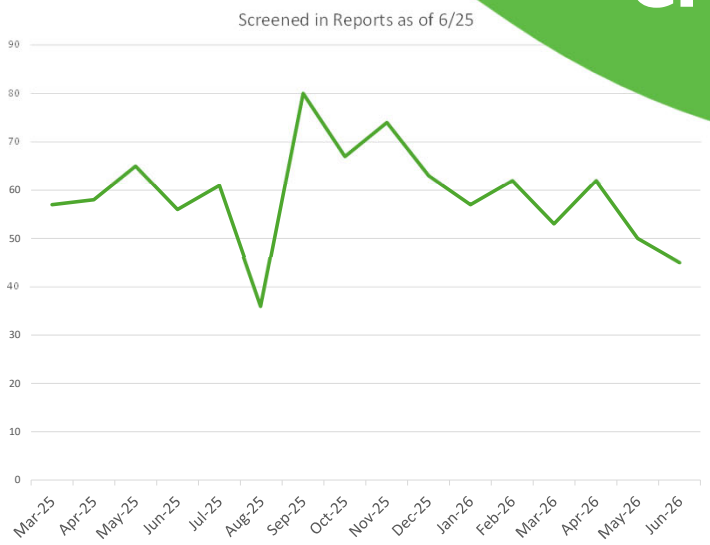
CPS Reports



- September 2025 intake peak
- As of 6/25, 45 Screen-In's for June

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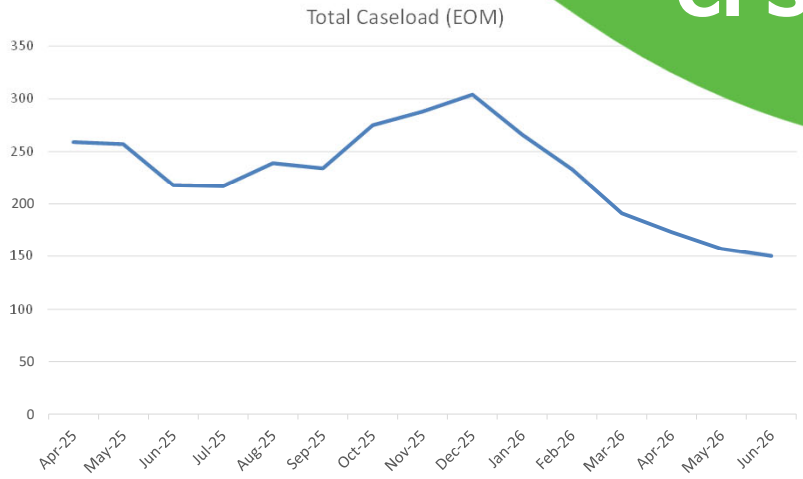
CPS CASELOADS



- Caseload currently at 150 as of 6/25/2026
- 50% reduction within since 12/25

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FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 220
- New entries into care this period: 11
- Exits from care this period: 2

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Income Maintenance Staff Appreciation Month

Celebrating the Team That Connects Our Community to Essential Services

- **May was recognized as Income Maintenance Staff Appreciation Month**, providing an opportunity to recognize the dedicated professionals who ensure Burke County residents have access to critical public assistance programs.

Our Income Maintenance staff:

- Process thousands of applications, renewals, and changes for Medicaid, Food and Nutrition Services, Work First, and other public assistance programs.
- Provide compassionate, customer-focused service while navigating increasingly complex federal and state policy requirements.
- Continue to adapt to significant operational changes, including increased eligibility workload and upcoming federal policy implementation.
- Play a vital role in supporting the health, stability, and well-being of Burke County families.

Thank You!

- *We extend our sincere appreciation to our Income Maintenance team for their professionalism, resilience, and unwavering commitment to serving the citizens of Burke County.*

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SNAP Supplemental Nutrition Assistance Program

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THANK YOU

Questions?



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