Social Services

Director's Monthly Report
August 6, 2026

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PERSONNEL



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Hiring and Separation Report

June 2026

Current Openings:

Position Title	Position #:	Status
IMC II	51403	
IMC II	51649	Final Offer
IMC II	51395	
IMC III Leadworker	51769	
IMC II	51375	
IMC III Leadworker	51367	
IMC II	51381	
IMC II	51380	
SOCIAL WORKER IA&T	51441	Conditional Offer
SOCIAL WORKER IA&T	51776	
SOCIAL WORKER IA&T	51778	
SOCIAL WORKER IA&T	51905	
SOCIAL WORKER III	51400	Final Offer
SOCIAL WORKER III	51466	Final Offer

Separations:

Total = 7

Number of Hirings:

Total = 6

Part Time Social Worker IA&T = 1

Social Worker III = 3

Social Worker IA&T = 2

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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		
9,735	5,082	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
78	51		Achieved	Achieved		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
27,925	22,940		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
	35	0			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	418			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
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%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%

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Economic Services Update

Economic Services Statistics 2025

FOOD AND NUTRITION SERVICES

	ACTIVE RECIPIENTS	ACTIVE CASES	APPLICATIONS TAKEN	APP TIMELINESS RATE-REGULAR	APP TIMELINESS RATE-EXPEDITE	RECERT TIMELINESS RATE	RECERTS COMPLETED	FNS EBT BENEFITS
MOU MEASURE				95%	95%	95%		
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
JUN	9,735	5,082	572	98.59%	98.98%	98.01%	569	1,635,049.00

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ADULT SERVICES UPDATE

Guardianship
- Total Wards: 77
- Contracted Wards: 17

SAIH (Special Assistance In-Home)
- Active Cases: 66
- State Average Caseload: 25-30

CAP (Community Alternatives Program)
- Current Enrollment: 124
- Waiting list for CAP: 37

June APS Data

Category	Number	Notes
Total APS Reports Received	40	
APS Reports Screened In	21	Reports meeting criteria for an investigation
Substantiated Cases	19	
Confirmed Cases	5	Includes substantiations and other confirmations
Cases Opened for Services	4	Ongoing support and case management
Outreach Cases Assigned	14	Proactive engagement with at-risk adults
Service Referrals	8	Referrals for supportive community services
Guardianship Referrals	5	Referrals for potential legal guardianship

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CPS Reports



- September 2025 intake peak
- As of 7/25, 37 Screen-In's for June

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CPS CASELOADS



- Caseload currently at 97 as of 7/24/2026
- 23% reduction since End of June

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FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 217
- New entries into care this period: 1
- Exits from care this period: 8

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Path NC Update

Go-Live Date (Tentative): September 8, 2026

Current Status

- Staff training and system preparation are underway.
- Implementation team is working closely with NCDHHS.
- Data validation and workflow testing are progressing on schedule.

What is Changing

- Transition to **PATH NC** for:
  - CPS In-Home Services
  - Ongoing Child Welfare Services
  - Child Welfare Financials

What to Expect

- **Short-term:** Temporary decrease in productivity as staff adapt to the new system.
- **Long-term:** Improved case management, streamlined financial processes, enhanced reporting, and greater statewide consistency.

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THANK YOU

Questions?



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