Social Services

Director's Monthly Report
February 2, 2026

BURKECOUNTY

PERSONNEL



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HIRING & SEPARATION REPORT

December 2025

Current Openings:

Position Title	Position #:	Status
IMC III Lead worker	51901	
IMC III Lead worker	51769	
IMC III	51385	
IMC II	51382	
IMC II	51823	
IMC II	51898	
IMC II	51785	
IMC II	51783	
PA IV	52047	
Social Worker IAT	51775	
Social Worker IAT	51907	
Social Worker III	51466	Interviews
Social Worker III	51467	
Social Work Supervisor III	51788	Interviews
Administrative Officer II	51667	

Separations:
Total = 5
Number of Hirings:
Total = 3
Social Worker II = 1
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		
10,269	5,389	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
77	53		Achieved	Achieved		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
28,637	23,324		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
253				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
	474	221			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	406			Achieved		

Economic Services Update

MEDICAID

	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 * includes MXP or FP	FAMILY AND CHILDREN ACTIVE CASES * includes MXP or FP	TOTAL MEDICAID APPLICATIONS TAKEN	TOTAL MEDICAID REVIEWS		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		
JAN	5412	7,612	23126	14,845	565	2090		5	9	28,538	651	96%	96%	[redacted]	100%	96%
FEB	5391	7,608	23436	14,952	352	*		1	7	28,561	683	93%	95%	[redacted]	100%	95%
MAR	5356	7,618	23247	15,012	411	*		11	13	28603	735	100%	95%	[redacted]	100%	95%
APR	5389	7,752	23481	15,037	380	1571		4	12	28,870	683	96%	95%	[redacted]	100%	95%
MAY	5351	7,658	23365	15,147	382	*		3	9	28,716	713	93%	97%	[redacted]	100%	97%
JUN	5338	7,683	23515	15,235	346	1540		0	17	28,851	698	96%	94%	[redacted]	100%	95%
JUL	5327	7,734	23,544	15,333	382	1435		2	18	28,873	731	93%	95%	[redacted]	100%	95%
AUG	5283	7,753	23448	15,418	325	1386		1	12	28,731	823	100%	96%	[redacted]	100%	96%
SEP	5289	7,744	23471	15,459	378	1586		2	16	28,740	756	100%	94%	[redacted]	100%	94%
OCT	5311	7,747	23422	16,290	398	1606		1	16	28,733	638	100%	98%	[redacted]	100%	98%
NOV	5342	7,755	23,381	15,465	472	1825		2	12	28,723	624	100%	96%	[redacted]	100%	97%
DEC	5313	7,761	23,324	15,542	560	1890		3	15	28,637	832	100%	95%	[redacted]	100%	96%

Economic Services Update

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%		
JAN	12,108	6275	585	100%	99.31%	97.77%	525	1,973,378.00
FEB	11,951	6236	449	97.18%	100%	98.75%	561	1,963,605.00
MAR	11,907	6183	499	97.21%	100%	98.48%	526	1,965,566.00
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

ADULT SERVICES UPDATE



Guardianship

- Total Wards: 71
- Contracted Wards: 16

SAIH (Special Assistance In-Home)

- Active Cases: 54
- State Average Caseload: 25-30

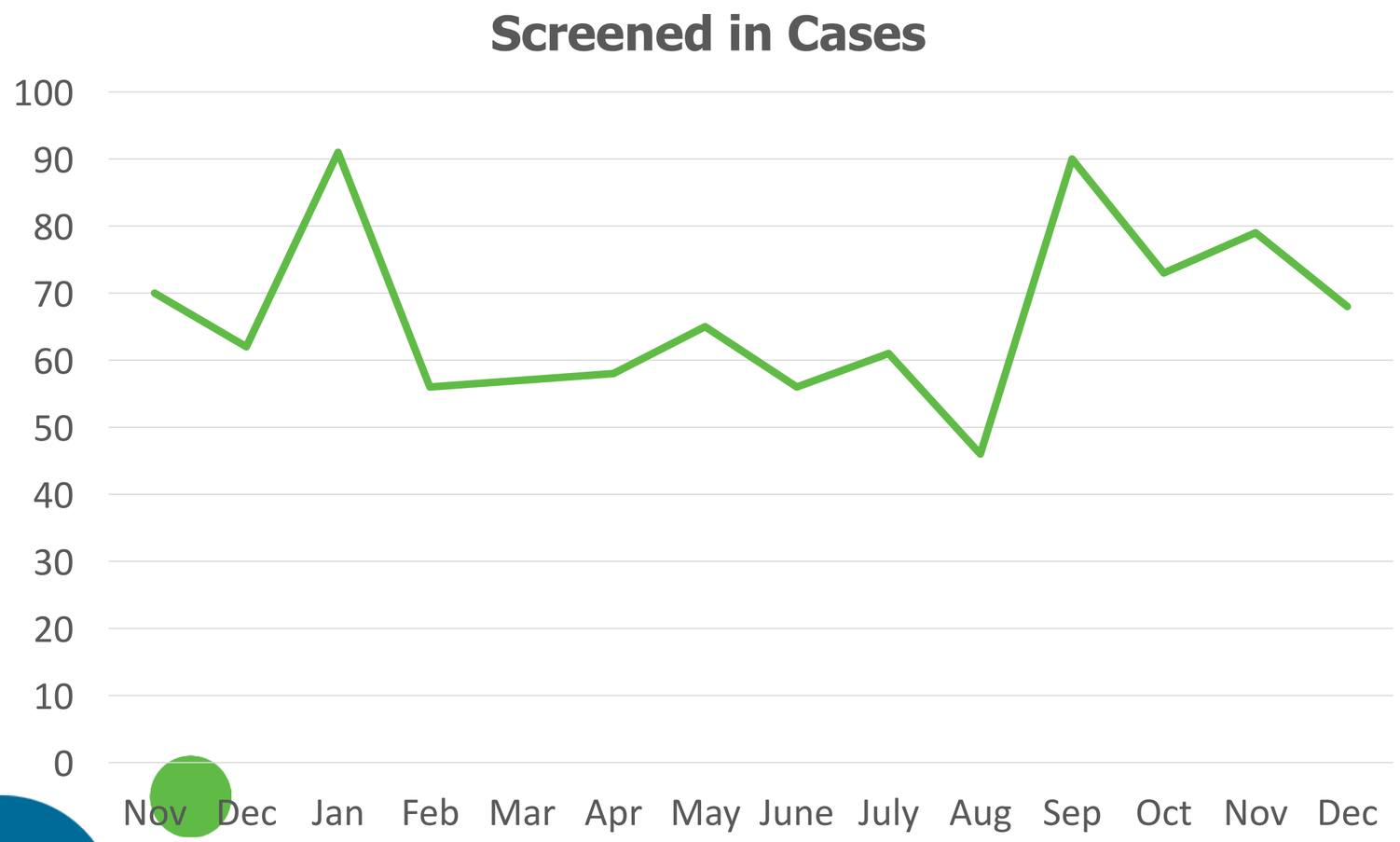
CAP (Community Alternatives Program)

- Current Enrollment: 133
- Capacity: 188+

Dec. APS Data

Category	Number	Notes
Total APS Reports Received	24	
APS Reports Screened In	11	Reports meeting criteria for an investigation
Substantiated Cases	4	
Confirmed Cases	5	Includes substantiations and other confirmations
Cases Opened for Services	8	Ongoing support and case management
Outreach Cases Assigned	8	Proactive engagement with at-risk adults
Service Referrals	9	Referrals for supportive community services
Guardianship Referrals	7	Referrals for potential legal guardianship

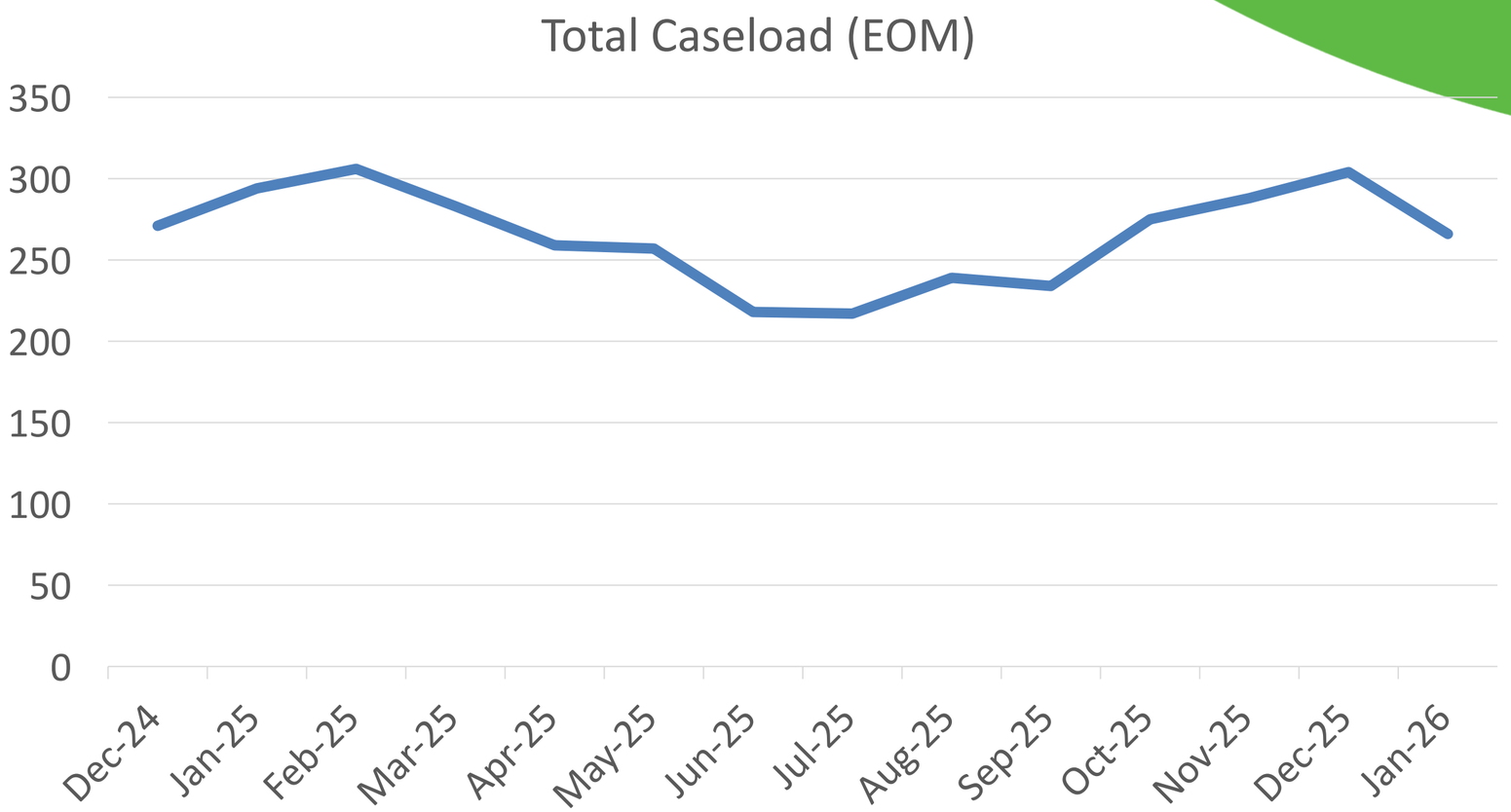
CPS REPORTS AS OF 1/23



- September 2025 intake peak
- Average Screened-In reports per month since PathNC adoption is 76.5
- As of 1/23, 49 Screen-In's for January

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CPS CASELOADS



- High point was February 2025 with 306 Open cases
- Seasonal reporting has slowed during the winter

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FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 192
- New entries into care this period: 6
- Exits from care this period: 4

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EMERGING ISSUES



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ONGOING TRANSITION INTO PATH NC

Transition to PATH NC – August 2026

- **Burke DSS will transition to the PATH NC practice model in August for:**
  - CPS In-Home Services
  - Permanency Planning
  - Financials

What This Means

- Alignment with a standardized, statewide child welfare practice model
- Strengthened consistency, accountability, and service delivery
- Enhanced support for staff and improved outcomes for children and families

Implementation Focus

- Staff training and readiness activities underway
- Close coordination with DHHS and PATH NC partners
- Commitment to maintaining service continuity throughout the transition

CONTINUED IMPLEMENTATION OF HR 1

H.R. 1 Implementation – Food & Nutrition (SNAP)

- Reviewing federal guidance and assessing impacts of expanded work requirements and eligibility changes
- Preparing NC FAST system updates, policy revisions, and client notices
- Evaluating staffing, training, and fiscal impacts tied to increased administrative workload
- Coordinating state and county implementation timelines while guidance continues to evolve

H.R. 1 Implementation – Medicaid

- Planning for new work and community engagement requirements, including verification and reporting processes
- Updating eligibility systems, workflows, and staff training to support increased redeterminations
- Developing communication strategies to minimize coverage disruptions for beneficiaries
- Monitoring ongoing federal guidance and legal developments impacting implementation

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Questions?

THANK YOU

