Social Services

Director's Monthly Report

January 5, 2026

BURKECOUNTY

PERSONNEL



BURKECOUNTY

HIRING & SEPARATION REPORT NOV. 2025

Current Openings:

Position Title	Position #:	Status
IMC III Lead worker	51901	
IMC II	51382	Interviews
IMC II	51820	Interviews
IMC II	51898	
IMC II	51785	
Social Worker IAT	51775	
Social Worker IAT	51776	Interviews
Social Worker IAT	51905	
Social Worker IAT	51341	
Social Worker III	51460	
Social Worker III	51827	
Training Supervisor	51908	
Administrative Officer II	51667	

Separations:

Total = 1

Dismissal = 1

Number of Hirings:

Total = 5

After Hours Support Specialist = 1

Income Maintenance Caseworker III = 1

Part-Time Processing Assistant IV = 1

Processing Assistant IV = 1

Social Worker Supervisor III = 1

BURKECOUNTY

OPERATIONS



BURKECOUNTY

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		
10,418	5,445	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
84	55		Achieved	Achieved		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
28,723	23,220		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
256				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
	170	585			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	417			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		
NOV	5405	7584	22,655	14304	688	363	1746	9	10	28,062	573	97%	97%		100%	97%
DEC	5415	7567	22936	14554	582	1485	2246	10	11	28,351	582	100%	97%		100%	96%
JAN	5412	7612	23126	14845	565	2090	2900	5	9	28,538	651	96%	96%		100%	96%
FEB	5391	7,608	23436	14,952	352	2223	2580	1	7	28,561	683	93%	95%		100%	95%
MAR	5356	7,618	23247	15,012	411	855	2969	11	13	28603	735	100%	95%		100%	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%

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
NOV	11,981	6206	394	100.00%	97.81	67%	739	2,962,954.00
DEC	12,193	6312	346	97.62%	98.15%	100%	356	2,016,823.00
JAN	12,108	6275	585	99.31%	99.77%	100%	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

ADULT SERVICES UPDATE



Guardianship

- Total Wards: 69
- Contracted Wards: 16

SAIH (Special Assistance In-Home)

- Active Cases: 53
- State Average Caseload: 25-30

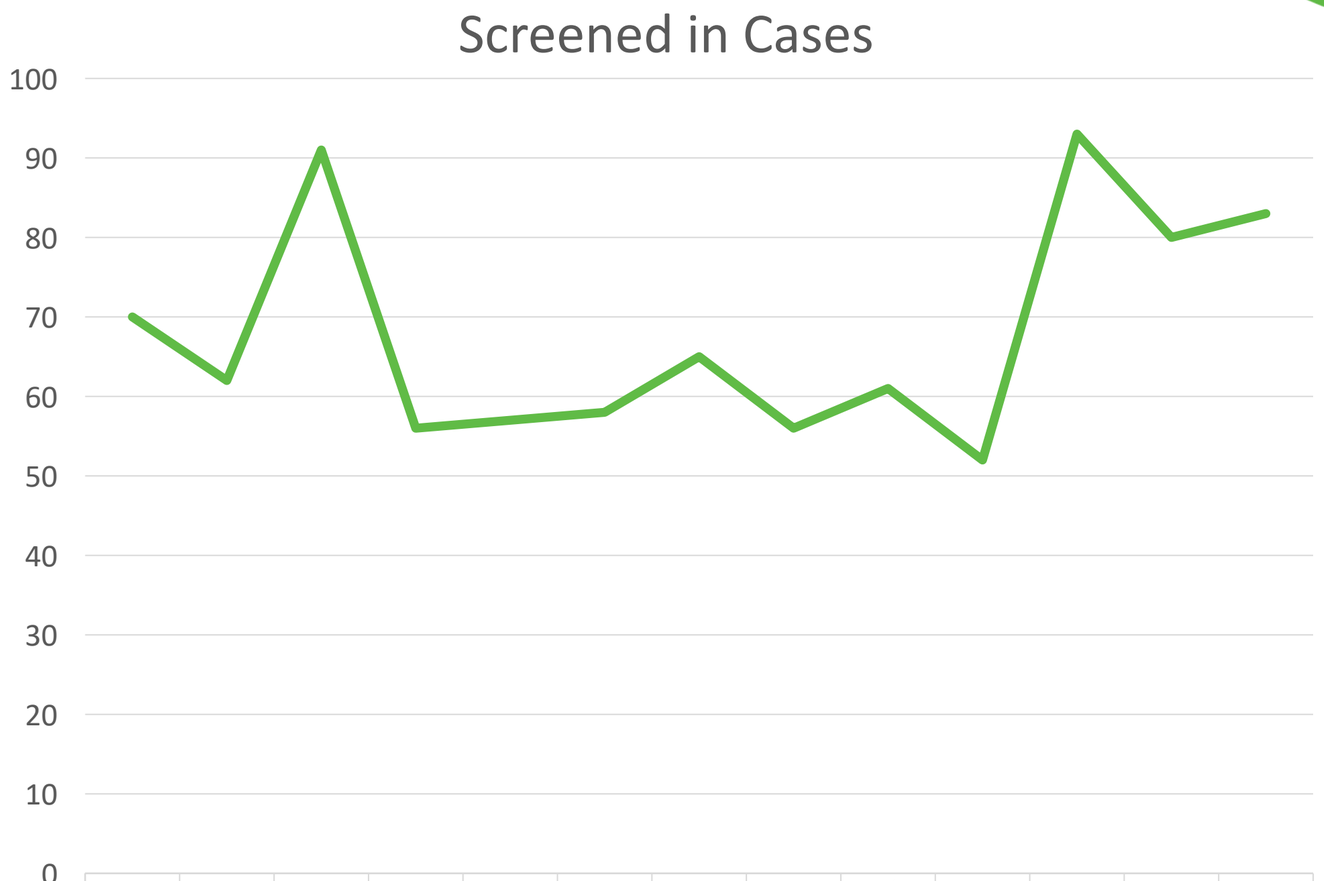
CAP (Community Alternatives Program)

- Current Enrollment: 133
- Capacity: 188+

Nov. APS Data

Category	Number	Notes
Total APS Reports Received	38	
APS Reports Screened In	23	Reports meeting criteria for an investigation
Substantiated Cases	2	
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	6	Referrals for supportive community services
Guardianship Referrals	2	Referrals for potential legal guardianship

CPS REPORTS THROUGH 11/21

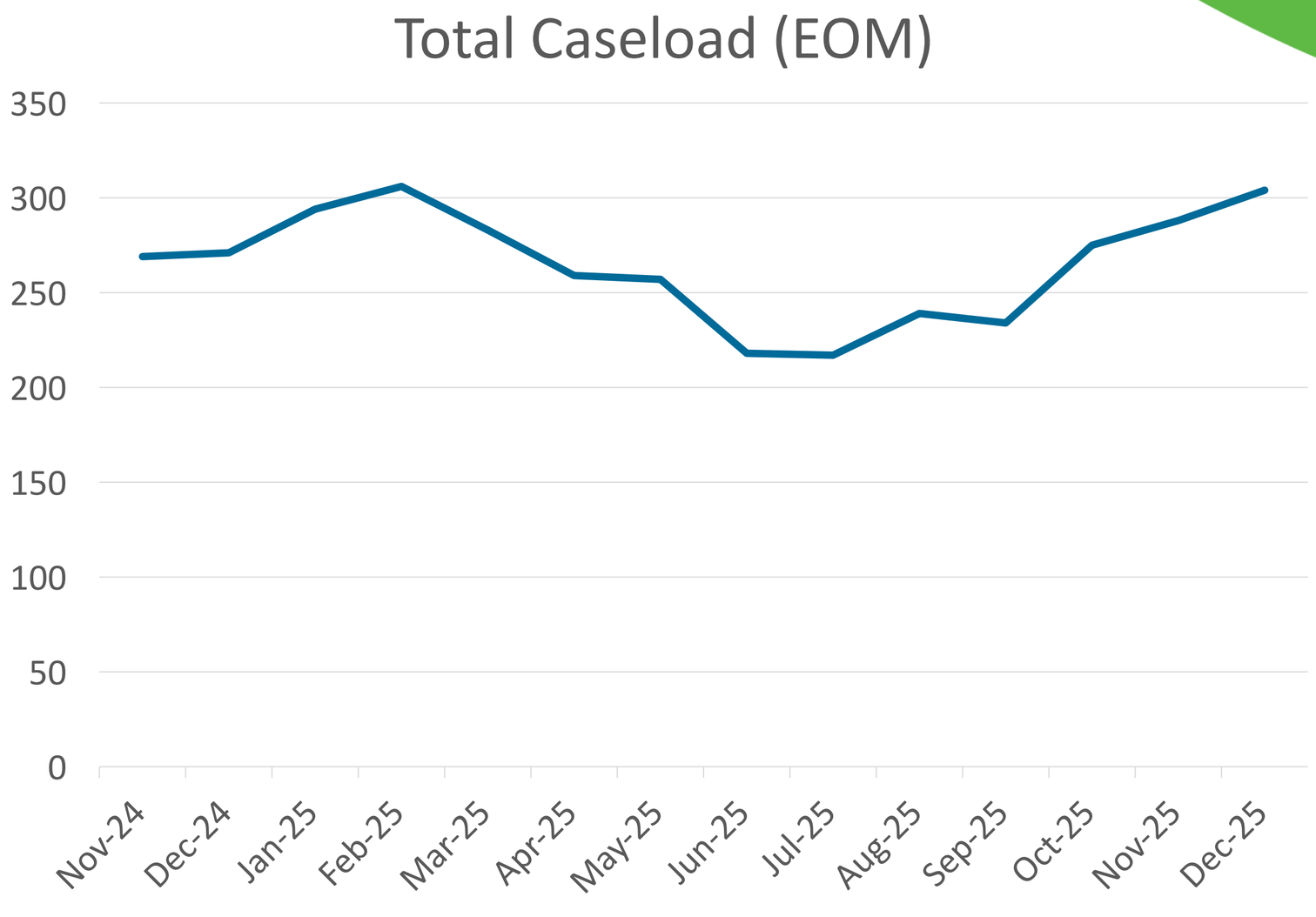


	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Screened in Cases	70	62	91	56	57	58	65	56	61	52	93	80	83

- September 2025 intake peaks at 93
- Average Screened-In reports per month since PathNC adoption is 77
- As of 12/18, 44 Screen-In's for December

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CPS CASELOADS



- High point was February 2025 with 306 Open cases.
- A stark increase in reporting numbers has contributed to a rise in caseload.

BURKECOUNTY

FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 190
- New entries into care this period: 6
- Exits from care this period: 4

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TRANSITION TO STATEWIDE FOSTER CARE PLAN

North Carolina transitioned to a single, statewide foster care plan to create consistency and continuity of care. The transition aims to streamline care coordination, reduce administrative complexity, and improve outcomes for children and families. All foster care services are now delivered under one standardized system, regardless of county or region.

- Consistency statewide: Children and families receive the same level of care and services regardless of county or region.
- Improved care coordination: A single plan simplifies communication among DSS, providers, and care managers.
- Reduced administrative burden: Counties and providers work with one managed care entity instead of multiple LME/MCOs.
- Continuity of coverage: Fewer disruptions when children move between placements or counties.
- Enhanced accountability and oversight: Centralized data and reporting support better monitoring of outcomes.
- Focus on child and family outcomes: Streamlined systems allow more time and resources to be directed toward care and permanency.

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BURKE COUNTY

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THANK YOU

Questions?

