Social Services

Director's Monthly Report
November 2, 2026

BURKECOUNTY

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PERSONNEL



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Hiring and Separation Report

September 2026

Current Openings:

Position Title	Position #:	Status
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	51775	
SOCIAL WORKER IA&T	51905	
SOCIAL WORKER IA&T	51906	
SOCIAL WORKER III	51904	
SOCAL WORK SUPV III	51876	

Separations:

Total = 2

Number of Hirings:

Total = 2

After Hours Placement Support Specialist = 1

Social Worker IAT = 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		
9,691	5,076	Achieved	Achieved	Acheived		
WORK FIRST FAMILY ASSISTANCE AND EMPLOYMENT SERVICES						
ACTIVE RECIPIENTS	ACTIVE CASES	MOU MEASURE	95%	95%		
			APPLICATION TIMELINESS	RECERT TIMELINESS RATE		
85	51		Achieved	Achieved		
MEDICAID		MOU MEASURE	90	90	95	
TOTAL MEDICAID RECIPIENTS	ACTIVE CASES		REPORT CARD MAD	REPORT CARD OTHER	Straight Through Processing	
28,304	23,011		Achieved	Achieved	Achieved	
SPECIAL ASSISTANCE						
	MOU PERFORMANCE MEASURE			85%	85%	
SA ACTIVE CASES				SAA TIMELINESS APPLICATIONS	SAD TIMELINESS APPLICATIONS	
262				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
	230	0			Achieved	Achieved
CHILD CARE SUBSIDY						
		PERFORMANCE MEASURE		95%		
	ACTIVE CASES			APPLICATION TIMELINESS		
	381			Achieved		

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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			
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%
AUG	5387	7,793	22,596	15,146	442	1217		1	15	27,984	877	87%	96%	*	100%	96%
SEP	5387	7,837	22,596	15,174	424	1305		1	20	28,304	871	90%	93%		100%	93%

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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
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
AUG	9,719	5103	530	98.75%	97.39%	99.36%	468	1,654,188.00
SEP	9,691	5076	551	98.34%	100.00%	98.21%	504	1,620,102.00

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ADULT SERVICES UPDATE

Guardianship
- Total Wards: 86
- Contracted Wards: 17

SAIH (Special Assistance In-Home)
- Active Cases: 79
- State Average Caseload: 25-30

CAP (Community Alternatives Program)
- Current Enrollment: 121
- Waiting list for CAP: 40

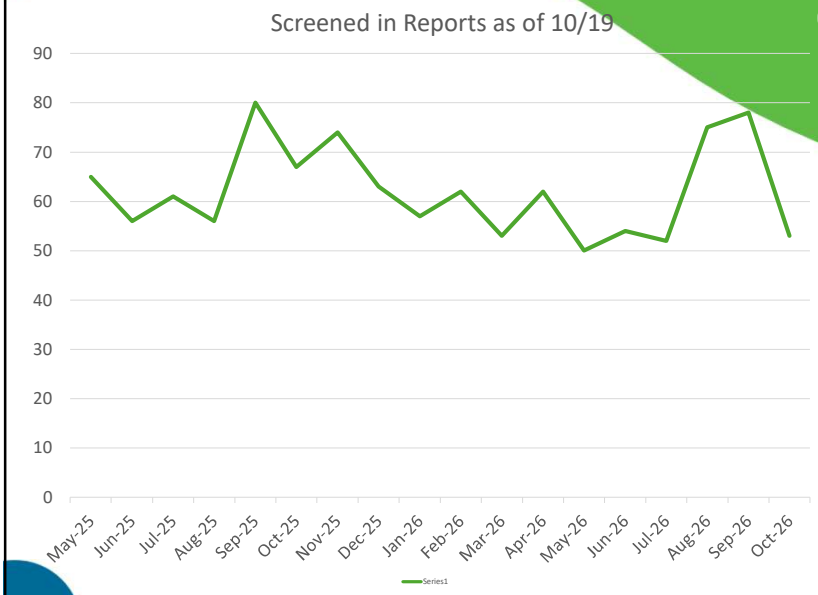
September APS Data

Category	Number	Notes
Total APS Reports Received	39	
APS Reports Screened In	20	Reports meeting criteria for an investigation
Substantiated Cases	3	
Confirmed Cases	9	Includes substantiations and other confirmations
Cases Opened for Services	4	Ongoing support and case management
Outreach Cases Assigned	6	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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CPS REPORTS

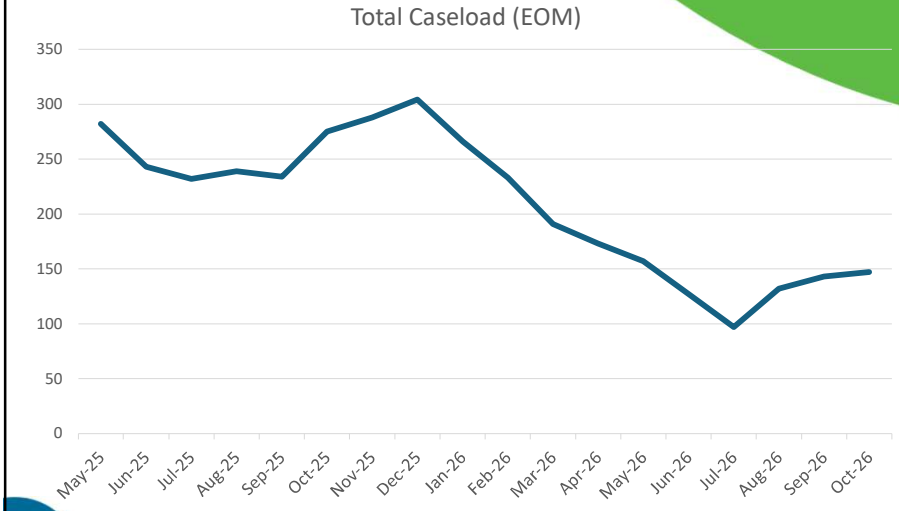


- October projected to end with 75+ reports if volume remains
- August and September reports eclipsed previous three months showing the result of busy season

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CPS CASELOADS



- Caseload currently at 147 as of 10/19/2026

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FOSTER CARE UPDATE



Foster Care Snapshot – Burke County

- Total children in foster care: 221
- New entries into care this period: 2
- Exits from care this period: 3

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Every Child Matters Project

BLACK MOUNTAIN HOME

Foster Home Licensing

- First MAPP class completed with 2 Burke families
- 5 additional families have reached out

Recruitment

- Events including twelve churches and all school principals

Services

- 5 parents currently in parenting, with an additional 13 referred for November's cohort
- Youth entering FC receiving timely assessment to assist in placement location
- Hiring process ongoing for in-house positions

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Merry Christmas
Burke County DSS is asking for your help. Our APS unit is asking for financial contributions to help make sure all 70-80 wards get something special for the Christmas season.
If you wish to donate, you can make your check out to: Burke County Dept. of Social Services (with "APS Guardianship Fund" in the memo section).
Attn: Adult Services - Guardianship
PO Drawer 549, Morganton, NC 28680
A staff member can also stop by your organization to pick up cash/check. Please call Sydney Triplett (828-764-7525), Christie Carroll (828-544-2031), or Rosalyn Wilkinson (828-764-5584) to schedule pick up.
SANTA NEEDS YOUR HELP!
THE GOAL:
Ensure that every child experiencing foster care through Burke County has a magical Christmas. (That's over 200 kids!!)
HOW IT WORKS:
Each child is matched with two sponsors to provide gifts and joy this holiday season. Sponsors will get a tag for a child, spend $30-$50 per tag.
OTHER WAYS TO HELP:
Donate new toys or art supplies
Provide NEW clothing of all sizes, tags attached
Donate gift cards to popular places. Walmart, Target, Kohl's, etc.
Make a monetary donation to Burke County Foster Care Christmas
Interested in sponsoring or donating?
Contact Chazlyn Thomas
Chazlyn.thomas@burkenc.org
828-764-9625
Gift Drop Off: Return with Child Tag
Nov. 9 - Nov 25
Burke County DSS 700 E. Parker Rd. Morganton
Mon-Fri, 8am-5pm
THE ELVES ARE WORKING OVERTIME THIS YEAR!!
JOIN THE TEAM AND SPREAD CHRISTMAS JOY!!
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THANK YOU
Questions?

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