



**Human  
Services**

**Wake County Human Services Quarterly Report  
By Service or Program Indicator**

**Fiscal Year 2017 – Quarter 1**

*A Report on Trends in Case Load Activities for Programs and Services  
July 1, 2016 through September 30, 2016*

**Report to Wake County Human Services Board and Human Services Director,  
Regina Petteway**

Compiled by: Caroline Harper, Data Analyst, Wake County Human Services  
Office of Community Engagement and Organizational Excellence

**November 17, 2016**

Wake Human Services Board Quarterly Report  
Quarter 1 Fiscal Year 2017

HS Program or Service	Indicator Tracked	FY 16 Comment	Q1 FY 17	Q1 FY 17 Comment	FY 17 Year to Date
<b>Economic Services</b>					
Food and Nutrition Services (FNS)	Number of Applications approved per Quarter	new indicator for FY 17	<b>6,375</b>	Food and Nutrition Services (FNS) applications have increased 10% from the 4th quarter of fiscal year 2016 (FY 16).	<b>6,375</b>
Medicaid - Family and Children's	Number of Applications approved per Quarter	new indicator for FY 17	<b>3,844</b>	This is a new indicator for this year; the division will use this quarter to establish a benchmark.	<b>3,844</b>
Medicaid - Adult	Number of Applications approved per Quarter	new indicator for FY 17	<b>2,512</b>	This is a new indicator for this year; the division will use this quarter to establish a benchmark.	<b>2,512</b>
Adult Guardianship	Wards Added per Quarter	same indicator for FY 17	<b>30</b>	New Wards added are 3.4% higher in Q1 FY 17 than Q1 FY 16.	<b>30</b>
Adult Protective Services	Accepted Reports per Quarter	same indicator for FY 17	<b>121</b>	Number of screened in reports continues to increase. The number of accepted reports for Q1 FY 17 is 17% higher than Q1 FY 16.	<b>121</b>
Child Care Subsidy	Number of Children served per Quarter	new indicator for FY 17	<b>5,327</b>	This figure represents the total number of children served per quarter.	<b>5,327</b>
Child Care Subsidy - Wait List	Number of Children on Wait List	new indicator for FY 17	<b>2,145</b>	This figure represents the total number of children on the waiting list.	<b>2,145</b>
Child Care Subsidy	Percentage of Allocation spent per Quarter	new indicator for FY 17	<b>115</b>	This is a new indicator for this report. This quarter establishes a benchmark for tracking percentage (%) of allocation spent per quarter.	<b>115</b>
Capital Area Workforce Center at Swinburne	New & Repeat Customers Served per Quarter	same indicator for FY 17	<b>4,240</b>	More than 160 consumers participated in Wake Area Business Advisory Councils monthly hiring event in September. More than 20 people report job offers so far. The number of new and repeat users this quarter is 4% lower than the same time last year.	<b>4,240</b>

Wake Human Services Board Quarterly Report  
Quarter 1 Fiscal Year 2017

HS Program or Service	Indicator Tracked	FY 16 Comment	Q1 FY 17	Q1 FY 17 Comment	FY 17 Year to Date
<b>Child Welfare</b>					
Child Welfare, CPS Assessments	Accepted Assessments per Quarter	same indicator for FY 17	<b>1,161</b>	New Child Protective Services (CPS) reports and assist requests for the 1st quarter (Q1) of FY 17 are 9.3% lower than the 1st quarter of FY 16. Contributing factors are changes in state law and policy related to who the agency has jurisdiction to provide CPS Assessments.	<b>1,161</b>
Child Welfare, In Home	New In Home Service Cases for Families Opened per Quarter	same indicator for FY 17	<b>112</b>	New Child Protective Services (CPS) In Home Services for Q1 FY 17 are 21% lower than the Q1 FY 16.	<b>112</b>
Foster Care - placement	New Placements of Children per Quarter	same indicator for FY 17	<b>72</b>	New placements in foster care for the 1st quarter of FY 17 are 13.3% lower than the 1st quarter of FY 16.	<b>72</b>
Foster Care Custody - caseload count	Total Count of Children in Custody during Quarter (at any time)	new indicator for FY 17	<b>787</b>	Total count of children in custody for any amount of time in the 1st quarter of FY 17 is 4% higher than the 1st quarter of FY 16.	<b>787</b>
Adoptions	Total Adoptions per Quarter	new indicator for FY 17	<b>33</b>	Total adoptions in 1st quarter of FY 17 are 154% higher than the 1st quarter of FY 16. In Q1 FY 17, 33 adoptions were completed compared to Q1 FY 16, with 13 completed.	<b>33</b>

Wake Human Services Board Quarterly Report  
Quarter 1 Fiscal Year 2017

HS Program or Service	Indicator Tracked	FY 16 Comment	Q1 FY 17	Q1 FY 17 Comment	FY 17 Year to Date
<b>Immunization</b>					
Immunization (Doses)	Total Vaccine Doses Provided	Flu season 2015-16 was mild, with a late peak. Total doses administered: 9,182 including 1,495 to Wake County personnel.	<b>10,026</b>	Total number of doses provided increased by 16% over Q1 FY 16.	<b>10,026</b>
Immunization (Clients)	Total Number of Clients at WCHS Receiving Vaccine Doses	same indicator for FY 17	<b>4,688</b>	Total number of clients served in Q1 FY 17 is 13% higher than Q1 FY 16.	<b>4,688</b>
Immunization - Regional Centers (Doses)	Total Vaccine Doses Provided at Regional Centers	same indicator for FY 17	<b>1,123</b>	Regional Centers provided 11% of total doses in Q1 FY 17. The number of doses provided by Regional Centers is 4.2% higher than the same time last year.	<b>1,123</b>
Immunization - Regional Centers (Clients)	Total Number of Clients at Regional Centers Receiving Vaccine Doses	same indicator for FY 17	<b>544</b>	Total number of clients served by Regional Centers in Q1 FY 17 is 3% lower than the same time last year.	<b>544</b>

Wake Human Services Board Quarterly Report  
Quarter 1 Fiscal Year 2017

HS Program or Service	Indicator Tracked	FY 16 Comment	Q1 FY 17	Q1 FY 17 Comment	FY 17 Year to Date
<b>Communicable Disease</b>					
Communicable Disease - Syphilis Services	New Cases being Served	new metric, diagnosis per quarter in FY 17	<b>pending</b>	Neither official nor preliminary case numbers are available as of 10/31/16. Wake still has a syphilis outbreak. In October 2016 staff attended a syphilis summit. An action plan includes community provider outreach on proper diagnosis and treatment, plus use of enhanced technology to reach syphilis contacts.	<b>pending</b>
Communicable Disease - HIV / AIDS Services	New Cases being Served	new metric, diagnosis per quarter in FY 17	<b>pending</b>	Neither official nor preliminary case numbers are available as of 10/31/16. The community outreach team has worked with the state on process improvements for HIV bridge counseling which should ultimately benefit clients by linking them to HIV medical care more efficiently.	<b>pending</b>
Communicable Disease - Gonorrhea Services	New Cases being Served	new metric, diagnosis per quarter in FY 17	<b>276</b>	This is a preliminary number of cases for Q1 FY 17. Updated numbers will be posted as they become available.	<b>276</b>
Communicable Disease - Chlamydia Services	New Cases being Served	new metric, diagnosis per quarter in FY 17	<b>1,342</b>	We're averaging around 4,600 cases of chlamydia per year for each of the last five years. A realistic preliminary number for Q1 FY 17 is 1,342 new cases. This is an estimate. New data will be posted as it becomes available. Note: the number for Q1 FY 16 new chlamydia cases, 797, represents an undercounted figure.	<b>1,342</b>

Wake Human Services Board Quarterly Report  
Quarter 1 Fiscal Year 2017

HS Program or Service	Indicator Tracked	FY 16 Comment	Q1 FY 17	Q1 FY 17 Comment	FY 17 Year to Date
<b>Women, Infants and Children (WIC)</b>					
WIC - Sunnybrook	Active participants per quarter	The Sunnybrook site served 29,889 participants on average per quarter in FY 16. WIC participation declined statewide in FY 2016. Changes impacting participation and recertification include: a change to standard 1% milk effective January 2015 negatively impacted recertification; change to Similac brand formula contract effective 10, 2015; and loss of <i>Autodailer</i> , requiring manual calls since January 2015.	<b>30,102</b>	Sunnybrook site average participant count for quarter one (Q1) FY 17 is about the same as Q1 FY 16. The WIC data management tool, Crossroads, has system glitches affecting participation; for instance one issue results in manually extending certifications for infants recertifying as children as of October 7, 2016.	<b>30,102</b>
WIC - Millbrook	Active participants per quarter	This site served 8,866 participants on average per quarter in FY 16.	<b>8,662</b>	Millbrook site average participant count for Q1 FY 17 is 8% lower than Q1 FY 16.	<b>8,662</b>
WIC - ERC	Active participants per quarter	This site served 3,215 participants on average per quarter in FY 16.	<b>3,150</b>	ERC site average participant count for Q1 FY 17 is 4% lower than Q1 FY 16.	<b>3,150</b>
WIC - NRC	Active participants per quarter	This site served 2,730 participants on average per quarter for FY 16.	<b>2,714</b>	NRC site average participant count for Q1 FY 17 is 2% lower than Q1 FY 16.	<b>2,714</b>
WIC - SRC	Active participants per quarter	This site served 4,754 participants on average per quarter for FY 16.	<b>4,641</b>	SRC site average participant count for Q1 FY 17 is 4% lower than Q1 FY 16.	<b>4,641</b>