



**Human
Services**

**Wake County Human Services Quarterly Report
By Service Designated Indicator**

Fiscal Year 2017 – Quarter 3

*A Report on Dynamics and Activities within Programs and Services
January 1, 2017 through March 31, 2017*

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

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July 27, 2017

Wake Human Services Board Quarterly Report
Quarter 3 Fiscal Year 2017

HS Program or Service	Indicator Tracked	Q1 FY17	Q2 FY17	Q3 FY17	Q3 FY17 Comments	FY17 Year to Date
Economic Services						
Food and Nutrition Services (FNS)	number of applications approved per quarter	6,375	5,826	5,973	The number of Food and Nutrition Services (FNS) approved applications for the quarter is up 2.5% from the previous quarter. Wake County met the USDA's requirement for 95% timeliness every week in the third quarter.	18,174 (Jul-Mar)
Medicaid - Family and Children's	number of applications approved per quarter	3,844	3,501	5,409	The number of Family and Children's Medicaid approved applications is higher than previous quarters. That increase is due to the added number of applications the agency received from the Federal Marketplace during enrollment for the Affordable Care Act (ACA) and processing overdue applications. We are now up to date with processing Family and Children's Medicaid applications. The division is preparing for the next increase in applications from the Federal Marketplace when enrollment for the ACA begins in November, 2017. The agency will hold two hiring events in May and June, 2017 to allow us to more quickly fill case management vacancies, and will ensure that all new employees are fully trained prior to the start of enrollment for the ACA.	12,754 (Jul-Mar)
Medicaid - Adult	number of applications approved per quarter	2,512	2,387	2,911	The number of Adult Medicaid approved applications increased by 22% compared to the previous quarter. Wake County processed overdue applications.	7,810 (Jul-Mar)
Adult Guardianship	wards added per quarter	30	10	2	New cases have been directed to the contract agencies. This is having the intended effect of gradually reducing caseload size for Wake guardianship staff. As of March 31, 2017, Wake staff had responsibility for a total of 517 wards; services were provided by 17 guardian representatives with an average of 31 cases per person.	42 (Jul-Mar) cases to HS Staff
Adult Protective Services	accepted reports per quarter	121	117	127	At the direction of the State DHHS, Wake County Adult Protective Services has for the past 18 months focused on being more responsive to the health and safety of this vulnerable group of citizens by relaxing the criteria for making the determination of whether to accept a report. Wake County received 5% fewer reports during the first three quarters of FY17, compared to the first three quarters in FY16; however, in FY17, 34% more reports were screened in and investigated by staff compared to FY16.	365 (Jul-Mar)

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Economic Services						
Child Care Subsidy - Spending	percentage of allocation spent per quarter	115	104	100	This measure estimates the rate of spending of the monies allocated for child care subsidy. The percentage of allocation spent each quarter is an estimate of the percentage of our annual allocation we will have spent by the end of a fiscal year, if we were to spend the same amount of money each month. While at the end of Q2 we were overspending by 4%, all indications are that by the end of the fiscal year we may be slightly under spending. Several factors, including attrition and the number of children served in the priority population (Child Welfare and Work First), impact the actual amount of money spent each month.	100% (as of Mar 31)
Child Care Subsidy - Services	number of children served per quarter	5,327	4,731	4,501	The number of children served decreased each quarter from Q1 to Q3 in FY17. We were spending at a higher ratio than our allocation could sustain, and because of this we allowed the normal (average) attrition rate of 166 children per month to correct the problem of overspending. When our spending ratio went down, we contacted families on the wait list to apply for services. Over 600 additional children have been approved for subsidy services as a result.	unique children served (Jul - Mar)
Child Care Subsidy - Wait List	number of children on wait list	2,145	2,707	641	The program performs regular reviews of the wait list. During the quarter three review in March, 2017, some children/families were open for service, some are no longer eligible and others didn't respond to letters of continued interest. The number of children on the waiting list as of March 31, 2017 is 641.	641 on waiting list (as of Mar 31)
Capital Area Workforce Center at Swinburne	new & repeat customers served per quarter	4,240	4,550	4,869	New and repeat customers are 7% lower in the first three quarters of FY17 compared to the same time period in FY16. Wake Area Business Advisory Council held three hiring events with 431 job seekers participating; 26 of the 431 job seekers were hired. The numbers indicate a demand for employment and training services. The Center is getting positive feedback from employers about positions being filled. Job seeker feedback is also positive, although some face barriers to employment. Employers indicate the face-to-face interactions are valuable for individuals seeking to overcome barriers and be competitive in the job market.	13,659 (Jul-Mar)

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Child Welfare						
Child Welfare, CPS Assessments	accepted assessments per quarter	1,161	1,295	1,240	Accepted Child Protective Services (CPS) assessments for Q3 FY17 are 4% lower compared to Q2 FY17. Total accepted assessments in the first three quarters of FY17 are 1% lower compared to the first three quarters of FY16.	3,696 (Jul-Mar)
Child Welfare, In Home	new in home service cases for families opened per quarter	112	131	198	New admissions to In Home services are 51% higher in Q3 FY17 compared to Q2 FY17, a difference of 67 cases. Referrals to In Home service increased following clarification of service definitions and implementation of a second level of review by program managers. A review of all cases with a finding of 'services recommended' found that a portion of the cases could benefit from in home services. The program will continue to use this strategy to serve children and families in their own homes.	441 (Jul-Mar)
Foster Care - Placement	new placements of children per quarter	72	65	68	New placements are 5% higher for Q3 FY17 compared to the previous quarter, a difference of 3 more cases. The number of new placements for Q3 FY17 is 17.3% higher compared to Q3 FY16, a difference of 10 more cases.	205 (Jul-Mar)
Foster Care Custody - Caseload	average total children in custody each month per quarter	787	704	694	The average count of children in custody in Q3 FY17 is 694. This average is 1% lower compared to the previous quarter.	728 Avg quarterly caseload (Jul-Mar)
Foster Care - Adoptions	total adoptions per quarter	33	31	26	The number of adoptions for Q3 FY17 is 16% lower than the previous quarter, Q2 FY17. This is a difference of five fewer adoptions. This is the first year of tracking adoptions per quarter in this report.	90 (Jul-Mar)

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Immunization						
Immunization (Doses)	total vaccine doses provided	10,026	12,528	10,339	Total vaccine doses provided in Q3 FY17 are 6% higher compared to Q3 FY16. The figure for this reporting period includes additional 625 Flu vaccine doses administered over Q3 FY16.	32,893 (Jul-Mar)
Immunization - Regional Centers (Doses)	total vaccine doses provided at Regional Centers (a subset of total vaccine doses provided)	1,123	1,175	1,004	Regional Centers provided 10% of total doses administered by WCHS, including 215 Flu doses provided to clients.	3,302 (Jul-Mar)
Immunization (Clients)	total number of clients at WCHS receiving vaccine doses	4,688	6,287	4,313	Of the clients served, 65% are younger than 19 years of age, a 3.5% increase over Q3 FY16.	15,288 (Jul-Mar)
Immunization - Regional Centers (Clients)	total number of clients at Regional Centers receiving vaccine doses (a subset of total clients served)	544	669	459	Regional Centers served 10.6% of total number of clients immunized. Half of clients immunized at Regional Centers are younger than 19 years of age.	1,672 (Jul-Mar)

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Communicable Disease						
Communicable Disease - Syphilis Services	new cases being served	73	48	61 ¹	This case number is still preliminary. The number of syphilis cases last quarter remained high, yet puts Wake on track for roughly the same (or possibly a slight decrease in) number of cases as last year. The elements of the syphilis summit action plan continue to be implemented: increased community provider outreach on proper diagnosis and treatment.	182 ¹ (Jul-Mar)
Communicable Disease - HIV / AIDS Services	new cases being served	48	47	43 ¹	This case number is still preliminary. While case numbers reported on a quarterly basis aren't sufficient to detect trends, the general trend for HIV/AIDS is similar to previous quarters and years.	138 ¹ (Jul-Mar)
Communicable Disease - Gonorrhea Services	new cases being served	287	346	213 ¹	This case number is still preliminary. According to the state Communicable Disease Branch on 5/31/17, gonorrhea case review and confirmation is incomplete for this quarter. For the previous quarter, the gonorrhea case count is underestimated by approximately 45%.	846 ¹ (Jul-Mar)
Communicable Disease - Chlamydia Services	new cases being served	1,379	1,545	1,113 ¹	This case number is still preliminary. According to the state Communicable Disease Branch on 5/31/17, chlamydia case review and confirmation is incomplete for this quarter. For the previous quarter, the chlamydia case count is underestimated by approximately 25%.	4,037 ¹ (Jul-Mar)
Note: Figure¹ means the number or figure is an estimate						

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Women, Infants and Children (WIC)						
WIC - Sunnybrook	active participants per quarter	30,102	29,418	29,000	<p>WIC participation is down this fiscal year compared to previous years. Overall active Wake WIC participants for Q3 FY17 are 3.5% lower compared to Q3 FY16. The overall number of active participants in Q3 FY17 is 1% lower than Q2 FY17. Participation at most service locations improved in Q3, except Sunnybrook and ERC. The decline at Sunnybrook is noted despite appointment availability at all times. This decline may be due to children aging out of the program and women becoming categorically ineligible. New outreach strategies have been implemented to increase new & existing participants such as: track and make appointments for Prenatal Clinic G clients transferred to WakeMed High Risk clinic and for WakeMed Postpartum clients, weekly Mexican Consulate outreach, and monthly Catholic Parish Outreach efforts.</p>	29,507 average (Avg) quarterly estimate (Est) (Jul Mar)
WIC - Millbrook	active participants per quarter	8,662	8,457	8,477		8,532 Avg quarterly Est (Jul-Mar)
WIC - ERC	active participants per quarter	3,150	3,017	2,906		3,024 Avg quarterly Est (Jul-Mar)
WIC - NRC	active participants per quarter	2,714	2,459	2,473		2,549 Avg quarterly Est (Jul-Mar)
WIC - SRC	active participants per quarter	4,641	4,568	4,599		4,603 Avg quarterly Est (Jul- Mar)

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Abbreviations and acronyms in this report

Avg: Average
CPS: Child Protective Service
Dec: December
ERC: Eastern Regional Center
Est: Estimate
FNS: Food and Nutrition Services
FY16: July 1, 2015 through June 30, 2016
FY17: July 1, 2016 through June 30, 2017
Jul: July
Mar: March
MHSC: Millbrook Human Services Center
NRC: Northern Regional Center
Q1: July 1 through September 30
Q2: October 1 through December 31
Q3: January 1 through March 31
Q4: April 1 through June 30
SRC: Southern Regional Center
WIC: Women, Infants and Children