



**Human
Services**

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

Fiscal Year 2018 – Quarter 3

*A Report on Dynamics and Activities within Programs and Services
January 1, 2018 through March 31, 2018*

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

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May 24, 2018

Wake County Human Services Board Quarterly Report
Fiscal Year 2018 (FY18) Quarter Three (Q3)

HS Program or Service <i>Indicator</i>	FY17 Q3	FY17 Q4	FY18 Q1	FY18 Q2	FY18 Q3	% Change from Prior to Current Quarter	% Change from Last Year to Current	FY18 Q3 Insights	FY18 Year to Date
Economic Services									
Food and Nutrition Services (FNS)									
<i>Number of applications approved per quarter</i>	5,973	5,459	6,080	5,796	5,873	1%	-2%	Wake approved 70.7% of all applications received during FY18 Q3, 4.3% more than the average number of approvals in FY17.	17,749
Medicaid - Family and Children's									
<i>Number of applications approved per quarter</i>	5,409	3,432	5,551	6,435	6,279	-2%	16%	The number of applications approved in FY18 Q3 remained high due to the Affordable Care Act (ACA). Although open enrollment ended on December 15, we still continue to receive a higher than usual number of ACA applications daily.	18,265
Medicaid - Adult									
<i>Number of applications approved per quarter</i>	2,911	2,729	2,420	2,378	3,058	29%	5%	The increased number of applications approved in FY18 Q3 are due to the Affordable Care Act (ACA). Determination of these applications can take up to 90 days and applications received by the December 15, 2017 deadline were still being processed during the first month of Q3.	7,856
Adult Guardianship									
<i>Number of wards added per quarter</i>	40	32	26	29	41	41%	3%	New guardianship cases continue to be assigned to contract agencies. With 10-15 new cases from the Clerk of Court each month, we are projecting contract slots will be filled by the end of May, 2018. New cases will begin to be assigned to Wake County staff at that time. Hope for the Future has decided not to renew their contract for FY19. As a result, 42 cases will be transitioned to Empowering Lives in May and June, 2018. This figure reflects all wards referred from the Court.	96
Adult Protective Services									
<i>Number accepted reports per quarter</i>	129	150	124	126	161	28%	25%	The increase in accepted reports is due to a continuing focus on improving responsiveness to the needs of the community and the hiring of a new supervisor with previous Adult Protective Services experience.	411

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Child Care Subsidy - Spending									
<i>Average percentage of allocation spent per quarter - value displays as %</i>	100%	100%	104%	103%	104%	1%	4%	This information was updated on April 27, 2018. Child Care Subsidy migrated to NC FAST in August, 2017. Issues regarding over and under payments to providers continued in FY18 Q3 from the migration to NC FAST has resulted in uncertainty over amount of allocation spent until April, 2108. Staff are working with the state to correct payments and communicate with providers regarding these corrections and future payments. The FY18 combined allocation for Wake County is currently at \$38,644,203.83. The allocation has been adjusted four times this fiscal year.	YTD AVG 104%
Child Care Subsidy - Services									
<i>Average number of children served per quarter</i>	4,501	4,861	5,654	5,264	5,268	0%	17%	This information was updated May 5, 2018.	YTD AVG served per quarter 5,395
Child Care Subsidy - Wait List									
<i>Number of children on wait list as of the end of the quarter</i>	641	1,228	1,947	2,857	2,571	-10%	301%	The wait list was cleaned up by removing the families who applied during February and who indicated, per a survey, they were no longer eligible to be on the wait list. As a result, some families were removed from the list.	YTD AVG 2,458
Capital Area Workforce Center at Swinburne									
<i>New & repeat customers served per quarter</i>	4,869	5,125	4,911	3,664	4,137	13%	-15%	Three hiring events were held each month during the quarter. A total of 37 employers and 242 consumers participated in the hiring events.	12,712

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Child Welfare Services									
Child Welfare, CPS Assessments									
<i>Accepted assessments per quarter</i>	1,240	1,284	1,130	1,256	1,221	-3%	-2%	While the percent (%) change in the number of accepted assessments varied 2 - 3%, the rate of screen-in, or accepted assessments remains consistent at 50%.	3,607
Child Welfare, In Home									
<i>New in home service cases for families opened per quarter</i>	198	180	163	120	139	16%	-30%	The percent change of families receiving in home services increased between FY18 Q2 and Q3.	422
Foster Care - Placement									
<i>New placements of children per quarter</i>	68	78	77	73	51	-30%	-25%	Measures are under review.	201
Foster Care Custody - Caseload									
<i>Average monthly number of children served during the quarter</i>	694	684	660	666	657	-1%	-5%	Measures are under review.	YTD AVG 661
Foster Care - Adoptions									
<i>Total adoptions per quarter</i>	26	48	36	26	20	-23%	-23%	Measures are under review.	82

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Immunization									
Immunization (Doses)									
<i>Total vaccine doses provided</i>	10,339	8,028	8,813	11,899	9,152	-23%	-11%	Flu season 2017-18 is deadly in NC with 362 deaths, including 19 in Wake County (5.3%). Flu immunization demand is high during FY18 Q3, with 2,680 doses provided, 10% (276) more than FY17 Q3.	29,864
Immunization - Regional Centers (Doses)									
<i>Total vaccine doses provided at Regional Centers (a subset of total doses provided)</i>	1,004	819	1,182	1,232	639	-48%	-36%	Flu vaccine is still in high demand, with 236 doses provided; 165 doses to children under 19 years of age (70%), and 69 doses to adults 19 years and older (30%).	3,053
Immunization (Clients)									
<i>Total number of clients at WCHS receiving vaccine doses</i>	4,313	3,544	3,996	6,233	4,272	-31%	-1%	During FY18 Q3, 2,901 children younger than 19 years of age were served, with 7-10 year-olds accounting for 19% of this cohort. Of 1,371 adults immunized in Q3 (32% of total), 59% were in the 25 to 44 year old age bracket.	14,501
Immunization - Regional Centers (Clients)									
<i>Total number of clients at Regional Centers receiving vaccine doses (a subset of total clients served)</i>	459	407	567	607	392	-35%	-15%	Number of clients immunized at Regional Centers is down by 215 clients compared to FY18 Q2.	1,566

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Communicable Disease									
Communicable Disease - Syphilis Services								This is a preliminary figure as of May 3, 2018. This figure suggests Syphilis numbers increased since FY18 Q2. Once official counts are available the figures will be updated and a more accurate analysis of the trend can be performed.	188
<i>New cases being served</i>	61	61	55	60	73	22%	20%		
Communicable Disease - HIV / AIDS Services								No preliminary figure is available for FY18 Q3 as of May 3, 2018. Once official counts are available the figures will be updated and a more accurate analysis of the trend can be performed.	63
<i>New cases being served</i>	43	32	32	31	NA	NA	NA		
Communicable Disease - Gonorrhea Services								This is a preliminary figure as of May 3, 2018. This figure suggests Gonorrhea numbers decreased since FY18 Q2. Once official counts are available the figures will be updated and a more accurate analysis of the trend can be performed.	1,650
<i>New cases being served</i>	213	651	605	567	478	-16%	124%		
Communicable Disease - Chlamydia Services								This is a preliminary figure as of May 3, 2018. This figure suggests Chlamydia numbers decreased since FY18 Q2. Once official counts are available the figures will be updated and a more accurate analysis of the trend can be performed.	4,643
<i>New cases being served</i>	1,113	1,654	1,519	1,611	1,513	-6%	36%		

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Women, Infants and Children (WIC)									
WIC - Sunnybrook								Active participation in FY18 Q3 is 7% lower compared to FY17 Q3. Multiple factors contributed to decline: more inclement weather & holiday closings (8 days); mandated closing of all service sites at 1 pm on February 27, 2018 for eWIC roll out; and reluctance and uncertainty of WIC participants related to proposed changes in immigration laws.	YTD AVG active participants 27,189
<i>Active participants per quarter per site</i>	29,000	28,420	28,372	27,720	25,475	-8%	-12%		
WIC - Millbrook									YTD AVG active participants 8,199
<i>Active participants per quarter per site</i>	8,477	8,170	8,239	8,182	8,176	0%	-4%		
WIC - Eastern Regional Center (ERC)									YTD AVG active participants 2,535
<i>Active participants per quarter per site</i>	2,906	2,753	2,797	2,638	2,171	-18%	-25%		
WIC - Northern Regional Center (NRC)									YTD AVG active participants 2,204
<i>Active participants per quarter per site</i>	2,473	2,367	2,390	2,267	1,954	-14%	-21%		
WIC - Southern Regional Center (SRC)								YTD AVG active participants 3,780	
<i>Active participants per quarter per site</i>	4,599	4,456	4,355	3,903	3,082	-21%	-33%		
WIC - Western (Start date 11/1/2017)								FY18 Q3 reflects 9% new participants that may generate ~\$24,000 in state funds. We expect participation will continue to grow and will stabilize closer to end of FY19 Q1. Of the active participants served at this site in Q3, 50% shifted from Sunnybrook; 11% from SRC; 3% from Millbrook, 1% from ERC; 0.3% from NRC; 1% from other counties; 9% are new to WIC and 24.7% are return participants from Q2.	YTD AVG active participants 763
<i>Active participants per quarter per site</i>	0	0	0	749	3,067	309%	NA		
WIC Totals per Quarter All Sites	47,455	46,166	46,153	45,459	43,925	-3%	-7%	This is a cumulative sum for All WIC sites per quarter.	YTD AVG active participants All Sites 45,179

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Abbreviations and acronyms in this report									
AVG: Average									
CPS: Child Protective Service									
CY : Calendar Year, January 1 through December 31									
FNS: Food and Nutrition Services									
FY16: July 1, 2015 through June 30, 2016									
FY17: July 1, 2016 through June 30, 2017									
FY18: July 1, 2017 through June 30, 2018									
MHSC: Millbrook Human Services Center, Millbrook									
NC FAST: North Carolina Families Accessing Services through Technology									
Q1: July 1 through September 30									
Q2: October 1 through December 31									
Q3: January 1 through March 31									
Western: Western Human Services Center									
WIC: Women, Infants and Children									
YTD: Year to date									