



**Human
Services**

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

Fiscal Year 2018 – Quarter 2

*A Report on Dynamics and Activities within Programs and Services
October 1, 2017 through December 31, 2017*

**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 Two (Q2)

HS Program or Service Indicator	FY17 Q2	FY17 Q3	FY17 Q4	FY18 Q1	FY18 Q2	% Change from Prior to Current Quarter	% Change from Last Year to Current	FY18 Q2 Insights	FY18 Year to Date
Economic Services									
Food and Nutrition Services (FNS)									
<i>Number of applications approved per quarter</i>	5,826	5,973	5,459	6,080	5,796	-5%	-1%	Wake FNS approved 69.3% of all applications received during FY18 Q2, 2.9% more than the average number of approvals in FY17.	11,876
Medicaid - Family and Children's									
<i>Number of applications approved per quarter</i>	3,501	5,409	3,432	5,551	6,435	16%	84%	Figures for FY18 Q1 and Q2 were updated April 19, 2018. Applications received increased in FY18 Q2 because of the Affordable Care Act (ACA). Open enrollment ended on December 15, 2017. ACA Applications will continue to be processed through March, 2018.	11,986
Medicaid - Adult									
<i>Number of applications approved per quarter</i>	2,387	2,911	2,729	2,420	2,378	-2%	0%	An expected increase in applications taken due to the Affordable Care Act enrollment period was minimal.	4,798
Adult Guardianship									
<i>Number of wards added per quarter</i>	30	40	32	26	29	12%	-3%	New cases are assigned to contract agencies until their slots are filled; when that happens, cases will be assigned to Wake County staff. As of December 31, 2017, Wake County had responsibility for 853 Wards; of whom, 358 were served by contract agencies and 495 were served by Wake County staff. Sixteen Wake County Guardian Representatives served 495 wards with an average of 31 cases per staff. All cases from the Court were assigned to contract agencies in FY18 Q2.	55
Adult Protective Services									
<i>Number accepted reports per quarter</i>	117	129	150	124	126	2%	8%	This figure shows minimal variance from the previous quarter.	250

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Child Care Subsidy - Spending									
<i>Average percentage of allocation spent per quarter - value displays as %</i>	104%	100%	100%	104%	103%	-1%	-1%	Child Care Subsidy migrated to NC FAST in August, 2017. Issues regarding over and under payments to providers since migrating to NC FAST resulted in uncertainty over amount of allocation spent until April, 2018. Staff are working with the state to correct payments and communicate with providers regarding these corrections and future payments. This information was updated on April 27, 2018.	YTD AVG 104%
Child Care Subsidy - Services									
<i>Average number of children served per quarter</i>	4,731	4,501	4,861	5,654	5,264	-7%	11%	Child Care Subsidy migrated to NC FAST in August, 2017. Data reports are becoming more reliable and we can now report this information with more certainty. This information was updated May 5, 2018.	YTD AVG served per quarter 5,459
Child Care Subsidy - Wait List									
<i>Number of children on wait list as of the end of the quarter</i>	2,707	641	1,228	1,947	2,857	47%	6%	This figure represents the total number of children on the wait list as of the end of the quarter.	YTD AVG 2,402
Capital Area Workforce Center at Swinburne									
<i>New & repeat customers served per quarter</i>	4,550	4,869	5,125	4,911	3,664	-25%	-19%	Two hiring events were held in October and November. A total of 169 customers participated in the hiring events.	8,575

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Child Welfare Services									
Child Welfare, CPS Assessments									
<i>Accepted assessments per quarter</i>	1,295	1,240	1,284	1,130	1,256	11%	-3%	The rate of screen-in, or accepted assessments remains consistent at 50%.	2,386
Child Welfare, In Home									
<i>Indicator: new in home service cases for families opened per quarter</i>	131	198	180	163	120	-26%	-8%	Between Q1 and Q2 there was a decrease in the rate of families who were assessed receiving in home services.	283
Foster Care - Placement									
<i>Indicator: new placements of children per quarter</i>	65	68	78	77	73	-5%	12%	Measures are under review.	150
Foster Care Custody - Caseload									
<i>Average monthly number of children served during the quarter</i>	704	694	684	660	666	1%	-5%	Measures are under review.	YTD AVG 663
Foster Care - Adoptions									
<i>Total adoptions per quarter</i>	31	26	48	36	26	-28%	-16%	Measures are under review.	62

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Immunization									
Immunization (Doses)									
<i>Total vaccine doses provided</i>	12,528	10,339	8,028	8,813	11,899	35%	-5%	This figure includes the start of Flu immunization for 2017-18 season with 5,229 doses administered as of December 31, 2017.	20,712
Immunization - Regional Centers (Doses)									
<i>Total vaccine doses provided at Regional Centers (a subset of total doses provided)</i>	1,175	1,004	819	1,182	1,232	4%	5%	FY18 Q2 Regional Center total doses administered up, compared to the same period last year, with NRC and Millbrook HSC showing increase, ERC and SRC decreasing.	2,414
Immunization (Clients)									
<i>Total number of clients at WCHS receiving vaccine doses</i>	6,287	4,313	3,544	3,996	6,233	56%	-1%	This reporting period was expected to be higher than last quarter with the start of Flu season. The number of Wake County employees receiving a Flu shot in the workplace remained steady with 1,261 immunized during the 2017-18 season, as of December 31, 2017.	10,229
Immunization - Regional Centers (Clients)									
<i>Total number of clients at Regional Centers receiving vaccine doses (a subset of total clients served)</i>	669	459	407	567	607	7%	-9%	Clients immunized at Regional Centers in FY18 Q2 are up, compared to the same period last year, with NRC and Millbrook HSC increasing and ERC and SRC with decreasing numbers.	1,174

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Communicable Disease									
Communicable Disease - Syphilis Services									
<i>New cases being served</i>	48	61	61	55	60	9%	25%	The figure for FY18 Q1 is an update to the estimate for the period; the figure is higher than estimated. Indications are that syphilis cases have reached a plateau and no longer rising as much and as quickly as in recent years.	115
Communicable Disease - HIV / AIDS Services									
<i>New cases being served</i>	47	43	32	32	31	-3%	-34%	The figure for FY18 Q1 is an update to the estimate for the period; the figure is lower than estimated.	63
Communicable Disease - Gonorrhea Services									
<i>New cases being served</i>	346	213	651	605	567	-6%	64%	The figure for FY18 Q1 is an update to the estimate for the period; the figure is higher than estimated. Gonorrhea cases have risen and the increase needs additional monitoring. Gonorrhea case numbers exceeded 2,000 (2,036) for the first time in Calendar Year (CY) 2017.	1,172
Communicable Disease - Chlamydia Services									
<i>New cases being served</i>	1,545	1,113	1,654	1,519	1,611	6%	4%	The figure for FY18 Q1 is an update to the estimate for the period; the figure is higher than estimated. Chlamydia cases have risen and the increase needs additional monitoring. Chlamydia case numbers almost exceeded 6,000 (5,897) for the first time in (CY) 2017.	3,130

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Women, Infants and Children (WIC)									
WIC - Sunnybrook								WIC active participation in FY18 is lower than FY18 Q1. This may be due to closings for holidays (9 days) as well as relocating from Prenatal Clinic G to the ground floor Sunnybrook WIC office November 20, 2017. It also may reflect not having services 5 days a week at ERC, NRC, and SRC due to relocating resources to the Western WIC office.	YTD AVG active participants 28,046
Active participants per quarter per site	29,418	29,000	28,420	28,372	27,720	-2%	-6%		YTD AVG active participants 8,211
WIC - Millbrook									YTD AVG active participants 2,718
Active participants per quarter per site	8,457	8,477	8,170	8,239	8,182	-1%	-3%		YTD AVG active participants 2,329
WIC - Eastern Regional Center (ERC)									YTD AVG active participants 4,129
Active participants per quarter per site	3,017	2,906	2,753	2,797	2,638	-6%	-13%		
WIC - Northern Regional Center (NRC)									
Active participants per quarter per site	2,459	2,473	2,367	2,390	2,267	-5%	-8%		
WIC - Southern Regional Center (SRC)									
Active participants per quarter per site	4,568	4,599	4,456	4,355	3,903	-10%	-15%		
WIC - Western (Start date 11/1/2017)								WIC active participation at Western WIC reflects the months of November and December. In FY18 Q2, 749 active participants were served at the Western WIC site; of that group, 62% of active participants polled said they used to be served at Sunnybrook; 14% at SRC; 6% at Millbrook, 1% at ERC; 1% at NRC; 2% other counties (Forsyth, Lee, & Piedmont) and 14% are new to WIC services.	New
Active participants per quarter per site	0	0	0	0	749	NA	NA		
WIC Totals per Quarter all Sites	47,919	47,455	46,166	46,153	45,459	-2%	-5%	This is a cumulative sum for All WIC sites per quarter.	YTD AVG active participants All Sites 45,806

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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									
Q4: April 1 through June 30									
WIC: Women, Infants and Children									
YTD: Year to date									