



**Human
Services**

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

Fiscal Year 2018– Quarter 4

*A Report on Dynamics and Activities within Programs and Services
April 1, 2018 through June 30, 2018*

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

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October 25, 2018

Wake County Human Services Board Quarterly Report
Fiscal Year 2018 (FY18) Quarter Four (Q4)

ROW	PROGRAM or SERVICE	INDICATOR	FY17 Q4	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	% Change Current Qtr to Prior Qtr	% Change Current Yr to Prior Yr	Highlights - Describe any significant changes
1	Food and Nutrition Services (FNS)	Number of FNS applications approved	5,459	6,080	5,796	5,873	5,566	-5%	2%	Wake approved 69.8% of all applications disposed during FY18 Q4, 2% more than in FY17 Q4. In FY18, Wake approved 69% of all applications disposed, 2.6% more than in FY17.
2	Medicaid - Family and Children's	Number of Family & Children's Medicaid applications approved	5,205	5,837	6,786	6,163	4,917	-20%	-6%	Numbers of applications for all quarters have been updated with the most current data available from the State. The 20% reduction seen in FY18Q4 is due to both the ACA enrollment period ending and incomplete data.
3	Medicaid - Adult	Number of Adult Medicaid applications approved	2,729	2,420	2,376	3,012	2,954	-2%	8%	Data for FY18 Q2 and Q3 were updated. Note that an applicant can be determined eligible for more than one Medicaid program and have more than one application associated with the case.
4	Adult Guardianship	Number of new Adult Guardianship wards added	32	26	29	41	42	2%	31%	Trend continues to show increase due to aging of the population and Wake County population growth. New cases are still being assigned to contract agencies. Twenty-seven (27) open contract slots were available as of June 30, 2018.
5	Adult Protective Services (APS)	Number APS reports meeting criteria for Investigation	150	124	126	161	156	-3%	4%	Overall, the number of screened-in reports during FY18 is 10% higher than the number of screened-in reports during FY17. The total number of APS investigations has increased every year since 2015.
6	Child Care Subsidy - Spending	Percent of quarterly allocation expended	100%	107%	106%	105%	97%	-8%	-3%	There were reversions and reallocations statewide to balance spending due to NCFast issues that created under and overpayments which impacted spending. Wake received additional allocations during the year.
7	Child Care Subsidy - Services	Average number of children served	4,861	5,723	5,252	5,122	4,939	-4%	2%	Data for FY18 Q1 and Q2 were updated.
8	Child Care Subsidy - Wait List	Children on wait list on the last day of the quarter	1,228	2,562	4,649	2,571	3,384	32%	176%	In FY18 Q3 the program conducted a survey which resulted in a clean-up of the wait list due to removing children who no longer needed child care. Also, additional children were served during this quarter due to available funding. In FY18 Q4, the program did not take any children off the wait list, causing the list to increase. Data for FY18 Q1 and Q2 were updated.
9	Capital Area Workforce Center at Swinburne	Total number of people served at the NC Works Career Center	5,125	4,911	3,664	4,137	4,043	-2%	-21%	This is a normal fluctuation in demand for services. The low unemployment rate may have an impact on demand.

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10	Child Protective Services (CPS) Assessments	Number of CPS reports accepted for Assessment	1,284	1,131	1,256	1,225	1,397	14%	9%	The rate of screened-in, or accepted assessments remains consistent at around 50%. Data for FY18 Q1 and Q2 were updated.
11	In-Home Services	Number of new In-Home cases opened	180	170	125	146	139	-5%	-23%	Child Welfare changed its programmatic structure. The reduction in new In-Home cases is possibly due to reduced need resulting from strategies implemented to prevent families from requiring CPS interventions. Data for FY18 Q1-Q3 were updated.
12	Foster Care - Placement	Number of new out-of-home placements during the quarter	78	80	77	51	60	18%	-23%	Child Welfare changed its programmatic structure. Changes in services are anticipated as a result of using a more specialized focus in program areas. Data for FY18 Q1 and Q2 were updated.
13	Foster Care Custody - Caseload	Average monthly number of children/youth served in out-of-home placement during the quarter	684	660	666	657	660	0%	-4%	Figures for average children in care show normal variation compared with previous quarters.
14	Foster Care - Adoptions	Number of children in out-of-home placement who achieved permanency through adoption	48	36	26	20	20	0%	-58%	Fluctuations in the number of youth adopted are related to the number of children legally free for adoption; the percentage who achieve permanency through adoption in a quarter ranges between 8 and 14%.

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15	Immunization - Doses	Total vaccine doses provided (except Yellow Fever**)	8,028	9,153	11,906	9,163	7,379	-19%	-8%	Overall doses administered dropped with the end of Flu season in May. Does not include Stamaril Yellow Fever** doses (411) provided as part of FDA Expanded Access Program in FY18. Data for FY18 Q1-Q3 were updated.
16	Immunization - Doses, Regional Centers	Vaccine doses provided at Regional Centers (a subset of total doses provided)	819	1,182	1,232	639	840	31%	3%	While overall doses provided dropped, a higher portion were administered at Regional Centers. This service was expanded to the Millbrook Center last year and might have impacted consumer choice.
17	Immunization - Clients	Total individuals who received vaccines from WCHS	3,544	4,332	6,239	4,280	3,272	-24%	-8%	Flu immunization for 2017-18 concluded in most clinics by May 1, 2018. A seasonal drop in the number of clients served from Q3 to Q4 was expected. Data for FY18 Q1-Q3 were updated.
18	Immunization - Clients, Regional Centers	Number of individuals who received vaccines at Regional Centers	407	567	607	392	431	10%	6%	More clients were served at Regional Centers compared to the same time last year, when this service was expanded to the Millbrook Center.

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19	Communicable Disease - Syphilis Services	Number new Syphilis cases	61	55	60	63	46 ¹	-27%	-25%	Syphilis cases decreased in FY18 Q4, and this could be a sign of a larger downward trend. FY18 Q3 numbers are updates. <i>Current quarter numbers are preliminary¹.</i>
20	Communicable Disease - HIV / AIDS Services	Number new HIV/AIDS cases	32	32	31	27	27 ¹	0%	-16%	HIV/AIDS numbers show normal variation compared with previous quarters. FY18 Q3 numbers are updates. <i>Current quarter numbers are preliminary¹.</i>
21	Communicable Disease - Gonorrhea Services	Number new Gonorrhea cases	651	605	567	453	520 ¹	15%	-20%	Overall, gonorrhea numbers look steady compared to 2017. 52% of Wake County's gonorrhea cases in Calendar Year (CY) 2017 were among people age 15-24 years. FY18 Q3 numbers are updates. <i>Current quarter numbers are preliminary¹.</i>
22	Communicable Disease - Chlamydia Services	Number new Chlamydia cases	1,654	1,519	1,611	1,401	1,412 ¹	1%	-15%	Chlamydia totals across FY18 Q3 and FY18 Q4 are higher compared to the same 6-month period last year. Chlamydia counts have trended up each year since 2014. 64% of Wakes chlamydia cases from January 1, 2017 through December 31, 2017 were among people age 15-24 years. Figures for FY18 Q3 are updates. <i>Current quarter numbers are preliminary¹.</i>

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23	WIC - Sunnybrook	Number of individuals who received WIC services at Sunnybrook	28,420	28,372	27,720	25,475	24,849	-2%	-13%	Overall, WIC participation trends are steady. The opening of Western Human Service Center appears to have met a need in that area, and has reduced the numbers seen at other locations. FY18 Q4 marks the first uptick in service usage numbers over the last five quarters. This could indicate an increase in usage of services among people in the caseload since overall end of year caseload numbers for FY18 are 5% less than FY17.
24	WIC - Millbrook Human Service Center (M-HSC)	Number of individuals who received WIC services at Millbrook	8,170	8,239	8,182	8,176	8,138	0%	0%	
25	WIC - Eastern Regional Center (ERC)	Number of individuals who received WIC services at ERC	2,753	2,797	2,638	2,171	2,196	1%	-20%	
26	WIC - Northern Regional Center (NRC)	Number of individuals who received WIC services at NRC	2,367	2,390	2,267	1,954	1,992	2%	-16%	
27	WIC - Southern Regional Center (SRC)	Number of individuals who received WIC services at SRC	4,456	4,355	3,903	3,082	2,918	-5%	-35%	
28	WIC - Western Human Service Center (W-HSC)	Number of individuals who received WIC services at Western HSC	NA	NA	749	3,067	3,972	30%	NA	
29	WIC - All Wake Sites	Total number of individuals who received WIC services	46,166	46,153	45,459	43,925	44,065	0%	-5%	