

# AGENDA

## REGULAR MEETING

### OF THE

**July 28, 2021**

**STOKES COUNTY**

**3:00 p.m.**

**BOARD OF SOCIAL SERVICES**

#### ETHICS AND CONFLICT OF INTEREST REMINDER:

In accordance with the State Government Ethics Act, it is the duty of every board member to avoid both conflicts of interest and appearances of conflict. Does any board member have any known conflict of interest or appearance of conflict with respect to any matters coming before board today? If so, please identify the conflict or appearance of conflict and refrain from any undue participation in the particular matter involved.

- I. Call to Order
- II. Discussion/Adjustments to the Agenda
- III. Consent Agenda
  - A. Minutes – Regular Meeting – June 23, 2021
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Ten Minutes Per Person)
- VI. Discussion
  - A. DSS Dashboard -- attached
  - B. Child Support Consult (6/10/21) -- attached
  - C. Child Welfare Case Review (6/7/21) – attached
  - D. Family Caregiver Support Program Award - attached
  - E. REDA (June 2021 Review) – no attachment
  - F. Performance Measures - attached
- VII. Action Items
  - A. Old Business
    1. Safety
  - B. New Business
    1. Board training on November 16 and 17 from 9:30 a.m. until 12:00 pm in the DSS conference room
- VIII. Adjournment

# STOKES COUNTY BOARD OF SOCIAL SERVICES

## MINUTES

June 23, 2021

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, June 23, 2021 via the Go-To-Meeting platform. Chairman Greg Collins called the meeting to order at 3:00 p.m. Board members present were Vice-Chair Sandy Smith, Member Darlene Bullins, Member Sonya Cox and Member Ann Vance. Staff present were DSS Director Stacey Elmes, Admin. Officer Becky East, and Income Maintenance Administrator Cindy Joyce.

Chairman Collins read the Ethics and Conflict of Interest Reminder to the Board. Board members were asked if they had a conflict with any of the items listed on the agenda. No conflicts noted.

Chairman Collins asked if there were any Board members that needed to discuss or make adjustments to the agenda. Member Bullins moved to approve the agenda as presented. Member Cox seconded and the motion passed 5-0.

Chairman Collins asked for approval of the consent agenda. Member Bullins motioned to approve the consent agenda as presented. Member Cox seconded and the motion passed 5-0.

Chairman Collins opened the floor for Board Member comments. Member Vance shared her appreciation for the invitation to the agency luncheon on June 14, 2021. Board Members shared consensus that the luncheon was a much-needed outing for agency employees and was a joyful event.

There were no public comments made.

Director Elmes shared that the DSS Dashboard is consistent with previous months. Director Elmes asked the Board to notice the section regarding agency vacancies. The agency has hired three Social Workers for Foster Care. Their employment begins Monday, June 28, 2021. The agency has the following open positions: two Social Worker III's in Foster Care, one Social Worker II -- Substance Abuse/Mental Health Liaison, one Community Social Service Assistant, one Income Maintenance Investigator I, and one Income Maintenance Caseworker II. The agency is actively recruiting for the all open positions.

Director Elmes presented the following results from recently held audits, monitorings, reviews, and consults performed in different areas of the agency:

1. Child Support Consult. The report shows monthly that in some areas child support isn't hitting the mark but at end of year reporting it all works out to show the agency is on track.
2. Child Welfare Case Review. The Child Welfare Representative came to the agency during May to review records. The representative offered to come and conduct a training on Child Family Agreements, which is an area the agency needs some refreshers in. The agency will take advantage of the offer.
3. REDA (Recipient Eligibility Determination Audit). Director Elmes requested Income Maintenance Administrator Cindy Joyce inform the Board about the REDA Audit. IMA Joyce

stated the state is pulling twenty cases each month. There are three different areas that are looked at and scored. The first is accuracy rating for the Active Eligibility. The goal is 96.8% and the agency scored 100%. The next area is Negative Eligibility. The goal is 96.8% and the agency scored 90%. The agency was cited for a couple of internal control errors. The last area is a combination of Active and Negative Eligibility. The goal is 90% and the agency scored 95%. Overall, the agency did well. When errors are found, the Adult Medicaid Supervisor and the Family & Children's Medicaid Supervisor conduct training immediately for the Medicaid workers so the errors do not happen again. IMA Joyce stated no paybacks were due to the state at this time.

4. Special Assistance Monitoring. Director Elmes requested Income Maintenance Administrator Cindy Joyce inform the Board about the monitoring. IMA Joyce stated the Special Assistance Program is audited every three years. In this monitoring, they selected twenty cases. Out of the twenty cases, three cases had errors. The three cases resulted in an overpayment of \$4,027.00. The errors cited were: excess in resources, incorrect notices sent, wrong electronic matches, lacking documentation, and authorized representative forms unavailable. Training has been provided to prevent this from happening again.

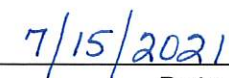
Director Elmes shared information regarding the County Memorandum of Understanding (MOU) with DHHS. DSS has a signed MOU with the state. This agreement is in reference to performance measurements with most of the agency's programs. The current agreement states that if the agency does not meet performance measures the agency will be required to complete and follow through with corrective actions. Because of the pandemic, this has been put on hold. As soon as the governor declares the state is no longer in a pandemic, all DSS agencies will be required to meet the performance measures. The state will continue to look at performance measures and will communicate ways to correct issues, but the agency will not be held to corrective actions. Chairman Collins confirmed with Director Elmes that the agency is continuing to self-monitor programs. The agency is doing well meeting the measures.

Under Old Business, Chairman Collins asked the Board if everyone had received and reviewed the email from Director Elmes citing information from the county attorney's office (Att. Nick Overby) regarding a no weapons allowed sign for the DSS building. Director Elmes requested direction from the Board on how to proceed. Director Elmes stated that the county attorneys' office is clarifying further information with the School of Government. Member Bullins suggested the Board wait until the final report has been made from the county attorney's office and that the topic be held from the agenda until the county attorney's office has provided clarification. It was the consensus of the Board to not put the topic back on the agenda for discussion until clarification has been received from the county attorney's office.

Under New Business, Chairman Collins reminded everyone of the DSS Board Training on August 5<sup>th</sup> & 6<sup>th</sup> from 9:30 a.m. to 12:00 p.m. in the DSS Conference Room.

There being no further business, Chairman Collins asked for a motion to adjourn. Vice-Chair Smith made a motion to adjourn the meeting. Member Cox seconded and the motion passed 5-0. Meeting adjourned at 3:25 p.m.

  
Secretary

  
Date



# Stokes County DSS Dashboard 2021

	April	May	June	Qrt. Total	Annual Total
<b>ADULT SOCIAL WORK SERVICES</b>					
Guardianship Cases	33	32	32		
New APS Reports Received	16	17	13	46	186
APS Reports Accepted	13	8	8	29	102
Investigations Initiated Timely [Goal 95%]	100%	100%	100%		
Outreach Visits	2	8	5	15	63
In Home Aide Programs/Family Caregiver	33	33	33		
Community Alternatives Program (CAP/DA)	72	72	73		
Representative Payee	11	10	8		
SA - In-Home	56	57	57		
Placement	0	0	1		
Adult Care Homes Monitored	2	4	2		
Total Requests for CIP	2	5	12	19	297
CIP Expenditures	\$ 783	\$ 250	\$307	\$1,340	\$90,973
Total Requests for LIEAP	0	499	0	499	1,226
LIEAP Expenditures	\$ -	\$ 24,416	\$0	\$24,416	\$120,145
Unclaimed Bodies	0	0	0	0	2
Staff Hours Spent at Shelters	0	0	0	0	0
<b>CHILD CARE SUBSIDY</b>					
Children Receiving Services	178	178	175		
Expenditures	\$103,486	\$110,140	\$105,686	\$319,312	\$1,277,198
Waiting List	0	0	0		
<b>CHILD PROTECTIVE SERVICES</b>					
S Reports Received	44	54	33	131	517
CPS Reports Accepted	25	27	14	66	277
Children Opened	45	51	27	126	455
Open Reports	25	30	13		
Reports Substantiated/Services Needed	7	10	8		
Open Case Management	8	9	13		
Courtesy Requests	7	7	7	21	79
Substance Affected Infants Reported to DSS	2	2	1	5	23
Substance Affected Infants Accepted for Inv.	2	2	1	5	23
Reports Initiated Timely [Goal 95%]	96%	92%	96%		
Reports Completed Timely [Goal 75%]	62%	100%	88%		
Children Remaining at Home [Goal 95%]	96%	86%	100%		
<b>CHILD SUPPORT</b>					
Number of Children Served	1,164	1,143	1,105		
Total Collections	\$226,519	\$188,773	\$210,734	\$626,026	\$2,461,258
Paternities Established	4	6	3	13	49
New Court Orders	8	6	5	19	86
<b>FISHING LICENSE WAIVERS</b>					
Fishing License Waivers	11	2	8	21	40
<b>FOOD &amp; NUTRITION SERVICES</b>					
Total Households	3,104	3,114	3,160		
Total Individuals	6,184	6,228	6,331		
Report Card (App. Timeliness) [Goal: 95%]	100%	100%	100%		
Report Card (Recert. Timeliness) [Goal: 95%]	100%	100%	99%		
Benefits Distributed	\$ 1,257,784	\$1,683,189	\$1,492,158	\$4,433,131	\$14,378,809



2021	April	May	June	Qtr. Total	Annual Total
<b>FOSTER CARE</b>					
Children Entering Care	2	7	0	9	55
Total Children in Care	91	94	94		
Children Discharged	2	4	0	6	44
Children in Care Over 1 Year	42	40	46		
% Receiving a Monthly Visit [Goal 100%]	100%	100%	100%		
% Visited in the Home [Goal > 90%]	100%	96%	94%		
Foster Care 18-21	7	7	7		
Monitoring of Children No Longer in Custody	4	7	7		
Licensed Foster Homes	28	28	27		
Sanctioned Homes	0	0	0		
# of Individuals/Families Receiving Training	0	0	0-Jan		
Recruitment Events Held	0	0	0	0	0
Foster Care Costs (county/state/fed)	\$112,258	\$112,138	\$ 110,714	\$335,110	\$1,225,736
Children Free For Adoption	5	5	11		
Children Open for LINKS	57	58	61		
Adoptions Completed	0	0	0	0	8
Adoption Assistance Cases	175	171	172		
Adoption Assistance Costs (fed & state)	\$22,959	\$8,598	\$18,166	\$49,723	\$226,197
<b>MEDICAID [ADULT, FAMILY &amp; CHILDREN'S]</b>					
# of Cases	6,082	6,463	6,671		
Report Card (Timeliness) [Goal: 85%]	100%	99%	99%		
Public Assistance Hearings (All Areas)	1	1	1		
<b>MEDICAID TRANSPORTATION</b>					
Clients Served	258	317	240		
Trips Provided	1,156	1,238	1,008	3,399	12,709
Monthly Cost	\$ 38,329	\$ 44,508	\$ 38,189	\$ 121,026	\$ 426,863
<b>PROGRAM INTEGRITY</b>					
New Claims Established	\$ 41,474	\$ 24,260	\$535	\$66,269	\$96,424
Total Collections	\$2,082	\$1,841	\$1,456	\$5,379	\$13,595
Retained in County	\$574	\$413	\$390	\$1,377	\$4,024
<b>SPECIAL ASSISTANCE</b>					
# of Special Assistance Cases	109	113	115		
Benefits Distributed	\$49,918	\$48,181	\$46,550	\$144,649	\$634,933
<b>SA/MH LIAISON</b>					
Number of Referrals during the Month	10	22	8	40	155
Open Cases at end of Month	55	60	52		
<b>VACANCIES</b>					
Social Work	3	4	3		
Clerical/Income Maintenance/Child Support	4	2	3		
<b>WORK FIRST</b>					
Total Work First Cases	42	41	41		
Number of Child Only Cases	39	38	38		
Employment Cases	3	3	3		
Referrals for Drug Testing	0	0	0		
Applicants Testing Positive	0	0	0		
Benefits Distributed	\$10,085	8,819	\$19,539	\$38,443	\$142,280
<b>OTHER</b>					
Voter Registrations	3	0	5	8	40
Walk-In Traffic	503	480	621	1,604	8,257



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

Stacey Elmes, DSS Director  
Stokes County Department of Social Services  
1010 State Hwy 8  
Danbury, N.C. 27016

Dear Ms. Elmes:

On June 10, 2021, Lynn, Cindy, and I conducted a conference call to discuss information regarding the COVID-19 status, statistical information, information updates, and county concerns.

Incentive statistics are available through May 2021. The May benchmark for Total Collections is 91.66%. The unit is below State Average for Total Collections (94.29%) at 90.59%. The unit has been able to achieve/exceed the 2020-21 goal for Cases Under Order (89.00%) at 90.75%, Current Collection (66.46%) at 66.59%, and Arrears collection (59.86%) at 61.24%. The unit is close to the goal in the area of Paternity (99.00%) at 97.63%. The unit is above State average in the areas of Paternity. The unit is ON Track in all of the incentive areas, with the exception on Total Collection. This is good work! Reports suggested/provided: Paternity reports, and Undistributed Report.

Goals 2020-21					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,484,355	99	89	66.46	59.86	
Current	05/21				
90.59<	97.63>	90.75>*	66.59<*	61.24<*	86.33>

\*-Exceeding/achieving goal

Self-Assessment scores are available through May 2021. The unit is currently in compliance with eight of nine areas of Self -Assessment. The unit is out of compliance in the area of Interstate at 65.38%. Compliance in these areas is 75%. The unit has seen increase in this area. All other areas have a compliance level of 76% or better. Reports suggested/provided during this call: P/F for Enforcement, six month expedite and Interstate.

Management advises that the unit is taking advantage of the virtual trainings that are being offered.

The child support program is moving towards the regional support model effective July 1, 2021. We are excited to announce that Tanya Glenn has been selected to serve as our County Support Supervisor; working with Tanya will be our seven Continuous Quality Improvement (CQI) Specialists and (eventually) the seven Regional Trainers.

Due to the continued restriction of travel by Child Support Program Representatives and the fact that staff in many Child Support Offices are teleworking, making access to their hard files difficult, the quality review process will be modified for the duration of the restrictive period. Elements on the quality review will be scored based on what is available in the automated system, ACTS.

If the reviewer is unable to determine for certain how to score the above items from documentation in ACTS, the item is to be scored in error and a note will be entered in the comments section that supporting documentation is required for that line item. The county may then check for the documentation, communicate to the reviewer that it is in place, and the score will be updated.

Should you have any questions about the items discussed during my visit or addressed in this email, please email ([Kenya.Newsone@dhhs.nc.gov](mailto:Kenya.Newsone@dhhs.nc.gov)) or call me at (336)788-5857.

Sincerely,

*Mrs. Kenya Newsome*

Child Support Program Representative

Cc:

Lynn Whitaker

Cindy Joyce



**Stokes County Permanency Planning Case Review Summary**  
**June 7, 2021**

Regional Child Welfare Consultant (RCWC) Betty Kelly reviewed two permanency planning cases. Below is a summary of the results.

**Strengths**

Contacts with children and foster parents were completed monthly.

**Needs**

Social workers should document a face to face in-person visit with parents monthly when there are no COVID safety concerns.

**Cases Reviewed**

# 1

**Contacts**

The children were seen monthly. There was some contact with the mother most months, but the documentation is not always clear regarding the discussion of goals. The fathers were not seen monthly, and it did not appear that diligent efforts to make contact was happening. There are a bunch of emails and text messages. The SW should try to complete these in person unless there is documentation that there is a risk due to the pandemic. The foster parents were seen monthly.

**Family Services Agreements (FSA)**

Need: Emotional/Mental Health

Mother has a FSA. One of the goals states the mother will be able to recognize when children are claiming not to feel safe. All the activities are related to mental health and substance treatment. There is also an activity for the mother to complete a Parenting Psychological Evaluation. It might have been better to describe the behaviors of concern under the Parenting Skills. There was a FSA for both fathers, but it appears they were not involved in the development.

**7-Day Initial Medical Visit**

The reviewer did not locate documentation that the exam was completed within 7 days of custody.

# 2

**Contacts**

Visits with the child occurred monthly. The mother was contacted monthly, although most of this appeared to be through text or email. The father was not contacted monthly nor diligent efforts made monthly. Foster parents were contacted monthly.

**Family Services Agreements (FSA)**

Case plans were appropriate for the parents and met the identified needs.

**7-Day Initial Medical Exam**

The child was seen within the first seven days of custody.

**Case Discussions**



#3

This child was placed at children's center on 5/26. He's 14. He assaulted the staff. He had suicidal ideations. On-call social worker called mobile crisis who sent child to Brenner's. Brenner's called the agency and said the child was ready to be picked up. Management states they do not have anywhere for him to go. He is special needs and has an IQ of 74. His therapist recommended a Level II foster care. They contacted their Cardinal liaison who does not know what to do. They contacted 20 Level II placements on Friday. The therapist stated they should send child home as the child did not have these behaviors before being placed, but this is the same therapist who wrote a letter stating that the child should be removed from the home. Cardinal can do what they can. The child needs services. They tried to locate a crisis bed but have been unsuccessful. They are working to find a respite bed. Cardinal is working with them. RCWC Kelly suggested that the agency send a referral to the Response Team. Agency stated this team did not appear to be helpful and it was more work for the agency with few results.

#4

The agency had another child and asked that she be reevaluated, but Brenner's refused, but dad picked her up from the hospital.

#5

DJJ was involved with another child who ran from the agency and gone for 36 hours. Child is in detention center. They are trying to find placement for him.

The agency is spending lots of time trying to find placement for children with mental health issues.

Betty Kelly, MSW  
Regional Child Welfare Consultant  
June 7, 2021



PIEDMONT TRIAD REGIONAL COUNCIL  
AREA AGENCY ON AGING

Family Caregiver Support Program  
Funding Award Announcement

The Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) Request For Proposal Review Committee has read and scored the Family Caregiver Support Program Requests for Proposal. RFPs were received from all of the following counties: Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Randolph, Rockingham, Surry and Yadkin. The project period for these grants is July 1, 2021 through June 30, 2022. Funds were distributed through a competitive grant application process.

All expenditures must be reasonable, allowable and justifiable; all funds must be spent by June 30, 2022, with the clients being the caregivers, and the services relative to their needs. All services provided by FCSP Title III-E funds will be monitored by the PTRC Area Agency on Aging (PTRC AAA) according to a time line and the FCSP requirements established by the North Carolina Division of Aging and Adult Services. Monitoring will be conducted following the "PTRC AAA Policies and Procedures for Monitoring" (November 2016) which also addresses the required monitoring of any subcontractors used to furnish services.

Payment is based on a monthly reimbursement system. Reimbursement can be drawn down once a fully executed contract has been received. Contracts will be sent early in July.

**Congratulations!** Your Request for Proposal has been accepted. Please note below your awarded funding amount(s) and any requested changes to your request if applicable.

County: Stokes

Agency Name: Stokes County DSS

Family Caregiver Support Program Services Award Amount: \$22,315

Please revise your application request with the following changes (if applicable) and resubmit two signed copies:

N/A



SELECTION:  
**Stokes**

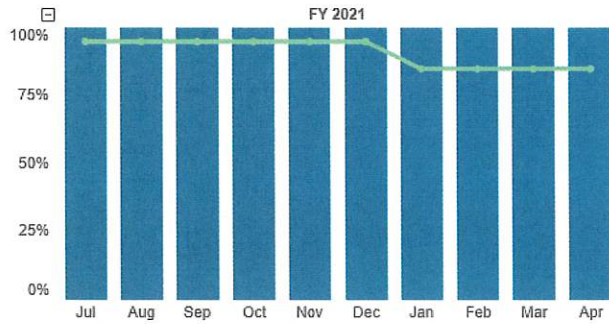
## Performance Measures

### Timely APS Evaluations

#### Abuse and/or Neglect Evaluations

**Target: 85% completed within 30 days**

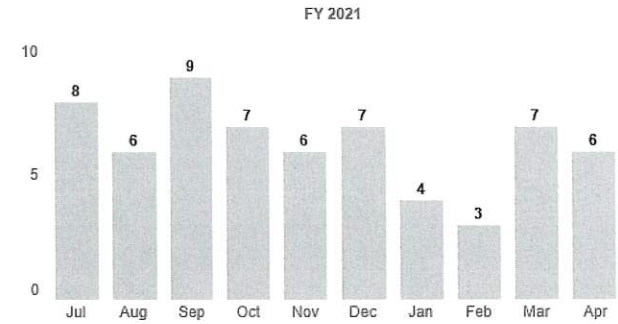
Percent of Timely Evaluations Completed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2018 to April 2021

Number of Evaluations Completed by Month



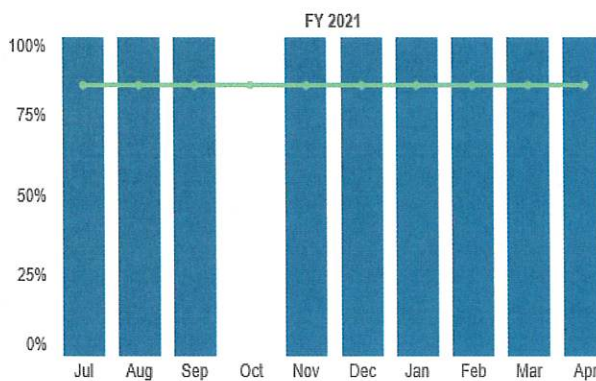
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2018 to April 2021

#### Exploitation Evaluations

**Target: 85% completed within 45 days**

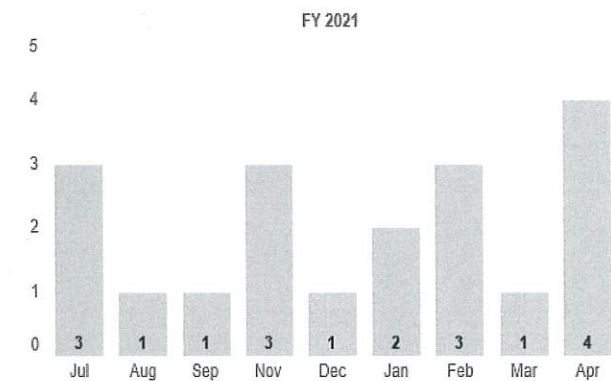
Percent of Timely Evaluations Completed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2018 to April 2021

Number of Evaluations Completed by Month



Red portion = Untimely  
Gray portion = Timely

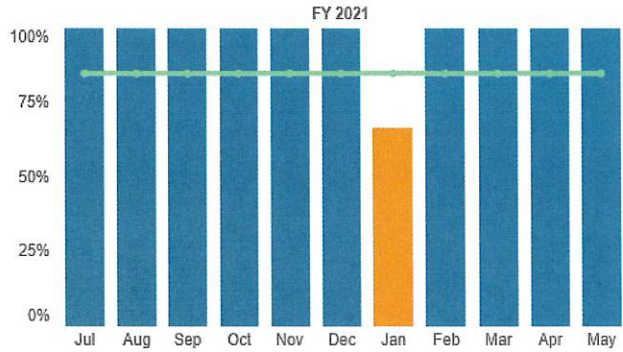
Data Available from:  
July 2018 to April 2021

## Timely Special Assistance Applications Processing

### Special Assistance for the Aged (SAA) Applications

Target: 85% processed within 45 calendar days

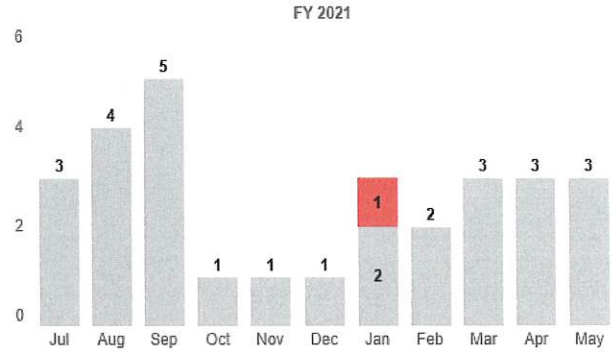
Percent of Timely Applications Processed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2018 to May 2021

Number of Applications Processed by Month



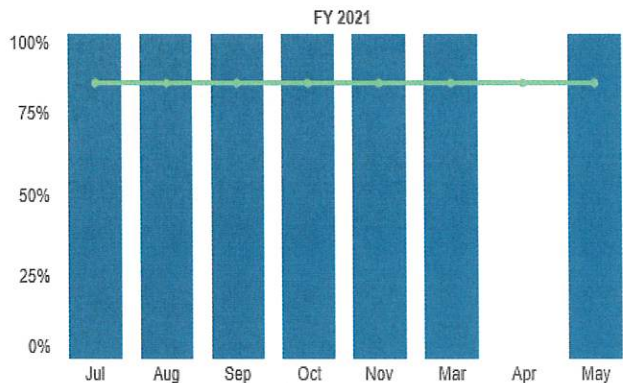
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2018 to May 2021

### Special Assistance for the Disabled (SAD) Applications

Target: 85% processed within 60 calendar days

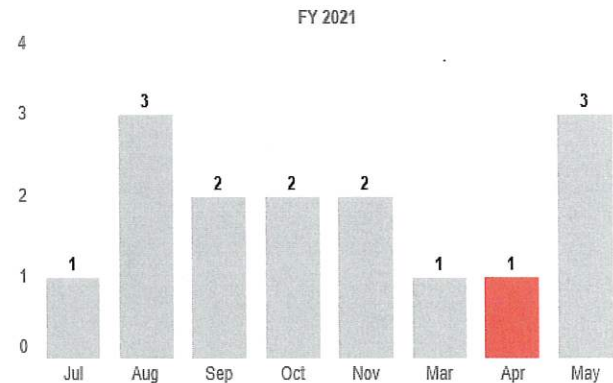
Percent of Timely Applications Processed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2018 to May 2021

Number of Applications Processed by Month



Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2018 to May 2021



## Food and Nutrition Services (FNS)

Select State Fiscal Year

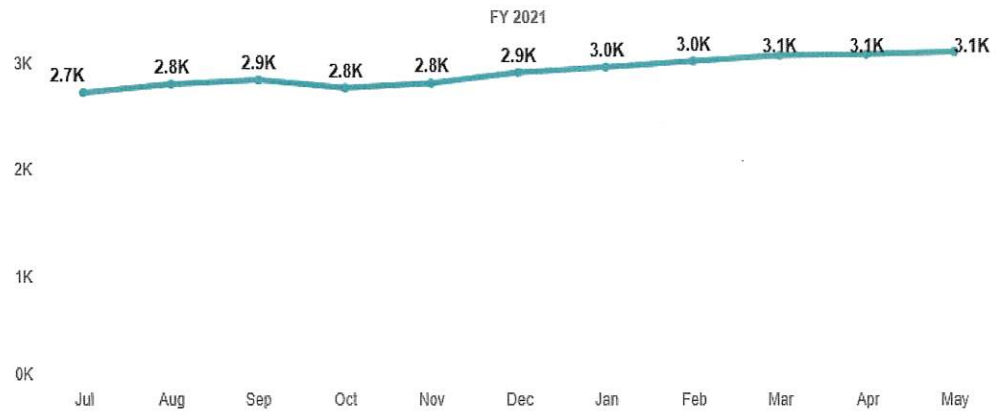
FY 2021

Charts below represent data for the county selected.  
Missing bars indicate there were no data for that month.

SELECTION:  
**Stokes**

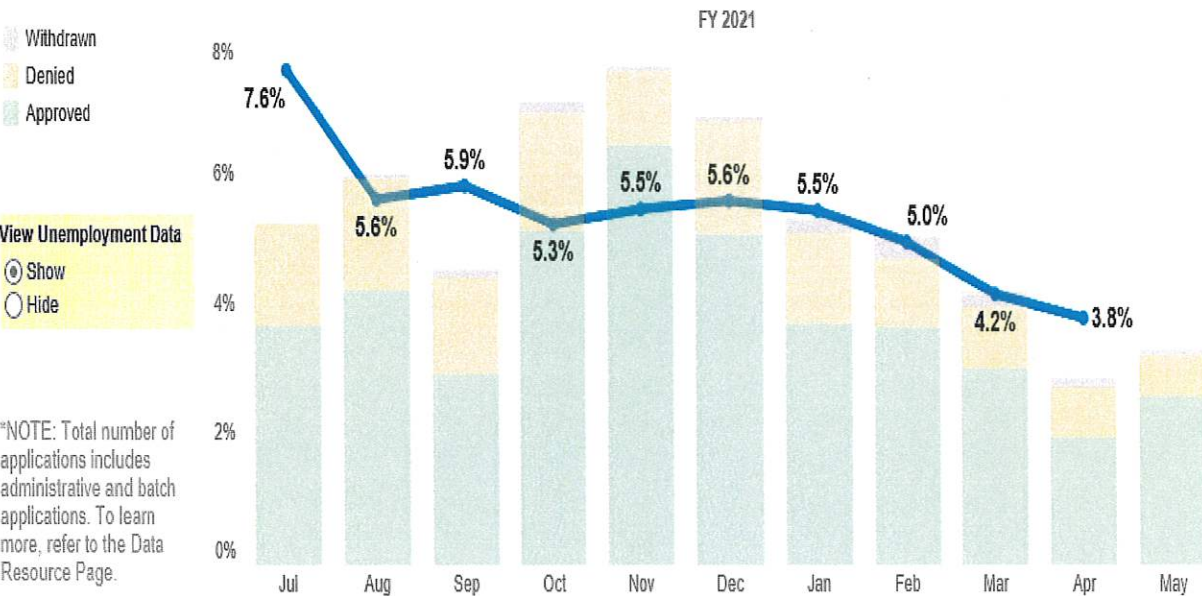
### Households Receiving FNS | Application Processing

Total Number of Households Receiving FNS by Month



Tip: Hover over areas  
within the charts for  
more detailed  
information

Total Number of FNS Applications\* Processed by Month



SELECTION:  
Stokes

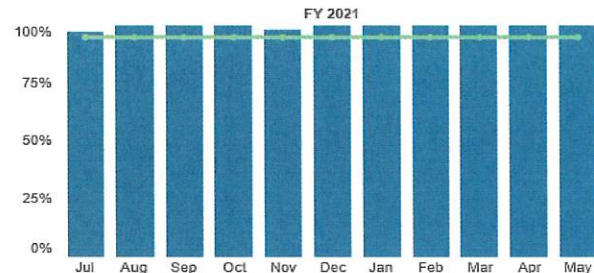
## Performance Measures

### Timely Application and Recertification Processing

#### Expedited Applications

**Target:** 95% processed within timeframe allowing eligible household to have access to benefits within 7 days

Percent of Approved Applications Processed on Time by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2019 to May 2021

Number of Approved Applications Processed by Month



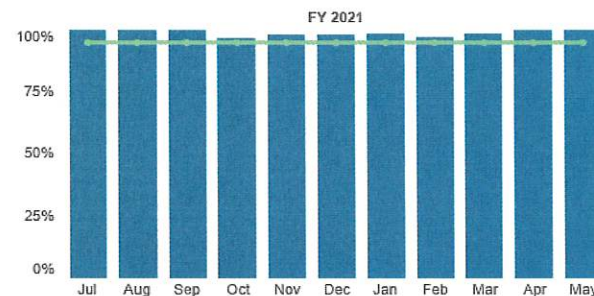
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2019 to May 2021

#### Regular Applications

**Target:** 95% processed within timeframe allowing eligible household to have access to benefits within 30 days

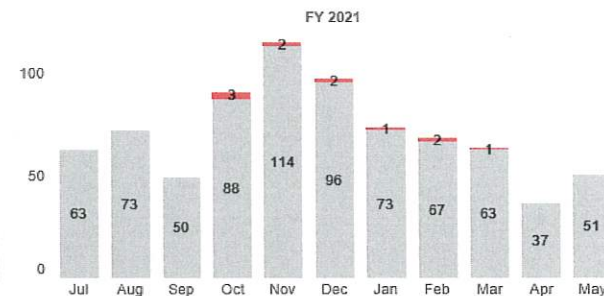
Percent of Approved Applications Processed on Time by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2019 to May 2021

Number of Approved Applications Processed by Month



Red portion = Untimely  
Gray portion = Timely

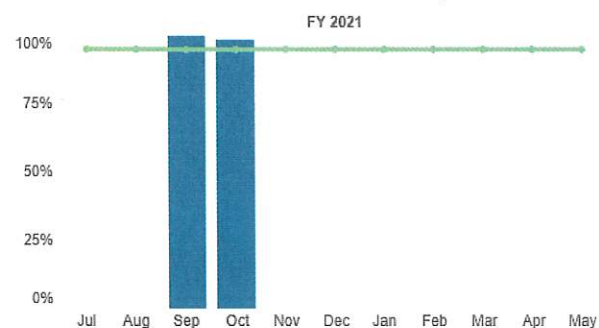
Data Available from:  
July 2019 to May 2021

### Monthly Recertification Processing

#### Recertifications

**Target:** 95% processed on time

Percent of Recertifications Processed on Time by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2019 to May 2021

Number of Recertifications Processed by Month



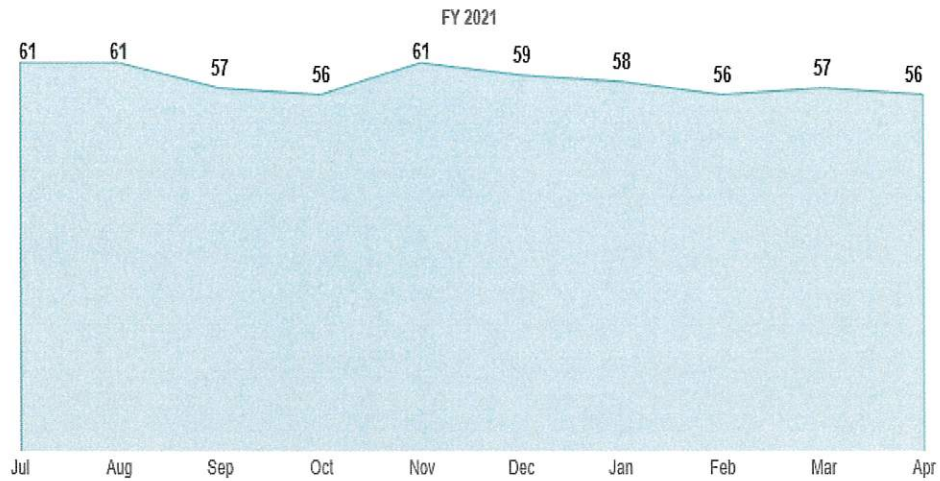
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2019 to May 2021



## Households Receiving WF | Application Processing

Total Number of Households Receiving WF by Month



Tip: Hover over areas within the charts for more detailed information

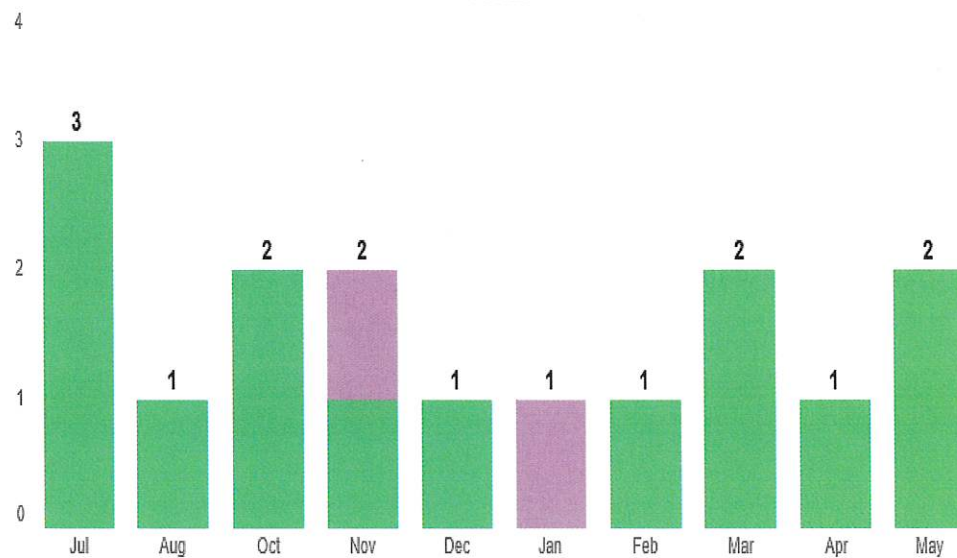
Total Number of WF Applications Processed by Month

Withdrawn  
Approved

FY 2021

View Unemployment Data

Show  
Hide



SELECTION:  
Stokes

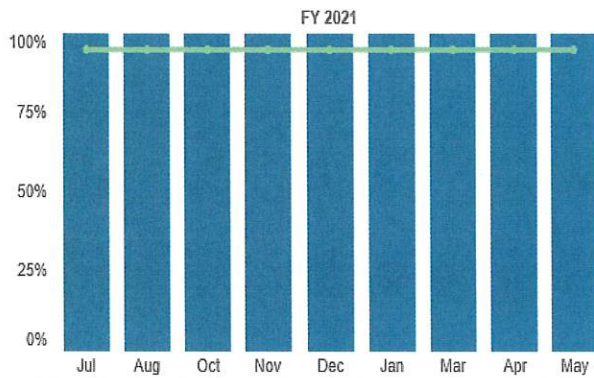
## Performance Measures

### Timely WF Application & Recertification Processing

#### Applications

Target: 95% processed within 45 days

Percent of Timely Applications by Month of Due Date



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2019 to May 2021

Number of Timely Applications by Month of Due Date



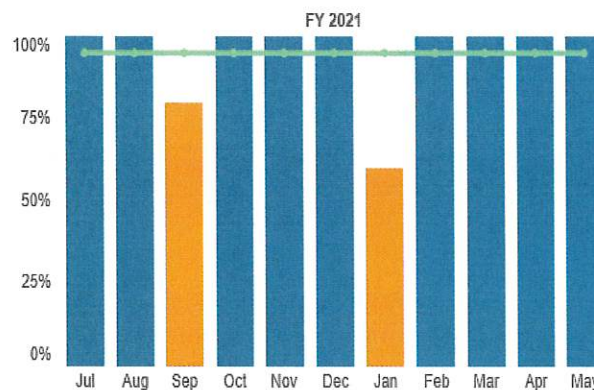
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
July 2019 to May 2021

#### Recertifications

Target: 95% processed no later than last day of recertification period

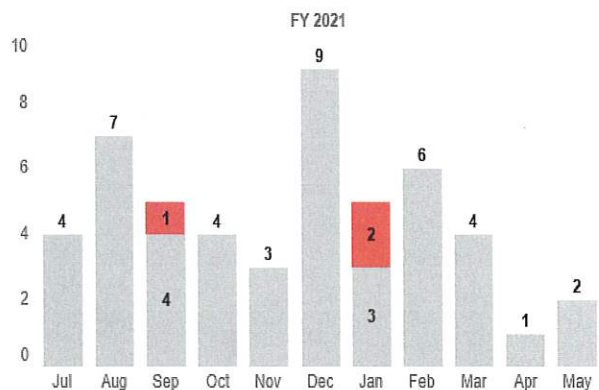
Percent of Timely Recertifications by Month of Due Date



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
July 2019 to May 2021

Number of Timely Recertifications by Month of Due Date



Red portion = Untimely  
Gray portion = Timely

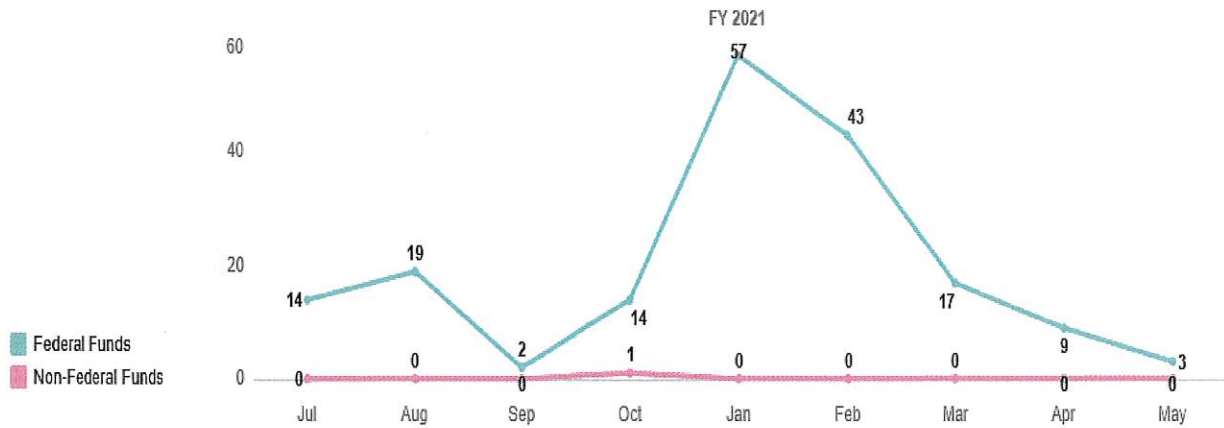
Data Available from:  
July 2019 to May 2021



SELECTION:  
Stokes

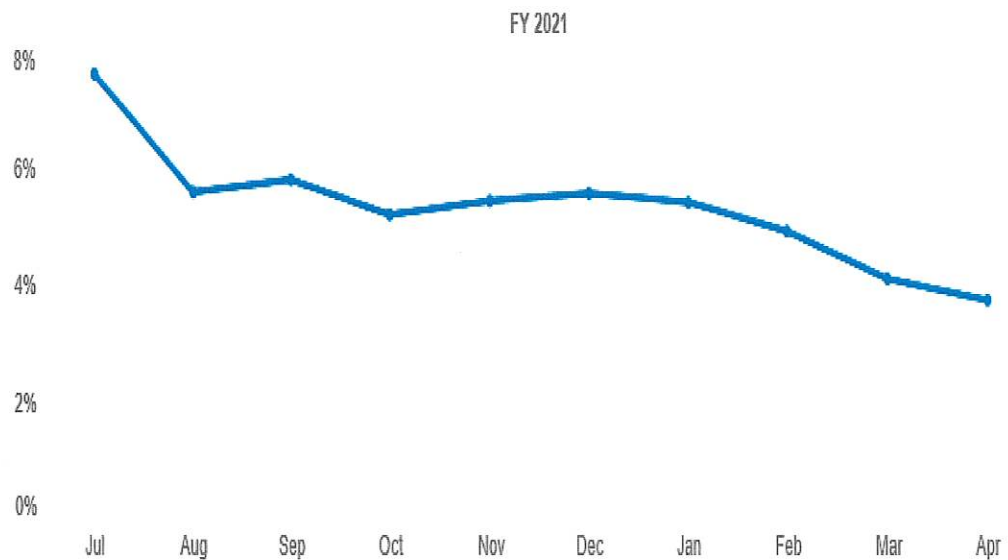
## Households Served by CIP

Number of Households Served by CIP



Unemployment Rate (%)

Tip: Hover over areas within the charts for more detailed information

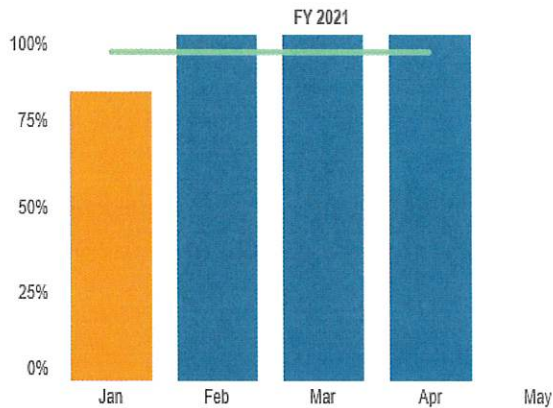


## Timely CIP Applications Processing

### Applicants with **no** heat or cooling source

**Target:** 95% processed within 1 business day

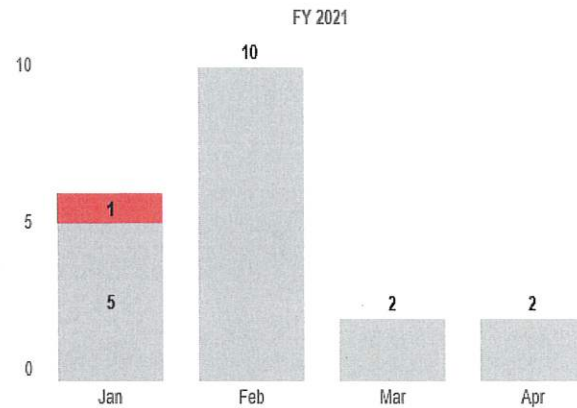
Percent of Timely Applications Processed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
January 2021 to May 2021

Number of Applications Processed by Month



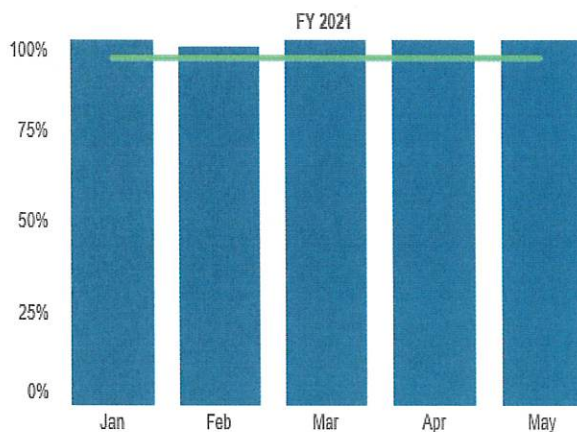
Red portion = Untimely  
Gray portion = Timely

Data Available from:  
January 2021 to May 2021

### Applicants with heat or cooling source

**Target:** 95% processed within 2 business days

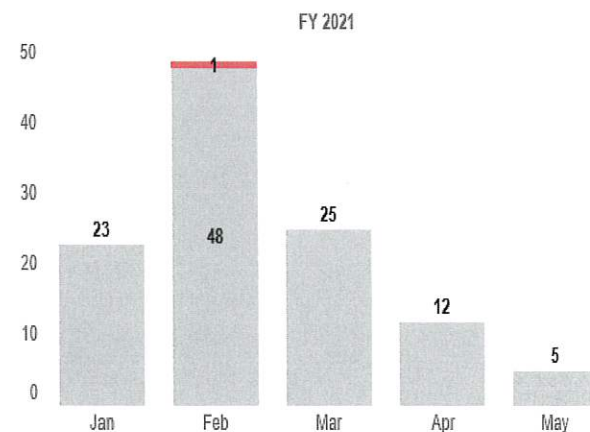
Percent of Timely Applications Processed by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
January 2021 to May 2021

Number of Applications Processed by Month



Red portion = Untimely  
Gray portion = Timely

Data Available from:  
January 2021 to May 2021

SELECTION:  
**Stokes**

Charts below represent data for the **county selected**.  
Missing bars indicate there were **no data for that month**.

## Paternity Establishment Progress

Select State Fiscal Year

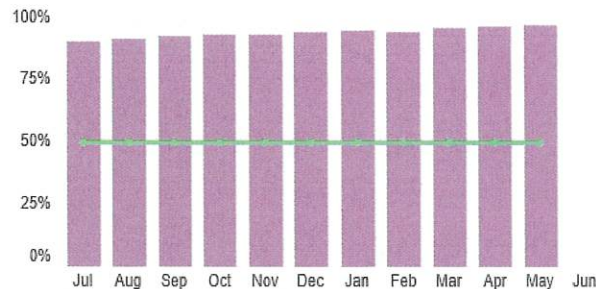
FY 2021

### Paternities established for Children Born out of Wedlock (BOW)

Achieve **given annual percentage** by end of state fiscal year

Percent of Paternities Established for Children BOW by Month

FY 2021

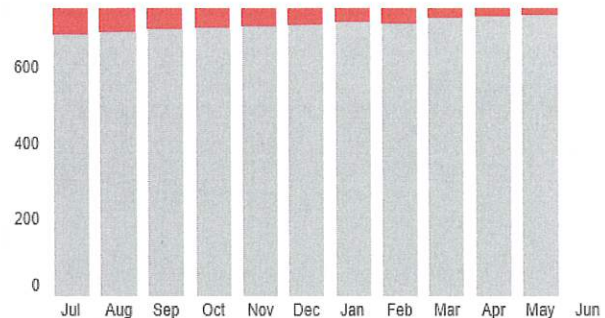


Green line = Target for End of State Fiscal Year

Data Available from:  
July 2019 to May 2021

Number of Paternities Established for Children BOW by Month

FY 2021



Red portion = Not Established  
Gray portion = Established

Data Available from:  
July 2019 to May 2021

### Cases Under an Order

Achieve **given annual percentage** by end of state fiscal year

Percent of Child Support Cases Under an Order by Month

FY 2021

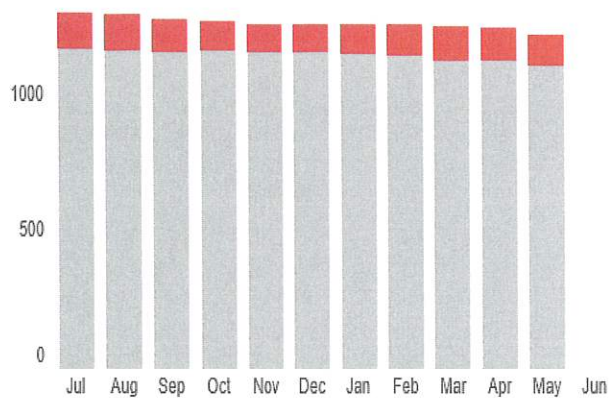


Green line = Target for End of State Fiscal Year

Data Available from:  
July 2019 to May 2021

Number of Child Support Cases Under an Order by Month

FY 2021



Red portion = Cases Not Under an Order  
Gray portion = Cases Under an Order

Data Available from:  
July 2019 to May 2021



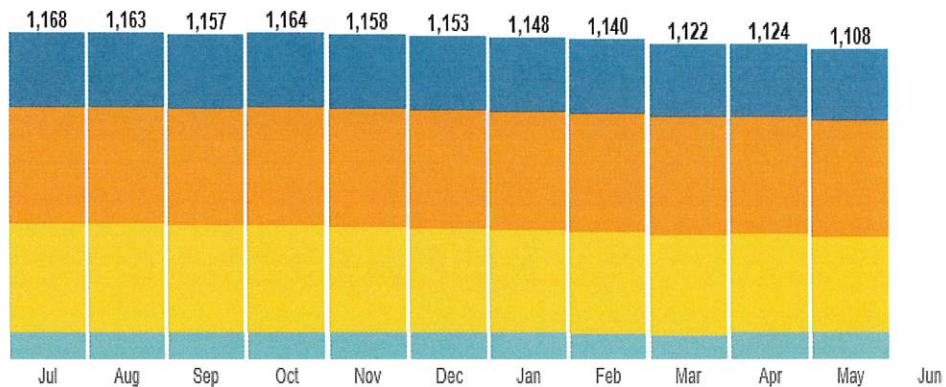
## Number of Child Support Cases Under Order by Case Type

FY 2021

Tip: Hover over the bars for more detailed information

### Case Types

- Medicaid
- Non-Public Assistance
- Total Arrears Only
- TANF/Work First & Foster Care



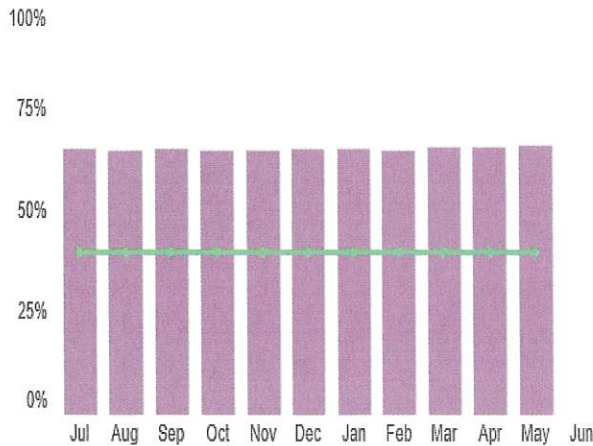
## Collection and Enforcement of Support Obligations

### Current Child Support Paid

Achieve given annual percentage by end of state fiscal year

#### Percent of Current Child Support Paid by Month

FY 2021

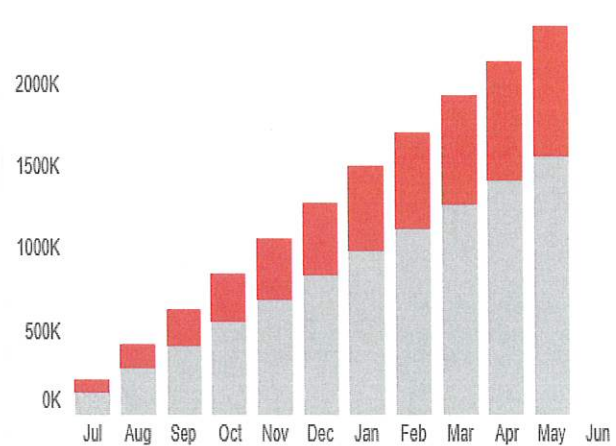


Green line = Target for End of State Fiscal Year

Data Available from:  
July 2019 to May 2021

#### Amount of Current Child Support Paid by Month

FY 2021



Red portion = Amount (\$) Not Collected  
Gray portion = Amount (\$) Collected

Data Available from:  
July 2019 to May 2021

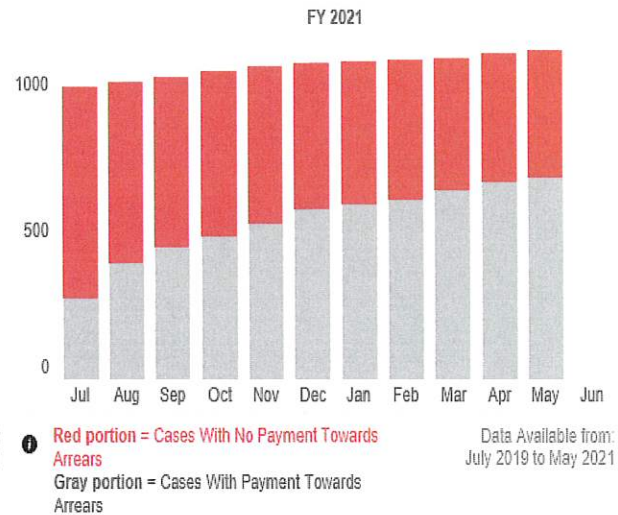
## Payment Towards Arrears

Achieve given annual percentage by end of state fiscal year

Percent of Cases with Payment Towards Arrears by Month



Number of Cases with Payment Towards Arrears by Month

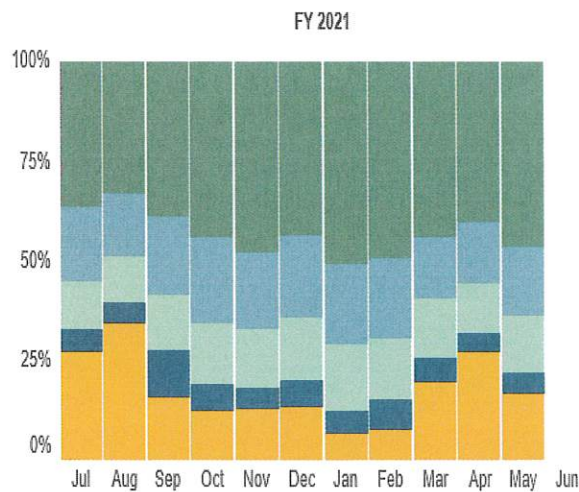


Percentage of Payments by Type

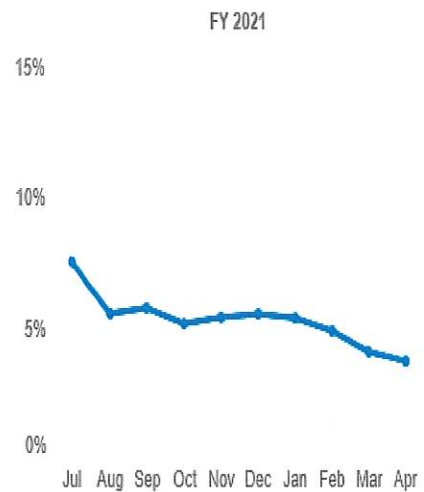
Tip: Hover over the bars for more detailed information

### Payment Types

- Income withholding
- Electronic transfer
- Cash/Credit
- Other states
- Additional payment types



Unemployment Rate (%)

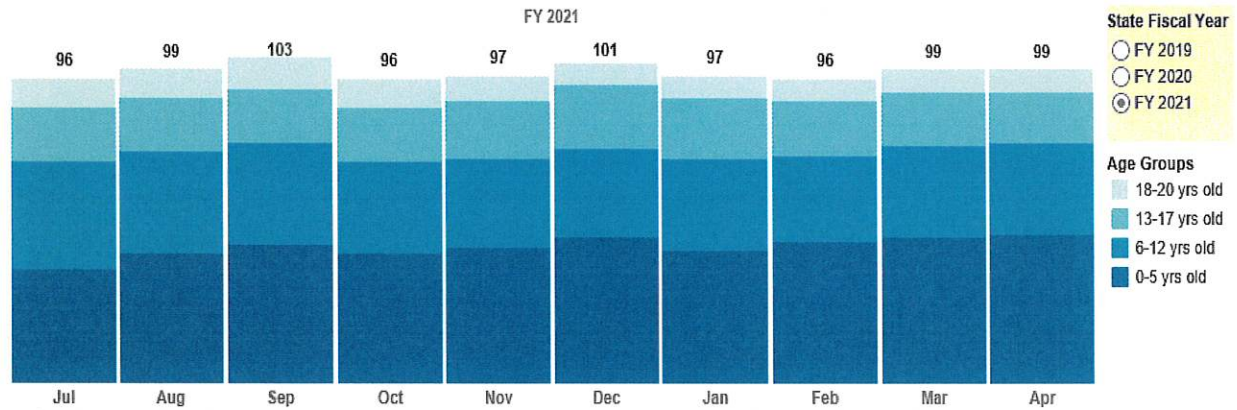


## Foster Care

### Context Measures

#### Number of Youth in Foster Care at End of Month by Age Group

Selection: **Stokes**



#### Rate of Foster Care Entry Per 1k Children by Fiscal Year

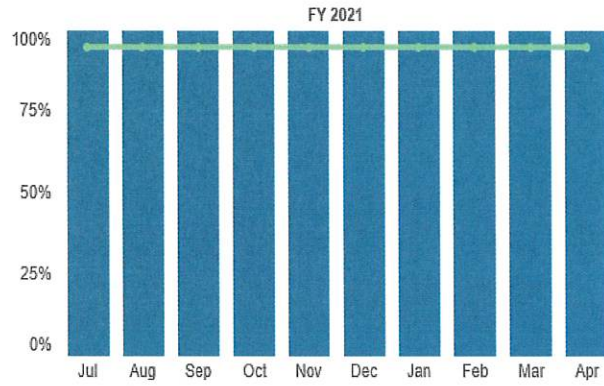




## Face to Face Monthly Visits by Social Worker

**Target: 95% of all eligible foster youth each month**

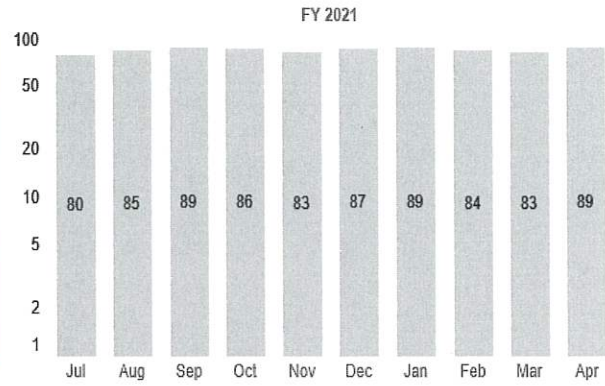
Percent of Foster Youth with Documented Face to Face Visits by Month



Green line = Target  
Blue bars = Met or Exceeded Target  
Orange bars = Less than Target

Data Available from:  
January 2019 to April 2021

Number of Foster Youth with Documented Face to Face Visits by Month



Red portion = Visits Not Documented  
Gray portion = Visits Documented

Data Available from:  
January 2019 to April 2021