

# COUNTY OF LOUISA

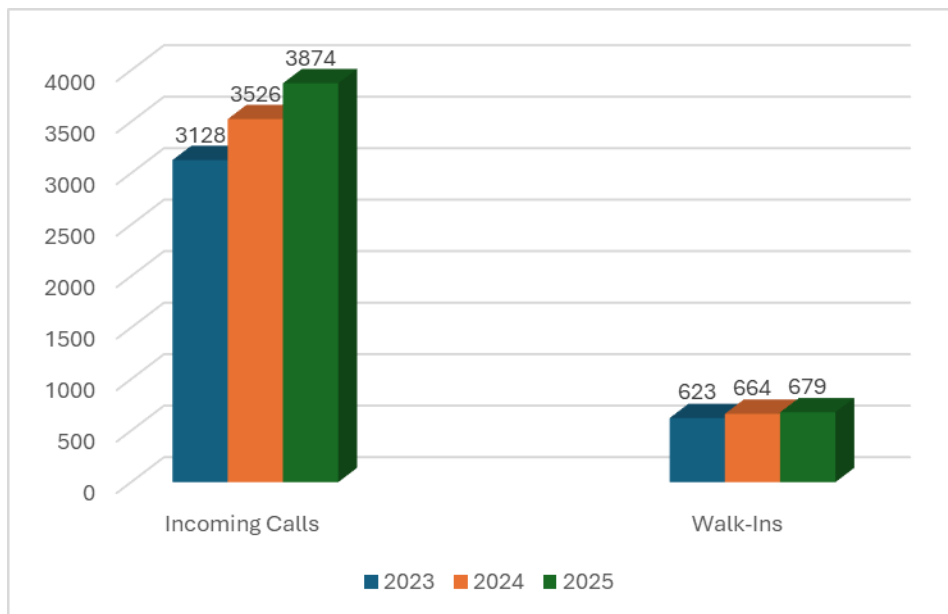
## MONTHLY DEPARTMENT REPORT



**Department:** Human Services  
**Period:** January 2025

### INDICATORS AND STATISTICS

#### CUSTOMER SERVICE:



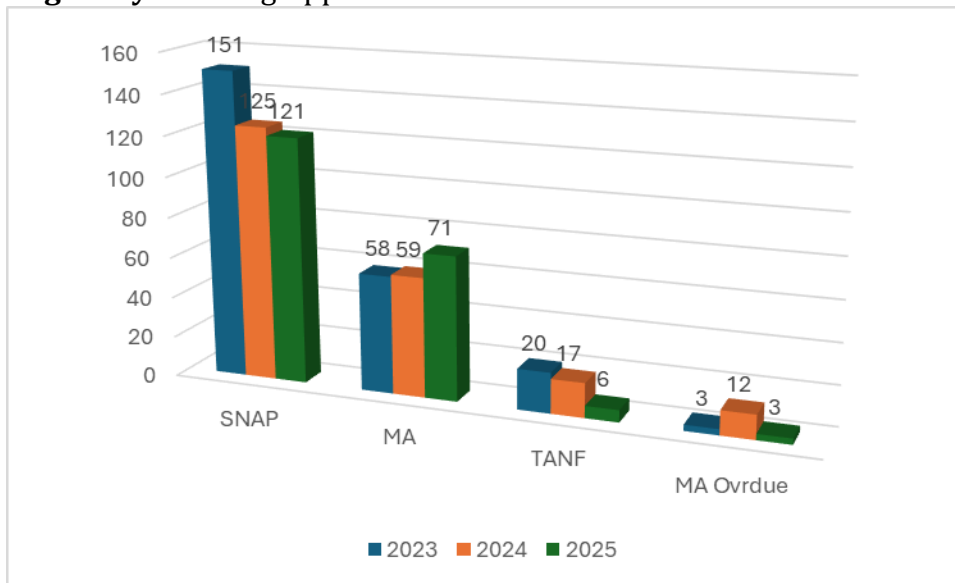
The agency is seeing a significant increase in the number of incoming calls. The energy assistance program for Crisis began on January 1<sup>st</sup>, which is partly responsible for the increase in calls and the slight increase in foot traffic. Workers make every effort to return calls within 72 hours unless there are extenuating circumstances. The greatest foot traffic was experienced on Tuesdays through Fridays, with an average of just over 30 visitors each of those days. The least traffic was experienced on Mondays with an average of just over 32 visits to the agency on those days. There were two observed holidays which occurred on a Wednesday and Monday.

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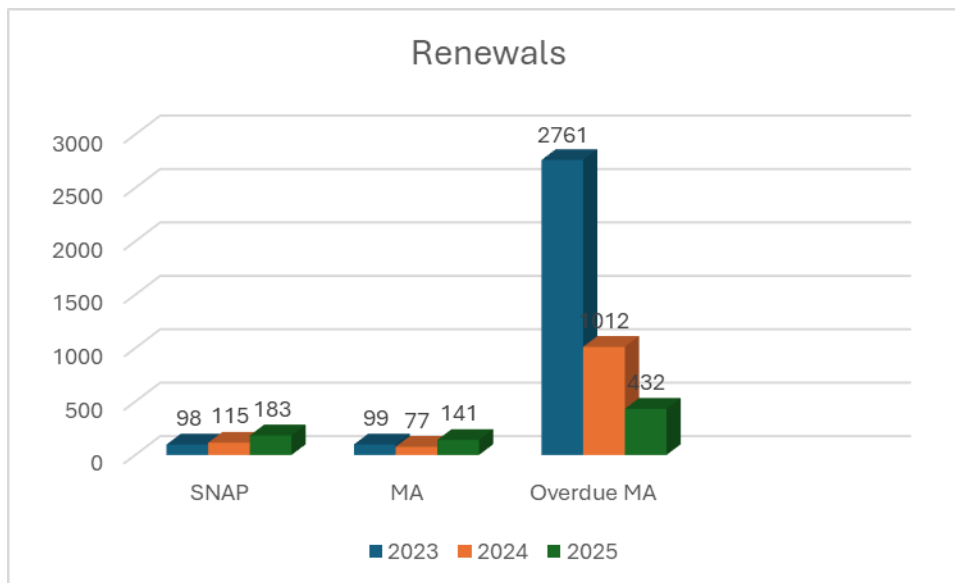
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### Eligibility: Pending Applications

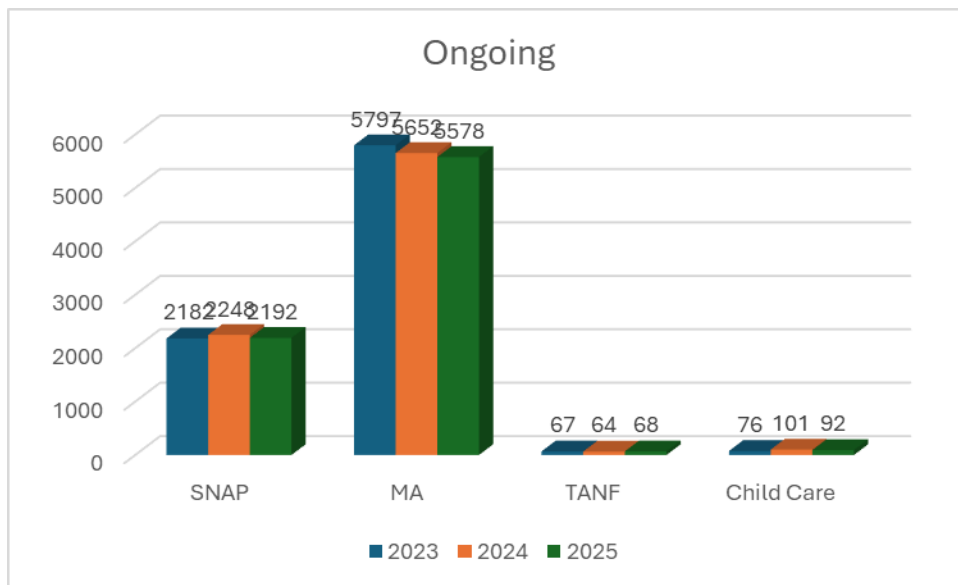


### Renewals



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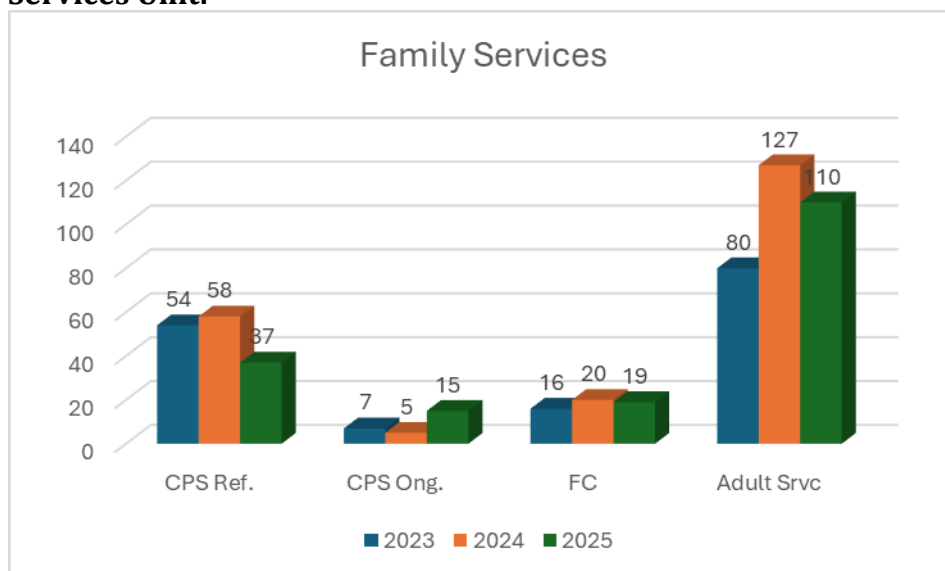
Caseloads for SNAP and Medicaid have begun to level out over the last three years. Although unit vacancies have been filled, worker inexperience is still impacting processing timeliness. Contract benefits workers are providing case processing and additional support currently. Overdue Medicaid renewals are increasing due to staff still in the training phase of the work. The local agency is receiving assistance from another locality that has the ability to offer support to complete overdue renewals for Medicaid. The number may remain the same or increase in the short term until the new workforce have the training necessary to process cases.

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### Services Unit:



### FOSTER CARE SUMMARY:

No new youth this month! No discharges this month. Foster care caseloads are stable currently and the low caseloads is allowing workers to provide quality case management to the youth and families on their caseloads. Ultimately, workers have been able to identify relatives and achieve permanency timely. We have two adoptions that are in the works and should be finalized by March. There will be 2 TPRs next month and those children are currently in their pre-adoptive placement. Depending on whether the parents appeal the TPR will determine how soon we can begin the adoption paperwork.

As for our AWOL youth, the FSS maintains frequent communication with the National Center for Missing and Exploited Children as well as law enforcement to discuss any updates. It is believed that the youth may be living in Pennsylvania (he turns 18 in March).

As of January 2025, there are 19 youth in foster care. Four (4) youth have been in care for less than 12 months, six (6) youth have been in care for more than 12 months, but less than 24 months and two (2) youth have been in care for more than 24 months. Each of these youth have had a face-to-face visit as required by State and foster care policy. One (1) of these youth reside in non-relative foster homes, five (5) youth are in congregate care, four (4) youth are in pre-adoptive placements, one (1) AWOL, one (1) on a trial home placement and seven (7) youth are in the Fostering Futures program.

### FOSTER PARENT RECRUITMENT/TRAINING UPDATE:

We gained a fully trained family from a private adoption agency; she resides in Louisa and is interested in fostering and adopting. Two new families are currently going through the



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approval process. Tarshae and Ashley have been working together on recruitment efforts. We intend to post the need for families on our social media page(s).

#### **CPS Summary:**

For the month of January, the number of referrals decreased from the month of December. The referrals continue the result of mandated reporters (e.g. hospitals, school staff, doctors' offices), law enforcement, private citizen reports and anonymous reporters. CPS Intake has been thoroughly evaluating each referral received and completed 7 outreaches for the month of January to connect families with necessary services when the referral does not meet the definition of abuse/neglect but the family January need assistance with services, in addition to the 6 valid referrals. The agency continues to see a rise in homelessness, specifically individuals moving to Louisa with their families with no long-term plans for housing.

Below are the number and reason for June screen outs:

Does not meet definition – 27.

Inadequate Information – 2

Duplicate Referral – 2

Out of State Jurisdiction – 1

Total – 31

#### **Adult Services Summary:**

In the month of January, there was a slight decrease in the total number of Adult Protective Services Referrals and Adult Services Cases.

- # of APS Reports: 27
- # of AS cases: 16
- # of Guardianship Cases: 67
- Total # of APS/AS/Guardianship Cases: 110

Case Closure Specific to type of Substantiated Abuse/Neglect/Exploitation:

Self-Neglect – 6

Neglect – 2

Perpetrator is a relative – 2

Total of clients who Needs Protective Services – Accepts – 4

Total of clients who Needs Protective Services – Refuses – 1

Total of clients who Needs Protective Services – No longer exists – 2

Total Invalid APS Investigations – 16

Total Unfounded Investigations – 6

#### **In-home (formerly known as CPS Ongoing) Cases and Family Support (formerly known as Foster Care Prevention) Cases**

There are currently twelve (12) In-Home cases, three (3) Family Support cases. Nine (9) cases are court ordered for services. Three (3) cases were opened and one (1) case closed.

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There were four (4) court appearances. Fifty-three (53) clients receive services in these categories.

### **PROJECT REPORTS AND ACTION ITEMS**

1. The Louisa Department of Human Services has moved into its new building is officially open for business.

### **PLANNING AND FUTURE CONSIDERATIONS**

1. Medicaid expansion passed and the State has appropriated funds into the local budget to cover the cost of expansion. Funds go into the administrative budget in each FY.