

COUNTY OF LOUISA

MONTHLY DEPARTMENT REPORT

Department: Human Services

Period: August 2026

Indicators and Statistics

CUSTOMER SERVICE:

The local agency received 5,381 incoming calls in the month of August. According to the phone log provided by County IT, there was a 34% increase in the number of calls to the local agency in the month of August over that experienced in the previous month. Walk-in clientele in August (610) decreased by 80% from the previous month (754). The average number of visitors to the local agency was 29 per day. There was no observed holiday in the month of August.

***Due to server connection issues, the corresponding graph could not be loaded to the report.

ELIGIBILITY: Pending, Ongoing and Renewal Applications

Applications for SNAP, Medicaid and TANF continue to be submitted on a consistent basis. The local agency received 104 SNAP applications, 63 Medicaid and 14 TANF applications. The energy assistance program ended August 15th. A total number of 383 applications were received for the program.

Four offers have been made to fill vacancies in the unit. New hires will begin by October 1st.

***Due to server and VaCMS latency issues, Ongoing and renewal caseloads could not be retrieved.

FAMILY SERVICES:

Foster Care Summary:

Four new youth entered foster care this month. One youth discharged upon turning 18 and was not interested in participating in Fostering Futures. We have been working on case transitions since the new hire has joined our team. She will be inheriting 6 cases at the end of September. She has acclimated to the team and is doing extremely well with shadowing staff and retaining what she has learned/observed.

As of August 2026, there are 19 youths in foster care. Seven youths have been in care for less than 12 months, 3 have been in care for more than 12 months and less than 24 months, and 5 youths have been in care for more than 24 months.

Six youths are placed in congregate care, 6 placed in non-relative foster homes, 2 placed in relative placements, one youth is on a trial home placement, and four youths are in the Fostering Futures Program.

Foster Parent Recruitment: Update

The foster parent coordinator continues to actively recruit and train prospective foster families and kinship families in our locality. We currently have 8 fully approved local foster families, our goal is to have 10 by end of the year.

CPS Summary:

CPS Intake Referrals for August: 51

Screen Outs and reasons:

- Does not meet definition – 28
- Duplicate referral – 5
- Inadequate information – 3
- Alleged abuser not a caretaker – 2
- Alleged abuser not a caretaker – SA – 2
- Alleged victim 18 yo or over – 2
- Total – 42

Adult Protective Services:

In the month of August:

- APS Reports – 40
- AS Cases – 8
- Guardianship Cases – 60
- Total – 108

Case closure specific to type of substantiated abuse/neglect/exploitation:

- Self-neglect – 2
- Physical abuse – 1
- Mental abuse – 2
- Financial exploitation – 3
- Perpetrator a relative – 5

Clients needing protective services:

- Accepts – 0
- Refuses – 4
- No longer exists – 4
- Unfounded investigations – 5
- Invalid Reports – 13

In-Home and Family Support Case Information:

There are currently 12 In-Home and 12 Family Support Cases. Four cases were opened in August, and three cases were closed in the month. Staff completed 45 home visits in the month. There was one court hearing regarding a child protective order. Three cases currently have court involvement. Eighty (80) clients receive services in these categories.

***Due to connectivity issues with the local server, graphic images could not be accessed.

PROJECT REPORTS AND ACTION ITEMS

1. The local agency is actively reviewing applications and scheduling interviews to fill vacancies for the Benefits Programs Lead Worker position with assistance from Human Resources.

PLANNING AND FUTURE CONSIDERATIONS

1. Some restructuring may take place to address the need to manage worker caseloads until new hires can be trained and begin to process cases.