

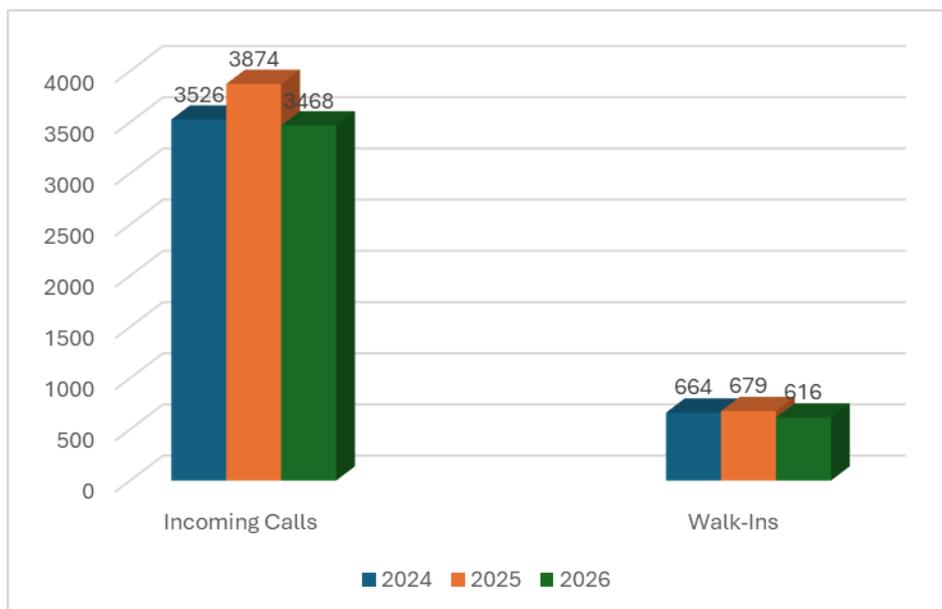
**COUNTY OF LOUISA**  
MONTHLY DEPARTMENT REPORT



**Department:** Human Services  
**Period:** January 2026

INDICATORS AND STATISTICS

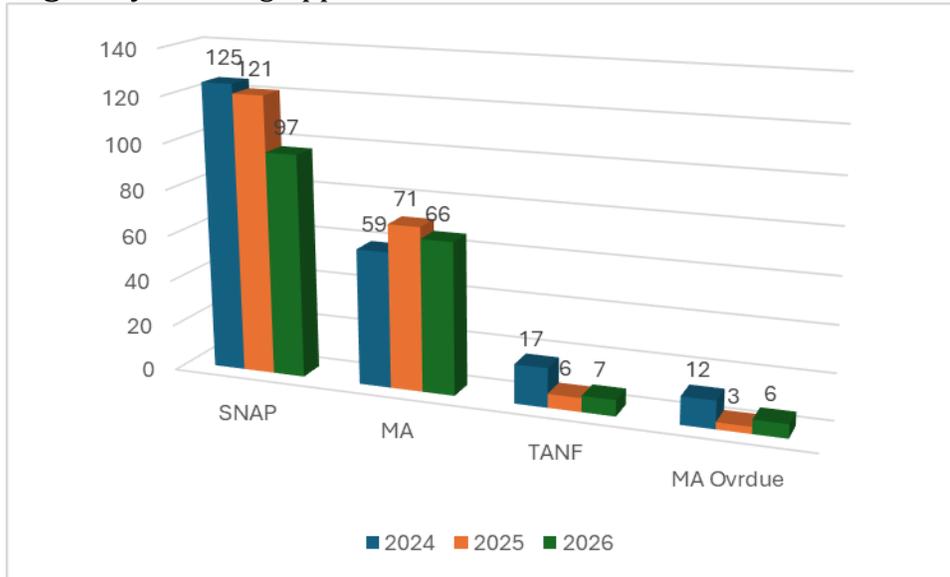
**CUSTOMER SERVICE:**



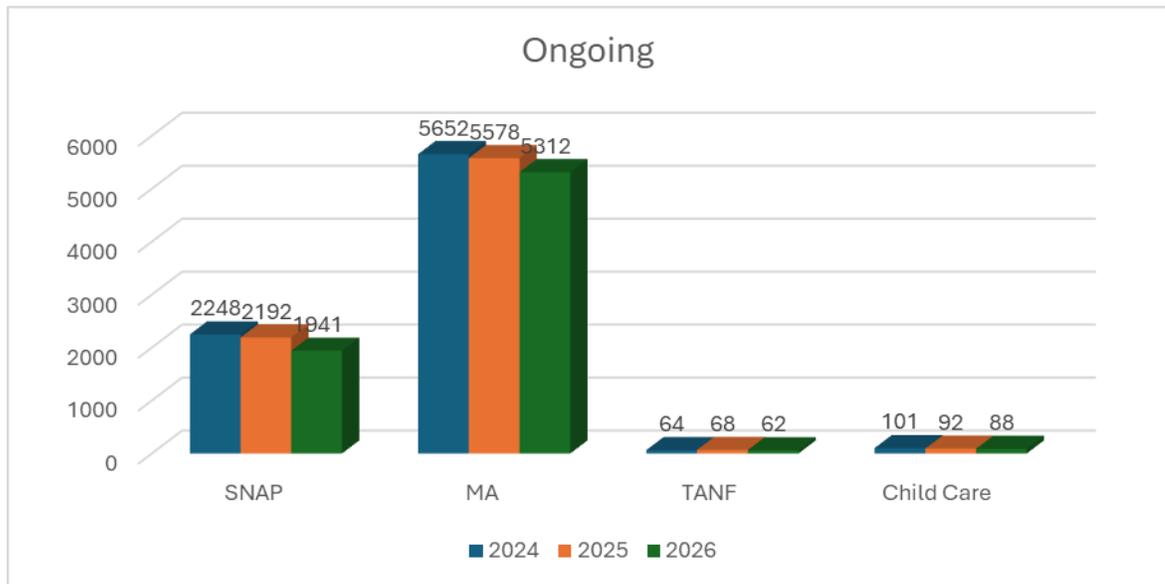
The high volume of calls to the local agency continues. We are investigating putting an auto-attendant in place to streamline calls and allow citizens in certain circumstances to self-serve those calls of a more general nature. Foot traffic was consistent with what had been experienced in prior years, which averaged just under 36 visitors to the local agency daily. The energy assistance program for the Crisis program will continue until March 15<sup>th</sup>, 2026. There were 3 observed holidays in the month of January: New Year’s Day (Thursday), January 2<sup>nd</sup> (Friday), Martin Luther King Jr’s birthday (Monday), closed due to inclement weather on January 26<sup>th</sup> (Monday) and January 27<sup>th</sup> (Tuesday). The county and the agency opened on delay the rest of that week due to icy and cold conditions, January 28<sup>th</sup> – 30<sup>th</sup> (Wednesday, Thursday and Friday).

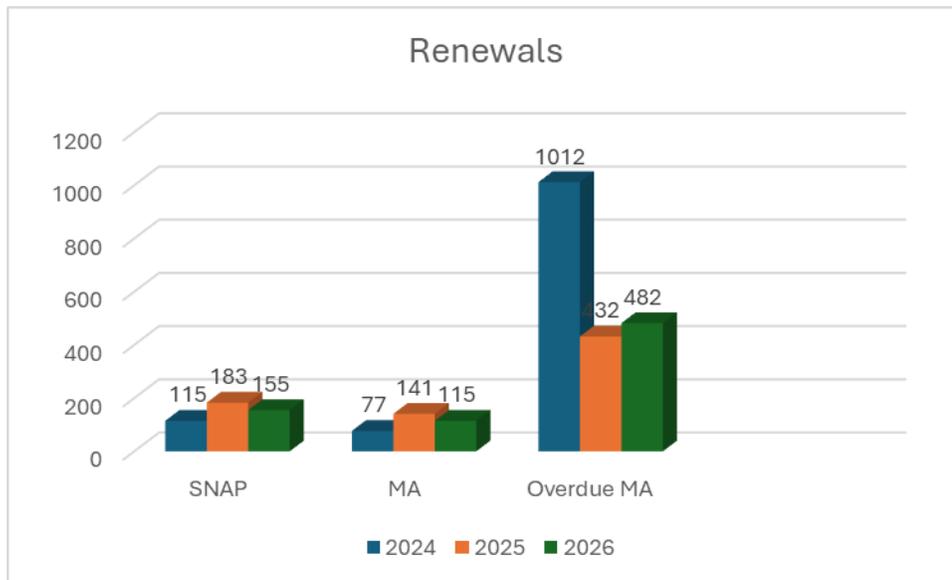


**Eligibility: Pending Applications**



**Ongoing**

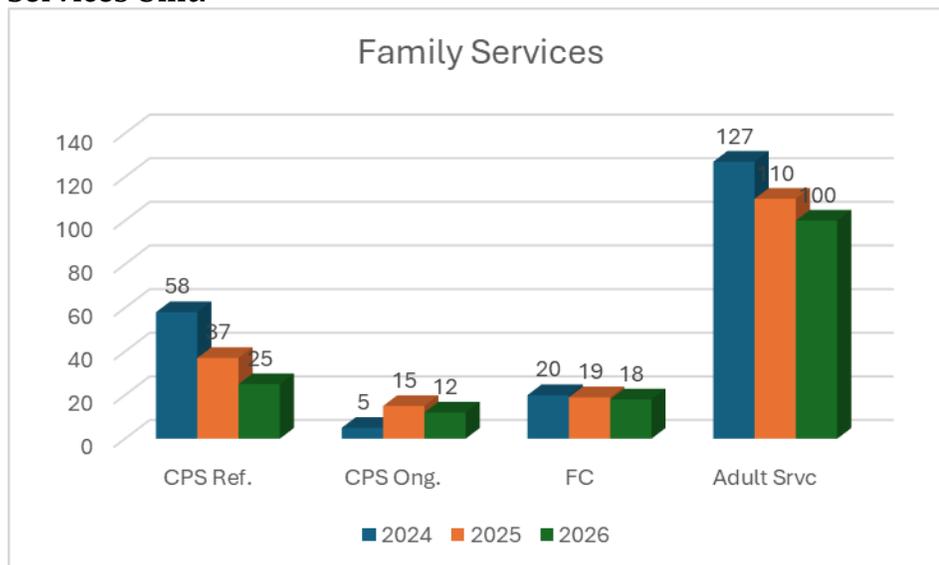




The local agency has made significant improvements in the overdue Medicaid renewals over the past three years. With support from the Board, we are stabilizing the local workforce and will hire two additional workers to further manage caseloads. The Ongoing benefits unit will be fully staffed by mid-February. One of the new hires is an experienced benefits worker and should be able to handle an ongoing caseload with minimal supervision. With assistance from the State, other LDSS staff, and contract workers, we anticipate the numbers will continue to decline and lessen our need for outside assistance to manage caseloads.



**Services Unit:**



**FOSTER CARE SUMMARY:**

There were no entries into foster care or changes to foster care placements in the month of January.

As of January 2026, there are 18 youths in foster care. Seven (7) youth have been in care for less than 12 months, two (2) youth have been in care for more than 12 months, but less than 24 months and five (5) youth have been in care for more than 24 months. Each of these youth has had a face-to-face visit as required by State and foster care policy.

Three (3) of these youth reside in a relative foster home, five (5) youth are in congregate care, four (4) youth are in a non-relative foster home placement, and four (4) youth are in the Fostering Futures program. Two (2) youth are on a trial home placement.

**FOSTER PARENT RECRUITMENT/TRAINING UPDATE:**

Three local families are going through the approval process and should be completed by February.

**CPS Summary:**

**CPS Intake Referrals for January: 25**

Below are the number and reason for referral screen outs:

Does not meet definition – 12.

Alleged Abuser not a caretaker (child on child sexual abuse) – 2

Inadequate Information – 2

Total – 16

**COUNTY OF LOUISA**  
MONTHLY DEPARTMENT REPORT

---



**Adult Services Summary:**

In the month of January:

- # of APS Reports: 24
- # of AS cases: 8
- # of Guardianship Cases: 68
- Total # of APS/AS/Guardianship Cases: 100

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

Self-Neglect – 2

Financial Exploitation – 1

Total of clients who Needs Protective Services – Accepts – 0

Total of clients who Needs Protective Services – Refuses – 2

Total of clients who Needs Protective Services – No longer exists – 1

Total Invalid APS Investigations – 15

Total Unfounded Investigations – 12

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

There are currently Five (5) In-Home cases and seven (7) Family Support cases. One (1) case is court ordered for services. Four (4) cases were closed, and one (1) case was opened. One (1) case was court ordered for investigation. There were two (2) court appearances. Thirteen (13) home visits were made. Forty-two (42) clients receive services in these categories.

**PROJECT REPORTS AND ACTION ITEMS**

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

**PLANNING AND FUTURE CONSIDERATIONS**

1. Medicaid changes are being implemented to accommodate Governor Youngkin's executive order released August 20, 2025.