



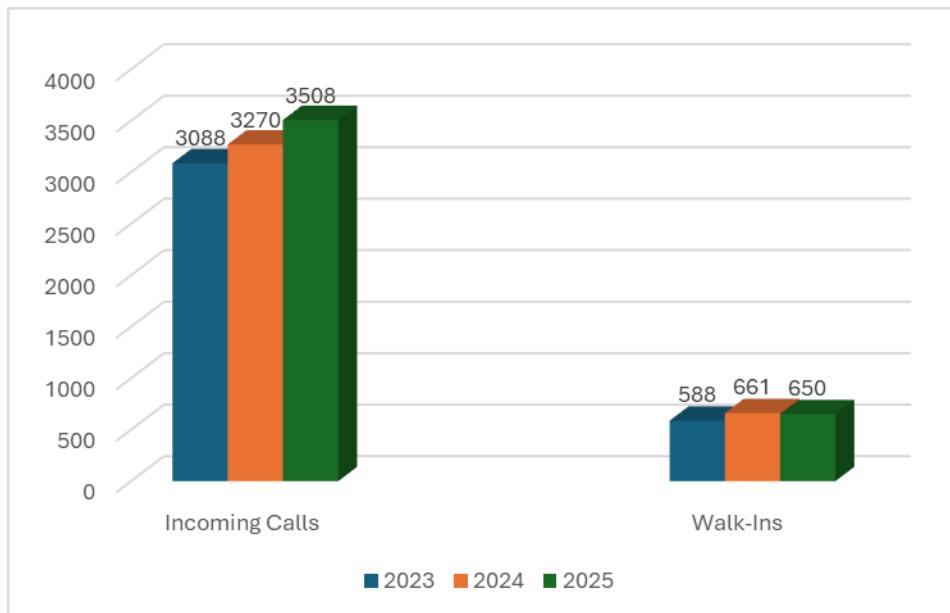
# COUNTY OF LOUISA

## MONTHLY DEPARTMENT REPORT

**Department:** Human Services  
**Period:** March 2025

### INDICATORS AND STATISTICS

#### CUSTOMER SERVICE:



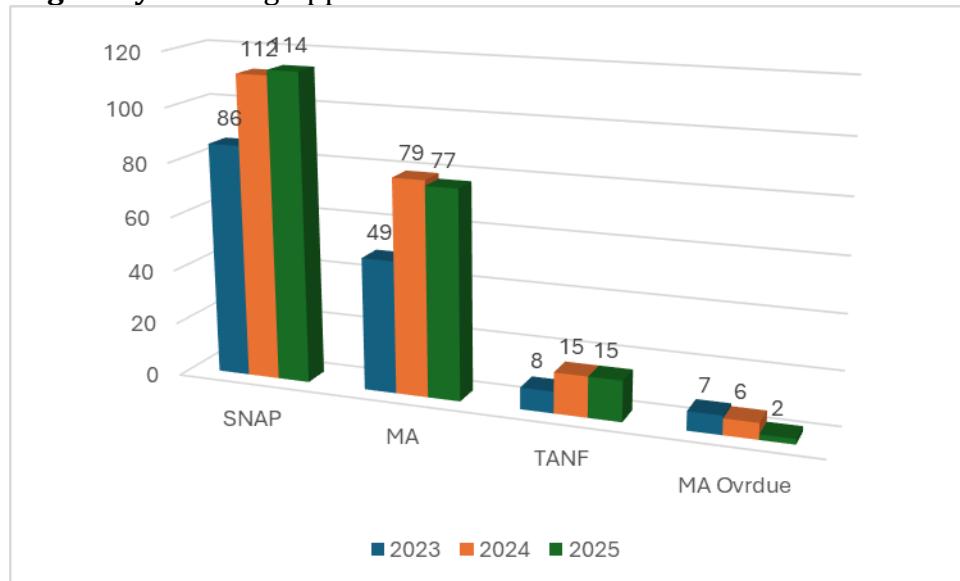
The Crisis program ended on March 17<sup>th</sup> which spurred a flurry of calls seeking assistance. Customers are also calling multiple times to speak with workers about their benefits cases or seeking information about other resources in and outside of Louisa County. There was slight decrease in foot traffic as more clients are trying to conduct as much of their business over the phone. There was no observed holiday in the month of March. Daylight savings time began March 9<sup>th</sup>.

# COUNTY OF LOUISA

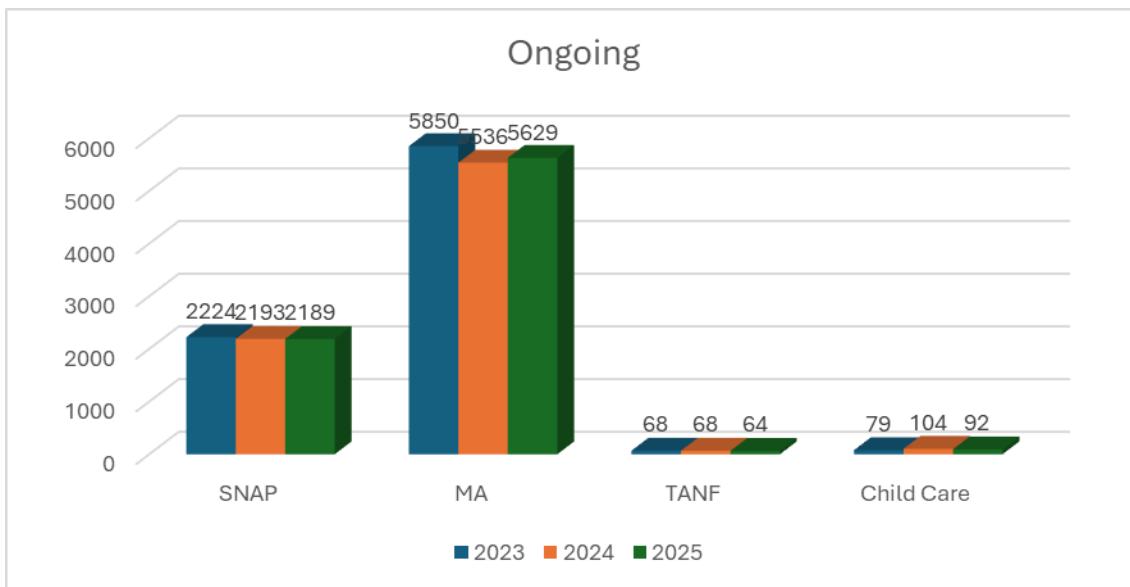
## MONTHLY DEPARTMENT REPORT



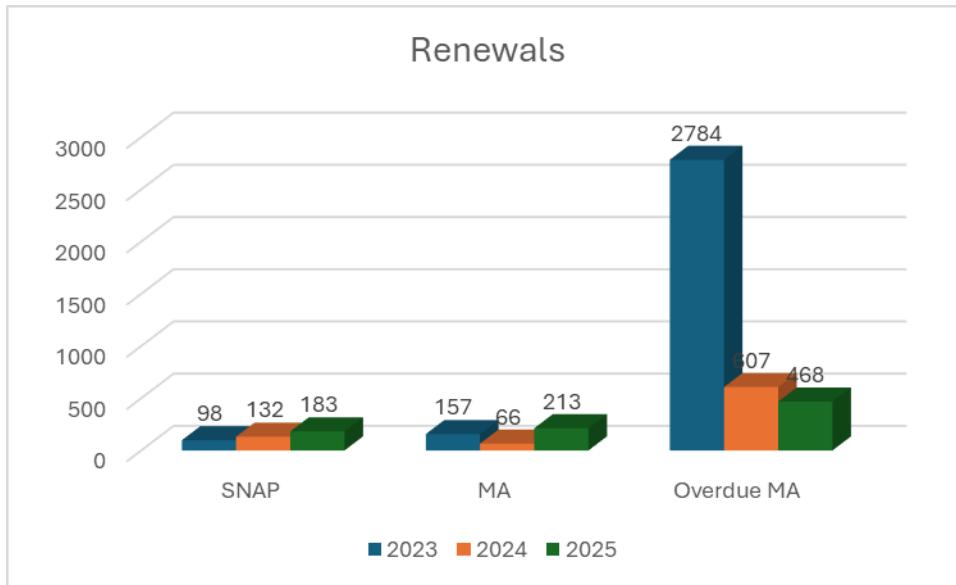
### Eligibility: Pending Applications



### Ongoing



**COUNTY OF LOUISA**  
MONTHLY DEPARTMENT REPORT



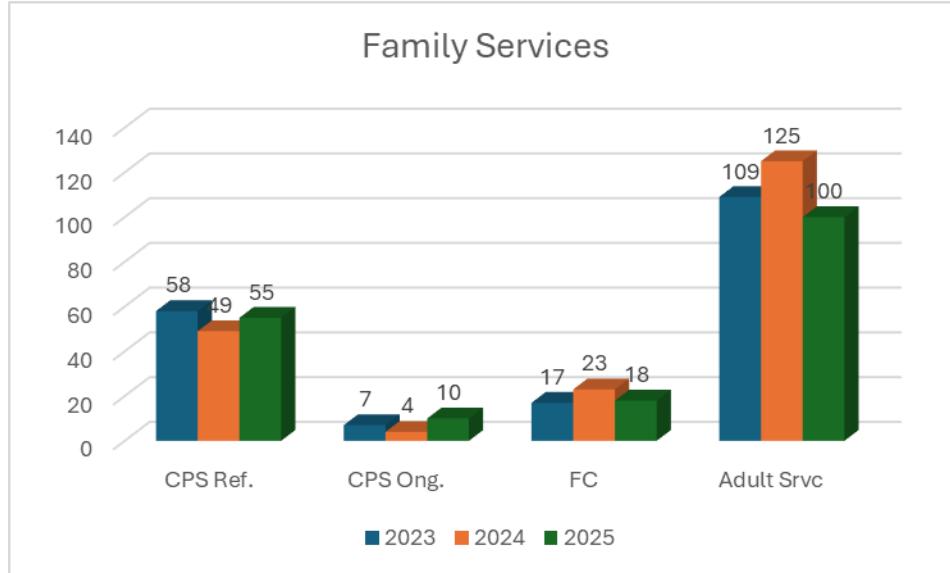
Caseloads for SNAP and Medicaid have begun to level out over the last three years. Although unit vacancies have been filled, worker inexperience is still impacting processing timeliness. Contract benefits workers are providing case processing and additional support currently. Overdue Medicaid renewals are increasing due to staff that are still in the training phase of the work. The local agency is receiving assistance from another locality that can 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 came into care this month. The youth that has been AWOL for several months aged out and has been discharged. TPR was granted on one case with a sibling group of 2 – they are placed together with a local foster family. We will be proceeding with adoption finalization as soon as the appeal window expired later this month. The FSS is working on finalizing an adoption with a sibling group of 2 that should be completed in the next month.

As of March 2025, there are 18 youth in foster care. Four (4) youth have been in care for less than 12 months, seven (7) 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 relative foster homes, five (5) youth are in congregate care, four (4) youth are in pre-adoptive placements, one (1) youth in a relative placement and six (6) youth are in the Fostering Futures program.

### FOSTER PARENT RECRUITMENT/TRAINING UPDATE:

We have started a Louisa County Resource Family Instagram page with the intent of marketing and recruiting new families. A FSS is responsible for this page and has done a great job with posting things related to the need for foster families in our locality. We currently have three new families going through the approval process. It is anticipated that their home studies will be completed by mid-May.



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#### **CPS Summary:**

For the month of March:

Below are the number and reason for March screen outs:

Does not meet definition – 34.

Alleged Abuser not a caretaker – 1

Duplicate Referral – 7

Inadequate Information – 2

Total – 44

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

In the month of March:

- # of APS Reports: 22
- # of AS cases: 8
- # of Guardianship Cases: 70
- Total # of APS/AS/Guardianship Cases: 100

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

Self-Neglect – 3

Neglect – 2

Perpetrator is a relative – 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 – 4

Total Invalid APS Investigations – 5

Total Unfounded Investigations – 1

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

There are currently ten (10) In-Home cases, two (2) Family Support cases. Six (6) cases are court ordered for services. One (1) case was opened and one (1) case closed. There were three (3) court appearances. Thirty-six (36) 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**

**COUNTY OF LOUISA**  
**MONTHLY DEPARTMENT REPORT**



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.