



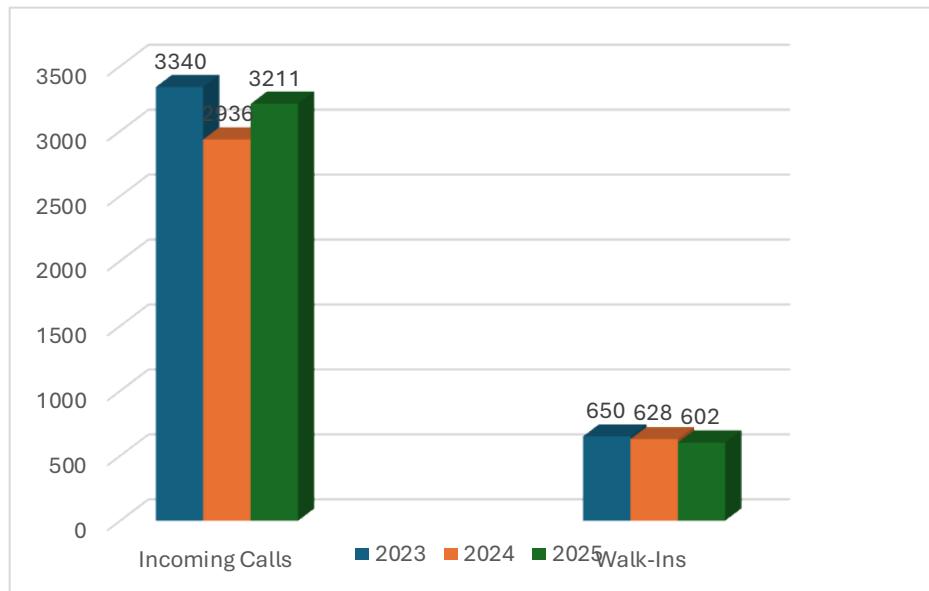
COUNTY OF LOUISA

MONTHLY DEPARTMENT REPORT

Department: Human Services
Period: May 2025

INDICATORS AND STATISTICS

CUSTOMER SERVICE:



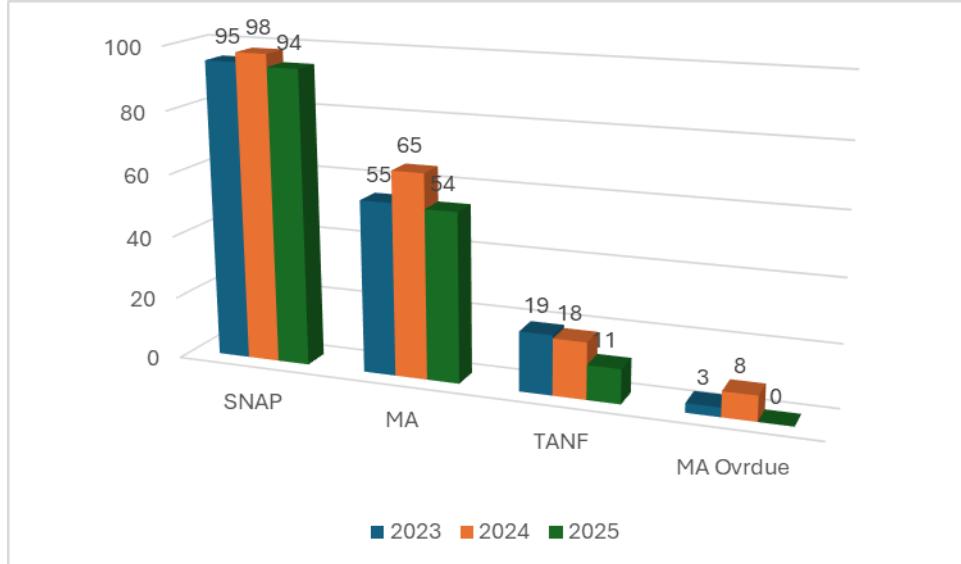
Customers are calling multiple times to speak with workers about their benefits cases or seeking information about other resources in and outside of Louisa County. There was a slight decrease in foot traffic as more clients are trying to conduct as much of their business over the phone. The next energy assistance program will not begin until June. The highest number of visitors to the agency occurred on Thursdays (145) and Fridays (152) with an average of 29.7 visitors on those days. Although the numbers were slightly lower, on Mondays (89), Tuesdays (109), and Wednesdays (107), the average number of visitors to the agency was 27.7 on those days. There was one observed holiday in the month of May.

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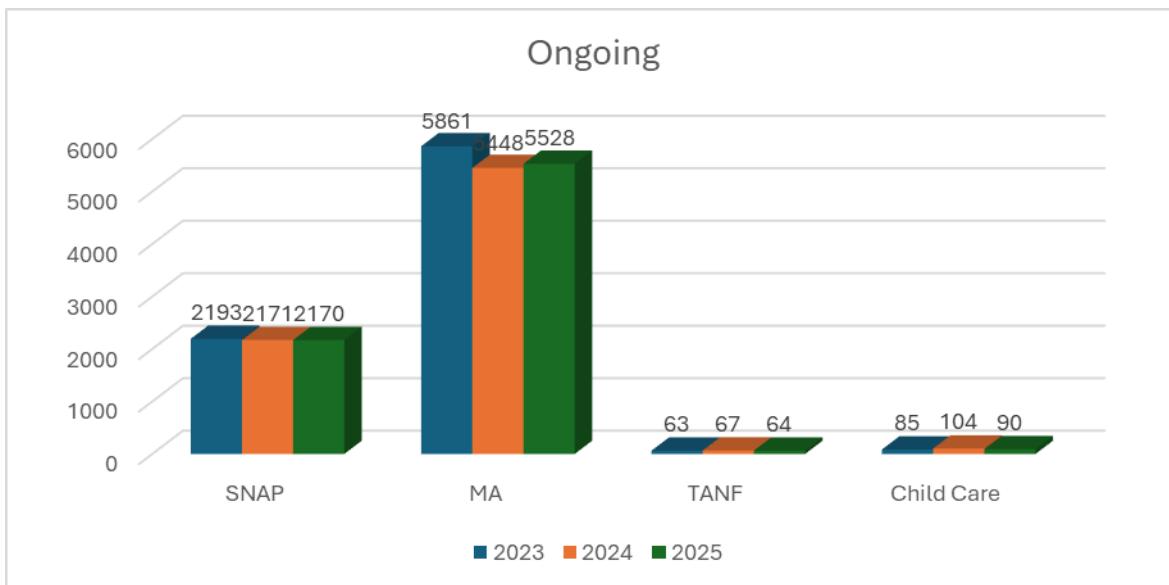
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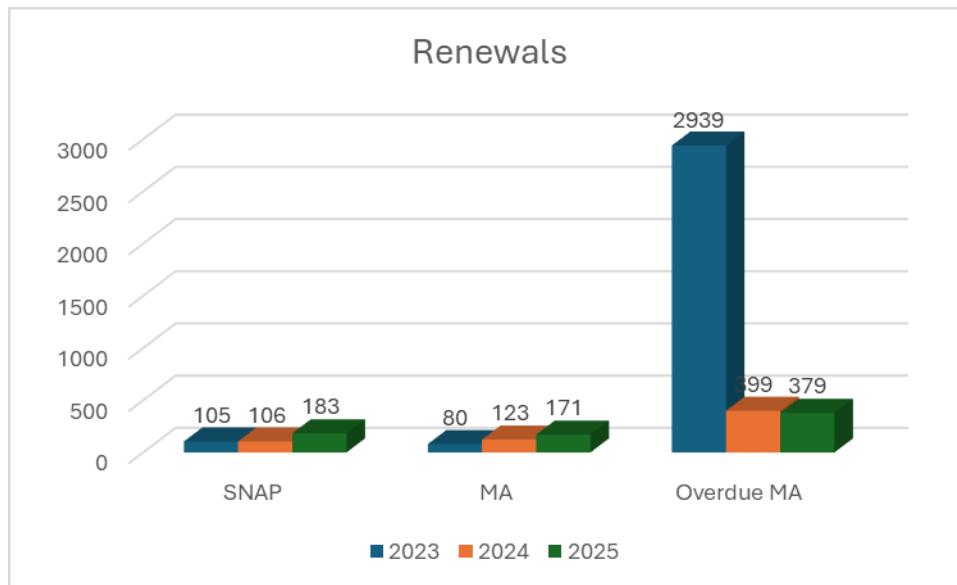
Eligibility: Pending Applications



Ongoing



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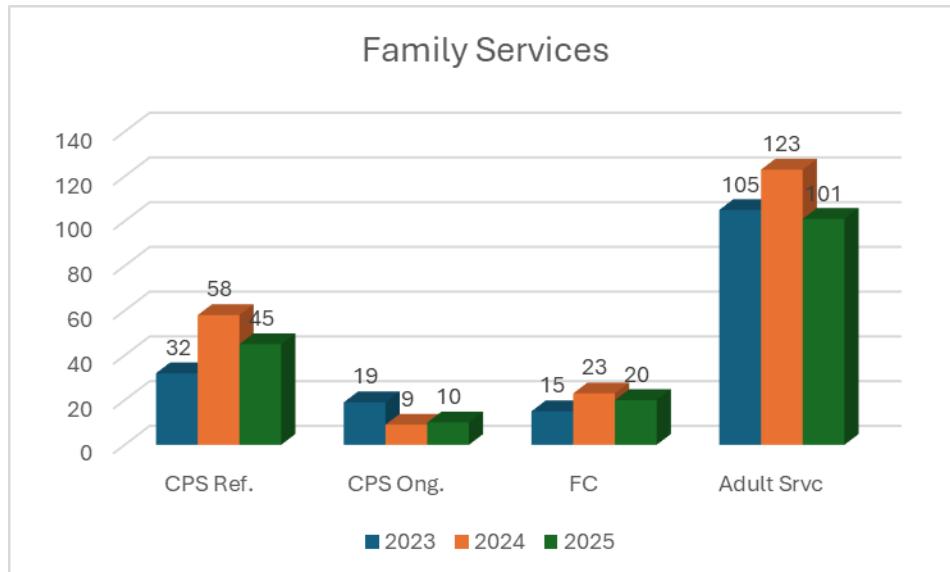


Caseloads for SNAP and Medicaid have begun to level out over the last three years. Although unit vacancies have been filled, worker inexperience is still impacting processing timeliness. Contract benefits workers are providing case processing and additional support currently. Overdue Medicaid renewals are decreasing slightly. 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 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 in foster care this month! One youth was discharged from Cumberland to their pre-adoptive placement in Louisa County. We have 5 youth in pre-adoptive placements; 2 are awaiting the Judge's signature on final orders; 1 is awaiting 6-month supervisory period to expire and 2 have just started the adoption finalization paperwork.

As of May 2025, there are 20 youth in foster care. Six (6) 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 **relative foster homes**, **four (4)** youth are in **congregate care**, **five (5)** youth are in **pre-adoptive placements**, **three (3)** youth in a non-relative foster home placement and **six (6)** youth are in the **Fostering Futures program**.

FOSTER PARENT RECRUITMENT/TRAINING UPDATE:

We are heavily recruiting and have placed yard signs and banners throughout the community (at the pool, baseball fields, churches, summer camps, etc.). The Family Services Unit Manager has been holding trainings on an ongoing basis and will continue to do so for relatives and non-relatives. The next training session will begin in July.



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CPS Summary:

For the month of May:

Below are the number and reason for May screen outs:

Does not meet definition – 21.

Alleged Abuser not a caretaker – 3

Duplicate Referral – 1

Inadequate Information – 4

Alleged abuser not a caretaker/Sexual Abuse – 5

Total – 34

Adult Services Summary:

In the month of May:

- # of APS Reports: 23
- # of AS cases: 6
- # of Guardianship Cases: 72
- Total # of APS/AS/Guardianship Cases: 101

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

Self-Neglect – 2

Financial Exploitation – 1

Total of clients who Needs Protective Services – Accepts – 2

Total of clients who Needs Protective Services – Refuses – 0

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

Total Invalid APS Investigations – 11

Total Unfounded Investigations – 7

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

There are currently six (6) In-Home cases, four (4) Family Support cases. Nine (9) cases are court ordered for services. Three (3) case were opened and one (1) case closed. There were three (3) court appearances. Thirty-five (35) 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.

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2. May is Adult Abuse Prevention Month. Purple pinwheels were placed in front of the agency and around the agency sign to promote awareness.