

# COUNTY OF LOUISA

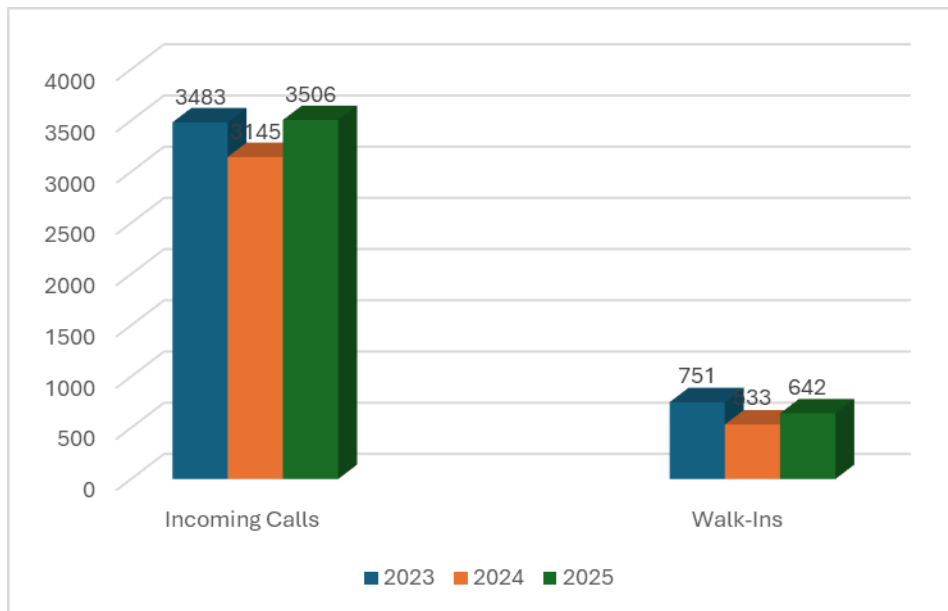
## MONTHLY DEPARTMENT REPORT



**Department:** Human Services  
**Period:** September 2025

### INDICATORS AND STATISTICS

#### CUSTOMER SERVICE:



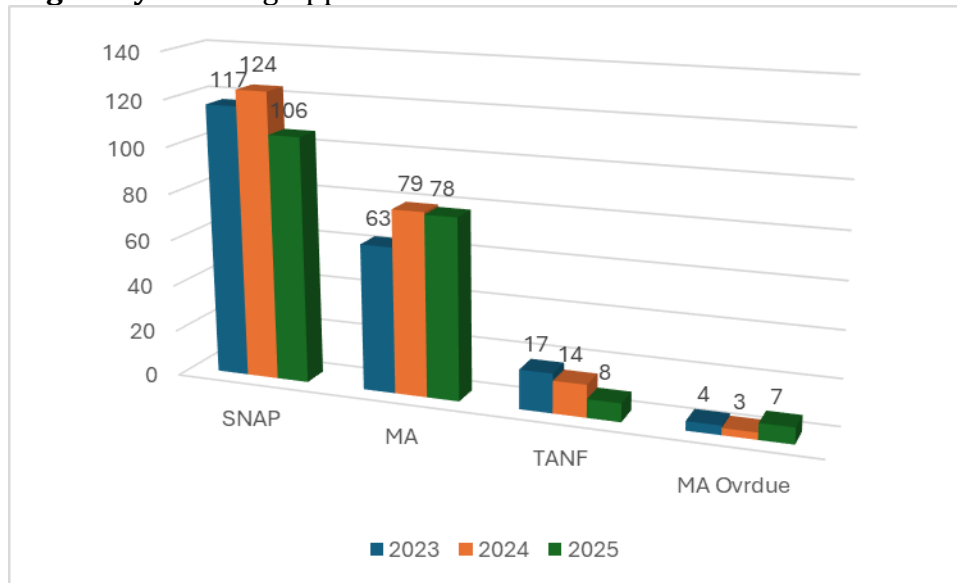
The local agency is still receiving a high volume of calls with questions about their benefits cases or seeking information about other resources in and outside of Louisa County. Foot traffic was higher than that experienced in the prior year, but less than that of 2023 when businesses were more accessible following the end of the pandemic. The energy assistance program for Cooling ended in the month of August. The highest number of visitors to the agency occurred on Mondays (159), Wednesdays (142), and Fridays (121), with an average of just over 35 visitors on each of those days. Tuesdays (119) and Thursdays (101) saw an average of just over 24 visitors on those days. There was one observed holiday in the month of September, Labor Day which occurred on a Monday.

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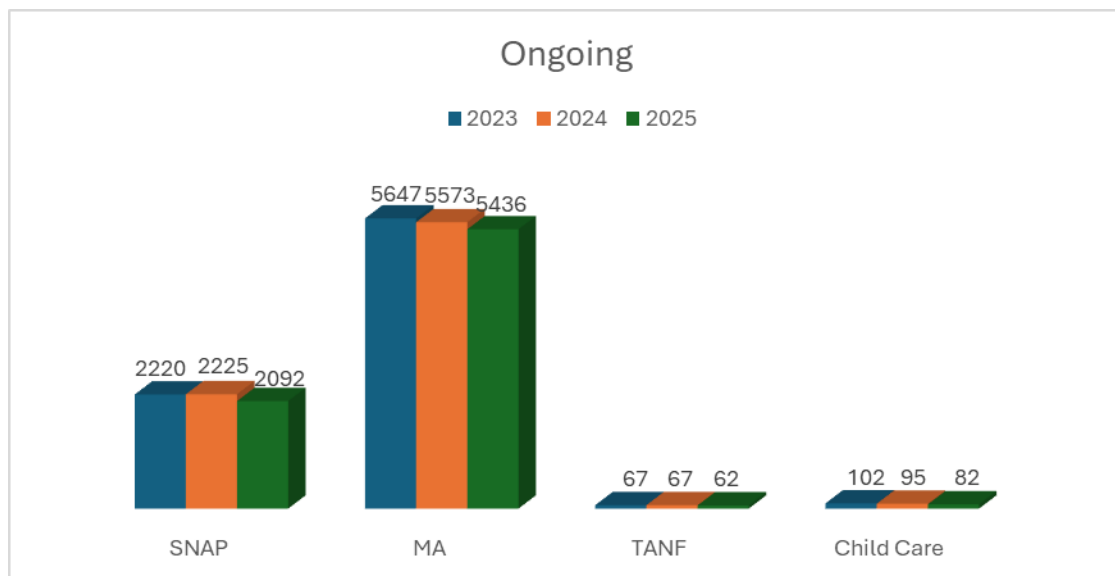
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### Eligibility: Pending Applications

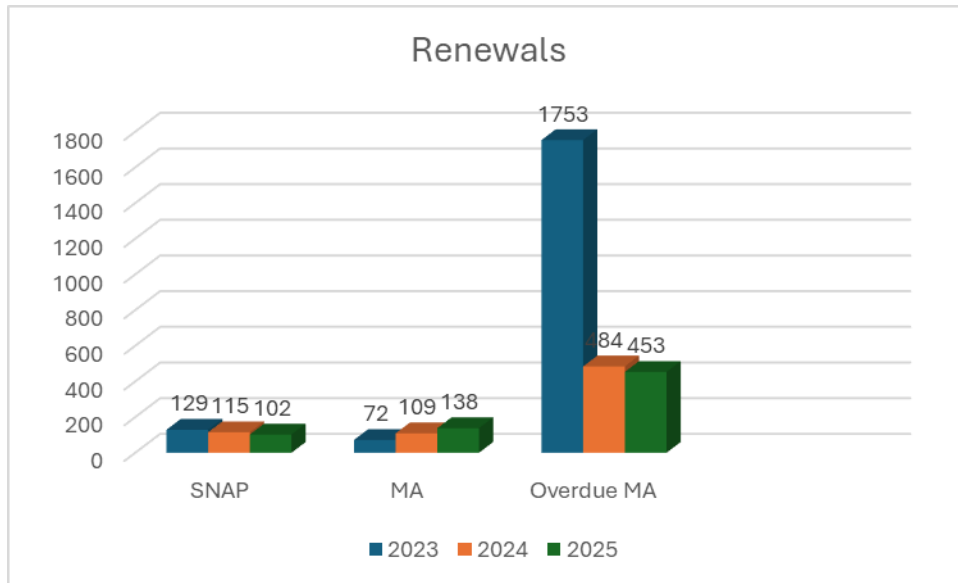


### Ongoing



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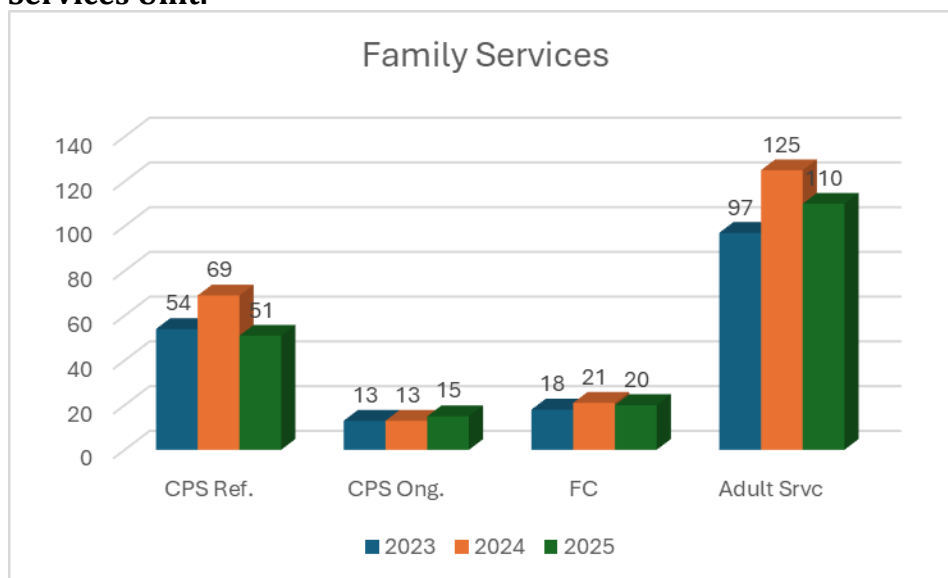
The most significant item regarding benefit programs is the tremendous reduction in overdue renewals since 2023. Unfortunately, the number of overdue renewals is still presenting over 450 cases 2 years later. This number impacts timeliness percentages as some of these cases are years old. Benefits staff with assistance from the State and other LDSSs are actively working to get these cases identified and processed. Some of these cases find their way back into the caseload as new applications or appeals that workers must evaluate.

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### Services Unit:



### FOSTER CARE SUMMARY:

No new placements this month. One youth transitioned from congregate care to a new local foster home. We are waiting on the final order to arrive any day now for two adoption cases.

As of September 2025, there are 20 youths in foster care. Seven (7) 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 three (3) 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.

Two (2) of these youth reside in relative foster homes, two (2) youth are in congregate care, two (2) youth are in pre-adoptive placements, seven (7) youth are in a non-relative foster home placement, and four (4) youth are in the Fostering Futures program. One (1) youth is in Detention/DJJ, one (1) youth is hospitalized, and one (1) youth is on a trial home placement.

### FOSTER PARENT RECRUITMENT/TRAINING UPDATE:

We have two new local foster families approved and ready for placement! Recruitment is on hold as training is occurring for relatives for new placement. Currently four relative families are in the process of approval and training. We will resume traditional family recruitment in November/December. We are also getting an influx of ICPC supervision cases being trained, and we will be responsible for case management and supervision once the placement is an approved foster home.



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#### **CPS Summary:**

For the month of September:

CPS Intake Referrals for June: 51

Below are the number and reason for referral screen outs:

Does not meet definition – 26.

Alleged Abuser not a caretaker (sexual abuse) – 1

Duplicate Referral – 9

Inadequate Information – 2

Alleged abuser not a caretaker – 2

Total – 40

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

In the month of September:

- # of APS Reports: 28
- # of AS cases: 9
- # of Guardianship Cases: 73
- Total # of APS/AS/Guardianship Cases: 110

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

Self-Neglect – 4

Perpetrator a Relative – 1

Financial Exploitation – 3

Mental Abuse – 1

Physical Abuse – 2

Total of clients who Needs Protective Services – Accepts – 0

Total of clients who Needs Protective Services – Refuses – 7

Total of clients who Needs Protective Services – No longer exists – 21

Total Invalid APS Investigations – 9

Total Unfounded Investigations – 5

#### **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 ten (10) Family Support cases. Seven (7) cases are court ordered for services. Seven (7) cases were opened and one (1) case closed. There were two (2) court appearances. Fifteen (15) home visits were made. Forty-six (46) clients receive services in these categories.

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### **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.
2. September was Kinship Care Awareness Month!