



CHEROKEE COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
4800 West U.S. Highway 64, Murphy, NC 28906  
828-837-7455

---

**Cherokee County Department of Social Services  
Board Meeting  
MEETING MINUTES  
March 17, 2026**

**I. Call to Order**

The regular meeting of the Cherokee County Department of Social Services was duly held on March 17, 2026, at 5:00 P.M, at 4800 West Highway 64, Murphy, N.C. 28906 and virtually via Microsoft TEAMS.

**Board Members Present:**

Bo Phillips, Chair  
Dr. Catherine Yost, Member  
Pat Ivie, Member  
James Jallah, Member

**Staff present:**

Amanda T. McGee, DSS Director

**Public Forum:**

None

**II. Discussion and Adoption of Agenda**

- **Motion to Adopt Agenda:** Dr. Catherine Yost made a motion to adopt the agenda. Mrs. Pat Ivie seconded. All voted in favor.

**III. Meeting Minutes**

- **Motion to Approve Minutes:** Mrs. Pat Ivie made a motion to approve February 17, 2025, meeting minutes. Mr. James Jallah seconded. All voted in favor.

**IV. Public Comments**

None.

**V. Old Business**

**A. DSS FY 2026–2027 Budget Final Request to County**

- Director McGee presented a summary of the final budget request to the County. Key components include:
  - Renovation of the former file room to create training space and offices
  - Construction of additional offices and a small conference space within the third-floor conference room

- Reception area safety enhancements, including bullet-resistant walls and glass
- Creation of private meeting spaces
- Additional facility improvements identified in the Safety Threat Analysis

The budget also includes:

- Position reclassification requests
- Cost-of-living adjustments (COLAs)- Discussion included reasons for turnover and the DSS “cost” of turnover in terms of negative outcomes for children, higher risk and potential paybacks due to new worker mistakes, etc.
- Longevity incentive pay (verbal recommendation to county) - Discussion included the need to retain employees to retain “institutional knowledge and skill.” Director McGee explained that when experienced and knowledgeable leave DSS for higher pay, DSS is left with unskilled workers to perform complex tasks and jobs. This leads to mistakes, risk, liability and potential paybacks. Director McGee explained that we are already paying higher salaries in terms of contract workers. It is inefficient and does not lead to stability in the work force.

**B. Transit NEMT Discussions**

- Director McGee reported that the Transit Director is receptive to exploring modernization of the Non-Emergency Medical Transportation (NEMT) trip ticketing system, as well as expanded service hours and locations. The Transit Director will work with the County to research and evaluate available options.

**C. In-Home Aide Program Termination**

- Director McGee informed the Board that the In-Home Aide Program has been formally terminated, consistent with the discussion at the February DSS Board meeting. Notification has been provided to the Director of the Region A Council on Aging. It is understood that alternative arrangements for affected clients are being addressed through appropriate community resources.

**VI. Management Reports**

**A. Supervisor Reports**

- Supervisor reports were submitted and discussed.

**B. DHHS MOU Data – February 2026**

- MOU data reports were submitted and discussed.

**C. DSS Service Report**

- The DSS Service Report was submitted and discussed.

**D. Staff/Unit Accomplishments**

- Staff accomplishments were submitted and discussed

**VII. New Business**

**A. OSHR MOU / Qualifying Candidates\***

- **Motion to Approve OSHR Memorandum of Understanding (MOU):** Mrs. Pat Ivie made a motion to approve OSHR Memorandum of Understanding. Dr. Catherine Yost seconded. All voted in favor.

**B. Renovation Plans and Estimates\***

- **Motion to Approve Renovation Plans and Associated Estimates:** Mrs. Pat Ivie made a motion to approve Renovation Plans and Associated Estimates. Mr. James Jallah seconded. All voted in favor.

**C. DSS Incidents and Accidents / County Accidents**

- Director McGee reviewed incident and accident data from July 1, 2025, to present. She explained that the Administrative Officer actively promotes safety training and implements process improvements to reduce and prevent repeat incidents.

**D. NCACDSS Legislative Priorities and Talking Points\***

- Director McGee reviewed the North Carolina Association of County Directors of Social Services legislative priorities and corresponding talking points with the Board.

**VIII. Adjourn**

- **Motion to Adjourn:** Mr. James Jallah made a motion to adjourn. Mrs. Pat Ivie seconded. All voted in favor. The meeting was adjourned at 6:15 PM.



CHEROKEE COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
4800 West U.S. Highway 64, Murphy, NC 28906  
828-837-7455

*Amanda Tanner-McGee, MSW, LCSW, Director*

***Board of Directors***

*Edward Phillips, Chairman*

*Patricia Ivie, Member*

*James Jallah, Member*

*Catherine Yost, Member*

March 5, 2026

Jeanne Mathews, MHS, RDN, LDN  
Aging Program Specialist  
Southwestern Commission Area Agency on Aging  
125 Bonnie Lane  
Sylva NC 28779

Dear Ms. Mathews:

I am writing to inform you of a programmatic decision regarding the Cherokee County Department of Social Services In-Home Aide Program.

After careful review and consideration, Cherokee County DSS has made the difficult decision to terminate the agency-operated In-Home Aide Program, effective March 15, 2026. This decision was not made lightly. The program has long provided valuable support to vulnerable older adults and individuals with disabilities who wish to remain safe in their homes.

However, over the past several years we have experienced increasing challenges recruiting and retaining qualified in-home aide staff. The current salary structure for these positions has made it extremely difficult to maintain a stable workforce. Despite multiple recruitment efforts and operational adjustments, the agency has been unable to consistently staff the program at a level that ensures reliable and sustainable service delivery.

As stewards of public resources and as an agency committed to maintaining high-quality services, we believe it is important to recognize when we can no longer operate a program in a manner that is stable, dependable, and fair to both staff and clients.

Our goal throughout this transition is to ensure that individuals currently receiving services have continued access to support within the community. Cherokee County DSS will work closely with the Cherokee County Senior Center, to accept eligible DSS in-home aid clients in its consumer driven program. Many individuals currently receiving services through DSS may be eligible for

Jeanne Mathews  
March 4  
Page 2

this option, and our staff will work directly with each client to assist them in understanding and accessing available alternatives.

We remain deeply committed to supporting older adults and individuals with disabilities in Cherokee County and will continue to collaborate with community partners to ensure that residents have meaningful options to safely remain in their homes whenever possible.

We appreciate the partnership and support of Southwest Commission Area Agency on Aging, and welcome the opportunity to discuss this transition further if needed.

Sincerely,



Amanda

CC:

Randy Wiggins, County Manager, Cherokee County  
Maria Hass, Assistant County Manager, Cherokee County  
Daunita Maennle, Supervisor, Adult  
Services, Cherokee County DSS

**Cherokee County DSS**  
**Program Updates Summary**

**March 2026**

**Overall Themes Across Units**

- Strong program performance across multiple divisions
- Significant staff dedication despite heavy workloads and policy changes
- Growing pressure related to pay compression, retention, and competitive salaries
- Anticipated impacts from federal HR1 policy changes
- Continued community outreach and program development

**Child Support**

The Child Support Unit successfully implemented the legislative changes effective October 1, 2025, completing the review and closure of DSS/Foster Care child support cases in compliance with the new law. The unit continues strong collaboration with Medicaid on referrals and has established an effective system for handling recertifications on closed cases.

There has been an increase in interstate establishment cases, requiring additional coordination with other state agencies to establish child support orders for Cherokee County children. In the coming month, the team will work closely with the new DSS attorney to provide orientation to child support policy and focus on cases currently in locate status to improve collections.

Cherokee County currently ranks #1 in North Carolina in percentage of SKY2026 incentive collection goals achieved, reaching 74.14% of the annual goal of \$995,202, compared to 66.57% at this point last year, demonstrating improved performance. These collections provide critical financial support to families and reduce reliance on public assistance programs.

The team is also exploring a potential collaboration with the Sheriff's Office to improve service of Orders for Arrest and strengthen enforcement efforts.

---

**Adoptions, Licensing, and CFT Unit**

The agency finalized two adoptions in January and currently has one additional adoption in progress. Cherokee County maintains 10 licensed foster homes, with two children currently placed in local foster homes. Three foster families who adopted children last year remain licensed for future placements.

The unit held 29 Child and Family Team (CFT) meetings in February, including 20 Permanency Planning meetings and 9 CPS/In-Home meetings.

Staff also continue outreach and recruitment efforts, including:

- A WKRR radio appearance promoting foster care and adoption awareness
  - Participation in the Roll and Read event at Tri-County Community College on May 16
  - Attendance at the TIPS-MAPP licensing training update in Asheville on March 31
- 

### **Administrative Officer Unit**

The Administrative Officer Unit is now fully staffed, with recent hires for a Front Office Clerk and Maintenance position. Recent efforts have focused on recruitment, onboarding, and coordination with OSHR to ensure employees are hired at the appropriate classification levels.

Additional work has included resolving state system issues with PATH NC, addressing complications from a recent Microsoft 365 update, and collaborating with Maintenance and IT to plan and budget for remodeling the 1st and 3rd floor office and training spaces.

Advocacy Request:  
Support from the DSS Board is requested in advocating for improvements to the county pay plan. While new hire pay was increased previously, the promised longevity pay adjustments have not yet been implemented, contributing to retention and morale challenges.

---

### **Business Officer Unit**

The Business Office continues to manage key operational and financial responsibilities. Highlights include:

- Six interviews scheduled for the open Program Assistant IV position
- Submission of the FY26-27 budget, including capital and personnel requests
- Preparation of the February 2026 1571 reimbursement submission
- NCTracks NEMT data upload scheduled this week
- Ongoing asset inventory completion

At the Western Regional meeting, counties discussed the projected impacts of HR1, including reductions in federal reimbursement. Cherokee County estimates:

- FY26-27: \$156,488 reduction in FNS reimbursements (equivalent to 2.78 positions)
- FY27-28: \$208,651 reduction (equivalent to 3.7 positions)

Additional administrative responsibilities related to Medicaid expansion work requirements and increased review processes are also anticipated beginning in 2027.

Kudos:

Special recognition to Jasen Hass, who assumed NEMT responsibilities after a staff resignation while continuing to support front desk operations, fleet management, and client services with exceptional teamwork and reliability.

---

## **Family and Children's Medicaid**

The Medicaid units continue to demonstrate outstanding performance, maintaining 98–100% timeliness for applications and recertifications while managing heavy caseloads.

Staff are preparing for an upcoming 10-month REDA audit and adapting to upcoming policy changes involving work requirements and qualified alien eligibility rules.

Requests for salary adjustments for Medicaid staff have been submitted to support recruitment and retention.

---

## **Adult Medicaid**

Our Income Maintenance caseworkers are responsible for administering complex public assistance programs including Medicaid, Food and Nutrition Services, and other critical benefits that serve some of the most vulnerable residents in our community. These positions require staff to interpret extensive federal and state policy, manage high caseload volumes, meet strict processing deadlines, and maintain detailed documentation standards while working directly with individuals who are often experiencing crisis.

Over the past several years, the scope and complexity of these programs have continued to increase. Policy changes occur frequently, technology systems require constant navigation, and the demand for services remains high. Despite these growing responsibilities, compensation for these positions has not kept pace with the level of expertise, accountability, and workload required. Our staff manage complex program policies, maintain demanding caseloads, and work under strict timelines while assisting individuals and families who are often experiencing very difficult circumstances. Despite these challenges, they continue to approach their work with patience, compassion, and a strong commitment to serving our community.

Over the past year in particular, the team has shown remarkable resilience. They have adapted to ongoing policy updates, managed increasing workloads, and maintained the accuracy and integrity required to administer these programs effectively. Their ability to balance technical policy requirements with genuine care for the people we serve speaks volumes about their character and work ethic.

I am extremely proud of the effort this team puts into their work every day. Their dedication helps ensure that vulnerable citizens receive the support they need while also maintaining the high standards expected of our agency.

A significant concern within our unit is staff burnout, which is increasingly tied to compensation that does not adequately reflect the demands of the work. Many experienced employees carry a large amount of institutional knowledge that is essential for maintaining program accuracy and compliance. When compensation does not recognize longevity and expertise, it can lead to decreased morale and the loss of highly trained staff to other agencies or sectors offering higher pay for similar or less complex work.

Longevity pay is an important factor that should be considered as part of this discussion. Employees who remain committed to this work for many years develop a depth of policy knowledge and efficiency that directly benefits the agency and the citizens we serve. However, when pay compression occurs and newer employees earn nearly the same as those with many years of service, long-term staff can feel undervalued. Recognizing longevity helps retain experienced workers, preserves program knowledge, and ultimately supports the stability of our services.

Investing in competitive compensation for Income Maintenance staff is not only a matter of employee support but also of program integrity and service delivery. Retaining trained, knowledgeable staff helps ensure timely case processing, accurate eligibility determinations, and strong compliance with state and federal regulations.

Our staff are deeply committed to the mission of this agency and to the people we serve. Providing compensation that reflects the complexity and responsibility of their work would go a long way in sustaining that commitment and strengthening our workforce for the future.

---

### **FNS / TANF / Energy Programs**

The FNS unit continues to achieve exceptional results:

- #3 in the State for application timeliness
- 100% accuracy rate
- 100% timeliness for TANF and Energy programs

These outcomes have been achieved despite policy changes, high caseloads, and staffing transitions. Cherokee County previously presented its process improvements to all 100 North Carolina counties due to its top performance in the Western Region.

The team attributes this success to strong teamwork and dedication to serving Cherokee County residents.

Advocacy

Request:

Continued support for competitive compensation to retain the experienced staff responsible for these high-performance outcomes.

---

## **Permanency Planning Unit**

The Permanency Planning Unit currently manages 30 children in the department's custody and 2 young adults participating in the 18–21 program. These cases involve a range of permanency plans and represent children at various stages of the permanency planning process.

Permanency Plan Status:

- 1 child is in a trial home placement.
- 13 children have a primary plan of reunification.
- 1 child has a primary plan of adoption but is not yet legally free.
- 9 children are legally free for adoption.
- 5 children are legally free for adoption but considered legal risk placements due to pending appeals.
- 1 child has a permanency plan of APPLA (Another Planned Permanent Living Arrangement).

Placement Overview:

- 6 children are placed with relatives (kinship placements).
- 24 children are placed in foster homes or other levels of care facilities.

The unit continues to maintain 100% compliance with monthly face-to-face contact requirements for each child in care. In addition, monthly Child and Family Team (CFT) meetings are held for all cases to support permanency efforts, including reunification and cases involving leveled care placements.

The Permanency Planning Unit currently maintains a reunification rate of 64%, reflecting continued progress toward safely returning children to their families when appropriate.

Staffing

Update:

The unit welcomes Christi Seabolt, who will begin employment on March 16, 2026, strengthening the team's capacity to support permanency outcomes for children and families.

At this time, the unit continues to work with several vacant positions, including:

- **3 Social Worker III positions**

- **1 Social Worker II Visitation position**
- **1 Part-Time Social Worker II Visitation position**

Despite staffing challenges, the Permanency Planning Unit remains committed to maintaining compliance standards, supporting children in stable placements, and advancing permanency goals for every child in care.

---

### **CPS Unit**

Cherokee Co. DSS CPS Unit covers assessments, investigations, and in-home family services cases. Our team currently consists of 6 workers, 4 assessors, 1 in-home worker, and one intake worker. During the month of February, we had 37 reports called in with 14 being screened out, 20 screen ins, and 3 assists. We have four open in-home services cases currently as well. We currently have a new worker starting soon to fill the after-hours position that is open and one other open position during the daytime. We are working hard to ensure we are closing cases timely, providing services to families, and most importantly ensuring child safety. During the month of March, we added a CPS supervisor, Gabrielle Grant, who brings so much experience and knowledge that will continue to shape our team in a positive way.

**Energy Programs – Measured Monthly**

1. The county will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, or applications with a health-related crisis with a disconnect, final, or past due notice within one (1) business day from the date of application or date all verification is received, whichever comes first.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	100.00%	October	100.00%	January	100.00%	April			#DIV/0!
August	100.00%	November	100.00%	February	100.00%	May			
September	100.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		

2. The county will process 95% of Crisis Intervention Program (CIP) applications, that have heat or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	100.00%	October	100.00%	January	100.00%	April			#DIV/0!
August	100.00%	November	100.00%	February	100.00%	May			
September	100.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		

**Work First**

1. The county will process 95% of Work First applications within 45 days of receipt.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	100.00%	October	100.00%	January	100.00%	April			#DIV/0!
August	100.00%	November	100.00%	February	100.00%	May			
September	100.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		

**NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .**

## Food and Nutrition

1. The county will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	100.00%	October	97.14%	January	100.00%	April			
August	98.00%	November	100.00%	February	97.50%	May			
September	100.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>99.33%</b>	<b>QTR Average</b>	<b>99.05%</b>	<b>QTR Average</b>	<b>98.75%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		<b>#DIV/0!</b>

2. The county will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	100.00%	October	100.00%	January	98.51%	April			
August	100.00%	November	100.00%	February	100.00%	May			
September	98.78%	December	100.00%	March		June			
<b>QTR Average</b>	<b>99.59%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>99.26%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		<b>#DIV/0!</b>

3. The county will ensure that 95% of FNS recertifications are processed on time, each month

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	99.50%	October	100.00%	January	100.00%	April			
August	99.43%	November	100.00%	February	100.00%	May			
September	100.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>99.64%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		<b>#DIV/0!</b>

**NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .**

**Child Welfare**

1. The county will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	100.00%	October	100.00%	January	100.00%	April		
August	100.00%	November	100.00%	February	100.00%	May		
September	100.00%	December	100.00%	March		June		
<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>100.00%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	
*July and August low percentages are due to two youth on runaway status							<b>Annual Average</b>	<b>#DIV/0!</b>

**NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .**

**Adult Protective Services**

*1. The county will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report*

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	<a href="#">5@100%</a>	October	<a href="#">14@100%</a>	January	<a href="#">7@100%</a>	April			
August	<a href="#">10@100%</a>	November	<a href="#">9 @ 88.88%</a>	February	<a href="#">11@100%</a>	May			
September	<a href="#">10@100%</a>	December	<a href="#">5@100%</a>	March		June			
<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>Annual Average</b>	<b>#DIV/0!</b>

*2. The county will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.*

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	<a href="#">4@100%</a>	October	0 reports in timeframe	January	<a href="#">3@100%</a>	April			
August	<a href="#">3@100%</a>	November	<a href="#">5@100%</a>	February	<a href="#">0@100%</a>	May			
September	<a href="#">1@100%</a>	December	<a href="#">1@100%</a>	March		June			
<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>Annual Average</b>	<b>#DIV/0!</b>

**NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .**

**Adult Protective Services - Special Assistance for the Aged and Disabled**

*1. Special Assistance for the Aged Applications*

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	100.00%	October	100.00%	January	100.00%	April			
August	100.00%	November	100.00%	February	100.00%	May			
September	0.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>67%</b>	<b>QTR Average</b>	<b>100%</b>	<b>QTR Average</b>	<b>100%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>Annual Average</b>	<b>#DIV/0!</b>

*2. Special Assistance for the Disabled*

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	100.00%	October	100.00%	January	100.00%	April			
August	100.00%	November	100.00%	February	100.00%	May			
September	0.00%	December	100.00%	March		June			
<b>QTR Average</b>	<b>67%</b>	<b>QTR Average</b>	<b>100%</b>	<b>QTR Average</b>	<b>100%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>	<b>Annual Average</b>	<b>#DIV/0!</b>

**NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .**

## Child Support Services

1. Percentage of paternities established or acknowledged for children born out of wedlock. The county paternity establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	91.23%	October	97.37%	January	100.88%	April			
August	93.57%	November	98.83%	February	101.46%	May			
September	95.03%	December	98.54%	March		June			
<b>QTR Average</b>	<b>93.28%</b>	<b>QTR Average</b>	<b>98.25%</b>	<b>QTR Average</b>	<b>101.17%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		
								<b>Annual Average</b>	<b>#DIV/0!</b>

2. Percentage of child support cases that have a court order establishing support obligations. The county support order establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	93.20%	October	93.55%	January	92.91%	April			
August	92.61%	November	95.03%	February	92.25%	May			
September	92.27%	December	94.77%	March		June			
<b>QTR Average</b>	<b>92.69%</b>	<b>QTR Average</b>	<b>94.45%</b>	<b>QTR Average</b>	<b>92.58%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		
								<b>Annual Average</b>	<b>#DIV/0!</b>

3. Percentage of current child support paid. The county current collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	69.15%	October	66.29%	January	65.42%	April			
August	66.21%	November	65.66%	February	65.29%	May			
September	66.02%	December	65.39%	March		June			
<b>QTR Average</b>	<b>67.13%</b>	<b>QTR Average</b>	<b>65.78%</b>	<b>QTR Average</b>	<b>65.36%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		
								<b>Annual Average</b>	<b>#DIV/0!</b>

4. Percentage of cases received a payment toward arrears. The county arrearage collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	34.04%	October	53.33%	January	58.89%	April			
August	42.22%	November	53.85%	February	60.87%	May			
September	48.18%	December	57.21%	March		June			
<b>QTR Average</b>	<b>41.48%</b>	<b>QTR Average</b>	<b>54.80%</b>	<b>QTR Average</b>	<b>59.88%</b>	<b>QTR Average</b>	<b>#DIV/0!</b>		
								<b>Annual Average</b>	<b>#DIV/0!</b>

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded .

**Child Welfare - Legal**

*1. The County will ensure that all Non-Secure hearings are within 7 days of the petition*

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	0.00%	October	0.00%	January	0.00%	April	0.00%		
August	0.00%	November	0.00%	February	0.00%	May	0.00%		
September	0.00%	December	0.00%	March	0.00%	June	0.00%		
<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>		
								<b>Annual Average</b>	<b>0.00%</b>

*2. The county will ensure that all Adjudication Hearings are within 60 days of Non-Secure*

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	0.00%	October	0.00%	January	0.00%	April	0.00%		
August	0.00%	November	0.00%	February	0.00%	May	0.00%		
September	0.00%	December	0.00%	March	0.00%	June	0.00%		
<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>		
								<b>Annual Average</b>	<b>0.00%</b>

*3. The County will ensure that the Disposition Hearing is within within 30 days of Adjudication Hearing*

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	0.00%	October	0.00%	January	0.00%	April	0.00%		
August	0.00%	November	0.00%	February	0.00%	May	0.00%		
September	0.00%	December	0.00%	March	0.00%	June	0.00%		
<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>		
								<b>Annual Average</b>	<b>0.00%</b>

*4. The County will ensure that the First Review Hearing is within 90 days of Disposition*

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average	
July	0.00%	October	0.00%	January	0.00%	April	0.00%		
August	0.00%	November	0.00%	February	0.00%	May	0.00%		
September	0.00%	December	0.00%	March	0.00%	June	0.00%		
<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>	<b>QTR Average</b>	<b>0.00%</b>		
								<b>Annual Average</b>	<b>0.00%</b>

# Board Report

Service Month:  
February 2026

## Budget

	Feb-26	% of Budget	Feb-25	% of Budget
<b>Total Revenues (YTD)</b>	\$2,462,608.89	57.2%	\$2,491,778.73	52.9%
<b>Total Expenses (YTD)</b>	\$7,445,653.08	68.7%	\$7,143,689.10	62.1%
<b>Expenses without settlement</b>	\$4,517,081.65	52.4%	\$4,215,117.67	47.1%

## Services

Child Welfare	Calendar Year			
	Feb-26	Current -YTD	Feb-25	Current -YTD
<b># of Child Abuse Reports Received</b>	35	71	40	73
# of Screened In Reports	20	42	20	36
# of Screened out Reports	15	29	20	37
# of Other County Assists	4		8	
# of Open Assessments on last day of month	19		20	
# of Open In-Home (Case Mgmt.) Services Cases	4		1	
# of Children Entered into Legal Custody	1	3	0	13
# of Children Left Custody	3	9	3	23
<b># of Children In Legal Custody</b>	30		29	
# of Children Placed With Relatives	6		3	
# of Children Placed in Foster Homes/Other Placements	24		23	
# of Foster Care 18-21	2		3	
# of Licensed Foster Homes	10		12	
<b># of Agency Adoptions Completed</b>	2	23	3	15
# of Non-Agency Adoptions Completed	0	6	0	3
# of Infants Affected by Substance Abuse	1	3	0	10
# of Child Family Team Meetings	14		7	

Adult Services	Feb-26	Current CY-YTD	Feb-25	Current CY-YTD
<b># of Adult Protective Services Reports</b>	26	43	20	33
# of APS Reports Accepted for Evaluation	13	27	11	19
<b># of Representative Payees</b>	17		21	
<b># of Current Guardianship Cases</b>	22		22	
# of Adult Care Homes	3		3	
# of Medicaid Transportation Clients	103		120	
# of Transit, L&N and Client reimbursed Trips	117	242	56	154

## Child Support Enforcement

	Fiscal Year			
	Feb-26	Current-YTD	Feb-25	Current-YTD
# of Active Cases	570	570	575	575
# of Paternity	2	19	0	11
CS Orders Established	8	63	2	31
# of Modifications Completed	1	11	0	3
# of Enforcement Actions Completed	50	300	53	391
<b>Amount of Collections</b>	\$93,342.56	\$81.00	\$86,965.55	\$662,598.67
<b>Arrears</b>				
<b>Total Outstanding</b>	<b>\$2,717,322.73</b>		<b>Collected FY-YTD Arrears</b>	<b>\$171,239.92</b>
<b>Inherited Arrears</b>	<b>\$829,278.02</b>			
<b>Outstanding Purge Amounts</b>	<b>\$378,543.03</b>			

## Economic Services

	Calendar Year		Calendar Year	
	Feb-26	YTD	Feb-25	YTD
# of Medicaid/Special Assistance Appl Taken	243	511		
# of Medicaid/SA Recerts completed	464	955		
# of Medicaid Participants	10,890			
# of Special Assistance Participants	55			
# of TANF Participants	10		9	
# of FNS Applications ( applications denied)	156 (38)	304 (77)	188 (39)	378 (92)
# of FNS Recerts completed	177	360	198	384
# of FNS Benefits Paid	660,386.00	1,318,082.00	805,394.00	1,608,348.00
# of FNS Households	2140		2,492	
Fraud Collections	\$279.00	\$594.00	\$504.00	\$1,116.00
# of Day Care Recipients	125		153	
# on Day Care Waiting List	0		0	
<b>Energy Assistance (Heating/Cooling)</b>				
LIEAP (Low Income Energy Assistance Program) Appl Taken	72	205	33	133
LIEAP Benefits Paid	16900.00	58,100.00	2,300.00	19,000.00
CRISIS Applications Taken	27	69	31	79
CRISIS Benefits Paid	6763.16	17,346.67	7245.83	18,044.05

**Personnel**

Vacancies/Hires/Terminations for February 2026		Vacancies
New Hires	1	( 10 ) as of February 28, 2026
New Hire Orientations Completed	1	
Interagency Transfers	1	
Separations	5	
Promotion or Work/Against	1	
Reason for Separation:	( ) Retirement; ( ) Relocation; ( ) Dismissal ( 5 ) Resignation	
Length of Service:	( 4 ) Less than 2 yrs.; ( 1 ) 2-5 years; ( ) 5-10 years; ( ) over 10 years	

Cherokee County Department of Social Services

**PROGRAM INTEGRITY/FRAUD PLAN**

APRIL 2026

**PURPOSE**

The Cherokee County Program Integrity Unit will promote maximum efforts toward prevention, detection, and recovery of overpayments in the Income Maintenance programs. The unit will seek to maintain the integrity of the public assistance programs, while ensuring that all clients will be treated fairly and with respect. Our goal is to stop over payments before they happen or as quickly as possible to reduce the amount of money owed. The Program Integrity Unit will ensure that the client has been made aware of policies pertaining to fraud and all information in our records indicates that the individual was not limited by literacy and that he/she has sufficient understanding of the English language so that all information provided during the interview and on any forms were understood, or the interview was conducted and the forms were provided with consideration of the individual's literacy limitation or in the individual's primary language.

**REFERRAL PROCESS**

All referrals will be evaluated on an individual basis. Circumstances investigated include, but will not be limited to, earned income, unearned income, household composition, reserve, trafficking and intent to commit fraud. Referrals will be received from the following sources:

- a. Written or verbal reports from concerned citizens, including anonymous reports
- b. Staff referrals through the NC Fast system
- c. Information from other agencies
- d. Computer data
- e. Request from State Office (i.e. Quality Control)
- f. Other (i.e. Newspaper articles, social media, etc.)

Regardless of the referral source, all potential over-issuances or overpayments will be investigated and if appropriate, a claim will be substantiated within the required time frames.

**INVESTIGATIVE ACTIONS**

**FRONT END INVESTIGATION:**

The purpose of a Front-End Investigation is to resolve conflicting or questionable information prior to certification. The case worker will attempt to resolve any conflicting or questionable information first. If unable to do so, the case worker will notify the Program Integrity Unit with specific information, including sources about the unresolved issue.

## **AGENCY ERROR**

Agency error only applies to Food and Nutrition Services Program (FNS). Medicaid (MA) claims are unable to pursue the debtor for Agency Error.

AE claims are federal debts and must be collected. The issue is not who made the mistake, but who used the benefits. AE claims are agency action or inaction, including state agency errors. This can include but is not limited to mistakes made by caseworkers, system errors, and information known to the agency. A claim will be substantiated if the over-issuance occurred in the 12 months prior to the month of discovery. A claim can be established for any months of over-issuance which occurred within six (6) years prior to the date of discovery.

## **INADVERTENT HOUSEHOLD ERROR(IHE)**

Inadvertent Household Errors apply to the FNS, MA and Work First (WFFA) programs.

IHE claims occur when the household has misunderstood or unintentionally reports information resulting in error, with no proof of willful intent to commit fraud. A claim will be substantiated if the over-issuance occurred in the 12 months prior to the month of discovery. A claim can be established for any month's over-issuance which occurred within six (6) years prior to the date of discovery.

## **INTENTIONAL PROGRAM VIOLATION (IPV)**

### **FNS PROGRAM ONLY**

IPV claims occur when a household has intentionally failed to report, misrepresented, or misused benefits with willful intent to commit fraud. All trafficking claims will be processed as an IPV. A claim will be substantiated if the over-issuance occurred in any month within six (6) years of the date of discovery. A claim will be processed as an IPV if an individual has been found guilty by any of the following methods:

- a. Administrative Disqualification Hearing (ADH)
- b. A waiver of the ADH
- c. Court Action
- d. Disqualification Consent Agreement handled by the District Attorney.

Workers must submit a referral via NC FAST within 30 calendar days of discovery and notify Program Integrity Unit of said referral within one (1) business day of submission. The Program Integrity Unit will accept and assign all referrals and make necessary updates to claim status within 24 hours of acceptance of referral.

Investigations will begin within 24 hours of acceptance. All necessary verifications will be requested within 30 calendar days of receipt of referral, if possible.

Policy in effect at the time of over-issuance or over-payments will be used to process the claims. Claims will be substantiated or unsubstantiated before the 180<sup>th</sup> day. All potential over-issuances will be investigated even if the timeliness standard cannot be met.

FNS Claims of \$125 or less on inactive debtors will not be substantiated. Thorough and in-depth investigations will be conducted by the Program Integrity Unit Staff to ensure that all evidence collected for investigations is correct to ensure that correct type of claim is substantiated or unsubstantiated in a timely manner.

### **HEARINGS**

All Administrative Disqualification Hearings (ADH) will follow programming policy and procedures. All ADH's be attended by the Program Integrity Investigation, except for cases where there is a conflict of interest. Documentation of Hearings will be completed and submitted to the Hearing Officer on or before that date of the hearing as stated in the Program Integrity Policy. All decisions will be made and rendered within policy guidelines. The client has the right to appeal the ADH decision within 15 days of determination.

All suspected IPV cases will be pursued via ADH waiver of the ADH unless the case meets guidelines set by the local district attorney.

### **PROSECUTION**

The following are guidelines set forth by the Cherokee County District Attorney's office for prosecution of suspected Intentional Program Violations:

1. There is proof of willful intent and probable cause to support a charge of violating the provisions of the program as outlined in the North Carolina General Statutes and there is additional evidence that supports the burden of proof beyond a reasonable doubt.
2. The client made false statement or withheld information or presented a falsified written verification along with a false statement.
3. The value of the over issuance is \$5,000 or more
4. All DSS information supports the person who is mentally capable and there are no language or other barriers that could allow for an honest misunderstanding.

### **COLLECTIONS**

In all cases in which there is a decision made to proceed with legal prosecution, collections will occur in accordance with the court rulings in the legal proceedings and applicable program policies.

In cases not referred to for prosecution, the following will apply:

1. All Intentional Program Violations will be scheduled for an Administrative Disqualification Hearing according to state policy.
2. A Voluntary Repayment Agreement (VRA) will be discussed with the client to set up a repayment arrangement. However, a VRA will not be entered into with the individual if it is determined, after a conference with the debtor that he/she is only pursuing a VRA to avoid tax interception or other collection process.
3. If a VRA is voided due to good cause, the debtor can have up to three (3) VRA's during the lifetime of the debt.
4. Program policy will be followed for FNS cases regarding payment of claims.
5. Individuals failing to enter a VRA or make payments may meet the criteria for tax intercept, Treasure Offset Program (TOP), NC Educations Lottery intercept, or other means to collect overpayments as indicated in the Program Integrity Guidelines.

Payment will be accepted at the reception desk by mail or client drops off. A receipt will be provided to the client at the time of payment or mailed. Acceptable forms of payment are cash, money order, or cashier's check.

The Program Integrity Worker will receive a copy of the repayment receipt issued by the reception desk via Laserfiche. The Program Integrity Worker will then post the payment into NC FAST.

### **REPORTS**

Program Integrity Reports will be monitored, logged, and organized for the retention period required. EPI-441 Collections reports will be Balanced Monthly.

### **CASE FILES**

All case files will be retained in accordance with State and Federal guidelines. IPV files can never be destroyed. Case Files after 01/01/2019 are stored electronically in NC FAST. Cases prior to this have physical and/or electronic files.

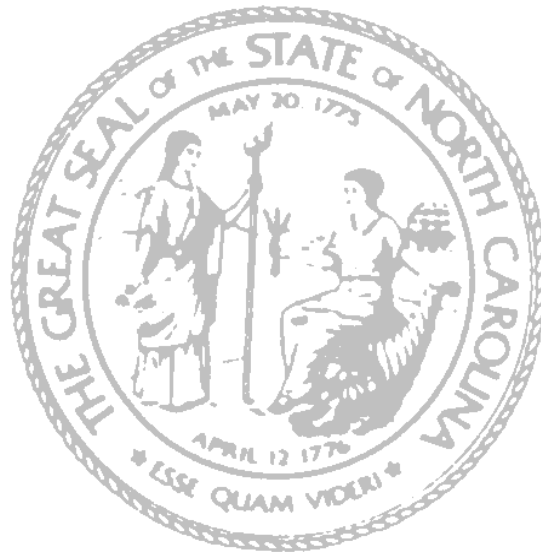
Approved on: \_\_\_\_\_

By: \_\_\_\_\_, Amanda Tanner-McGee, DSS Director

By: \_\_\_\_\_, DSS Board Chair.

*North Carolina*  
*Office of State Human Resources*

***LOCAL GOVERNMENT***  
***DELEGATION OF AUTHORITY GUIDE***



***CANDIDATE QUALIFICATIONS***

**PROCESS FOR REQUESTING DELEGATION OF AUTHORITY AGREEMENTS**  
**Qualification Determinations**

STEPS:

- 1.) Review relevant internal human resources/personnel policies and procedures for compliance with administrative code requirements of ***25 NCAC SUBCHAPTER 1I. SERVICE TO LOCAL GOVERNMENT.***
- 2.) Review present HR staffing levels, experience and assess workload capabilities within the local jurisdiction or county.
- 3.) Review Memorandum of Understanding form.
- 4.) Discuss process and steps with the OSHR Local Gov't Program Manager.
- 5.) Determine whether to proceed with request for delegation of authority.
- 6.) Prepare and submit memorandum of request for delegation of authority with a listing of classification titles along with the appropriate Director and Board signatures
- 7.) OSHR Local Government Program Manager will approve or deny qualification determination request.
- 8.) Once the classification titles have been agreed upon between OSHR and the local county/agency, the Memorandum of Understanding will be completed and signed by all relevant parties.



CHEROKEE COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
4800 West U.S. Highway 64, Murphy, NC 28906  
828-837-7455

*Amanda Tanner-McGee, MSW, LCSW, CCS  
Director  
Andria M. Duncan, DSS Attorney*

***Board of Directors***  
*Bo Phillips, Chairman  
Pat Ivie, Member  
James Jallah, Member  
Catherine Yost, Member*

**MEMORANDUM**

TO: Dominick D’Erasmus, M.A. CPM, Local Government Program Manager  
FROM: Brandy Clonts  
DATE: 10/27/2025  
SUBJECT: Request for Delegation of Authority for Qualification Determinations

This memorandum requests delegation of authority for qualification determinations for **Cherokee County Department of Social Services** for the classifications listed on page 7 of the attached MOU.

This request is based on the **Cherokee County Department of Social Service’s** commitment to maintain trained and experienced Human Resources staff to manage the day-to-day requirements of the delegation agreement. The **Cherokee County Department of Social Services** further commits to administering human resources programs in compliance with State Human Resources Commission rules, Office of State Human Resources policies and Federal Standards for a Merit System of Personnel Administration as described in the Code of Federal Regulation.

The **Cherokee County Department of Social Services** has previously had delegation of authority for the certification of a candidate’s qualifications under the North Carolina Human Resources System.

The following signatures serve as formal authorization for this request and confirm our commitment to meeting the prescribed conditions as stated in the second paragraph:

**Amanda Tanner McGee**

Agency Director:

\_\_\_\_\_  
Signature Date

**Bo Phillips**

Chair Local Service Board:

\_\_\_\_\_  
Signature Date

MEMORANDUM OF UNDERSTANDING  
BETWEEN THE  
OFFICE OF STATE HUMAN RESOURCES AND  
**Cherokee County Department of Social Services**  
FOR DELEGATION OF AUTHORITY

QUALIFICATION DETERMINATIONS

**I. BASIS:**

Title 25 Section 1I of the North Carolina Administrative Code contains rules for local agencies subject to the State Human Resources Act adopted by the State Human Resources Commission pursuant to the provisions of Chapter 126 of the North Carolina General Statutes.

**II. PURPOSE:**

This Memorandum of Understanding (MOU) extends to and commits the Agency Director and Chair, through its designated agents, to act on behalf of the State Human Resources Director and staff of the Office of State Human Resources (OSHR) in screening employment applications. This mutual commitment supports a flexible, results oriented Human Resources system that is operated collaboratively by the Agency and the Office of State Human Resources. This MOU specifies both OSHR's and the Agency's responsibilities and authority for managing the qualifications process.

**III. CONDITIONS:**

This MOU defines the agency's responsibilities for evaluating applicant education and experience for the specific job classes listed in this MOU hereinafter referred to as qualification determinations. This MOU applies only to qualification determinations for job classes found in the Local Pay Plan. This MOU does not delete, nullify or modify the powers, responsibilities and authority of the State Human Resources Director and State Human Resources Commission. All parties agree that **Amanda McGee, Tracy Jones, Miriam Aguero and Brandy Clonts** shall serve as the agents of the Agency Director with the right to act officially on his or her behalf concerning the provisions of this MOU. **Amanda McGee, Tracy Jones, Miriam Aguero and Brandy Clonts** shall have direct access to the Agency

Director and have authority to act on his or her behalf concerning issues relating to this MOU. Subsequent changes to this MOU may be made by mutual consent of both parties in writing. Termination of this MOU may be initiated by either party at any time.

In the administration of this MOU, the Agency Head agrees to comply with statutory provisions, regulations, and standards of the Office of State Human Resources and the State Human Resources Commission.

The Agency Director may petition for an increase or a decrease in the scope and extent of this Memorandum. The Local Government Program Manager shall determine the appropriateness of the request after considering the rationale for the proposed change. The Local Government Program Manager reserves the right to renegotiate the components of this MOU given indication that changes in the Agency Director's or HR staff's capability alters the effectiveness of administering the MOU. The Local Government Program Manager may choose to suspend any or all parts of the MOU if the contributing conditions are of a temporary nature and there is a basis for remedial action. The Agency Director or designee shall implement remedial measures after discussion as prescribed by the Local Government Program Manager.

Actions processed in accordance with the provisions of this MOU are subject to program review by the Office of State Human Resources. The Agency Director or designee and the Local Government Program Manager agree that the Director is responsible for the review of personnel activities, transactions, and actions that are legally the responsibility of the Agency Director.

#### **IV. AGENCY PROVISIONS:**

The **Agency Director, Amanda Tanner McGee** shall be responsible and accountable for execution of Commission policies and rules concerning qualifications review within the **Department of Social Services**, which are subject to the provisions of State Human Resources Act. **Agency Director, Amanda Tanner McGe, Program Administrator, Tracy Jones, Business Officer, Miriam Agüero and Administrative Officer, Brandy Clonts** shall be the Agency designees accountable for day-to-day decisions pursuant to this MOU. This authorization is predicated upon maintenance of adequate staffing level of trained and experienced human resources staff including professional HR positions commensurate with the size and complexity of HR programs and functions.

Subject to the above conditions, the Agency Director is delegated the authority and responsibility to:

- Render qualification determinations in accordance with the State of North Carolina classification system and policies, principles, and procedures as prescribed by the North Carolina Administrative Code and Office of State Human Resources standards and practices.
- Develop internal operating procedures to meet the qualification determination needs of the agency in a manner consistent with state statutes, codes and policies.
- Develop a mechanism for accountability that will ensure quality decisions that are consistent with state statutes, codes and federal merit system standards for personnel administration.
- Refer all requests and recommendations for exceptions to the Office of State Human Resources for decisions.

- Administer all qualification determinations in accordance with established State Human Resources regulations, procedures, and laws using standard or mutually approved forms and procedures.
- Treat all applicants and employees fairly in the administration of HR programs and functions without regard to race, color, religion, sex, national origin, political affiliation, age, genetic information or handicapping condition. This “fair treatment” principle includes compliance with federal and state equal employment opportunity and nondiscrimination laws.
- Ensure that any staff member associated with qualifications decisions has been through OSHR’s qualification training class.

### **QUALIFICATION DETERMINATIONS PROVISIONS:**

The Agency Director accepts primary accountability for the qualification determinations for all classes covered under this MOU. Human Resources staff shares accountability for the impact of the resulting decisions on program operations, employees, and upon the State’s classification plan. Subject to the above conditions, **Agency Director, Amanda Tanner McGe, Program Administrator, Tracy Jones, Business Officer, Miriam Aguero and Administrative Officer, Brandy Clonts** is delegated the authority and responsibility to:

- Act in accordance with this Memorandum and with NC administrative code and State Human Resources practices.
- Comply with rules and policies as set out in Section. 1900, Recruitment and Selection, of the NC Administrative Code 25 NCAC 01I .1900.
- Maintain an alphabetical filing of all current classification specifications used in the agency.
- Ensure that all applicant qualification determinations comply with the Office of State Human Resources classification and specification requirements and are approved in accordance with a merit-based selection policy and procedure.
- Submit to the Office of State Human Resources all qualification determinations for equivalencies and reasonable substitutions for education and experience requirements, accompanied by justification for the request.
- Render qualification determinations for the classes listed on page 7. Such determinations shall be in accordance with established State Human Resources regulations, policies, and laws and meet the documentation requirements.
- All documents associated with each determination shall be maintained in the appropriate file.

- Submit to OSHR documentation for determinations for which the Agency does not have delegated authority. The Office of State Human Resources will make decisions on these requests within five calendar days after receiving the Agency's fully documented request.

### **CLASSES FOR WHICH DELEGATION IS APPROVED**

1. List **each classification** title you are requesting delegated authority for:
  1. Social Workers Trainee, I, II, III, I/A/T
  2. Social Worker Supervisor I, II, III
  3. Social Work Program Manager
  4. Social Work Program Administrator I, II
  5. Income Maintenance Technician
  6. Income Maintenance Caseworker I, II, III
  7. Income Maintenance Investigator I, II
  8. Income Maintenance Investigator Supervisor I, II
  9. Income Maintenance Supervisor I, II, III
  10. Child Support Agent I, II
  11. Lead Child Support Agent
  12. Child Support Supervisor I, II, III
  13. Business Officer I, II
  14. Administrative Officer I, II, III
  15. Processing Assistant I, II, III, IV, V
  16. Program Assistant III, IV, V
  17. Attorney I, II
  18. Paralegal I, II, III
  19. Quality Assurance Specialist I, II, III
  20. Community Social Service Technician
  21. Maintenance

V. **OFFICE OF STATE HUMAN RESOURCES PROVISIONS:**

The Office of State Human Resources is responsible for:

- Identifying critical or urgent problems requiring immediate intervention and resolution.
- Providing technical advice and consultation on all aspects of the recruitment and selection process.
- Providing classification specifications and other data for all classes used by the agency.
- Providing clear communication and interpretation of all rules and policy requirements regarding position classification.
- Providing staff training and assistance on all aspects of qualification determinations.
- Providing to the Agency Director or designee periodic assessments and reports that convey the results of monitoring and program review activities.

Upon acceptance of this agreement, return the signed original copy to the Office of State Human Resources and retain a signed copy with the agency records.

**GRANTOR:**

\_\_\_\_\_  
NC Office of State Human Resources  
Local Government Program Manager

\_\_\_\_\_  
Signed and Effective Date

**GRANTEE:** (omit those that are not relevant to a specific agency)

\_\_\_\_\_, Director, Department of Public Health/Social Services  
Signature

\_\_\_\_\_, County Health/DSS Board Chairman  
Signature

## Brandy Clonts

---

**From:** Brandy Clonts  
**Sent:** Friday, March 6, 2026 12:45 PM  
**To:** Amanda McGee; Miriam Aguero; Tracy Jones  
**Subject:** Estimate for 1st and 3rd Floor Remodel

I met with Maintenance regarding the remodels for the 1st and 3rd floors. The preliminary estimate provided is \$125,000.

Proposed changes include:

- 3rd Floor Conference Room:
  - Convert the space into five offices.
  - The two back offices (left and right) would require doors from the hallway.
  - The center office would require the installation of a sprinkler head (approximately \$500).
- File Room Area:
  - Construction of three offices.
  - Installation of one steel door for entrance from the lobby into the Intake Office.
  - Cubicles will be relocated by Maintenance.
  - I have requested an estimate from IT for any costs associated with setup in the file room.
- Front Office/Lobby Security Upgrades:
  - Bulletproofing estimate: \$40,000, which includes:
    - Three security windows with baskets for paperwork drop off for clerk
    - Fiberglass bulletproof material for walls along the front and back of the clerk office
    - Steel door for entrance to the restroom and Income Maintenance meeting area
    - Larger counters for clerks
- CPS Area:
  - Possible installation of a door at the end of the 1st floor hallway for entrance into the kitchen and restroom area to avoid disrupting the training area.
  - New flooring for the training area was not included in the estimate but should be the only upgrade needed for that space.

Please let me know if you would like to review the taped areas or discuss any of these items in more detail.

## Brandy Clonts


Administrative Officer

**Cherokee County Department of Social Services**

**4800 West U.S. Highway 64**

**Murphy, North Carolina 28906**

 (828) 837-7455 ext. 1246

 (828) 835-4983

## DSS Fileroom/3rd Flr Conference Rm Remodel

<u>Quantity</u>	<u>Item</u>	<u>Cost/Per</u>	<u>Total Cost</u>
10	CAT6 Cabling (1000 ft)	150.00	1,500.00
1	Network Switch	1,000.00	1,000.00
2	Network/Power Poles	300.00	600.00
3	Network Faceplates (10 pack)	15.00	45.00
3	Keystones (25 pack)	35.00	105.00
4	J-hooks (25 pack)	45.00	180.00
3	Patch panel	50.00	150.00
1	Card Reader	1,250.00	1,250.00
1	Electric Strike / Mag lock	350.00	350.00
1	Card Reader Pigtail	100.00	100.00
1	Miscellaneous Accessories (Screws, etc.)	200.00	200.00
		<b>TOTAL</b>	<b>5,480.00</b>

## Cherokee County Department of Social Services

### Accident Summary Report

Reporting Period: July 2025 – February 2026

Prepared By: Brandy Clonts, Administrative Officer

Date Presented to Board: March 17, 2026

### Summary Overview

- Total Incidents This Reporting Period: 8
- Staff Injuries: 8
- Visitor/Client Injuries: 0
- Property Damage Incidents: 0
- Vehicle Related Incidents: 0
- Near Miss/Safety Concerns Reported: 0

### Corrective Actions / Preventative Measures

- All social workers received a review of gun safety protocols.
- An exterminator was engaged, and all light covers and windowsills were thoroughly cleaned.
- All social workers were provided with animal awareness and safety training.

<b>Date</b>	<b>General Location</b>	<b>Type of Incident</b>	<b>Brief Description</b>	<b>Injury Reported</b>	<b>Action Taken</b>	<b>Reported By</b>
7/3/2025	In Agency Vehicle	Ergonomic/Strain Injury	Employee reached across the vehicle to pick up notebooks in the passenger side floor board which caused shoulder pain.	Yes	ER	Employee
7/22/2025	Stairs from 2nd floor to 3rd floor	Slip/Fall	Client fell going up steps landing on her hands and knees	Yes	None	Director
7/29/2025	In the Field	Slip/Fall	Employee fell on concrete steps in the field while attempting a client visit.	Yes	Ambulance to ER	Employee
9/4/2025	In the Field	Ergonomic/Strain Injury	In the field employee strained knee causing muscle pain from knee to foot.	Yes	None	Employee
11/5/2025	Parking lot on 2nd level	Slip/Fall	Employee fell off scooter onto hip and knees.	Yes	None	Employee
1/23/2026	In her office on 3rd floor	Other	Lady bug bit employees left foot	Yes	None	Supervisor
1/25/2026	Clients Home	Other	Client fired a hand gun whie sitting next to employee inside the client's home .	Yes	None	Director
1/28/2026	Clients Home	Other	Dog Bite	Yes	Urgent Care	Employee

## Staff Turnover Summary

### Cherokee County DSS

#### Turnover Rate (January 1, 2026 – February 28, 2026)

- Average number of employees during this period: 69
- Total separations: 10
- Turnover Rate: 14.5%

During this same period, 5 new employees were hired, resulting in a net turnover rate of 7.3%.

#### Separations Related to Higher Pay Opportunities

The following positions separated between October 2025 and March 2026, primarily due to employees accepting positions with higher pay.

Date	Position	Program Area	Separation Type	Reason
3/20/2026	Social Worker III	Permanency Planning	Resigned	Higher pay – Healthy Blue
2/10/2026	Social Work Supervisor III	Child Protective Services	Terminated	Higher pay – Healthy Blue
2/6/2026	Social Worker III	Permanency Planning	Resigned	Higher pay – Healthy Blue
1/30/2026	Social Worker II / Acting SW III	Adult Protective Services	Resigned	Higher pay in Georgia
1/7/2026	Social Worker III	Permanency Planning	Resigned	Higher pay and improved schedule in Georgia
1/5/2026	Social Worker II / SW III	After Hours	Resigned	Higher pay – Healthy Blue

<b>Date</b>	<b>Position</b>	<b>Program Area</b>	<b>Separation Type</b>	<b>Reason</b>
10/3/2025	Social Work Supervisor III	Permanency Planning	Resigned	Higher pay – Healthy Blue

**Summary:**

Recent turnover has largely been attributed to employees accepting higher-paying opportunities, particularly with managed care organizations and positions in neighboring states.



*A Future Oriented Source of Leadership*

## **North Carolina Association of Directors of Social Services**

### **2026 Legislative Priorities**

#### **1. State Funding of the Additional 25% FNS Administrative Cost**

Federal legislation under H.R. 1 (July 2025) reduced the federal share of SNAP/Food and Nutrition Services (FNS) administrative funding from 50% to 25%, shifting the remaining cost burden to states and counties beginning on October 1, 2026.

In North Carolina, FNS is locally administered under the supervision of the North Carolina Department of Health and Human Services (DHHS).

#### **County Impact**

- The added 25% administrative burden represents an estimated \$69 million impact to counties.
- Larger counties face substantial dollar increases due to larger administrative burden and caseloads.
- Rural counties face disproportionate hardship due to limited tax bases.
- Without state funding, counties may possibly have to reduce staffing or reallocate local funds.

#### **NCACDSS recommends the following legislative action:**

- Fully fund the additional 25% administrative share on a recurring basis.

#### **2. Maintaining SNAP/FNS in North Carolina**

The Supplemental Nutrition Assistance Program (SNAP), known in North Carolina as Food and Nutrition Services (FNS), is one of the most effective anti-poverty programs in the nation. On October 1, 2027 as a result of H.R. 1 states will be responsible for a benefit share percentage if their payment error rate is above 6%. As of FFY 2025 North Carolina's error rate was 7.01% which would result in a cost share by the state of approximately \$151 million.

FNS distributed \$3,017,828,894 in benefits in Federal Fiscal Year 2025 while serving 1,864,563 individuals and 1,120,721 households in North Carolina during this same period. The program also served over 46,000 veterans during this time period.

- SNAP Benefits generates economic activity in grocery stores and rural communities in the amount of almost 4.2 billion dollars.

#### **NCACDSS recommends the following legislative action:**

- For the state to fund any cost of the benefits related to payment error rate.
- Invest in modernization to improve timeliness, accuracy, and reduce the payment error rate as outlined in our letter regarding H.R. 1 dated February 13, 2026.

### 3. Funding for Guardianship and Adult Protective Services (APS)

County DSS agencies serve as guardians for thousands of vulnerable adults and carry statutory responsibility for Adult Protective Services investigations.

Services operate under oversight of the North Carolina Department of Health and Human Services but are largely funded at the county level. In FY 25 the county funded these services at 70.43% (\$143,407,934) of all claimed costs while the state percentage was 1.19% (\$2,428,405). If budgets were spent to 100% of budgeted expenses the county spending percentages would increase while the state percentage would decrease.

- Vulnerable Adults who are subject to abuse, neglect and exploitation and/or those who have lost competency and are not able to care not make appropriate decisions for themselves.
- Local DSS agencies increasingly are having to intervene in these matters related to adults. We see the following challenges with serving this population:
  - Inability to develop additional resources to address the complex mental and physical health needs of this population.
  - Having adequate resources to assist in the payment for placement of individuals in these programs.
  - Having adequate resources to fund essential needs and services of those whom local county department of social services has the statutory responsibility of caring for.
  - Rapidly growing caseloads in each of these areas.

#### **NCACDSS recommends the following legislative action:**

- Increase recurring state funding for public guardianship. We would propose \$50,000,000 in recurring funding.
- Adjust APS funding formulas to reflect caseload growth and complexity.

### 4. Child Welfare Workload Study Funding

North Carolina's current caseload standards were adopted over 20 years ago. In 2016 a study was conducted and recommended a workload study (<https://www.ncleg.gov/Files/Library/agency/dhhs15203.pdf>, p. 15). That workload study was completed in October 2023.

([https://www.google.com/search?q=North+Carolina+Child+Welfare+Caseload+Standards&rlz=1C1GCEU\\_enUS1073US1073&oq=North+Carolina+Child+Welfare+Caseload+Standards&gs\\_lcrp=EgZjaHJvbWUyCQgAEEU\\_YORigATIHCARigATIHCARigAdIBCDC2MTRqMGo3qAllsAIB&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=North+Carolina+Child+Welfare+Caseload+Standards&rlz=1C1GCEU_enUS1073US1073&oq=North+Carolina+Child+Welfare+Caseload+Standards&gs_lcrp=EgZjaHJvbWUyCQgAEEU_YORigATIHCARigATIHCARigAdIBCDC2MTRqMGo3qAllsAIB&sourceid=chrome&ie=UTF-8)). The workload study found that caseload standards were between 40% and 100% higher than they should be depending upon the program (assessments, in home and Foster Care) and county size (small, medium, large).

In FY 24-25 \$858,102,844 was claimed for child welfare administrative funding. Of that funding \$26,013,727.12 (3.03%) was provided by the state and \$512,439,843.20 (59.72%) was county funding. These costs were only those reported and did not include vacant positions for which salaries were not paid.

Child welfare services have grown more complex due many factors including but not limited to, an increase substance misuse disorders, complex behavioral health needs of foster children and families, increased documentation, increased state and federal compliance requirements, and foster care placement instability and provider shortages.

High caseloads increase risk to child safety and are directly linked to staff turnover in child welfare due to the work pressures related to this job. These result in ongoing challenges related to the recruitment and retention of qualified social workers in this field.

**NCACDSS recommends the following legislative action:**

Provide recurring funding the county needs for increased social worker staff, supervisors and administrators based on the recommendations from the workload study and NCACDSS work in analyzing the specific counties' needs and cost. Based upon feedback of Association Directors funding would be required in the amount of \$68,917,056 to fund an additional 455 CPS assessment positions, 76 CPS In Home positions, 269 Foster Care/Permanency Planning positions, 120 Supervisor positions, and 16 administrator positions to meet the workforce study caseload recommendations.

Legislatively mandate staffing ratios based off of the workload study with legislation requiring additional studies every 10 years.

**5. NC FAST Technology Enhancements**

(NC FAST – North Carolina Families Accessing Services through Technology)

NC FAST is the technology platform supporting Medicaid, FNS, Work First, Child Welfare, and other programs administered through the North Carolina Department of Health and Human Services.

The NC FAST system has been dogged by systemic issues and an inability to gain the level of user compatibility since its inception in 2012. This directly results in the following:

- Timeliness of benefits to clients
- Federal non-compliance
- Staff burnout
- Increased client wait times

Technology investments reduce error rates, audit findings, overtime strain, and vacancy pressures.

**NCACDSS recommends the following legislative action:**

- Invest in modernization to improve timeliness, accuracy, staff retention, federal compliance and reduce the eligibility errors as outlined in our letter regarding H.R. 1 dated February 13, 2026.

**6. Mandated APS and Guardianship Workload Study**

APS and guardianship caseloads have increased in both volume and complexity. There is no statewide, legislatively recognized workload standard.

Guardianship cases often remain open for years, creating cumulative staffing pressure.

**NCACDSS recommends the following legislative action:**

- Legislatively mandate and fund a statewide APS and guardianship workload study that include County Director input into the study design and participation in the study.
- Tie study findings to recurring state funding adjustments.

**7. DHHS Assumption of Adult Care Homes and Assisted living facility Investigations**

Currently County Department's of Social Services are tasked with the responsibility to investigate complaints at assisted living facilities and adult care homes. These facilities are licensed and regulated by the North Carolina Division of Health Service Regulations.

Many times county Departments of Social Services have guardianship clients housed at these facilities where complaints are made and also in many cases are financially tied to the facility through board payments. This creates significant conflicts of interests in these matters from a County Department of Social Services and client perspective.

**NCACDSS recommends the following legislative action:**

- Statutorily mandate that the NC Division of Health Services regulation be responsible for the investigation and decision in all complaints at state licensed assisted living facilities and adult care homes.

**8. Legislative Solutions for Refusal-to-Parent Cases**

Refusal-to-parent cases are increasing where parent are abandoning their responsibility of care, love and the basic necessities of their children. These types of incidents typically involve children with severe and/or acute behavioral health needs that puts others in the home at serious risk of harm. These children have very limited treatment options to address these behaviors.

DSS becomes the placement of last resort without a finding of abuse or neglect.

County Department of Social Services then have to take on a heavy administrative case management burden, the high costs of placement for these children that could include foster care, and take on the behavioral health burden associated with these children.

It should be noted County DSS agencies are not behavioral health providers.

**NCACDSS recommends the following legislative action:**

- Develop statutory framework for refusal-to-parent cases.
- Expand funding for youth behavioral health services.
- Increase residential treatment capacity and crisis services.
- Align accountability and outcome based measures of managed care/behavioral health entities.

As always the North Carolina Association of County Directors of Social Services stand ready to partner with the North Carolina General Assembly and the North Carolina Department of Health and Human Services to strengthen service delivery, protect vulnerable children, adults, and families, and address the systemic social challenges facing the citizens of North Carolina.



*A Future Oriented Source of Leadership*

## **North Carolina Association of Directors of Social Services**

### **2026 Legislative Priorities – Director’s Guide**

**Targeted Audience:** First and foremost, your DSS Board. It is best you discuss with them your intentions and share the data you may present. Then your local Board of Commissioners, it may be best to go through your county manager, and also your State Representatives (House and Senate). Work through their email and their legislative assistants. County Managers may also be able to help you reach them.

### **Talking Points with Local and State Legislators:**

#### **1. State Funding of the Additional 25% FNS Administrative Cost**

Federal legislation under H.R. 1 (July 2025) reduced the federal share of SNAP/Food and Nutrition Services (FNS) administrative funding from 50% to 25%, shifting the remaining cost burden to states and counties beginning on October 1, 2026.

In North Carolina, FNS is locally administered under the supervision of the North Carolina Department of Health and Human Services (DHHS).

#### County Impact

- The added 25% administrative burden represents an estimated \$69 million impact to counties.
- Larger counties face substantial dollar increases due to larger administrative burden and caseloads.
- Rural counties face disproportionate hardship due to limited tax bases.
- Without state funding, counties may possibly have to reduce staffing or reallocate local funds.

#### **NCACDSS recommends the following legislative action:**

- Fully fund the additional 25% administrative share on a recurring basis.

#### **Director Guidance**

Food and Nutrition Services (FNS), North Carolina’s administration of the federal Supplemental Nutrition Assistance Program (SNAP), is a federal entitlement program designed and federally funded to ensure eligible individuals receive nutrition assistance regardless of where they live. In NC Counties administer the program under state supervision, but they do not control eligibility rules, benefit levels, or federal policy changes. When the federal government reduces its share of administrative funding, those cost shifts fall to states and counties that have no authority over program design, creating significant unfunded mandates at the local level. County governments rely primarily on local property tax revenue intended to fund schools, public safety, and core services — not to absorb federal funding reductions. If federal cost shifts are not addressed at the state level, counties are forced to divert local dollars or reduce staffing, which directly impacts service delivery and compliance. Federal policy decisions should not result in disproportionate financial burdens on county taxpayers.

- Explain how this impacts you in your county. Use the FFY2025\_FNS\_SNAP\_Issuances\_By\_County Case Counts Document for information.

- Get administrative revenue loss from your budget to share with your local and state representatives.

## **2. Maintaining SNAP/FNS in North Carolina**

The Supplemental Nutrition Assistance Program (SNAP), known in North Carolina as Food and Nutrition Services (FNS), is one of the most effective anti-poverty programs in the nation. On October 1, 2027 as a result of H.R. 1 states will be responsible for a benefit share percentage if their payment error rate is above 6%. As of FFY 2025 North Carolina's error rate was 7.01% which would result in a cost share by the state of approximately \$151 million.

FNS distributed \$3,017,828,894 in benefits in Federal Fiscal Year 2025 while serving 1,864,563 individuals and 1,120,721 households in North Carolina during this same period. The program also served over 46,000 veterans during this time period.

- SNAP Benefits generates economic activity in grocery stores and rural communities in the amount of almost 4.2 billion dollars.

### **NCACDSS recommends the following legislative action:**

- For the state to fund any cost of the benefits related to payment error rate.
- Invest in modernization to improve timeliness, accuracy, and reduce the payment error rate as outlined in our letter regarding H.R. 1 dated February 13, 2026.

### **Director Guidance**

The Supplemental Nutrition Assistance Program (SNAP), known in North Carolina as Food and Nutrition Services (FNS), is both a critical family support and a powerful local economic stabilizer. For families, it ensures consistent access to nutrition for working households, seniors, children, and individuals with disabilities, helping prevent temporary financial hardship from becoming long-term crisis. For communities, SNAP brings federal dollars directly into local economies, where benefits are spent quickly at grocery stores and food retailers, supporting jobs, small businesses, and rural economies. By reducing strain on food banks and emergency services while generating economic activity, SNAP strengthens both household stability and community resilience across North Carolina.

- Discuss your local efforts to improve SNAP error rate or just share if yours is below 6% state that.

- Encourage technology enhancements that automate NC FAST processes in the SNAP eligibility process and the installation of "flags" in the system that identify areas in a case that could cause payment error or eligibility errors.

- Give county specific data from the FFY 2025 FNS\_SNAP Issuances spreadsheet.

## **3. Funding for Guardianship and Adult Protective Services (APS)**

County DSS agencies serve as guardians for thousands of vulnerable adults and carry statutory responsibility for Adult Protective Services investigations.

Services operate under oversight of the North Carolina Department of Health and Human Services but are largely funded at the county level. In FY 25 the county funded these services at 70.43% (\$143,407,934) of all claimed costs while the state percentage was 1.19% (\$2,428,405). If budgets were spent to 100% of budgeted expenses the county spending percentages would increase while the state percentage would decrease.

- Vulnerable Adults who are subject to abuse, neglect and exploitation and/or those who have lost competency and are not able to care not make appropriate decisions for themselves.

- Local DSS agencies increasingly are having to intervene in these matters related to adults. We see the following challenges with serving this population:
  - Inability to develop additional resources to address the complex mental and physical health needs of this population.
  - Having adequate resources to assist in the payment for placement of individuals in these programs.
  - Having adequate resources to fund essential needs and services of those whom local county department of social services has the statutory responsibility of caring for.
  - Rapidly growing caseloads in each of these areas.

**NCACDSS recommends the following legislative action:**

- Increase recurring state funding for public guardianship. We would propose \$50,000,000 in recurring funding.
- Adjust APS funding formulas to reflect caseload growth and complexity.

**Director Guidance**

NC Counties serve as the guardian of last resort for North Carolina’s most vulnerable adults — individuals who are incapacitated and have no willing or appropriate family members. When courts appoint county Departments of Social Services as guardians, counties assume significant legal, financial, and ethical responsibility for medical decisions, housing arrangements, asset management, and long-term care oversight. These cases are often complex and long-term, involving dementia, severe mental illness, substance use disorders, and unstable housing, with guardianship frequently lasting for years. While this responsibility is established in state statute, funding has not kept pace with caseload growth or case complexity, leaving counties to absorb increasing costs and liability exposure. If the state mandates that counties fulfill this critical protective role, state funding must fully align with and support the true scope of that statutory responsibility.

- State Funding for FY 24-25 on claimed costs totaled 1.19% of the overall funding (\$2,428,405 in state funding out of \$128,079,589 in total funding). County spending accounted for 70.43% of overall funding, \$143,407,934. If budgets were spent at 100% for Adult Services in counties the state percentage total would be much lower and county percentage total would increase substantially.

- Be prepared to talk about your caseloads, funding levels, and complexity of cases.

- Use the latest Adult Services Survey Report SFY 2024-2025 3\_3\_2026 to extract data from to tell your story.

**4. Child Welfare Workload Study Funding**

North Carolina’s current caseload standards were adopted over 20 years ago. In 2016 a study was conducted and recommended a workload study (<https://www.ncleg.gov/Files/Library/agency/dhhs15203.pdf>, p. 15). That workload study was completed in October 2023.

([https://www.google.com/search?q=North+Carolina+Child+Welfare+Caseload+Standards&rlz=1C1GCEU\\_enUS1073US1073&oq=North+Carolina+Child+Welfare+Caseload+Standards&gs\\_lcrp=EgZjaHJvbWUyCQgAEFUyORigATIHC AEQIRigATIHC AIQIRigAdIBCDC2MTRqMGo3qAllsAIB&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=North+Carolina+Child+Welfare+Caseload+Standards&rlz=1C1GCEU_enUS1073US1073&oq=North+Carolina+Child+Welfare+Caseload+Standards&gs_lcrp=EgZjaHJvbWUyCQgAEFUyORigATIHC AEQIRigATIHC AIQIRigAdIBCDC2MTRqMGo3qAllsAIB&sourceid=chrome&ie=UTF-8)). The workload study found that caseload standards were between 40% and 100% higher than they should be depending upon the program (assessments, in home and Foster Care) and county size (small, medium, large).

In FY 24-25 \$858,102,844 was claimed for child welfare administrative funding. Of that funding \$26,013,727.12 (3.03%) was provided by the state and \$512,439,843.20 (59.72%) was county funding. These costs were only those reported and did not include vacant positions for which salaries were not paid.

Child welfare services have grown more complex due many factors including but not limited to, an increase substance misuse disorders, complex behavioral health needs of foster children and families, increased documentation, increased state and federal compliance requirements, and foster care placement instability and provider shortages.

High caseloads increase risk to child safety and are directly linked to staff turnover in child welfare due to the work pressures related to this job. These result in ongoing challenges related to the recruitment and retention of qualified social workers in this field.

**NCACDSS recommends the following legislative action:**

Provide recurring funding the county needs for increased social worker staff, supervisors and administrators based on the recommendations from the workload study and NCACDSS work in analyzing the specific counties needs and cost. Based upon feedback of Association Directors funding would be required in the amount of .....

Legislatively mandate staffing ratios based off of the workload study with legislation requiring additional studies every 10 years.

**Director Guidance**

Child safety outcomes cannot improve without funding that reflects the true workload demands placed on frontline child welfare professionals. Social workers are responsible for conducting safety assessments, investigating abuse and neglect, managing complex family dynamics, coordinating placements, meeting federal and state documentation requirements, and appearing in court — all while working with families facing substance misuse disorders, mental health challenges, domestic violence, and housing instability. When caseloads exceed manageable levels, the risk of delayed responses, staff burnout, turnover, and inconsistent practice increases. High vacancy rates further compound workload pressures, reducing continuity for children and families. Sustainable improvement in child safety requires evidence-based staffing standards and recurring funding that aligns with case complexity and compliance obligations. Without investment that matches the scope of statutory responsibilities, even the strongest policy reforms cannot produce consistent, long-term safety outcomes for North Carolina’s children.

- Give specifics about your county and staffing related to the workforce study and funding needed.
- Talk about complexities of casework, etc and how it impacts ability to do this job and build capacity for future generations of staff.

**5. NC FAST Technology Enhancements**

(NC FAST – North Carolina Families Accessing Services through Technology)

NC FAST is the technology platform supporting Medicaid, FNS, Work First, Child Welfare, and other programs administered through the North Carolina Department of Health and Human Services.

The NC FAST system has been dogged by systemic issues and an inability to gain the level of user compatibility since its inception in 2012. This directly results in the following:

- Timeliness of benefits to clients
- Federal non-compliance
- Staff burnout
- Increased client wait times

Technology investments reduce error rates, audit findings, overtime strain, and vacancy pressures.

**NCACDSS recommends the following legislative action:**

- Invest in modernization to improve timeliness, accuracy, staff retention, federal compliance and reduce the eligibility errors as outlined in our letter regarding H.R. 1 dated February 13, 2026.

### **Director Guidance**

NC FAST is mission-critical infrastructure. Modernization is essential to service delivery, compliance, and workforce retention.

- Give specific examples of challenges you have with NC FAST and state how these changes will assist the program overall.

### **6. Mandated APS and Guardianship Workload Study**

APS and guardianship caseloads have increased in both volume and complexity. There is no statewide, legislatively recognized workload standard.

Guardianship cases often remain open for years, creating cumulative staffing pressure.

### **NCACDSS recommends the following legislative action:**

- Legislatively mandate and fund a statewide APS and guardianship workload study that include County Director input into the study design and participation in the study.
- Tie study findings to recurring state funding adjustments.

### **Director Guidance**

Statutory mandates must be supported by data-driven staffing standards and sustainable funding.

- Talk about your caseload sizes vs. budgeted position.

- Give data about your caseload increases.

### **7. DHHS Assumption of Adult Care Homes and Assisted living facility Investigations**

Currently County Department's of Social Services are tasked with the responsibility to investigate complaints at assisted living facilities and adult care homes. These facilities are licensed and regulated by the North Carolina Division of Health Service Regulations.

Many times county Departments of Social Services have guardianship clients housed at these facilities where complaints are made and also in many cases are financially tied to the facility through board payments. This creates significant conflicts of interests in these matters from a County Department of Social Services and client perspective.

### **NCACDSS recommends the following legislative action:**

- Statutorily mandate that the NC Division of Health Services regulation be responsible for the investigation and decision in all complaints at state licensed assisted living facilities and adult care homes.

### **Director Guidance**

Use the message above and reiterate this is done in child care facilities licensed and regulated through the state.

Give your experiences you have had in your county.

### **8. Legislative Solutions for Refusal-to-Parent Cases**

Refusal-to-parent cases are increasing where parent are abandoning their responsibility of care, love and the

basic necessities of their children. These types of incidents typically involve children with severe and/or acute behavioral health needs that puts others in the home at serious risk of harm. These children have very limited treatment options to address these behaviors.

DSS becomes the placement of last resort without a finding of abuse or neglect.

County Department of Social Services then have to take on a heavy administrative case management burden, the high costs of placement for these children that could include foster care, and take on the behavioral health burden associated with these children.

It should be noted County DSS agencies are not behavioral health providers.

**NCACDSS recommends the following legislative action:**

- Develop statutory framework for refusal-to-parent cases.
- Expand funding for youth behavioral health services.
- Increase residential treatment capacity and crisis services.
- Align accountability and outcome based measures of managed care/behavioral health entities.

**Director Guidance**

Child welfare cannot absorb unmet behavioral health system gaps without statutory clarity and shared fiscal responsibility.

As always the North Carolina Association of County Directors of Social Services stand ready to partner with the North Carolina General Assembly and the North Carolina Department of Health and Human Services to strengthen service delivery, protect vulnerable children, adults, and families, and address the systemic social challenges facing the citizens of North Carolina.

<b>Total FFY2025 (By Issuance Date)</b>	<b>\$3,017,828,894</b>
<b>Total FFY2025 Unduplicated Cases</b>	<b>1,120,721</b>
<b>Total FFY2025 Unduplicated Participants</b>	<b>1,864,563</b>

<b>County</b>
Alamance
Alexander
Alleghany
Anson
Ashe
Avery
Beaufort
Bertie
Bladen
Brunswick
Buncombe
Burke
Cabarrus
Caldwell
Camden
Carteret
Caswell
Catawba
Chatham
Cherokee
Chowan
Clay
Cleveland
Columbus
Craven
Cumberland
Currituck
Dare
Davidson
Davie
Duplin
Durham
Edgecombe
Forsyth
Franklin
Gaston
Gates
Graham
Granville
Greene
Guilford
Halifax
Harnett
Haywood

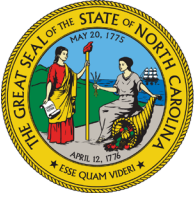
Henderson
Hertford
Hoke
Hyde
Iredell
Jackson
Johnston
Jones
Lee
Lenoir
Lincoln
Macon
Madison
Martin
McDowell
Mecklenburg
Mitchell
Montgomery
Moore
Nash
New Hanover
Northampton
Onslow
Orange
Pamlico
Pasquotank
Pender
Perquimans
Person
Pitt
Polk
Randolph
Richmond
Robeson
Rockingham
Rowan
Rutherford
Sampson
Scotland
Stanly
Stokes
Surry
Swain
Transylvania
Tyrrell
Union
Vance

Wake
Warren
Washington
Watauga
Wayne
Wilkes
Wilson
Yadkin
Yancey

<b>Cases</b>	<b>Recipients</b>	<b>Benefits</b>
18531	32827	\$53,110,345
3937	6725	\$10,837,817
1095	2040	\$3,115,620
5129	7863	\$12,295,093
2812	4920	\$7,598,795
1477	2528	\$3,948,454
7139	11453	\$17,739,840
3483	5158	\$7,297,331
5563	9141	\$14,093,197
12162	20387	\$30,482,825
27396	40414	\$67,062,142
9606	15873	\$24,721,449
18421	35410	\$50,450,592
10149	15864	\$26,016,163
674	1166	\$1,493,011
5806	8667	\$12,184,815
3063	5159	\$7,826,838
19536	31521	\$45,194,279
3967	6786	\$9,837,787
3718	6280	\$9,195,082
2019	3113	\$4,763,533
1161	1963	\$2,940,327
17410	28951	\$49,054,145
9109	15151	\$23,952,786
10765	18452	\$25,385,464
55263	94638	\$154,063,017
1589	2896	\$4,189,022
2148	3200	\$4,342,000
19908	34723	\$53,747,204
3516	6557	\$8,747,779
7034	12299	\$18,504,205
28990	47293	\$76,011,180
11146	19462	\$32,587,735
45785	77948	\$128,573,061
7239	12946	\$19,189,409
31677	51874	\$88,819,848
1113	1865	\$2,737,164
1137	1870	\$2,626,815
5603	9496	\$14,071,802
2504	4590	\$6,690,098
71352	119027	\$194,069,943
10969	16854	\$27,520,625
13892	26179	\$36,686,835
6857	10820	\$17,889,080

7785	12954	<b>\$19,552,463</b>
4750	6965	<b>\$11,941,533</b>
7065	12905	<b>\$19,177,380</b>
642	947	<b>\$1,446,681</b>
10070	19605	<b>\$24,514,639</b>
3600	5896	<b>\$8,952,556</b>
19647	35833	<b>\$53,319,289</b>
1397	2259	<b>\$3,152,188</b>
6704	11674	<b>\$17,177,448</b>
10309	17334	<b>\$28,760,488</b>
8035	13542	<b>\$21,309,223</b>
3046	5192	<b>\$7,875,346</b>
2479	4063	<b>\$6,695,087</b>
3854	6512	<b>\$10,063,524</b>
6610	10161	<b>\$16,346,371</b>
114327	194724	<b>\$312,008,226</b>
1755	2936	<b>\$4,784,369</b>
2937	5305	<b>\$7,534,895</b>
7428	12718	<b>\$18,288,594</b>
13065	22714	<b>\$35,341,755</b>
21434	32187	<b>\$49,057,976</b>
3582	5519	<b>\$8,483,929</b>
15528	28907	<b>\$38,693,153</b>
8214	13144	<b>\$19,989,207</b>
1440	2291	<b>\$3,246,751</b>
5679	9429	<b>\$14,541,817</b>
5355	9236	<b>\$12,994,277</b>
1715	2927	<b>\$4,216,440</b>
5067	8399	<b>\$12,985,854</b>
23159	40475	<b>\$64,198,182</b>
1710	2918	<b>\$4,445,755</b>
16784	30304	<b>\$45,177,506</b>
9814	15807	<b>\$26,703,060</b>
30243	50163	<b>\$84,569,585</b>
13282	21850	<b>\$33,932,514</b>
15434	27766	<b>\$42,430,865</b>
10803	17012	<b>\$28,388,303</b>
8193	14483	<b>\$21,680,972</b>
7562	13228	<b>\$22,958,006</b>
6397	11396	<b>\$16,470,760</b>
4398	7503	<b>\$10,333,653</b>
8826	14947	<b>\$21,585,591</b>
1525	2758	<b>\$3,549,107</b>
2804	4818	<b>\$7,581,462</b>
520	728	<b>\$1,096,093</b>
14280	26338	<b>\$40,232,597</b>
8980	15198	<b>\$25,839,298</b>

68306	118650	<b>\$175,794,287</b>
3095	4994	<b>\$7,563,399</b>
2130	3481	<b>\$5,472,175</b>
1895	2902	<b>\$3,967,643</b>
16930	30060	<b>\$47,567,448</b>
9643	15602	<b>\$26,085,460</b>
12553	20701	<b>\$31,690,261</b>
3420	6327	<b>\$8,946,114</b>
2140	3337	<b>\$5,452,787</b>



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

March 3, 2026

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: ADULT SERVICE PROGRAM ADMINISTRATORS, AND SUPERVISORS**

**SUBJECT: NCDHHS Adult Services Annual Report, SFY 2024–2025**

The Division of Social Services, Adult Services Section, is pleased to release the Adult Services Survey Report for State Fiscal Year 2024–2025. This report provides a comprehensive statewide overview of Adult Services programs and highlights the work conducted by county departments of social services during the fiscal year. The report is intended to support informed decision-making, strengthen program planning, and provide insight into service delivery trends, system challenges, and outcomes across North Carolina. The report is available on the [NCDHHS Adult Services SharePoint Site](#) and on the [NCDHHS website](#).

The data presented in this report is primarily derived from the monthly surveys submitted by county departments of social services. Additional data sources include the Adult Protective Services Registry (APS-R) and the Client Services Data Warehouse (CSDW), which contain information reported directly by counties. Each chart and table identifies its respective data source to ensure transparency and support data integrity.

The report addresses the primary programs of Adult Services, including Adult Protective Services (APS), Guardianship, and Special Assistance In-Home (SAIH) Case Management. It provides data on service volume, trends, and program activities across these areas to offer a comprehensive view of county-level operations. Narrative summaries are supported by charts and graphical displays that highlight key findings and statewide patterns.

Thank you for your continued leadership and commitment to serving older adults and adults with disabilities in your communities. Your efforts are essential to promoting safety, dignity, and independence for vulnerable North Carolinians.

If you have questions regarding the report or require additional information, please contact the Adult Services team through the listserv at [DHHS.AdultServices@dhhs.nc.gov](mailto:DHHS.AdultServices@dhhs.nc.gov).

Sincerely,

Karey Perez  
Deputy Director, Adult Services  
DSS\_AS\_04\_2026

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 1915 Health Services Way, Raleigh, NC 27607  
MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401  
www.ncdhhs.gov • TEL: 919-855-3400

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

**STATE FISCAL  
YEAR (SFY) 24-25**



# ADULT SERVICES **Annual Report**



**NC DEPARTMENT OF  
HEALTH AND HUMAN SERVICES**

---

## **Division of Social Services**

Lisa Tucker Cauley, Division Director, Human Services

Karey Perez, Deputy Director, Adult Services

Sarah Richardson, Program Administrator, Adult Services

# TABLE OF CONTENTS

## INTRODUCTION

NCDHHS Division of Social Services	Page 4
Regional Support Model	Page 5
NCDHHS Adult Services Section	Page 6
County Departments of Social Services	Page 7

## I. ADULT PROTECTIVE SERVICES (APS)

APS Reports	Page 9
APS Outreach and Information/Referrals	Page 12
APS Client Demographics	Page 13
APS Evaluations Completed	Page 15
APS Initiation Rates	Page 17
APS Evaluation Timeframes	Page 19
APS Case Decisions	Page 21
APS Service Authorizations	Page 23
APS Mobilization of Protection	Page 25
APS Funding	Page 26
APS Federal Rule	Page 27
APS Key Observations	Page 28

## II. GUARDIANSHIP

DSS Guardianship	Page 30
Guardianship Client Demographics	Page 32
State Guardianship Contracts	Page 33
Guardianship Funding	Page 34
Guardianship Key Observations	Page 35

## III. SPECIAL ASSISTANCE IN-HOME CASE MANAGEMENT (SAIH-CM)

SAIH-CM Clients Served	Page 37
SAIH-CM Client Demographics	Page 38
SAIH-CM Key Observations	Page 39

## IV. ADULT SERVICES GENERAL SERVICES

General Services	Page 41
------------------	---------

## V. ADULT SERVICES PROGRAM SUPPORT & OVERSIGHT

NCDHHS Adult Services Platforms	Page 43
NCDHHS Adult Services Training	Page 46
Continuous Quality Improvement (CQI) Support	Page 48
NCDHHS Adult Services Statewide Goals	Page 51
Medicaid Administrative Claiming (MAC)	Page 55
County DSS Staffing	Page 60

# INTRODUCTION

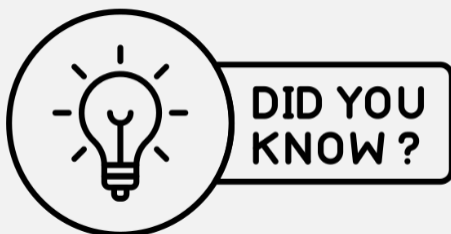
This report was prepared by the North Carolina Department of Health and Human Services (NCDHHS), Division of Social Services, Adult Services Section.

Hyperlinks are included throughout this document to support navigation and to provide access to external resources. All external links lead to official resources maintained on the NC Department of Health and Human Services website at <https://www.ncdhhs.gov/>.

# NCDHHS DIVISION OF SOCIAL SERVICES

North Carolina (NC) operates a federally mandated, state-supervised, county-administered social services system. Under this structure, the federal government authorizes national programs and provides funding, while the state establishes policy, provides oversight, and ensures programmatic accountability. The state's 100 local social services agencies are responsible for delivering services and benefits directly to residents.

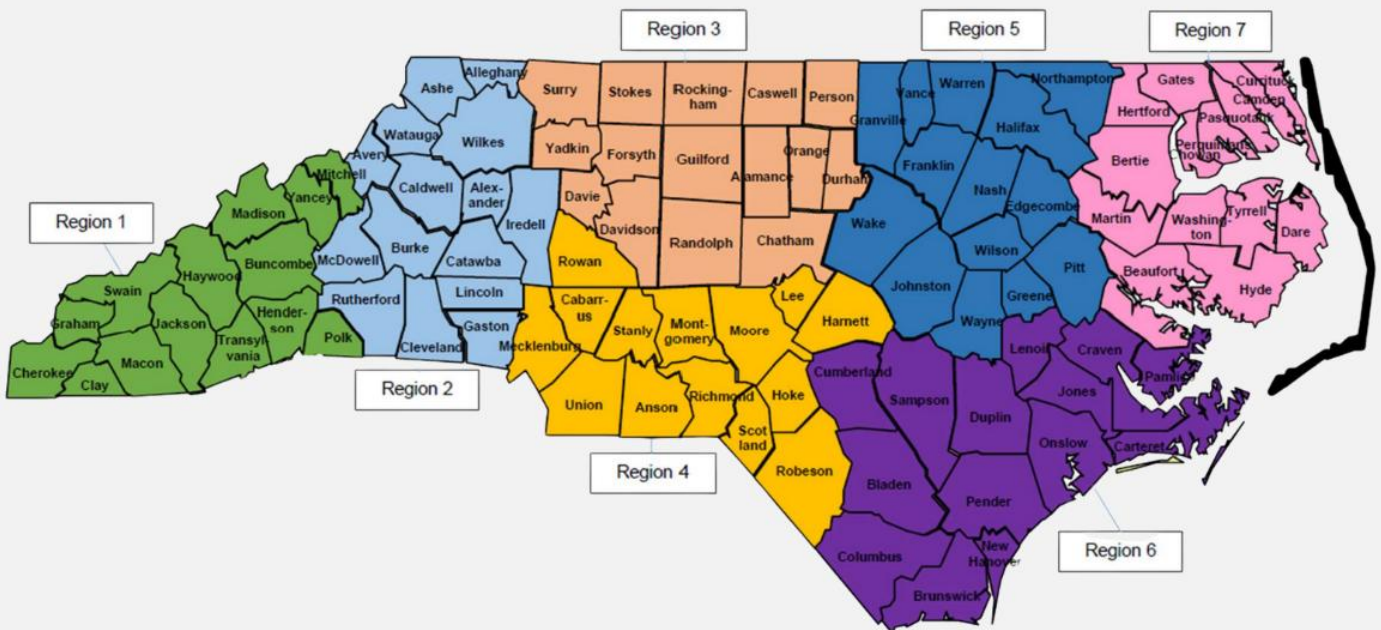
In North Carolina, the single administrative agency is the NC Department of Health and Human Services (NCDHHS), which encompasses several distinct divisions. Within NCDHHS, the Division of Social Services, Adult Services Section provides statewide leadership, oversight, and accountability for Adult Services programs. This includes establishing policy and program direction, administering and monitoring programs, assessing performance and compliance, and providing technical assistance to county departments of social services. County agencies deliver direct services to vulnerable and disabled adults, addressing abuse, neglect, and exploitation, as well as poverty and other social and economic disparities that impact adult well-being.



**NC IS 1 OF ONLY 9 STATES WITH A STATE SUPERVISED, COUNTY ADMINISTERED SOCIAL SERVICES SYSTEM. MOST STATES HAVE A CENTRALIZED ADMINISTRATIVE SYSTEM.**

# REGIONAL SUPPORT MODEL

The transition to a regional support model for social services is a key component of the ongoing implementation of Rylan’s Law (Session Law 2017-41), enacted by the NC General Assembly to address longstanding challenges in the state’s county-administered child welfare and social services systems. The law authorized NCDHHS to establish regional support teams that provide consistent supervision, assistance, and training to local leaders responsible for administering these services in their communities. In December 2024, seven regional directors were onboarded to lead this critical support effort.



# NCDHHS ADULT SERVICES SECTION

NCDHHS Adult Services operates as a unified statewide team under the leadership of a Deputy Director, with support from a Program Administrator. The team is comprised of program staff who provide administrative oversight, develop and deliver statewide training, and serve as policy and practice consultants. In coordination with this work, Continuous Quality Improvement (CQI) Specialists provide direct regional support to county departments of social services and lead CQI efforts through data and trend analysis, improvement planning, programmatic monitoring, and facilitation of corrective actions. Collectively, the Adult Services team collaborates with all 100 counties to strengthen compliance, improve performance, and achieve consistent, high-quality outcomes across Adult Services programs.

<b>Leadership Team</b>	
Karey Perez	Deputy Director
Sarah Richardson	Program Administrator
<b>Administrative Support Team</b>	
Kristi Dunn	Administrative Assistant
Kimberly Johnson	Administrative Assistant

<b>Central Office</b>		<b>Continuous Quality Improvement Specialist</b> <i>(Anticipated as of 1/1/26)</i>	
LeShana Baldwin	AS Program Coordinator	Nicholas Peak	Region 1
Christie Danforth	AS Program Coordinator	Katie McCarron	Region 2
Alexandria Wilkens	AS Program Coordinator	Anthony Hodges	Region 3
Arlette Lambert	AS Policy Consultant	Sydney Council	Region 4
Denyse Leake	Adult Protective Services (APS) Policy Consultant	April Black	Region 5
Preston Craddock	Guardianship Consultant	Wendy Whitfield	Region 6
		Melanie Corprew	Region 7

# COUNTY DEPARTMENTS OF SOCIAL SERVICES (DSS)

Each of North Carolina's 100 counties operates a local social services agency that administers the following Adult Services, as mandated by North Carolina statute and/or administrative code:

- Adult Protective Services (APS)
- Guardianship Services
- Special Assistance In-Home Case Management (SAIH-CM)
- Placement Services
- Unclaimed Body Disposition

In addition, many county Department of Social Services, Adult Services teams administer or coordinate other services. Each of these programs, if offered by the agency, are regulated by state statutes, state administrative codes or federal regulations and all help mitigate risk for vulnerable and disabled adults:

- Adult Daycare Services
- Adult Family Care and Group Home Oversight
- Community Alternatives Program for Disabled Adults (CAP/DA)
- Home Delivered Meals/Nutrition Services
- In-Home Aide Services
- Outreach/Prevention Services
- Representative Payee Services
- Transportation Services

Click [here](#) to view the North Carolina County Department of Social Services directory.

# ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services (APS) in North Carolina is authorized under General Statute Chapter 108A, Article 6, and is intended to safeguard vulnerable and disabled adults from abuse, neglect, and exploitation. County departments of social services are legally responsible for receiving and evaluating reports to determine whether a disabled adult needs protective services.

County agencies protect adults by:

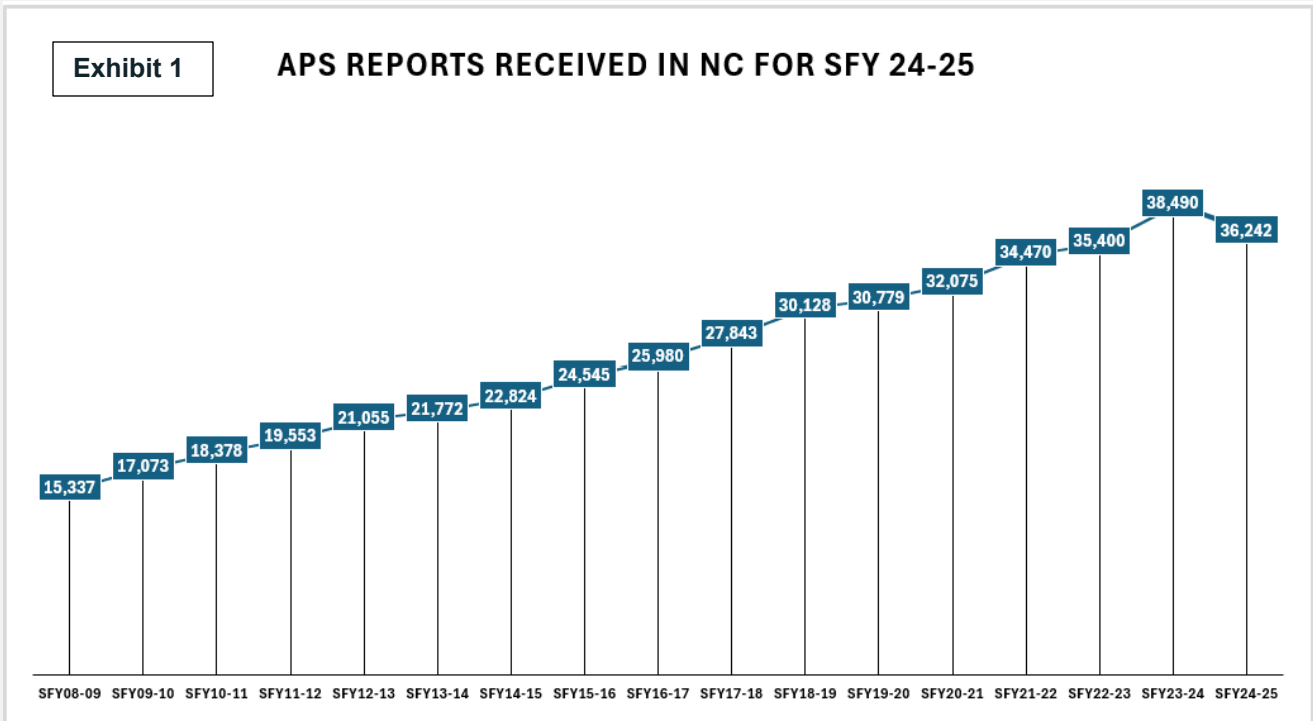
- **Receiving and screening reports** that allege concerns of maltreatment of disabled adults;
- **Conducting evaluations** to determine whether a disabled adult needs protective services;
- **Mobilizing essential services** on behalf of the disabled adult when maltreatment is identified, including obtaining consent or service authorization when appropriate;
- **Initiating court action**, when necessary, to protect adults who lack capacity and do not have a legally authorized surrogate decision-maker, including petitions for protective orders or other judicial relief.

Disabled adults who are determined to be abused, neglected, and/or exploited and in need of protective services are eligible to receive APS services regardless of income.

# APS REPORTS

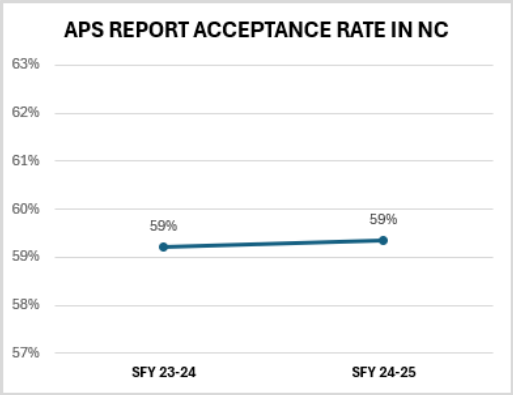
The number of reports received by North Carolina Adult Protective Services (APS) more than doubled from State Fiscal Year (SFY) 08-09 through SFY 23-24. In SFY 24-25, North Carolina experienced its first year-over-year decrease in APS reports in more than 15 years (Exhibit 1). Despite a reduction of 2,248 reports, the volume of APS reports in SFY 24-25 remained higher than in any year since SFY 08-09, with the exception of SFY 23-24.

This decrease is likely attributable to operational disruptions associated with Hurricane Helene in September 2024. Of the 25 counties officially declared disaster counties, 20 experienced a decline in APS reports in SFY 24-25. Within this group, one county experienced a reduction of 670 APS reports compared to SFY 23-24, accounting for a notable share of the statewide decrease. Recovery efforts related to Hurricane Helene are ongoing and are expected to continue into SFY 25-26.



While the total number of reports slightly decreased in SFY 24-25, the APS report acceptance rate maintained at 59%.

**Exhibit 2**



*This data originates from monthly county surveys to NCDHHS.*

# APS REPORTS RECEIVED BY COUNTY

## 36,242

Reports received for  
North Carolina in SFY 24-25

COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL
Alamance	892	886	Franklin	106	114	Pamlico	49	54
Alexander	181	198	Gaston	1132	1050	Pasquotank	175	233
Alleghany	88	115	Gates	37	36	Pender	335	248
Anson	71	83	Graham	48	44	Perquimans	62	63
Ashe	161	219	Granville	100	120	Person	175	174
Avery	54	31	Greene	65	54	Pitt	935	937
Beaufort	294	255	Guilford	1828	1766	Polk	154	157
Bertie	135	81	Halifax	202	134	Randolph	281	242
Bladen	94	82	Harnett	153	139	Richmond	134	202
Brunswick	578	623	Haywood	452	456	Robeson	690	454
Buncombe	2611	1941	Henderson	608	667	Rockingham	562	541
Burke	411	438	Hertford	40	75	Rowan	858	645
Cabarrus	533	612	Hoke	170	163	Rutherford	533	418
Caldwell	483	385	Hyde	13	22	Sampson	278	298
Camden	34	27	Iredell	264	231	Scotland	72	72
Carteret	339	353	Jackson	211	186	Stanly	281	184
Caswell	80	68	Johnston	505	470	Stokes	171	138
Catawba	626	546	Jones	79	57	Surry	236	275
Chatham	221	179	Lee	190	182	Swain	103	165
Cherokee	209	232	Lenoir	100	115	Transylvania	223	179
Chowan	78	54	Lincoln	349	367	Tyrrell	20	30
Clay	61	116	Macon	163	393	Union	624	505
Cleveland	595	589	Madison	43	57	Vance	105	128
Columbus	251	229	Martin	104	96	Wake	1681	1736
Craven	606	613	McDowell	179	187	Warren	68	51
Cumberland	1352	1252	Mecklenburg	2735	2811	Washington	67	53
Currituck	144	109	Mitchell	179	170	Watauga	97	112
Dare	103	176	Montgomery	120	80	Wayne	597	522
Davidson	401	317	Moore	481	479	Wilkes	512	412
Davie	165	160	Nash	452	358	Wilson	409	446
Duplin	265	217	New Hanover	1588	1492	Yadkin	91	67
Durham	1044	917	Northampton	63	46	Yancey	90	89
Edgecombe	267	283	Onslow	1054	818			
Forsyth	275	341	Orange	307	250			

*This data originates from monthly county surveys to NCDHHS.*

# APS REPORT ACCEPTANCE RATE BY COUNTY

**59%** Average APS Acceptance Rate for North Carolina in SFY 24-25

COUNTY NAME	IN	OUT	% OF SCREEN INS	COUNTY NAME	IN	OUT	% OF SCREEN INS	COUNTY NAME	IN	OUT	% OF SCREEN INS
Alamance	664	222	75%	Franklin	105	9	92%	Pamlico	35	19	65%
Alexander	113	85	57%	Gaston	567	483	54%	Pasquotank	128	105	55%
Alleghany	70	45	61%	Gates	21	15	58%	Pender	156	42	63%
Anson	40	43	48%	Graham	29	15	66%	Perquimans	45	18	71%
Ashe	48	171	22%	Granville	102	18	85%	Person	136	38	78%
Avery	20	11	65%	Greene	41	13	76%	Pitt	773	160	82%
Beaufort	217	38	85%	Guilford	1067	699	60%	Polk	77	80	49%
Bertie	64	17	79%	Halifax	112	22	84%	Randolph	151	91	62%
Bladen	52	30	63%	Harnett	108	31	78%	Richmond	71	131	35%
Brunswick	378	245	61%	Haywood	244	212	54%	Robeson	311	143	69%
Buncombe	1110	831	61%	Henderson	360	317	54%	Rockingham	287	254	53%
Burke	156	282	36%	Hertford	56	19	75%	Rowan	289	356	45%
Cabarrus	178	434	29%	Hoke	119	44	73%	Rutherford	217	201	52%
Caldwell	211	174	55%	Hyde	18	4	82%	Sampson	239	59	80%
Camden	17	10	63%	Iredell	90	141	39%	Scotland	51	21	71%
Carteret	203	150	58%	Jackson	63	123	34%	Stanly	109	75	59%
Caswell	46	22	68%	Johnston	449	21	96%	Stokes	79	59	57%
Catawba	373	173	68%	Jones	28	29	49%	Surry	138	137	50%
Chatham	49	130	27%	Lee	88	94	48%	Swain	108	57	65%
Cherokee	107	125	46%	Lenoir	96	19	83%	Transylvania	80	99	45%
Chowan	30	24	56%	Lincoln	244	123	66%	Tyrrell	28	2	93%
Clay	60	56	52%	Macon	214	179	54%	Union	251	254	50%
Cleveland	252	337	43%	Madison	28	29	49%	Vance	91	37	71%
Columbus	138	91	60%	Martin	76	20	79%	Wake	949	787	55%
Craven	321	292	52%	McDowell	114	73	61%	Warren	40	11	78%
Cumberland	904	348	72%	Mecklenburg	1347	1464	48%	Washington	39	14	74%
Currituck	50	59	46%	Mitchell	117	53	69%	Watauga	39	73	35%
Dare	104	72	59%	Montgomery	54	26	68%	Wayne	332	190	64%
Davidson	227	82	72%	Moore	108	348	23%	Wilkes	241	171	58%
Davie	96	64	60%	Nash	295	63	82%	Wilson	440	6	99%
Duplin	145	72	67%	New Hanover	1097	395	74%	Yadkin	26	41	39%
Durham	583	334	64%	Northampton	40	6	87%	Yancey	67	22	75%
Edgecombe	207	76	73%	Onslow	381	437	47%				
Forsyth	244	97	72%	Orange	129	121	52%				

*This data originates from monthly county surveys to NCDHHS.*

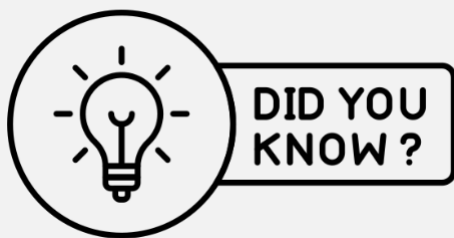
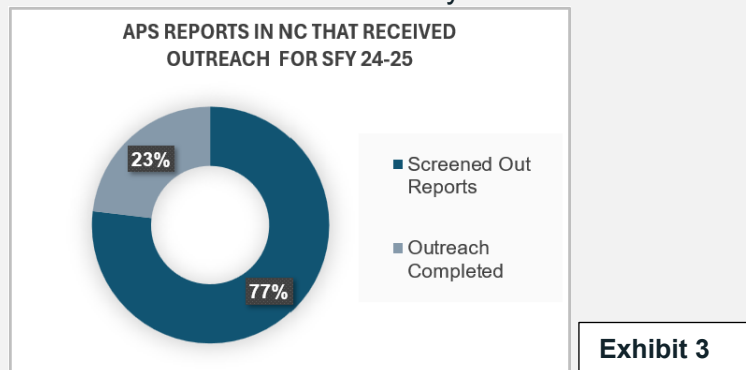
# APS OUTREACH & INFORMATION / REFERRALS

In addition to county Departments of Social Services (DSS) statutory responsibility to receive and evaluate reports alleging maltreatment of disabled adults in need of protection, Adult Services teams across North Carolina often serve as a central point of support for the state's aging population. North Carolina is among fewer than 25% of U.S. states that does not include age as a qualifying criterion for Adult Protective Services (APS) under its statute. As a result, older adults who are not identified as having a disability may not meet the eligibility threshold for APS intervention.

To address concerns related to financial exploitation, North Carolina utilizes the HelpVul platform, a secure, web-based reporting system that allows financial institutions to submit reports directly to county DSS. However, financial institutions often have access to only a person's age and the nature of the suspected maltreatment, without information about any disabilities. For example, if a financial institution reports concerns about a 97-year-old being exploited but cannot provide any indicators of disability, the report would be screened out due to not meeting statutory criteria.

In SFY 24-25, North Carolina county DSS agencies received 905 reports through the HelpVul platform. To bridge the gap between statutory APS eligibility and community need, many counties provide outreach services following screened out APS reports, which may include information sharing, safety education, or referrals to community-based resources.

Of the 14,370 reports not accepted in SFY 24-25, 4,412 (23%) received outreach services. (Exhibit 3) These services are offered at the discretion of each county DSS and are not eligible for APS MAC funding.



**IN ADDITION TO RECEIVING 36,242 APS REPORTS IN SFY 24-25, NC DSS AGENCIES REPORTED PROVIDING ASSISTANCE TO 19,332 ADDITIONAL CITIZENS BY PROVIDING INFORMATION AND REFERRALS.**

*This data originates from monthly county surveys to NCDHHS.*

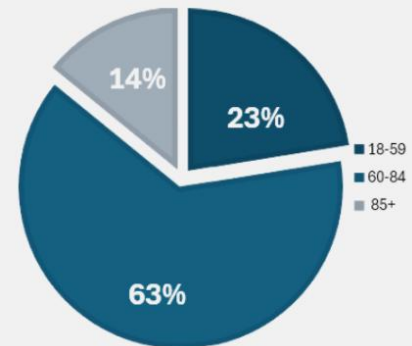
# APS CLIENT DEMOGRAPHICS

## Sex



57% of APS evaluations in NC are conducted on females.

## Age

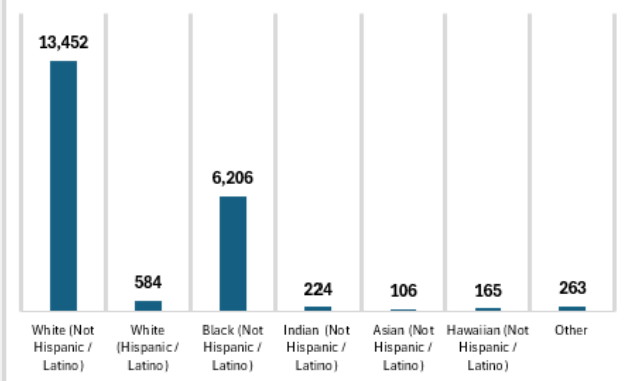


Adults are **over age 60** in 77% of APS evaluations; however, **23%** of evaluations are conducted on clients **aged 18-59**.

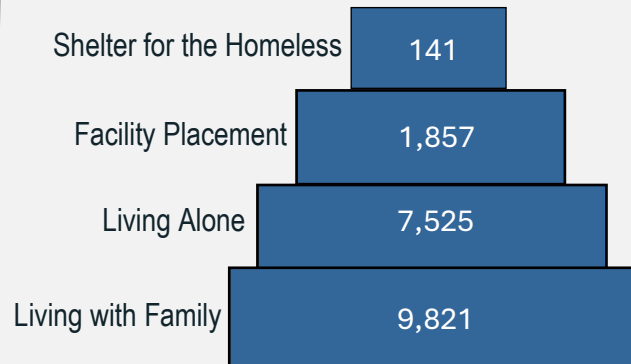
The 2022 NC Aging profiles found by clicking [here](#) project that by 2042 there will be a **39% growth** in **adults over age 60** residing in NC.

## Race / Ethnicity

APS DEMOGRAPHICS FOR NC APS EVALUATION CLIENTS SFY 24-25



## Living Arrangements



\*All additional clients not listed resided in Unknown locations or had residences noted as "Other"

## Disability Status

**92%**

Of adults evaluated for APS were found to be disabled.

*This data originates from the APS Registers 110-1 Report pulled 6/30/2025 at 8 p.m.*

# APS CLIENT DEMOGRAPHICS

## Home and Community-Based Services (HCBS) Waiver



**3%**  
of clients in APS evaluations received the Community Alternatives Program (CAP) or Program of All-Inclusive Care for the Elderly (PACE) services.

Home and Community Based Services can prevent the need for APS intervention by providing a variety of health and human services delivered in the home or community to address social isolation and other social determinants of health and help people stay in their homes for as long as possible. You can learn more by clicking [here](#).

## Prior Intervention

**15%**

Of adults evaluated for APS had prior APS evaluations.

## Military Status



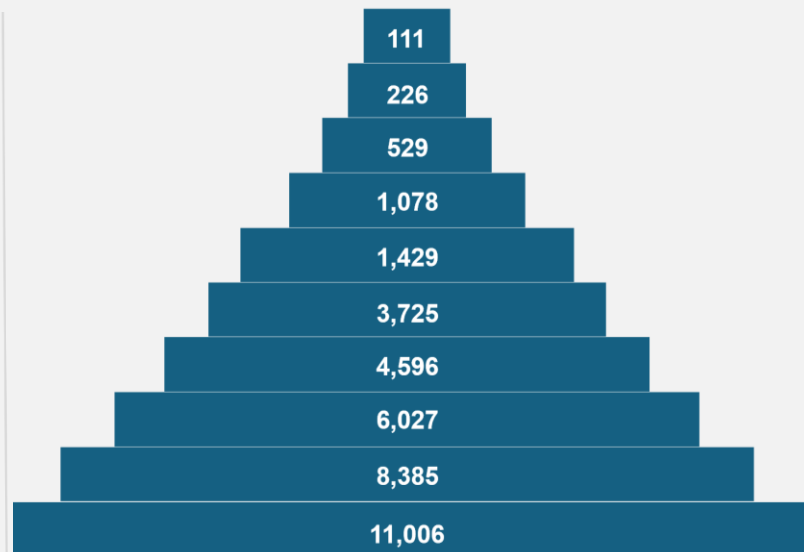
**1,794**

APS evaluations were conducted for clients who were veterans or on active duty in the United States ....

## DISABILITIES FOR CLIENTS OF APS EVALUATIONS IN SFY 24-25

### Type of Disability

- Intellectual Developmental Disabilities
- Other Developmental Disabilities
- Cerebral Palsy, Epilepsy, Autism
- Substance Use Disorder
- Other Mental Impairment
- Mental Illness
- Alzheimer's Disease and Related Disorders
- Other Physical Impairment
- Multiple Disabilities
- Physical Illness



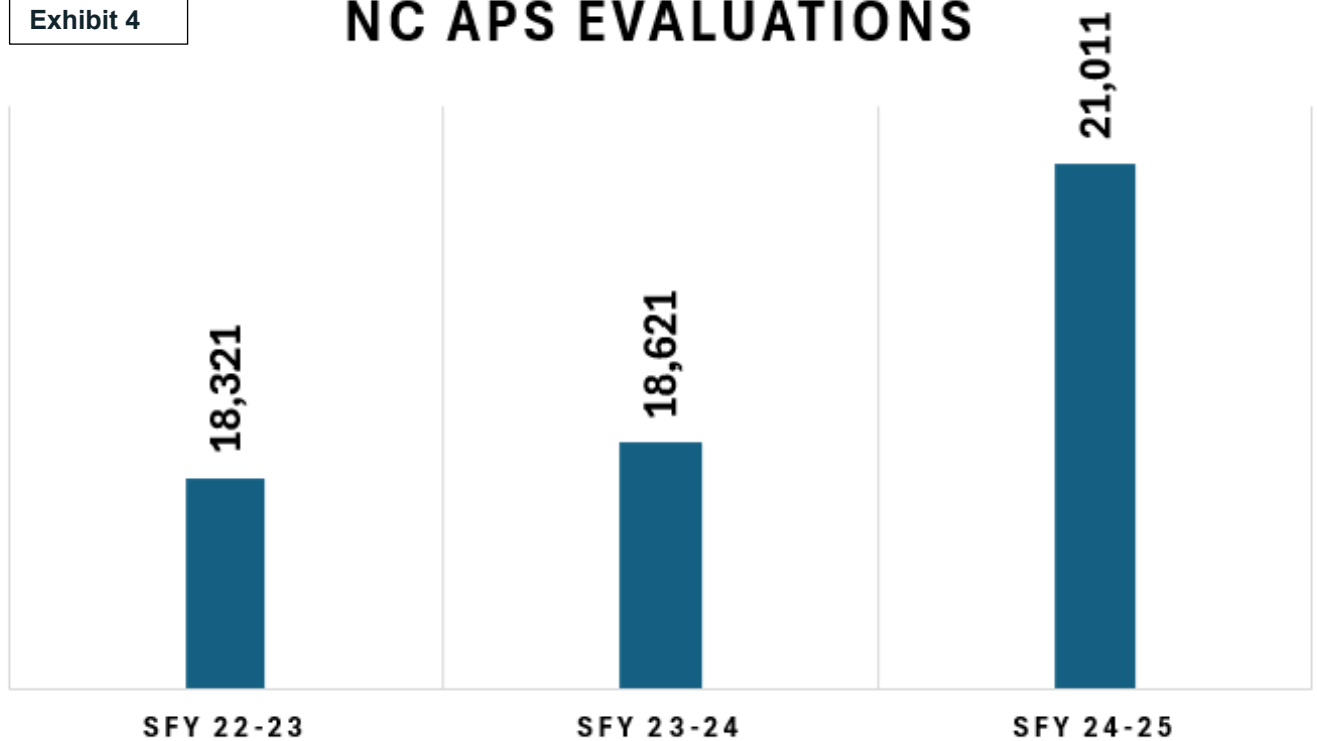
*This data originates from the APS Registers 110-1 Report pulled 6/30/2025 at 8 p.m.*

# APS EVALUATIONS COMPLETED

APS evaluations completed in the APS-Register system showed that North Carolina experienced an increase in completed evaluations with **2,390 additional evaluations** completed in SFY 24-25. (Exhibit 4) Sixty-seven (67) North Carolina counties experienced an increase in evaluations completed for SFY 24-25.

Exhibit 4

## NC APS EVALUATIONS



---

The distinct client count for APS evaluation services as of June 30, 2025 was: **13,132 clients**

---

This means that **13,132 North Carolina residents received APS evaluation services during SFY 24–25** through their local Departments of Social Services. This information was compiled from records with an open DSS-5027, the state form used by county DSS agencies to document and track APS services, and reflects cases coded under APS service code 202, which represents APS evaluation activities. **This represents an increase of 2,390 individuals compared to SFY 23–24, reflecting continued growth in demand for APS evaluation services statewide.**

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8:00PM and from information available in CSDW.*

# APS EVALUATIONS COMPLETED BY COUNTY

**13%** Increase in APS Evaluations Completed in North Carolina in SFY 24-25 Compared to SFY23-24

COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL
Alamance	351	568	Franklin	62	96	Pamlico	20	39
Alexander	93	106	Gaston	660	533	Pasquotank	105	128
Alleghany	40	61	Gates	22	20	Pender	148	165
Anson	25	36	Graham	33	27	Perquimans	33	55
Ashe	37	45	Granville	66	88	Person	119	128
Avery	12	11	Greene	35	32	Pitt	540	590
Beaufort	216	214	Guilford	775	952	Polk	59	64
Bertie	68	87	Halifax	88	107	Randolph	81	143
Bladen	59	71	Harnett	103	148	Richmond	54	70
Brunswick	265	339	Haywood	214	270	Robeson	436	410
Buncombe	969	1041	Henderson	354	367	Rockingham	240	279
Burke	158	177	Hertford	29	77	Rowan	202	281
Cabarrus	159	170	Hoke	112	96	Rutherford	229	249
Caldwell	262	245	Hyde	5	23	Sampson	193	236
Camden	12	18	Iredell	112	112	Scotland	50	55
Carteret	155	238	Jackson	78	56	Stanly	148	136
Caswell	37	35	Johnston	368	434	Stokes	86	78
Catawba	368	357	Jones	10	38	Surry	115	131
Chatham	58	62	Lee	81	77	Swain	24	69
Cherokee	64	101	Lenoir	55	81	Transylvania	107	92
Chowan	31	30	Lincoln	219	235	Tyrrell	17	27
Clay	43	29	Macon	44	101	Union	209	228
Cleveland	256	244	Madison	52	34	Vance	46	97
Columbus	83	102	Martin	79	66	Wake	786	944
Craven	282	300	McDowell	98	126	Warren	35	33
Cumberland	735	1049	Mecklenburg	1106	1284	Washington	58	40
Currituck	70	56	Mitchell	56	48	Watauga	49	50
Dare	55	109	Montgomery	53	56	Wayne	277	364
Davidson	204	294	Moore	113	104	Wilkes	304	237
Davie	63	98	Nash	271	334	Wilson	331	380
Duplin	231	137	New Hanover	1106	1121	Yadkin	44	29
Durham	534	578	Northampton	37	52	Yancey	65	76
Edgecombe	141	166	Onslow	389	342			
Forsyth	212	242	Orange	167	155			

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS INITIATION RATES

North Carolina General Statute 108A-103 requires county Departments of Social Services to assign response times for accepted Adult Protective Services (APS) reports based on the level of alleged risk, as follows:

- **Immediate** - When a danger of death is alleged;
- **24-Hour Response** - When a danger of irreparable harm is alleged; and
- **72-Hour Response** - When a report is accepted and there is not an alleged danger of death or irreparable harm.

In SFY 24-25 North Carolina's initiation response time improved with the state's average **reducing from 3.8 days in SFY 23-24 to 1.6 days in SFY 24-25.**

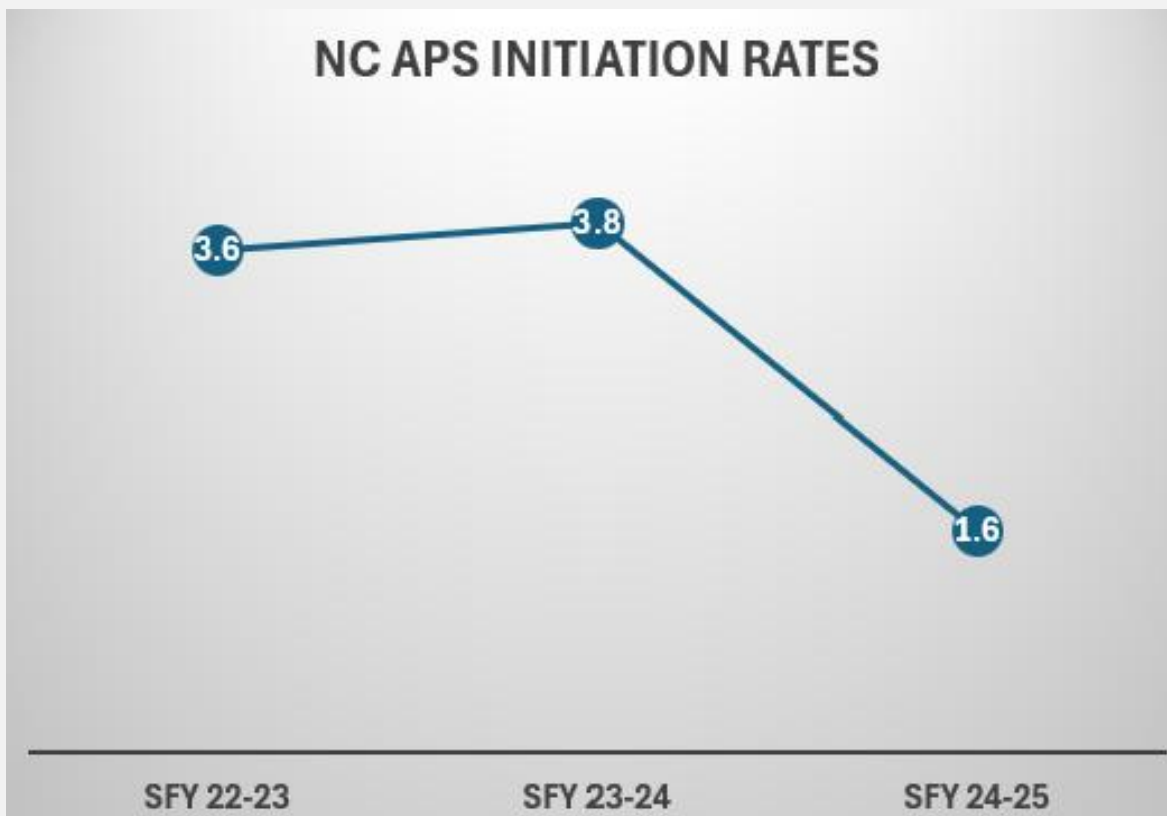


Exhibit 5

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS INITIATION RATES BY COUNTY

**58%**

Timelier Initiations in  
North Carolina in SFY 24-25 Compared to SFY23-24

COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL	COUNTY NAME	FY 23/24 TOTAL	FY24/25 TOTAL
Alamance	1.6	1.1	Franklin	0.8	1	Pamlico	1.7	0.9
Alexander	1.4	1.2	Gaston	0.9	1	Pasquotank	0.9	0.7
Alleghany	0.8	1.1	Gates	1.3	1.1	Pender	1.1	1.3
Anson	1.1	1.5	Graham	0.9	0.9	Perquimans	0.8	0.9
Ashe	1	0.8	Granville	0.6	0.5	Person	0.9	1.1
Avery	1.4	1.2	Greene	0.9	0.6	Pitt	2.6	13.3
Beaufort	1.5	2.8	Guilford	1.5	3	Polk	0.8	0.9
Bertie	1	0.7	Halifax	1.7	2.1	Randolph	1	3.5
Bladen	0.8	0.8	Harnett	0.9	1.1	Richmond	0.7	0.6
Brunswick	1.3	1.7	Haywood	0.8	0.7	Robeson	20.1	1
Buncombe	1.2	1.5	Henderson	1.4	1.1	Rockingham	1.4	1.4
Burke	1.2	1.3	Hertford	0.7	0.9	Rowan	1.1	1.2
Cabarrus	1.1	1.1	Hoke	66.4	1.4	Rutherford	0.6	0.4
Caldwell	0.9	1	Hyde	1.2	1.3	Sampson	0.9	0.8
Camden	0.5	1.1	Iredell	0.9	1.1	Scotland	0.5	0.6
Carteret	1.3	1.1	Jackson	0.8	1.3	Stanly	2.2	1.4
Caswell	1.9	1.6	Johnston	3.1	2.1	Stokes	1.6	1
Catawba	0.9	0.9	Jones	1.4	11	Surry	1.3	6.6
Chatham	1.4	1.4	Lee	0.8	0.7	Swain	1.2	1.1
Cherokee	0.7	0.9	Lenoir	1.1	0.9	Transylvania	1	0.8
Chowan	2.2	1.1	Lincoln	1.2	1.2	Tyrrell	0.1	0.1
Clay	0.9	1	Macon	1.1	1.5	Union	6.3	1.8
Cleveland	2.3	0.9	Madison	1.8	1.9	Vance	1.5	1.1
Columbus	1.8	4.8	Martin	5.6	0.7	Wake	1.4	2.5
Craven	5.1	2.6	McDowell	1.4	2.1	Warren	1.8	0.6
Cumberland	1.1	0.9	Mecklenburg	1.4	1.4	Washington	0.5	0.8
Currituck	0.9	0.8	Mitchell	1.1	1.3	Watauga	1	1
Dare	0.5	0.4	Montgomery	5.3	0.9	Wayne	1.1	1.2
Davidson	1	0.9	Moore	130.4	11.6	Wilkes	0.8	0.6
Davie	1.2	1.1	Nash	1.2	1.2	Wilson	1.7	2.7
Duplin	0.9	0.9	New Hanover	1.4	1.6	Yadkin	9.3	0.8
Durham	1.5	1.6	Northampton	1.1	0.9	Yancey	0.5	0.7
Edgecombe	1.4	1.2	Onslow	20.4	1.5			
Forsyth	6.4	1.3	Orange	1	1			

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS EVALUATION TIMEFRAMES

North Carolina General Statute 108A-103 requires that evaluations be completed within 30 days for allegations of abuse or neglect and within 45 days for allegations of exploitation. Though it is a statutory requirement to render a case decision within 30 or 45 days depending on the type of alleged maltreatment, a thorough evaluation must be completed and concluded when there is sufficient information to make a case decision.

As seen in Exhibit 6, North Carolina counties have consistently averaged timely case closures.

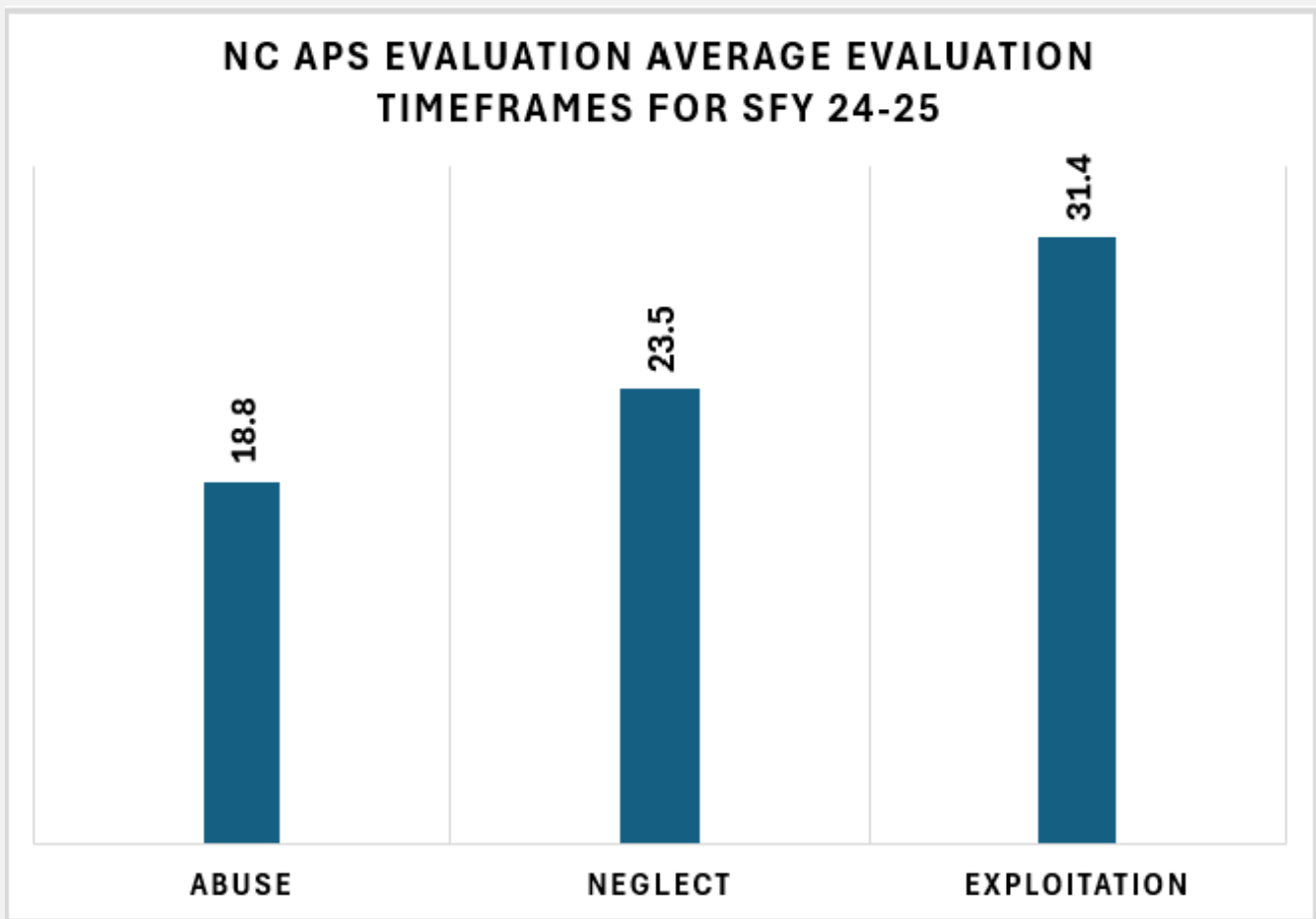


Exhibit 6

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS EVALUATION TIMEFRAMES BY COUNTY

**30%**

Across all case types, NC closed APS cases an average of 30% faster than the required timeframes

COUNTY NAME	ABS	NEG	EXP	COUNTY NAME	ABS	NEG	EXP	COUNTY NAME	ABS	NEG	EXP
Alamance	28.8	26	36	Franklin	4	18.2	21.7	Pamlico	0	4.5	23.7
Alexander	30	27.5	40	Gaston	23.7	24.6	34.1	Pasquotank	0	21.7	32.4
Alleghany	0	21.3	24.4	Gates	0	22	17.5	Pender	26.2	26.1	33
Anson	27.3	28.7	42	Graham	24	26.3	32.3	Perquimans	30	22.7	43.5
Ashe	28.5	25.9	31	Granville	27.7	29.1	31	Person	9.2	21.9	25.1
Avery	0	20.3	0	Greene	23.5	26.4	36	Pitt	28.5	28.1	38.5
Beaufort	21	26.4	38.3	Guilford	17.2	22.4	26.8	Polk	0	25.4	39
Bertie	31	30	28.6	Halifax	0	20.7	26	Randolph	14.5	22.7	20.7
Bladen	0	19.4	17	Harnett	27.5	24.8	32.6	Richmond	28	20.7	30
Brunswick	0	25.3	29.2	Haywood	26.4	21.5	30.3	Robeson	28.1	27.9	48
Buncombe	22.8	24.3	33.2	Henderson	25.5	22.6	31.7	Rockingham	20.5	16.3	29.2
Burke	25.5	25.7	27.5	Hertford	22	18.7	14.6	Rowan	29.5	27.4	38.9
Cabarrus	42	26.2	35.5	Hoke	31.5	26.9	39.5	Rutherford	5	23.7	29.5
Caldwell	23.5	26.1	34.3	Hyde	0	26	19	Sampson	27.6	26	36.1
Camden	0	21.2	40.5	Iredell	26.3	21.3	31	Scotland	27	19.5	43
Carteret	27.5	24.5	35.3	Jackson	9	21.4	32.8	Stanly	26.5	27.8	38.8
Caswell	21	19.5	4	Johnston	19.8	22.4	26.3	Stokes	23	20	33.8
Catawba	29.4	23.9	38	Jones	0	18.4	18.3	Surry	14.5	21.9	38.8
Chatham	22.3	28.8	30.4	Lee	10	23	26	Swain	0	19.2	42.2
Cherokee	28.5	19.2	20.6	Lenoir	25	23.8	34	Transylvania	0	18.9	29.3
Chowan	26.6	20.4	41	Lincoln	20.3	20.1	31	Tyrrell	0	19.7	31
Clay	0	22.1	43.3	Macon	21.6	27.1	33.6	Union	24.5	21.7	32.5
Cleveland	0	18.2	35	Madison	51.5	40.4	56.5	Vance	31.3	24.1	26
Columbus	26	24.9	30.6	Martin	41	25.6	32	Wake	24	22.7	29.1
Craven	25.4	22.7	30.1	McDowell	12	19.1	30	Warren	29	22.4	24
Cumberland	28.8	27.4	35.2	Mecklenburg	26.4	27.5	39.1	Washington	0	28.2	41
Currituck	29.5	22.5	34.4	Mitchell	0	28.7	0	Watauga	0	28.5	34.8
Dare	0	23.4	37.3	Montgomery	29	22.8	38.6	Wayne	17.2	24	31.9
Davidson	14	24.7	34	Moore	0	21.4	28	Wilkes	29.6	26.6	39
Davie	18.4	22.2	41	Nash	25.3	20.7	28.4	Wilson	29.1	24	23.2
Duplin	33.5	27.6	40.8	New Hanover	32.1	25	35.4	Yadkin	9	24	0
Durham	26.4	27	34.6	Northampton	23.6	19.3	34.5	Yancey	0	22.6	36
Edgecombe	17	21.6	31.8	Onslow	22.2	21	29				
Forsyth	23.5	24	25.5	Orange	22	24.3	38.3				

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS CASE DECISIONS

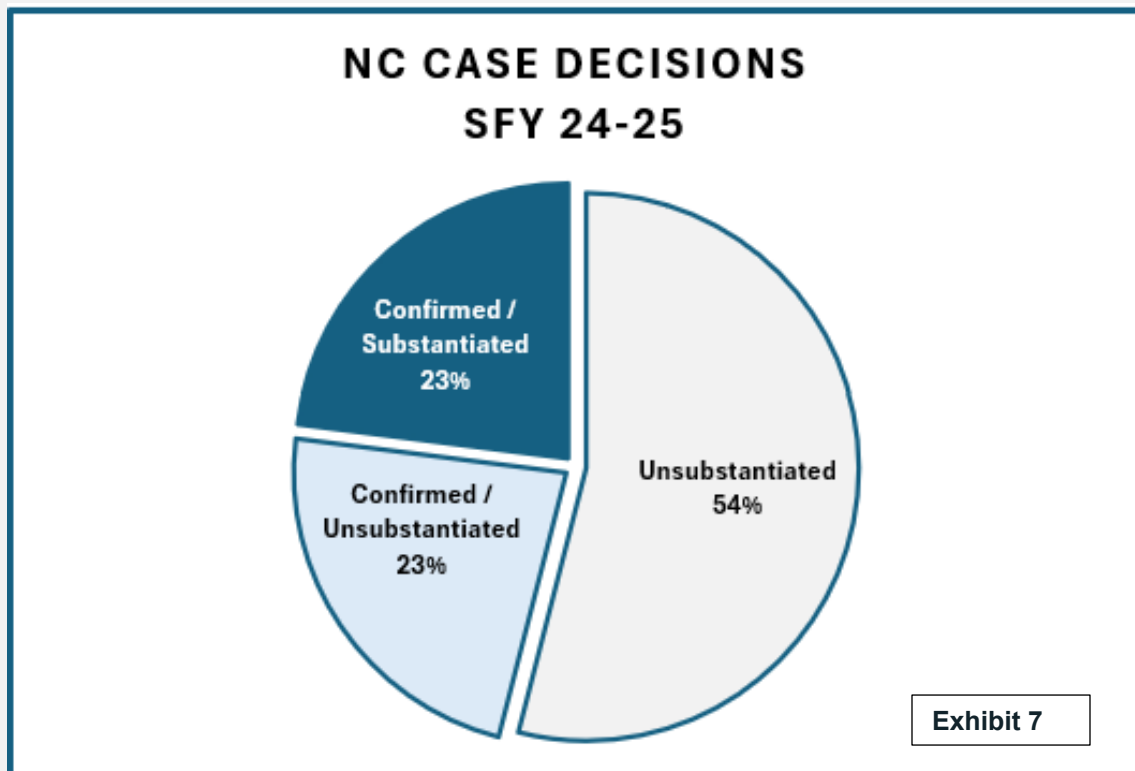
North Carolina Administrative Code 10A NCAC 71A .0209 establishes that an APS report is to be **substantiated** when all of the following criteria are met:

- The adult is determined to be **disabled**;
- The adult is determined to be **abused, neglected, or exploited**; and
- The adult is determined to be **in need of protective services**.

APS case decisions fall into three categories: **confirmed and substantiated**, **confirmed and unsubstantiated**, and **unsubstantiated**.

- **Confirmed and substantiated** cases meet all statutory criteria, indicating that maltreatment occurred and protective services are needed.
- **Confirmed and unsubstantiated** cases indicate that maltreatment occurred, but protective services are not required at the conclusion of the evaluation, such as when the safety/risk has already been resolved.
- **Unsubstantiated** cases are those in which maltreatment is not found or one or more of the required statutory criteria is not met.

As reflected in SFY 2024–25 case decision data, **54 percent** of APS cases were unsubstantiated, **23 percent** were confirmed and substantiated, and **23 percent** were confirmed and unsubstantiated.



*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS CASE DECISIONS BY COUNTY

# 22%

The average substantiation rate for North Carolina  
APS cases for SFY 24-25

COUNTY NAME	CONFIRM. RATE	SUB. RATE	COUNTY NAME	CONFIRM. RATE	SUB. RATE	COUNTY NAME	CONFIRM. RATE	SUB. RATE
Alamance	58%	45%	Franklin	41%	30%	Pamlico	25%	15%
Alexander	45%	23%	Gaston	45%	23%	Pasquotank	60%	45%
Alleghany	90%	40%	Gates	75%	25%	Pender	60%	20%
Anson	41%	8%	Graham	25%	7%	Perquimans	47%	29%
Ashe	60%	20%	Granville	60%	31%	Person	60%	40%
Avery	54%	27%	Greene	68%	9%	Pitt	42%	19%
Beaufort	70%	16%	Guilford	61%	33%	Polk	32%	20%
Bertie	71%	19%	Halifax	37%	21%	Randolph	46%	13%
Bladen	61%	15%	Harnett	70%	30%	Richmond	55%	10%
Brunswick	53%	23%	Haywood	45%	12%	Robeson	61%	42%
Buncombe	40%	28%	Henderson	52%	16%	Rockingham	52%	22%
Burke	24%	11%	Hertford	62%	36%	Rowan	47%	19%
Cabarrus	50%	20%	Hoke	31%	21%	Rutherford	17%	4%
Caldwell	53%	30%	Hyde	60%	47%	Sampson	59%	50%
Camden	77%	16%	Iredell	26%	3%	Scotland	20%	5%
Carteret	55%	13%	Jackson	75%	55%	Stanly	39%	16%
Caswell	25%	8%	Johnston	51%	18%	Stokes	42%	8%
Catawba	36%	21%	Jones	39%	18%	Surry	47%	32%
Chatham	54%	33%	Lee	53%	28%	Swain	31%	17%
Cherokee	57%	17%	Lenoir	43%	14%	Transylvania	35%	17%
Chowan	60%	33%	Lincoln	40%	26%	Tyrrell	85%	74%
Clay	48%	17%	Macon	43%	23%	Union	62%	23%
Cleveland	45%	22%	Madison	35%	11%	Vance	47%	26%
Columbus	61%	15%	Martin	51%	31%	Wake	29%	15%
Craven	54%	23%	McDowell	46%	20%	Warren	60%	30%
Cumberland	35%	7%	Mecklenburg	32%	19%	Washington	52%	27%
Currituck	53%	14%	Mitchell	58%	35%	Watauga	36%	4%
Dare	51%	24%	Montgomery	26%	17%	Wayne	41%	21%
Davidson	27%	8%	Moore	39%	3%	Wilkes	30%	12%
Davie	60%	23%	Nash	65%	36%	Wilson	42%	31%
Duplin	59%	11%	New Hanover	62%	43%	Yadkin	31%	17%
Durham	41%	21%	Northampton	61%	30%	Yancey	50%	17%
Edgecombe	40%	21%	Onslow	44%	22%			
Forsyth	40%	18%	Orange	44%	18%			

**Note:** County substantiation rates that are more than five percentage points below the statewide average are highlighted in yellow for reference.

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m.*

# APS SERVICE AUTHORIZATIONS

After determining that protective services are needed and completing the capacity decision, the agency must obtain service authorization **without delay and before providing Adult Protective Services (APS)**. The outcome of the capacity decision determines how APS services are authorized. Service authorization pathways include the following:

## When the adult has capacity

- The adult **consents** to APS services (1,765 cases in SFY 24–25)
- The adult **refuses** APS services (1,407 cases in SFY 24–25)

## When the adult does not have capacity

- A **legally authorized surrogate decision-maker** consents to APS services (349 cases in SFY 24–25)
- **Court authorization** is obtained to provide APS services (1,150 cases in SFY 24–25)

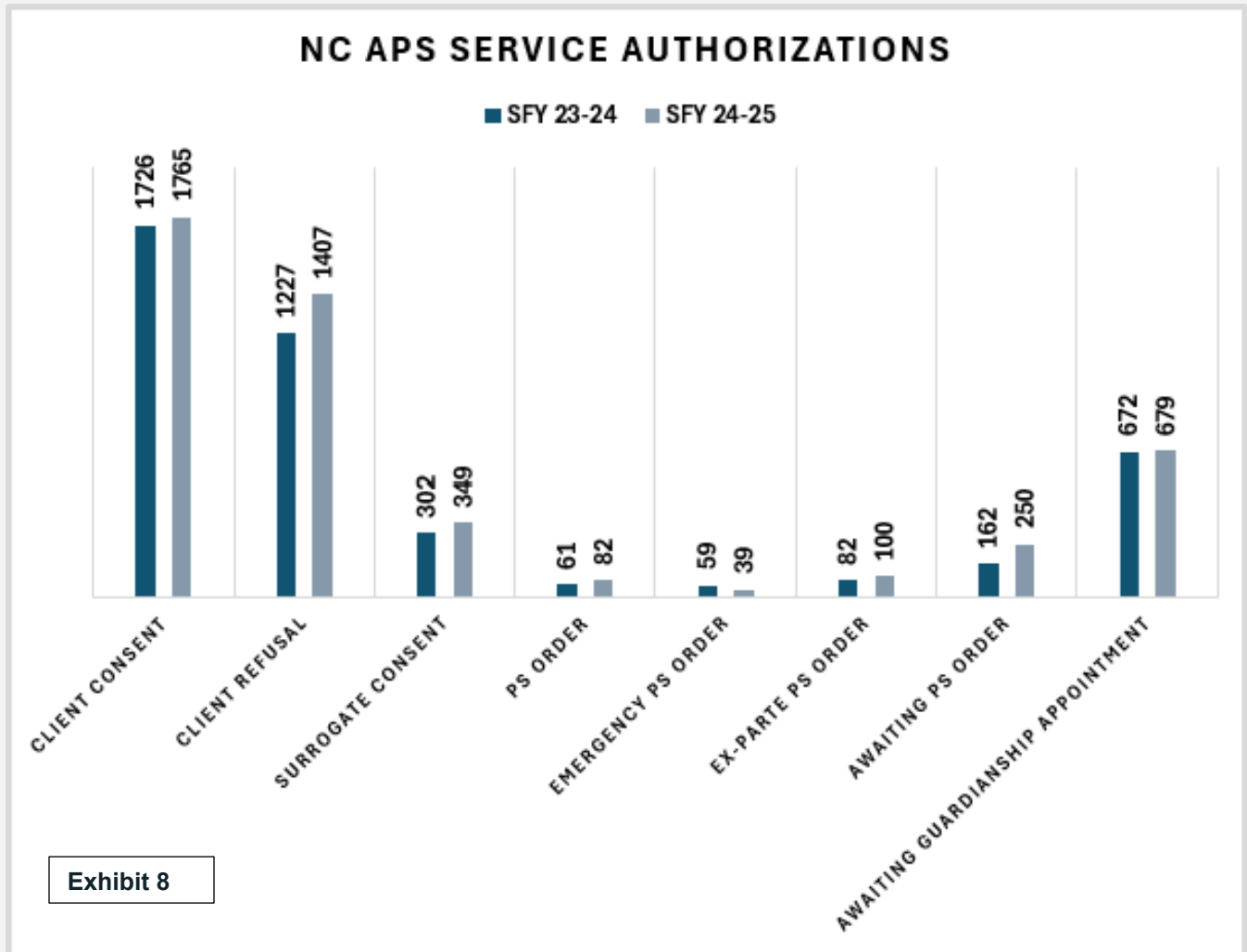


Exhibit 8

*This data originates from the APS Registers 130-1 Report pulled 6/30/2025 at 8 p.m.*

# APS SERVICE AUTHORIZATIONS

To minimize risk and safety concerns for adults determined to be disabled, maltreated, and in need of protection, county Departments of Social Services must be prepared to pursue service authorization without delay following a substantiated Adult Protective Services (APS) case decision. When an adult lacks capacity and does not have a legally authorized surrogate decision maker, timely court involvement is essential to ensure protection and prevent further harm. Based on the information gathered during the evaluation, agencies should be prepared to file the appropriate petition on the same day the case decision is rendered.

North Carolina provides three legal mechanisms for authorizing protective services in APS cases, depending on the urgency of the situation:

- **Ex Parte Order for Emergency Services**  
Authorized under G.S. 108A-106, this order may be issued immediately without prior notice when there is a likelihood of death or irreparable harm and delay would endanger the adult.
- **Emergency Order for Protective Services**  
Also governed by G.S. 108A-106, this allows for expedited judicial review and authorization when urgent action is needed but the circumstances do not require an ex parte order.
- **APS Order Authorizing Protective Services**  
Under G.S. 108A-105, when there is no immediate danger but the adult is determined to be disabled and in need of protection, the court must hold a hearing and issue an order authorizing services. The statute requires the court to set the hearing within 14 days of filing the petition.

APS orders are the statutory tools specifically designed to support the timely authorization of protective services for adults determined to be disabled, maltreated, and in need of protection. However, data indicate that guardianship orders are frequently used in place of APS-specific orders, despite being more restrictive and not designed to ensure timely intervention. Guardianship proceedings can result in delays that prolong risk to the adult.

In SFY 24–25, counties reported through monthly APS surveys that **492 individuals experienced delays in protection exceeding 14 days** from the case decision date. In response, the Division of Social Services, Adult Services established a statewide priority for SFY 25–26 to collaborate with county Departments of Social Services to eliminate delays and ensure timely service authorization.



*This data originates from the APS Registers 130-1 Report pulled 6/30/2025 at 8 p.m.*

# APS MOBILIZATION OF PROTECTION

Once service authorization is secured, the case moves into the Planning and Mobilization of Protective Services. APS is a crisis-oriented service and the adult's situation should be stabilized as quickly as possible. While protective services are being provided, cases must be continuously reassessed to determine whether the need for protection continues.

Although there are no prescribed time limits for the mobilization of protective services, protection must be implemented as promptly as possible. The service plan should include goals that directly address the identified protective needs and are SMART, meaning they are specific, measurable, achievable, realistic, and time limited.

---

The average number of days for mobilization of protective services in NC for SFY 24-25 was

**74.1 Days**

---

The state DSS-5027 form documents when an individual receives Adult Services and the services provided. As a priority continuing into SFY 24–25, NCDHHS Adult Services and county Departments of Social Services worked to ensure that DSS-5027 forms were kept open only for individuals actively receiving services, supporting accurate service tracking and reporting.

---

The distinct client count for APS mobilization and planning services as of June 30, 2025 was

**1,654 clients**

---

This means that during SFY 24–25, there were 1,654 adults with open DSS-5027 records for Adult Protective Services (APS) Planning and Mobilization of services.

*This data originates from the APS Registers 180-1 Report pulled 6/30/2025 at 8 p.m. and from the CSDW system.*

# APS FUNDING

APS is partially funded through the federal Social Services Block Grant (SSBG), which supports a wide range of programs administered by county Departments of Social Services. Because SSBG funding is limited and must be distributed across multiple services, allocations may be fully expended during the fiscal year. When SSBG funds are exhausted, counties must rely on local funds to continue providing this legally mandated service.

In SFY 24-25 funds from the American Rescue Plan Act (ARPA) that were previously provided to meet citizens' essential needs were exhausted.

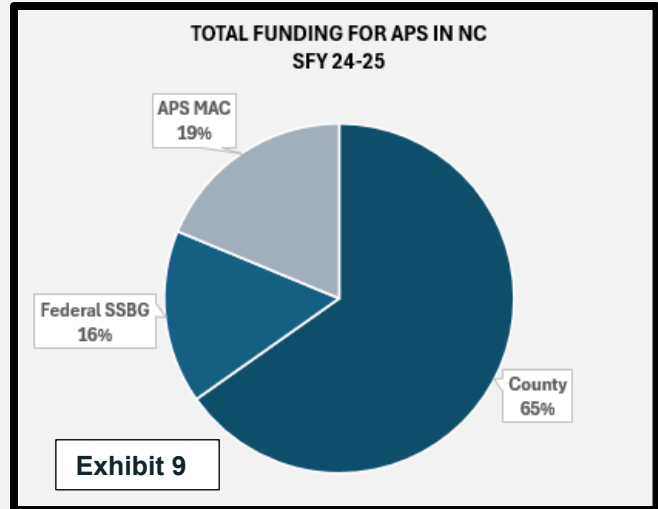


Exhibit 10

APS FUNDING FOR NC SFY24-25



*This data was provided by NCDHHS Division of Aging, Budget.*

# APS FEDERAL RULE

On May 7, 2024, the Administration for Community Living (ACL) issued the first-ever federal regulations for Adult Protective Services, establishing a national framework to promote greater consistency, quality, and accountability across state APS systems. These regulations took effect on June 7, 2024, and all states must be fully compliant by May 8, 2028.

The federal regulations establish minimum expectations for APS operations nationwide, including:

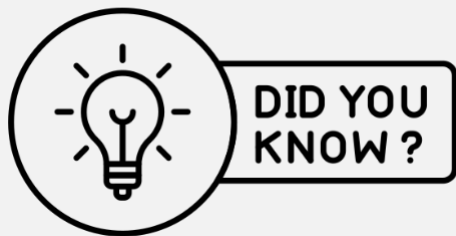
- Tiered response timelines based on risk level
- Continuous access for reporting concerns, including online options
- Emphasis on least restrictive approaches and person-directed services
- Safeguards to prevent conflicts of interest
- Enhanced coordination with law enforcement, Medicaid, and other partners

Implementing these standards will require statewide coordination and system readiness. In North Carolina, this includes strengthening capacity and alignment across state and county Adult Protective Services operations.

To meet the federal requirements, North Carolina will need to focus on:

- Workforce readiness and training
- Technology and systems that support continuous intake and case tracking
- Cross-agency coordination and information sharing
- Legal and administrative processes that support timely protective interventions

As North Carolina works toward full compliance with the federal APS regulations, ongoing review of state statutes, administrative rules, and policy guidance may be needed to ensure continued alignment with federal expectations and support consistent statewide practice.



**NCDHHS ADULT SERVICES BEGAN TO FOCUS ON APS PROGRAM IMPROVEMENT IN SFY22-23. THIS WORK WILL CONTINUE TO ADVANCE THROUGH COLLABORATIVE SESSIONS WITH STAKEHOLDERS AND COUNTY DSS AGENCIES.**

# APS KEY OBSERVATIONS



## APS EVALUATION

**APS evaluations** completed in North Carolina **increased by 13%** compared to SFY 23–24, reflecting greater engagement with vulnerable adults and a growing need for APS response to concerns related to abuse, neglect, and exploitation.



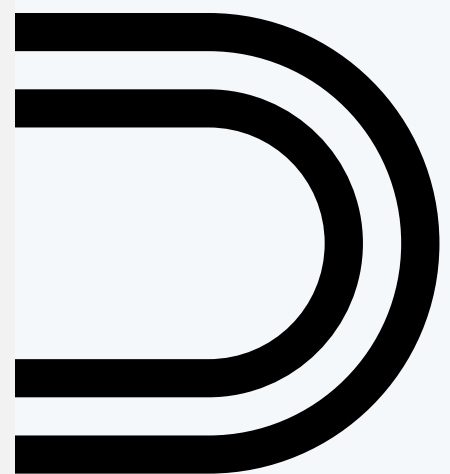
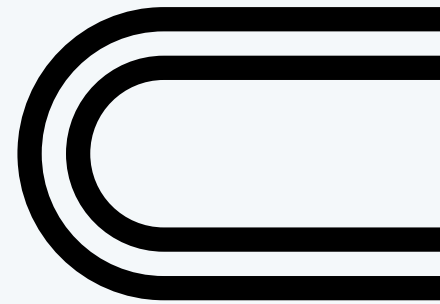
## TIMELY INTERVENTIONS

Guardianship petitions accounted for approximately 59% of APS-related court filings, while 492 individuals experienced delays in protection. These data underscore the importance of **prioritizing APS-specific court orders to support timely, least restrictive interventions.**



## FUNDING

County funding for APS has increased each year, reflecting a growing share of responsibility for sustaining APS operations. In SFY 24-25, **counties funded 65% of APS** in North Carolina.



# GUARDIANSHIP

Guardianship in North Carolina is governed by **General Statutes Chapter 35A**, which establishes the legal process for determining whether an adult lacks capacity to manage personal, medical, or financial affairs and for appointing a guardian to support that individual. An adult may be adjudicated incompetent when, due to mental or organic impairment, they are unable to manage their affairs or communicate important decisions.

Chapter 35A emphasizes that guardianship is a **last resort**, to be used only when less restrictive alternatives are insufficient to protect the adult's interests. Guardianship proceedings are initiated as special proceedings before the county clerk of superior court, where the clerk evaluates evidence of capacity and appoints a guardian of the person, the estate, or both, based on the adult's needs.

Guardians may include family members, friends, private entities, or, when no suitable private guardian is available, a **disinterested public agent**. Pursuant to Chapter 35A, a **county Department of Social Services** may be appointed by the clerk of superior court to serve as a disinterested public agent, assuming guardianship responsibilities when necessary to protect the adult.

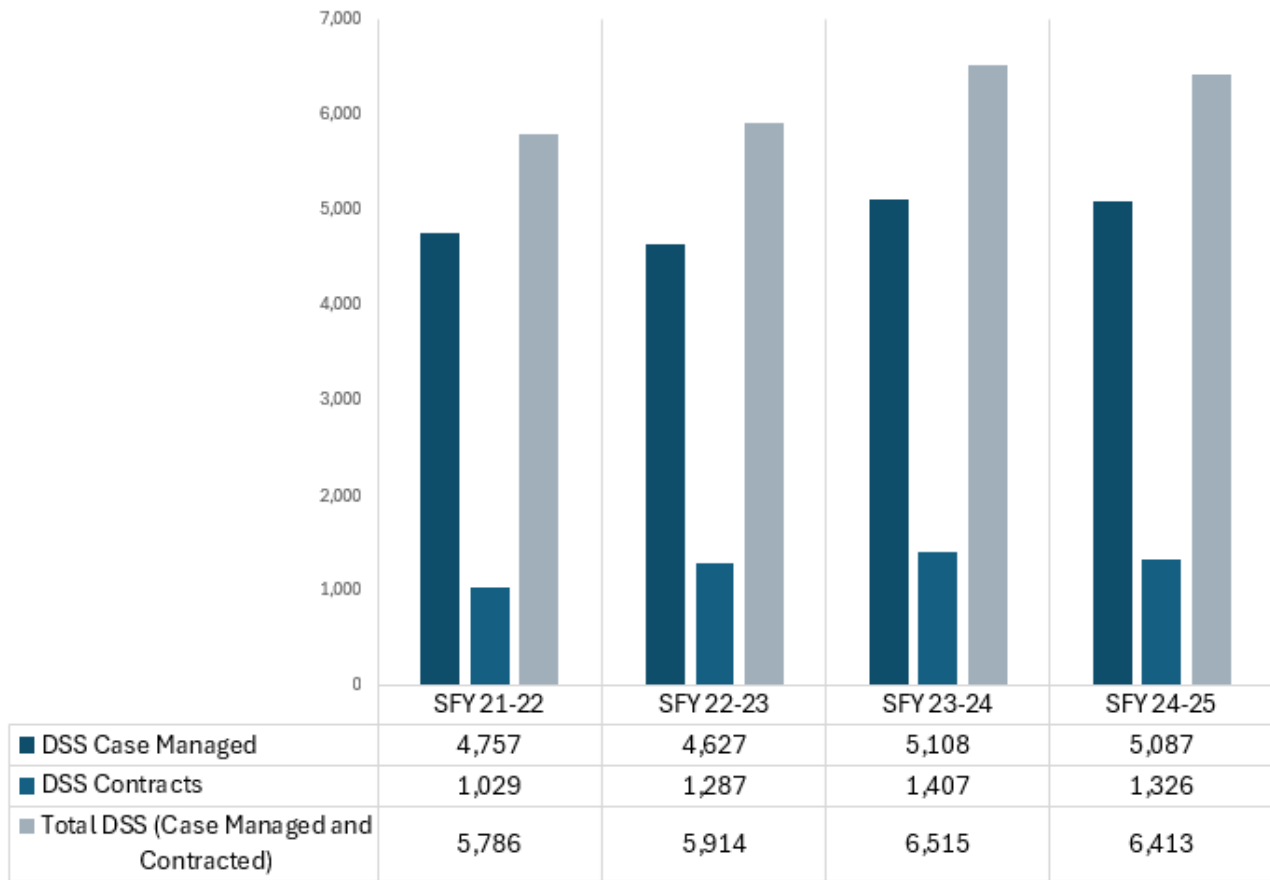
Public guardianship functions are mandated by statute and are largely carried out and funded at the county level, often within limited resource environments.

# DSS GUARDIANSHIP

In North Carolina, county Departments of Social Services may provide guardianship case management directly or contract with private agencies while retaining oversight responsibility. The total number of guardianships overseen by DSS, including both case-managed and contracted arrangements, decreased slightly from 6,515 in SFY 23–24 to 6,413 in SFY 24–25.

This modest decrease may reflect early impacts of **Session Law 2023–124, which became effective January 1, 2024**, and requires courts to consider and document least restrictive alternatives prior to appointing a guardian, along with ongoing statewide efforts to promote alternatives to guardianship when appropriate.

**DEPARTMENT OF SOCIAL SERVICES GUARDIANSHIPS SFY 24-25**



**Exhibit 11**

*DSS case management data originates from the DPAG Report as of 6/30/2025. DSS contract data originates from county surveys.*

# INDIVIDUALS UNDER GUARDIANSHIP BY COUNTY

**5,087** Total Cases  
Managed by DSS'

**1,326** Total Cases  
Contracted by DSS'

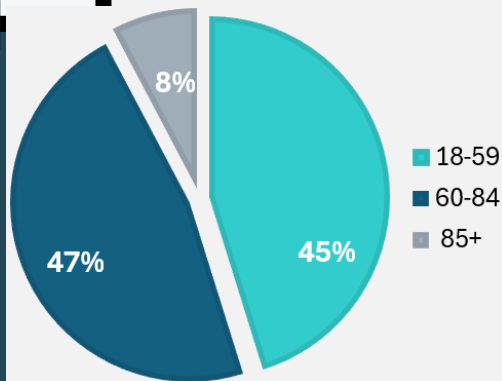
**6,413** Total DSS Cases  
(Case Managed and Contracted)

COUNTY NAME	Case Mgmt by DSS	Contract by DSS	Total Served by DSS	COUNTY NAME	Case Mgmt by DSS	Contract by DSS	Total Served by DSS	COUNTY NAME	Case Mgmt by DSS	Contract by DSS	Total Served by DSS
Alamance	139	32	171	Franklin	27	5	32	Pamlico	16	0	16
Alexander	13	0	13	Gaston	89	102	191	Pasquotank	43	0	43
Alleghany	28	0	28	Gates	3	0	3	Pender	41	0	41
Anson	12	0	12	Graham	20	0	20	Perquimans	20	0	20
Ashe	53	0	53	Granville	26	0	26	Person	67	0	67
Avery	10	0	10	Greene	7	0	7	Pitt	201	0	201
Beaufort	37	0	37	Guilford	332	1	333	Polk	34	1	35
Bertie	15	0	15	Halifax	24	0	24	Randolph	56	0	56
Bladen	39	0	39	Harnett	26	15	41	Richmond	60	62	122
Brunswick	34	0	34	Haywood	38	9	47	Robeson	30	0	30
Buncombe	0	146	146	Henderson	19	66	85	Rockingham	72	14	86
Burke	56	17	73	Hertford	11	0	11	Rowan	88	0	88
Cabarrus	69	0	69	Hoke	10	9	19	Rutherford	53	10	63
Caldwell	47	8	55	Hyde	4	0	4	Sampson	5	56	61
Camden	7	0	7	Iredell	29	0	29	Scotland	28	0	28
Carteret	59	4	63	Jackson	21	1	22	Stanly	20	0	20
Caswell	27	0	27	Johnston	128	1	129	Stokes	31	7	38
Catawba	139	2	141	Jones	5	0	5	Surry	49	0	49
Chatham	32	0	32	Lee	27	9	36	Swain	6	5	11
Cherokee	21	11	32	Lenoir	14	0	14	Transylvania	0	43	43
Chowan	12	0	12	Lincoln	32	17	49	Tyrrell	2	0	2
Clay	0	5	5	Macon	6	7	13	Union	62	0	62
Cleveland	47	48	95	Madison	18	0	18	Vance	19	0	19
Columbus	24	0	24	Martin	15	0	15	Wake	487	494	981
Craven	98	0	98	McDowell	47	0	47	Warren	11	0	11
Cumberland	220	0	220	Mecklenburg	350	3	353	Washington	6	6	12
Currituck	10	0	10	Mitchell	19	3	22	Watauga	21	0	21
Dare	14	0	14	Montgomery	11	0	11	Wayne	91	0	91
Davidson	78	45	123	Moore	22	0	22	Wilkes	41	0	41
Davie	18	0	18	Nash	37	0	37	Wilson	0	43	43
Duplin	11	0	11	New Hanover	158	1	159	Yadkin	14	2	16
Durham	146	0	146	Northampton	9	0	9	Yancey	21	3	24
Edgecombe	12	0	12	Onslow	74	0	74				
Forsyth	161	0	161	Orange	46	13	59				

*DSS case management data originates from the DPAG Report as of 6/30/2025. DSS contract data originates from county surveys.*

# GUARDIANSHIP CLIENT DEMOGRAPHICS

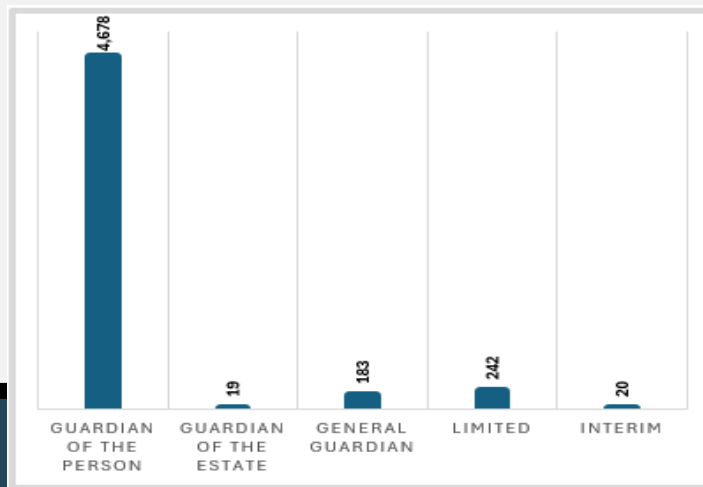
## Age



Adults age 60 and older account for 55% of guardianship cases in North Carolina, while 45% involve adults ages 18 to 59. According to the 2022 North Carolina Aging Profiles, (found by clicking [here](#)) the population of adults age 60 and older is projected to grow by 39% by 2042, indicating continued demand for guardianship services among older adults.

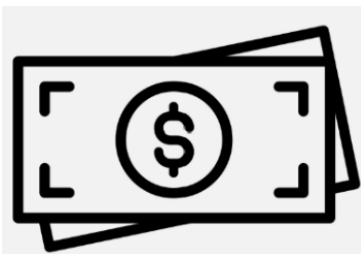
County Departments of Social Services also report that the increasing share of guardianship clients ages 18 to 59 has added complexity to case management. Younger adults often present with more variable functional abilities and multifaceted behavioral health and support needs,

## Type of Guardianships



The vast majority of guardianships in North Carolina (91%) are guardianships of the person.

## Bond Amounts



\$3,000	4,899 clients
\$3,001 - \$10,000	15 clients
\$10,001 - \$20,000	66 clients
\$20,001+	96 clients

The vast majority of guardianships in North Carolina (97%) are bonded for \$3000.

*DSS case management data originates from the DPAG Report as of 6/30/2025.*

# STATE GUARDIANSHIP CONTRACTS

In addition to guardianship services overseen directly by county Departments of Social Services, NCDHHS Adult Services manages contracts on behalf of county DSS agencies for 1,410 individuals who receive guardianship services through six private guardianship corporations. Each corporation serves a defined number of individuals in accordance with its contractual agreement.

---

Individuals served through guardianship contracts managed by NCDHHS Adult Services

**1,410**

---

The six private guardianship corporations that NCDHHS contracts with are:

**The Arc of North Carolina**

**Case Management Services**

**Empowering Lives Guardianship Services**

**G-Gems**

**Hope for the Future**

**Phoenix Counseling**

---



The statewide contracts totaled **\$3,795,442.80** for SFY 24-25.

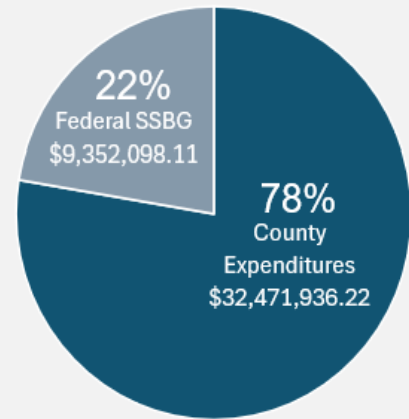
The amount for each individual per month was **\$226.09**.

# GUARDIANSHIP FUNDING

Guardianship services are funded in part through the federal Social Services Block Grant (SSBG). However, SSBG funds support multiple programs administered by county Departments of Social Services and may be fully expended during the fiscal year. When federal funds are exhausted, counties must rely on local resources to continue providing this statutorily mandated service.

As guardianship plays a critical role in protecting adults who have been adjudicated incompetent and lack the ability to manage personal or financial affairs, counties have assumed an increasing share of the financial responsibility. County expenditures for guardianship services increased from approximately **\$8 million in SFY 21–22 to \$32.5 million in SFY 24–25**, representing a **304% increase** over this period. This growth reflects the expanding demand for guardianship services and the sustained role of counties in ensuring continuity of care for vulnerable adults.

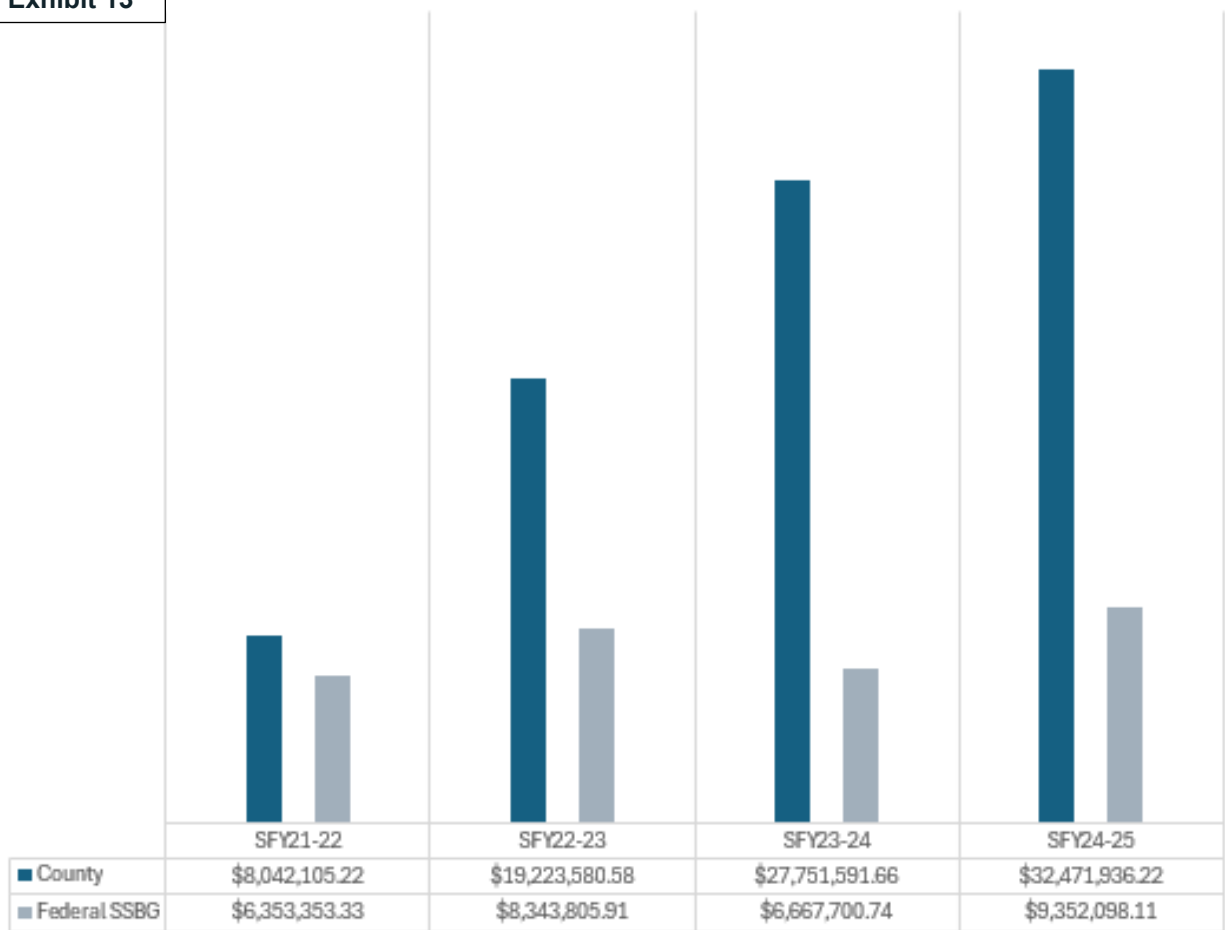
**Total Funding for Guardianship in SFY 24-25**



**Exhibit 12**

## GUARDIANSHIP FUNDING FOR NORTH CAROLINA

**Exhibit 13**



# GUARDIANSHIP KEY OBSERVATIONS



## CONSISTENT GUARDIANSHIP CASELOADS

Guardianship caseloads have held steady across SFY 24–25, underscoring the importance of maintaining sustainable support structures.



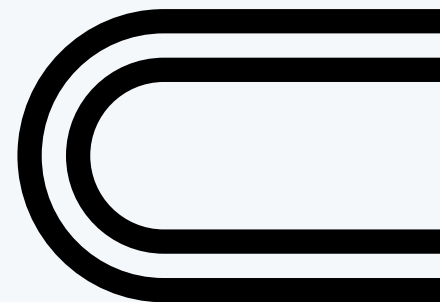
## INCREASING CASE COMPLEXITY

**45%** of guardianship clients are aged 18-59, a trend counties report has increased case complexity due to more variable functional abilities and multifaceted behavioral health and support needs.



## FUNDING

Counties fund approximately **78%** of Guardianship services, and this share continues to steadily increase.



# SPECIAL ASSISTANCE IN-HOME CASE MANAGEMENT

The State and County Special Assistance In-Home Case Management Program (SAIH-CM) helps eligible low-income adults who need the level of care provided in a residential facility remain safely in their own homes. Instead of moving to an assisted living facility or similar setting, individuals can receive in-home supports and a cash supplement intended to meet essential needs such as food, shelter, utilities, transportation, and services that support daily living.

County Departments of Social Services play a central role in the SAIH-CM Program. Trained case managers work directly with individuals and their families to:

- **Conduct a comprehensive in-home assessment** to understand how health, support systems, housing, and financial factors affect the person's ability to remain safely at home.
- **Develop a person-centered service plan** that identifies needed supports and outlines how they will be provided.
- **Coordinate and monitor services** over time to help individuals stay in their private living arrangement.

Participation in the program includes eligibility screening, assessment, and case management to ensure that the supports identified through the assessment are delivered and adjusted as needs change.

# SAIH-CM CLIENTS SERVED

County Departments of Social Services have worked diligently since December 2021 to eliminate waitlists for the SAIH-CM program in response to Session Law 2021-180, which required removal of waitlists to ensure equitable access to in-home supports for eligible individuals. By SFY 23–24, 100% of counties had eliminated SAIH-CM waitlists, ensuring compliance with the law and expanding access to services that support individuals in remaining safely in their homes and communities.

The number of individuals served through SAIH-CM has increased steadily. In **SFY 24–25, county DSS agencies served 4,719 individuals**, an increase of 1,342 individuals statewide (**40% increase**) compared to SFY 23–24. From SFY 21–22 to SFY 24–25, the number of individuals served through SAIH-CM increased by approximately 102% statewide.

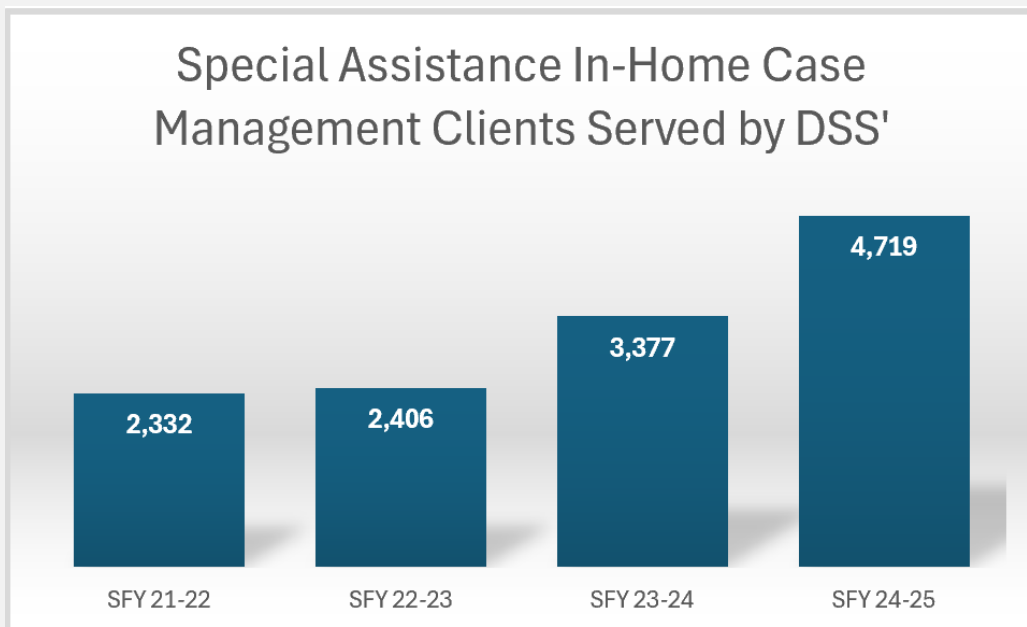


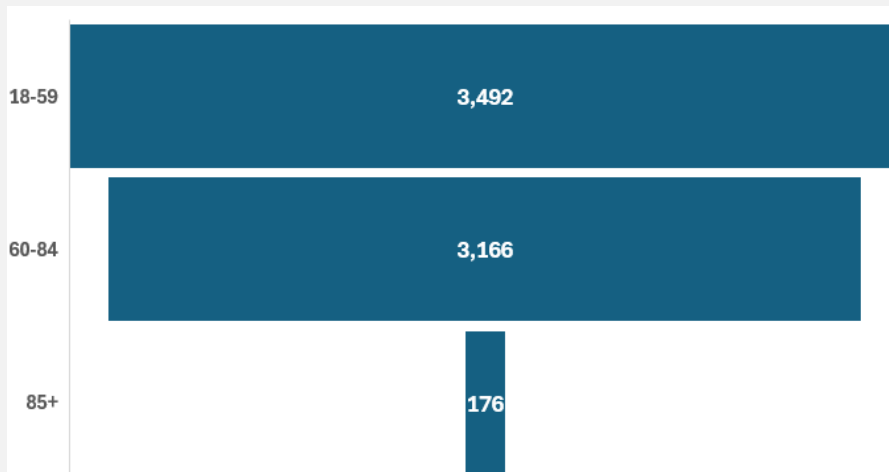
Exhibit 14

Counties have reported that this increase in SAIH-CM participation has had a measurable operational impact. In SFY 24–25, **80 county DSS agencies experienced growth in SAIH-CM caseloads**, with more than 36 counties reporting increases sufficient to support at least 50% of a social work position dedicated to SAIH-CM case management.

*This data originates from the NCFAST Report for June 2025.*

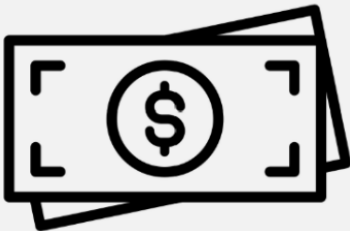
# SAIH-CM CLIENT DEMOGRAPHICS

## Age



Adults ages 18–59 represent the largest share of individuals served in the SAIH-CM program, slightly exceeding those age 60 and older.

## Net Income



\$0 - \$500	<1%
\$501 - \$1000	72%
\$1001 - \$1500	27%
\$1501 - \$1900	<1%

All SAIH-CM recipients have less than \$1,900 a month in net income. The majority of SAIH-CM recipients (72%) have \$1,000 a month or less in income.

*This data originates from the NCFAST Report for June 2025.*

# SAIH-CM KEY OBSERVATIONS



## **INCREASING SAIH-CM CASELOADS**

SAIH-CM caseloads have increased by 102% since SFY 21-22.



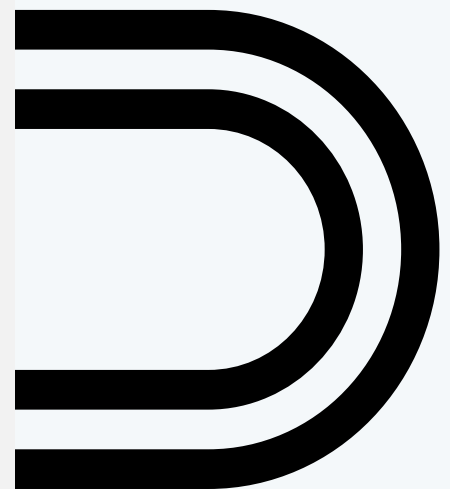
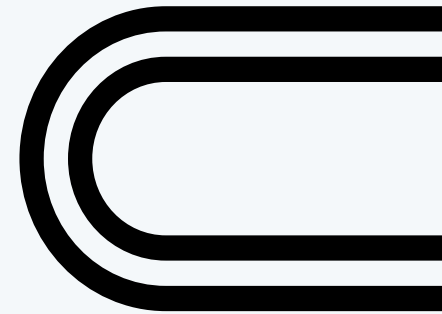
## **LEAST-RESTRICTIVE ALTERNATIVES**

SAIH-CM services assist disabled adults with staying in their least restrictive home environment.



## **CLIENT FINANCIAL NEED**

SAIH clients are below poverty level with 72% receiving \$1,000 a month or less in net income.



# ADULT SERVICES

## GENERAL SERVICES

In addition to the core statutory programs of APS, Guardianship, and SAIH-CM, county Departments of Social Services are also legally mandated to provide Adult Placement Services and to manage Unclaimed Body Disposition.

Under North Carolina Administrative Code **10A NCAC 71C .0101**, counties are required to respond to requests and referrals for **Adult Placement Services**. Placement Services frequently arise in connection with APS evaluations or guardianship interventions and are critical to ensuring that vulnerable or disabled adults are placed in safe and appropriate living environments when they can no longer remain in their current setting. Counties also receive and respond to referrals from hospitals, community providers, and family members and must coordinate placement planning accordingly.

County Departments of Social Services are also responsible for **Unclaimed Body Disposition** under **G.S. 130A-415**. In cases where no next of kin or responsible party can be located, or when remains are declined by the Commission of Anatomy, county Departments of Social Services coordinate final disposition, such as burial or cremation, in accordance with public health requirements. This statutory responsibility ensures dignity and respectful handling for all individuals.

# GENERAL SERVICES

## Adult Placement Services

Adult Placement Services assist vulnerable or disabled adults in finding appropriate living and health care arrangements when their health, safety, or well-being can no longer be maintained in their current living situation. These services support individuals who are unable to remain safely at home and require placement in adult care homes, nursing facilities, residential health care settings, or other appropriate living environments.

County Departments of Social Services help vulnerable or disabled adults complete required medical evaluations and financial applications, identify suitable placement options, and coordinate transitions to new living settings. Individuals may also receive counseling and support to assist with adjusting to placement changes.

Adult Placement Services support vulnerable or disabled adults who:

- Are unable to live safely in their own homes, even with available family or community supports
- Live in substitute homes, residential health care facilities, or institutions and need assistance relocating due to changes in care needs
- Are transitioning to more independent living arrangements
- Require ongoing support to maintain or adjust to a placement due to personal, family, or resource-related challenges

Adult Placement Services play a critical role in promoting safety, stability, and appropriate care for vulnerable and disabled adults across North Carolina.

---

## Unclaimed Body Disposition

Per North Carolina G.S. 130A-415, a county DSS director is responsible for arranging the final disposition of unclaimed deceased individuals when no family or legally responsible party can be identified and the body is declined by the Commission of Anatomy.

In SFY 23–24, county DSS agencies arranged final disposition for **836** unclaimed individuals statewide, at a cost of **\$499,551**. These costs were funded entirely from county resources.

*This data originates from county reports to NCDHHS on surveys.*

# ADULT SERVICES PROGRAM SUPPORT & OVERSIGHT

NCDHHS Adult Services provides statewide oversight and responsive support to all 100 county Departments of Social Services within North Carolina's state-supervised, county-administered Adult Services system. This oversight promotes consistency, accountability, and continuous quality improvement across Adult Services programs.

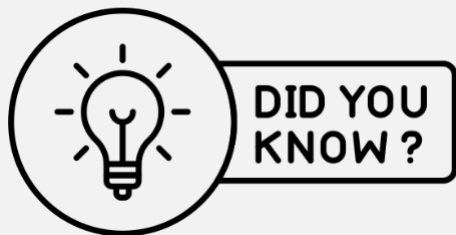
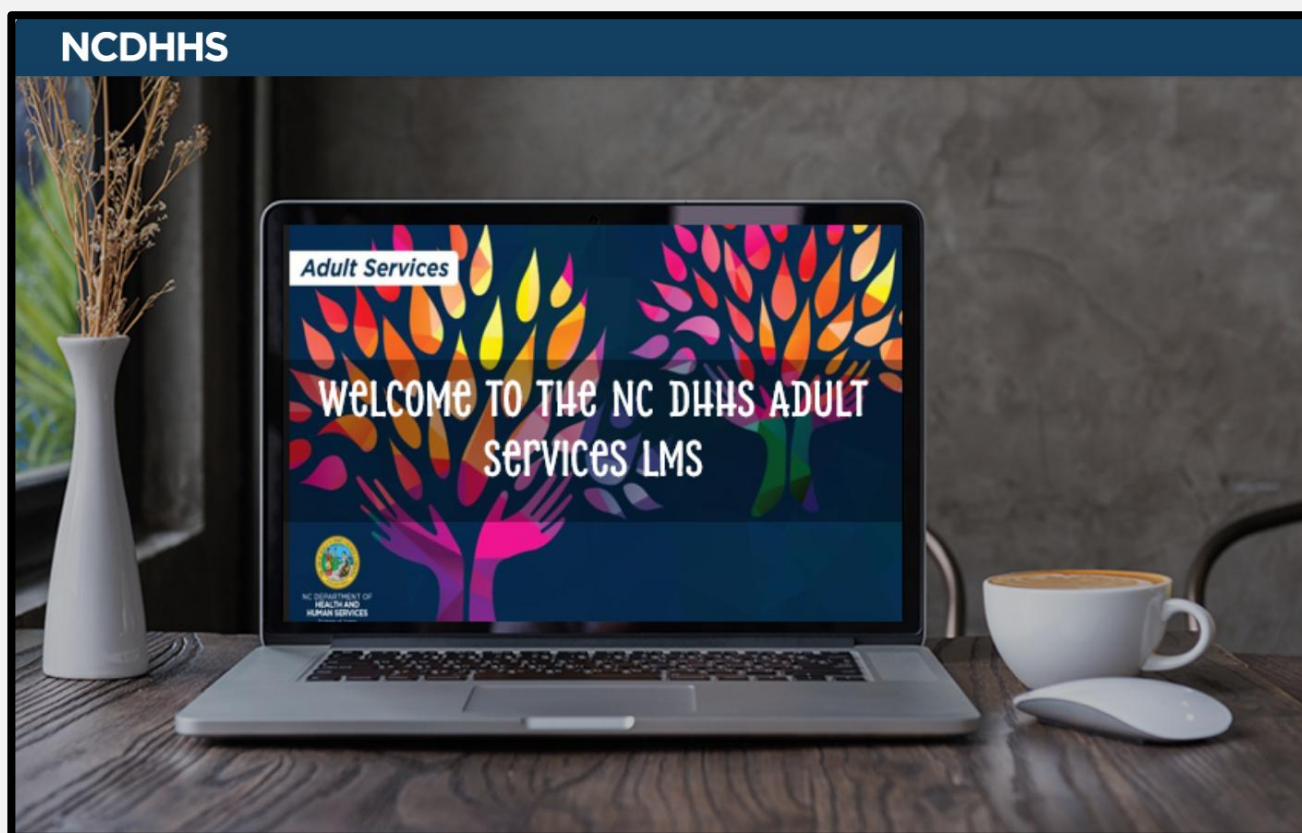
Counties receive accessible training, guidance, and technical assistance through multiple platforms, including the NCDHHS Adult Services Learning Management System (LMS), a centralized Adult Services SharePoint resource site, and a dedicated Adult Services Listserv staffed Monday through Friday to provide timely support and issue resolution.

In addition to technical assistance, NCDHHS Adult Services conducts structured Continuous Quality Improvement (CQI). Each county receives individualized CQI consultation at least quarterly using a standardized CQI tool to review data, assess practice alignment, and strengthen performance. Ongoing support is further reinforced through monthly Statewide Consultation Meetings and Regional Cluster Meetings that promote statewide consistency.

Together, these efforts reflect NCDHHS Adult Services' commitment to strong customer service, effective oversight, and continuous quality improvement, ensuring counties have the direction, tools, and accountability needed to protect vulnerable and disabled adults and strengthen service delivery across North Carolina.

# NCDHHS ADULT SERVICES PLATFORMS: LEARNING MANAGEMENT SYSTEM (LMS)

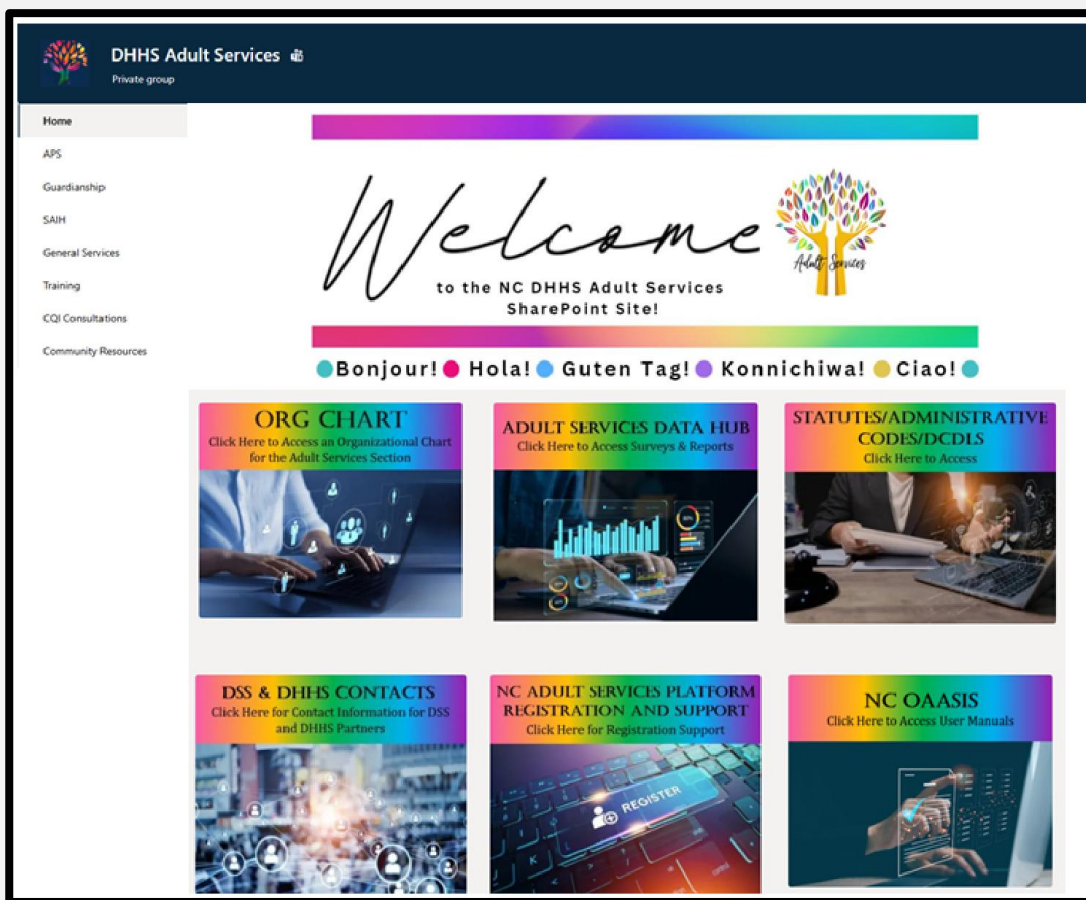
The **NCDHHS Adult Services Learning Management System (LMS)** is a centralized online training platform managed by NCDHHS Adult Services. It provides structured, accessible training opportunities for county Adult Services staff across North Carolina. The LMS hosts program-specific training tracks, which include instructor led courses and eLearning modules. These tracks support ongoing professional development and help ensure compliance with laws, policies, and procedures.



**THERE ARE 3,159 USERS REGISTERED  
ON THE LEARNING MANAGEMENT  
SYSTEM.**

# NCDHHS ADULT SERVICES PLATFORMS: SHAREPOINT

The **NCDHHS Adult Services SharePoint** is a centralized, secure platform designed to support county DSS and Adult Services professionals across North Carolina. It provides streamlined access to essential resources including policy manuals, forms, program updates, training materials, and technical guidance, all in one location. The SharePoint site has been accessed **189,722 times** since its launch on July 1, 2023.

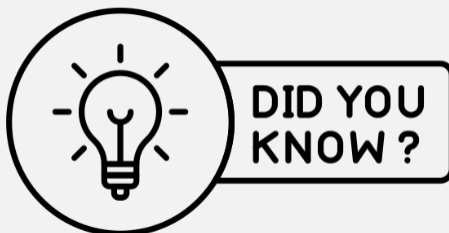


**DID YOU  
KNOW ?**

**THERE ARE 2,142 USERS REGISTERED  
ON THE SHAREPOINT SITE.**

# NCDHHS ADULT SERVICES PLATFORMS: ADULT SERVICES LISTSERV

The **NCDHHS Adult Services Listserv** serves as a centralized communication tool for county DSS and Adult Services leadership across North Carolina. It is used to distribute critical updates, policy guidance, training resources, and time-sensitive information related to APS, Guardianship, SAIH-CM, and other adult services programs. The listserv ensures consistent, statewide communication and supports counties by providing direct access to state-level program staff and resources Monday – Friday 8 a.m. – 5 p.m.



**709 QUESTIONS WERE ANSWERED BY  
THE NCDHHS ADULT SERVICES TEAM  
VIA THE ADULT SERVICES LISTSERV IN  
SFY 24-25.**

# DHHS ADULT SERVICES TRAINING

Since the launch of the NCDHHS Adult Services Learning Management System (LMS), Adult Services has significantly expanded statewide training opportunities. Over the past five years, instructor-led courses increased from 9 to 16, representing a **78%** increase and expanding opportunities for interactive, skills-based learning. During the same period, on-demand eLearning offerings grew from 2 to 41 courses, a **1,950%** increase, improving accessibility and flexibility for county staff.

This growth reflects NCDHHS Adult Services' ongoing commitment to workforce development and to equipping county professionals with the knowledge and skills needed to effectively serve vulnerable and disabled adults across North Carolina.

### NC DHHS Training Offerings

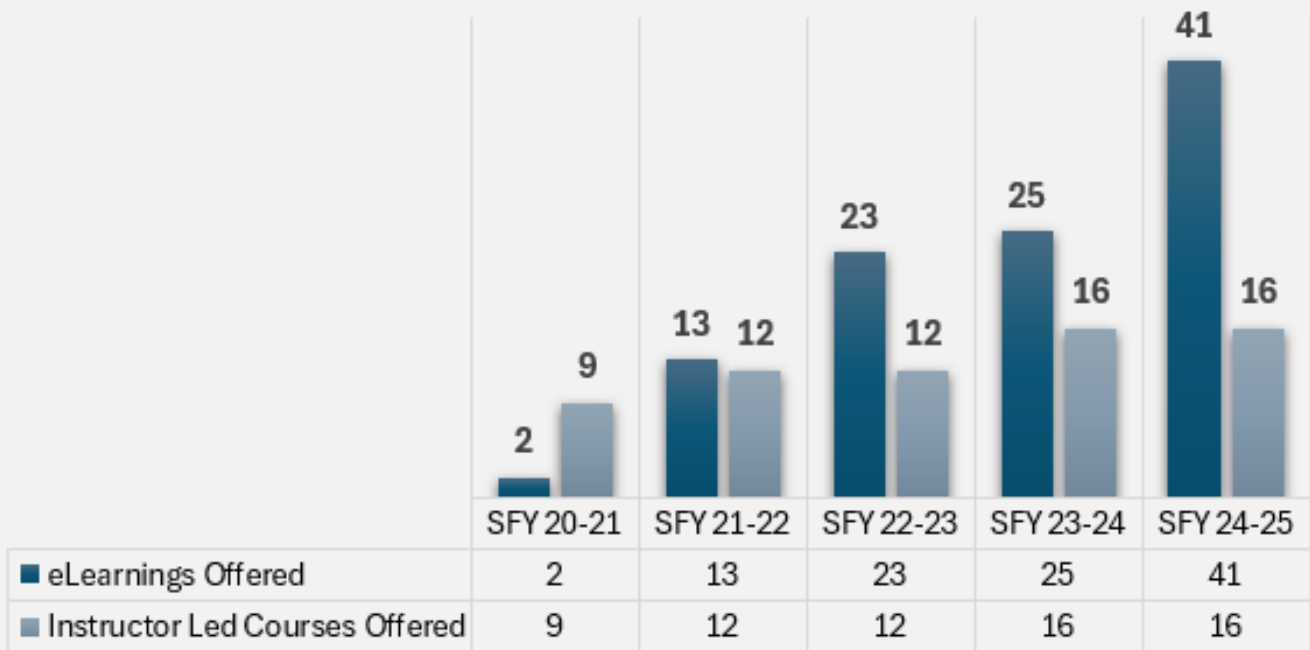


Exhibit 15

# DHHS ADULT SERVICES TRAINING

In SFY 24–25, NCDHHS Adult Services continued to expand both instructor-led and eLearning training opportunities. Total training hours increased from 834 in SFY 23–24 to 1,332 in SFY 24–25, representing a 60% increase in one year. Over the past five years, total training hours have increased by approximately 98%, reflecting sustained investment in workforce development and practice effectiveness.

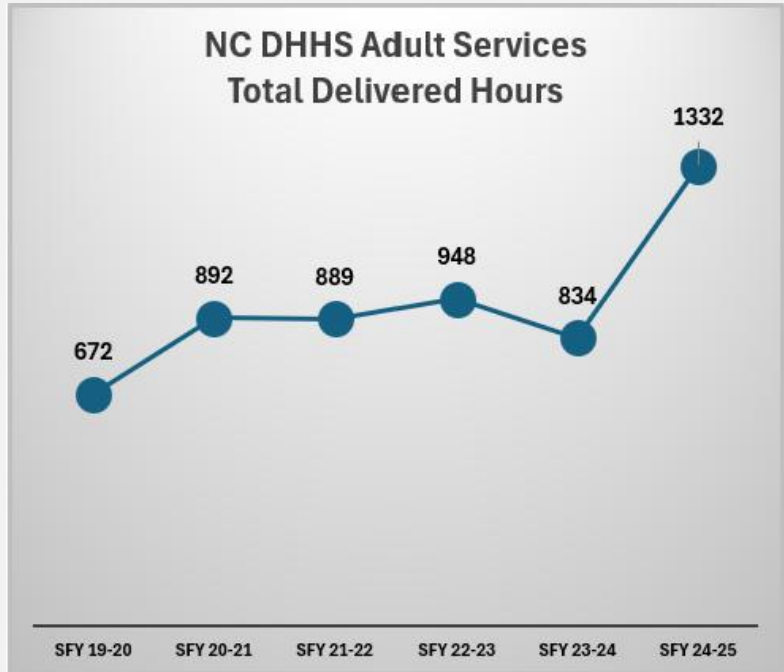


Exhibit 16

## NC DHHS ADULT SERVICES TRAINING HOURS BY PROGRAM

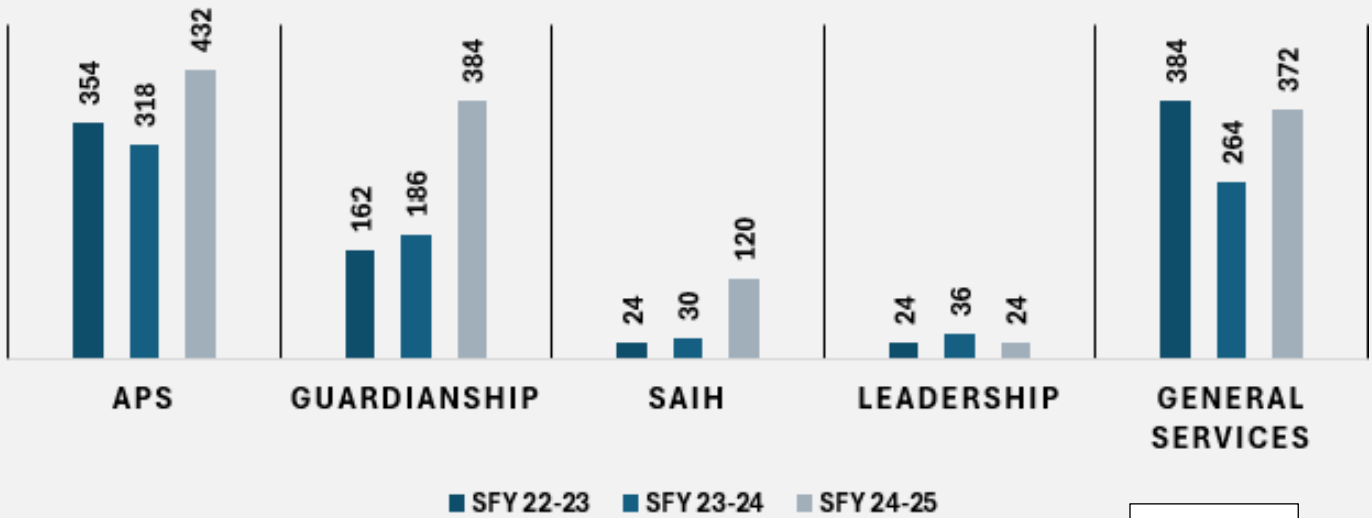
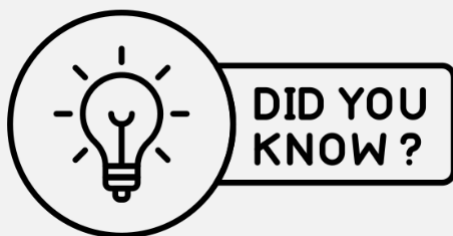


Exhibit 17

APS, Guardianship, SAIH, and General Services all had substantial increases in training hours delivered in SFY 24-25.

# NCDHHS CQI SUPPORT: MONTHLY STATEWIDE CONSULTATIONS AND REGIONAL CLUSTER MEETINGS

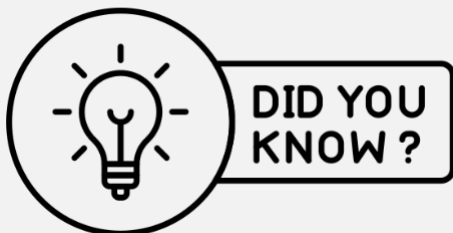
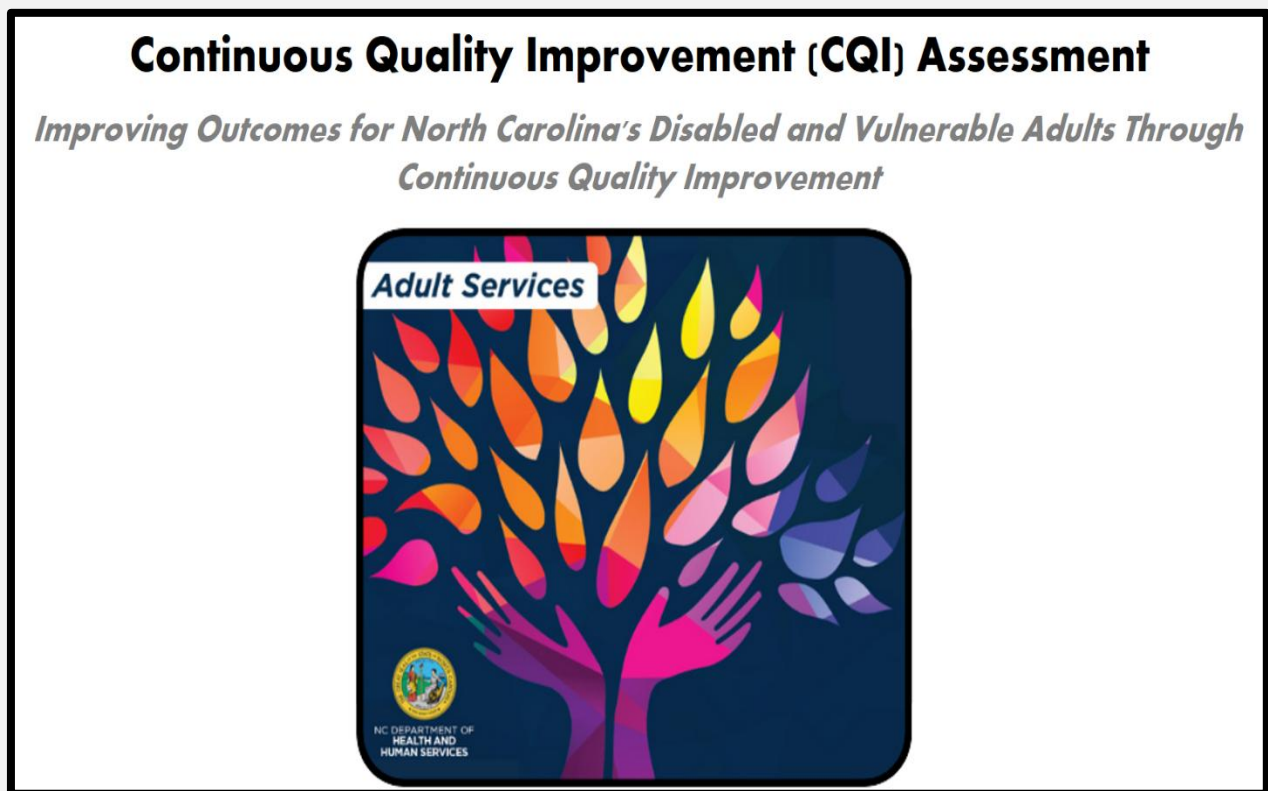
**NCDHHS Adult Services Monthly statewide consultations** ensure consistent engagement with all 100 counties and strengthen collaboration, training, and practice across North Carolina. Held virtually on the fourth Thursday of each month, the sessions include a statewide Town Hall focused on e-learning opportunities, program updates, guest speakers, and reminders, followed by regional breakout discussions led by Continuous Quality Improvement Specialists. This two-part structure supports continuous quality improvement, promotes peer-to-peer learning, enhances communication between state and local partners, and balances statewide alignment with region-specific support to improve outcomes for vulnerable adults and their communities.



**THE AVERAGE NUMBER OF ATTENDEES  
FOR STATEWIDE CONSULTATIONS FOR  
SFY 24-25 WAS 344.**

# NCDHHS CQI SUPPORT: QUARTERLY CQI CONSULTATIONS

The **NCDHHS Adult Services Quarterly CQI Consultations** provide personalized, county-specific support. Each CQI Specialist meets individually with their assigned counties to review all Adult Services programs using both quantitative and qualitative data. Together, the CQI Specialist and county identify strengths, assess areas for improvement, and collaboratively develop goals to promote ongoing growth. These sessions also include record reviews, case staffings, and targeted guidance designed to strengthen local practice and align with statewide standards.



**IN SFY 24-25 THERE WERE 400  
CONTINUOUS QUALITY IMPROVEMENT  
CONSULTATIONS COMPLETED.**

# NCDHHS CQI SUPPORT: PROGRAM MONITORING (EVERY 4 YEARS)

The **NCDHHS Adult Services Program Monitoring** is conducted on a four-year cycle and serves as a comprehensive and structured review of county Adult Services operations to promote accountability, consistency, and high-quality service delivery statewide. The monitoring process includes an in-depth review of records, fiscal practices, and program operations related to Adult Protective Services, Guardianship, Special Assistance In-Home Case Management, Social Services Block Grant funding, and Medicaid Administrative Claims to ensure alignment with applicable statutes, policy, and program requirements. When areas for improvement are identified, counties are required to develop a Corrective Action Plan that outlines specific actions, timelines, and responsible parties. Continuous Quality Improvement Specialists provide ongoing monthly technical assistance, guidance, and oversight to support counties in implementing corrective actions and achieving sustained compliance. For counties identified as having higher levels of need, risk, or operational challenges, enhanced and intensive technical assistance is provided, which may include increased engagement up to daily on-site support or, at a minimum, weekly support, based on the nature and scope of the identified needs. This graduated approach ensures that counties receive targeted, responsive support to strengthen systems, improve practice, and enhance outcomes for adults served.



# NCDHHS ADULT SERVICES STATEWIDE GOALS

In SFY 24-25, NCDHHS established three statewide Adult Services goals based on analysis of statewide trends, performance data, and areas of demonstrated growth and need. Establishing statewide goals is essential to promoting consistent practice across all counties, reducing variability in decision-making, and strategically aligning training, technical assistance, and Continuous Quality Improvement efforts. These goals provide a focused framework for strengthening systems, improving accountability, and enhancing outcomes for vulnerable adults statewide.

## Statewide Goals for SFY 24-25



**Establish Adult Services  
Multidisciplinary Teams (MDT)  
in each NC County**



**Increase APS Intake Congruence**



**Increase APS Case Decision  
Congruence**

Throughout SFY 24-25, the goals outlined in the above diagram served as a roadmap for advancing Adult Services statewide. By clearly defining priorities, NCDHHS was able to better coordinate efforts across counties, ensure equitable service delivery, and foster a culture of accountability and continuous improvement. Aligning practice with these goals not only strengthened compliance and consistency but also empowered staff to focus on strategies that enhance safety, dignity, and well-being for vulnerable adults in need. Through targeted training, technical assistance, and data-driven monitoring, these goals drove meaningful progress and led to measurable outcomes.

# NCDHHS ADULT SERVICES STATEWIDE GOALS: ESTABLISHING ADULT SERVICES MDTs

The first statewide goal focused on **establishing multidisciplinary teams (MDTs)** in every county Department of Social Services. Multidisciplinary teams are critical to effective Adult Services practice because they bring together professionals from social services, law enforcement, health care, legal systems, and community partners to collaboratively address complex cases involving abuse, neglect, and exploitation. This coordinated approach improves information-sharing, reduces service gaps, and supports more comprehensive and timely protective interventions. The importance of this goal was further reinforced through Session Law 2025-23, signed by Governor Stein on June 19, 2025, which established a statutory framework for counties to create and sustain multidisciplinary teams.

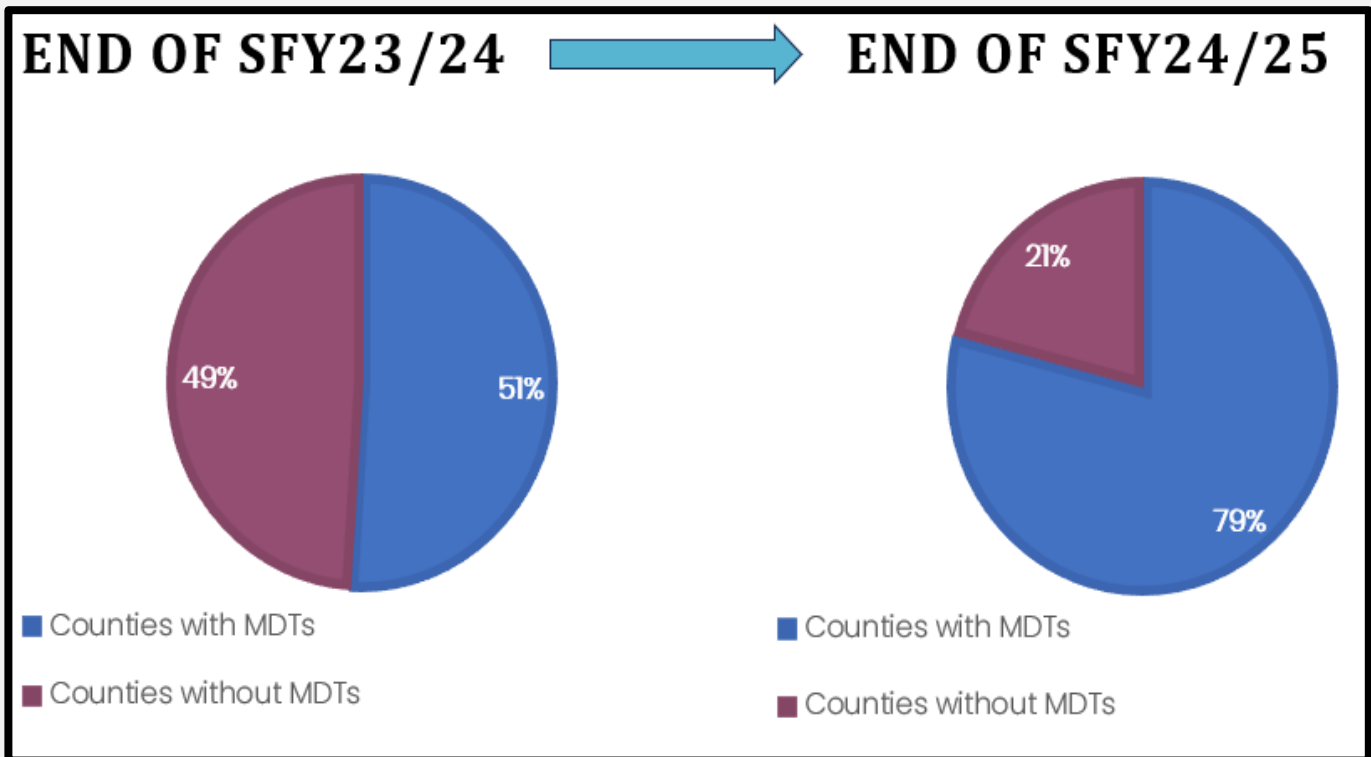
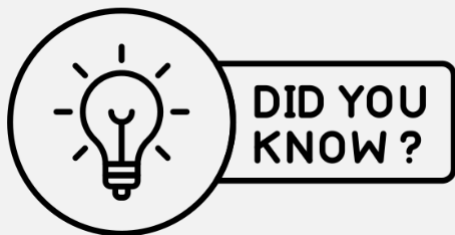


Exhibit 18



**MDT UTILIZATION INCREASED 55%  
FROM SFY 23-24 TO SFY 24-25.**

# NCDHHS ADULT SERVICES STATEWIDE GOALS: INCREASE APS INTAKE CONGRUENCE

The second statewide goal aimed to **increase congruence in Adult Protective Services intake screening decisions**, ensuring that reports of abuse, neglect, and exploitation are evaluated consistently and accurately across all counties. Consistent screening is foundational to equitable access to protective services and helps ensure that individuals in need are assisted promptly. Progress toward this goal was supported through targeted training, data analysis, and individualized CQI support delivered through statewide consultations and county-level technical assistance.

## North Carolina APS Intake Congruence

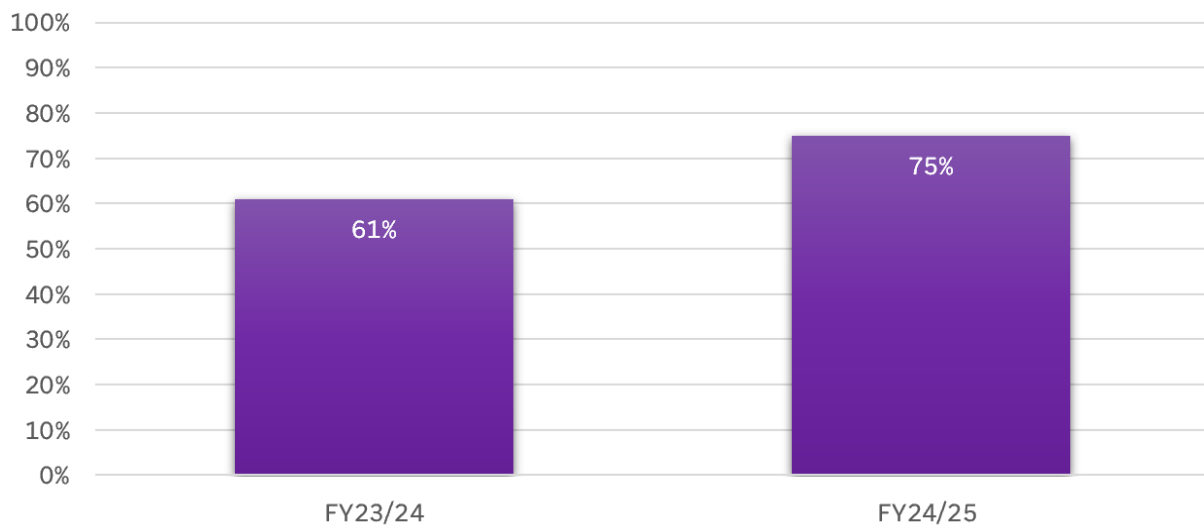
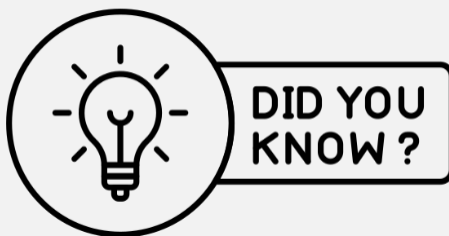


Exhibit 19



**APS INTAKE CONGRUENCE INCREASED BY 14 PERCENTAGE POINTS (A 23% RELATIVE INCREASE), FROM 61% IN SFY 23-24 TO 75% IN 24-25.**

# NCDHHS ADULT SERVICES STATEWIDE GOALS: INCREASE APS CASE DECISION CONGRUENCE

The third statewide goal focused on **increasing congruence in Adult Protective Services case decisions** to ensure that adults who meet statutory criteria receive timely and appropriate protective interventions. This goal emphasized strengthening assessment quality, decision-making, and documentation to improve accuracy and consistency across counties. Through ongoing training, data review, and collaborative CQI efforts, counties enhanced their ability to identify abuse, neglect, and exploitation and to implement effective protective actions that safeguard adults with disabilities.

## STATEWIDE GOAL 3: CASE DECISION CONGRUENCE

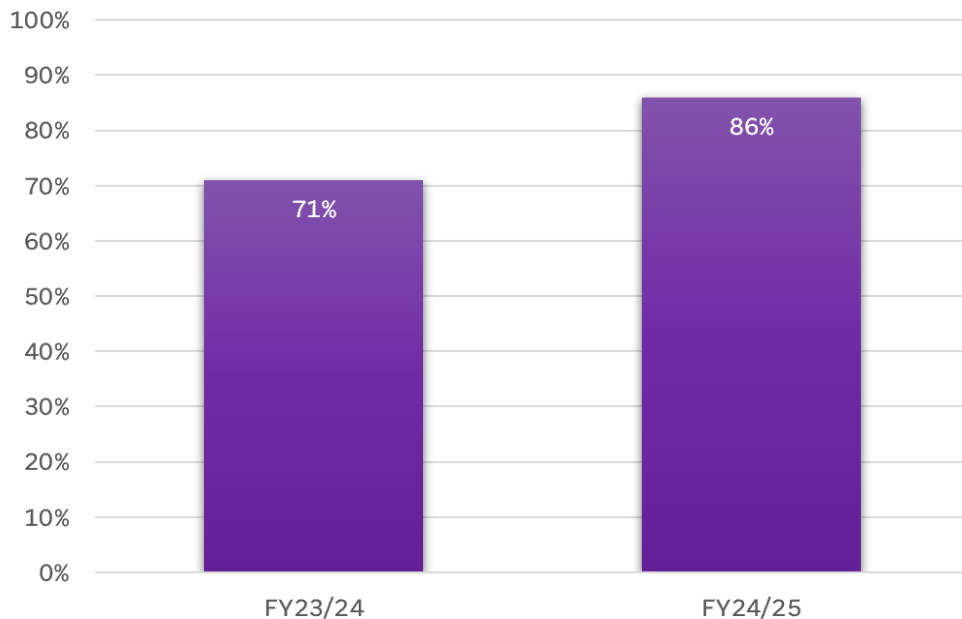
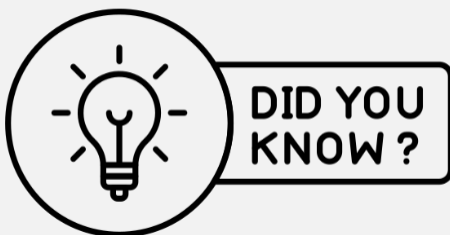


Exhibit 20

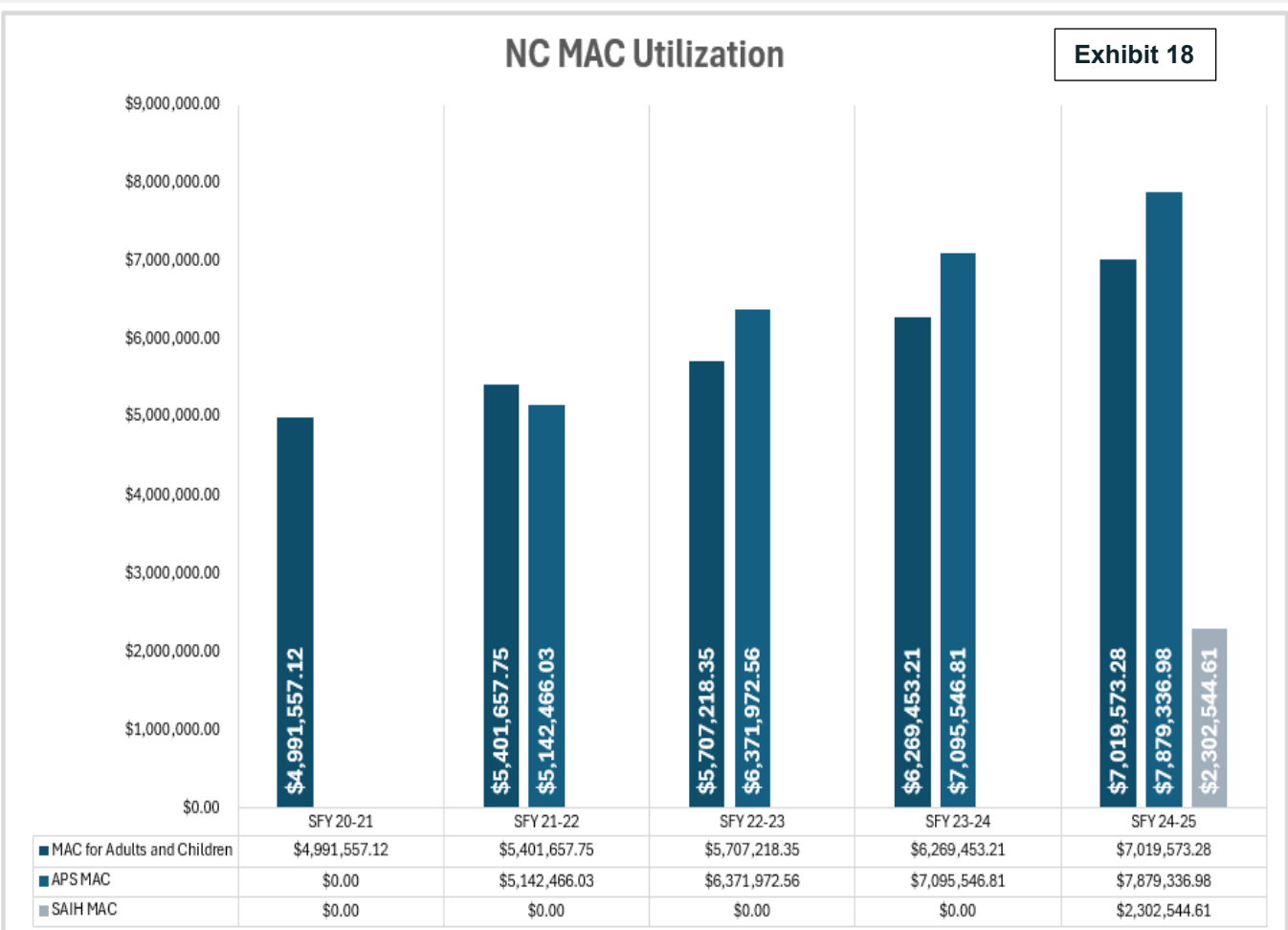


**APS INTAKE CONGRUENCE INCREASED BY 15 PERCENTAGE POINTS (A 21% RELATIVE INCREASE), FROM 71% IN SFY 23-24 TO 86% IN 24-25.**

# MEDICAID ADMINISTRATIVE CLAIMS (MAC)

Medicaid Administrative Claiming (MAC) is a federal reimbursement mechanism that allows county Departments of Social Services to receive federal matching funds for administrative activities that help Medicaid-eligible individuals access services under the North Carolina State Medicaid Plan. MAC supports activities such as referral, coordination, and monitoring of Medicaid services; facilitating Medicaid eligibility and enrollment; and other administrative efforts that connect individuals to covered medical and mental health services.

MAC reimbursement is available only when the individual is a current Medicaid beneficiary and the activities performed are directly related to Medicaid services. County social workers may use MAC program coding on daily daysheets to document allowable activities for eligible clients, including those receiving Adult Protective Services (effective July 1, 2021) and Special Assistance In-Home Case Management (SAIH-CM) services (effective March 1, 2024). By supporting care coordination and timely access to needed services, MAC helps improve continuity of care, reduce avoidable health crises, and strengthen health and safety outcomes for vulnerable adults.



*This data originates from the Medicaid Administrative Claiming Expenditures Reimbursement Reports.*

# MEDICAID ADMINISTRATIVE CLAIMS

## BY COUNTY (Standard MAC: 340, 341, 342, 343)

COUNTY NAME	340 & 343	342 & 341	COUNTY NAME	340 & 343	342 & 341	COUNTY NAME	340 & 343	342 & 341
Alamance	\$18,163.11	\$5,537.99	Franklin	\$30,016.82	\$5.12	Pamlico	\$6,224.95	\$2,917.18
Alexander	\$14,978.23	\$1,397.68	Gaston	\$81,216.93	\$1,160.61	Pasquotank	\$25,247.12	\$701.78
Alleghany	\$10,548.60	\$179.37	Gates	\$2,538.85	\$0.00	Pender	\$53,796.74	\$0.00
Anson	\$8,295.71	\$249.04	Graham	\$7,124.59	\$0.00	Perquimans	\$797.85	\$17.21
Ashe	\$102,228.90	\$150.23	Granville	\$23,082.13	\$2,694.44	Person	\$87,561.23	\$7,143.17
Avery	\$1,011.32	\$607.33	Greene	\$6,226.20	\$0.00	Pitt	\$64,495.81	\$19,994.48
Beaufort	\$107,463.67	\$45.00	Guilford	\$337,852.51	\$8,742.79	Polk	\$26,667.40	\$3,864.72
Bertie	\$191.14	\$123.49	Halifax	\$35,643.71	\$1,084.23	Randolph	\$19,277.59	\$2,338.31
Bladen	\$10,219.39	\$122.27	Harnett	\$17,373.89	\$4,685.74	Richmond	\$895.60	\$146,506.41
Brunswick	\$75,837.18	\$16,586.80	Haywood	\$43,939.30	\$3,684.87	Robeson	\$75,726.23	\$7,679.10
Buncombe	\$114,501.86	\$28,164.78	Henderson	\$113,005.34	\$8,522.98	Rockingham	\$114,067.50	\$4,590.06
Burke	\$30,450.77	\$17,368.24	Hertford	\$5,235.42	\$0.00	Rowan	\$4,264.76	\$462.85
Cabarrus	\$75,396.49	\$2,561.67	Hoke	\$36,832.15	\$6,882.03	Rutherford	\$240.97	\$1,304.34
Caldwell	\$18,732.57	\$5,115.29	Hyde	\$0.00	\$0.00	Sampson	\$101,894.15	\$70.96
Camden	\$555.75	\$0.00	Iredell	\$72,786.33	\$55,203.63	Scotland	\$98,806.56	\$147.99
Carteret	\$253,665.74	\$615.73	Jackson	\$7,806.71	\$85.31	Stanly	\$139.49	\$9,394.22
Caswell	\$13,868.55	\$389.99	Johnston	\$101,119.98	\$29,954.42	Stokes	\$17,837.58	\$40,585.36
Catawba	\$216,240.07	\$172,575.88	Jones	\$6,335.34	\$334.98	Surry	\$11,330.25	\$524.58
Chatham	\$38,310.32	\$1,206.37	Lee	\$6,486.50	\$0.00	Swain	\$1,143.89	\$390.23
Cherokee	\$17,964.54	\$10.43	Lenoir	\$1,367.24	\$311.66	Transylvania	\$3,742.36	\$11,123.61
Chowan	\$10,106.97	\$1,694.25	Lincoln	\$107,793.17	\$4,033.78	Tyrrell	\$195.10	\$0.00
Clay	\$15,292.52	\$0.00	Macon	\$0.00	\$0.00	Union	\$48,470.21	\$0.00
Cleveland	\$28,894.43	\$11,422.05	Madison	\$0.00	\$0.00	Vance	\$27,010.25	\$5,747.52
Columbus	\$110.31	\$490.93	Martin	\$21,442.25	\$0.00	Wake	\$726,665.99	\$48,443.87
Craven	\$109,598.72	\$5,459.59	McDowell	\$24,329.88	\$0.00	Warren	\$383.45	\$323.12
Cumberland	\$88,725.47	\$94.95	Mecklenburg	\$495,092.71	\$147,900.15	Washington	\$549.45	\$2,885.69
Currituck	\$2,163.75	\$373.50	Mitchell	-\$521.26	\$18,978.83	Watauga	\$16,654.59	\$0.00
Dare	\$25,706.73	\$634.47	Montgomery	\$2,117.37	\$1,764.29	Wayne	\$38,227.83	\$127,049.69
Davidson	\$34,700.75	\$975.08	Moore	\$7,433.68	\$86.52	Wilkes	\$33,860.72	\$370.46
Davie	\$43,747.63	\$1,894.47	Nash	\$4,205.70	\$546.44	Wilson	\$51,250.49	\$389,704.57
Duplin	\$20,985.52	\$0.00	New Hanover	\$70,983.54	\$1,975.23	Yadkin	\$6,883.54	\$4,091.73
Durham	\$380,682.66	\$10,611.81	Northampton	\$15,045.22	\$0.00	Yancey	\$13,321.10	\$40.12
Edgecombe	\$409.43	\$0.00	Onslow	\$12,578.70	\$645.39			
Forsyth	\$206,994.62	\$48,666.32	Orange	\$57,563.56	\$18,122.88			

*This data is sourced from the Medicaid Administrative Claiming Expenditures Reimbursement Reports. Standard MAC codes (340, 341, 342, and 343) reimbursements may be allocated across multiple programs within Departments of Social Services, not exclusively to Adult Services.*

# MEDICAID ADMINISTRATIVE CLAIMS (MAC) BY COUNTY (APS: 202 & 204, SAIH: 386 & 387)

COUNTY NAME	APS 202 & 204	SAIH 386 & 387	COUNTY NAME	APS 202 & 204	SAIH 386 & 387	COUNTY NAME	APS 202 & 204	SAIH 386 & 387
Alamance	\$208,368.78	\$30,656.39	Franklin	\$20,765.37	\$17,448.22	Pamlico	\$11,554.03	\$3,659.52
Alexander	\$52,333.64	\$1,424.54	Gaston	\$203,580.93	\$71,306.91	Pasquotank	\$34,617.32	\$41,774.39
Alleghany	\$21,787.15	\$0.00	Gates	\$17,688.02	\$3,936.13	Pender	\$15,527.47	\$31,194.76
Anson	\$24,679.74	\$2,648.54	Graham	\$8,985.56	\$5,266.03	Perquimans	\$12,876.99	\$744.52
Ashe	\$24,300.83	\$34,109.22	Granville	\$37,165.92	\$3,076.06	Person	\$25,988.08	\$6,903.24
Avery	\$1,224.86	\$298.74	Greene	\$18,556.58	\$2,553.63	Pitt	\$219,984.74	\$38,495.32
Beaufort	\$53,746.07	\$35,152.67	Guilford	\$247,953.39	\$50,601.69	Polk	\$30,525.63	\$431.54
Bertie	\$44,856.66	\$5,526.24	Halifax	\$28,883.48	\$27,247.23	Randolph	\$54,884.57	\$6,195.62
Bladen	\$524.64	\$20,953.45	Harnett	\$67,885.89	\$19,344.82	Richmond	\$10,058.38	\$5,882.62
Brunswick	\$36,139.22	\$38,111.55	Haywood	\$94,398.66	\$10,401.90	Robeson	\$325,774.34	\$85,276.37
Buncombe	\$621,541.43	\$62,283.64	Henderson	\$137,929.41	\$69,822.99	Rockingham	\$112,069.87	\$48,444.13
Burke	\$61,116.99	\$45,369.25	Hertford	\$22,780.01	\$23,725.75	Rowan	\$52,239.96	\$18,079.95
Cabarrus	\$165,052.74	\$129,582.23	Hoke	\$97,594.56	\$27,058.21	Rutherford	\$75,715.67	\$4,781.80
Caldwell	\$109,463.07	\$20,179.47	Hyde	\$16,716.47	\$1,133.90	Sampson	\$161,628.08	\$41,818.08
Camden	\$1,917.26	\$453.50	Iredell	\$34,728.66	\$27,750.84	Scotland	\$22,937.77	\$5,587.57
Carteret	\$139,868.60	\$39,844.62	Jackson	\$28,970.77	\$754.81	Stanly	\$24,480.02	\$1,507.92
Caswell	\$32,016.13	\$8,919.95	Johnston	\$155,425.14	\$51,015.79	Stokes	\$8,137.31	\$8,803.39
Catawba	\$159,297.39	\$65,314.25	Jones	\$1,164.25	\$0.00	Surry	\$54,299.57	\$11,797.30
Chatham	\$28,283.15	\$12,379.19	Lee	\$41,579.82	\$1,969.57	Swain	\$19,092.50	\$430.78
Cherokee	\$48,136.31	\$1,339.95	Lenoir	\$55,172.18	\$12,084.18	Transylvania	\$42,860.76	\$10,689.71
Chowan	\$11,233.25	\$3,571.70	Lincoln	\$76,270.64	\$22,302.17	Tyrrell	\$7,923.35	\$1,633.04
Clay	\$22,029.77	\$0.00	Macon	\$22,909.36	\$223.90	Union	\$11,117.63	\$21,953.09
Cleveland	\$123,494.80	\$27,008.10	Madison	\$1,193.73	\$2,338.95	Vance	\$37,689.61	\$13,196.11
Columbus	\$43,439.75	\$12,158.16	Martin	\$63,403.49	\$1,854.93	Wake	\$315,918.68	\$38,827.83
Craven	\$68,873.34	\$15,235.07	McDowell	\$36,183.29	\$12,557.37	Warren	\$37,090.09	\$2,175.43
Cumberland	\$159,599.14	\$44,381.97	Mecklenburg	\$607,300.16	\$126,417.19	Washington	\$22,127.39	\$3,827.33
Currituck	\$41,411.93	\$10,368.95	Mitchell	\$42,506.09	\$1,075.28	Watauga	\$8,155.15	\$3,669.13
Dare	\$32,629.27	\$11,994.76	Montgomery	\$38,053.40	\$9,770.20	Wayne	\$89,117.77	\$13,253.41
Davidson	\$53,682.40	\$24,317.27	Moore	\$29,139.78	\$14,915.95	Wilkes	\$38,287.07	\$1,176.94
Davie	\$42,378.79	\$1,708.54	Nash	\$66,523.50	\$19,961.14	Wilson	\$146,304.97	\$106,709.41
Duplin	\$72,530.48	\$9,726.84	New Hanover	\$342,786.93	\$68,865.41	Yadkin	\$17,420.87	\$2,373.06
Durham	\$377,086.40	\$204,180.40	Northampton	\$70,728.34	\$16,318.57	Yancey	\$39,894.22	\$3,845.29
Edgecombe	\$20,758.98	\$5,909.70	Onslow	\$49,547.16	\$7,211.69			
Forsyth	\$97,812.19	\$52,841.80	Orange	\$6,951.03	\$9,143.95			

*This data is sourced from the Medicaid Administrative Claiming Expenditures Reimbursement Reports. APS and SAIH MAC codes are exclusive to Adult Services.*

# MEDICAID ADMINISTRATIVE CLAIMS

## TOTAL REIMBURSEMENTS FOR SFY 24-25 BY COUNTY

COUNTY NAME	TOTAL MAC REIMBURSEMENT	COUNTY NAME	TOTAL MAC REIMBURSEMENT	COUNTY NAME	TOTAL MAC REIMBURSEMENT
Alamance	\$208,368.78	Franklin	\$20,765.37	Pamlico	\$11,554.03
Alexander	\$52,333.64	Gaston	\$203,580.93	Pasquotank	\$34,617.32
Alleghany	\$21,787.15	Gates	\$17,688.02	Pender	\$15,527.47
Anson	\$24,679.74	Graham	\$8,985.56	Perquimans	\$12,876.99
Ashe	\$24,300.83	Granville	\$37,165.92	Person	\$25,988.08
Avery	\$1,224.86	Greene	\$18,556.58	Pitt	\$219,984.74
Beaufort	\$53,746.07	Guilford	\$247,953.39	Polk	\$30,525.63
Bertie	\$44,856.66	Halifax	\$28,883.48	Randolph	\$54,884.57
Bladen	\$524.64	Harnett	\$67,885.89	Richmond	\$10,058.38
Brunswick	\$36,139.22	Haywood	\$94,398.66	Robeson	\$325,774.34
Buncombe	\$621,541.43	Henderson	\$137,929.41	Rockingham	\$112,069.87
Burke	\$61,116.99	Hertford	\$22,780.01	Rowan	\$52,239.96
Cabarrus	\$165,052.74	Hoke	\$97,594.56	Rutherford	\$75,715.67
Caldwell	\$109,463.07	Hyde	\$16,716.47	Sampson	\$161,628.08
Camden	\$1,917.26	Iredell	\$34,728.66	Scotland	\$22,937.77
Carteret	\$139,868.60	Jackson	\$28,970.77	Stanly	\$24,480.02
Caswell	\$32,016.13	Johnston	\$155,425.14	Stokes	\$8,137.31
Catawba	\$159,297.39	Jones	\$1,164.25	Surry	\$54,299.57
Chatham	\$28,283.15	Lee	\$41,579.82	Swain	\$19,092.50
Cherokee	\$48,136.31	Lenoir	\$55,172.18	Transylvania	\$42,860.76
Chowan	\$11,233.25	Lincoln	\$76,270.64	Tyrrell	\$7,923.35
Clay	\$22,029.77	Macon	\$22,909.36	Union	\$11,117.63
Cleveland	\$123,494.80	Madison	\$1,193.73	Vance	\$37,689.61
Columbus	\$43,439.75	Martin	\$63,403.49	Wake	\$315,918.68
Craven	\$68,873.34	McDowell	\$36,183.29	Warren	\$37,090.09
Cumberland	\$159,599.14	Mecklenburg	\$607,300.16	Washington	\$22,127.39
Currituck	\$41,411.93	Mitchell	\$42,506.09	Watauga	\$8,155.15
Dare	\$32,629.27	Montgomery	\$38,053.40	Wayne	\$89,117.77
Davidson	\$53,682.40	Moore	\$29,139.78	Wilkes	\$38,287.07
Davie	\$42,378.79	Nash	\$66,523.50	Wilson	\$146,304.97
Duplin	\$72,530.48	New Hanover	\$342,786.93	Yadkin	\$17,420.87
Durham	\$377,086.40	Northampton	\$70,728.34	Yancey	\$39,894.22
Edgecombe	\$20,758.98	Onslow	\$49,547.16		
Forsyth	\$97,812.19	Orange	\$6,951.03		

*This data is sourced from the Medicaid Administrative Claiming Expenditures Reimbursement Reports.*

# MEDICAID ADMINISTRATIVE CLAIMS

Medicaid Administrative Claim reimbursements have increased substantially over the past five years, reflecting expanded opportunities for counties to support critical services. In SFY 20-21, reimbursements totaled \$4.99 million. By SFY 24-25, with the implementation of APS MAC and SAIH MAC, reimbursements more than tripled to \$17.2 million.

County Departments of Social Services are encouraged to reinvest Adult Services MAC reimbursement funds into Adult Services to strengthen staffing capacity and administrative infrastructure that support care coordination, access to Medicaid-covered services, and improved health and safety outcomes for vulnerable adults.

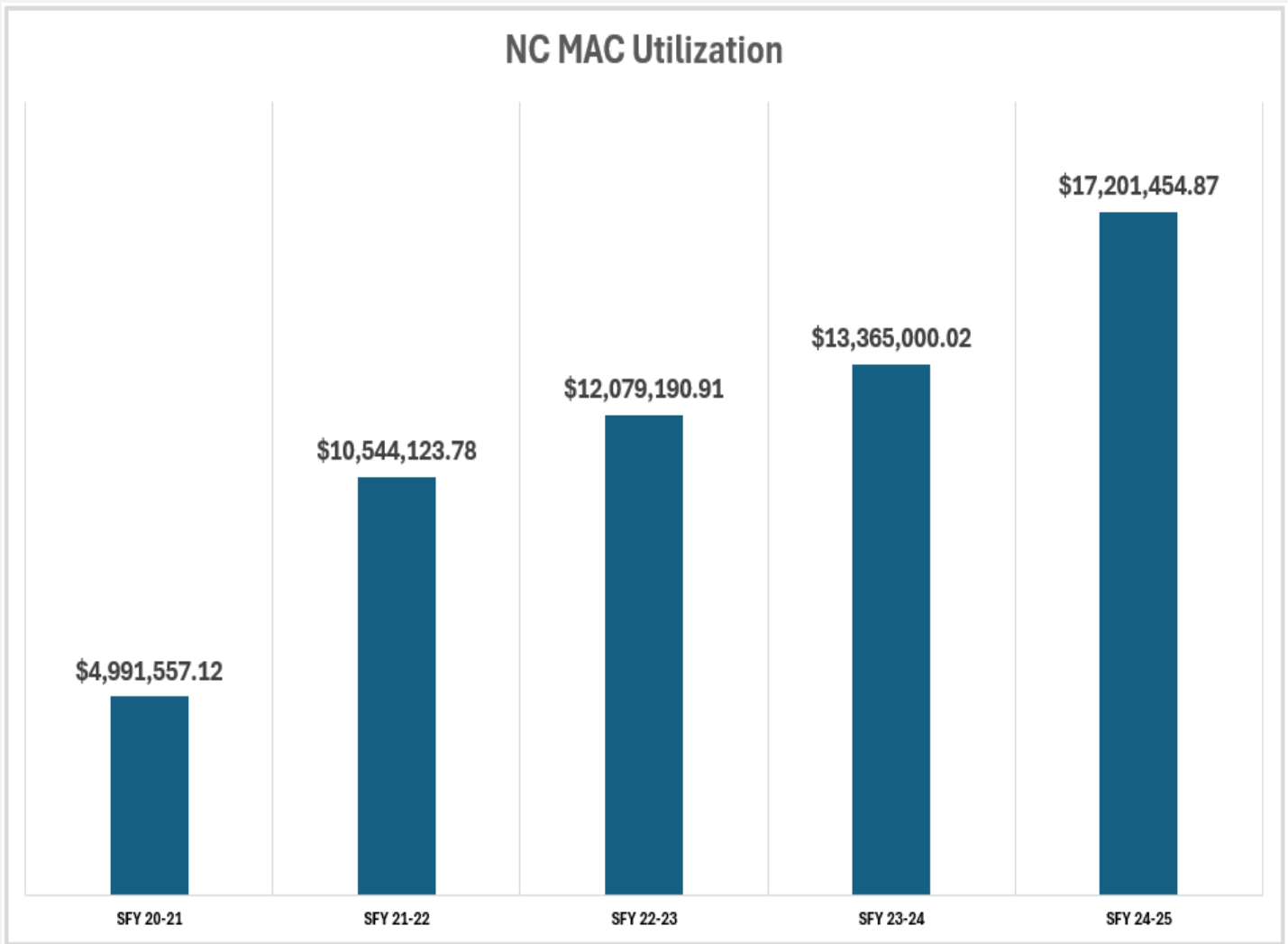


Exhibit 21

# COUNTY DSS STAFFING

Adult Services social workers in county DSS offices play a critical role in safeguarding vulnerable adults across North Carolina. They work closely with clients, families, and community partners to navigate complex safety, legal, and health challenges, upholding the rights and dignity of adults in need.

Adequate staffing is essential to manage caseloads effectively. The most recent caseload study (2012) recommends:

- **APS:** No more than 15 cases per social worker
- **Guardianship and SAIH-CM:** No more than 25 cases per social worker.

North Carolina faces a significant staffing gap, with **68.29 additional positions needed** to meet these standards and ensure timely, quality services.



**68.29**  
ADDITIONAL  
POSITIONS NEEDED  
IN ADULT SERVICES

Staffing gaps exist in **56 of 100** North Carolina counties, highlighting the urgent need to safeguard and support vulnerable adults statewide.



**56 of 100 NC Counties**  
Are in Need of Positions in Adult Services