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*
*James Jallah, Member*
*Catherine Yost, Member*

August 10, 2026

Dear Chairman and Commissioners,

Attached for your review are the Cherokee County Department of Social Services Key Performance Measures, Annual Statistical Report, Monthly Services Report, and Rylan's Law/HB360 Transparency and Wellness Dashboard.

The Department of Social Services operates within one of the most comprehensive accountability frameworks of any county department. Every program is governed by state and federal laws, performance standards, quality assurance reviews, financial oversight, audits, and publicly reported outcome measures. In addition, Cherokee County DSS is governed by a Board established under North Carolina law, providing an additional layer of local governance, oversight, strategic direction, and accountability. The attached performance measures reflect this comprehensive framework while also demonstrating Cherokee County DSS's commitment to transparency, responsible stewardship of public resources, and continuous improvement.

Pursuant to Session Law 2017-41 (Rylan's Law), all 100 North Carolina counties are required to enter an annual Memorandum of Understanding (MOU) with the North Carolina Department of Health and Human Services (NCDHHS). The MOU establishes statewide performance measures for county social services programs, except for Medicaid, which is monitored through separate federal and state performance standards, quality assurance reviews, and financial audits.

In 2025, I had the opportunity to serve on the county-state workgroup charged with reviewing and strengthening the MOU. The workgroup evaluated both the structure of the agreement and the statewide performance measures to ensure they accurately reflected program accountability and outcomes performance measurement, and public transparency. In addition, the workgroup developed a standardized Performance Measures Corrective Action Plan Protocol, outlining the process to be followed by both counties and NCDHHS when performance standards are not met. The revised MOU and corrective action process were formally adopted in July 2025. The attached performance measures reflect those statewide standards and demonstrate Cherokee County DSS's performance in relation to those expectations.

As part of North Carolina's continued commitment to transparency and accountability, NCDHHS also launched the Rylan's Law/HB360 Transparency and Wellness Dashboard, which provides quarterly public reporting of county and statewide performance. This dashboard allows county commissioners, community members, elected leaders and legislators, to monitor performance using consistent measures across all 100 counties. The link to the Transparency and Wellness Dashboard is placed here (Transparency and Wellness Dashboards | NCDHHS) for your convenience, and it has also been placed on the DSS Website under DSS Transparency and Accountability.

In addition to these required performance measures, Cherokee County DSS publishes a Monthly Services Statistical Report, which culminates in an Annual Services Report (2025–2026 attached) at the close of each fiscal year. These reports provide utilization data across all major programs, compare current activity to prior-year trends, and offer insight into changes in service demand over time. This report has also been added to the DSS website under a separate tab in the DSS Transparency and Wellness section. Together, the MOU Performance Measures and the statistical reports provide a comprehensive picture of the agency's effectiveness from both a compliance and service utilization perspective.

The Board of Commissioners has identified Public Safety as one of Cherokee County's primary strategic focus areas. While DSS administers a broad range of human service programs, virtually every program contributes directly or indirectly to public safety. Child Protective Services, Adult Protective Services, Foster Care, Child Support, Adult Services, Food and Nutrition Services, Energy Assistance, Crisis Intervention, and Emergency Assistance all work to strengthen vulnerable families, protect children and disabled adults from abuse, neglect, and exploitation, reduce homelessness and hunger, and promote family stability. Effective social services are an essential component of a safe and healthy community.

Accordingly, the attached performance measures not only satisfy the accountability requirements established under state law but also align closely with the County's strategic priority of protecting the health, safety, and well-being of Cherokee County residents.

The Department of Social Services is committed not only to meeting required performance standards, but also to serving as a responsible steward of public resources. A central priority of Cherokee County DSS is to maximize available federal and state funding so that essential services can be provided while minimizing reliance on local taxpayer dollars whenever possible. Through careful financial management, continuous quality improvement, performance monitoring, and data-informed decision-making, the agency works to leverage every available funding source, pursue reimbursement opportunities, and ensure that county resources are used strategically and efficiently. Utilization of federal, state, and local funds are audited every year by DHHS and as part of the county single audit. The DHHS audit report will be published each year on the DSS Website under the DSS Transparency and Accountability tab. By regularly evaluating outcomes and identifying opportunities for improvement, DSS remains committed to operational excellence, fiscal responsibility, and meaningful results for the citizens of Cherokee County.

Thank you for your continued support of the Department of Social Services and the important work of our employees. We appreciate the Board's commitment to accountability, transparency, and effective county government.

As the DSS Board continues planning a strategic planning initiative, the agency's goals remain: 1. Maintaining High Performance and Accountability; 2. Strengthening Public Safety; 3. Improving Operational Efficiency; and 4. Maximizing State and Federal Funding Opportunities.

Cherokee County DSS looks forward to continued transparency and collaboration with the Board of County Commissioners and the citizens of Cherokee County, to ensure DSS performance measures continue to reflect both state expectations and the priorities of our community. We welcome the opportunity to discuss these measures or provide any additional information the Board may find helpful.

Respectfully,

B Phillips

Bo Phillips, Board Chair

Amanda Tanner-McGee, DSS Director

Attachments:

Cherokee County DSS Performance Measures (MOU)
2025-2026 Annual Services Report
Rylan's Law/HB360 Transparency Dashboard

CC: DSS Board of Directors
Randy Wiggins, County Manager

**MEMORANDUM OF UNDERSTANDING**
**(STATE FISCAL YEAR 2026-27 and 2027-28)**
**BETWEEN**
**THE NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**
**AND**
Cherokee **COUNTY**

**A Written Agreement Pursuant to N.C. Gen. Stat. § 108A-74, an Act of the North Carolina General Assembly**

This Memorandum of Understanding ("MOU") is made by and between the North Carolina Department of Health and Human Services, (hereinafter referred to as the "Department") and Cherokee County a political subdivision of the State of North Carolina (hereinafter referred to as the "County") to comply with the requirements of law, N.C. Gen. Stat. § 108A-74. The Department and the County may be referred to herein individually as a "Party" and collectively as the "Parties."

**TERMS OF UNDERSTANDING**

In consideration of the mutual promises and agreements contained herein, as well as other good and valuable consideration, the sufficiency of which is hereby acknowledged by the Parties, the Parties agree to this MOU, effective July 1, 2026, in compliance with the mandates of law enacted by the North Carolina General Assembly and in recognition of possible amendments by the General Assembly, the Parties further agree to conform to changes made to the law, notwithstanding a contractual term previously agreed upon.

**1.0 Parties to the MOU**

The only Parties to this MOU are the North Carolina Department of Health and Human Services and Cherokee County, a political subdivision of the State of North Carolina.

**1.1 Relationships of the Parties**

Nothing contained herein shall in any way alter or change the relationship of the parties as defined under the laws of North Carolina. It is expressly understood and agreed that the enforcement of the terms and conditions of this MOU, and all rights of action relating to such enforcement, shall be strictly reserved to the Department and the County. Nothing contained in this document shall give or allow any claim or right of action whatsoever by any other third person. It is the express intention of the Department and County that any such person or entity, other than the Department or the County, receiving services or benefits under this MOU shall be deemed an incidental beneficiary only.

**Subcontracting:** The County shall be responsible for the performance of all of its subcontractors. The County shall disclose the names of its subcontractors to the Department within thirty (30) days of the execution thereof. The County shall also provide additional information concerning its subcontractors as may be requested by the Department within thirty (30) days of the request. The County additionally agrees not to enter into any confidentiality agreement or provision with a subcontractor or other agent to provide services related to this MOU that would prevent or frustrate the disclosure of information to the Department. Subcontractors shall be defined under this MOU to mean any party the County enters into a contractual relationship with for the complete administration of one or more social services programs covered by this MOU. Temporary employees hired by the County shall not be considered subcontractors under this MOU.

**Assignment:** No assignment of the County's obligations or the County's right to receive any funding made in any way concerning the matters covered by this MOU hereunder shall be permitted.

**2.0 Terms of the MOU**

This MOU is established for SFY 2026-2027 and will renew automatically for SFY 2027-2028. Either party may decline renewal by providing written notice no later than April 30, 2027.

**2.1 Default and Modification**

**Default:** In the event the County fails to satisfy the mandated performance requirements as set forth in **Attachment I** or fails to otherwise comply with the terms of this MOU, the Department may withhold State and/or federal funding. Any such withholding shall be in compliance with, and as allowed by, state and/or federal law.

**Performance Improvement:** Prior to the Department exercising its authority to withhold State and/or federal funding for a failure to satisfy the mandated performance requirements set forth in **Attachment I** or failure to meet the terms of this MOU, the process for performance improvement set forth in N.C. Gen. Stat. § 108A-74 will govern. Nothing contained in this MOU shall supersede or limit the Secretary's authority to take any action otherwise set forth in N.C. Gen. Stat. § 108A-74.

**Waiver of Default:** Waiver by the Department of any default or breach in compliance with the terms of this MOU by the County shall not be deemed a waiver of any subsequent default or breach and shall not be construed to be modification of the terms of this MOU unless stated to be such in writing, signed by an authorized representative of the Department and the County and attached to the MOU.

**Force Majeure:** Neither Party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by any act of war, hostile foreign action, nuclear explosion, riot, strikes, civil insurrection, earthquake, hurricane, tornado, public health emergency or other catastrophic natural event or act of God.

**Modification:** The terms and conditions of this MOU may only be modified by written agreement of the Parties, signed by an authorized representative of the Parties.

**3.0 MOU Documents**

The Recitals and the following attachments are incorporated herein by reference and are part of this MOU:

(1) The portions hereof preceding the Terms of Understanding, including but not limited to the introductory paragraph and the Recitals, which are contractual as well as explanatory.
(2) The Terms of Understanding
(3) Addendum A – Data Sharing Memorandum of Agreement
(4) DSS Performance Measures Summary
(5) Attachment I – Mandated Performance Requirements:
  a. Adult Protective Services
  b. Child Support Services
  c. Child Welfare – Foster Care
  d. Energy Programs
  e. Food and Nutrition Services
  f. Special Assistance
  g. I-B: Work First
(6) Attachment II - Child Welfare - CFSR

**4.0 Entire MOU**

This MOU and any documents incorporated specifically by reference represent the entire agreement between the Parties and supersede all prior oral or written statements or agreements between the Parties.

**5.0 Definitions**

While "County" is used as an abbreviation above, the following definitions, some of which are contained in N.C. Gen. Stat. § 108A-74(a), also apply to this MOU:

(1) "County department of social services" also means the consolidated human services agency, whichever applies.
(2) "County director of social services" also means the human services director, whichever applies.
(3) "County board of social services" also means the consolidated human services board, whichever applies.
(4) "Child welfare services or program" means protective, foster care, and adoption services related to juveniles alleged to be abused, neglected, or dependent as required by Chapter 7B of the General Statutes.
(5) "Social services programs" or "Social services programs other than medical assistance" means social services and public assistance programs established in Chapter 108A other than the medical assistance program (Part 6 of Article 2 of Chapter 108A). This includes, but is not limited to, child welfare programs, adult protective services, guardianship services for adults, and programs of public assistance established in Chapter 108A. It also includes the child support enforcement program, as established in Article 9 of Chapter 110 of the General Statutes, and the North Carolina Subsidized Child Care Program.

To the extent that any term used herein is defined by a statute or rule applicable to the subject matter of this MOU, the statutory or rule definition shall control. For all remaining terms, which are not defined by statute or rule, those terms shall have their ordinary meaning. Should any further definition be needed, the Parties agree that the meanings shall be those contained in the current version (as of the time the dispute or question arises) of Black's Law Dictionary, and if not defined therein, then of a published unabridged modern American English Language Dictionary published since the year 2000.

**6.0 Audit Requirements**

The County shall furnish to the State Auditor, upon his/her request, all books, records, and other information that the State Auditor needs to fully account for the use and expenditure of state funds in accordance with N.C.G.S. § 147-64.7. Additionally, as the State funding authority, the Department of Health and Human Services shall have access to persons and records as a result of all contracts or grants entered into by State agencies or political subdivisions.

**7.0 Record Retention**

The County shall retain records at its own expense in accordance with applicable State and Federal laws, rules, and regulations. The County shall facilitate and monitor the compliance of its subcontractors with all applicable requirements of record retention and disposition.

In order to protect documents and public records that may be the subject of Department litigation, the Department shall notify the County of the need to place a litigation hold on those documents. The Department will also notify the County of the release of the litigation hold. If there is no litigation hold in place, the documents may be destroyed, disposed of, or otherwise purged through the biannual Records Retention and Disposition Memorandum from the Department's Controller's Office.

**8.0 Liabilities and Legal Obligations**

Each party hereto agrees to be responsible for its own liabilities and that of its officers, employees, agents or representatives arising out of this MOU. Nothing contained herein is intended to alter or change the relationship of the Parties as defined under the laws of the State of North Carolina.

**9.0 Confidentiality**

Any medical records, personnel information or other items exempt from the NC Public Records Act or otherwise protected by law from disclosure given to the Department or to the County under this MOU shall be kept confidential and not divulged or made available to any individual or organization except as otherwise provided by law. The Parties shall comply with all applicable confidentiality laws and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the administrative simplification rules codified at 45 Parts 160, 162, and 164, alcohol and drug abuse patient records laws codified at 42 U.S.C. §290dd-2 and 42 CFR Part 2, and the Health Information Technology for Economics and Clinical Health Act (HITECH Act) adopted as part of the American Recovery and Reinvestment Act of 2009 (Public Law 111-5).

### 10.0 Secretary's Authority Undiminished

Certain functions delegated to the County pursuant to this MOU are the duty and responsibility of the Department as the grantee of federal grant funds. The Parties understand and agree that nothing in this MOU shall be construed to diminish, lessen, limit, share, or divide the authority of the Secretary of the Department to perform any of the duties assigned to the Department or its Secretary by the North Carolina General Statutes, the terms and conditions of the federal funds and their applicable laws and regulations or other federal laws and regulations regarding any federal funding which is used by the Department to reimburse the County for any of its duties under this MOU.

### 11.0 MOU does not Diminish Other Legal Obligations

Notwithstanding anything to the contrary contained herein and to facilitate the mandated performance requirements of N.C. Gen. Stat. § 108A-74, the Parties acknowledge and agree that this MOU is not intended to supersede or limit, and shall not supersede or limit, the County's obligations to comply with all applicable: 1) federal and state laws; 2) federal and state rules; and 3) policies, standards, and directions of the Department, as all such currently exist and may be amended, enacted, or established hereafter.

### 12.0 Notice

The person named below shall be the person to whom notices provided for in this MOU shall be given. Either Party may change the person to whom notice shall be given upon written notice to the other Party. Any notice required under this MOU will only be effective if actually delivered to the Parties named below. Delivery by hand, by first class mail, or by email are authorized methods to send notices.

**For the Department of Health and Human Services, Division of Social Services**

Carla West
NCDHHS Headquarters
2417 Main Services Center
Raleigh, NC 27699-2001

1915 Health Services Way
Raleigh, NC 27607
Phone: 919-855-4755
E-mail: carla.west@dhhs.nc.gov

For Cherokee County:

Name: Amanda McGee

Title: Director

Mailing Address: 4800 West US Hwy 64, Murphy, NC 28906

Phone Number: 828-837-7455

E-Mail: amanda.mcgee@cherokeecounty-nc.gov

**13.0 Responsibilities of the Department**

The Department hereby agrees that its responsibilities under this MOU are as follows:

(1) The Department shall develop performance requirements for each social services program based upon standardized metrics utilizing reliable data. The performance requirements are identified in Attachments I and II.

(2) The Department shall provide supervision, program monitoring and technical assistance to the counties in the administration of social services programs.

(3) The Department shall provide leadership and coordination for developing strategies that address system-level barriers to the effective delivery of social services programs, including but not limited to: the Administrative Office of Courts, the LME/MCO, Department of Public Instruction, and the Department of Public Safety.

(4) The Department shall have the following administrative responsibilities:

a. Staff Training and Workforce Development:

i. Develop training requirements for county personnel and provide guidance for adequate staffing patterns related to the provision of social services programs. The Department will publish annually, a list of required and recommended trainings for county personnel directly involved in the administration of social services programs covered under this MOU.

ii. Develop training curricula and provide, timely, adequate access to statewide training opportunities for county personnel related to the provision of social services programs. Training opportunities may include in-person, self-guided, web-based and remotely facilitated programs.

iii. The Department will publish a training calendar, at least quarterly, notifying the counties of training opportunities.

iv. Provide timely written guidance related to new federal or state statutes or regulations. The Department will provide information thirty days in advance of the effective date of new policy to the extent feasible or practicable, including interpretations and clarifications of existing policy.

v. Provide technical assistance and training in areas where quality control, monitoring or data indicates a lack of correct application of law, rule or policy.

b. Performance Monitoring:

i. Monitor and evaluate county compliance with applicable federal and state laws, rules and policies.

ii. Provide feedback to counties with recommended changes when necessary.

iii. Monitor that all financial resources related to the provision of social services programs covered by this MOU are utilized by the county in compliance with applicable federal and state laws.

c. Data Submission:
   i. Maintain and review data submitted by counties pursuant to the mandatory performance requirements.
   ii. Provide counties with reliable data related to their performance requirements as well as accuracy and timeliness of programs in accordance with state and federal program guidelines. This includes but is not limited to processing applications and recertification, quality control standards, program statistics and fiscal information.
   iii. The Department shall be responsible for the maintenance and functionality of its information systems utilized in the statewide administration of social services programs covered by this MOU.

d. Communication:
   i. Provide counties with clarification or explanation of law, rule or policy governing social services programs when necessary or as requested.
   ii. Disseminate policy on social services programs and provide counties with timely information on any updates to policy.
   iii. Provide timely information to counties on any changes to federal law or policy made known to the Department.
   iv. Provide counties with a timely response to requests for technical assistance or guidance.
   v. Maintain all policies covering social services programs in a central, accessible location. Policies will be updated, to the extent possible, in advance of the effective date of any new policies or policy changes.
   vi. Provide counties with an opportunity to submit questions, concerns and feedback related to the administration of social services programs to the Department and provide County a timely response to such communication.
   vii. Communicate proactively with the County Director of Social Services on matters that affect social services programs covered under this MOU. Communication shall be timely, and alerts sent to counties to let them know of the upcoming changes.
   viii. Communicate directly with the County Manager, Governing Boards, and the County Director of Social Services on matters including but not limited to, corrective action, and significant changes to law, rule and policy that impact the administration of social services programs covered by this MOU.

e. Inter-agency Coordination:
   i. Provide guidance to counties in the event they are unable to reach a resolution on a conflict of interest that arises related to the provision of social services programs covered by this MOU.
   ii. Provide guidance for county DSS personnel on federal and state Emergency Management, mass shelter, Business Continuity Plan (BCP) and Continuity of Operations Plan (COOP) requirements.
   iii. Coordinate with and communicate to county DSS agencies regarding available and required training opportunities associated with DSS Mass Shelter, BCP and COOP responsibilities.

iv. Assist and support counties as needed in implementation of operational functions of mass shelter operations and as needed during other emergencies as they arise.

(5) The Department shall timely meet all of its responsibilities contained in this MOU. "Timely" shall be defined consistent with timeliness requirements set forth in relevant statute, regulation, and policy. Where timeliness is not otherwise defined, "timely" shall mean within a reasonable time under the circumstances.

**14.0 Responsibilities of the County**

The County hereby agrees that its responsibilities under this MOU are as follows:

(1) The County shall adhere to the mandated performance requirements for each social services program as identified in Attachment I. The County will ultimately work toward achievement of the Standard Measure for all performance requirements set forth in Attachments I and II.

(2) The County shall comply with the following administrative responsibilities:

a. Staff Requirements and Workforce Development:

i. The personnel, including new hires and existing staff, involved in the County's provision of social services programs covered by this MOU shall complete all required and necessary training, which is documented as required by federal and state law and policy.

b. Compliance:

i. Perform activities related to its social services programs in compliance with all applicable federal and State laws, rules, regulations and policies. Nothing contained herein is intended to, nor has the effect of superseding or replacing state law, rules or policy related to social services programs.

ii. Develop and implement internal controls over financial resources related to the County's social services programs to ensure that all financial resources are used in compliance with applicable federal and state laws.

iii. Provide and adhere to corrective action plans as required based on monitoring findings and the Single Audit.

c. Data Submission:

i. Maintain accurate, thorough records of all social services programs covered by this MOU, in particular, records related to the mandated performance requirements that can be accessed for the purpose of data collection, service provision, monitoring or consultation.

ii. Ensure reliable data entry into state systems utilized for the administration of social services programs covered under this MOU.

iii. Provide, upon request, data to the state for the purpose of, but not limited to, conducting monitoring, case file reviews, error analysis and quality control.

iv. Utilize data to understand the performance of their county and to conduct analysis and implement changes where needed if performance measures are not being met.

d. Communication:

i. Respond and provide related action in a timely manner to all communications received from the Department.

ii. Provide timely information on all matters that have a potential negative impact on the social services programs they administer, including but not limited to, litigation risks (not including child welfare cases governed by Chapter 7B or adult services cases governed by Chapter 35A or 108A), network and computer issues, or data breaches.

iii. Provide timely information regarding temporary or permanent changes to the Social Services Governing Board or the County Social Services Director, including retirements, separations, or any leave of absence greater than two calendar weeks.

e. Inter-agency Cooperation:

i. Ensure that county social services personnel complete required training and are prepared to engage in Disaster Management, mass shelter, BCP and COOP operations.

ii. Ensure that all plans and systems are in place to meet potential disaster (natural, technical, otherwise) response requirements.

iii. Engage with DHHS, state Emergency Management and local leadership in associated efforts.

iv. Assist or operate mass shelter operations or other required disaster management responsibilities.

(3) The County shall timely meet all its responsibilities contained in this MOU. "Timely" shall be defined consistent with timeliness requirements set forth in relevant statute, regulation, policy or as otherwise required by the Department. If timeliness is not otherwise defined, "timely" shall mean within a reasonable time under the circumstances.

## 15.0 Data Security and Reporting

**Data Security:** The County shall adopt and apply data privacy and security requirements to comply with all applicable federal, state, department and local laws, regulations, and rules. The Parties hereby adopt and incorporate the terms of the Data Sharing Agreement attached as Addendum A as if fully set forth herein.

**Duty to Report:** To enable NCDHHS to effectively mitigate impact and comply with its own reporting obligations to federal partners, the County shall report any suspected or confirmed privacy or security incidents or breaches involving NCDHHS Data, NCDHHS Information Systems, or other NCDHHS IT Resources to the NCDHHS Office of Privacy and Security via electronic mail and through the Office's website, https://www.ncdhhs.gov/about/administrative-offices/privacy-and-security, within twenty-four (24) hours after the suspected or confirmed incident or breach is first discovered. For reports involving Social Security Administration (SSA) information, the County shall report suspected or confirmed incidents or breaches immediately, but no later than (one) 1 hour after the suspected or confirmed privacy or security incident or breach is first discovered. If reports involving SSA information occur after normal business hours, the County shall also make a report to the NCDHHS Chief Information Security Officer via the phone numbers listed at the link above. See *Addendum A: Data Sharing Memorandum of Agreement Section 8.f* for more information regarding the duty to report.

During the performance of this MOU, the County is to notify the Department of any contact by the federal Office for Civil Rights (OCR) received by the County related to the provision of social services programs covered by the MOU. In case of a privacy and security incident, the County, including any subcontractors or agents it retains, shall fully cooperate with the Department.

### 16.0 Miscellaneous

**Choice of Law:** The validity of this MOU and any of its terms or provisions, as well as the rights and duties of the Parties to this MOU, are governed by the laws of North Carolina. The Parties, by signing this MOU, agree and submit, solely for matters concerning this MOU, to the exclusive jurisdiction of the courts of North Carolina and agrees, solely for such purpose, that the exclusive venue for any legal proceedings shall be Wake County, North Carolina. The place of this MOU and all transactions and agreements relating to it, and their situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in contract or tort, relating to the validity, construction, interpretation, and enforcement shall be determined.

**Amendment:** This MOU may not be amended orally or by performance. Any amendment must be made in written form and executed by duly authorized representatives of the Department and the County. The Parties agree to obtain any necessary approvals, if any, for any amendment prior to such amendment becoming effective. Also, the Parties agree that legislative changes to state law shall amend this MOU by operation of law to the extent affected thereby.

**Effective Date:** This MOU shall become effective July 1, 2026, and shall continue in effect until June 30, 2027. This MOU shall renew automatically on July 1, 2027 and continue in effect until June 30, 2028, unless either party declines renewal by providing written notice no later than April 30, 2027.

**Signature Warranty:** Each individual signing below warrants that he or she is duly authorized by the party to sign this MOU and to bind the party to the terms and conditions of this MOU.

**County**

| | |
|---|---|
| BY: [signature] Name | BY: [signature] Name |
| TITLE: Director | TITLE: Chairman of the DSS Board |
| DATE: 5/19/2026 | DATE: 5/19/2026 |

**North Carolina Department of Health and Human Services**

BY: Signed by: Carla West for Secretary Dev Sangvai
37244535989944D1...
Secretary, Department of Health and Human Services

DATE: 06/22/26 | 12:15 PM EDT

# CHILD WELFARE AND SOCIAL SERVICES REFORM
# EXECUTIVE SUMMARY

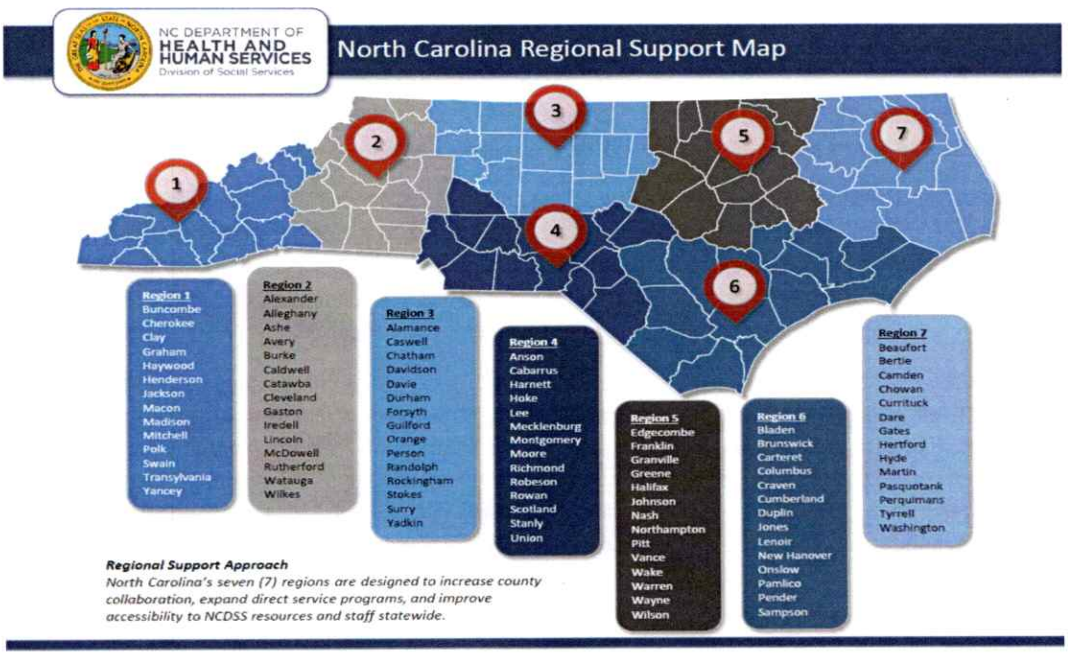
NC Session Law 2017-41, known as Rylan's Law[1], required the Department of Health and Human Services (DHHS) to submit a plan to the Joint Legislative Oversight Committee on Health and Human Services that outlined regional supervision of and collaboration among local social services programs. The law also required DHHS to submit preliminary recommendations to the Committee regarding legislative changes necessary to implement a plan to reform State supervision and accountability for the social services system, including child welfare, adult protective services and guardianship, public assistance, and child support enforcement.

The Social Services Regional Supervision and Collaboration Working Group, known as the Social Services Working Group (SSWG), was formed in 2017 and DHHS contracted with the Center for Support of Families (CSF) to develop and deliver recommendations for reform in a multi-stage process. SSWG and CSF included substantial external stakeholder input gathered through surveys and focus groups held across the state in developing their reports. DHHS senior leadership actively participated as members of the SSWG, and the Secretary's leadership team, along with various DHHS division directors and section chiefs, provided input that informed the CSF report. The preliminary recommendations made by SSWG and CSF were carefully analyzed by DHHS and significantly informed DHHS's recommendations that were presented to the General Assembly on April 10, 2018. The second stage focused on inter-county collaboration, conflicts of interest, and information sharing, leading to a second report that was released on February 20, 2019. All of these efforts culminated in a comprehensive Social Services Reform Plan, which was submitted by the North Carolina Office of State Budget & Management and the Department of Health and Human Services on May 6, 2019.

## A. GEOGRAPHIC REGIONS

The Department concurred with the SSWG's recommendations to establish seven regions for the regional supervision of county administered child welfare and other social services. These early considerations included maintaining contiguous regions, avoiding the division of single counties across regions, and accounting for total population, geographic size, and judicial district boundaries. DHHS likewise supported the recommendation to establish physical regional offices, while recognizing that procurement and construction or renovation would require significant time and resources.

We are now operating under the current regional structure, which reflects partnerships, county needs, and implementation realities that have evolved since the initial recommendations were developed.




*1 NC Session Law 2017-41, Rylan's Law: https://www.ncleg.net/Sessions/2017/Bills/House/PDF/H630v6.pdf*

## B. ROLES, RESPONSIBILITIES AND STAFFING FOR REGIONAL SUPERVISION

North Carolina's Department of Health and Human Services (DHHS) structures regional support for its 100 county administered social services agencies through a seven region supervision model established under Session Law 2017 41. While the law directs DHHS to establish regional offices staffed with state personnel to provide closer, more direct supervision and support to counties, dedicated brick and mortar regional office facilities have not been established due to a lack of available funding. In the absence of permanent physical offices, DHHS has implemented the regional model through a combination of virtual operations and the use of existing community or county spaces to support meetings, training, and collaboration.

Each region is led by a Regional Director and supported by a multidisciplinary team of specialists across child welfare, adult services, child support, and economic benefits, typically around eleven staff per region. As of December 2024, all seven Regional Directors had been hired, enabling full activation of the regional leadership model. These directors and the regional teams serve as essential liaisons between DHHS and county DSS agencies, providing coaching, policy guidance, operational support, and monitoring.

Regional teams also identify service trends and systemic issues, driving continuous quality improvement (CQI) and supporting the sharing of best practices across counties. The regional support structure—state supervision with county administration, strengthened by seven regionally aligned support teams—continues to enhance oversight, promote consistency in practice, and improve responsiveness to local needs across North Carolina, even as the Department works toward establishing fully funded, permanent regional office facilities in the future.

## C. CURRENT STATUS

In accordance with Session Law 2017-41, Section 3.3, the Department of Health and Human Services (DHHS) is required to submit an annual progress report, outlining the Department's oversight of county-administered social services programs other than medical assistance. The report reviews the implementation and outcomes of the mandated Memorandum of Understanding (MOU) required by N.C.G.S. 108A 74(a2), evaluates county compliance with performance expectations, and details corrective actions taken under State authority.

The MOU, first implemented in SFY 2018–2019, establishes standardized performance expectations and administrative responsibilities for all 100 county social services agencies. DHHS worked closely with county partners during its development, resulting in an agreement that includes 16 core performance measures along with five federally required Child and Family Services Review (CFSR) metrics.

DHHS strengthened its seven region Continuous Quality Improvement (CQI) support model, partnering with Public Knowledge to formalize CQI processes and expand statewide capacity. Each region now includes a Regional Director, fiscal monitor, business liaison, and program specific CQI Specialists across economic services, child support, adult services, special assistance, and child welfare.

In recognition of statewide operational challenges — including the unwinding of pandemic-related program flexibilities - Medicaid Expansion implementation, Tailored Plans rollout, increased service demand, and workforce shortages—DHHS initially paused the issuance of corrective action plans (CAPs), instead continuing to monitor county performance and share best practices. In January 2025, DHHS reinstated the corrective action process as required under amended N.C.G.S. 108A 74(a3). Due to the federal emergency declaration following Hurricane Helene, enforcement was temporarily delayed for 25 western counties.

In 2025, a county–state workgroup was convened to review the MOU. As part of its charge, the group examined both the structure of the MOU itself, and the recommendations associated with the performance measures. This workgroup also developed the protocol that both the state and the county would follow if a county failed to meet their performance measures. The resulting MOU Performance Measures Corrective Action Plan protocol was approved and adopted in July of 2025. The Rylan's Law/HB630 Transparency and Wellness Dashboard was publicly launched and now provides quarterly data updates, offering county leaders and the public a clear view of statewide and county-level performance.

# ATTACHMENT I

## PERFORMANCE REQUIREMENTS:

The Standard Measure is the measure set forth in federal or state law, rule or policy that governs the particular program. This is the Measure that all counties are ultimately aiming to achieve.

The County Performance Measure is the measure that the County is required to achieve to be in compliance with this MOU. For some programs, the County's Performance Measure will be the same as the Standard Measure. For other programs, the County's Performance Measure may be greater or less than the Standard Measure, dependent upon previous year's performance.

The Report of Performance is the period of time in which a County's response to a particular performance requirement is measured and reported.

### ADULT PROTECTIVE SERVICES (APS)

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 1 | The County will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report. | The County will ensure that 85% of all APS evaluations involving allegations of abuse or neglect are completed and a case decision is made within 30 days of the APS report date. | Responding quickly to allegations of adult maltreatment is essential to case decision-making to protect the adult. State law requires that a prompt and thorough evaluation is made of all reports of adult maltreatment. N.C.G.S. § 108A-103 Article 6 | Monthly |
| 2 | The County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report. | The County will ensure that 85% of all APS evaluations involving allegations of exploitation are completed and a case decision is made within 45 days of the APS report date. | Protecting a disabled adult from exploitation is critical to ensuring their safety and well-being. State law requires a prompt and thorough evaluation is made of all reports of adult exploitation. N.C.G.S. § 108A-103 Article 6 | Monthly |

### CHILD SUPPORT SERVICES

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 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). | Paternity establishment is an essential component in obtaining and enforcing support orders for children. 45 CFR § 305.33 (b) N.C.G.S. 110-129.1 | Annual |

| | | | | |
|---|---|---|---|---|
| 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). | A court order creates a legal obligation for a noncustodial parent to provide financial support to their children.<br><br>45 CFR § 305.33 (d)N.C.G.S. 110-129.1 | Annual |
| 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). | The current collections rate is an indicator for the regular and timely payment of child support obligations.<br><br>45 CFR § 305.33 (e)N.C.G.S. 110-129.1 | Annual |
| 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). | Collection of child support has been shown to reduce child poverty rates and improve child well-being<br><br>45 CFR § 305.33 (h)N.C.G.S. 110-129.1 | Annual |

## CHILD WELFARE - FOSTER CARE

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 1 | The County will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month. | The County will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month. | Ensure the ongoing safety of children and the engagement and well-being of families.<br><br>Child and Family Services Improvement Act of 2006 (Public Law 109–288, section 7) amending Section 422(b) of the Social Security Act (42 USC 622(b)) | Monthly |

## ENERGY PROGRAMS

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 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. | The County will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, within one (1) business day from the date of application or date all verification is received, whichever comes first. | Ensure that eligible individuals in a household without a heating or cooling source receive relief as soon as possible.<br><br>42 USC §§ 8621-8630 | Monthly |

| | | | | |
|---|---|---|---|---|
| 2 | The County will process 95% of Crisis Intervention Program (CIP) applications without a health-related crisis 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. | 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. | Ensure that eligible households who are in danger of losing a heating or cooling source receive financial assistance to avert the crisis.<br><br>42 USC §§ 8621-8630 | Monthly |

## FOOD AND NUTRITION SERVICES

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 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. | 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. | Ensure all expedited FNS applications are processed within required timeframes.<br><br>7CFR § 273.2<br><br>FNS Manual: Section 425<br><br>FNS Administrative Letter 1-2015 | Monthly |
| 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. | 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. | Ensure all regular FNS applications are processed within required timeframes.<br><br>7CFR § 273.2<br><br>FNS Manual: Section 420<br><br>FNS Administrative Letter 1-2015 | Monthly |
| 3 | The County will ensure that 95% of FNS recertifications are processed on time, each month. | The County will ensure that 95% of FNS recertifications are processed on time, each month. | Ensure that eligible families have their recertification benefits processed in a timely manner without interruption.<br><br>7 CFR § 273.14 | Monthly |

## SPECIAL ASSISTANCE (SA)

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 1 | The County will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date. | The County is responsible for ensuring timely application processing. To meet program standards, **at least 85% of all Special Assistance for the Aged (SAA) applications must be completed and processed within 45 calendar days of the application date.** | Ensure eligible individuals receive supplemental payments to support stable living arrangements.<br><br>Timely application processing of SAA benefits is essential to an individual's proper care and treatment.<br><br>10A NCAC 71P .0604 | Monthly |

| | | | | |
|---|---|---|---|---|
| 2 | The County will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date. | The County is responsible for ensuring timely application processing. To meet program standards, **at least 85% of all Special Assistance for the Aged (SAA) applications must be completed and processed within 45 calendar days of the application date.** | Ensure eligible individuals receive supplemental payments to support stable living arrangements.<br><br>Timely application processing of SAD benefits is essential to an individual's proper care and treatment.<br><br>10A NCAC 71P .0604 | Monthly |

## WORK FIRST

| | Standard Measure | County Performance Measure | Rationale and Authority | Report of Performance |
|---|---|---|---|---|
| 1 | The County will process 95% of Work First applications within 45 days of receipt. | The County will process 95% of Work First applications within 45 days of receipt. | Ensure that eligible families receive Work First benefits in a timely manner.<br><br>NC TANF State Plan FFY 2026-2028<br>N.C.G.S. 108A-31 | Monthly |
| 2 | The County will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period. | The County will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period. | Ensure that Work First families continue to receive assistance and benefits without unnecessary interruption.<br><br>NC TANF State Plan FFY 2026-2028<br>N.C.G.S. 108A-31 | Monthly |

NCDHHS

# Transparency and Wellness Dashboards

All of the data dashboards below provide data on county and statewide performance, as well as additional information that provides and better understanding of community needs.

*Dashboards are currently not formatted for mobile devices.

- Aging and Adult Services Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/AdultServicesDashboard_17534747965560/LANDING?%3Aembed=y&%3AisGuestRedirectFromVizportal=y)
- Child Support Services Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/ChildSupportDashbaord_17468144522750/LANDING?%3Aembed=y&%3AisGuestRedirectFromVizportal=y)
- Child Welfare Services Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/ChildWelfareDashboard_17508763648320/LANDING?%3Aembed=y&%3AisGuestRedirectFromVizportal=y)
- Energy Assistance Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/EnergyAssistanceProgramDashboard/LANDING?%3Aembed=y&%3AisGuestRedirectFromVizportal=y)
- Food and Nutrition Services Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/FoodandNutritionServicesDashboard_17520906081880/LAN %3Aembed=y&%3AisGuestRedirectFromVizportal=y)
- Work First Family Assistance Dashboard (https://dashboards.ncdhhs.gov/t/DSS/views/WorkFirstDashboard_17525928668360/LANDING?%3Aembed=y&%3AisGuestRedirectFromVizportal=y)

# CCDSS Board Report

**SERVICE MONTH: June 2026**

## Budget

| | Jun-26 | % of Budget | Jun-25 | % of Budget |
|---|---|---|---|---|
| Total Revenues (YTD) | $4,135,967.13 | 96.0% | $4,351,079.28 | 92.4% |
| Total Expenses (YTD) | $10,259,393.72 | 89.9% | $9,738,545.49 | 82.0% |
| Expenses without settlement | $7,330,822.29 | 85.1% | $6,809,974.06 | 76.1% |

## Services

| Child Welfare | Jun-26 | Current -YTD | Jun-25 | Current -YTD |
|---|---|---|---|---|
| | Calendar Year | | | |
| **# of Child Abuse Reports Received** | 37 | 219 | 31 | 215 |
| # of Screened In Reports | 17 | 115 | 24 | 112 |
| # of Screened out Reports | 20 | 104 | 7 | 103 |
| # of Other County Assists | 1 | | 4 | |
| # of Open Assessments on last day of month | 11 | | 33 | |
| # of Open In-Home (Case Mgmt.) Services Cases | 1 | | 4 | |
| # of Children Entered Into Legal Custody | 1 | 6 | 0 | 18 |
| # of Children Left Custody | 0 | 11 | 0 | 27 |
| **# of Children In Legal Custody** | 31 | | 30 | |
| # of Children Placed With Relatives | 9 | | 5 | |
| # of Children Placed in Foster Homes/Other Placements | 22 | | 23 | |
| # of Foster Care 18-21 | 2 | | 2 | |
| # of Licensed Foster Homes | 10 | | 11 | |
| **# of Agency Adoptions Completed** | 0 | 3 | 0 | 16 |
| # of Non-Agency Adoptions Completed | 0 | 6 | 0 | 3 |
| # of Infants Affected by Substance Abuse | 1 | 4 | 0 | 10 |
| # of Child Family Team Meetings | 7 | | 17 | |

| Adult Services | Jun-26 | Current CY-YTD | Jun-25 | Current CY-YTD |
|---|---|---|---|---|
| **# of Adult Protective Services Reports** | 26 | 135 | 22 | 112 |
| # of APS Reports Accepted for Evaluation | 19 | 76 | 9 | 55 |
| **# of Representative Payees** | 16 | | 19 | |
| **# of Current Guardianship Cases** | 21 | | 24 | |
| # of Adult Care Homes | 2 | | 3 | |
| # Unclaimed Bodies | | | | |
| # of Medicaid Transportation Clients | 116 | | 113 | |
| # of Transit and Client reimbursed Trips | 105 | 618 | 65 | 544 |

## Child Support Enforcement

| | Fiscal Year | | | |
|---|---|---|---|---|
| | Jun-26 | Current-YTD | Jun-25 | Current-YTD |
| # of Active Cases | 564 | 564 | 572 | 572 |
| # of Paternity | 2 | 28 | 0 | 11 |
| CS Orders Established | 1 | 102 | 11 | 58 |
| # of Modifications Completed | 0 | 12 | 1 | 7 |
| # of Enforcement Actions Completed | 33 | 422 | 38 | 566 |
| Amount of Collections | $93,527.40 | $1,029,187.52 | $94,517.21 | $1,026,206.44 |
| ARREARS — Total Outstanding | $272,814.57 | Collected FY-YTD Arrears | | $256,385.94 |
| Inherited Arrears | $855,985.95 | | | |
| Outstanding Purge Amounts | $221,690.87 | | | |

## Economic Services

| | Calendar Year | | | |
|---|---|---|---|---|
| | Jun-26 | YTD | Jun-25 | YTD |
| # of Medicaid/Special Assistance Appl Taken | 231 | 1429 | 196 | 1427 |
| # of Medicaid/SA Recerts completed | 509 | 2853 | 508 | 2851 |
| # of Medicaid Participants | 10,187 | | 11,000 | |
| # of Special Assistance Participants | 55 | | 60 | |
| # of TANF Participants | 10 | | 9 | |
| # of FNS Applications ( applications denied) | 167 (34) | 964 (240) | 171 (64) | 904 (250) |
| # of FNS Recerts completed | 173 | 1,138 | 185 | 1047 |
| # of FNS Benefits Paid | $643,954.00 | $3,915,895.00 | $ 728,871.00 | $ 3,900,152.00 |
| # of FNS Households | 2086 | | 2287 | |
| Fraud Collections | $68.00 | $2,703.00 | $356.00 | $2,909.00 |
| # of Day Care Recipients | 145 | | 179 | |
| # on Day Care Waiting List | 0 | | 0 | |
| **Energy Assistance (Heating/Cooling)** | | | | |
| LIEAP (Low Income Energy Assistance Program) Appl Taken | 0 | 232 | 0 | 175 |
| LIEAP Benefits Paid | 0 | 65,100.00 | $0.00 | $29,700.00 |
| CRISIS Applications Taken | 14 | 140 | 6 | 139 |
| CRISIS Benefits Paid | $1,415.03 | 36,513 | $585.46 | $33,512.79 |

## Personnel

| Vacancies/Hires/Terminations for June 2026 | | | Vacancies |
|---|---|---|---|
| New Hires | 4 | | ( 9 ) as of June 30, 2026 |
| New Hire Orientations Completed | 4 | | |
| Interagency Transfers | 0 | | |
| Separations | 2 | | |
| Promotion or Work/Against | 4 | | |
| Reason for Separation | ( ) Retirement; ( ) Relocation; ( ) Dismissal ( 2 ) Resignation | | |
| Length of Service | ( 2 ) Less than 2 yrs.; ( ) 2-5 years; ( ) 5-10 years; ( ) over 10 years | | |

## 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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 100.00% | January | 100.00% | April | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 100.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | | |
| | | | | | | | | **Annual Average** | **100.00%** |

*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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 100.00% | January | 100.00% | April | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 100.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | | |
| | | | | | | | | **Annual Average** | **100.00%** |

## 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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 100.00% | January | 100.00% | April | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 100.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | | |
| | | | | | | | | **Annual Average** | **100.00%** |

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** | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 97.14% | January | 100.00% | April | 100.00% | | |
| August | 98.00% | November | 100.00% | February | 97.50% | May | 95.35% | | |
| September | 100.00% | December | 100.00% | March | 97.50% | June | 100.00% | | |
| **QTR Average** | **99.33%** | **QTR Average** | **99.05%** | **QTR Average** | **98.33%** | **QTR Average** | **98.45%** | | |
| | | | | | | | | **Annual Average** | 98.79% |

*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** | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 100.00% | January | 98.51% | April | 98.57% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 98.78% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **99.59%** | **QTR Average** | **100.00%** | **QTR Average** | **99.50%** | **QTR Average** | **99.52%** | | |
| | | | | | | | | **Annual Average** | **99.66%** |

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

| **Quarter 1** | | **Quarter 2** | | **Quarter 3** | | **Quarter 4** | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 99.50% | October | 100.00% | January | 100.00% | April | 100.00% | | |
| August | 99.43% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 100.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **99.64%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | | |
| | | | | | | | | **Annual Average** | **99.91%** |

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 | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 100.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | **QTR Average** | **100.00%** | | |
| | | | | | | | | **Annual Average** | **100.00%** |

*July and August low percentages are due to two youth on runaway status

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 | 5@100% | October | 14@100% | January | 7@100% | April | 5@100% | | |
| August | 10@100% | November | 9 @ 88.88% | February | 11@100% | May | 7@100% | | |
| September | 10@100% | December | 5@100% | March | 8@100% | June | 10@100% | | |
| **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | | |
| | | | | | | | | **Annual Average** | **#DIV/0!** |

*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 | 4@100% | October | 0 reports in timeframe | January | 3@100% | April | 4@100% | | |
| August | 3@100% | November | 5@100% | February | 0@100% | May | 1@100% | | |
| September | 1@100% | December | 1@100% | March | 5@100% | June | 6@100% | | |
| **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | **QTR Average** | **#DIV/0!** | | |
| | | | | | | | | **Annual Average** | **#DIV/0!** |

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 | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 0.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **67%** | **QTR Average** | **100%** | **QTR Average** | **100%** | **QTR Average** | **100%** | | |
| | | | | | | | | **Annual Average** | **92%** |

*2. Special Assistance for the Disabled*

| **Quarter 1** | | **Quarter 2** | | **Quarter 3** | | **Quarter 4** | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 100.00% | October | 100.00% | January | 100.00% | April | 100.00% | | |
| August | 100.00% | November | 100.00% | February | 100.00% | May | 100.00% | | |
| September | 0.00% | December | 100.00% | March | 100.00% | June | 100.00% | | |
| **QTR Average** | **67%** | **QTR Average** | **100%** | **QTR Average** | **100%** | **QTR Average** | **100%** | | |
| | | | | | | | | **Annual Average** | **92%** |

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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 91.23% | October | 97.37% | January | 100.88% | April | 103.80% | | |
| August | 93.57% | November | 98.83% | February | 101.46% | May | 104.68% | | |
| September | 95.03% | December | 98.54% | March | 103.22% | June | 104.97% | | |
| **QTR Average** | **93.28%** | **QTR Average** | **98.25%** | **QTR Average** | **101.85%** | **QTR Average** | **104.48%** | | |
| | | | | | | | | **Annual Average** | **99.47%** |

*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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 93.20% | October | 93.55% | January | 92.91% | April | 93.76% | | |
| August | 92.61% | November | 95.03% | February | 92.25% | May | 94.20% | | |
| September | 92.27% | December | 94.77% | March | 92.93% | June | 92.68% | | |
| **QTR Average** | **92.69%** | **QTR Average** | **94.45%** | **QTR Average** | **92.70%** | **QTR Average** | **93.55%** | | |
| | | | | | | | | **Annual Average** | **93.35%** |

*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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 69.15% | October | 66.29% | January | 65.42% | April | 66.04% | | |
| August | 66.21% | November | 65.66% | February | 65.29% | May | 66.38% | | |
| September | 66.02% | December | 65.39% | March | 65.38% | June | 66.64% | | |
| **QTR Average** | **67.13%** | **QTR Average** | **65.78%** | **QTR Average** | **65.36%** | **QTR Average** | **66.35%** | | |
| | | | | | | | | **Annual Average** | **66.16%** |

*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 | | | |
|---|---|---|---|---|---|---|---|---|---|
| July | 34.04% | October | 53.33% | January | 58.89% | April | 62.44% | | |
| August | 42.22% | November | 53.85% | February | 60.87% | May | 63.74% | | |
| September | 48.18% | December | 57.21% | March | 61.61% | June | 65.58% | | |
| **QTR Average** | **41.48%** | **QTR Average** | **54.80%** | **QTR Average** | **60.46%** | **QTR Average** | **63.92%** | | |
| | | | | | | | | **Annual Average** | **55.16%** |

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