

DSS STATISTICS December 2025

ADULT SERVICES

December-25 2025-2026

APS REPORTS:

Received	9	90
Accepted	4	26
Screened Out	5	64
Outreach Visits/Calls/Referrals	0	35

December-25

SAIH Clients Served	37
In Home Aide Clients Served	11
Adult Care Homes Monitored	6
Payees Cases	42
Adult Guardianship Cases	59
Adult Case Management Cases	45

CHILD SUPPORT ENFORCEMENT

	December-25	December-24	Goal	% of collection goal actually collected	% of year completed
Collections	\$117,009.22	\$110,401.01	\$1,287,145.11 (Cumulative Total \$685,984.39)	53%	50%
CSUP Payment%	71.92%	72.20%	On Track		
Arrears Payment %	62.67%	64.09%	On Track		
Cases under Order	93.48%	96.51%	On Track		
Paternity/Establishment%	99.77%	91.35%	On Track		

**Family Support Services Unit
Month: December 2025**

Services Intake

424 General Services Intake (*home repair, food, clothes, etc.*)
 # 3 Domestic violence victims served # 10 Homeless served

TANF Programs

28 WFFA, Emergency Assistance, Services to Low Income Families
 Case Management & Job Search, Assessments & Information

Subsidized Child Care Assistance

\$ 63,723.00 Expenditures
 \$ 58,096.00 Non Smart Start \$ 5,627.00 Smart Start
 # 1 Children on Waiting List # 104.00 Children Served

Energy Assistance Programs

179 Crisis Intervention Program (CIP) # 36 Operation Round-Up (ORU)
 # 88 LIEAP # 538 Energy Calls, CM, etc.

Referrals

184 Referrals to community agencies
 (*Food banks, Daymark, HUD, Vocational Rehab, BROCC, A.S.H.E, ARC, etc.*)

Performance Measures

	Goal
<i>Energy</i>	
<u>99.62</u> % Timeliness of Applications	95%
<i>Work First</i>	
<u>100</u> % Timeliness of Applications	95%
<u>n/a</u> % Timeliness of Recertifications	95%
<u>n/a</u> % All Families Participation Rate	50%
<u>n/a</u> % Two Parent Families Participation Rate	90%
<i>Subsidized Child Care Assistance</i>	
<u>100</u> % Timeliness of Applications	95%

DECEMBER 2025 MONTHLY STATISTIC

FNS-CLAIMS-MEDICAID-SPECIAL ASSISTANCE PERFORMANCE MEASURES

	<u>Percent Processed Timely</u>	<u>Required State Processing Standard</u>
FNS EXPEDITED APPLICATION TIMELINESS	100.00%	95%
FNS REGULAR APPLICATION TIMELINESS	100.00%	95%
FNS RECERTIFICATION TIMELINESS	98.39%	95%
FNS CLAIMS ESTABLISHED TIMELINESS	100.00%	95%
MEDICAID APPLICATION PROCESSED TIMELY MAD	100.00%	85%
MEDICAID APPLICATION PROCESSED TIMELY ALL OTHERS	98.00%	85%
SAA (Special Assistance for Aging) APPLICATION PROCESSED TIMELY	100.00%	85%
SAD (Special Assistance for Disabled) APPLICATION PROCESSED TIMELY	100.00%	85%

PROGRAM INTEGRITY

Number of Fraud Reports/Referrals Received	1
Number of Fraud Reports/Referrals Accepted	1
Number of Fraud Reports/Referrals Rejected	0
Number of Fraud Reports/Referrals In Progress	1
Number of Report Referral Cases Investigated	1
Number of Claims Established	0
Overpayment Amount/Actual Dollar Amount of Claims Established	\$0.00
Total Number of Active Fraud Cases	30
Amount Collected on All Active Fraud Claims	\$9,317.48

Date Submitted: 02/16/2025

Disaster Case Management Statistics

As of December 2025

HOUSEHOLD OUTREACH DEMOGRAPHICS:

LOCATION	TOTAL HOUSEHOLDS IN AREA OUTREACHED
CRESTON	217
LANSING	144
FLEETWOOD	41
CRUMPLER	32
WEST JEFFERSON	97
JEFFERSON	63
TODD	18
WARRENSVILLE	51
GRASSY CREEK	21
LAUREL SPRINGS	21

County Wide Totals

695 Household OUTREACHES in Ashe NC
1424 Individual OUTREACHES in Ashe NC
4120 FEMA Applicants in Ashe NC

Referrals

208 Samaritan's Purse Joint Cases
158 Baptists on Missions Joint Cases
112 NC State Case Management Joint Cases

HOUSING ASSISTANCE:

- 98 Households Transitioned into Alternative Housing (Camper, Short Term Rental, Etc.)
- 03 Households Awaiting Alternative Housing (Camper, Short Term Rental, Etc.)
- 14 Approved New Constructions
 - 01 Baptists on Mission Partnership Homes
 - 01 Baptist Men's Association Partnership Homes
 - 06 Samaritan's Purse Partnership Homes
 - 03 ReNew NC Partnership Homes
 - 02 Habitat Partnership Homes
 - 02 FEMA/Insurance Facilitated New Home Purchases

DISASTER CASE MANAGEMENT

- 58 Households Actively Engaged in Case Management
 - November 2025:
 - 05 New Cases Open
 - 03 New Cases Closed