



Guilford County Department of Health & Human Services - Social Services

State Mandated Key Performance Measures Report for July 2025

What are these performance measures?

In 2017, the North Carolina General Assembly passed the Family/Child Accountability and Protection Act/Rylan's Law - Session Law 2017-41. The law requires all counties to enter into an annual agreement, a Memorandum of Understanding (MOU), with the NC Department of Health and Human Services (NCDHHS) for all social services programs excluding medical assistance (NC Medicaid). Medical Assistance (NC Medicaid) has separate performance standards set under a separate NCDHHS policy. The goal of these annual agreements and standards is to support the provision of consistent, quality child welfare and social services that ensure the safety, health and well-being of children, adults and families served across North Carolina and it establishes a set of standard performance measures for delivery of services.

How often are these measures reported?

Guilford County Social Services monitors and reports its performance in each of these measures to the Board of Commissioners on a regular basis, and ensures the standards and MOU are updated annually.

Some measures have months where performance data was not available - these months are represented as "0" values in this report.

Energy Programs (State MOUs EP 1-2)

Critical Crisis Intervention

100%

Goal: 95%

Normal Crisis Intervention

100%

Goal: 95%

Work First (State MOUs WF 3-4)

Applications

100%

Goal: 95%

Recertifications

100%

Goal: 95%

Medicaid Application Timelines

Medicaid for the Disabled

88%

Goal: 90%

Food and Nutrition Services (State MOUs FNS 1-4)

Expedited Applications

99%

Goal: 95%

Normal Applications

96%

Goal: 95%

Adult Protective Services (State MOUs APS 1-2)

Maltreatment Allegations

98%

Goal: 85%

Exploitation Allegations

100%

Goal: 85%

All Other Medicaid

94%

Goal: 90%

Recertifications

98%

Goal: 95%

Program Integrity Claims

100%

Goal: 90%

Adult Special Assistance (State MOUs SA 1-2)

Special Assistance for the Aged

100%

Goal: 85%

Special Assistance for the Disabled

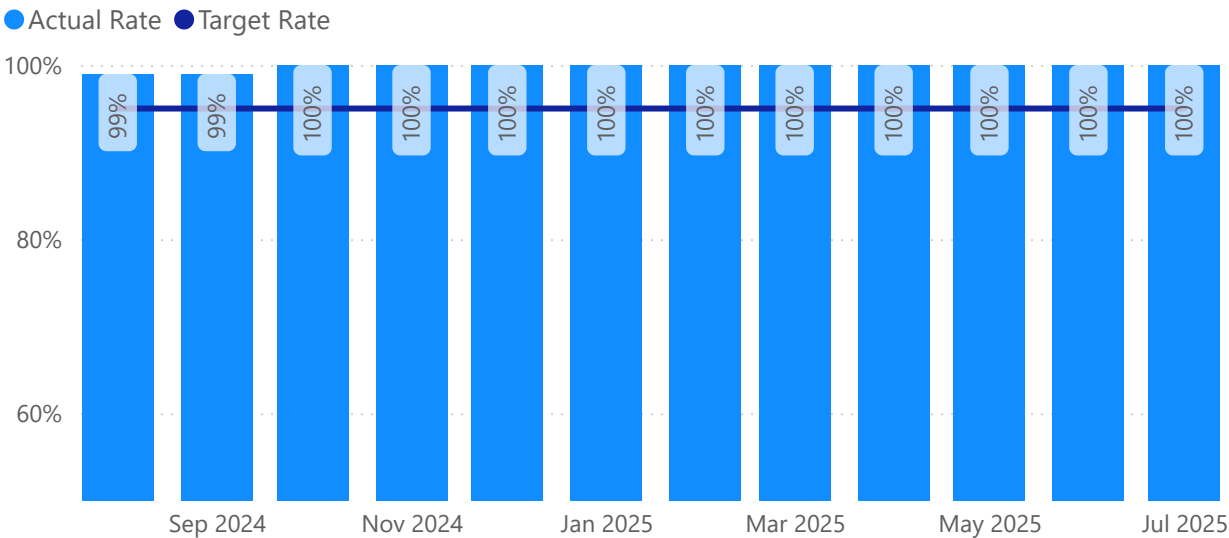
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Goal: 85%

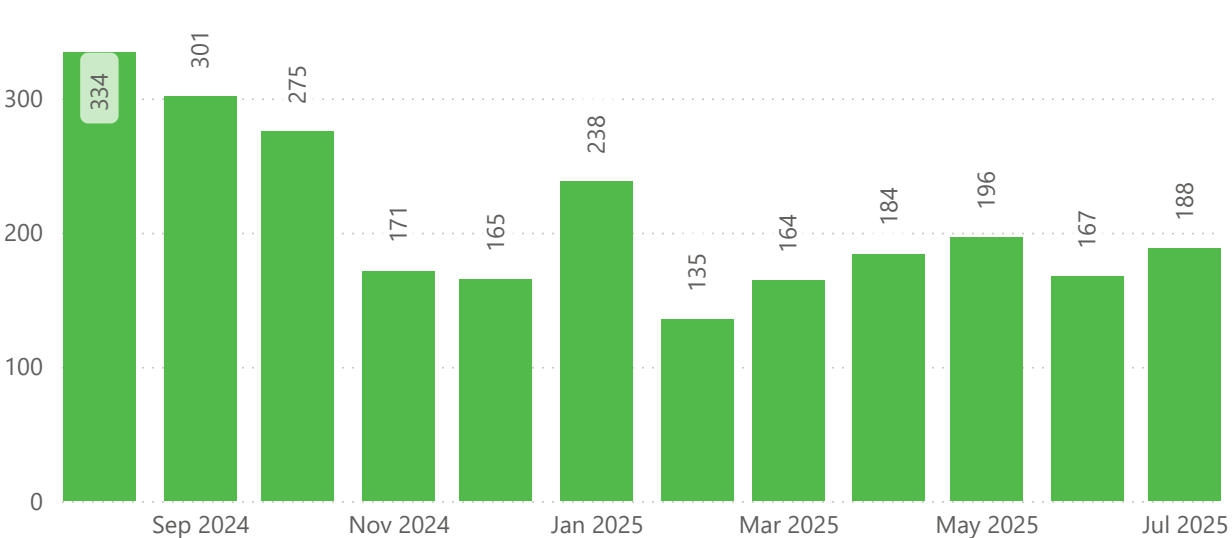
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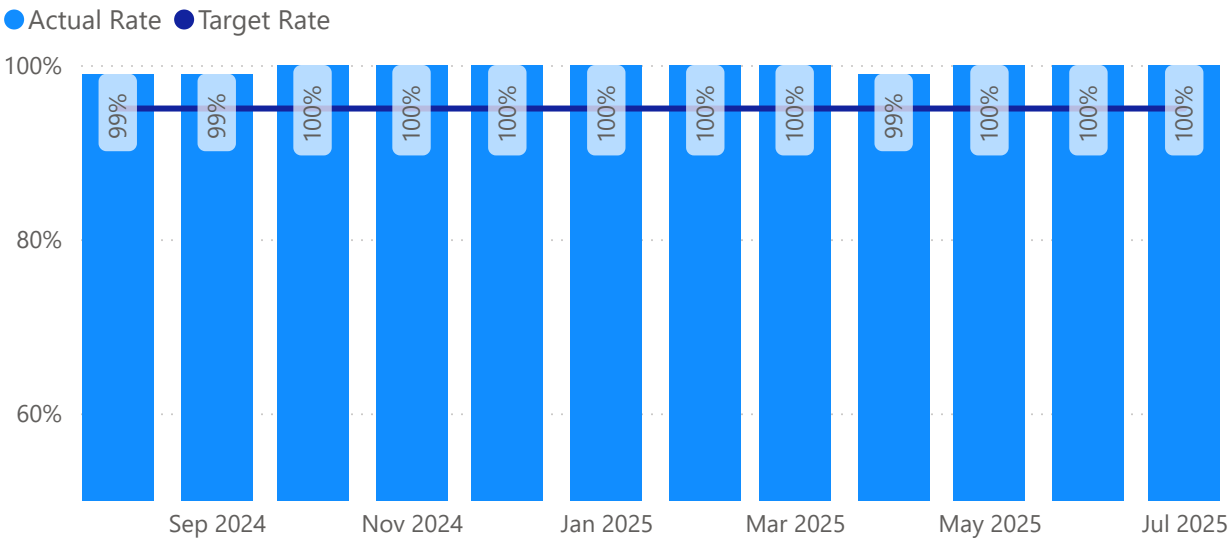
Critical Energy Crisis Intervention Applications - Timeliness Rate



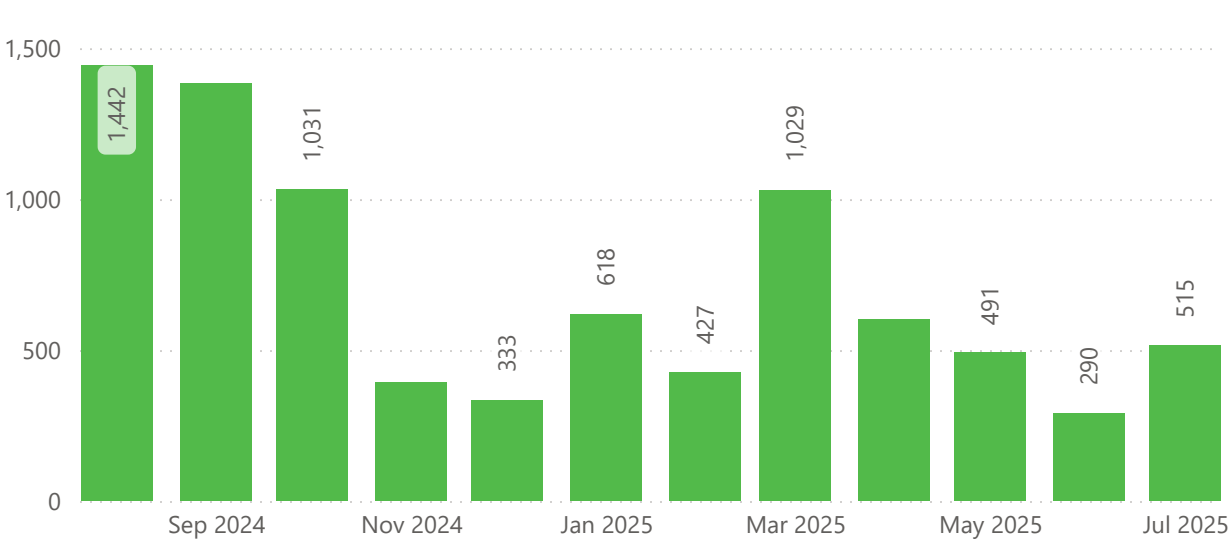
Critical Energy Crisis Intervention Applications - Number Received



Normal Energy Crisis Intervention Applications - Timeliness Rate



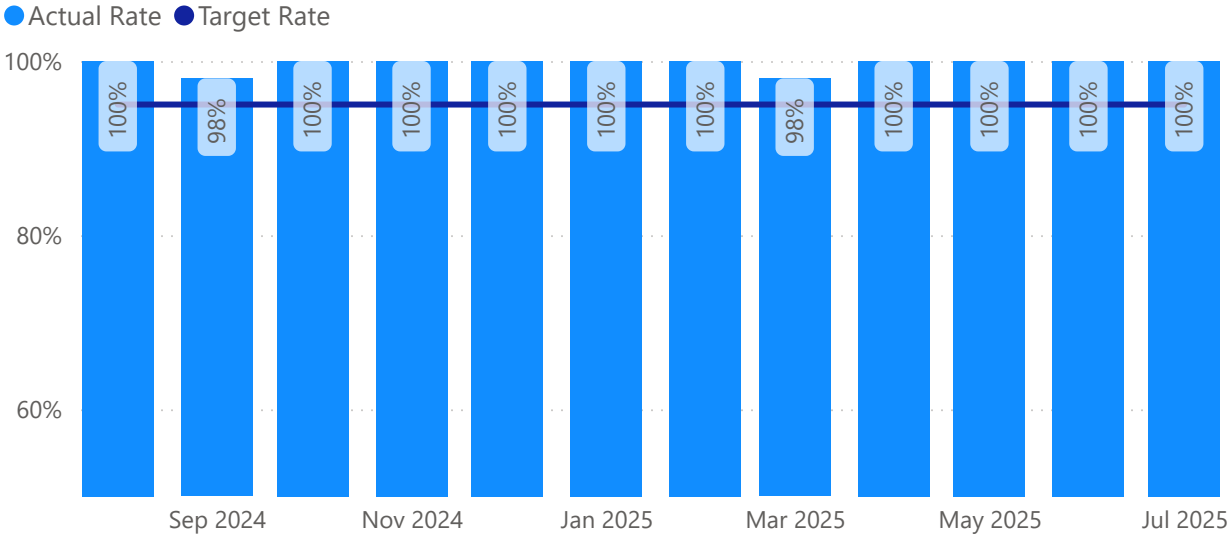
Normal Energy Crisis Intervention Applications - Number Received



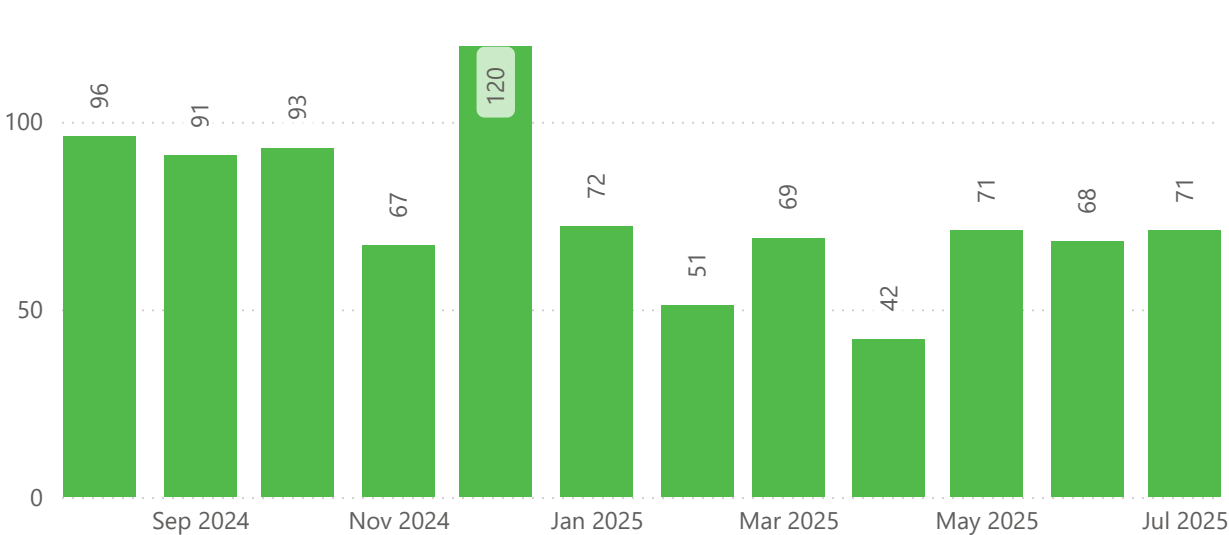
Work First (State MOUs WF 3-4)

Work First provides parents with services such as short-term training to help them become employed and move toward self-sufficiency through the Employment & Career Services programs. Other families, where grandparents and other relatives are caring for their relative’s children, can receive services and support that also prevents children from entering the foster care system unnecessarily. Eligibility determinations are based on living arrangements, age, kinship requirements, citizenship/alien status, social security number verification, income, and resources.

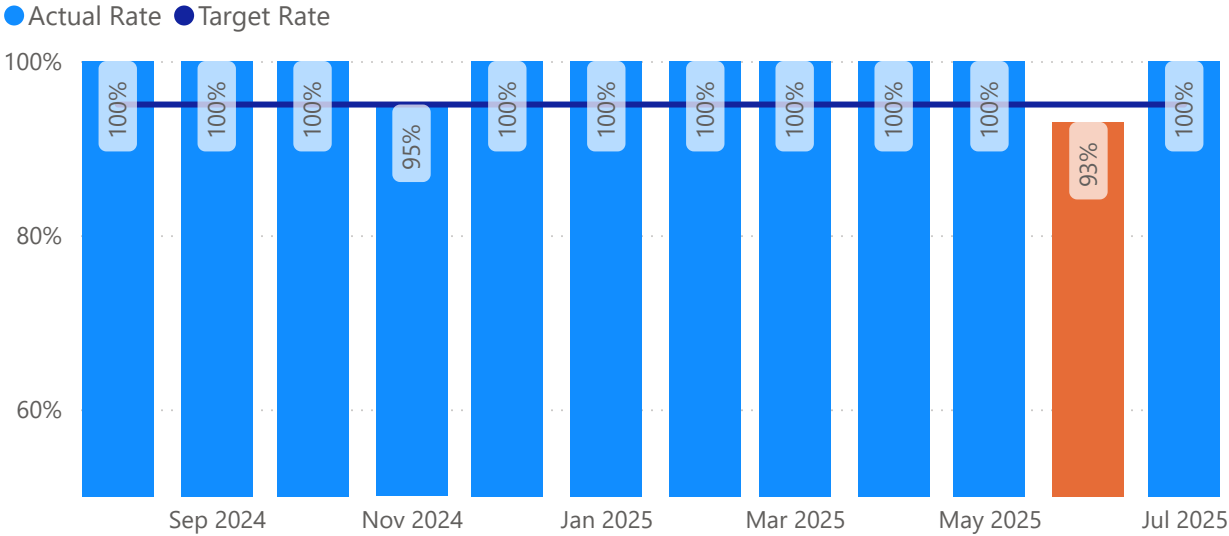
Work First Applications - Timeliness Rate



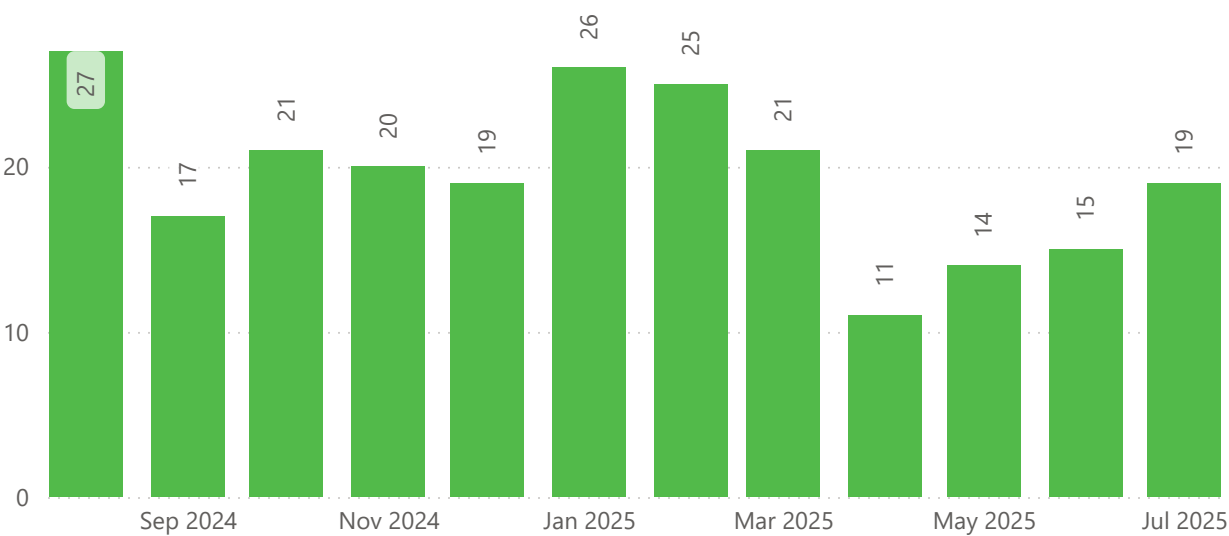
Work First Applications - Number Received



Work First Recertifications - Timeliness Rate



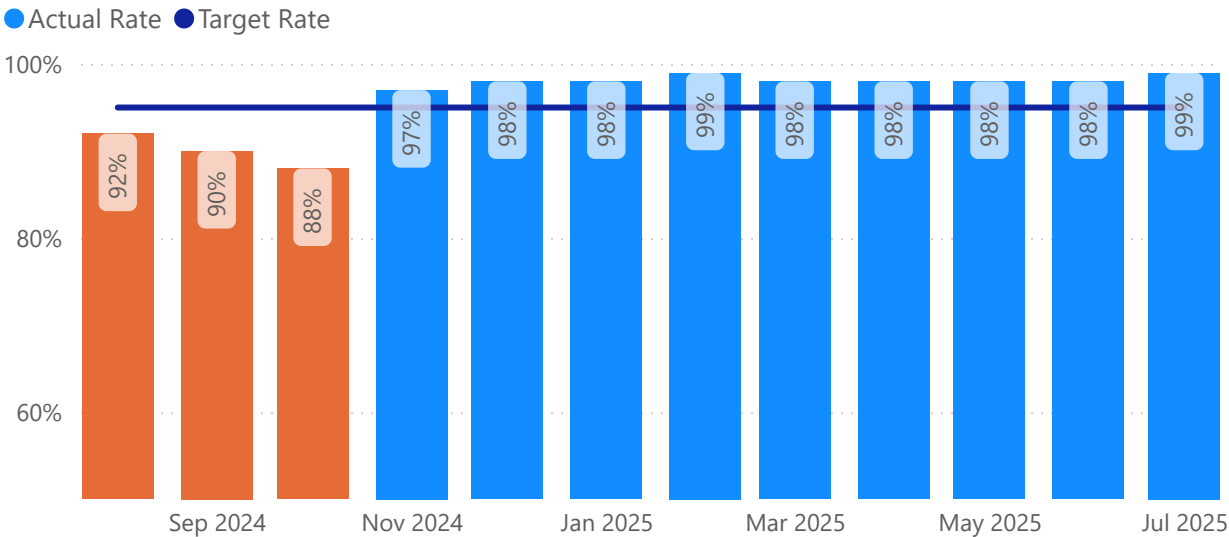
Work First Recertifications - Number Received



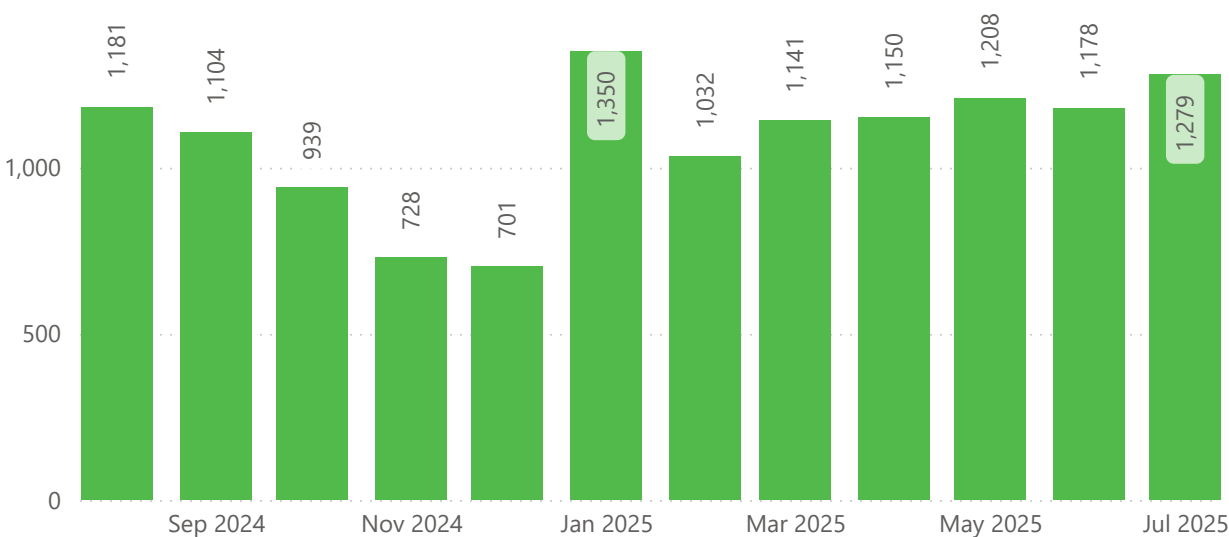
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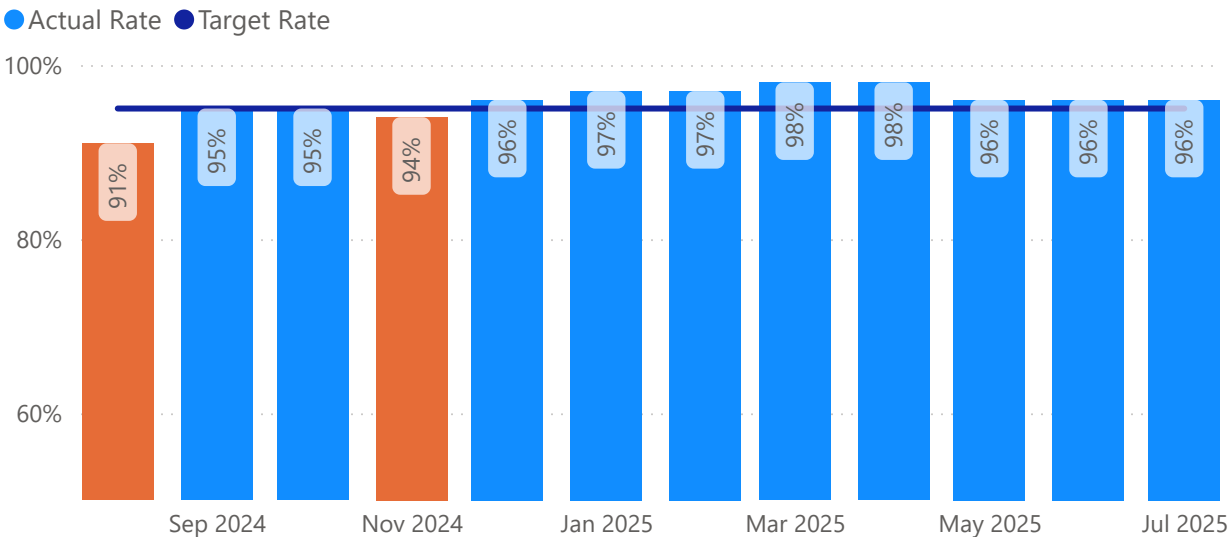
Expedited FNS Applications - Timeliness Rate



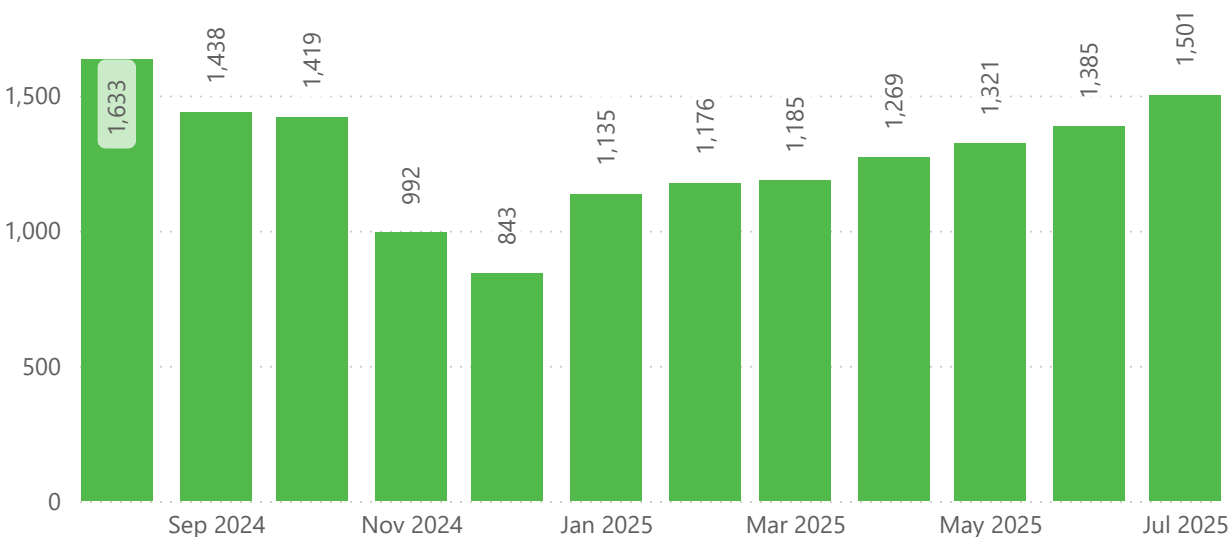
Expedited FNS Applications - Number Received



Normal FNS Applications - Timeliness Rate



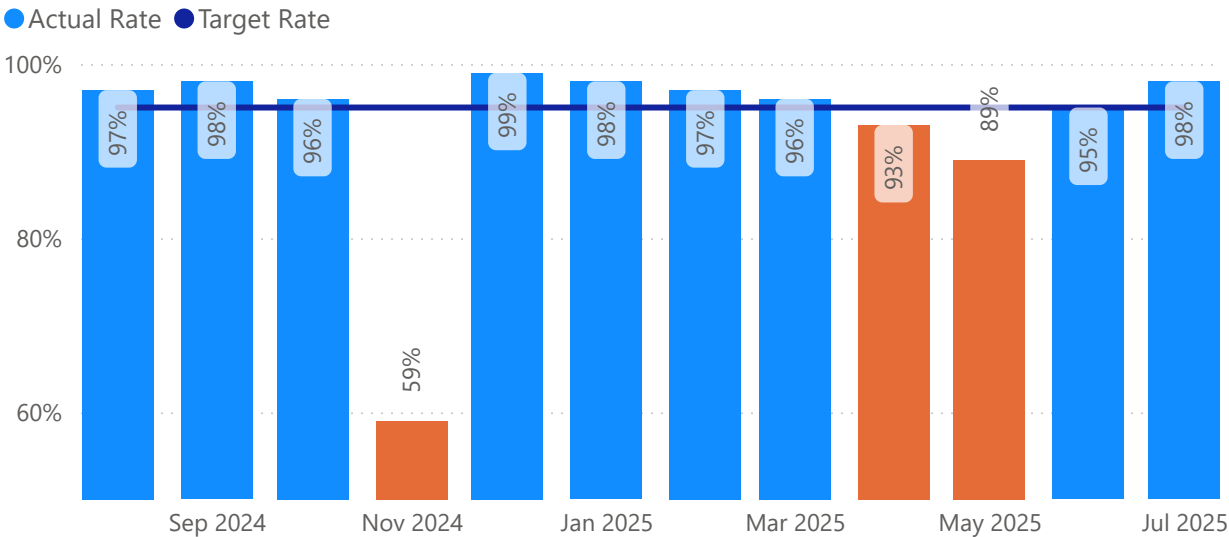
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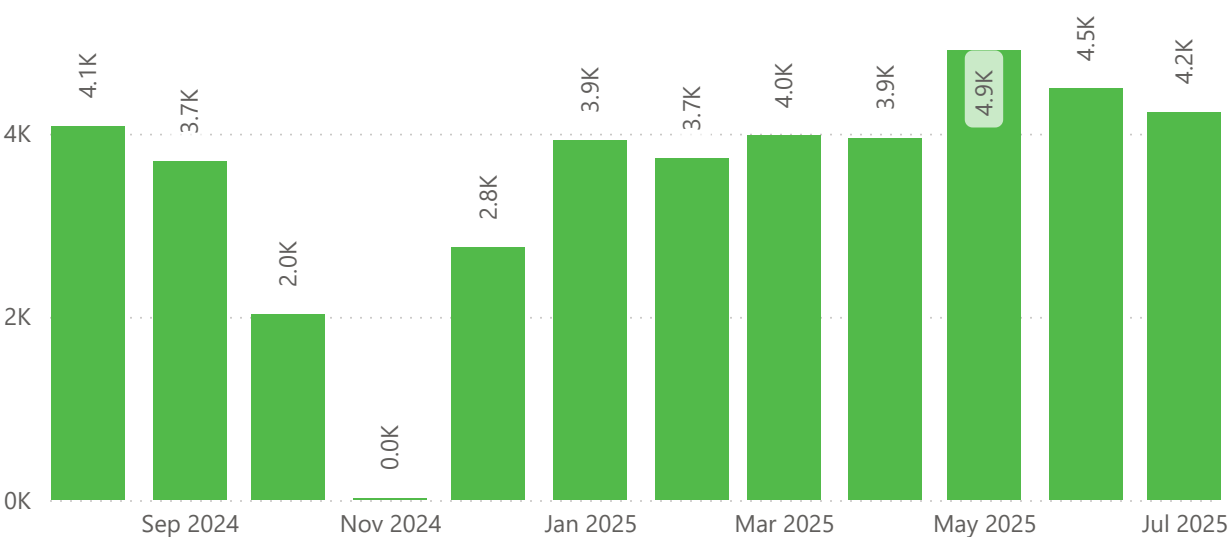
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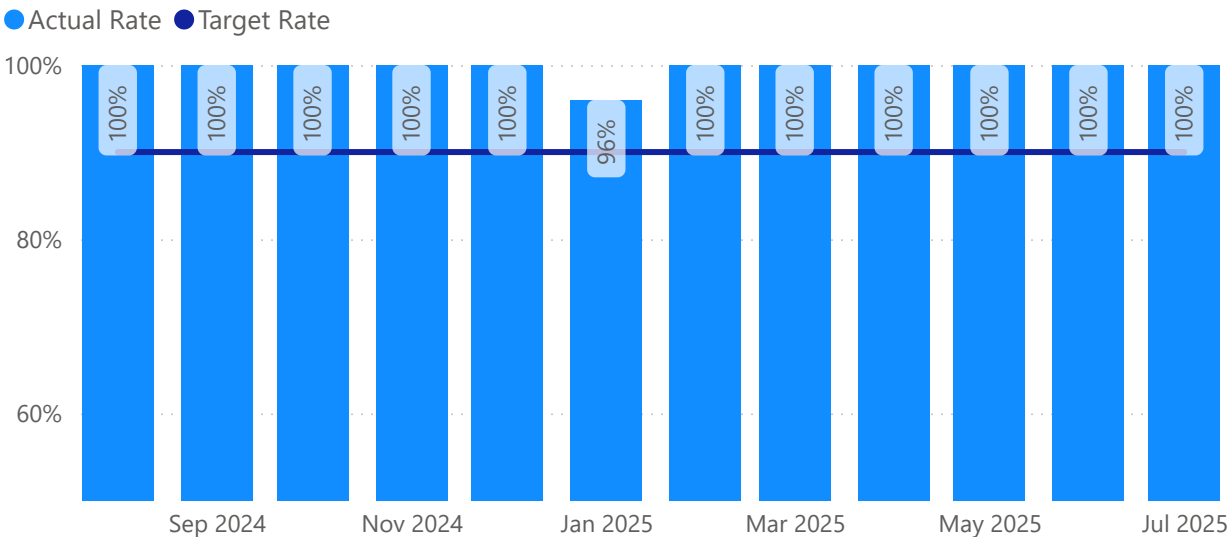
FNS Recertifications - Timeliness Rate



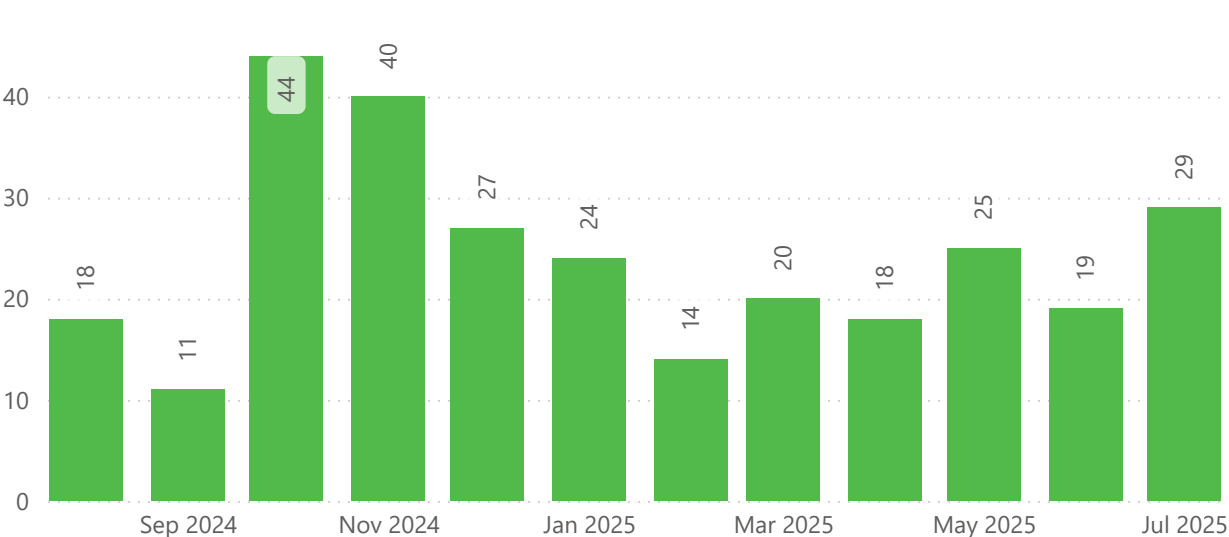
FNS Recertifications - Number Received



FNS Program Integrity Claims - Timeliness Rate



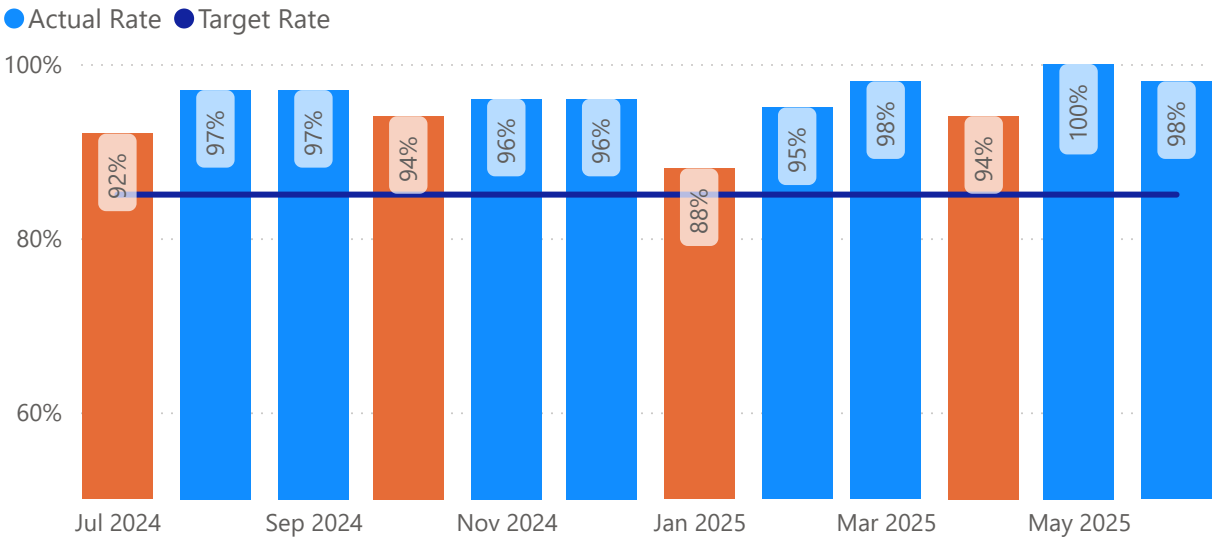
FNS Program Integrity Claims - Number Received



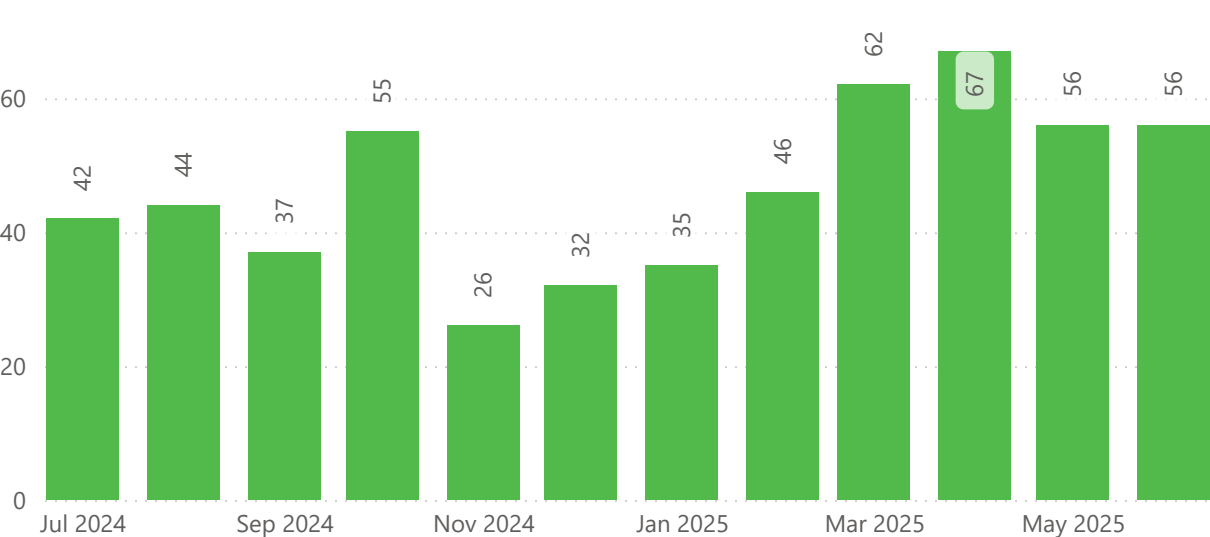
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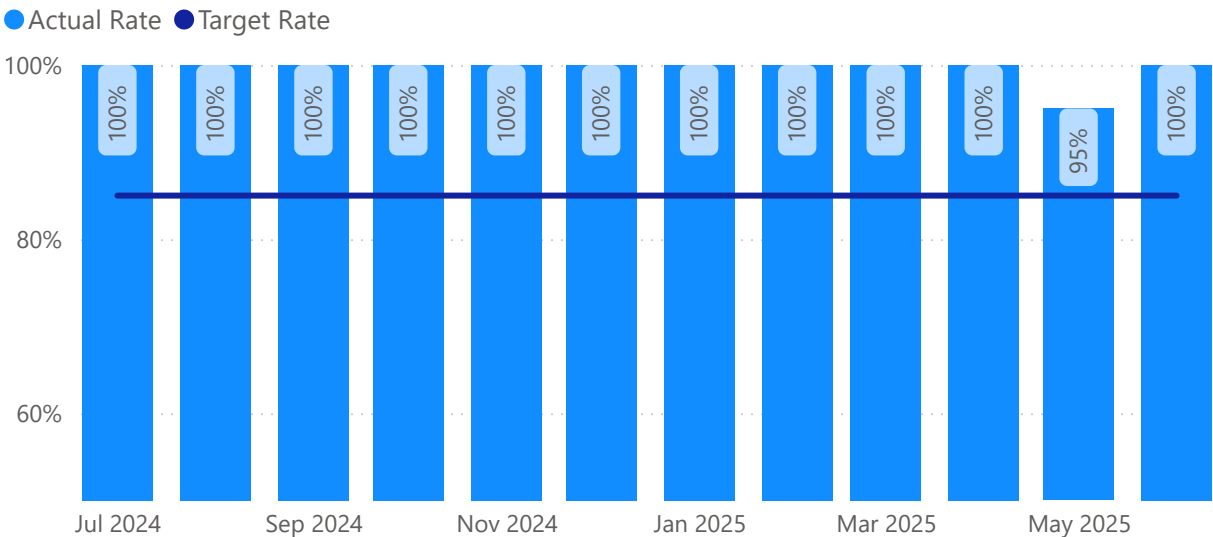
Maltreatment Allegations - Timeliness Rate



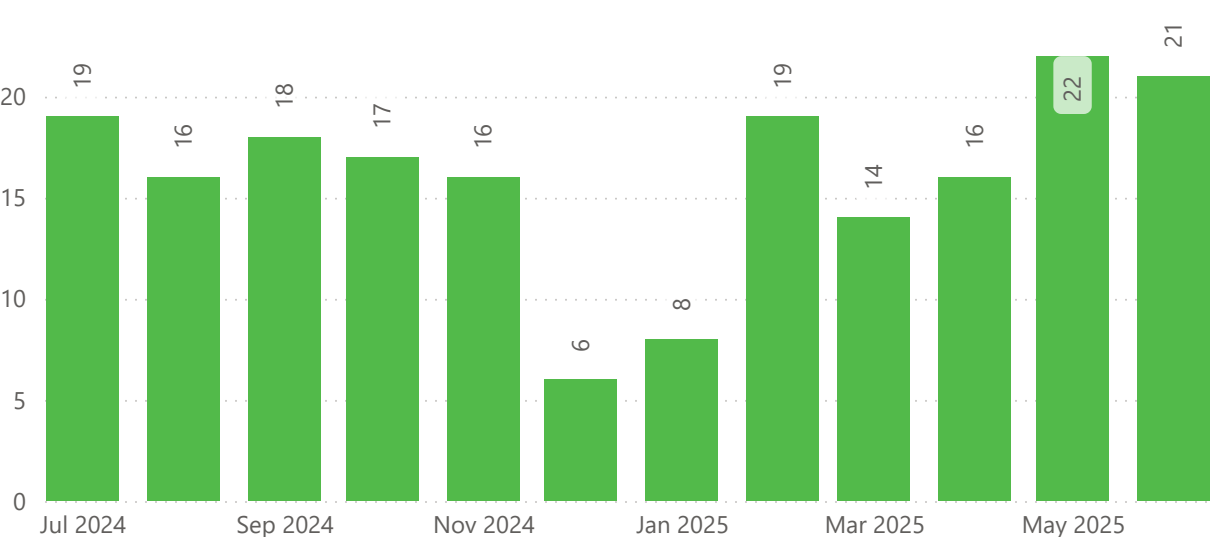
Maltreatment Allegations - Number Received



Exploitation Allegations - Timeliness Rate



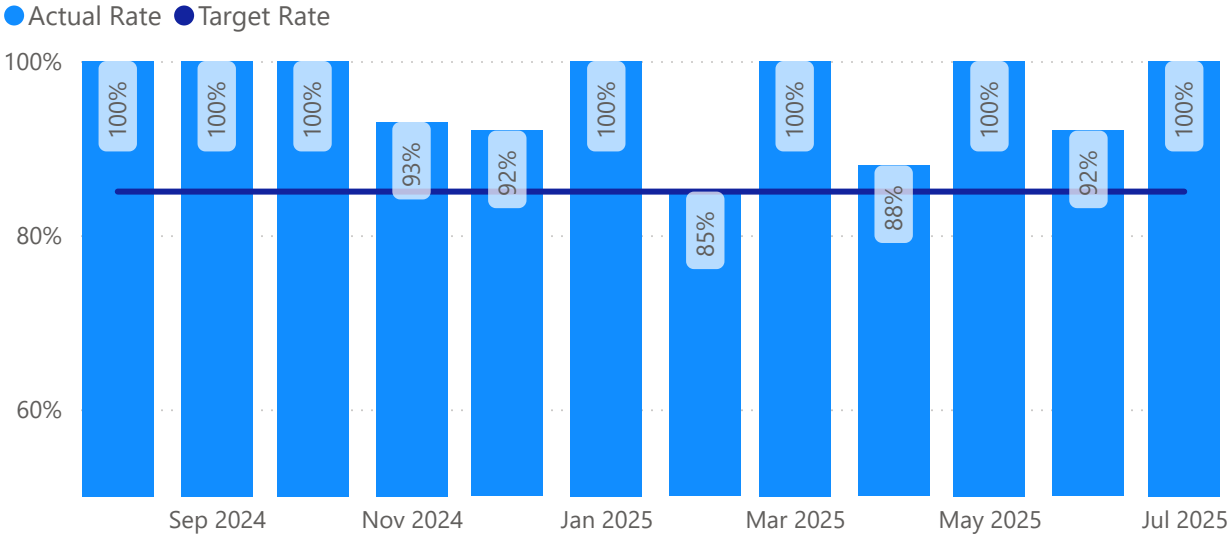
Exploitation Allegations - Number Received



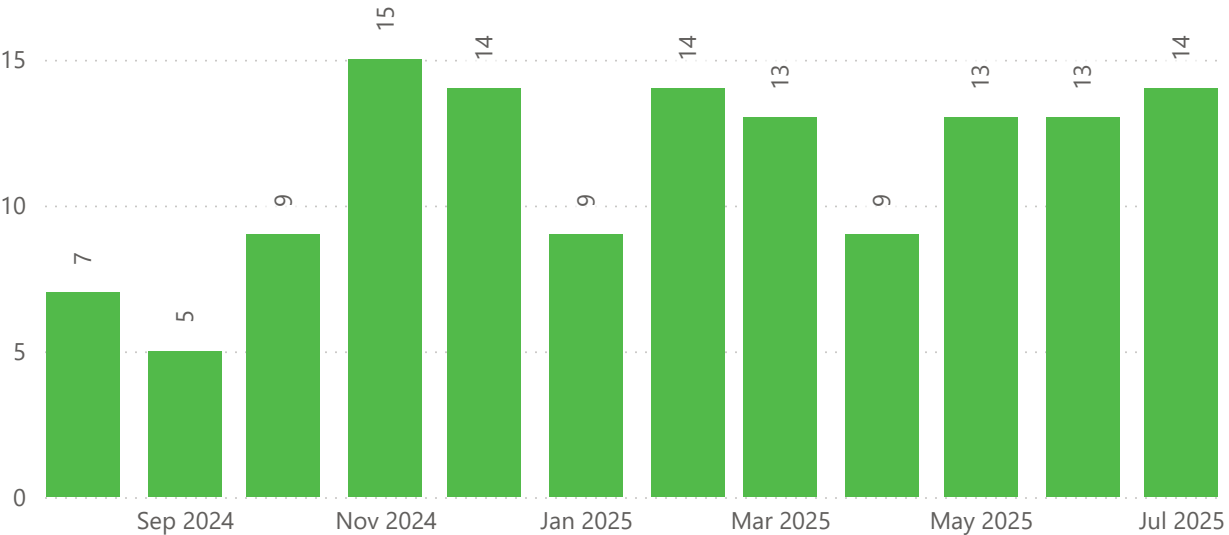
Special Assistance Timeliness (State MOUs SA 1-2)

Special Assistance for the Aged (SAA) and for the Disabled (SAD) provides supplemental payments to individuals to support stable living arrangements as well as proper care and treatment. Timely processing of SAA and SAD applications for benefits is essential to an individual receiving assistance dollars and their proper care and treatment.

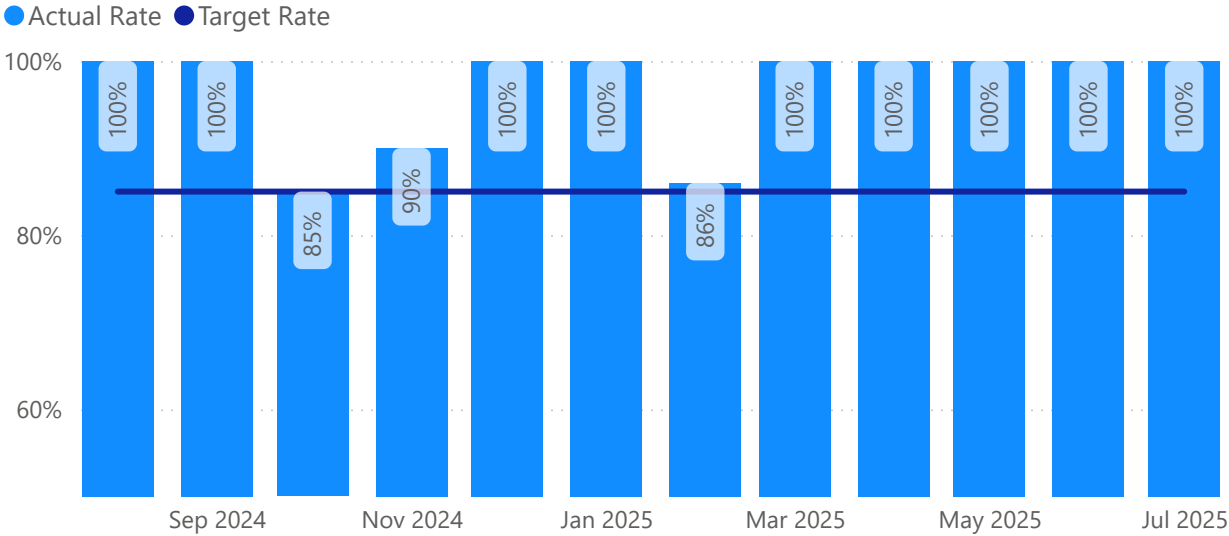
Special Assistance for the Aged - Timeliness Rate



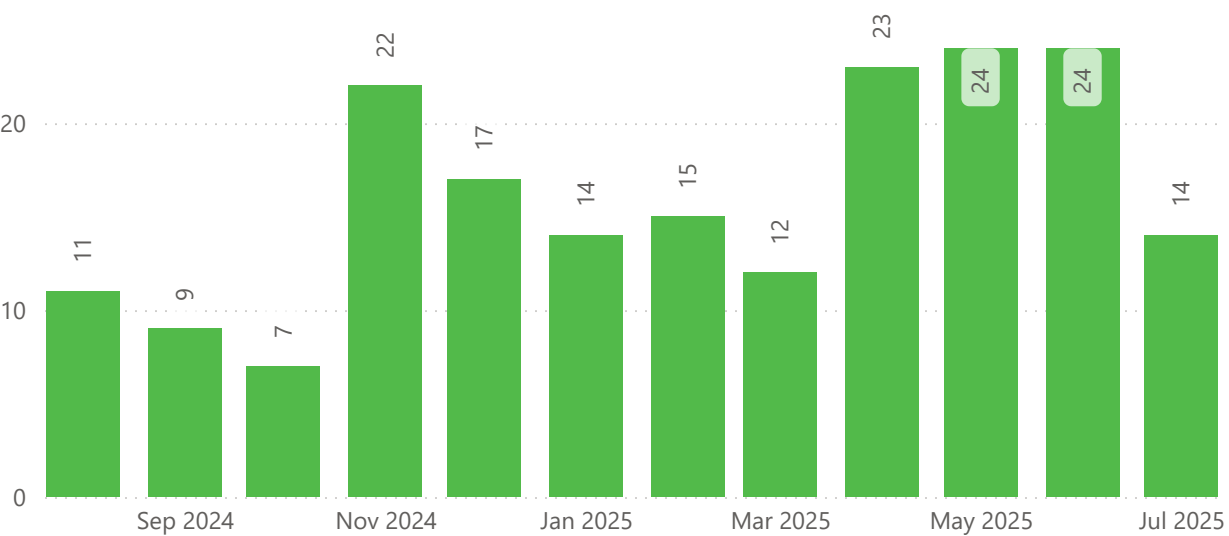
Special Assistance for the Aged - Number Received



Special Assistance for the Disabled - Timeliness Rate



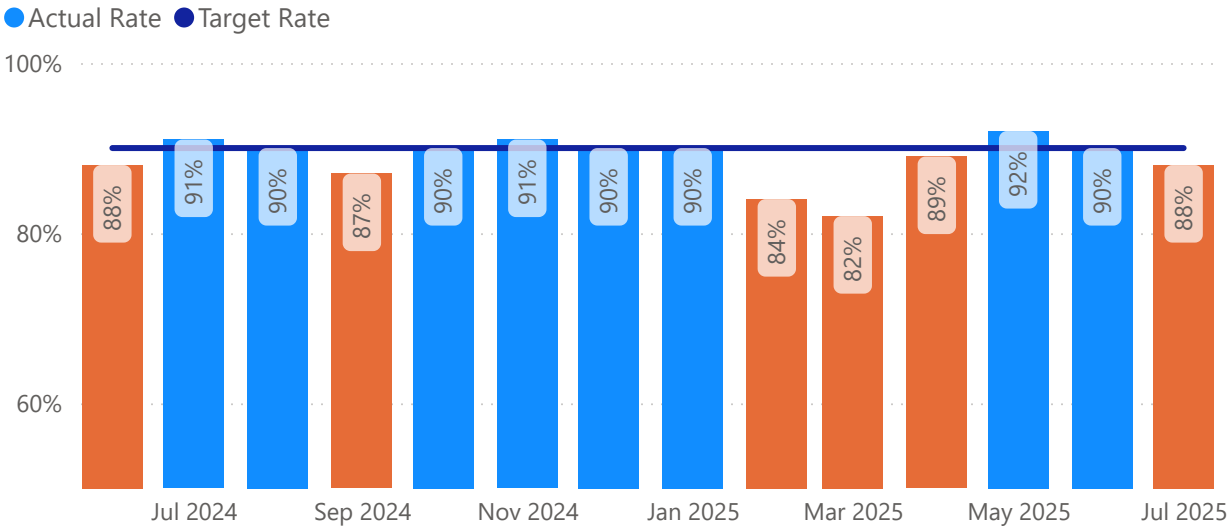
Special Assistance for the Disabled - Number Received



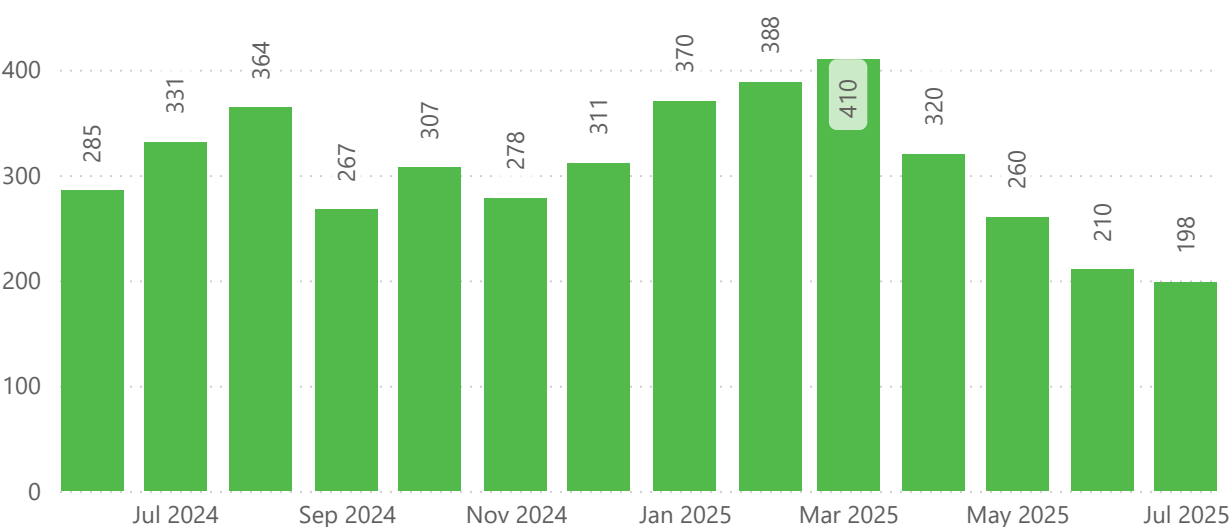
Medicaid Application Timeliness

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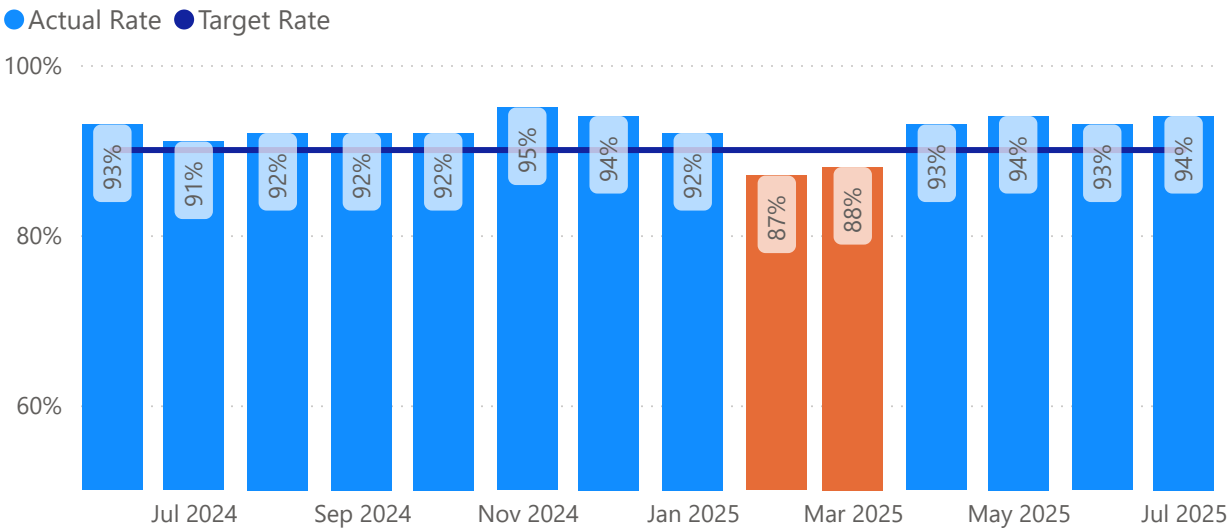
Medicaid for the Disabled Applications - Timeliness Rate



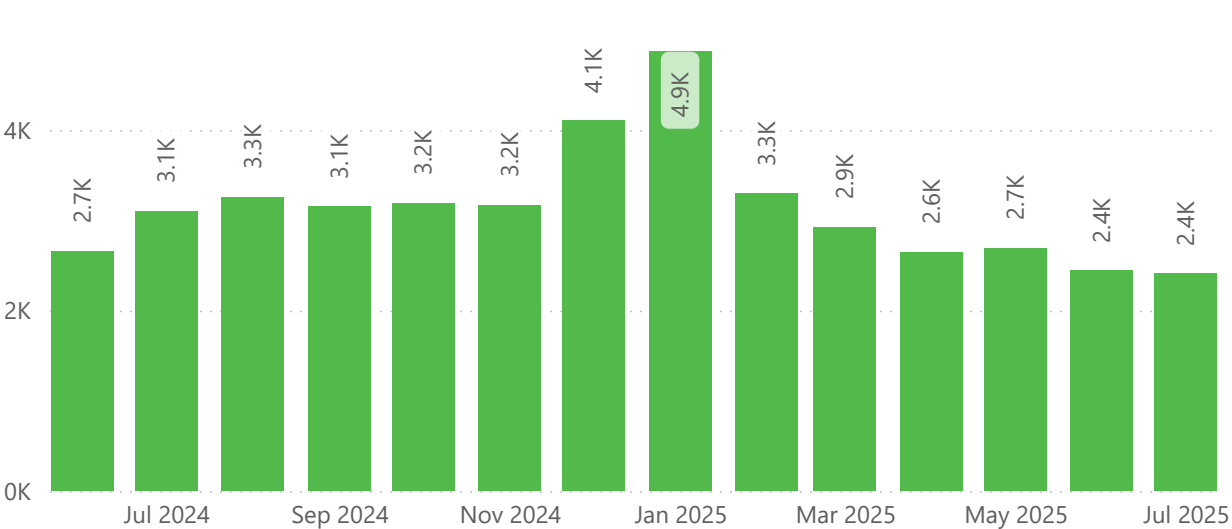
Medicaid for the Disabled Applications - Number Received



All Other Medicaid Applications - Timeliness Rate



All Other Medicaid Applications - Number Received





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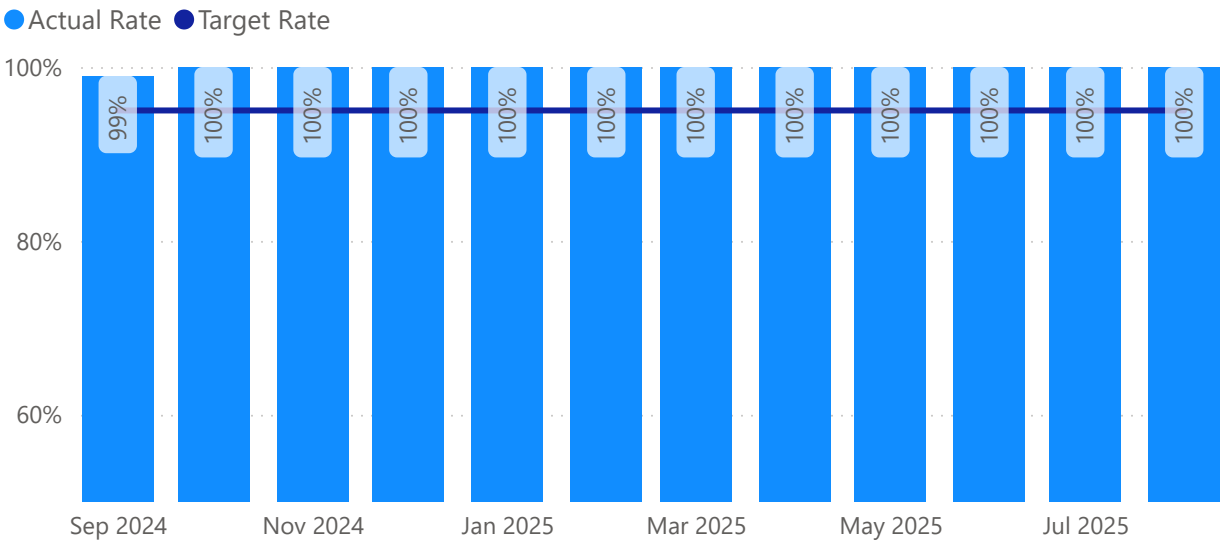
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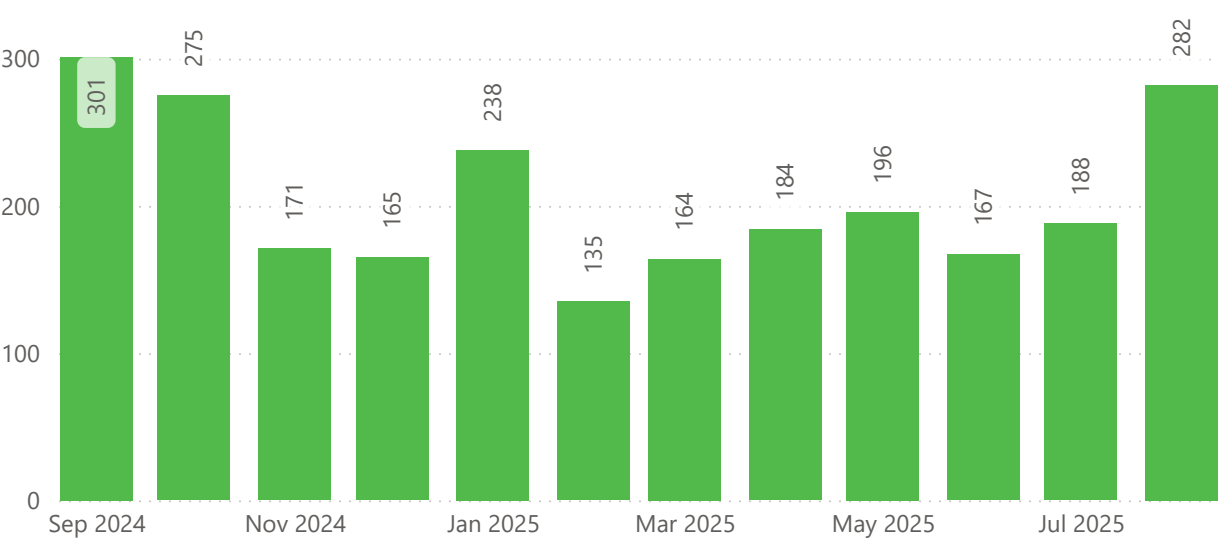
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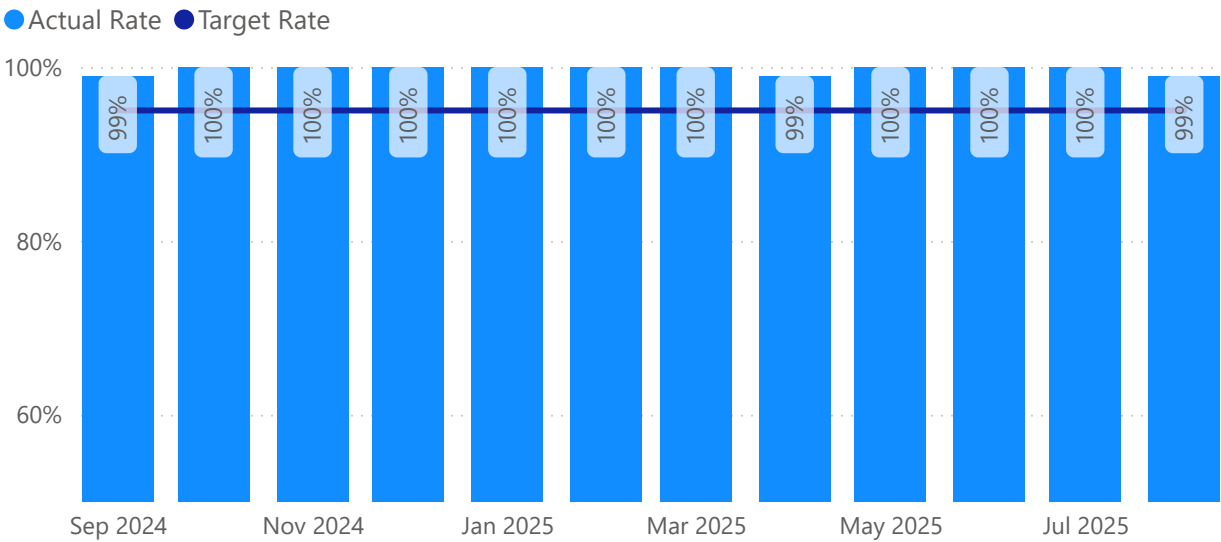
Critical Energy Crisis Intervention Applications - Timeliness Rate



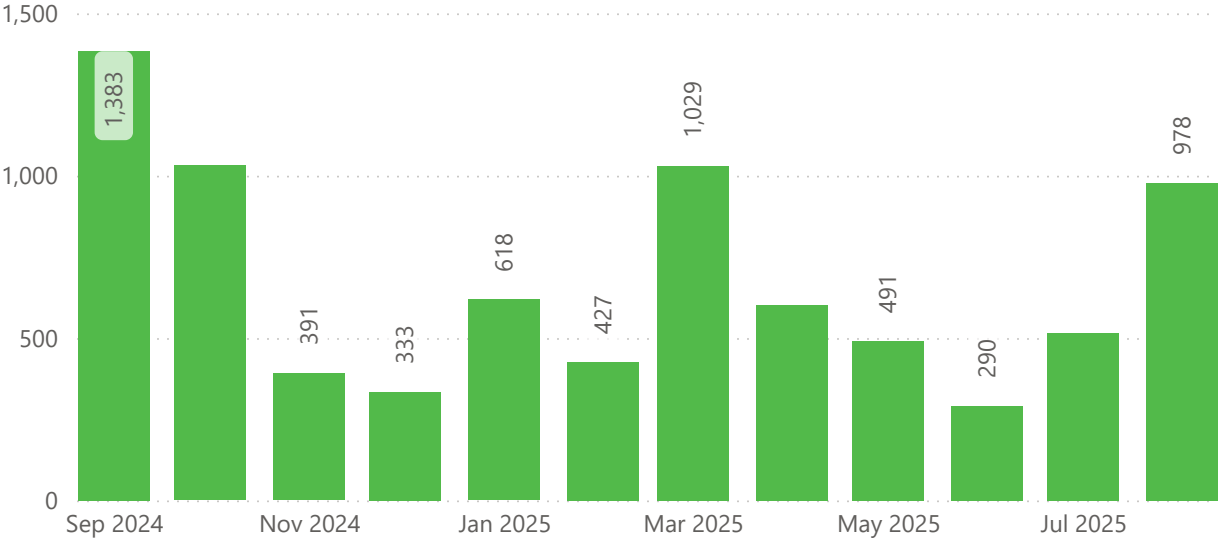
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Normal Energy Crisis Intervention Applications - Timeliness Rate



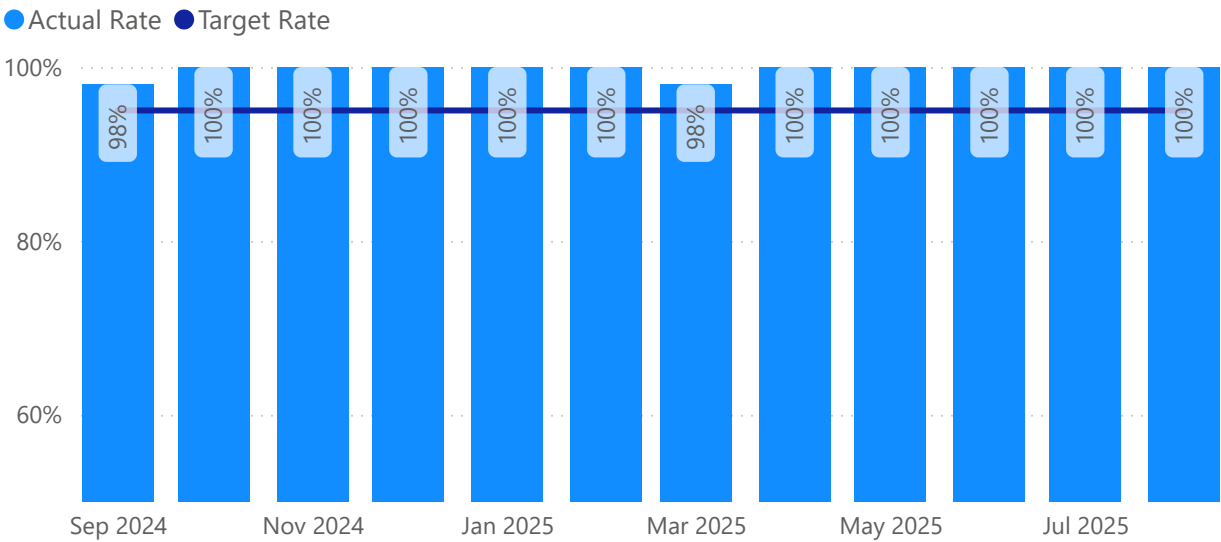
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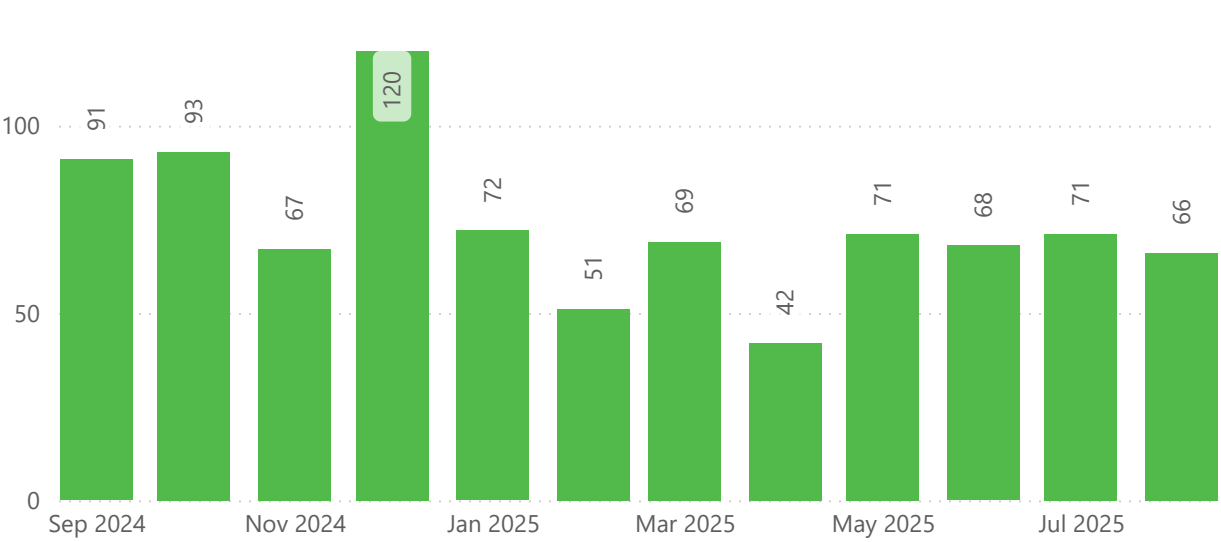
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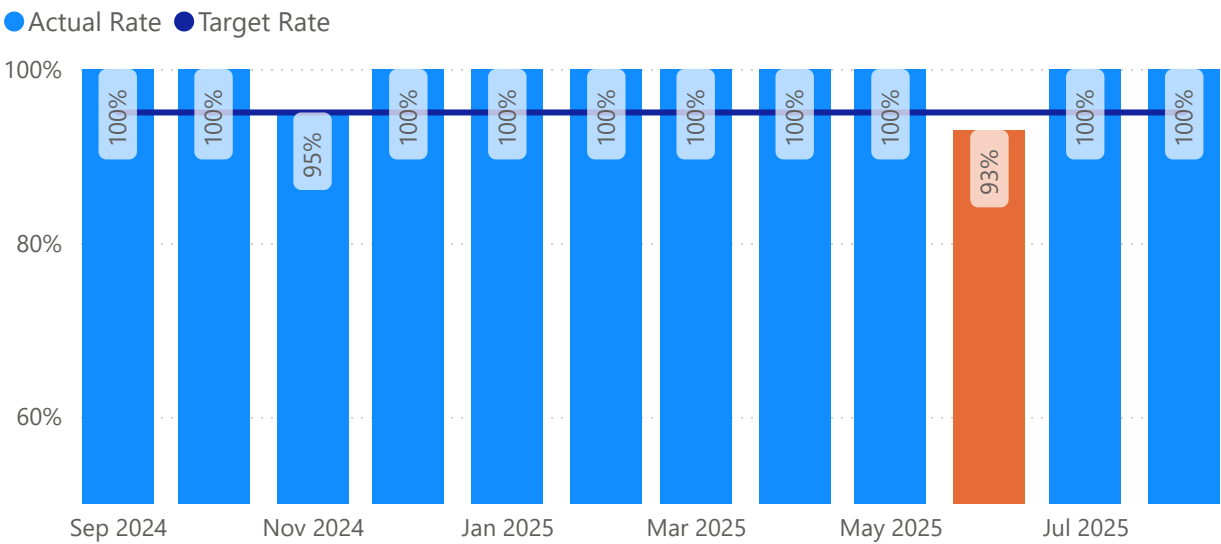
Work First Applications - Timeliness Rate



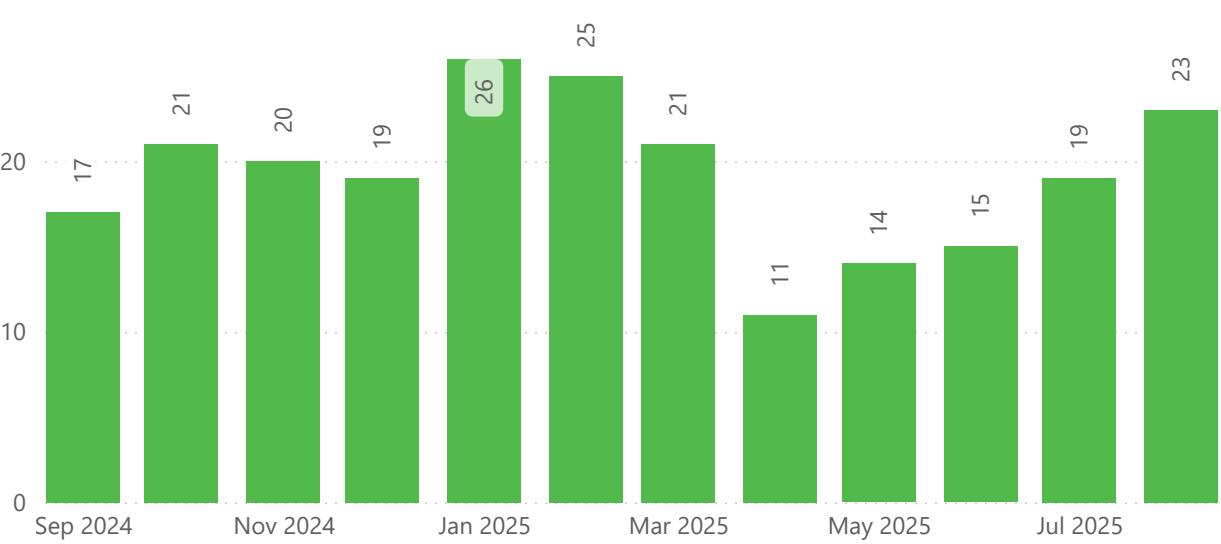
Work First Applications - Number Received



Work First Recertifications - Timeliness Rate



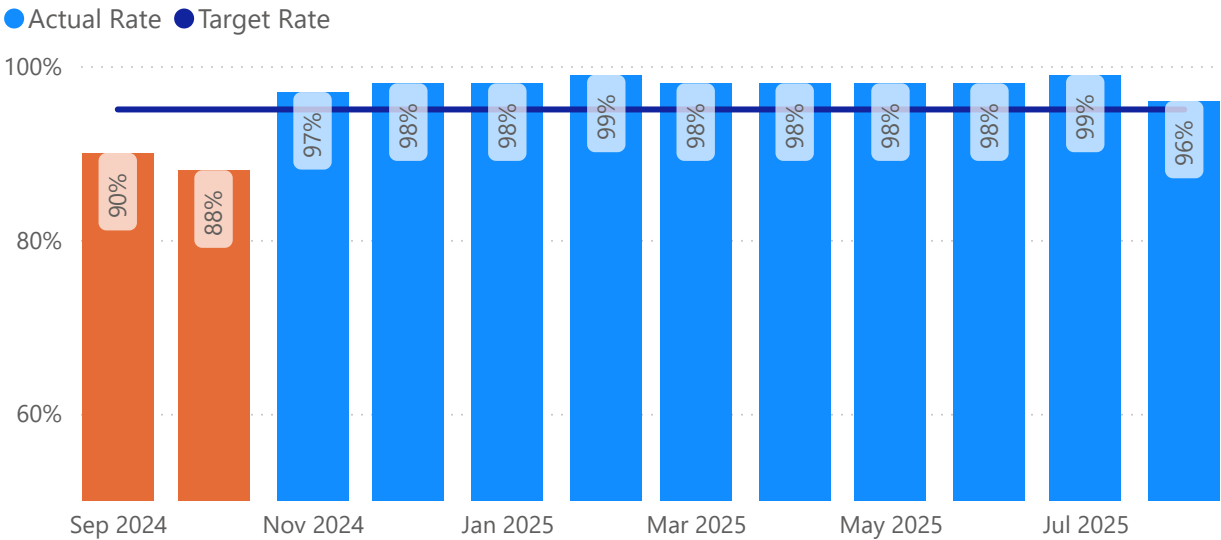
Work First Recertifications - Number Received



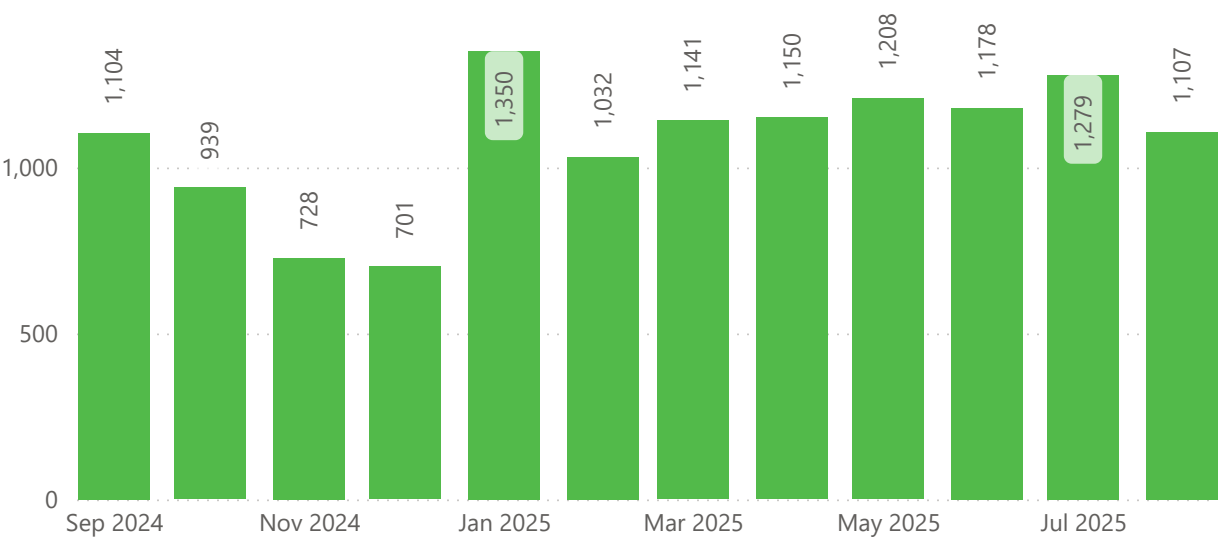
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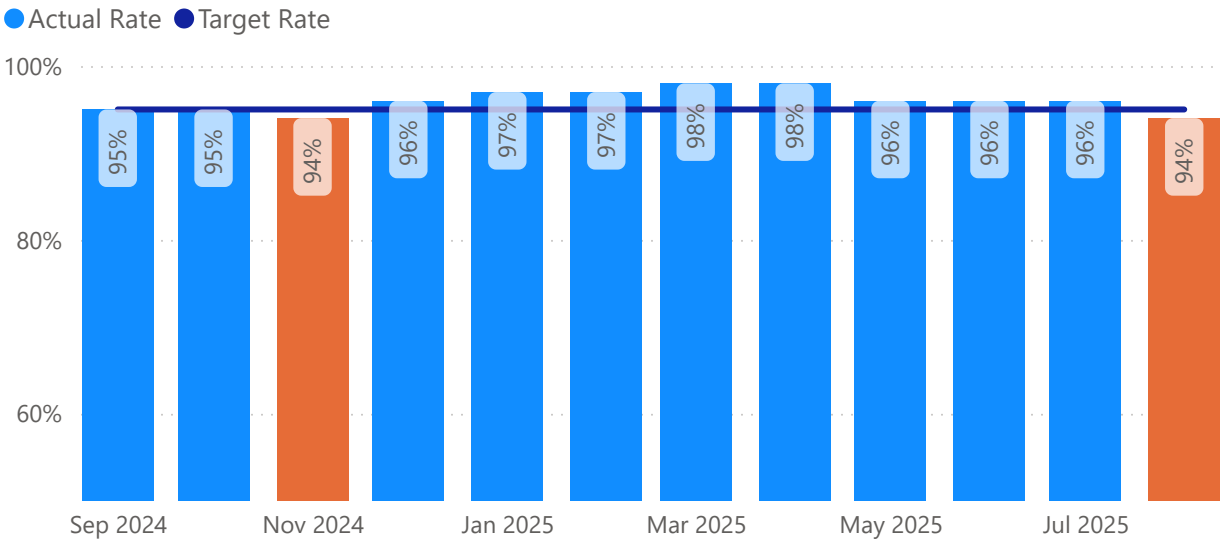
Expedited FNS Applications - Timeliness Rate



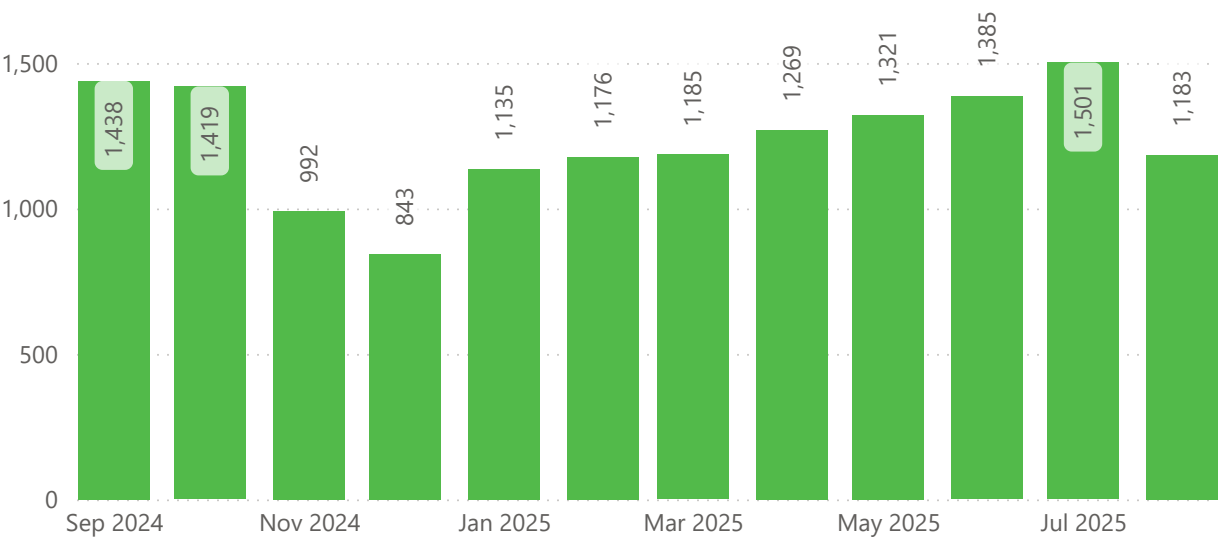
Expedited FNS Applications - Number Received



Normal FNS Applications - Timeliness Rate



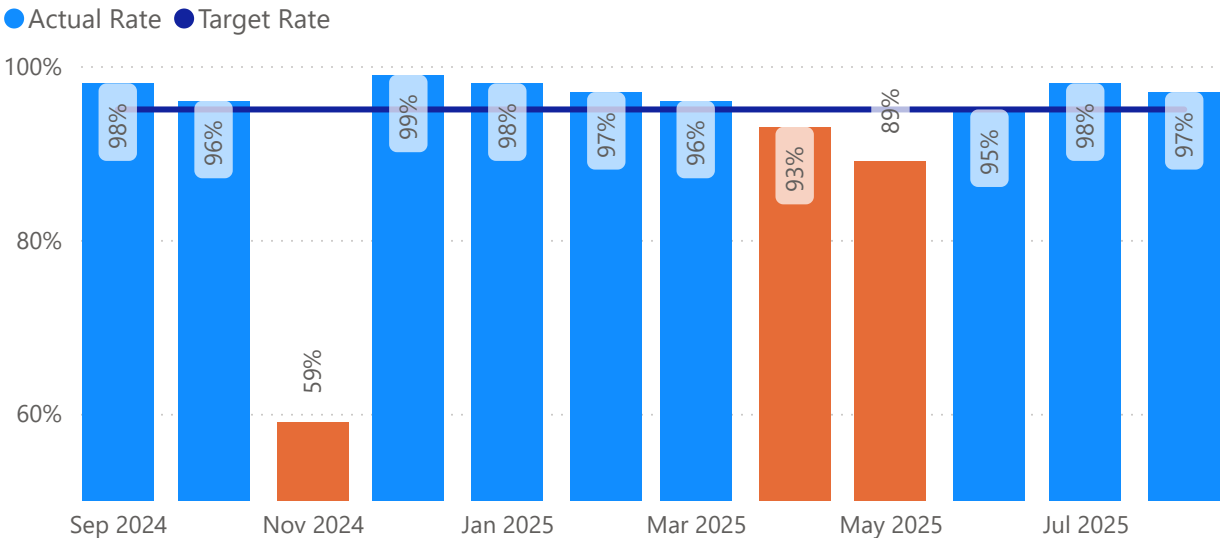
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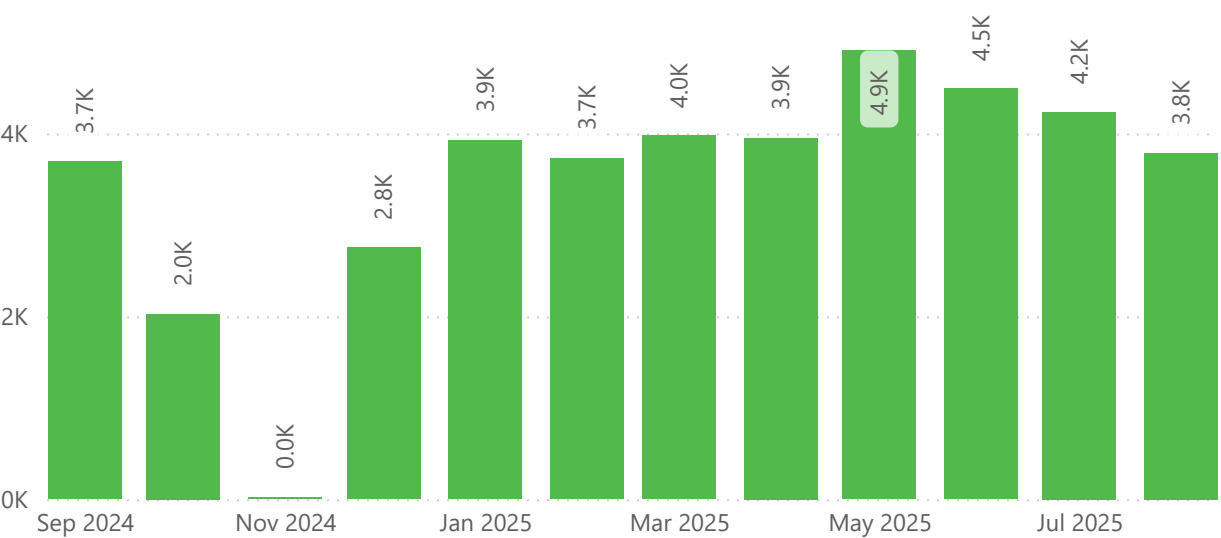
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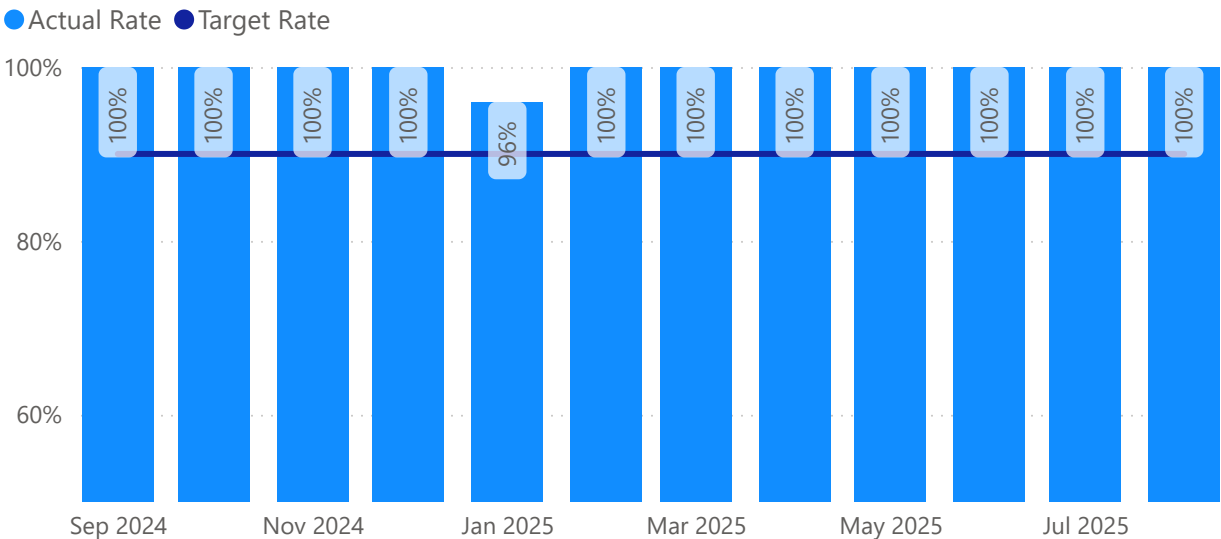
FNS Recertifications - Timeliness Rate



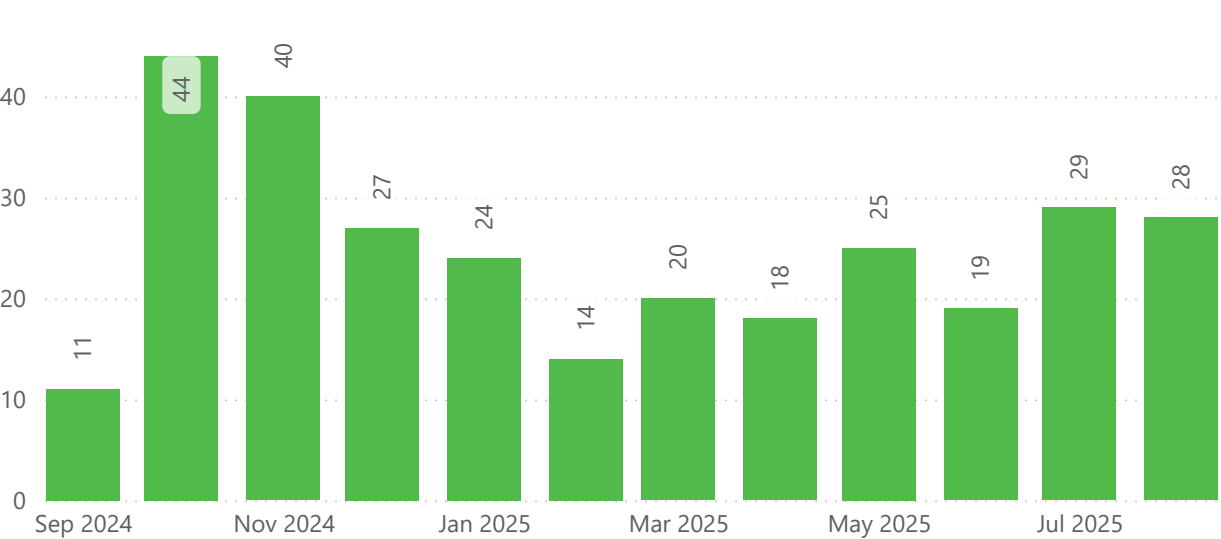
FNS Recertifications - Number Received



FNS Program Integrity Claims - Timeliness Rate



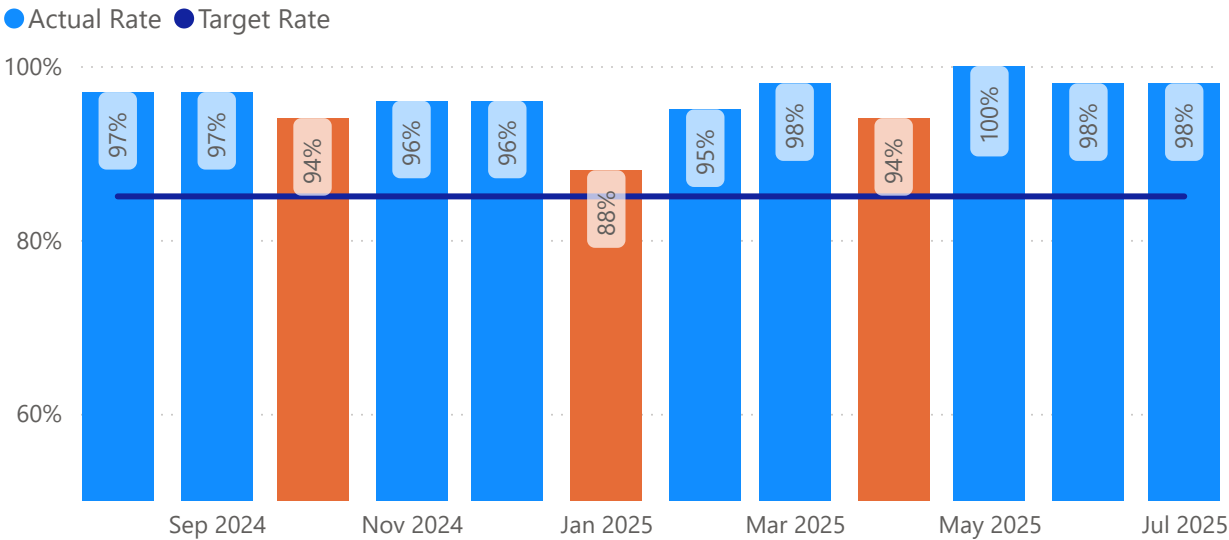
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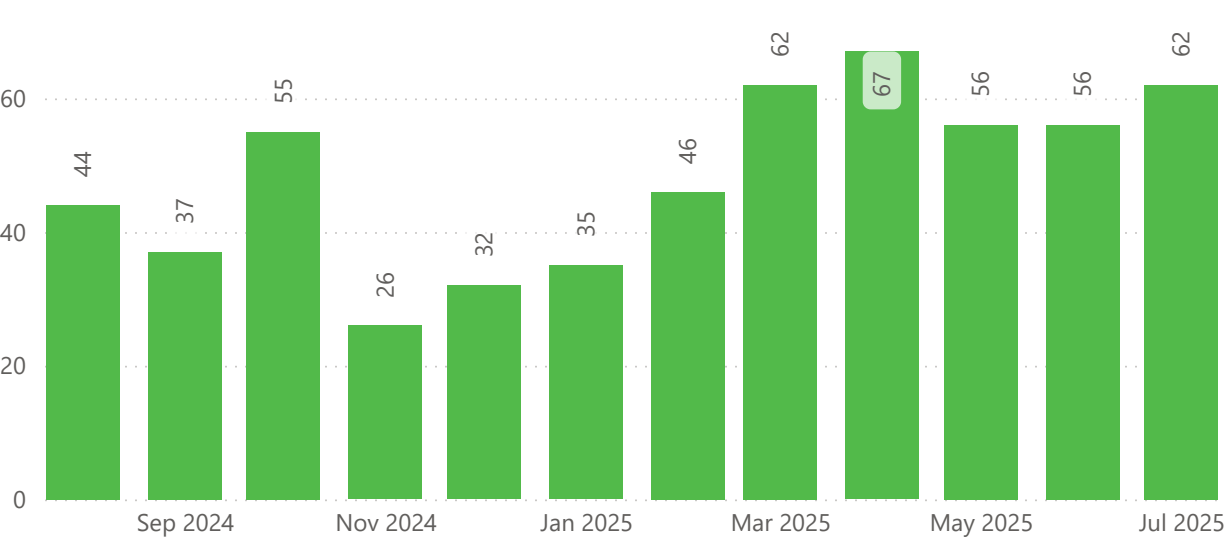
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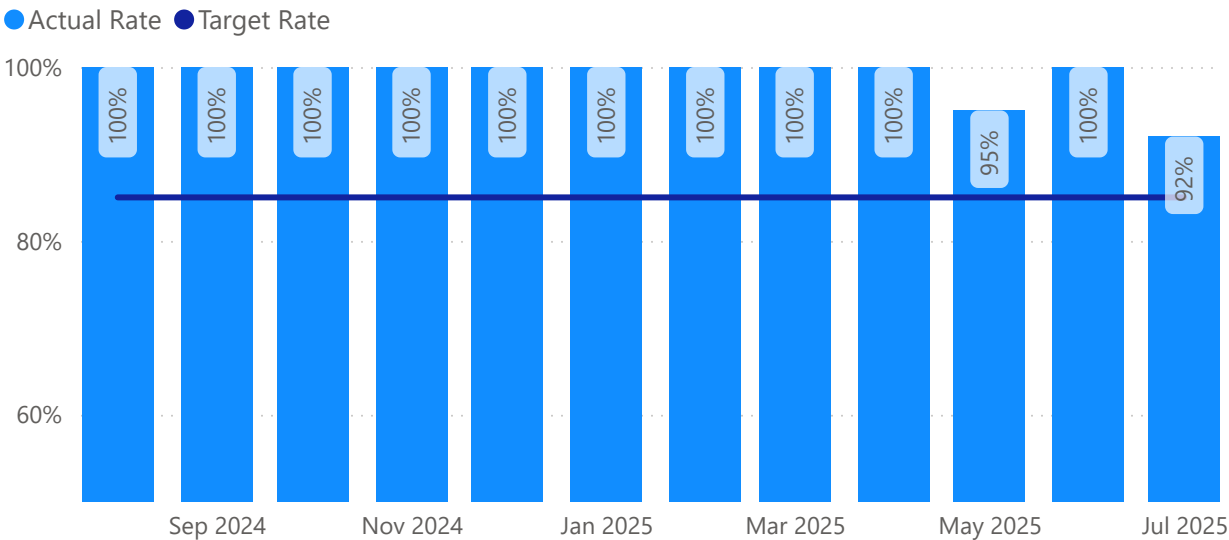
Maltreatment Allegations - Timeliness Rate



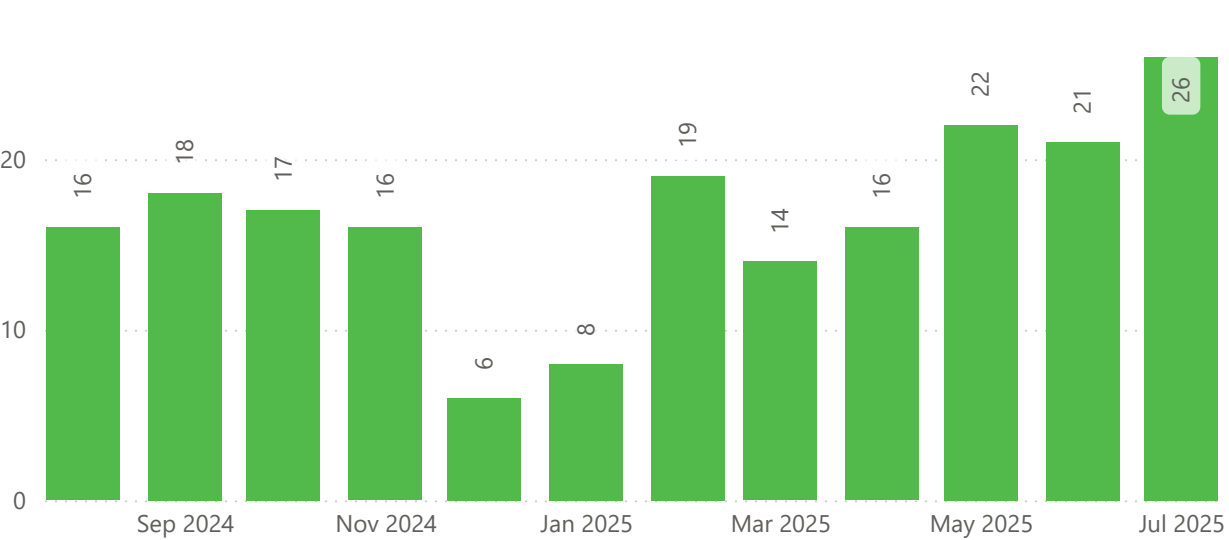
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Exploitation Allegations - Timeliness Rate



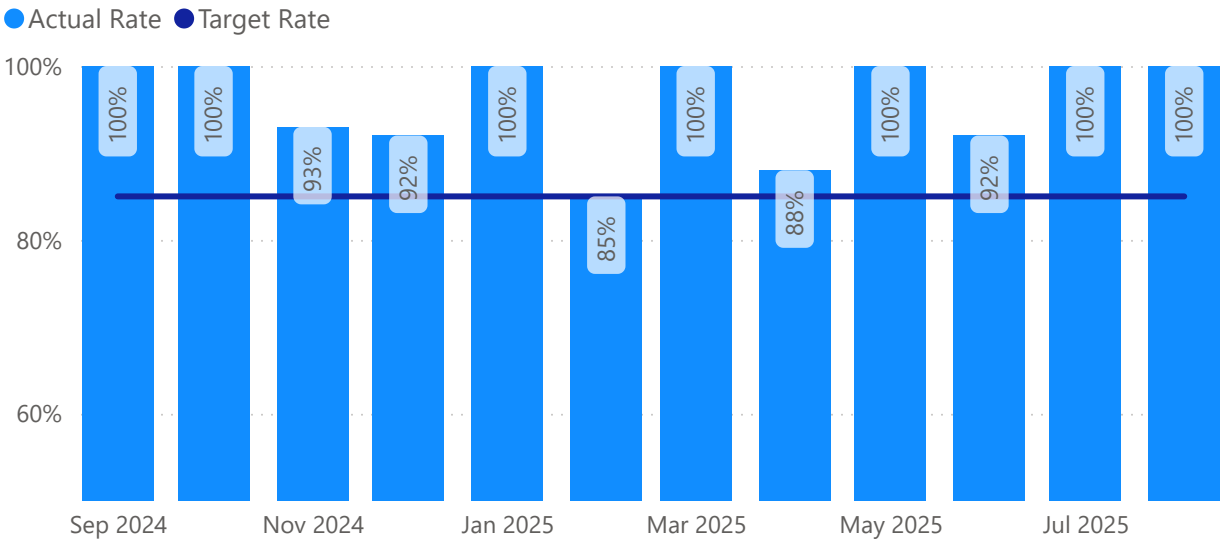
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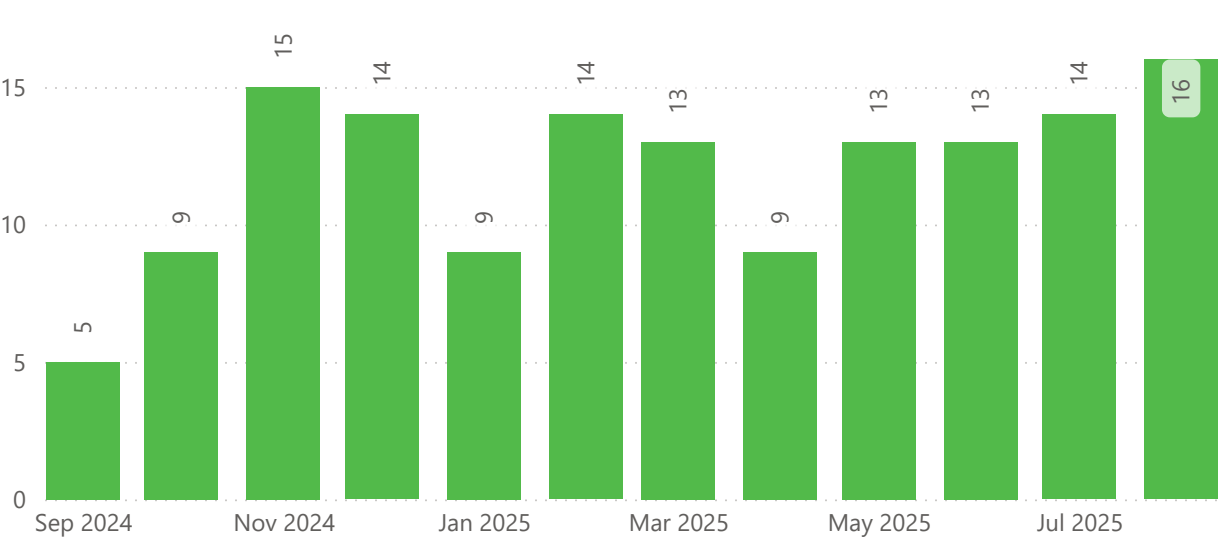
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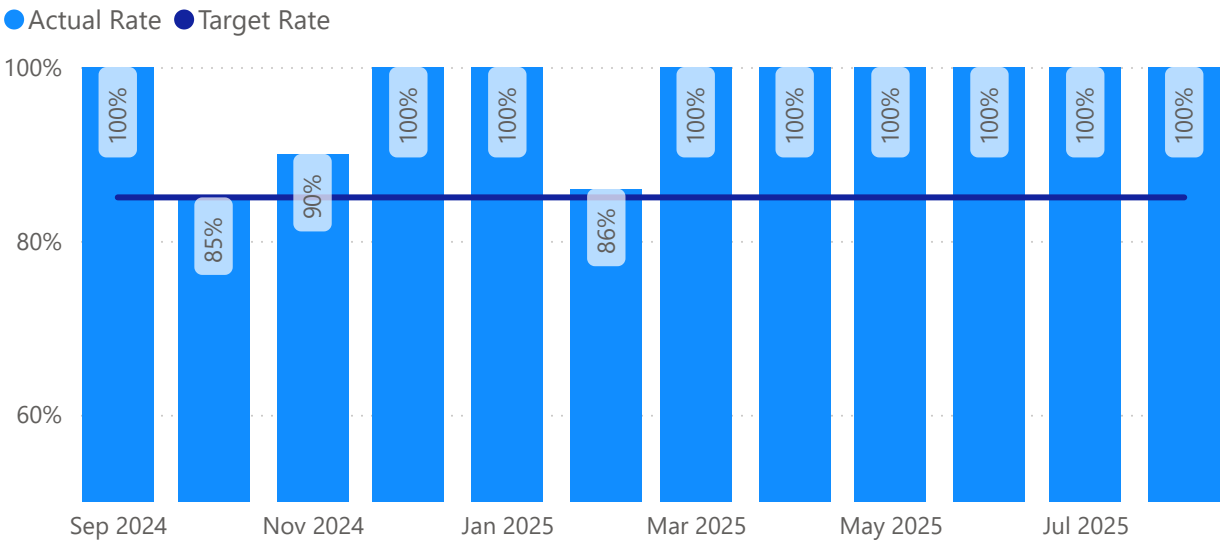
Special Assistance for the Aged - Timeliness Rate



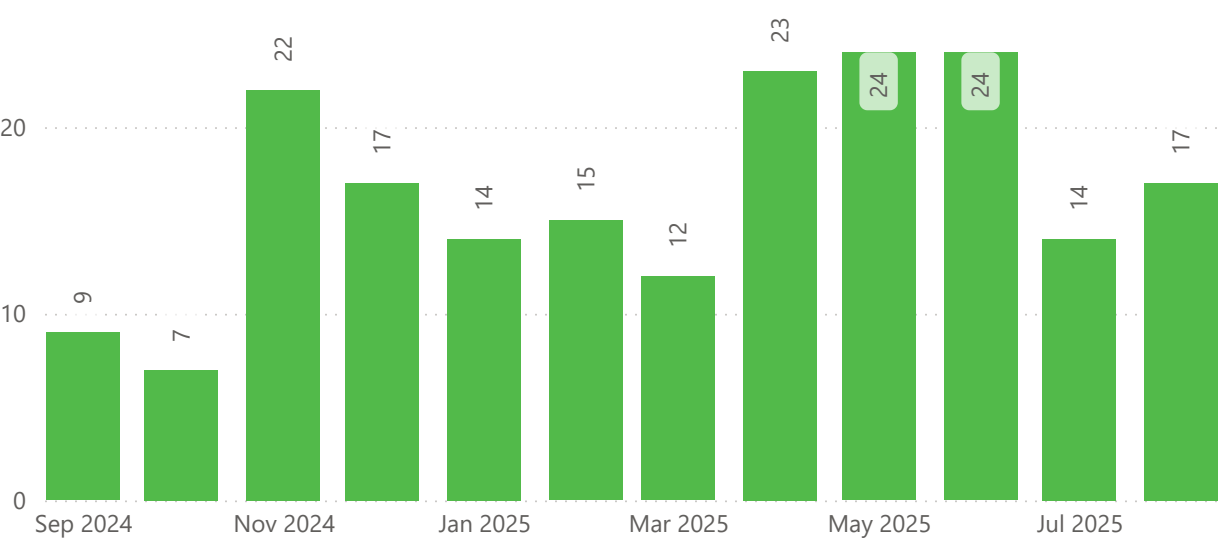
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Special Assistance for the Disabled - Timeliness Rate



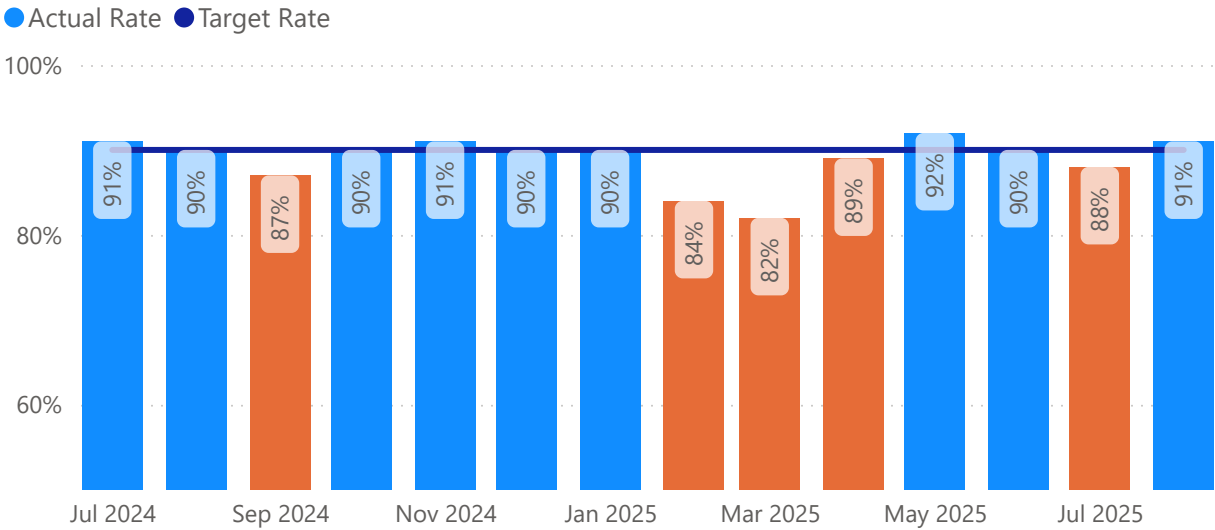
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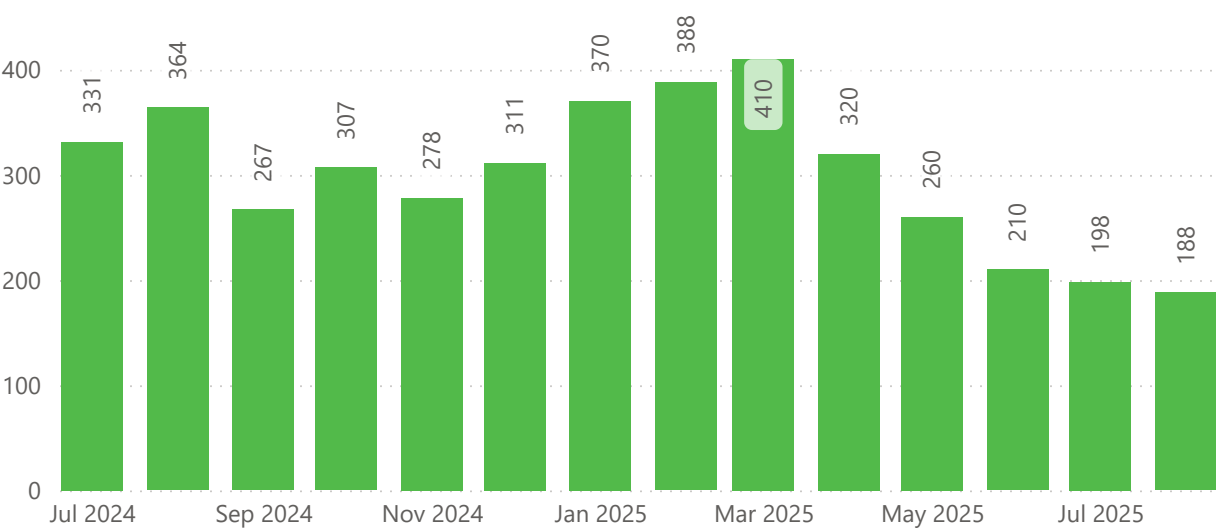
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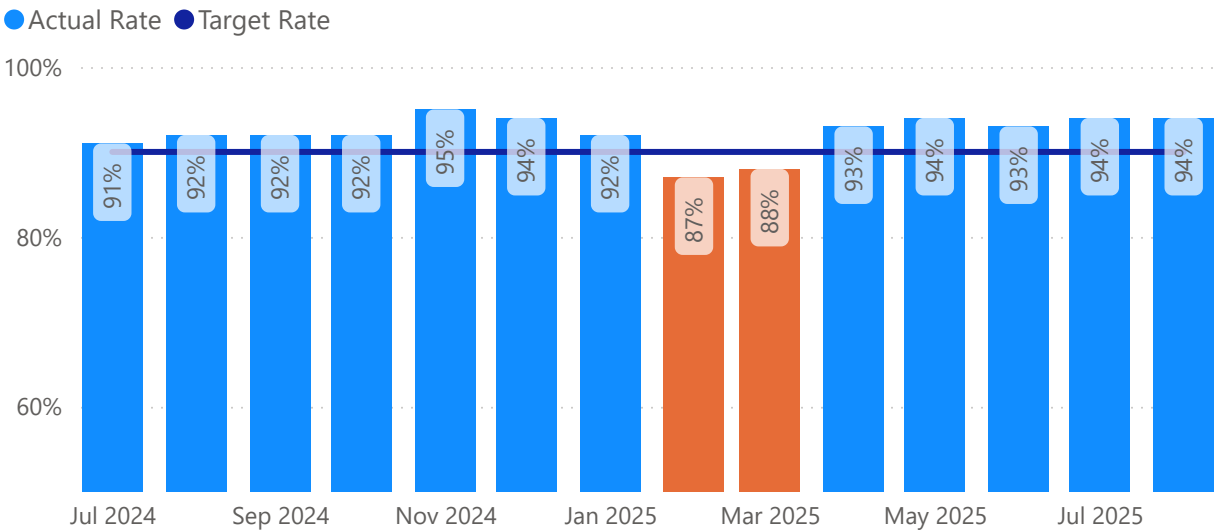
Medicaid for the Disabled Applications - Timeliness Rate



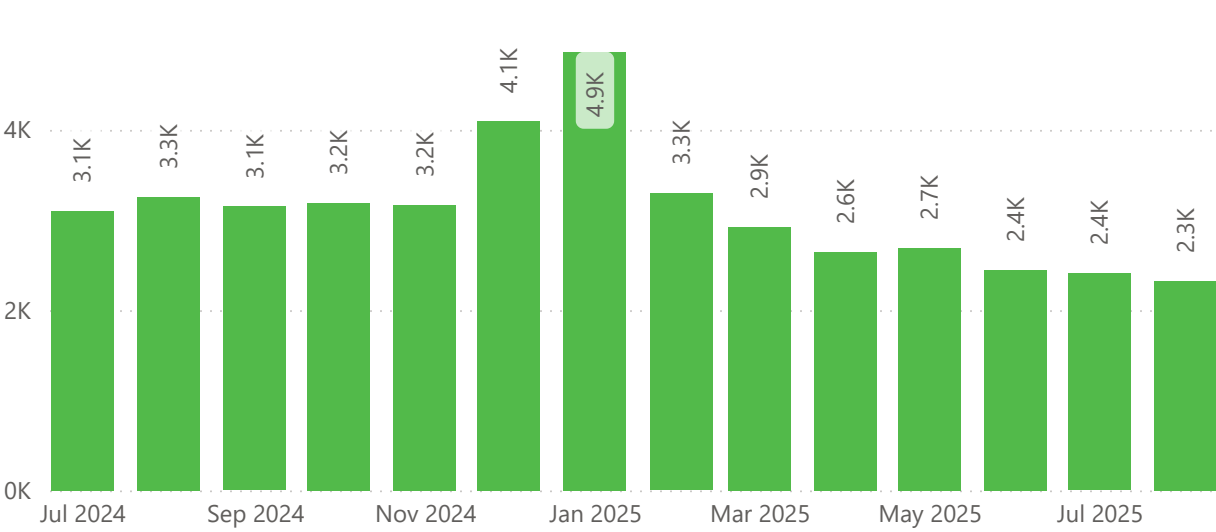
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What are these performance measures?

In 2017, the North Carolina General Assembly passed the Family/Child Accountability and Protection Act/Rylan's Law - Session Law 2017-41. The law requires all counties to enter into an annual agreement, a Memorandum of Understanding (MOU), with the NC Department of Health and Human Services (NCDHHS) for all social services programs excluding medical assistance (NC Medicaid). Medical Assistance (NC Medicaid) has separate performance standards set under a separate NCDHHS policy. The goal of these annual agreements and standards is to support the provision of consistent, quality child welfare and social services that ensure the safety, health and well-being of children, adults and families served across North Carolina and it establishes a set of standard performance measures for delivery of services.

How often are these measures reported?

Guilford County Social Services monitors and reports its performance in each of these measures to the Board of Commissioners on a regular basis, and ensures the standards and MOU are updated annually.

Some measures have months where performance data was not available - these months are represented as "0" values in this report.

Energy Programs (State MOUs EP 1-2)

Critical Crisis Intervention

100%

Goal: 95%

Normal Crisis Intervention

100%

Goal: 95%

Work First (State MOUs WF 3-4)

Applications

100%

Goal: 95%

Recertifications

100%

Goal: 95%

Medicaid Application Timeliness

Medicaid for the Disabled

95%

Goal: 90%

Food and Nutrition Services (State MOUs FNS 1-4)

Expedited Applications

98%

Goal: 95%

Normal Applications

97%

Goal: 95%

Adult Protective Services (State MOUs APS 1-2)

Maltreatment Allegations

99%

Goal: 85%

Exploitation Allegations

100%

Goal: 85%

All Other Medicaid

95%

Goal: 90%

Recertifications

98%

Goal: 95%

Program Integrity Claims

100%

Goal: 90%

Adult Special Assistance (State MOUs SA 1-2)

Special Assistance for the Aged

96%

Goal: 85%

Special Assistance for the Disabled

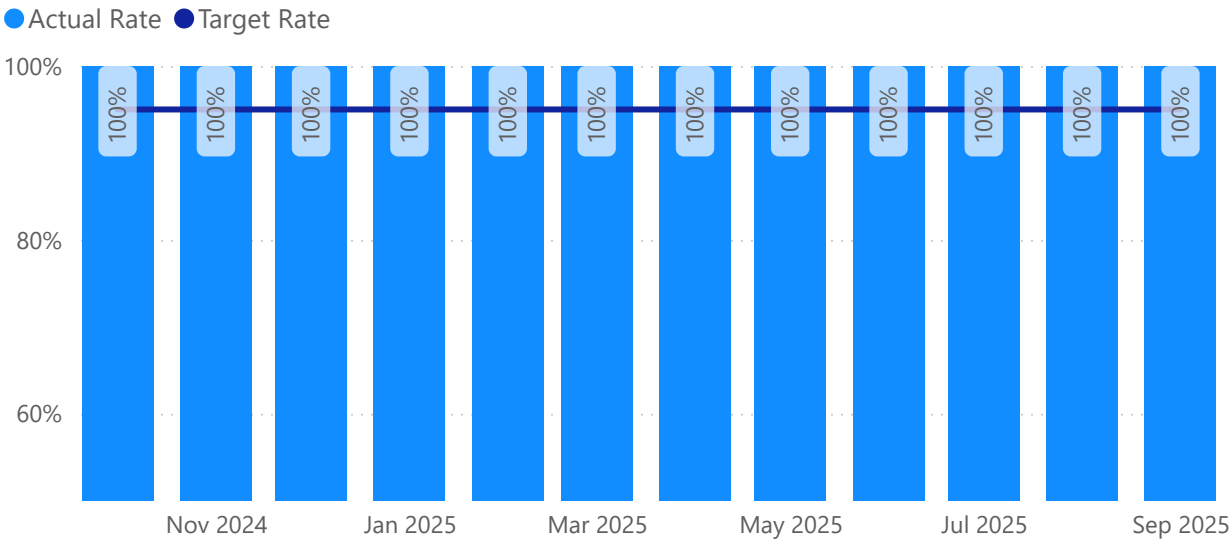
91%

Goal: 85%

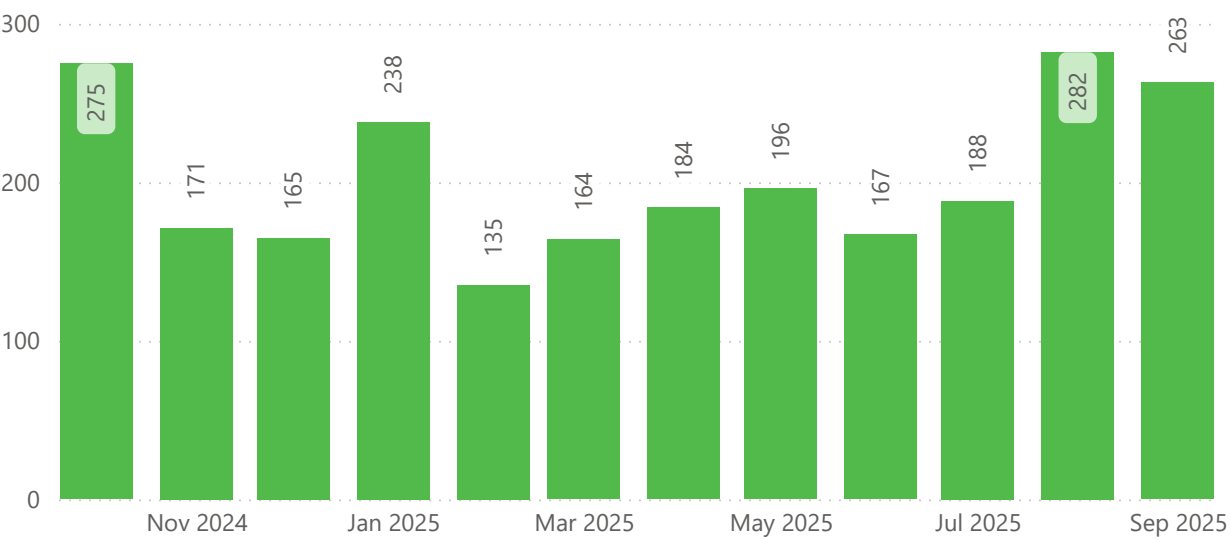
Energy Programs (State MOUs EP 1-2)

The Crisis Intervention Programs (CIP) for Energy provide funds for residents to pay energy - gas and electric - bills. Applications from households with no heat or cooling source are considered critical and must be processed within one business day. Applications from households that do have heat or cooling but are still in need of funds to pay their energy bills must be processed within 2 business days.

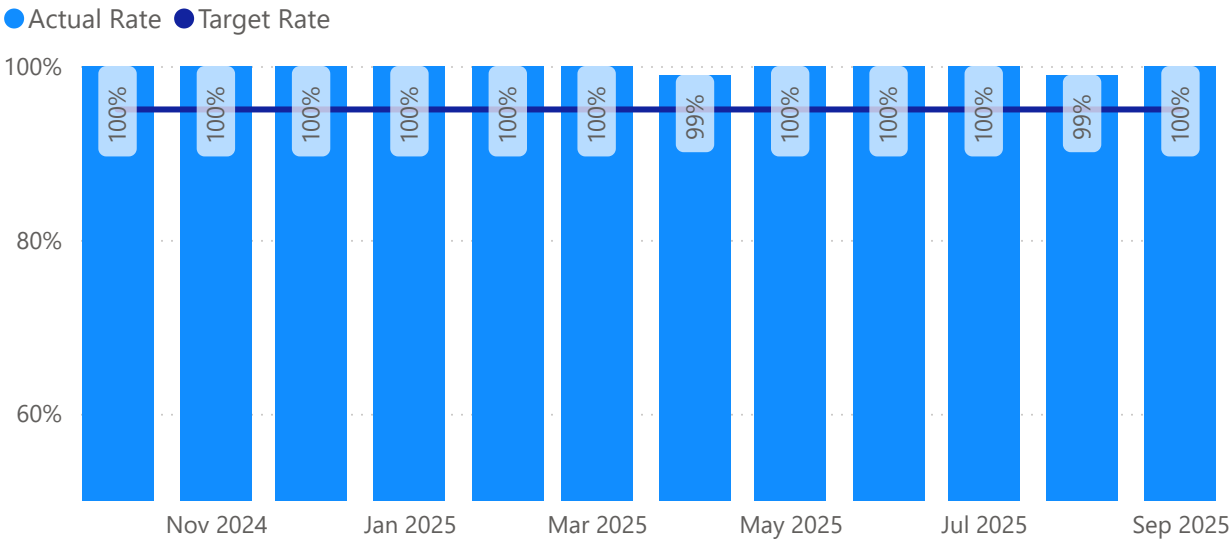
Critical Energy Crisis Intervention Applications - Timeliness Rate



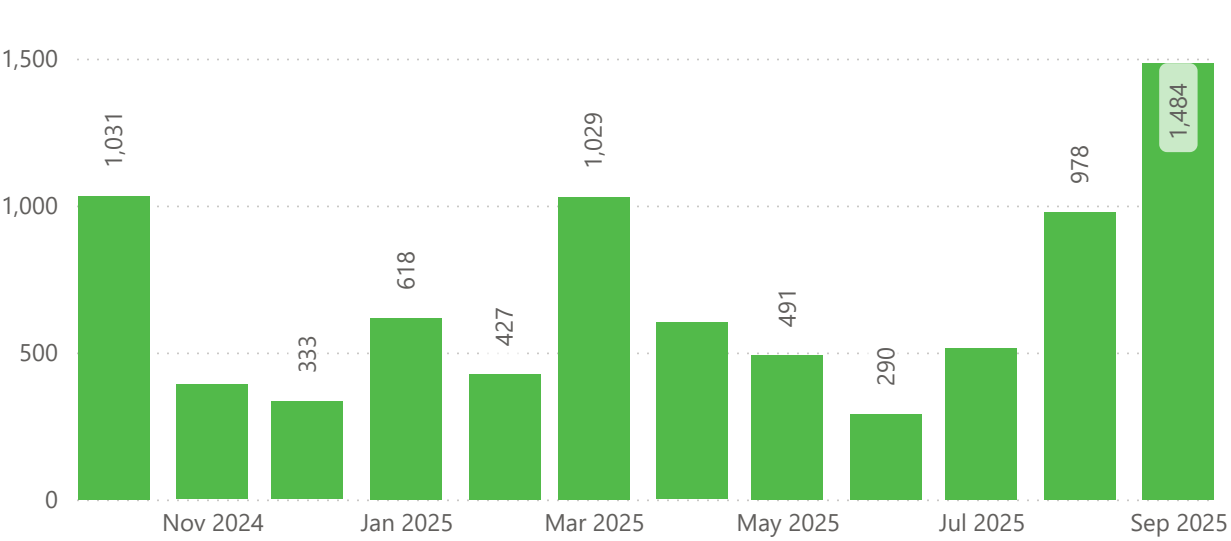
Critical Energy Crisis Intervention Applications - Number Received



Normal Energy Crisis Intervention Applications - Timeliness Rate



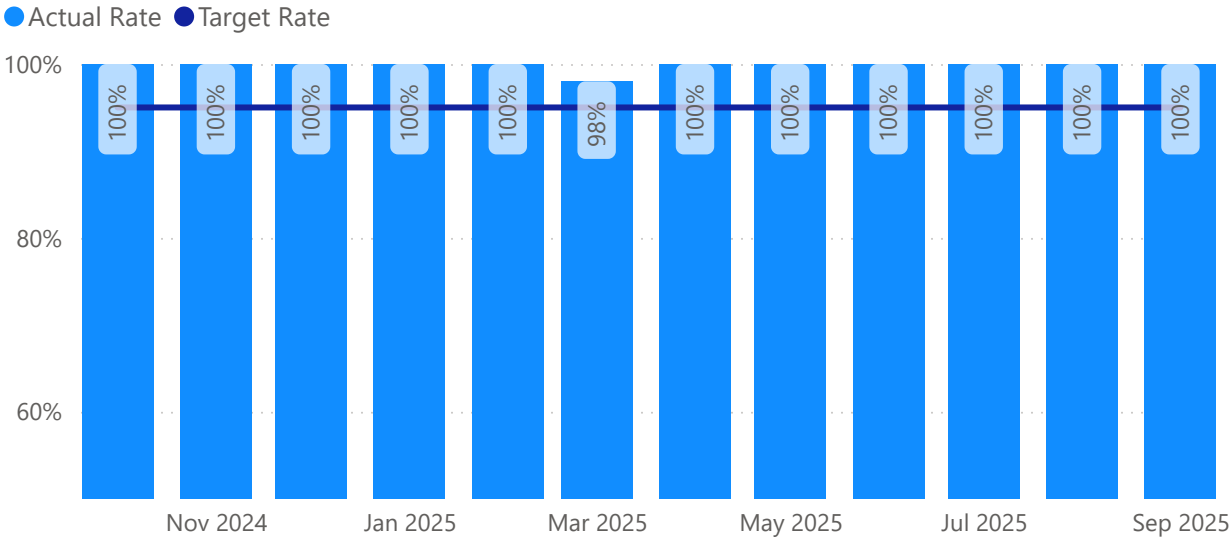
Normal Energy Crisis Intervention Applications - Number Received



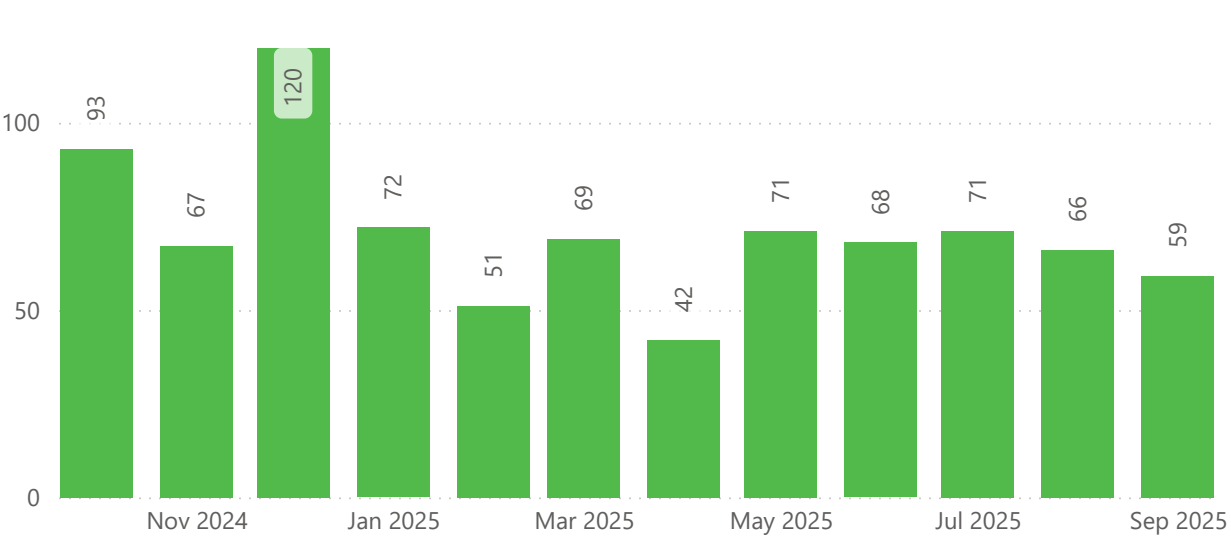
Work First (State MOUs WF 3-4)

Work First provides parents with services such as short-term training to help them become employed and move toward self-sufficiency through the Employment & Career Services programs. Other families, where grandparents and other relatives are caring for their relative’s children, can receive services and support that also prevents children from entering the foster care system unnecessarily. Eligibility determinations are based on living arrangements, age, kinship requirements, citizenship/alien status, social security number verification, income, and resources.

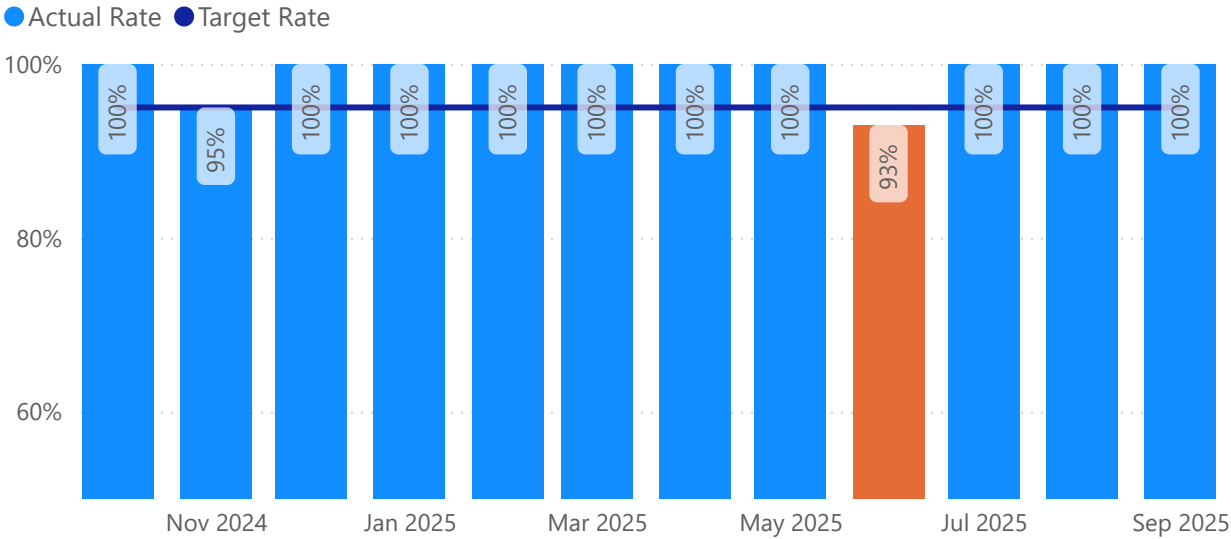
Work First Applications - Timeliness Rate



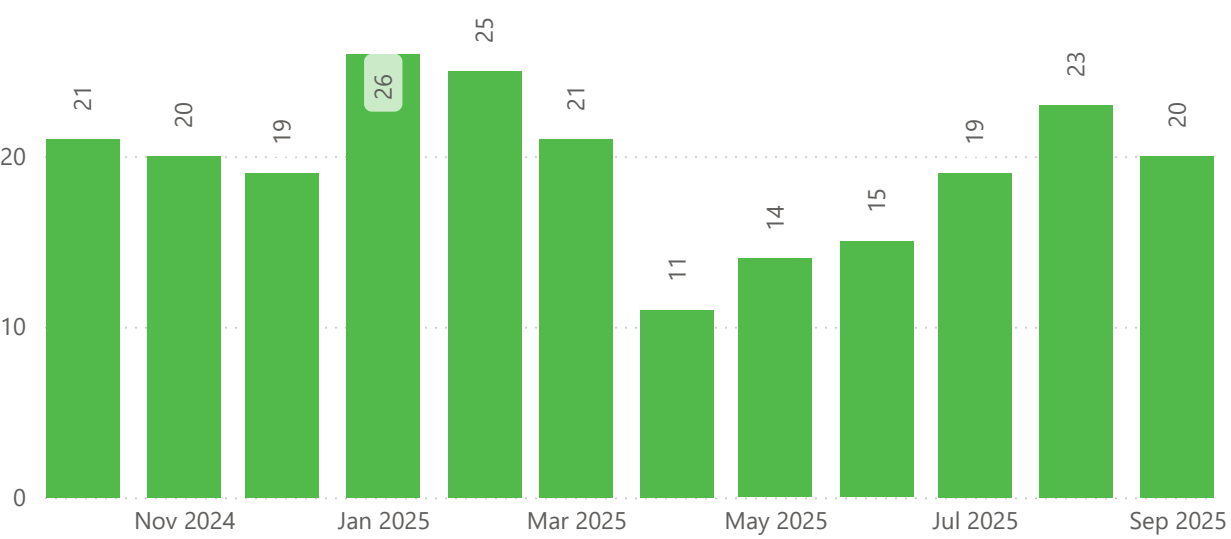
Work First Applications - Number Received



Work First Recertifications - Timeliness Rate



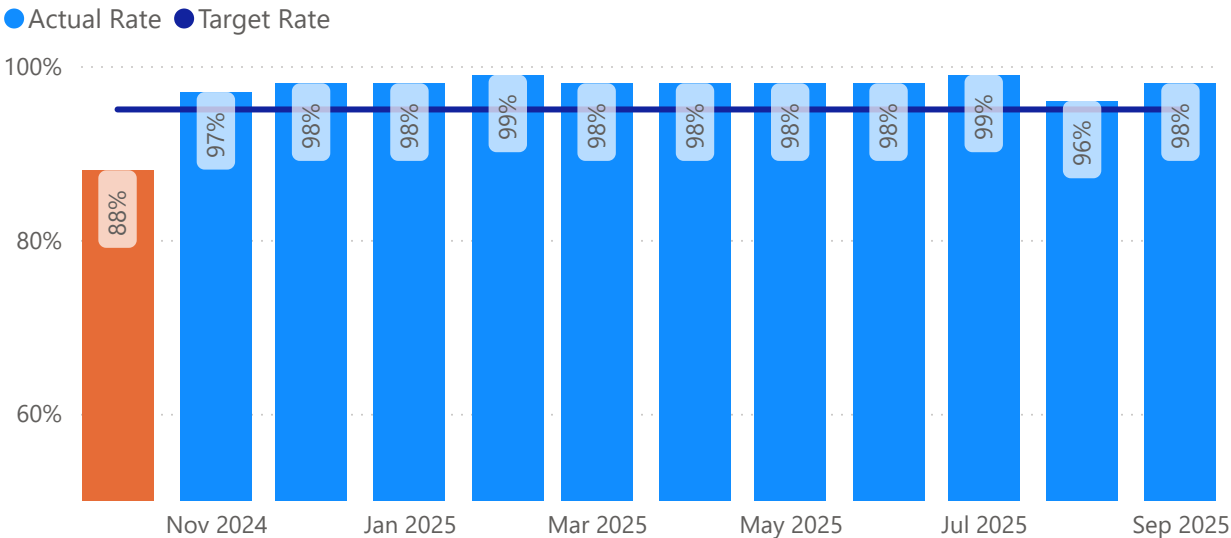
Work First Recertifications - Number Received



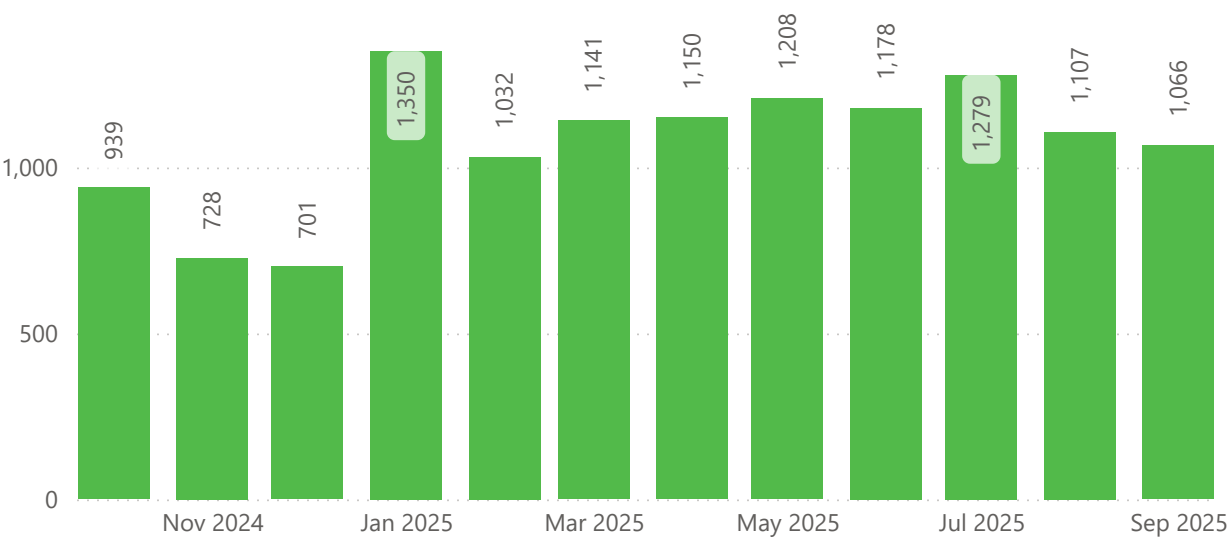
Food and Nutrition Services (State MOUs FNS 1-2)

Food and Nutrition Services or FNS is a federal food assistance program that provides low-income families the food they need for a nutritionally adequate diet. Benefits are issued via Electronic Benefit Transfer (EBT) cards. Eligibility determinations are based on income, household composition, citizenship/immigration status, and resources. Recertifications were suspended during the COVID-19 Public Health Emergency and resumed in Summer 2022.

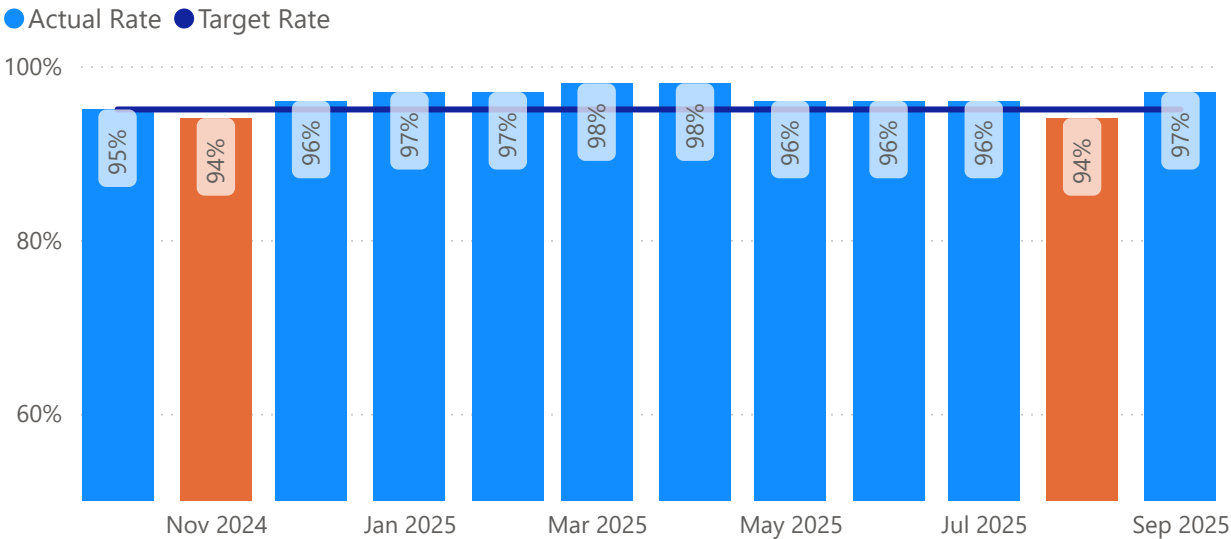
Expedited FNS Applications - Timeliness Rate



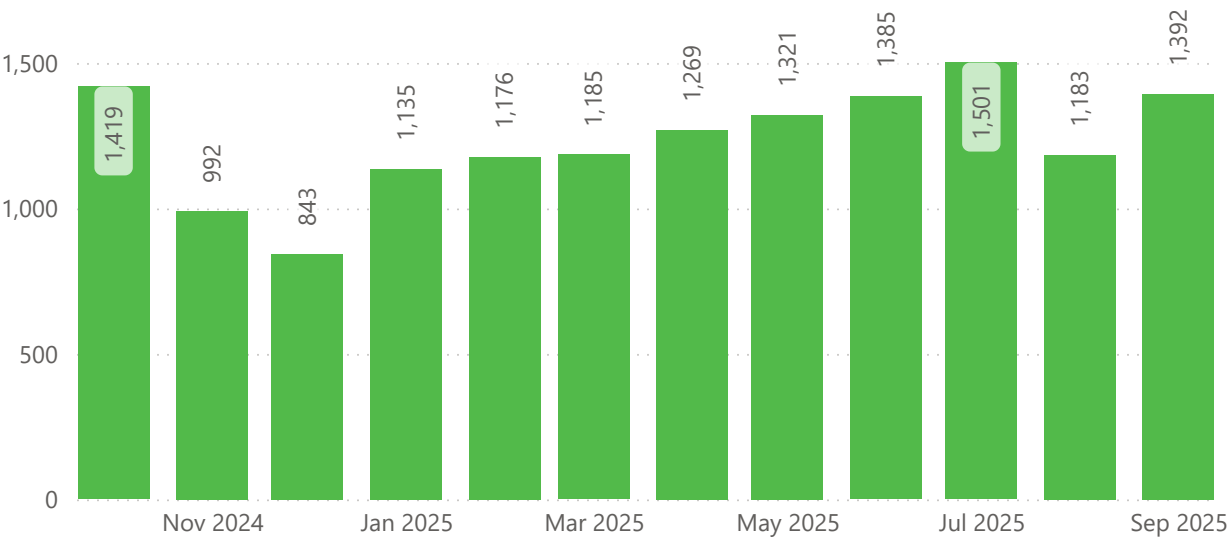
Expedited FNS Applications - Number Received



Normal FNS Applications - Timeliness Rate



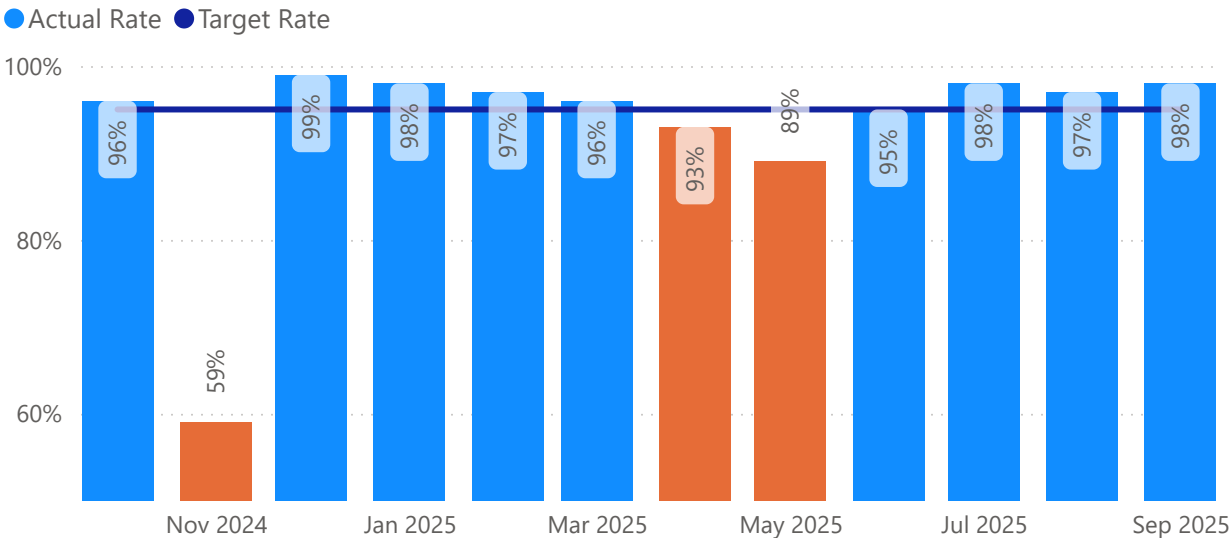
Normal FNS Applications - Number Received



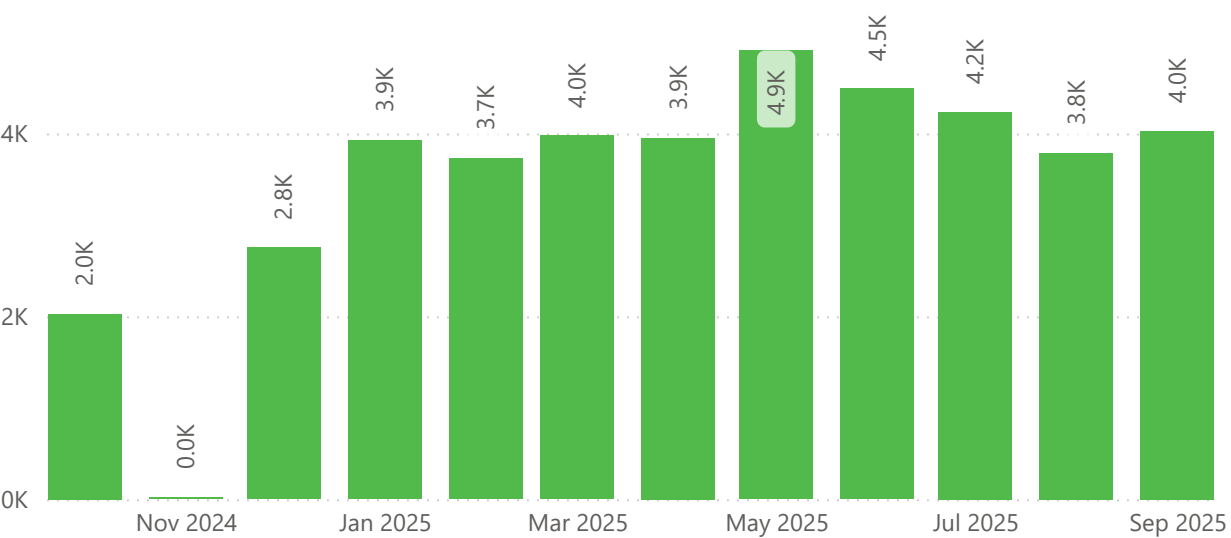
Food and Nutrition Services (State MOUs FNS 3-4)

Food and Nutrition Services or FNS is a federal food assistance program that provides low-income families the food they need for a nutritionally adequate diet. Benefits are issued via Electronic Benefit Transfer (EBT) cards. Eligibility determinations are based on income, household composition, citizenship/immigration status, and resources. Recertifications were suspended during the COVID-19 Public Health Emergency and resumed in Summer 2022.

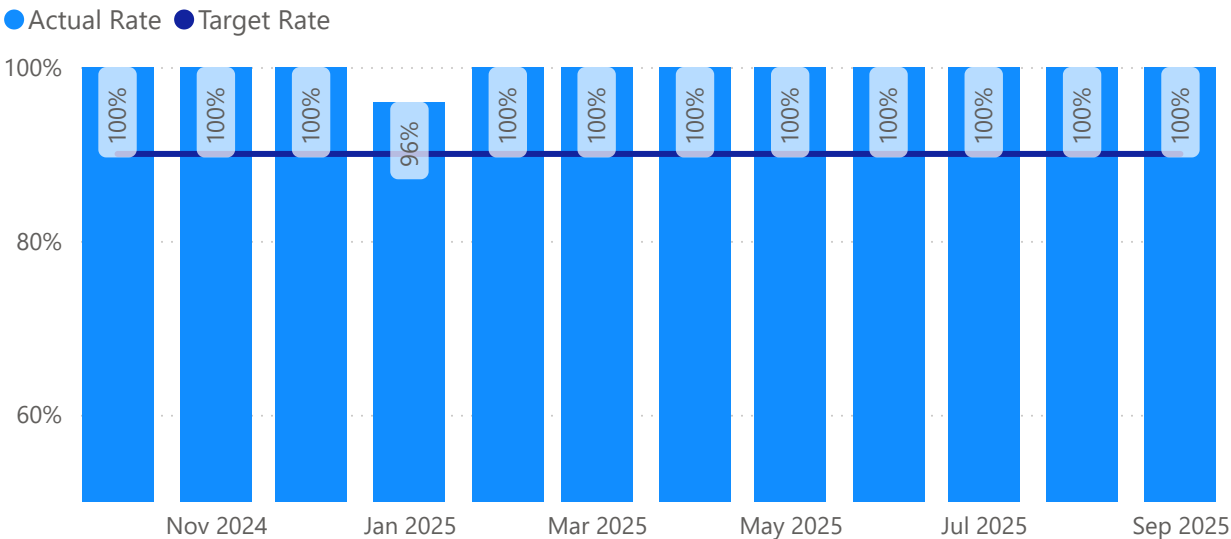
FNS Recertifications - Timeliness Rate



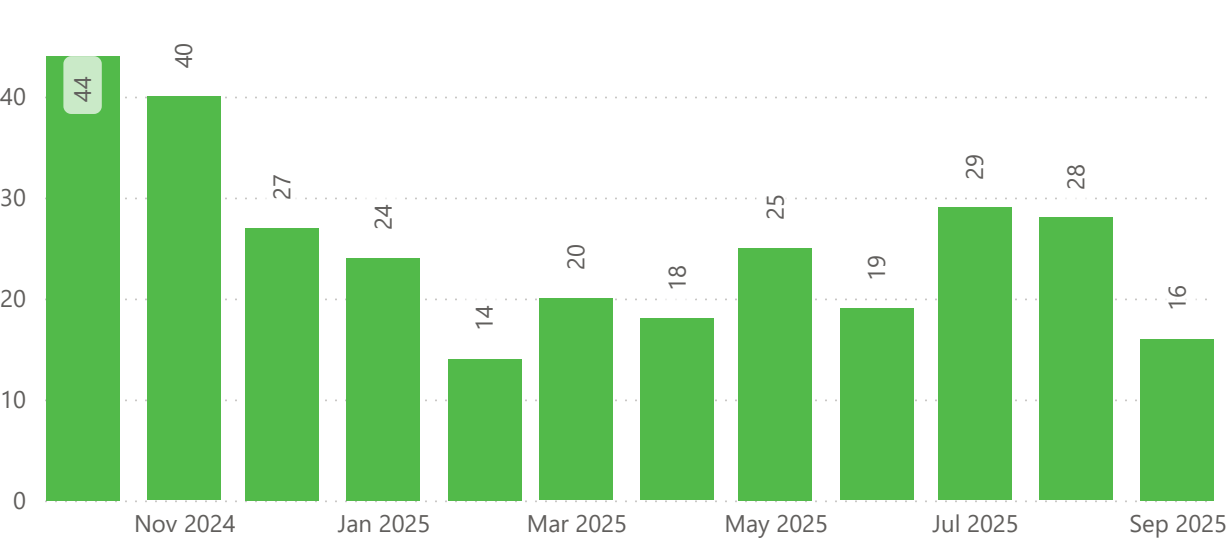
FNS Recertifications - Number Received



FNS Program Integrity Claims - Timeliness Rate



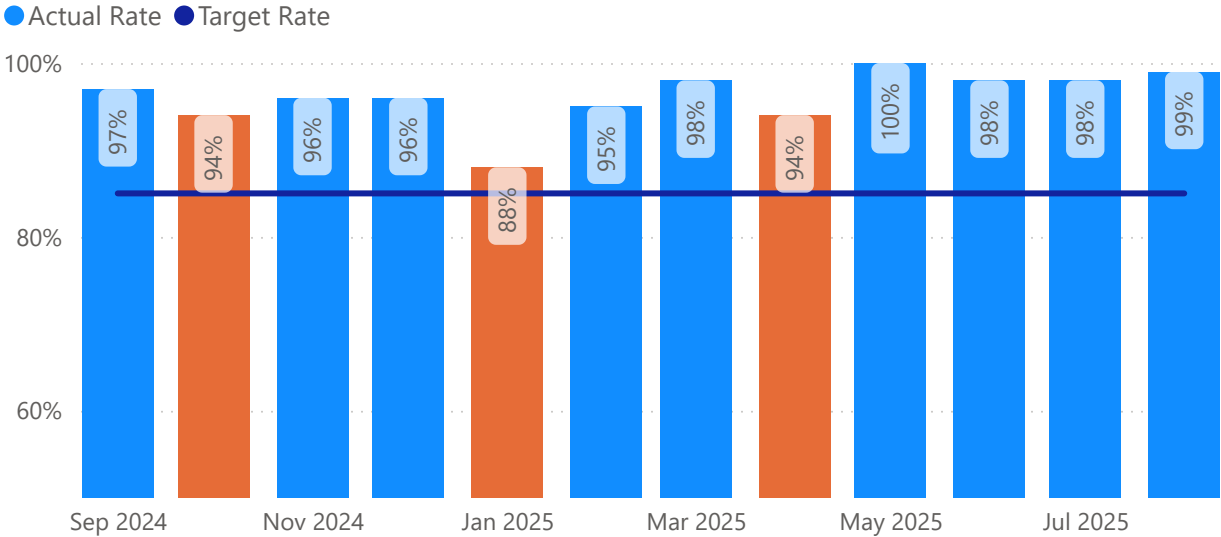
FNS Program Integrity Claims - Number Received



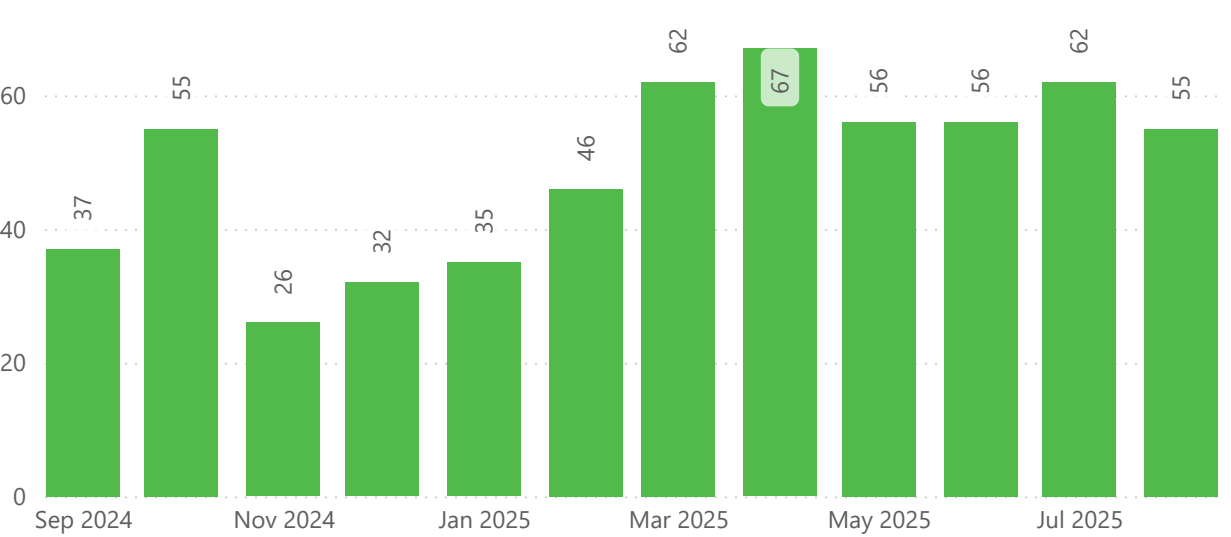
Adult Protective Services Evaluation Timeliness (State MOUs APS 1-2)

Adult Protective Services or APS responds to and investigates allegations of adult maltreatment with a focus on protecting the safety and well-being of the adult. Responding quickly to allegations of maltreatment of adults and exploitation of disabled adults is essential to decision making in these cases, and a prompt and thorough evaluation of these reports is required by State law. These measures are reported a month later than the other items in this report.

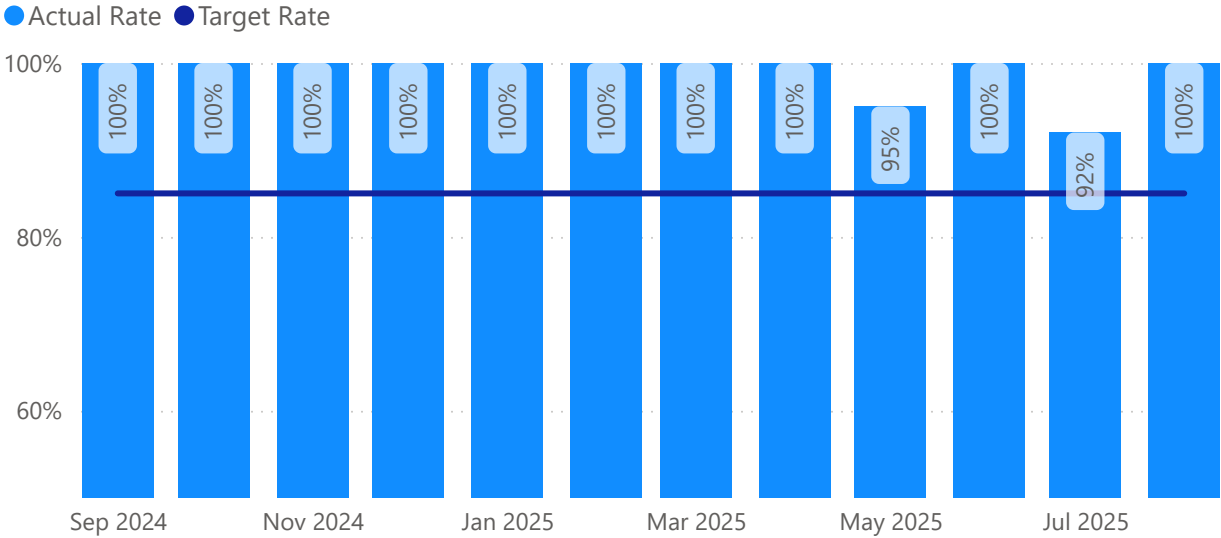
Maltreatment Allegations - Timeliness Rate



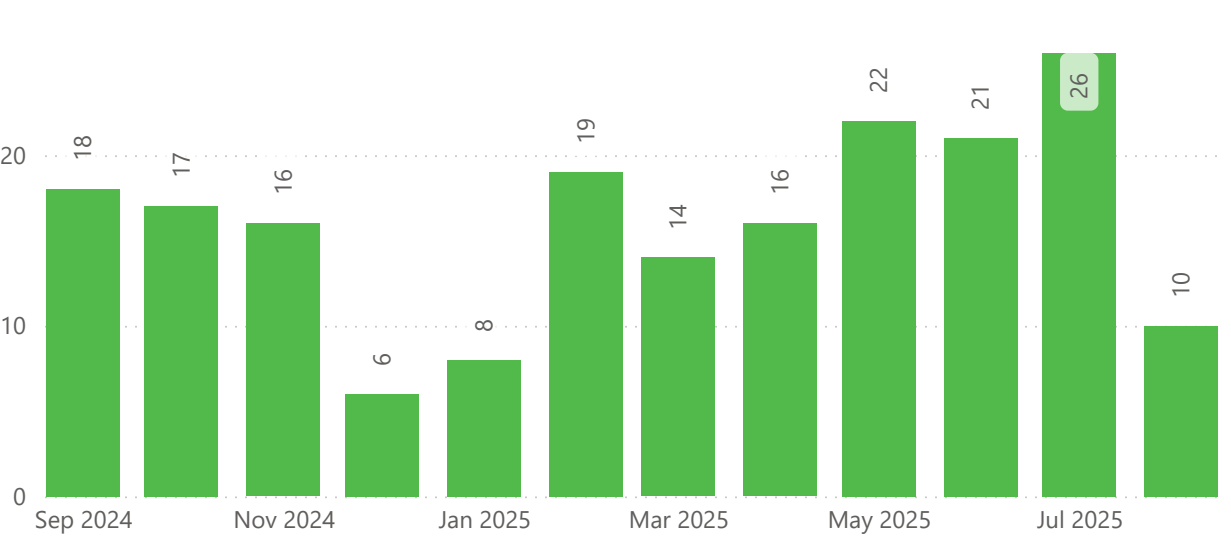
Maltreatment Allegations - Number Received



Exploitation Allegations - Timeliness Rate



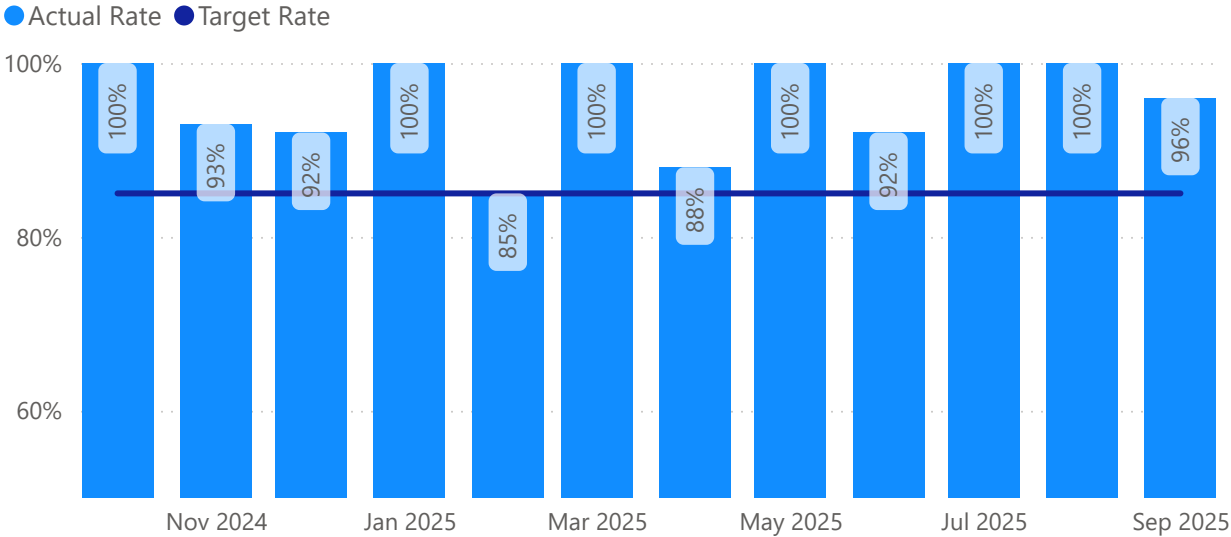
Exploitation Allegations - Number Received



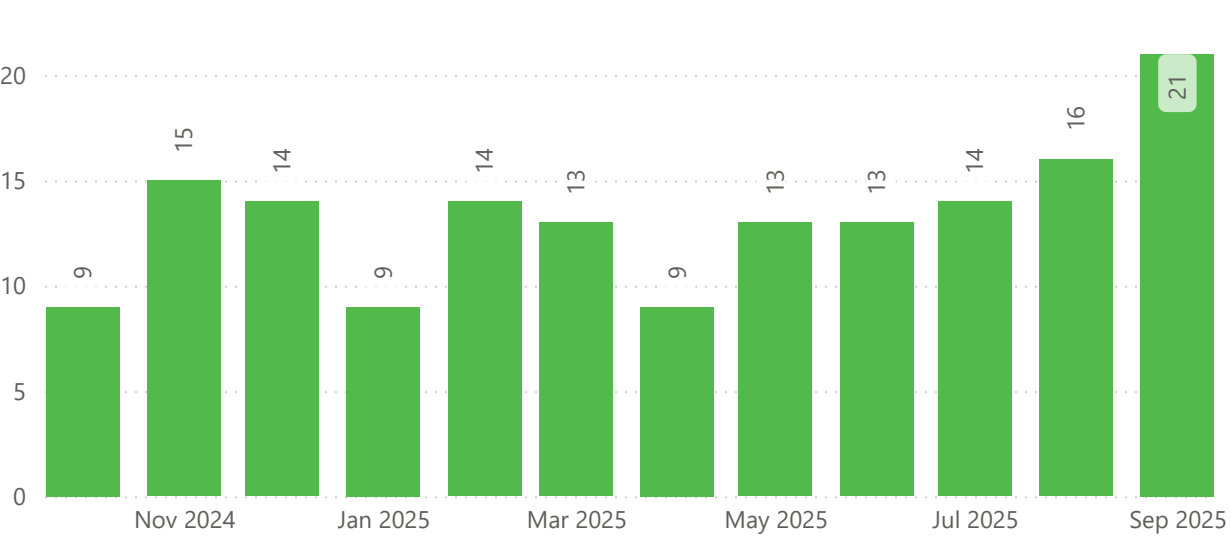
Special Assistance Timeliness (State MOUs SA 1-2)

Special Assistance for the Aged (SAA) and for the Disabled (SAD) provides supplemental payments to individuals to support stable living arrangements as well as proper care and treatment. Timely processing of SAA and SAD applications for benefits is essential to an individual receiving assistance dollars and their proper care and treatment.

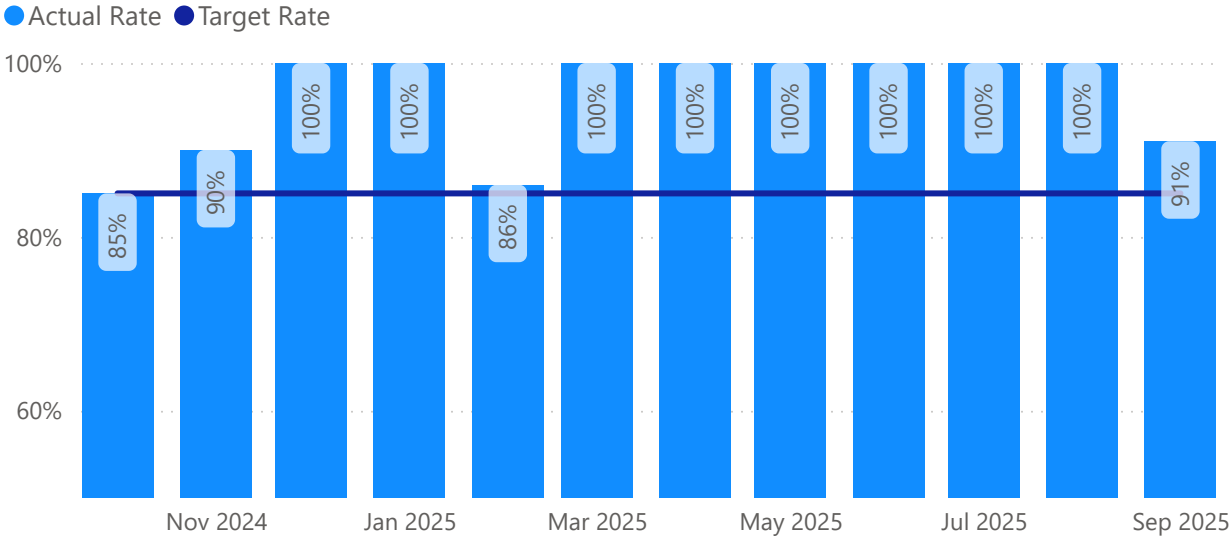
Special Assistance for the Aged - Timeliness Rate



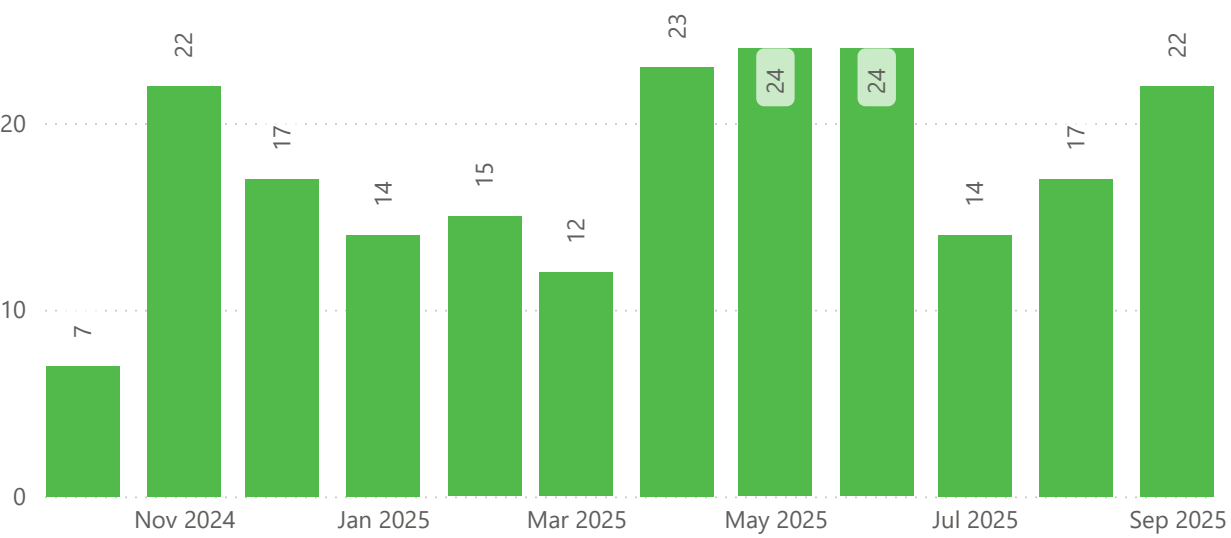
Special Assistance for the Aged - Number Received



Special Assistance for the Disabled - Timeliness Rate



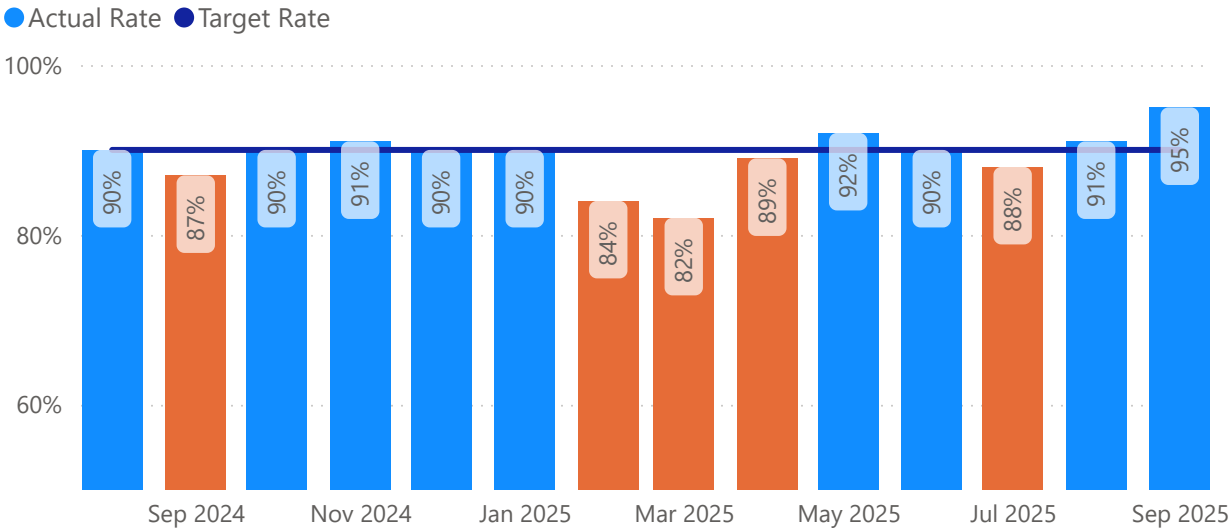
Special Assistance for the Disabled - Number Received



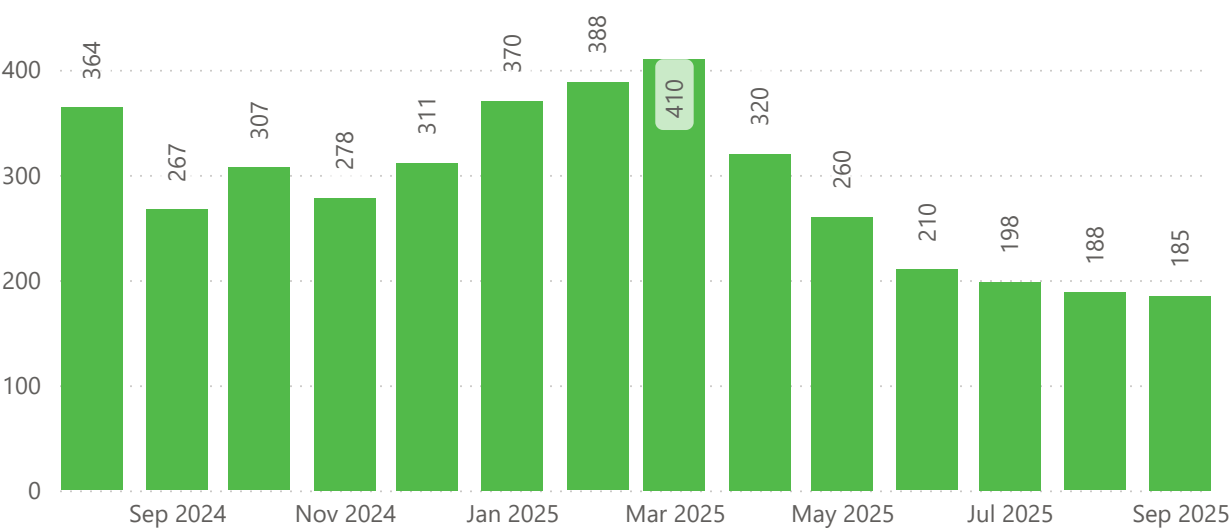
Medicaid Application Timeliness

Medicaid is a health insurance program for aged, disabled, and low-income individuals and families who cannot afford health care costs. Eligibility determinations are based on age, disability status, income, necessity of long-term care, Medicare status, citizenship/immigration status, residency, and income. Beneficiaries who receive Supplemental Security Income, Work First, or Special Assistance for the Aged or Disabled are automatically eligible for Medicaid. Medicaid timeliness is evaluated over a three-month period with failure to meet the performance standard requiring three months of underperformance; this report includes two months from the prior year due to this standard.

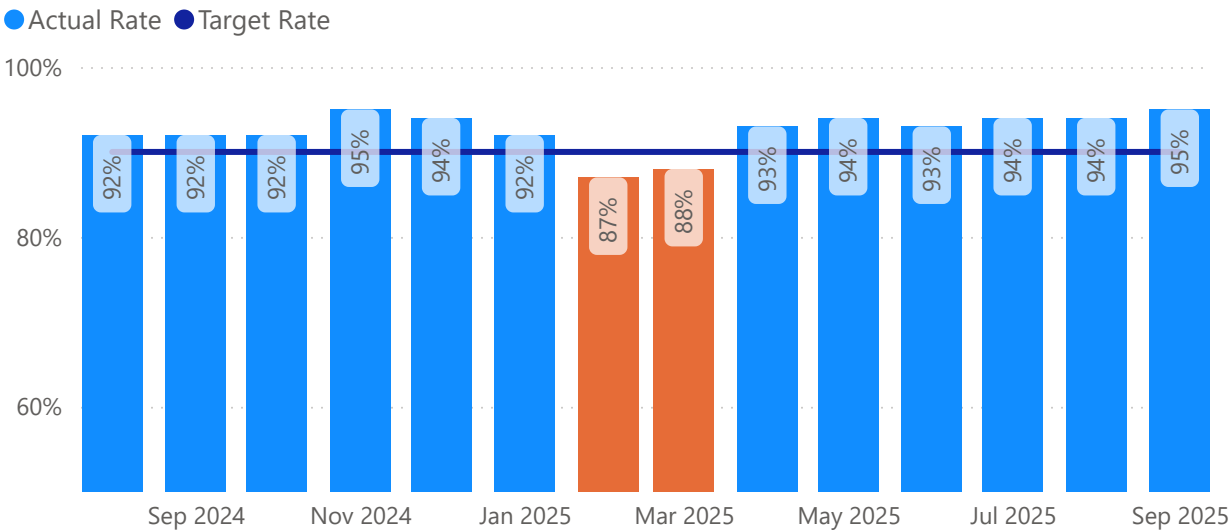
Medicaid for the Disabled Applications - Timeliness Rate



Medicaid for the Disabled Applications - Number Received



All Other Medicaid Applications - Timeliness Rate



All Other Medicaid Applications - Number Received

