



# ANNUAL REPORT

FY 24-25

This year, more than ever, we were reminded of what it means to be **united**—in mission, in compassion, and in purpose. Every number in this report represents a life touched, a crisis met with care, and a neighbor supported in a time of need. We meet people who are often in some of life’s most difficult moments. Whether it’s securing health care for a sick child, placing a foster youth in a safe and nurturing home, or helping a single parent put food on the table—we do this work because it matters. Here’s a look at what we accomplished together.

More than 31,000 people walked through the doors of our DSS offices in Asheboro (26,672) and Archdale (5,063). Some came in search of help for the first time. Others returned for continued support. Each one came with a story—of need, of resilience, of hope.

We helped families keep food on the table during difficult times: Food insecurity doesn’t always look the way we expect. It can be quiet. It can be hidden. But it is real.

### **Through the Food & Nutrition Services (FNS) program:**

- **3,629 new FNS applications** processed
- **10,881 recertifications** completed
- More than **\$45 million** in food benefits distributed
  - Behind every dollar is a meal shared—and dignity preserved.

### **The numbers are staggering, nearly 1 in 3 citizens in our county are receiving Medicaid.**

- **46,661 individuals** were covered by **Medicaid**, totaling more than **\$231 million** in health care access.
  - That’s preventive care, surgeries, mental health support—and peace of mind for families across Randolph County.



### **Keeping Children Safe: one of the most sacred responsibilities we carry is protecting children.**

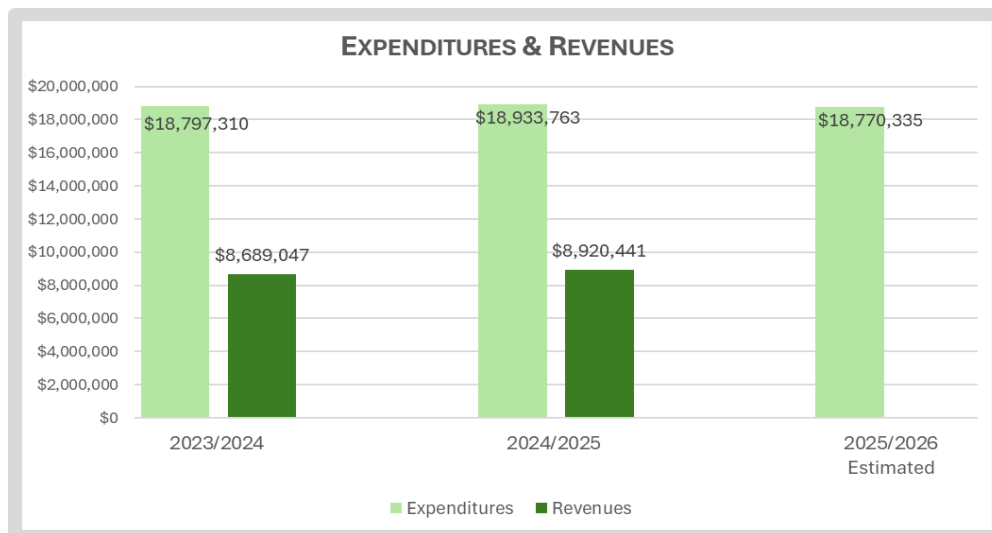
- **1,231 child protective services investigations** ensured children’s safety
- **93 youth** remained in **foster care**, each receiving individualized, trauma-informed care. These children are our future—and we stand united in our commitment to their well-being.
- **751 legal court orders** prepared

While the needs of the community have grown, our workforce has been stretched thin. High caseloads, turnover, and burnout are real concerns—and they are not unique to Randolph County. But here is what sets our team apart: they show up anyway. They stay late. They cover for colleagues. They train new hires. They encourage each other. Our team is the heart of this agency—and retaining and supporting them must remain a top priority as we move forward.

### **Looking Ahead: Hope and Action**

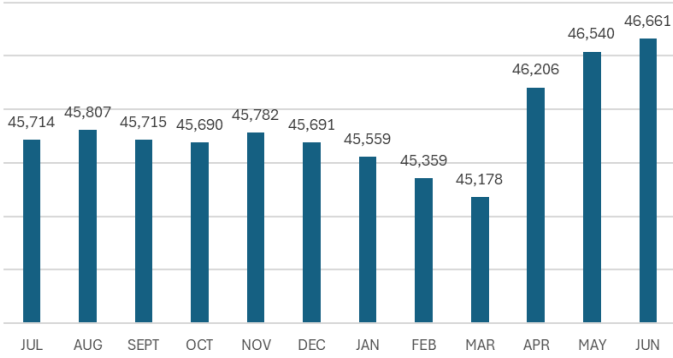
As we look to the year ahead, we do so with eyes wide open. The challenges are many—affordable housing shortages, new legislative mandates, limited behavioral health supports for high-needs youth, and economic uncertainty among them. But so are the opportunities. We’re expanding services in Archdale. We’re collaborating with local and state partners to improve systems of care. And most importantly—we’re listening.

**Because behind every number is a neighbor. And every neighbor deserves to be seen, heard, and helped.**

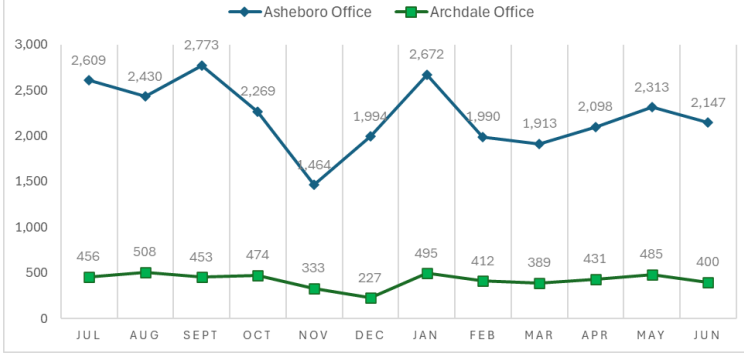


# DSS at a Glance

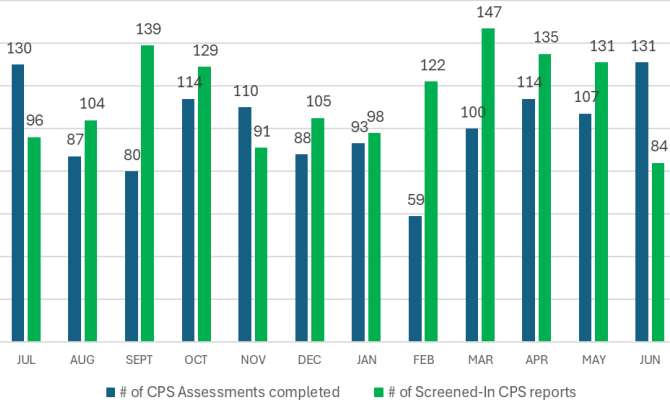
### NUMBER OF INDIVIDUALS ON MEDICAID



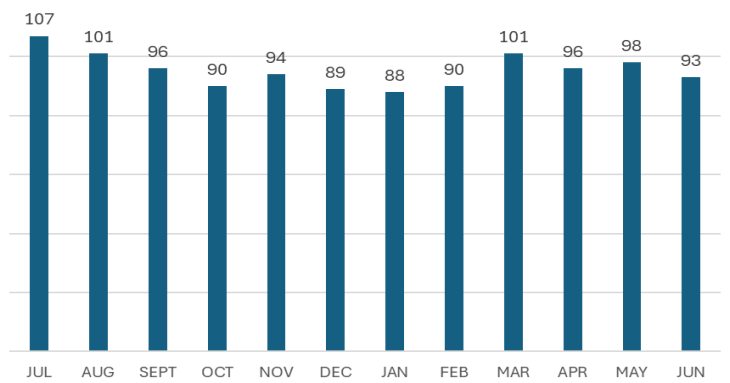
### CLIENTS PRESENTING IN-OFFICE



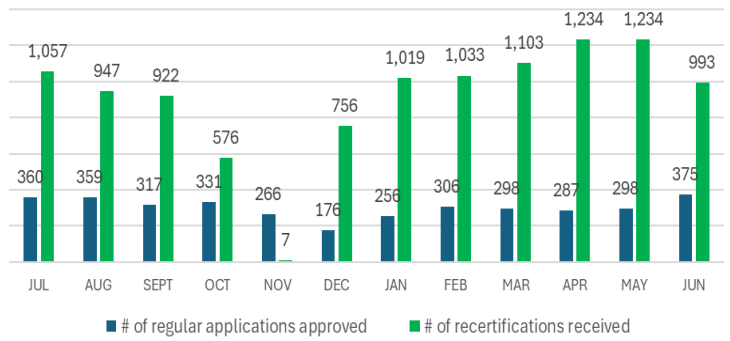
### CHILD PROTECTIVE SERVICES ASSESSMENTS & REPORTS



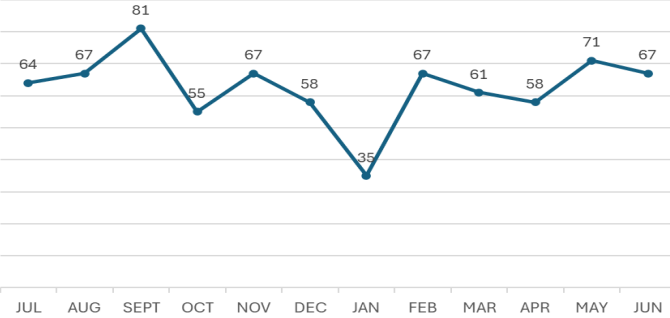
### FOSTER CARE YOUTH IN DSS



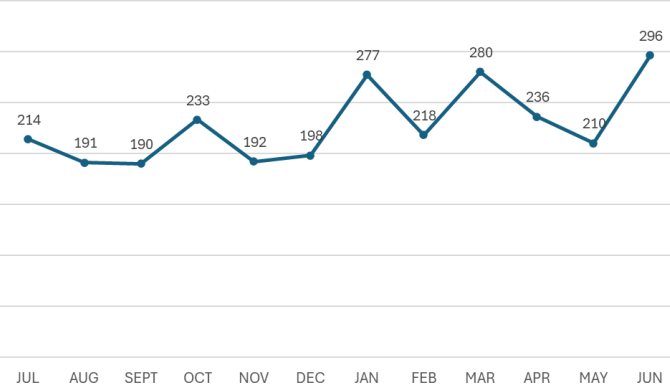
### FOOD AND NUTRITION SERVICES AT A GLANCE



### NUMBER OF COURT ORDERS PREPARED



### NUMBER OF REQUESTS FOR HELPDESK TICKETS



### TOTAL AMOUNT OF FOOD AND NUTRITION BENEFITS ISSUED MONTHLY

