



## Social Services

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*DSS Director*

Date: April 15, 2026

To: Maggie Clapp, DSS Director

From: LaShonda Bacote, CATD Assistant Director

Re: Customer Accountability and Talent Development Division-Board Report

### **Quality Assurance & Training (QAT)**

#### **Family Economic Independence Programs (FEI)**

##### **Highlights**

- QAT–Child Care Supervisor training concluded with positive participant feedback.
- FNS Staff Development Specialist position has been filled and start date April 27, 2026.
- Work First Program Training conducted on common error trends (e.g. documentation, form)
- Increased collaboration and alignment with QAT and FEI programs

##### **Challenges**

- Continued focus needed on reducing agency error rates within the Food and Nutrition Services program.
- 1 FNS Staff Development Specialist vacancy- position is being reposted.
- Implementation of 2<sup>nd</sup> Party Reviews to meet requirement for FNS households with five or more members.

### **Medicaid**

##### **Highlights**

- Adult Medicaid Staff Development Supervisor and 2 F & C Medicaid Staff Development Specialist positions filled.
- Concluded PLA Training for Adult Medicaid.
- Conducted Reasonable Compatibility Training for Family and Children’s Medicaid on March 11, 2026.

##### **Challenges**

- N/A

Quality Assurance (QA) Results by Program July 2025 through November 2025					
	FEI Applications	FEI Redeterminations	FEI Changes	Child Care	
July 2025	92%	89%	94%	91%	
August 2025	94%	92%	92%	91%	
September 2025	91%	90%	94%	93%	
October 2025	92%	96%	94%	92%	
November 2025	94%	88%	97%	93%	
Quality Assurance (QA) Results by Program December 2025 through June 2026					
	FEI-FNS	FEI-WF	FEI- CC	Medicaid FC	Medicaid Adult
*December 2025	95%	97%	96%	94%	93%
January 2026	91%	95%	96%	94%	94%
February 2026	92%	91%	95%	94%	94%
March 2026	93%	96.96%	93%	94%	94%
*Effective December 2025, FEI reporting categories were updated to reflect the division of FEI into two separate divisions and to provide a more detailed breakdown of QA results by program area.					

Color Key
Exceeding expectations = 96-100%
Meeting Expectations = 90-95.9 %
Needs Improvement = Less than 90%

## Hearing Officer

### Highlights

- NA

### Challenges

- Recruitment process did not yield a suitable candidate; therefore, the position will be reposted.
- No designated hearing officer, increased workload for QAT Supervisors and Select Staff.
- Timeliness of Hearing Request and Document Submission.
- Meeting the five-day deadline for rendering hearing decisions.

## Aging & Adult Services (AAS)

### Highlights

- Candidates interviewed and submitted selection packets for two QAT AAS SW III positions.
- QAT AAS Supervisor successfully completed and graduated from the DSS Leadership Academy.
- QAT AAS Supervisor participated in a community collaboration project at Briggs Community Garden in partnership with DSS and Cooperative Extension.

- Developing an onboarding handbook to support new QAT staff and strengthen unit consistency.
- Program QC reviews and program training have continued despite staff vacancies.

**Challenges:**

- Three (3) vacancies- 3 Social Workers- 2 selection packets have been submitted to HR.

## **Child and Family Services**

**Highlights**

- “Field Allies Program” has continued to provide real-time support to assessment staff.
- “QAT Corner” successfully piloted in March with positive engagement; expanding days and hours in April.
- Delivered two Diligent Efforts to engage relatives and non-resident training with 23 Child Welfare staff in attendance.
- Completed interviews and selected a candidate for the Intern Coordinator position, hiring packet has been submitted. There is one student placement request that is being assessed.

**Challenges**

- Limited participation from Assessment staff; targeted pairing strategy planned for April to improve engagement.
- One QAT Supervisor position and two QAT Social Worker positions are currently vacant.

## **Customer Accountability**

### **Customer Information Center (CIC): Call Center, Record Management Team, Reception (Lobbies)**

#### **Call Center**

**Highlights**

- Call Handle Ratio reached 97%, marking the third consecutive month above 95%.
- Record Management Team support/coverage enabled unit meetings and team engagement activities.
- Met with Webex to enhance reporting capabilities and streamline ticket submission for system issues.

**Challenges**

- Accuracy of EIO Board Extensions
- Opportunities to strengthen communication across departments.

Call Center Monthly Calls										
	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	FY 25/26 YTD
<b>Total Calls</b>	11,218	13,247	14,081	12,647	10,840	12,861	12,110	10,593	11,264	108,861
<b>FNS</b>	3,443	4126	4537	4422	4103	4137	4,515	3,927	3,872	37,082
<b>Medicaid</b>	2,211	2348	2824	2408 (1236 *FC & 1172 *AM)	3271 (907 FC* & 1182 *AM)	2662 (1321 *FC & 1341 *AM)	2,984 (1315*FC & 1669 *AM)	2,713 (1550 *FC & 1163 AM)	3,458 (1920*FC & 1530 AM)	24,879
<b>Work First</b>	82	84	268	304	124	166	229	130	109	1,496
<b>Childcare</b>	243	435	391	316	286	382	264	266	327	2,910
<b>AAS Crisis</b>	1,957	2098	2523	408	1536	2635	3,016	2,518	2,257	18,948
<b>Aging &amp; Adult</b>	138	229	464	697	408	125	377	404	345	3,187
<b>Child Welfare</b>	103	160	312	261	204	276	273	276	332	2,197
<b>Other</b>	305	659	1273	536	609	739	452	359	564	5,496
*FC=Family and Children Medicaid; AM= Adult Medicaid † September 2025 call volume was corrected due to a reporting error; YTD totals remain accurate.										

Record Management Team (RMT)										
	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	FY 25/26 YTD
<b>Mail Processed</b>	1,407	1101	1329	1120	766	1,119	1,158	1,070	1,183	10,253
<b>Applications</b>	145	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#NA	#NA	145
<b>Food and Nutrition</b>	80	63	82	80	29	62	63	46	63	568
<b>Medicaid</b>	62	38	42	42	19	56	47	39	53	398
<b>Work First</b>	3	0	1	5	0	2	2		3	16
<b>Return to Sender Mail</b>	4,636	3703	3596	4,361	3461	4783	4,053	4,444	4,841	37,878
<b>PO Box 810</b>	1,032	1270	1698	1,957	1719	1839	1607`	1,978	2,534	15,634
<b>County Case Numbers</b>	452	366	596	482	451	560	465	486	364	4,222
<b>Mobile Applications</b>	243	201	264	177	68	159	99	96	74	1,381
<b>*County Case Merges</b>						15	11	24	20	70
<b>Personal Doc Request</b>	41	27	48	49	28	12	14	31	20	270
This monthly report outlines the items RMT has created, prepared, and assigned to DSS workers for Fiscal Year 2025–2026. *Reporting Category for County Case Merges added effective December 2025.										