



Social Services

Social Services Board

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Maggie Clapp

DSS Director

To: Maggie Clapp, Durham County DSS Director

CC: Bila Louima, Deputy Director DSS

From: Travis M. Williams, Assistant Director Aging and Adult Services(AAS)

Re: April 2026 DSS Board Report

March Highlights:

- Durham County continues to achieve 100% timeliness in CIP (Crisis Intervention Program) applications with no heat or cooling 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 of all verifications is received whichever comes first. (state MOU requirement)
- Durham County achieved 99.81% timeliness in CIP (Crisis Intervention Program) applications with no heat or cooling or applications without a health-related crisis with a disconnect, final or past due notice within two (2) business days from the date of application or date of all verifications is received whichever comes first. (state MOU requirement)
- Durham County achieved 100% timeliness of APS evaluations involving allegations of abuse or neglect within 30 days of the report. (state MOU requirement).
- Durham county achieved 100% timeliness of APS evaluations involving allegations of exploitation within 45 days of the report. (state MOU requirement)

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- Meals on Wheels waiting list is now 555 for March. The highest the list was in November with 707. The need for this service is great; unfortunately, we don't have enough slots for all of those in need. As people move out of the county or leave the program, our team is quick to locate another eligible senior.

Concerns:

- CIP funds have been exhausted for this fiscal year. Once LIEAP payments are complete, the state will look into reallocating remaining funds to the counties.

Aging and Adult Services data: March 2026

Adult Protective Services (APS):

- 94 APS reports received in March
- 57 new APS reports accepted for evaluation
- 37 reports screened out
- 11 abuse cases received
- 24 self-neglect cases received
- 16 caretaker neglect cases received
- 22 Exploitation cases received

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Guardianship

- 134 people under Guardianship
- 4 added to the Guardianship caseload
- 1 removed from Guardianship caseload
- 1 terminated due to death
- 0 cases modified to limited guardianship
- 1 transferred to the family
- 0 Competency restored
- 36 people living out of the county
- 11 pending Guardianship cases

Group Care Monitoring

- 29 DSS funded clients in Adult Day Care
- 5 Adult Day Care Centers in Durham County
- 13 Adult Care Homes licensed in Durham County
- 31 Family care homes licensed in Durham County
- 3 Adult Family care home licensure investigations
- 3 completed Adult/Family investigations

HOPWA (Housing Opportunities for People with AIDS)

- 8 STRMU (short-term rent mortgage utility) clients served
- \$18,794.00 STRMU funds spent in March
- 0 PHP (Permanent Housing Placement) clients served
- \$0 PHP funds spent in March

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- 16 TBRA (Tenet-based Rental Assistance) vouchers used
- 23 contacts for case management

LIHR (Low-income Homeowner Relief) (start date 09/01/25)

- 34 applications received for March
- 34 applications approved
- 29 applications denied

Home Centered Care (HCC):

- 137 Adults receiving In-Home Aid
- 347 Adults receiving home delivered meals
- 182 Non HCCBG (County only)
- 159 on the waiting list for In-home aid
- 555 on the waiting list for Home delivered Meals

Crisis Services:

- Crisis services assisted with 3 burials
- 523 CIP (Crisis Intervention Program) received
- 369 CIP applications approved
- 154 CIP applications denied
- 19 applications received for the Opening Doors program
- 1 application approved for the Opening Doors program, totaling \$608.00
- 727 LIEAP (Low Income Energy Assistance Program) applications received

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- 484 LIEAP applications approved
- 243 LIEAP applications denied

Rental Assistance team:

- 30 families received financial assistance from Eviction Diversion, totaling \$42,069.05
- 16 families received County emergency assistance totaling \$2,098.43
- 8 families received TANF-EA rental assistance, totaling \$2,801.03

Special Assistance In-Home (SAIH)

- 287 clients receiving SAIH services through DSS
- 10 clients added to the caseload
- 13 clients removed from the caseload
- 13 clients pending for a final decision

Vacancies:

- (2) Social worker (APS). Both positions are being reposted.

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