



Social Services

Social Services Board

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Commissioner Stephen Valentine

Maggie Clapp

DSS Director

April 17, 2026

MEMORANDUM

TO: Maggie Cveticanin, Director

FROM: Latoya W. Chambers, Assistant Director
Family Economic Independence Division (FEI)

RE: FEI Board Written Report

Program Highlights:

1. **MOU Requirements:** Work First Cash applications timeliness was **100%** and recertifications were **100%**, we exceeded the 95% expectation for recertifications and applications.
2. **MOU Requirements:** Food & Nutrition Services passed application timeliness, for expedited processing with **97.15%** and regular timeliness processing was **95.32%** and recertification timeliness was **95.65%**. We have continued to exceed the state's expectation of 95%.
3. **HR1 Requirements:** As of December 2025 (FY26), Durham County's Payment Error Rate (PER) for FNS was 18.08%. We had 6 cases reviewed and had a payment error on two cases.
4. Childcare Subsidy, Work First Employment and More Than a Job NC staff celebrated Social Worker Month with weekly Wednesday activities including community engagement with volunteer opportunities with NC Diaper Bank.

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