



Social Services

Social Services Board

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Maggie Clapp

DSS Director

Date: July 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

- Attended the Quality Network State Meeting.
- Completed the County TANF Single Audit Monitoring Review.
- The Director shadowed an FNS team member conducting a quality review.
- Established a Documentation Committee (2 QAT and 2 FNS members) to develop an updated case documentation form

Challenges

- N/A

Medicaid

Highlights

- Attended the Quality Network State Meeting.
- Family and Children's Medicaid New Hire Training began 6/8/26 with seven trainees.
- PLA New Hire Training began 6/15 with five trainees.
- Participated in state-level policy discussions regarding HR.1 updates (Non-Citizen Report).

Challenges

- NA

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%
April 2026	89%	98%	92%	91%	94%
May 2026	90%	96%	90%	92%	95%
June 2026	90%	95%	91%	95%	96%
*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

- Selection Packet for Hearing Officer submitted to HR.
- Working with IS&T to update/enhance Hearing and Appeals Tool

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- QAT AAS conducted onboarding of new hire and awaiting start date for 2nd candidate.

Challenges

- QAT SW supporting APS program due to vacancies within program area.
- 1 Social Worker position vacancy remains.

Child and Family Services

Highlights

- Policy and Practice Coach delivered A-to-Z Permanency Planning training to nine new staff.
- Policy and Practice Coach providing coaching to 12 Social Workers
- 1 QAT-CW worker has begun assisting Coach help manage increase in requests and workload.
- Completed IV-E reviews for children entering care in the past year.
- Completed 15 of 22 Adoption Assistance reviews for finalized adoptions.
- Completed preliminary reviews for Quarterly State Consult cases.
- QAT SW staff continued to support CPS Assessments with new case assignments.
- Supervisor candidate selected; awaiting start date.

Challenges

- Increase in requests for coaching assistance.
- QAT training activities, quality control reviews, and all Child Welfare Initiatives remain suspended.

Customer Accountability

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

Call Center

Highlights

- Maintained a 97% Call Handle Ratio.
- Partnering with County IT to develop new Jot Forms for frequently used documents (Fishing License, Client Service Request Form, etc.)
- Updated Work Plan objectives

Challenges

- N/A

Reception (Lobbies) and Record Management Team (RMT)

Highlights

- Reception area continues supporting agency operations and managing coverage with help from RMT and Adult Services.
- RMT maintains workload effectively despite the lead worker vacancy.
- Recruitment and interviews for bilingual reception staff have been completed.
- Collaborating with County IS&T to develop forms that streamline internal processes for fishing licenses, personal document requests, and county case number requests.

Challenges

- Reception staff callouts and vacancies continue to create coverage gaps.
- RMT has an active vacancy that is in the process of being filled.

Call Center Monthly Calls													
	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026	May 2026	June 2026	FY 25/26 YTD
Total Calls	11,218	13,247	14,081	12,647	10,840	12,861	12,110	10,593	11,264	10,822	12,104	12,510	144,297
FNS	3,443	4126	4537	4422	4103	4137	4,515	3,927	3,872	4,615	4,770	5,311	51,778
Medicaid	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)	2,706 (1771 *FC & 935 AM)	2,855 (1578*FC & 1277 AM)	3,305 (1999 *FC & 1306 AM)	33,745
Work First	82	84	268	304	124	166	229	130	109	78	162	217	1,953
Childcare	243	435	391	316	286	382	264	266	327	298	488	542	4,238
AAS Crisis	1,957	2098	2523	408	1536	2635	3,016	2,518	2,257	2,085	2461	2224	25,718
Aging & Adult	138	229	464	697	408	125	377	404	345	370	381	349	4,287
Child Welfare	103	160	312	261	204	276	273	276	332	351	502	337	3,387
Other	305	659	1273	536	609	739	452	359	564	319	485	225	6,525
*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	April 2026	May 2026	June 2026	FY 25/26 YTD
Mail Processed	1,407	1101	1329	1120	766	1,119	1,158	1,070	1,183	1,174	1127	1265	13,819
Total of Overall Applications	145	101	125	127	48	120	112	85	119	133	116	137	1,368
Food and Nutrition	80	63	82	80	29	62	63	46	63	77	65	73	783
Medicaid	62	38	42	42	19	56	47	39	53	54	50	60	562
Work First	3	0	1	5	0	2	2		3	2	1	4	23
Return to Sender Mail	4,636	3703	3596	4,361	3461	4783	4,053	4,444	4,841	4,050	3,673	4464	50,065
PO Box 810	1,032	1270	1698	1,957	1719	1839	1607`	1,978	2,534	1,666	1,818	2578	21,696
County Case Numbers	452	366	596	482	451	560	465	486	364	339	327	412	5,300
Mobile Applications	243	201	264	177	68	159	99	96	74	155	203	167	1,906
*County Case # Merges						15	11	24	20	27	17	14	128
Personal Doc Request	41	27	48	49	28	12	14	31	20	11	12	36	329
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.													