



Social Services

Social Services Board
Wendy Sotolongo, Chair
Jacqueline Beatty-Smith
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Commissioner Stephen Valentine
Dr. Monique Holsey-Hyman

Maggie Clapp
DSS Director

Date: August 19, 2026

To: Maggie Clapp, DSS Director

From: LaShonda Bacote, CATD Assistant Director

Re: Customer Accountability and Talent Development Division-Board Report

Division Highlights

Key Accomplishments

- Hosted a County LEEP Program Intern
- Six CATD staff attended NCDSS Social Services Institute

Quality Assurance & Training (QAT)

Family Economic Independence Programs (FEI)

Highlights

- Received 95 High-Risk FNS Cases for review to identify potential payment errors.
- Identified a QAT team member for MTAJ (More Than A Job) QC reviews and began staff training.

Challenges

- Completion of High-Risk QC within short turnaround timeframe.

Medicaid

Highlights

- Concluded PLA Training and SA Training
- Conducted Adult Medicaid Recertification Individualized Micro Trainings on July 14, 2026.
- Participated in state-level policy discussions regarding HR.1 updates (Non-Citizen Report).

Challenges

- Vacancies requiring shifting of work assignments and duties
- Preparing for HR.1 Policy Changes

Quality Assurance (QA) Results by Program FY 26-27

	FEI-FNS	FEI-WF	FEI- CC	Medicaid FC	Medicaid Adult
July 2026	90%	95%	91%	95%	96%

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

Hearing Officer

Highlights

- Hearing Officer starts on August 31, 2026.
- Working with IS&T to update/enhance Hearing and Appeals Tool.

Challenges

- NA

HIPAA Privacy and Civil Rights

Highlights

- Privacy and Civil Rights Officer began 7/20/2026 and is completing onboarding and training.
- Privacy committee completed a Privacy walkthrough/Risk Assessment.
- Privacy and Civil Rights training materials are being updated.

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- QAT new hire started on 7/20/2026.

Challenges

- Both new hires continue dual duties supporting HOPWA and APS programs, including training current program staff, which has delayed QAT onboarding/training.
- 1 vacancy and actively recruiting

Child and Family Services

Highlights

- QAT CW Supervisor is scheduled to start date August 31, 2026.
- QAT Staff completed NCDHHS training on State Review Tool on July 23, 2026, and began reviewing 30 CPS Assessments.
- QAT staff participated in an agency workgroup focused on implementation of system for CW Reunification Funds.
- Policy and Practice Coach recommended a group staffing model for CFS, which has been implemented to support case consultation and practice.
- The Policy and Practice Coach is coaching 12 Social Workers, with support from one QAT staff.
- QAT continues supporting CPS Assessments.

Challenges

- Policy and Practice Coach is at capacity due to increased requests and onboarding of new hires.

Customer Accountability

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

Call Center

Highlights

- Converted the Telephone QC Form to an electronic format.
- Implemented mandatory Customer Service Training, emphasizing QC findings and real-world scenarios.

Challenges

- Monthly Handle Ratio Time dropped to 95% (result of Webex issues dropping calls, tickets submitted).

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.
- Selection packet for bilingual reception staff submitted to HR.
- 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.

Call Center Monthly Calls by Program		
	July 2026	FY 26/27
Total Calls	12,486	12,486
FNS	5,167	5,167
AM Medicaid	1,336	1,336
CF Medicaid	2,054	2,054
Work First	164	164
Childcare	563	563
AAS Crisis	2,448	2,448
Aging & Adult	327	327
Child Welfare	374	374
Other	53	53

Record Management Team (RMT)		
	July 2026	FY 26/27
Mail Processed	1,076	1,076
Applications		
FNS	68	68
Medicaid	42	42
Work First	3	3
Return to Sender Mail	5,038	5,038
PO Box 810	2,827	2,827
County Case Numbers	373	373
Mobile Applications	183	183
County Case Merges	46	46