



Social Services

Social Services Board
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Jacqueline Beatty-Smith
Dionne Moore
Commissioner Stephen Valentine
Dr. Monique Holsey-Hyman

Maggie Clapp
DSS Director

To: Maggie Clapp, DSS Director

CC: Bila Louima, DSS Deputy Director

From: Travis Williams, Assistant Director Aging and Adult Services

Re: August 2026 DSS Board Report

Date: August 26 , 2026

July 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 100 % 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).

Aging and Adult Services data: July 2026

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Adult Protective Services (APS):

- 81 APS reports received in July
- 47 new APS reports accepted for evaluation
- 34 reports screened out
- 1 abuse case received
- 26 self-neglect cases received
- 13 caretaker neglect cases received
- 12 Exploitation Cases Received

Guardianship

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

Group Care Monitoring

- 27 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
- 7 Adult Family care home licensure investigations

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- 7 completed Adult/Family investigations

HOPWA (Housing Opportunities for People with AIDS)

- 5 STRMU (short-term rent mortgage utility) clients served
- \$7,108.30 STRMU funds spent in July
- 2 PHP (Permanent Housing Placement) clients served
- \$200.00 PHP funds spent in July
- 22 TBRA (Tenet-based Rental Assistance) vouchers used
- 7 contacts for case management

LIHR (Low-income Homeowner Relief) (start date 09/01/26)

- 1 application received
- 0 application approved
- 1 application denied

Home Centered Care (HCC):

- 140 Adults receiving In-Home Aid
- 335 Adults receiving home delivered meals
- 174 Non HCCBG (County only)
- 160 on the waiting list for In-Home aid
- 153 on the waiting list for Home delivered Meals

Crisis Services:

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- Crisis services assisted with 2 burials
- 690 CIP (Crisis Intervention Program) received
- 413 CIP applications approved
- 276 CIP applications denied
- 26 applications received for the Opening Doors program
- 7 applications approved for the Opening Doors program
- 0 LIEAP (Low Income Energy Assistance Program) application received
- 0 LIEAP application approved
- 0 LIEAP application denied

Rental Assistance team:

- 14 families received financial assistance from Eviction Diversion, totaling \$27,072.99
- 8 families received County emergency assistance totaling \$1,328.62
- 17 families received TANF-EA assistance, totaling \$6,499.58

Special Assistance In-Home (SAIH)

- 312 clients receiving SAIH services through DSS
- 21 clients added to the caseload
- 15 clients removed from the caseload
- 14 clients pending for a final decision

Vacancies:

- (2) Social worker (APS). Repost.

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