



Social Services

Social Services Board
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Maggie Clapp
DSS Director

Date: June 17, 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

- Participated in the Child Care Quarterly Technical Assistance State Meeting.
- Increased collaboration and alignment between QAT and FEI programs.
- Completed all performance appraisals for the current review cycle on time.

Challenges

- Implementation of 2nd Party Reviews to meet requirement for FNS households with five or more members.

Medicaid

Highlights

- Participated in Medicaid and Special Assistance Quarterly State Consultation
- Successfully completed Family and Children Medicaid Program New Hire Training with 5 participants.
- Achieved 100% Compliance for Q3 2nd party review reporting requirements.
- Completed all performance appraisals for the current review cycle on time.

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%
*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 Hearing and Appeals Tool

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- QAT AAS welcomed new Social Worker and additional selection packet was submitted.
- QAT-AAS Supervisor attended SAFE Training in Charlotte, enhancing forensic interviewing skills for older adults and individuals with cognitive or communication challenges.
- QAT completed annual performance appraisals on time.

Challenges:

- 1 Social Worker position vacancy remains.

Child and Family Services**Highlights**

- QAT-CW Intern Coordinator started, and QAT-CW Supervisor selection packet submitted.
- QAT and Child Welfare leadership developed a rollout plan for Path NC Ongoing Services.
- QAT-CW staff supported CFS Program by completing 46 CPS Assessments.
- QAT Policy and Practice Coach has completed 16 coaching sessions, 5 field observations, and 2 group training sessions.
- QAT completed annual performance appraisals on time.

Challenges

- 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.
- Customer complaint tracking log implemented last month continues to work well improving monitoring and oversight.
- Continued progress in strengthening interdepartmental communication and collaboration.
- Completed all Performance Appraisals for the current review cycle on time.

Challenges

- N/A

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	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	131,787
FNS	3,443	4,126	4,537	4,422	4,103	4,137	4,515	3,927	3,872	4,615	4,770	46,467
Medicaid	2,211	2,348	2,824	2,408 (1,236 *FC & 1,172 *AM)	3,271 (907 FC* & 1,182 *AM)	2,662 (1,321 *FC & 1,341 *AM)	2,984 (1,315*FC & 1,669 *AM)	2,713 (1,550 *FC & 1,163 AM)	3,458 (1,920*FC & 1,530 AM)	2,706 (1,771 *FC & 935 AM)	2,855 (1,578*FC & 1,277 AM)	30,440
Work First	82	84	268	304	124	166	229	130	109	78	162	1,736
Childcare	243	435	391	316	286	382	264	266	327	298	488	3,696
AAS Crisis	1,957	2,098	2,523	408	1,536	2,635	3,016	2,518	2,257	2,085	2,461	23,494
Aging & Adult	138	229	464	697	408	125	377	404	345	370	381	3,938
Child Welfare	103	160	312	261	204	276	273	276	332	351	502	3,050
Other	305	659	1,273	536	609	739	452	359	564	319	485	6,300
*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	FY 25/26 YTD
Mail Processed	1,407	1101	1329	1120	766	1,119	1,158	1,070	1,183	1,174	1127	12,554
Total of Overall Applications	145	101	125	127	48	120	112	85	119	133	116	1,231
Food and Nutrition	80	63	82	80	29	62	63	46	63	77	65	710
Medicaid	62	38	42	42	19	56	47	39	53	54	50	502
Work First	3	0	1	5	0	2	2		3	2	1	19
Return to Sender Mail	4,636	3703	3596	4,361	3461	4783	4,053	4,444	4,841	4,050	3,673	45,601
PO Box 810	1,032	1270	1698	1,957	1719	1839	1607`	1,978	2,534	1,666	1,818	19,118
County Case Numbers	452	366	596	482	451	560	465	486	364	339	327	4,888
Mobile Applications	243	201	264	177	68	159	99	96	74	155	203	1,739
*County Case # Merges						15	11	24	20	27	17	114
Personal Doc Request	41	27	48	49	28	12	14	31	20	11	12	293
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.												