

[illegible]

Total number of families served		87	87
Number of families served with utility assistance		13	13
Number of families served with medical assistance		0	0
Number of families served with food assistance		0	0
Number of families served with shelter assistance		50	50
Number of families served with water assistance		11	11
Number of families served with burial assistance		2	2
Number of families served with other types of assistance		2	2
Number of families assisted thru opening doors		7	7
Family Economic And Independence Division			
durham eligibles as a percent of Durham's population (Census.gov Population Jul 2022 estimate 326,126)			
Number of title IV-E children served (duplicated total)		49	49
Number of homeless children served (duplicated total)		32	32
Total number of children on the waiting list		#DIV/0!	N/A
Food And Nutrition Services			
Total number of food and nutrition services cases			14,916
Total number of food and nutrition services recipients			29,107
Total amount of food and nutrition services dollars spent			\$5,373,188
Medicaid			
Total number of Medicaid recipients (Family & Adult)			70,579
Total number of special assistance (SA) recipients			634
Durham eligibles as a percent of Durham's population (Census.gov Population Jul 2022 estimate 326,126)			21%
Total amount of special assistance (SA) dollars spent			\$286,505
Work First			
Total number of work first cases			101
Number of child only cases			76
Number of adult included cases			25
Total dollar amount of cash assistance payments			\$19,556
Work First Employment Services			
Number of benefit diversion cases		0	0
Customer Accountability And Program Development Division			
Program Integrity			
Total dollar amount collected		\$213,484.72	\$213,484.72
Dollar amount collected for work first family assistance		\$6.00	\$6.00
Dollar amount collected for work first Crops		\$0.00	\$0.00
Dollar amount collected for food and nutrition services		\$213,278.72	\$213,278.72
Dollar amount collected for family and children's medicaid		\$0.00	\$0.00
Dollar amount collected for special assistance medicaid		\$0.00	0
Dollar amount collected for child care		\$200.00	\$200.00
Dollar amount collected for low income energy assistance		\$0.00	\$0.00
Customer Information Center			
Total number of visits thru reception		6,853	6,853
Total number of call center calls (ext. 8000)		14,539	14,539
Total number of calls handled		13,851	13,851
Average % of calls handled		95%	95.27%
Staff Training And Retention			
Total number of employees participating in training		2	2
Number of employees participating in mandatory training classes		95	95
Child Support Services			
Total amount of child support dollars collected		\$1,202,807.96	\$1,202,807.96
Client Totals			
Total number of DSS clients serviced (unduplicated count)			128,026
Average % of Durham County's population who receive(d) services from DSS (Census.gov July 2025 estimate)			38.87%
HS 630 Measures			
Energy Programs			
EP1: The county will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, within one (1) business day from the date of application or date all verification is received, whichever comes first.			100%
EP2: The county will process 95% of Crisis Intervention Program (CIP) applications, that have heat or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first.			100%
Work First			
WF3: The county will process 95% of Work First applications within 45 days of receipt.			95.45%
WF4: The county will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period.			100%
Food and Nutrition Services (FNS)			
FNS1: The county will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.			96.00%
FNS2: The county will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.			95.07%
FNS3: The county will ensure that 95% of FNS recertifications are processed on time, each month.			95.61%
Adult Protective Services (APS)			
AS1: The county will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.			100%

AS2: The county will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.



100%

Special Assistance (SA)

AS3: The county will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.



100%

AS4: The county will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.



100%

Child Support Services

CS1: Percentage of paternities established or acknowledged for children born out of wedlock.



87.97%

CS2: Percentage of child support cases that have a court order establishing support obligations.



89.85%

CS3: Percentage of current child support paid.



69.39%

CS4: Percentage of cases received a payment toward arrears.



38.18%