



Social Services

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

Maggie Clapp
DSS Director

August 18, 2026

MEMORANDUM

TO: Maggie Clapp, Director

FROM: Latoya W. Chambers, Assistant Director
Family Economic Independence Division (FEI)

RE: FEI Board Written Report

July 2026 Program Highlights:

1. **MOU Requirements:** Work First Cash applications timeliness was **95.45%** and recertifications were **100%**, which exceeded the 95% expectation.
2. **MOU Requirements:** Food & Nutrition Services passed application timeliness, for expedited processing with **96.00%** and regular timeliness processing was **95.07%** and recertification timeliness was **95.61%**. We have continued to exceed the state's expectation of 95%.
3. **HR1 Requirements:** As of March 2026 (FY26), Durham County's Payment Error Rate (PER) for FNS as reported by the state is **19.98%**. (Our *preliminary* rate based on State internal tracking tool for April 2026 is **17.89%**).
4. FNS program had our Management Evaluation (ME) for FFY 2026 conducted with our CQI Specialist from July 21, 2026 – July 23, 2026.
5. Had several staff members attend the NC Works Next Level Training & MTAJ-NC Summer Quarterly Meeting from July 13, 2026 – July 14, 2026, in Pinehurst, NC.
6. The childcare subsidy team continues to accept applications.
7. The division continues to work diligently on getting vacancies filled.

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