Social Services

Social Services Board
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Maggie Clapp
DSS Director

To: Maggie Clapp, DSS Director

CC: Bila Louima, DSS Deputy Director

From: Travis M. Williams. Assistant Director Aging and Adult Services

Re: November 2026 DSS Aging and Adult Board Report

Date: November 19, 2026

Program Performance and Operational Highlights

The Aging and Adult Services (AAS) Division continues to demonstrate strong program performance, regulatory compliance, and a commitment to delivering timely, quality services to Durham County's vulnerable adult populations.

Adult Protective Services (APS)

The Adult Protective Services program maintained a 100% timeliness rate for required case evaluations, continuing to exceed established state performance expectations. This achievement reflects the team's ongoing commitment to timely interventions, effective case management, and the protection of vulnerable adults.

Crisis Intervention Program (CIP)

The Crisis Intervention Program also maintained a 100% timeliness rate in processing emergency and non-emergency applications. This continued performance demonstrates the team's ability to respond efficiently to households experiencing energy-related crises while maintaining compliance with program requirements.

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Home and Community Care Block Grant (HCCBG) Monitoring

The Home and Community Care team successfully completed its annual program monitoring conducted by Central Pines Regional Council. A total of 11 cases were selected for review, with zero findings identified. This favorable monitoring outcome reflects the team's commitment to regulatory compliance, accurate case documentation, and effective program oversight.

Summary

The Aging and Adult Services Division remains committed to operational excellence, regulatory compliance, and the delivery of responsive, person-centered services. Continued achievement of 100% timeliness in APS and CIP, coupled with a successful HCCBG monitoring review with no findings, reflects the division's strong performance and dedication to serving Durham County residents.

The division will continue addressing emerging service-delivery challenges

through proactive engagement, ongoing monitoring, and continuous quality

improvement

Aging and Adult Services data: October 2026

Adult Protective Services (APS):

- 73 APS reports received in October
- 35 new APS reports accepted for evaluation
- 38 reports screened out
- 6 abuse case received

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- 24 self-neglect cases received
- 6 caretaker neglect cases received
- 0 Exploitation Cases Received

Guardianship

- 147 people under Guardianship
- 5 added to the Guardianship caseload
- 2 removed from Guardianship caseload
- 1 terminated due to death
- 0 cases modified to limited guardianship
- 3 transferred to the family
- 0 Competency restored
- 35 people living out of the county
- 10 pending Guardianship cases

Group Care Monitoring

- 23 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

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- 13 Adult Family care home licensure investigations
- 13 completed Adult/Family investigations

HOPWA (Housing Opportunities for People with AIDS)

- 0 STRMU (short-term rent mortgage utility) clients served
- $0 STRMU funds spent in October
- 2 PHP (Permanent Housing Placement) clients served
- $2,475.00 PHP funds spent in October
- 29 TBRA (Tenet-based Rental Assistance) vouchers used
- 12 contacts for case management

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

- 271 applications received
- 121 applications approved
- 32 applications denied
- 118 Pending

Home Centered Care (HCC):

- 135 Adults receiving In-Home Aid
- 314 Adults receiving home delivered meals

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- 156 Non HCCBG (County only)
- 128 on the waiting list for In-Home aid
- 88 on the waiting list for Home delivered Meals

Crisis Services:

- Crisis services assisted with 1 burial
- 1 unclaimed body processed
- 923 CIP (Crisis Intervention Program) received
- 607 CIP applications approved
- 309 CIP applications denied
- 18 applications received for the Opening Doors program
- 7 applications approved for the Opening Doors program

Rental Assistance team:

- 33 families received financial assistance for rental assistance in October.
- Total amount of rental assistance in October was $40,404.76. This total includes Eviction Diversion, Opening Doors, TANF-EA and County EA

Special Assistance In-Home (SAIH)

- 320 clients receiving SAIH services through DSS
- 8 clients added to the caseload

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- 24 clients removed from the caseload
- 21 clients pending for a final decision

Vacancies

- (1) Social Worker II (SAIH)

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