Social Services

Social Services Board
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Maggie Clapp
DSS Director

Date: November 12, 2026

To: Maggie Clapp, DSS Director

From: LaShonda Bacote, CATD Assistant Director

Re: Customer Accountability and Talent Development Division-Board Report

Division Highlights

Key Accomplishments

- Staff attended NCADSS Eastern Regional Meeting and Participated in Poverty Simulation Activity.

Quality Assurance & Training (QAT)

Family Economic Independence Programs (FEI) Highlights

- Completion of 44 QC Reviews of 5 or more person HH.
- Developed internal process for 5+ Person HH QC Process to begin December 1, 2026
- 3 QAT Staff attended More Than Job (MTAJ)Training in Greensboro.

Challenges

- N/A

Medicaid

Highlights

- A new Staff Development Specialist joined the F&C Medicaid team.
- Five new hires successfully completed F&C Medicaid training.
- Three new hires began F&C Medicaid training on October 21, 2026.
- Three new hires began PLA training on October 5, 2026.

Challenges

- F&C Medicaid QAT continues to operate with one staff vacancy.
- Preparing for HR-1 changes effective January 2027 while awaiting state training.

- Preparing for Adult Medicaid SA budgeting changes.

Quality Assurance (QA) Results by Program FY 26-27					
	FEI-FNS	FEI-WF	FEI- CC	Medicaid FC	Medicaid Adult
July 2026	90%	95%	91%	95%	**96%**
August 2026	90%	95%	91%	95%	**96%**
September 2026	92%	94%	89%	92%	**96%**
October 2026	90%	93%	86%	96%	**97%**

Color Key
Exceeding expectations = 96-100%
Meeting Expectations = 90-95.9 %
Needs Improvement = Less than 90%

Hearing Officer

Highlights

- New Hearing Officer completing DSS Local Hearings timely!

Hearings and Appeals					
	October 2026	November 2026	December 2026	January 2027	February 2027
Hearings Conducted	13				

Challenges

- Updating/aligning internal local hearing processes/procedures.

HIPAA Privacy and Civil Rights

Highlights

- Completed Revision of New Hire and Annual HIPAA and Civil Rights Training Videos
- DSS Interpreter assisting Foster Home Licensing team after-hours with licensing a kinship care provider
- Final Phase of testing DSS Interpreter/Translation Application Request with projected roll-out in November 2026.

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- AAS QAT assisted with the review of 27 Adult Day Care cases and provided feedback regarding reductions in services.
- AAS QAT developed a Burial Assistance Quality Review Tool and completed a requested review of 31 Burial Assistance cases.
- AAS QAT provided training to AAS supervisors on the Quality Control (QC) system to strengthen understanding and utilization of the system.
- AAS QAT conducted Low Income Energy Assistance Program (LIEAP) refresher training for AAS staff in preparation for the upcoming application season

Challenges

- N/A

Child and Family Services

Highlights

- QAT staff continue to support CPS with assessment cases.
- QAT staff developed and successfully delivered Safety Assessment training to CPS supervisors in response to findings identified through completed case reviews.
- Development of initiatives to strengthen safety planning in CPS including over-the-shoulder support and targeted reviews, will launch in November.
- Facilitated information sessions with CPS assessments staff to help prepare them for the support program and received positive feedback.
- Developed a rollout plan and timeline for PATH NC to support staff readiness for ongoing services.

Challenges

- Two staff vacancies remain.
- Some QAT functions are limited due to ongoing support provided to CFS

Customer Information Center (CIC): Call Center, Record Management Team, Reception (Lobbies)

Call Center

Highlights

- Presented to Handle Ratio 95%.
- Monthly Average Hold Time (AHT) of 1:48 min.
- Final Phase of Client Service Request Jot Form Project with rollout November 2026.
- Resumed Call Center/Crisis Supervisor Meetings.

Challenges

- Short staffed in October; various leave reasons.

Reception (Lobbies) and Record Management Team (RMT)

Highlights

- A new bilingual staff member joined the Reception Team.
- Automated Request System for Client Service Jot Form Project
- Final Phase of Client Service Request Jot Form Project with rollout November 2026.

Challenges

- N/A

	Call Center Monthly Calls				
	July 2026	**August 2026**	**September 2026**	**October 2026**	**FY 26/27**
Total Calls	12,486	11,992	11,264	11,587	47,329
FNS	5,167	4692	3872	4480	18,211
AM Medicaid	1,336	1139	1530	1171	5,176
CF Medicaid	2,054	1947	1928	1952	7,881
Work First	164	160	109	111	544
Childcare	563	596	327	441	1,927
AAS Crisis	2,448	2514	2257	2317	9,536
Aging & Adult	327	429	345	452	1,553
Child Welfare	374	355	332	395	1,456
Other	53	160	564	268	1,045

Record Management Team (RMT)					
	July 2026	August 2026	September 2026	October 2026	FY 26/27
Mail Processed	1,076	1,060	1,097	869	4,102
Applications					
FNS	68	74	69	60	271
Medicaid	42	69	62	67	240
Work First	3	2	2	0	7
Return to Sender Mail	5,038	4,213	4,069	4,241	17,561
P.O. Box 810	2,827	1,796	2,442	2,167	9,232
County Case Numbers	373	427	509	384	1,693
Mobile Applications	183	147	158	226	714
County Case Merges	46	39	26	12	133
Personal Doc Req	11	21	18	10	60