Durham County Department of Social Services
Director's Report for the Board of Social Services

Date: November 2026
Prepared by: Maggie Clapp Section: Administration

Highlighted Updates

Federal/State Highlights:

- North Carolina has continued to advance a **KinFirst** culture by equipping child welfare professionals with tools and strategies that strengthen kinship connections and support positive outcomes for children and families. Through training, coaching, and collaboration with local agencies and stakeholders, we have made meaningful progress toward ensuring that family connections are identified, explored, and supported whenever possible.

- NC Medicaid updated the policy for Recertification and Medically Needy Recertification in MA-2320, MA-2321 and MA-3420, MA-3421. Additionally, the DHB-5097 Request for Information form was updated.

  The following change notices have been posted in the NCDHHS Policies and Manual.

  - Aged, Blind, and Disabled Medicaid Change Notice: 14-26
  - Family and Children's Medicaid Change Notice: 10-26

  The DHB-5097 Request for Information can be found in the DHB Forms library along with the 5097 Instructions and Desk Reference Tools.

- Child Welfare Trauma-Informed Assessments (CWTIA) will implement statewide on January 1, 2027. On-demand training is now available through NCSWLearn.Org and several office-hours sessions are being offered in October, November and December.

Local Highlights/Challenges Concerns:

Director Clapp attended the 4th Citizens Review Panel meeting for the Central Region on October 26th, 2026,

Director Clapp met with the GAL in our bi-monthly meeting on September 25th, 2026.

Director Clapp attended the Parenting Graduation on October 28th, 2026.

Director Clapp attended the NCACDSS Regional Eastern Meeting October 29th, 2026 to October 30th, 2026.

Director Clapp met with CEO Jason Peace from Meals on Wheels on November 2nd, 2026.

Director Clapp met with Justice Resource Center on Family Treatment Court on November 3rd, 2026 for a status update.

Director Clapp met with the County Manager on November 5th, 2026, to discuss DSS highlights.

Director Clapp attended the NCACDSS Board meeting on November 5th, 2026, 2026.

Director Clapp and DSS Finance Team on November 9th, 2026, with our new Durham County Contracts Attorney.

Director Clapp and AD Faircloth presented on Contracts at the UNC School of Government for 1st year students on November 10th, 2026.

Director Clapp attended the 5th meeting on the Citizen's Review Panel for the Central Region on November 12th, 2026.

Director Clapp attended the Durham Benefits Coalition Meeting on November 13th, 2026.

Director Clapp attended the Celebrate Adoptions Event on November 14th, 2026 for parents and children.

Director Clapp hosted two Let's Chat with the Director sessions for all staff on November 16th and November 17th, 2026.

Director Clapp attended in person Board Meeting for Lincoln on November 18th, 2026.

Director Clapp with the Medicaid team hosted a virtual meeting to discuss the changes with Medicaid starting January 1st, 2027, on November 16th, 2026 with community stakeholders.

Director Clapp helped host an in-person event on November 19th. 2026 for the community to discuss changes to Medicaid.

Concerns or Highlights:

Statewide FNS Error Rate

Medicaid Changes

Vacancies in CFS

Path NC