Social Services

Social Services Board
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Commissioner Stephen Valentine

Maggie Clapp
DSS Director

November 13, 2026

MEMORANDUM

TO: Maggie Clapp, Director

FROM: Latoya W. Chambers, Assistant Director

RE: DSS Family Economic and Independence November 2026 Board Report

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Program Highlights:

1. *MOU Requirements:* Work First Cash (WFC) applications timeliness was **97.50%,** and recertification timeliness was **90.00%.** We exceeded the 95% timeliness expectation for applications.
2. *MOU Requirements*: Food & Nutrition Services (FNS) passed application timeliness, for expedited processing with **96.68%** and regular timeliness processing was **96.39%,** and recertification timeliness was **96.74%**. We have continued to meet or exceed the state's expectation of 95%.
3. *HR1 Requirements – Payment Error Rate (PER):* Our ***preliminary payment error*** rate based on the State internal tracking tool for **July 2026** was **11.59%**. So far Durham DSS, has had 24 records reviewed by the state from October 2025 – July 2026. Of those 24 cases reviewed, 6 had payment errors (3 agency caused, 2 client-caused, and 1 client/agency caused). **Total error amount = $867** for the 10-month cumulative period:

# COMPLETED CASES	TOTAL AMOUNT ISSUE	# CORRECT CASE	# INELIGIBLE	INELIGIBLE AMOUNT	# OVER ISSUE	OVER ISSUE AMOUNT	# UNDER ISSUE	UNDER ISSUE AMOUNT	TOTAL # OF ERRORS	TOTAL ERRORS AMOUNT	PAYMENT ERROR RATE	ACCURACY RATE
24	$7,481	19	1	$0	3	$499	3	$368	6	$867	11.59%	88.41%

4. The FNS Recertifications supervisors attended and participated in with the Meals4Families working group for FNS Recertifications on EPASS along with FNS state reps NC FAST business staff to provide feedback on system enhancements on October 1, 2026.
5. All childcare vacancies have been filled as of November 9, 2026. The team also had an engagement/morale activity on October 29, 2026 ***(Orange October Fest).*** Staff were able to get sweet treats and fellowship.
6. I was able to participate in the Durham Food Assessment Discussion with Public Health to discuss access barriers that impacts food insecurity in Durham County on October 6, 2026.

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