Assistant Director's Report

DSS Family Economic and Independence (FEI) November 2026 Board Report

11/09/2026

FEI APPLICATIONS:

Total Applications Taken by Program:

Food & Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Taken
1,922	137	0	2,059

Applications Pending:

Food and Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Pending
905	49	0	954

Total Applications Disposed by Program:

Food & Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Disposed
1,962	162	0	2,124

Total Applications Approved by Program:

Food and Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Approved
1,003	17	0	1,020

Total Applications Withdrawn:

Food & Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Withdrawn
127	96	0	2231

Total Applications Denied by Program:

Food and Nutrition Services	Work First Cash Assistance	Refugee Cash Assistance	Total Applications Denied
832	49	0	881

*Data Source: Data Warehouse/NC Fast

Durham's FNS Applications Timeliness:	Durham's WFFA Applications Timeliness:
Regular Timeliness = 96.39%	97.50%
Expedite Timeliness = 96.68%	

CHILDCARE SERVICES

As of November 9, 2026, there are no families remaining on the Childcare Subsidy Waitlist.

Childcare Subsidy Waitlist Priority Groups are:

1. Child Protective Services (CPS)
2. Child Welfare Services (CWS)
3. Children in DSS custody (Foster Care). The foster parent or custodial parent is employed or in school.
4. Families in Work First who have a current Mutual Responsibility Agreement (MRA) and receive active services.
5. Teen Parents
6. Siblings (including newborns) with families who are already receiving services.
7. Provide Childcare for 25% of the maximum allowed 64 children identified by Durham Early Head Start as enrollees of the Early Head Start –CCP Grant Award, ages 0 to 4 transition out of EHS program, also eligible for DSS Childcare Subsidy.
8. Children with special needs and families experiencing homelessness. (4% Vulnerable Populations Set-Aside)

# of Children enrolled in Early Head Start (EHS) Grant Award Recipients October 2026:
22

# of children enrolled in Head Start (HS) and North Carolina Pre-Kindergarten program (NC PreK) added to DSS wait list October 2026: **0**

Attrition. Calculated by adding the new vouchers issued and subtracting the number of children terminated October 2026: **Added: 38 Terminated: 115 Total FY 2026-2027**

Title IV-E children (Foster Care Placements) receiving Childcare Subsidy October 2026:
47 Children (Total Children Served)

Homeless/Shelter Children served as of October 2026: **42 Children**

Durham County Childcare Subsidy Final Spending Coefficient September Service Month/October Payment Month 2026: 70.44 % **(*State Final Spending Coefficient September Service Month/October Payment Month: 72.10%***

Number of County Transfers to Durham County in October 2026: **Added 07 Families**
30 Families YTD 2026-2027

Programming Updates:

- Currently accepting applications.
- **Program Initiatives**: Both Child Care and Work First are continuing initiatives underway to improve efficiency, timeliness, accountability, and service delivery for families.

    1. **Project 95 (Child Care Subsidy)**: Project 95 continues to demonstrate positive results. The revised process has significantly reduced the number of case terminations, allowing children and families to maintain continuity of childcare services while helping providers avoid disruptions in care and payments. Additionally, staff morale has improved, and we have experienced a reduction in employee callouts. These improvements have been supported by the assistance of a temporary admin who proactively

contacts families regarding recertifications and provides telephone coverage when assigned social workers are out for more than three business days.

While we are pleased with the progress, we recognize the success of this initiative is directly tied to the additional temporary staffing support. This assistance has reduced interruptions for social workers, allowing them to focus on timely case processing, managing changes, and maintaining services for families.

Moving forward, we will continue monitoring outcomes to evaluate the long-term effectiveness of Project 95 and determine the staffing resources necessary to sustain these improvements.

2. **Work First 5-10-20-30 Project**: We continue to review our processes and application volume to better understand the impact of the pilot, determine how much of the improvement is related to the additional staffing, and assess the staffing level needed to sustain impactful results.

Moving forward, our focus will be on whether we can maintain timely processing while continuing to evaluate what is working, what may need to be adjusted, and what resources are necessary for long-term success.

FEI RECERTIFICATIONS:

Participants Summary – October 2026		
Program	**Cases**	**Participants**
Food and Nutrition Services	**14,820**	**28,902**
Work First – Child Only and Refugee Cash	**67**	**93**
Work First Benefit	**17**	**37**
Benefit Diversion	**3**	**9**
Total:	**14,907**	**29,041**

**Data Source: Data Warehouse / NC Fast*

Recertifications – October 2026			
Program	**Recertifications Due**	**Recertifications Completed**	**Timeliness %**
Food Nutrition Services	**1,628**	**1,290**	**96.74%**
Work First – Child Only and Refugee Cash	**10**	**10**	**90%**
Total:	**1,638**	**1,300**	**93.37%**

**Data Source: Data Warehouse / NC Fast*

Human Service Technician (HST) Unit Summary for October 2026

Effective February 2026 the 4 HSTs are working collectively to support the Food and Nutrition Services Applications and Recertifications Teams.

- 4 HSTs submitted 324 FNS paper applications, 119 Late Recertifications, scanned, uploaded, and routed 754 emails received via the FNSverifications@dconc.gov email box.