Social Services

Social Services Board
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Dr. Monique Holsey-Hyman

Maggie Clapp
DSS Director

Date: October 8, 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

- Launched 2026 DSS Handbook and conducted staff highlight sessions
- QAT & CIC held Section Meeting

Quality Assurance & Training (QAT)

Family Economic Independence Programs (FEI)

Highlights

- Collaborated with FNS Program leadership to promote alignment.
- FNS Documentation Committee piloted new documentation template.

Challenges

- N/A

Medicaid

Highlights

- Developed and administered Q&A Training for Adult Medicaid Staff
- Received notification from the state that we met the requirement for Q4-2nd Party Review Data.

Challenges

- 3 Vacancies requiring
- shifting of work assignments and duties
- Preparing for HR.1 Policy 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%

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

Hearing Officer

Highlights

- Observed multiple hearings and independently conducted four hearings.
- Completed targeted Food and Nutrition Services (FNS) training.
- Shadowed Program Integrity staff to gain familiarity with operational processes.

Challenges

- NA

HIPAA Privacy and Civil Rights

Highlights

- Facilitated DSS Employee Handbook highlight sessions to reinforce agency policies, procedures, and staff expectations.
- Continued oversight of HIPAA and Civil Rights concerns, including incident reporting, risk assessments, and compliance monitoring.
- Currently assessing two reported privacy incidents.
- DSS Interpreter developed Spanish greeting desk reference to support basic client communication while awaiting interpreter services.

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- Delivered updated HOPWA training to AAS staff.
- Developed CIP training plan to address PIP requirements, with implementation scheduled for October.

Challenges

- Ongoing staff training needs have increased supervisory responsibilities for training, case reviews, and secondary reviews while the team builds program expertise.
- 1 vacancy and actively recruiting

Child and Family Services

Highlights

- Completed SDM Tools training in preparation for agency-wide training in January 2027.
- Delivered agency-wide Share Your Holiday training.
- Continued CPS Assessments support, managing caseloads of up to 10 cases per team member.
- Provided Path NC Overview at the September 30 Child Welfare Division meeting.
- Continued onboarding of the new QAT Supervisor and updates to the DSS Internship SharePoint page.
- Policy and Practice Coach supported 11 staff through 15 individual coaching sessions, four field observations, and group training for nine Permanency Planning staff.
- Continued collaboration with QAT to expand coaching capacity and provide additional program support.

Challenges

- Continued CPS Assessments caseload support limits capacity to perform core quality assurance and training functions.
- Two vacancies; interviews are underway.

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

Call Center

Highlights

- Updated Internal Process for CIC and Crisis Team
- Handle Ratio trended up to 97% for the month

Challenges

- Webex problems with clients hearing agents on phone calls

Reception (Lobbies) and Record Management Team (RMT)

Highlights

- Reception: New bilingual staff member scheduled to begin October 12, 2026.
- New staff member to RMT started on September 28, 2026.
- RMT Collaborating with IT to improve returned mail processing through document scanning.

Challenges

- N/A

	Call Center Monthly Calls by Program			
	July 2026	August 2026	Sept 2026	FY 26/27
Total Calls	12,486	11,992	11,264	35,742
FNS	5,167	4692	3872	13,731
AM Medicaid	1,336	1139	1530	4,005
CF Medicaid	2,054	1947	1928	5,929
Work First	164	160	109	433
Childcare	563	596	327	1,486
AAS Crisis	2,448	2514	2257	7,219
Aging & Adult	327	429	345	1,101
Child Welfare	374	355	332	1.061
Other	53	160	564	777

	Record Management Team (RMT)			
	July 2026	August 2026	Sep 2026	FY 26/27
Mail Processed	1,076	1,060	1,097	3,233
Applications				
FNS	68	74	69	211
Medicaid	42	69	62	173
Work First	3	2	2	7
Return to Sender Mail	5,038	4,213	4,069	13,320
PO Box 810	2,827	1,796	2,442	7,065
County Case Numbers	373	427	509	1,309
Mobile Applications	183	147	158	488
County Case Merges	46	39	26	111
Personal Doc Req	11	21	18	50