Social Services

Social Services Board
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Maggie Clapp
DSS Director

To: Maggie Clapp, DSS Director

CC: Bila Louima, DSS Deputy Director

From: Travis M. Williams. Assistant Director Aging and Adult Services

Re: October 2026 DSS Aging and Adult Board Report

Date: October 15, 2026

Division Overview

During September 2026, the Aging and Adult Services Division continued to demonstrate its unwavering commitment to providing high-quality, timely, and compassionate services to the residents of Durham County. The division maintained exceptional program performance and strengthened community engagement efforts.

Our ongoing priorities remain focused on protecting vulnerable adults, promoting personal safety and well-being, supporting independence, and ensuring that individuals and families have access to essential services and resources.

Program Performance Highlights

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Crisis Intervention Program (CIP)

The Aging and Adult Services Crisis Team achieved 100% timeliness in the processing of emergency and non-emergency Crisis Intervention Program (CIP) applications during September.

This outstanding accomplishment reflects the team's dedication to ensuring that individuals and families experiencing energy-related financial hardships receive timely assistance. Maintaining this level of performance demonstrates operational efficiency, accountability, and a continued commitment to exceeding service expectations while delivering exceptional customer service.

Adult Protective Services (APS)

The Adult Protective Services program achieved 100% timeliness in completing both 30-day and 45-day evaluations during September.

This exceptional performance demonstrates the APS team's continued commitment to conducting timely and thorough evaluations involving allegations of abuse, neglect, and exploitation of vulnerable adults.

Timely completion of evaluations is critical to identifying safety concerns, assessing protective needs, and coordinating appropriate interventions. These

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results reflect the division's strong emphasis on program accountability, regulatory compliance, and the protection of Durham County's most vulnerable residents.

Low Income Housing Relief (LIHR) Program

September marked the launch of the Low-Income Housing Relief (LIHR) Program, an important initiative designed to address property tax relief for eligible Durham County residents.

This program further strengthens the agency's commitment to reducing financial hardships, and connecting individuals and families with critical assistance.

The division remains committed to supporting the effective implementation of this program while ensuring that residents receive responsive and compassionate customer service.

Community Engagement and Partnerships

Dementia Inclusive Forum – September 23, 2026

Representatives from the Aging and Adult Services Division attended the Dementia Inclusive Forum on September 23, 2026, reinforcing the division's ongoing commitment to community collaboration, dementia awareness, and advocacy for older adults.

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Participation in this forum provided an opportunity to engage with community stakeholders, strengthen existing partnerships, and explore initiatives designed to support individuals living with dementia, their caregivers, and their families.

As the needs of our aging population continue to evolve, the division recognizes the importance of maintaining strong relationships with community organizations to expand access to resources, promote inclusion, and enhance the quality of life for Durham County residents.

September 2026 represented another month of exceptional program performance, meaningful community engagement, and continued dedication to public service within the Aging and Adult Services Division.

Notable accomplishments included achieving 100% timeliness in both emergency and non-emergency CIP application processing, maintaining 100% timeliness in APS 30-day and 45-day evaluations, launching the Low Income Housing Relief Program, and participating in the Dementia Inclusive Forum.

These accomplishments reflect the collective dedication of our frontline employees, supervisors, and program managers, whose commitment to excellence continues to strengthen our division's ability to serve the community effectively.

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Moving forward, the Aging and Adult Services Division will remain focused on sustaining strong performance outcomes, strengthening community partnerships, enhancing operational efficiency, and identifying innovative opportunities to better serve Durham County's aging and vulnerable adult populations.

Our success is measured not only by the performance standards we achieve but also by the lives we positively impact, the individuals we protect, and the dignity, independence, and well-being we help preserve throughout our community.

Aging and Adult Services data: September 2026

Adult Protective Services (APS):

- 86 APS reports received in September
- 50 new APS reports accepted for evaluation
- 32 reports screened out
- 6 abuse case received
- 29 self-neglect cases received
- 13 caretaker neglect cases received
- 6 Exploitation Cases Received

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Guardianship

- 144 people under Guardianship
- 5 added to the Guardianship caseload
- 6 removed from Guardianship caseload
- 2 terminated due to death
- 0 cases modified to limited guardianship
- 3 transferred to the family
- 1 Competency restored
- 35 people living out of the county
- 16 pending Guardianship cases

Group Care Monitoring

- 24 DSS funded clients in Adult Day Care
- 5 Adult Day Care Centers in Durham County
- 13 Adult Care Homes licensed in Durham County
- 31 Family care homes licensed in Durham County

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- 3 Adult Family care home licensure investigations
- 3 completed Adult/Family investigations

HOPWA (Housing Opportunities for People with AIDS)

- 3 STRMU (short-term rent mortgage utility) clients served
- $4,108.28 STRMU funds spent in September
- 3 PHP (Permanent Housing Placement) clients served
- $3,421.72 PHP funds spent in September
- 24 TBRA (Tenet-based Rental Assistance) vouchers used
- 10 contacts for case management

LIHR (Low-income Homeowner Relief) (start date 09/01/26)

- 520 applications received
- 105 applications approved
- 17 applications denied

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- 398 Pending

Home Centered Care (HCC):

- 138 Adults receiving In-Home Aid
- 326 Adults receiving home delivered meals
- 158 Non HCCBG (County only)
- 134 on the waiting list for In-Home aid
- 83 on the waiting list for Home delivered Meals

Crisis Services:

- Crisis services assisted with 2 burials
- 693 CIP (Crisis Intervention Program) received
- 456 CIP applications approved
- 234 CIP applications denied
- 19 applications received for the Opening Doors program
- 6 applications approved for the Opening Doors program

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Rental Assistance team:

- 46 families received financial assistance for rental assistance in September.
- Eviction Diversion program totaled $15,994.11
- County emergency assistance totaled $1,044.36
- TANF-EA assistance, totaled $2,370.88

Special Assistance In-Home (SAIH)

- 328 clients receiving SAIH services through DSS
- 10 clients added to the caseload
- 14 clients removed from the caseload
- 16 clients pending for a final decision

Vacancies

- (2) Social Worker III positions (APS), candidates selected by interview team and the hiring packets are in the HR portal for final review.
- (1) Social Worker II (SAIH)

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