Social Services

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*Maggie Clapp*
*DSS Director*

To: Maggie Clapp
From: Kelly Inman, Chief Operations Officer
Re: Business Operations Division Report –Sept. Data
Date: October 8, 2026

## Child Support Services

### Performance Overview

The Child Support Unit has received its September statistics and successfully met 12 out of 14 performance goals for three months into the fiscal year.

### Enforcement Strategies and Outcomes

This month Child Support staff focused on diligently working on the undistributed report. Disbursement of collections is one of the statewide and county continuous quality improvement goals that the state collects and reviews each month.

### Community Outreach

Child Support has been busy this month engaging in Community Outreach activities. October 3rd Child Support participated in the Orange Grove Missionary Baptist Church Giveaway and Flu Clinic. We were able to reach approximately 100 residents and members of the Church's congregation to provide insight into Child Support. October 6th, Child Support engaged in two separate Outreach activities. Child Support had information tables set up at the National Night Out at the Police Department and McDougal Terrace. At each of these outreach activities approximately 150 community residents, leaders and law enforcement were in attendance. McDougal Terrace was visited by both members of the Sheriff Department, Police Department, members of the DSS Board and County Commissioners.

Child Support leadership staff continued to invest in their professional development by attending the North Carolina State Manager Training on October 7th and 8th.



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Our Self-Assessment score remains above the goal of 75%.

**SFY2026- 2027 Child Support Performance Self-Assessment**

| Report Month | Case Closure | Enforcement | Establishment | Exp. 12 month | Exp. 6 month | Interstate | Medical | RA Inc | RA_N |
|---|---|---|---|---|---|---|---|---|---|
| Goal | 90% | 75% | 75% | 90% | 75% | 75% | 75% | 75% | 75% |
| Sept 2026 | 98.97 | 80.73% | 89.51% | 96.83% | 91.44% | 87.69% | 86.83% | 99.88% | 99.07% |

| Report Month | Paternity Establishment | Cases Under Order | Current Support | Cases Paying Towards Arrears | Total Collections |
|---|---|---|---|---|---|
| Goal | 98.09% | 90.00% | 68.78% | 70.00% | $14,737,899.82 |
| Sept 2026 | 90.39%<br>No, our on-track goal for this month is 92.02% | 89.41%<br>Yes | 69.16%<br>Yes | 51.36%<br>Yes | $3,496,922.27<br>Our on-track distribution goal is $3,656,278.23. We are short $159,355.96 |

## Program Integrity

Program Integrity successfully hosted the Region III PI meeting on September 25th with 29 attendees present. State presentations on PI for Medicaid and Food and Nutrition Services were part of the training as well as a presentation on Bankruptcy conducted by Senior Assistant County Attorney Danielle Briggs. Assistant Director of HR, Dr. Brent Lewis, presented on self-care. Our Durham County experts presented us well!

## Facilities, Fleet, Space planning, and Emergency Preparedness

- Working with General Services to obtain quotes for DSS carpet cleaning.
- Conducted Real Property key audit with DCo Locksmith to update accountability and County records of all Human Service Building keys assigned to DSS employees 09/29, 09/30, 10/01. Reconciliation continues with no major findings.
- DSS fleet vehicle scheduling and management through Agile Fleet – Contract awarded for FY26-27. DSS fleet will have a centralized key box and online reservation system for 31 fleet vehicles expandable to 40. Equipment received, installed, pending configuration, training and implementation. Administrative training is being conducted 10/8 and 10/13.
- FY26-27 Fleet Vehicle acquisition – two vehicles have been reserved, fund reservations are being worked, pending processing. and vehicle delivery.



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- Outreach support of community events – Move-A-Bull City (10/4) and 2 locations for National Night Out to support three divisions (10/6) as well as a Child Support engagement on 10/3.
- Review of DSS outreach equipment – canopies et al to improve support and upgrade: ongoing.
- Ongoing evaluation of space updates needed to support additional Medicaid positions.
- Continued readiness for hurricane preparedness / sheltering operations. Engagement with DCo Emergency Management on 10/07.

## Information Technology

September reflected a continued improvement in operational efficiency, with 293 total tickets processed — 118 incidents and 175 requests. The team responsiveness remains strong, with 70% of all tickets closed the same day and 15% within two days, demonstrating sustained high-quality service delivery.

### Incident & Request Trends

Demand continued to center on Software, Access Management, and Hardware categories. Operational activity showed peak engagement during morning and midday hours, with improved turnaround times across all major request types.

### Project Portfolio Status

Most DSS IT and County IT–managed projects remain Green/on track.

Key updates include:
• Fleet Management – On schedule for completion in Fall of 2026.
• Personnel Action Request (PAR) Process – Implementation scheduled for October 2026.
• CSR Intake Board – Hold removed; revised completion scheduled for November 2026.
• Interpreter Line Request Form – Currently in UAT testing.



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