Social Services

Social Services Board
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Maggie Clapp
DSS Director

October 8, 2026

MEMORANDUM

TO: Maggie Clapp, Director

FROM: Latoya W. Chambers, Assistant Director

RE: DSS Family Economic and Independence October 2026 Board Report

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Program Highlights:

1. *MOU Requirements:* Work First Cash (WFC) applications **and** recertifications timeliness was **100%**. We exceeded the 95% timeliness expectation for both performance measures.

2. *MOU Requirements*: Food & Nutrition Services (FNS) passed application timeliness, for expedited processing with **96.75%** and regular timeliness processing was **94.69%,** and recertification timeliness was **97.69%**. We have continued to meet or exceed the state's expectation of 95%.

3. *HR1 Requirements:* Durham County's Payment Error Rate (PER) for **May 2026** based on the state's QC was **13.98%** and the state's overall PER was **6.90%.** Our ***preliminary*** rate based on the State internal tracking tool for **June 2026** was **13.04%**.

4. The Food & Nutrition Services (FNS) program manager and recertifications supervisor conducted a presentation on "*Common Client-Caused Payment Errors"* for the Durham Benefits Access Coalition (DBAC) Working Group on September 28, 2026, and will continue to collaborate.

5. The More than a Job (MTAJ) Coordinator represented the agency at the "*Jobs Plus Relaunch"* Celebration on September 11, 2026.

6. Childcare Subsidy Project 95 is showing positive progress. More parents are submitting their recertifications timely and applications are being processed timely.

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