



Social Services

Social Services Board
Wendy Sotolongo, Chair
Jacqueline Beatty-Smith
Dionne Moore
Commissioner Stephen Valentine
Dr. Monique Holsey-Hyman

Maggie Clapp
DSS Director

To: Maggie Clapp, DSS Director

CC: Bila Louima, DSS Deputy Director

From: Travis Williams, Assistant Director Aging and Adult Services

Re: September 2026 DSS Board Report

Date: September 23 , 2026

August Highlights:

- Durham County continues to achieve 100% timeliness in CIP (Crisis Intervention Program) applications with no heat or cooling or applications with a health-related crisis with a disconnect, final or past due notice within one (1) business day from the date of application or date of all verifications is received whichever comes first. (state MOU requirement)
- Durham County achieved 100 % timeliness in CIP (Crisis Intervention Program) applications with no heat or cooling or applications without a health-related crisis with a disconnect, final or past due notice within two (2) business days from the date of application or date of all verifications is received whichever comes first. (state MOU requirement)
- Durham County achieved 100% timeliness of APS evaluations involving allegations of abuse or neglect within 30 days of the report. (state MOU requirement).
- Durham county achieved 100% timeliness of APS evaluations involving allegations of exploitation within 45 days of the report. (state MOU requirement).

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- The Centralized Intake and Home Centered Care Teams collaborated to improve access to the program by developing a comprehensive screening guide for the Home Delivered Meal (HDM) waitlist. In January 2026, the waitlist comprised 645 individuals. Following a thorough review to identify those who did not meet eligibility requirements and enrolling eligible individuals, the waitlist was reduced to 101. This effort has significantly enhanced the efficiency and responsiveness of the program.

August Challenges

- Aging and Adult Services mourns the loss of Mrs. Tonya Satterwhite-McNeil, a dedicated member of the division for 26 years, who passed away unexpectedly on August 20, 2026. Mrs. Satterwhite-McNeil was highly regarded by her colleagues and made significant contributions as a member of several agency committees. Her presence, professionalism, and commitment to the agency are deeply missed by all who had the privilege of working with her.
- As of August 31, 2026, the Guardianship team is supporting 147 clients. We are observing an increasing trend in petitions for guardianship, particularly among young adults and individuals experiencing mental health challenges. Additionally, there has been a noticeable rise in requests for interim guardianship. To address these developments, our team is formulating a strategy to enhance awareness of the guardianship program among community partners and local hospitals, ensuring they understand the purpose and benefits of this initiative.

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Aging and Adult Services data: August 2026

Adult Protective Services (APS):

- 82 APS reports received in August
- 43 new APS reports accepted for evaluation
- 34 reports screened out
- 1 abuse case received
- 23 self-neglect cases received
- 15 caretaker neglect cases received
- 12 Exploitation Cases Received

Guardianship

- 147 people under Guardianship
- 1 added to the Guardianship caseload
- 0 removed from Guardianship caseload
- 0 terminated due to death
- 0 cases modified to limited guardianship
- 0 transferred to the family
- 0 Competency restored
- 35 people living out of the county
- 9 pending Guardianship cases

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

HOPWA (Housing Opportunities for People with AIDS)

- 2 STRMU (short-term rent mortgage utility) clients served
- \$5,599.25 STRMU funds spent in August
- 3 PHP (Permanent Housing Placement) clients served
- \$2,487 PHP funds spent in August
- 22 TBRA (Tenet-based Rental Assistance) vouchers used
- 8 contacts for case management

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

- 0 application received
- 0 application approved
- 0 application denied

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Home Centered Care (HCC):

- 138 Adults receiving In-Home Aid
- 330 Adults receiving home delivered meals
- 166 Non HCCBG (County only)
- 160 on the waiting list for In-Home aid
- 140 on the waiting list for Home delivered Meals

Crisis Services:

- Crisis services assisted with 2 burials
- 741 CIP (Crisis Intervention Program) received
- 501 CIP applications approved
- 238 CIP applications denied
- 19 applications received for the Opening Doors program
- 12 applications approved for the Opening Doors program
- 0 LIEAP (Low Income Energy Assistance Program) application received
- 0 LIEAP application approved
- 0 LIEAP application denied

Rental Assistance team:

- 28 families received financial assistance for rental assistance in August.
- Eviction Diversion program totaled \$20,799.02
- County emergency assistance totaled \$2,225.74
- TANF-EA assistance, totaled \$3,515.42

Special Assistance In-Home (SAIH)

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- 319 clients receiving SAIH services through DSS
- 15 clients added to the caseload
- 12 clients removed from the caseload
- 12 clients pending for a final decision

Vacancies:

- (2) Social worker (APS). Interviews were conducted 09/02-04 2026.

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