



Social Services

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

Maggie Clapp
DSS Director

Date: September 16, 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

- Revised and Updated DSS Handbook

Quality Assurance & Training (QAT)

Family Economic Independence Programs (FEI)

Highlights

- Collaborated with FNS Program to complete the review of identified high risk FNS cases.
- Partnered with Child Care Subsidy to assist with the processing of applications, recertifications and changes
- Distributed Effective Interview Tip Sheet to the FNS Program
- Drafted new process for reviewing five-person household cases.

Challenges

- N/A

Medicaid

Highlights

- Held an Adult Medicaid Recertification Clinic for IMC staff.
- Extended SA Training to provide additional support based on trainee learning needs.
- Concluded PLA Training on August 14, 2026.
- Completed Reasonable Compatibility Training during unit meetings for FCMA Application Teams.

Challenges

- 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%

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

Hearing Officer

Highlights

- Hearing Officer began on August 31, 2026.
- Working with IS&T to update/enhance Hearing and Appeals Tool.

Challenges

- NA

HIPAA Privacy and Civil Rights

Highlights

- Implemented electronic Privacy/HIPAA Non-Compliance Reporting process in collaboration with DSS IS&T to make the reporting tool available to staff via DSS SharePoint.
- Developed and distributed Privacy and Safeguarding Tip Sheet for staff.
- Privacy and Civil Rights training materials are being updated.

Challenges

- NA

Aging & Adult Services (AAS)

Highlights

- QAT-AAS – Developing updated HOPWA training for new and existing staff.

Challenges

- Both new hires continue dual duties supporting HOPWA and APS programs, including training current program staff, which has limited QAT onboarding/training.

- 1 vacancy and actively recruiting

Child and Family Services

Highlights

- QAT Supervisor started on August 31, 2026.
- QAT completed review of 30 CPS Intake Report and Assessments.
- QAT staff were commended for role in implementation of training of system for CW Reunification Funds.
- The Policy and Practice Coach is coaching 12 Social Workers, with support from one QAT staff.
- QAT continues supporting CPS Assessments.

Challenges

- Policy and Practice Coach is at capacity due to increased requests and onboarding of new hires.

Customer Accountability

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

Call Center

Highlights

- Facilitated “Introduction to CIC” to FCMA New Hire Training Class.
- Handle Ratio trended up to 96% for the month.

Challenges

- Extension of “testing phase” for upgraded Client Service Request Form.
- NWN telephone issue with DSS main line and external client’s telephone line.

Reception (Lobbies) and Record Management Team (RMT)

Highlights

- Reception area continues supporting agency operations and managing coverage with help from RMT and Adult Services.
- Testing and finalizing the Client Service Request (CSR) form (fishing licenses, personal document requests, and county case number requests)

Challenges

- N/A

Call Center Monthly Calls by Program			
	July 2026	August 2026	FY 26/27
Total Calls	12,486	11,992	24,478
FNS	5,167	4692	9,859
AM Medicaid	1,336	1139	2,475
CF Medicaid	2,054	1947	4,001
Work First	164	160	324
Childcare	563	596	1,159
AAS Crisis	2,448	2514	4,962
Aging & Adult	327	429	756
Child Welfare	374	355	729
Other	53	160	213

Record Management Team (RMT)			
	July 2026	August 2026	FY 26/27
Mail Processed	1,076	1060	2,136
Applications			
FNS	68	74	142
Medicaid	42	69	111
Work First	3	2	5
Return to Sender Mail	5,038	4213	9,251
PO Box 810	2,827	1796	4,623
County Case Numbers	373	427	800
Mobile Applications	183	147	330
County Case Merges	46	39	85
Personal Doc Req	11	21	32