



Social Services

Social Services Board
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Jacqueline Beatty-Smith
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Commissioner Stephen Valentine
Dr. Monique Holsey-Hyman

Maggie Clapp
DSS Director

September 15, 2026

MEMORANDUM

TO: Maggie Clapp, Director

FROM: Latoya W. Chambers, Assistant Director
Family Economic Independence Division (FEI)

RE: FEI Board Written Report

2026 Program Highlights:

1. **MOU Requirements:** Work First Cash (WFC) applications timeliness was **93.55%**. August was the first month that we didn't pass timeliness, for WFC applications since the MOU requirements went into effect January 2025. WFC recertifications timeliness was **60.00%** however, we have passed recertification timeliness with 100% consecutively since December 2025.
2. **MOU Requirements:** Food & Nutrition Services (FNS) passed application timeliness, for expedited processing with **96.74%** and regular timeliness processing was **95.16%**, and recertification timeliness was **96.66%**. We have continued to exceed the state's expectation of 95%.
3. **HR1 Requirements:** The state has not updated Durham County's FNS Payment Error Rate (PER) for April 2026. Our *preliminary* rate based on State internal tracking tool for May 2026 is **16.07%**.
4. The SUN Bucks application closed on August 15th. Applications received after August 15th will be held for evaluation for the 2027 SUN Bucks program.
5. **Child Care Subsidy Funding:** On August 26, 2026, we received notification of increased Child Care Subsidy funding. The 2026 Budget Technical Corrections Bill increased the Child Care & Development Fund (CCDF) funding for Child Care Services by \$60 million, from approximately \$381.1 million to \$444.1 million. The additional funding was distributed to counties through the Child Care Subsidy allocation formula. Durham County received an additional \$32,454,377 for FY26-27.
6. **FEI's Program Initiatives:**
The Child Care and Work First teams have several initiatives underway to improve efficiency, timeliness, accountability, and service delivery (SEE ATTACHED FLYERS)
 - **Project 95 (Child Care Subsidy):** Child Care has launched Project 95, with a focus on every family and every dollar.

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- **Work First 5-10-20-30 Project:** *Work First has implemented the 5-10-20-30 Project to promote a more proactive approach to case management and application processing.*

The Food & Nutrition Service applications team implemented an empowerment performance team strategy as well.

- **FNS App Team – “A-Team” Plan**
The FNS App Team, also known as the A-Team, is a focused initiative designed to strengthen team morale, recognize staff performance, increase productivity, and ensure applications are processed accurately and efficiently. The goal of the A-Team is to create a positive, team-oriented environment where staff feel valued and motivated while maintaining a strong commitment to accuracy and quality.

7. FEI had several staff attend the Social Services Institute in Hickory, NC from August 5th – August 8th.

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