



Social Services

Social Services Board
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Maggie Clapp
DSS Director

To: Maggie Clapp, Director

From: Cynthia M. Cason, Assistant Director

Date: September 16, 2026

RE: Medicaid DSS Board Report

Medicaid Division Report for August 2026

Highlights:

1. Jackie Proctor, Medicaid Program Manager, will be retiring effective 09/30/2026. She has been with the agency for 18 years, all of which has been dedicated to Family & Children's Medicaid. Jackie's leadership, commitment, and compassion have made a lasting impact on the families and staff she has supported throughout her career.
2. On August 1st, Medicaid staff participated in an outreach event at Orange Grove Missionary Baptist Church. Staff provided the community with information about various Medicaid programs and accepted applications.
3. On August 5th – August 7th, staff attended the Social Services Institute in Hickory, NC.
4. On August 8th, Medicaid staff did a presentation on Medicaid and H.R.1 changes at the Lincoln Community Health Center Health Fair. Staff were appreciative of the information shared.
5. On August 20th, Medicaid leadership participated in the bi-monthly Special Assistance (SA) consultation meeting with our State Representative, Wendy

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Booth. The State provided program updates, and the county had the opportunity to ask questions regarding program and policy changes. Ms. Booth commended the county for consistently meeting the State's timeliness standards each month.

6. On August 27th, Medicaid leadership attended the bi-monthly Operational Support Team (OST) Medicaid Consultation meeting with the State Representative. During this meeting, the State provided updates on the program and H.R.1 new Medicaid changes.
7. In June 2026, Durham County received a list of approximately 2,500 non-citizen recipients who needed to be re-evaluated to determine whether they continued to meet the new non-citizen requirements effective October 1, 2026. The county completed all evaluations and successfully met the deadline of September 15, 2026.
8. In the month of August 2026, the On-Site Support (OSS) Team handled 234 Helpdesk tickets. Of these, 209 were resolved internally, six were escalated to the State, and 19 remained pending.
9. The Medicaid Division continues to hold bi-weekly meetings to discuss strategies and ensure timely processing of cases. The Medicaid Supervisors, Program Managers, and the Assistant Director attend these meetings.

Program Highlights:

- ❖ The agency passed the August 2026 Report Card for Medicaid for the Disabled (MAD) with a timeliness rate of 95%, and Other (45-day processing) with a timeliness rate of 98%. The state's goal is 90%.
- ❖ Special Assistance for the Aged (SAA) timeliness rate for August 2026 was 100%, and the state's goal is 85%.
- ❖ Special Assistance for the Disabled (SAD) timeliness rate for August 2026 was 97%, and the state's goal is 85%.

Vacancies:

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- ❖ The Medicaid Division currently has a total of 22 vacancies, including the nine newly approved positions. Three of these vacancies are pending approval from Human Resources.

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