

***Social Services Board***

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***Maggie Clapp***

*DSS Director*

January 16, 2025

**MEMORANDUM**

TO: Maggie Cveticanin, Director

FROM: Latoya W. Chambers, Interim Assistant Director

Family Economic Independence Division

RE: FEI Board Written Report

***December Highlights:***

1. Work First Cash recertifications passed timeliness expectations with 100% and applications timeliness was 99.32% which exceeds the state’s expectation of 95%. The program has been passing timeliness in both categories since February 2024.
2. Food & Nutrition Services passed recertification timeliness with 99.19% which is above the 95% expectation.
3. Food and Nutrition Services applications passed Expedited timeliness with 96% and we are continuing to improve timeliness for Regular processing as well.
4. We had staff from FEI that assisted with making referrals and gift distribution for Share your Holiday for 181 families.
5. We onboarded two new social workers which began NC FAST/Policy training on January 6th.
6. FEI division staff participated in numerous holiday events including the Durham DSS Cookie Bake Off on December 11th. Staff were able to get a photo op with the Grinch himself.

**DSS Holiday Bake Off – FEI Division Participants**

**Kalika Moore & Roshanna Harrell**

A group of people posing for a photo

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**Child Care & Family Services Holiday Events**

A picture containing text, book

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