

***Social Services Board***

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*DSS Director*

To: Maggie Clapp, DSS Director

CC: Valery Dambreville, Deputy Director

From: Travis M. Williams, Assistant Director Aging and Adult Services

Re: January 2025 Board Report

Date: January 16, 2025

Aging and Adult Services Division received the final copy of the state monitoring report for FY 24-25 that was conducted October 29-31, 2024, on December 30, 2024. As stated last month, the four programs under review (Adult Protective Servies, Guardianship, Special Assistance In-home, and Medicaid Administrative Claims) achieved over 90% compliance in each area. The state minimum acceptable score is 85% compliance in the Adult Protective Services and Guardianship programs. We are extremely proud of our teams and their supervisors in exceeding the minimum requirement and ensuring our clients receive the necessary services that are needed. Our team continues to work in partnership with the state CQI (Continuous Quality Improvement) specialist in ways of how to strengthen our overall customer delivery to the community. This partnership is proving to be very beneficial to our division as we enter the new year. Several forecasts are predicting that our senior population will continue to increase in the next few years which is we are having critical conversations now on the best way to continue to serve our clients.

The traverse case management system went online in July 2024. Over the past five months we have tracked how the system is working for our teams. Overall, the system has worked well for our team. APS and Guardianship programs have reported this system has greatly streamlined how their social workers are entering case notes and other case management tasks in the system. Our CQI specialist also remarked how easy it was to locate documents in the system for her review.

Our entire division is committed to increasing awareness of our programs in the community. We are always seeking opportunities to share information about our programs. We believe there are families and individuals that need our services but are unaware these services exist. It is a top priority to work with our existing partners on finding ways to accomplish this goal.

The Low-Income Energy Assistance Program (LIEAP) kicked off December 1, 2024. This program is a federally funded program that provides for a one-time vendor payment to help eligible households pay their heating bills. Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted. The income eligibility requirement for an applicant/household is to be at or below 130% of the federal poverty level. In December the Crisis team approved 82 applications totaling $27,500 with the average payment per applicant being $335.

Challenges for Aging and Adult Services:

Aging and Adult Services collaborates with the City of Durham and Volunteers of America (VOA) to deliver Durham’s Coordinated Entry Program. Through this partnership, our social workers team up with VOA staff to support individuals seeking homeless services or homelessness prevention assistance. The City of Durham funds this initiative, with VOA serving as the contracted service provider.

Since late fall, the diversion funds—which help rapidly exit individuals from homelessness without shelter placement—have been depleted. Despite this challenge, our DSS Coordinated Entry social workers have remained committed to providing essential services and resources to clients, even without access to funding.

One dedicated social worker on the team has been particularly successful in securing permanent housing for three different families. By cultivating strong relationships with housing managers, she has been able to guide families through the application process, schedule appointments, and coordinate with property managers. In addition, she connects families with other necessary resources, assisting them in gathering required documentation for both services and move-in approval.

This social worker’s perseverance and commitment to high-quality, resourceful social work are a testament to her dedication to homelessness prevention, even in the face of limited funding.

Durham County exhausted Federal CIP funds in early December 2024. Overall funding for the program was lower this fiscal year than previous years. A reallocation survey was sent out by the state to all counties on January 3, 2025, to determine if counties with extra funds would reallocate those funds to counties that have exhausted their funds. Durham responded on January 10th with a request of $500,000. No word on if we or any other depleted county will receive additional CIP funds.

Highlights in December

* Many social workers participated in “Share your holiday” program and delivered Christmas presents to many senior clients.
* LIHR presentation at Duke University
* Two new social workers were hired and started January 2025(LIHR and SAIH)

Aging and Adult Services Data: December 2024

APS (Adult Protective Services):

* 74 APS reports received in December.
* 47 new Adult Protective Services (APS) reports accepted for evaluation
* 53 case closures for the month
* 85 open/active cases for the month

Guardianship:

* 127 Persons Under Guardianship
* 38 Living Out of County
* 3 Pending but “active” Guardianship cases

Group Care Monitoring:

* 21 DSS funded clients in Adult Day Care
* 4 Adult Day Care Centers in Durham County
* 47 Total Adult/Family Care Homes licensed in Durham County
* 4 Adult/Family Care home licensure investigations

HOPWA (Housing Opportunities for People with AIDS):

* 2 STRMU (Short-term Rent Mortgage Utility) Clients Served
* $2,201.83 STRMU funds spent this month
* 17 of 20 TBRA (Tenet-Based Rental Assistance) Vouchers used

LIHR (Low Income Homeowner Relief):

* 62 Applications received
* 96 Applications Approved
* 19 Applications denied

Home Centered Care (HCC):

* 184 Adults Receiving In-Home Aid
* 349 Adults Receiving Home Delivered Meals
* 176 HCCBG/SSBG (Home and Community Care Block Grant/Social Services Block Grant)
* 173 Non HCCBG (County only)
* 0 CARES
* 78 On Waiting List for In-Home Aid
* 531 On Waiting List for Home Delivered Meals

Crisis Services:

* Crisis services assisted with 0 burials
* 262 households received crisis financial assistance, totaling $78,732

Rental Assistance Team:

* 9 families received financial assistance from Opening Doors, totaling $5,451.11
* 26 families received financial assistance from Eviction Diversion, totaling $47,325
* 27 Households received County Emergency Assistant and TANF Rental Assistance, totaling $8,173.76

Special Assistance – In Home (SAIH):

* 243 Clients receiving SA-IH Services Through DSS
* 6 Added to caseload

Low Income Energy Assistance Program (LIEAP):

* 82 Total Number of Clients Receiving LIEAP Assistance
* $27,500 Total LIEAP Assistance

Vacancies:

* (1) Crisis Services Social Worker II- selection packet with HR
* (1) Crisis Services Social Worker II- selection packet to be submitted on 1/17/2025
* (1) Crisis Services Social Worker II- position posted
* (1) Home Centered Care Supervisor- Selection made (awaiting start date)
* (1) Social Work Program Manager (Interviews started January 2025)