

***Social Services Board***

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***Maggie Clapp***

*DSS Director*

To: Maggie Clapp, DSS Director

Cc: Valery Dambreville, Deputy Director

From: Bila Louima, CATD Assistant Director

Re: January 22, 2025 Board Report for Customer Accountability and Talent Development Division

**Highlights of Activities:**

***Quality Assurance & Training (QAT) – Family Economic Independence Programs (FEI)***

**Highlights:**

* Collaborated with Iredell County Work First Department to assist in providing training for one of our newly hired Staff Development Specialist
* Micro Refresher Training completed for Food Nutrition Services Teams, staff valued the size, hands-on application, live examples and engagement.

***Quality Assurance & Training (QAT) – Medicaid***

**Highlights:**

* Created training offering cycle for 2025 Adult Medicaid.
* Supported the Adult Medicaid programs with a loan back team member for Long Term Care.

**Challenges:**

* Developing Foster Care Training Curriculum
* Completing Hearings Timely (Hearing Officer)
* Meeting the deadline of rendering a decision within 5 days (Hearing Officer)
* Working with clients’ attorneys and authorized representatives (Hearing Officer)
* Additional workload (Hearing Officer)

***Quality Assurance & Training (QAT) – Services Programs – Aging & Adult Services/Child Support***

**Highlights:**

* Social Worker Shelbia Green, was honored at Durham County Honors for five years of service

**Child Support Highlights**

• Developed and conducted a refresher training activity for the Child Support Services Winter Forum regarding paternity

**Child Support Challenges**

* QAT continues to assist Child Support Services (CSS) staff with Case Audits requested by the State.

***Quality Assurance & Training (QAT) – Services Programs – Child Welfare Services***

**Highlights**

* The QAT Supervisor, Bila Louima, was promoted to the Customer Accountability and Talent Development (CATD) Assistant Director position starting 12/26/24.
* Historically, Quality Assurance and Training for Child Welfare has been using excel spreadsheets to capture ongoing quality control activities. Through our partnership with County IT, we will begin to migrate to an electronic quality control tool to streamline internal practices and processes.

**Challenges**

* One vacancy – have reposted the position three times already.
* Currently assessing information obtained from the agency wide culture survey involving this division

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

|  |
| --- |
| **Customer Information Centers (Records Management Team [RMT], Call Center, Lobbies/Reception) Monthly Totals for December 2024** |
| **Records Management Team (RMT)** |
|   | **Total Numbers** |
| Mail Processed | 1,235 |
| Applications | 26 |
| Food and Nutrition | 67 |
| Medicaid | 80 |
| Work First | 3 |
| Return to Sender Mail | 4,444 |
| PO Box 810 | 1,486 |
| County Case Numbers | 708 |
| Mobile Applications | 236 |
| Personal Doc Request & Merges | 49 |
|  |
| Total Number of Calls Received | 14,395 |
| Total Number of Calls Handled | 13,964 |
| Total Number of Calls Dropped | 379 |
| **Program:** | **Number of Calls Received:** |
| FNS | 4,673 |
| Medicaid | 3,929 |
| Work First | 155 |
| Childcare | 341 |
| Aging & Adult | 314/3,400 |
| Child Welfare | 206 |
| Other | 1,041 |
| **Lobbies/Reception 9,10, and 28** |
| Program Name | # Completed Appt | Average Wait Time | Average Appt Duration |
| WFES, FNS, Long Term Care, Private Living, Special Assistance, SSI, and Family & Children | 1,803 | 7 | 26 |
| Changes: All Programs | 361 |  2,569 | 381 |
|  |  |  |  |

***Call Center***

**Highlights:**

* The call center was presented to handle calls ratio of 97% for November 2024. The unit remains consistent with exceeding expectations in this objective area.
* The temp staff now have access to CISCO and taking calls.
* Continue tracking calls by programs and provide weekly data to leadership.
* The supervisor is still looking for ways to enhance the phone system and working with NWN Carousel (our Call Center provider) for assistance. The recent phone migration system will hopefully move the upgrade requests to the next step.
* One on Ones successfully completed for all staff during the month of November 2024.

**Challenges:**

* Flow of information from the CRISIS unit. Rental additional changes to the program. No Wednesday appointments.
* Staff are still not clear on the process for many of the programs serviced by Aging and Adult Services (AAS).
* Phone Migration system
* Warm Transfers to Lobby Issues – there have been issues with call center staff transferring phones to the lobbies and not waiting on someone to answer at times. Working with the staff to continue to train them on the warm handoff process.
* Staff shortage – have one vacancy from an employee being promoted up to Team Lead that needs to be filled. Assessing for continued need for staff positions based upon call volume and calls missed.
* Additional Cisco Finesse telephone system training.

***Reception:***

**Highlights:**

* Proposal approved for reception staff to assist with Eviction Diversion clients

**Challenges:**

* Completing reference checks through “the work number”
* Callouts affecting coverage
* Communication with coworkers regarding procedures

***Records Management Team (RMT):***

**Highlights:**

* Supervisor position was posted and selections made for interviews
* Lead Worker developed training material, the start of forming a team
* Return to Senders has a step-by-step process involving everyone on the team
* Collaboration with Aging & Adult Services regarding mail process in crisis lobby has been beneficial to both RMT and Aging and Adult Services to improve current processes.

**Challenges:**

* Scheduling monthly meetings due to illnesses on the team
* Developing a team due to past changes and maintaining team morale
* Morale building sessions
* Hiring process for new RMT Supervisor – underway but has taken some time due to holidays.

***Public Information Officer Activities/Community Outreach***

* Attended Partnership for a Healthy Durham Communications Committee meeting
* Attended the NC Cares 360 Advisory Council meeting
* Attended Durham County Department of Social Services Board Meeting
* Attended bi-weekly Customer Accountability and Talent Development meeting
* Attended Northwoods website meetings
* Writing & editing new website content
* Trouble shooting: Approximately 15 requests from the County Manager’s office for DSS assistance
* Created the Aging Gracefully Resource Fair Proposal Plan for Aging & Adult Services
* Attended Durham County Honors (A ceremony conducted by County HR to celebrate anniversary milestones as well as other accolades?
* Published December SCOOPS newsletter
* Events: LIEAP (Low Income Energy Assistance Program), Share Your Holiday, Durham County Honors, World AIDS Day, Met with Positive Childhood Alliance CEO, Sharon Hirsch

Note: Breakdown of calls to the Call Center by Division for December 2024

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **FY 25 YTD** |
| **Total Calls** |  16,863  |  15,213  |  14,409  |  14,051  |  11,053  | 14,395 |  85,084  |
| **FNS** | 5956 | 4431 | 3630 | 13597 | 2274 | 4673 |  34,561  |
| **Medicaid** | 3958 | 3144 | 2823 | 2942 | 2106 | 3,929 |  18,902 |
| **Work First** | 163 | 143 | 107 | 121 | 137 | 155 |  826  |
| **Childcare** | 428 | 429 | 410 | 423 | 231 | 341 |  2,262  |
| **AAS Crisis** | 2880 | 2526 | 2337 | 2333 | 1763 | 3,400 |  15,239 |
| **Aging & Adult** | 833 | 209 | 214 | 211 | 143 | 314 |  1,924  |
| **Child Welfare** | 177 | 197 | 186 | 160 | 124 | 206 |  1,050  |
| **Other** | 2366 | 1463 | 1171 | 1540 | 753 | 1041 |  8,334  |

**Customer Information Center/Records Management Team**

This monthly report provides a breakdown of the items that RMT has created, prepared, and assigned to DSS workers for the FY 24/25.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|   | **FY 25 YTD** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Mail Processed** | 7,186 | 1,664 | 1,243 | 1350 | 1243 | 451 | 1,235 |
| **Applications** | 166 | 54 | 86 | 0 | 0 | 0 | 26  |
| **Food and Nutrition** | 747 | 192 | 168 | 113 | 127 | 80 | 67  |
| **Medicaid** | 1,698 | 93 | 63 | 1,351 | 61 | 50 | 80  |
| **Work First** | 28 | 5 | 5 | 8 | 3 | 4 |  3 |
| **Return to Sender Mail** | 26,168 | 4,943 | 4,397 | 5,130 | 4,584 | 2,670 |  4,444 |
| **PO Box 810** | 15,898 | 5,264 | 4,929 | 1,643 | 1,445 | 1,131 |  1,486 |
| **County Case Numbers** | 3,891 | 702 | 656 | 627 | 563 | 635 | 708  |
| **Mobile Applications** | 1,642 | 392 | 414 | 252 | 231 | 117 | 236 |
| **Personal Doc Request** | 187 | 26 | 27 | 19 | 25 | 41 | 49 |

**QA Results by Program July 2024 – June 2025**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | **FEI Applications** | **FEI Redeterminations** | **FEI Changes** | **Child Care** | **Child Support** | **Exceeding expectations = 96-100%** | **Meeting Expectations = 90-95.9 %** | **Needs Improvement = Less than 90%** |
| July | 90% | 82% | 92% | 27% | 99% |
| August | 89% | 87% | 93% | 93% | 98% |
| September | 88% | 87% | 93% | 84% | 98% |
| October | 93% | 86% | 93% | 89% | 0% |
| November | 74% | 88% | 90% | 60% | 99% |
| December  | 92% | 86% | 96% | 93% | 98% |

**\*Keep the below chart in place to show results from previous year\***

**QA Results by Program July 2023 – June 2024**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | **FEI Applications** | **FEI Redeterminations** | **FEI Changes** | **Child Care** | **Child Support** |
| July | 93% | 89% | 91% | 93% | 99% |
| August | 90% | 95% | 95% | 93% | 99% |
| September | 94% | 93% | 96% | 93% | 99% |
| October | 93% | 94% | 92% | 93% | 98% |
| November | 90% | 91% | 94% | 93% | 98% |
| December | 89% | 81% | 94% | 92% | 97% |
| January | 94% | 89% | 92% | 95% | 98% |
| February | 93% | 96% | 0% | 91% | 98% |
| March | 92% | 93% | 0% | 91% | 98% |
| April | 91% | 87% | 0% | 90% | 98% |
| May | 93% | 94% | 96% | 94% | 98% |
| June | 94% | 84% | 88% | 93% | 98% |

**FY24/25 Training Compilation**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | **July** | **Aug.** | **Sept.** | **Oct.** | **Nov.** | **Dec.** | **Jan.** | **Feb.** | **Mar.** | **Apr.** | **May** | **June** | **YTD** |
| # of employees participating in Mandatory Training classes *(i.e. Mandatory training conducted for all employees and for specific programs.)* | **1** | **372** | **171** | **25** | **32** | **9** | **0** | **0** | **0** | **0** | **0** | **0** | **610** |
| # of employees participating in Mandatory PROGRAM Training classes*(i.e. Mandatory refresher training conducted for specific programs such as FRR/BEER, Security Awareness, etc.)* | **23** | **0** | **0** | **203** | **270** | **126** | **0** | **0** | **0** | **0** | **0** | **0** | **622** |
| # of employees participating in interpersonal skills classes | **0** | **15** | **0** | **0** | **5** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **20** |
| # of employees participating in technology training (classes and one-on-one combined)*(i.e. Data Warehouse, Laserfiche, etc.)* | **151** | **111** | **86** | **23** | **49** | **18** | **0** | **0** | **0** | **0** | **0** | **0** | **438** |
| # of employees completing Program Training*(i.e. program training, refresher training or mentoring for new employees in WF, Medicaid, FNS, Child Support, etc.)* | **234** | **82** | **141** | **288** | **43** | **58** | **0** | **0** | **0** | **0** | **0** | **0** | **846** |
| # of employees participating in other training*(i.e. external presentations, program training for staff in other programs, etc.)* | **30** | **11** | **65** | **45** | **68** | **56** | **0** | **0** | **0** | **0** | **0** | **0** | **275** |
| **TOTAL Trained** | **439** | **591** | **463** | **584** | **467** | **267** | **0** | **0** | **0** | **0** | **0** | **0** | **2811** |

**NOTE: The YTD totals will be DUPLICATED numbers, because some trainees will be part of a program training that spans several months.**

**PUBLIC RELATIONS DATA**

**LinkedIn Data –** Data pulled from LinkedIn from interactions with posts November 2024 and three prior months for comparison

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **September 2024** | **October 2024** | **November 2024** | **December 2024** |
| **Total Impressions** | 1422 | 1590 | 5490 | 914 |
| **Total Reactions** | 57 | 84 | 233 | 32 |

**Facebook Data:** Data pulled from Facebook for October - November 2024

|  |  |
| --- | --- |
|  | **Interactions** |
| *Total Views* | *Content Interactions* | *New Page Followers* | *Audience Reach*  | *Link Clicks* |
| 8686 | 66 | 13 | 3572 | 2 |

**Media Outreach Data:** Data pulled from all media outreach for November 2024

|  |  |  |
| --- | --- | --- |
| **Type of Media** | **Attempted Posts/Submissions** | **Completed Posts/Submissions** |
| Newspapers | 12 | 4 |
| Radio | 12 | 4 |
| Television | 12 | 0 |
| Social Media | 100 | 98 |