



Meeting the Demands of Challenging Times

GAIL PERRY, INTERIM DIRECTOR

The mission of Durham County Department of Social Services is, "to partner with families and communities in achieving well-being through prosperity, permanence, safety and support." The stories and statistics in the Department's 2011 Annual Report signify ways in which the Department is achieving its mission.

The Department endeavors to provide customer service excellence. We are achieving excellence through Partnerships, Relationships, Accountability, and Celebrations (PRAC). We are proud of the outcomes as determined by Results Based Accountability (RBA), a method utilized by the Department that measures the performance outcomes of services provided.

As important as numbers and data are to our work, the people who we serve are our focus. This report pays special attention to some of the people with whom our agency works: a grandparent raising her grandchild; a single mother fostering a preschooler; and community partners who share our goals.

This past year has been a challenging one. The weak economy continues to distress our community;

the demand for services continues to increase, and the resources to provide those services are shrinking. Yet our commitment to customer service excellence remains constant.

The Department is pleased to have a supportive DSS Board, an involved Board of County Commissioners, and community partners who share the core principles and values espoused by the Department. The Durham County Department of Social Services forges ahead to meet the challenges head on and effect positive change within the Department and in the lives of the people we serve. We thank the Durham community for all that you do to make life better for the people of Durham. ★

facebook

Follow us on Facebook

Become a part of our Facebook community to find out the latest news from the agency. Your online connection with us will also provide you with ways that you can help strengthen the network of support for families in need. You can find our Facebook Page by clicking [here](#) or by searching for Durham County Department of Social Services.



Message from the DSS Board



Stan Holt, Chair



Commissioner
Joe W. Bowser, Vice Chair



Newman Aguiar



Jane Volland

Normally, this annual message from the chair of the Board of Durham's Department of Social Services would reflect on the organization's activities during the past year. However, I want to acknowledge and appreciate the past as a tool for creating this department's future. That said, I acknowledge all the hard work that has gone into the positive results that are seen in this report.

A strong staff continued to do excellent work during the last year. I, along with other Durham citizens, appreciate that families in need received services from our staff. This has been done in the context of growing case loads, greater demands for client services, and tighter constraints on the resources needed to complete the work. I would also be remiss if I did not thank Gerri Robinson for her service to this department and wish her well as the paths of the organization and her professional work diverge.

This past year's success sets the stage for the new direction of this agency. We need to move forward as an agency, appreciating the past for the lessons it has provided. We need dynamic leadership that supports our employees who provide front line services. This is the key to success in achieving the results the community demands of this department. We need a board that honors and respects one another's opinions without a divisive force creating "sides." We need county leadership that can understand the

complex dynamics of an organization the size of this department and that is willing to say, "We support the transition you are in and will make this as easy as possible." We need a community which says, "I'm willing to help my neighbor." Finally, all of us need to be patient.

This coming year, as we reprioritize, is truly a transition period. As such, the best thing we can do is take this one step at a time. Having an interim leader who appreciates the work social workers provide in the community is step one. Step two is rebuilding the Board of the Department of Social Services. As I write this, we are in the process of having our final board member put into place. Once that is completed, our team—made up of individuals with diverse backgrounds—will begin the process of hiring a permanent director for the organization.

We will seek a director who demonstrates a balanced approach in achieving results and honoring the means by which those results are achieved. At the same time, the board, along with the staff, will continue to improve our community partnerships, plan for the move into the new building, and examine all the services—both mandatory and voluntary—needed in the community. Together, we will create a bright future for all those seeking services from the department. ★

Stan Holt, Chair

PRODUCTIVE PARTNERSHIP

Kevin Dick, Executive Director, Durham Workforce Development Board

DSS partners with the Durham Workforce Development Board to help Work First clients get connected to jobs.

The partnership between DSS and the Durham JobLink Career Center, under the auspices of the Durham Workforce Development Board, helps individuals who receive public assistance get connected with employment. This helps Durham residents reach financial independence and security.

While our working relationship is federally mandated, we have actually gone beyond what is required so that we can help hard-to-serve populations in particular and Durham residents

in general. We have worked together successfully to plan and implement special community initiatives, including Project Homeless Connect, the Fox50 Career Expo and Recruitment Event, and the Durham County Career conference. The work performed by DSS staff members at these events has been done in the spirit of true partnership. Their work is a key component of the JobLink partnership because it has involved providing services to Durham County residents who may not be DSS clients.

We will continue to maximize and value our partnership with DSS in 2012 and beyond! ★



It Takes a Village

Collaboration is the key to success for DSS. We work in partnership with a variety of individuals, groups and organizations to better serve Durham's families. Some of our partnerships are formalized, while others are more casual. Regardless of the form they take, all of these relationships support DSS in our mission to partner with families and

communities to achieve well-being through prosperity, permanence, safety and support.

This list of our agency partners—notable for its breadth and depth—reflects DSS's commitment to our community and the community's commitment to individuals and families in need. ★

LOCAL DSS PARTNERS: CONNECTED TO OUR COMMUNITY

Economic Stability

- Regional Initiatives Task Force/ United Way of the Greater Triangle
- Durham's Economic Prosperity Results Based Accountability Committee
- North Carolina Child Support Council
- Strong Couples/Strong Children
- Job Link Leadership Team
- Durham's Workforce Development Board
- Durham Economic Resource Center (DERC)
- Durham Prisoner ReEntry Resource Roundtable (DPRRT)
- Durham Housing Authority Program Coordination Committee
- End Poverty Committee
- Durham County Cooperative Extension
- Durham Technical Community College
- Employment Security Commission
- TROSA

Health Care

- Access to Healthcare Committee
- Health Service Advisory Committee
- Mental Health Advisory Committee
- SHIPP (Medicare D)
- RX Team Network
- Local Access to Coordinated Healthcare (LATCH)
- Obesity & Chronic Illness Committee
- Duke University Medical Center
- DCHN Medical Management Committee
- The Durham Center
- Health Department

Child Welfare

- Durham's System of Care (and various associated workgroups)

- Child and Family Support Team (CFST) Supervisor Group
- Community Advisory Board for Durham Connects
- Child Fatality Task Force
- Durham T.R.Y. (Together for Resilient Youth)
- Durham Coalition on Adolescent Pregnancy Prevention (DCAPP)
- Infant Mortality Task Force
- Drug Court Foundation Board

Child Care and Development

- Durham's Partnership for Children Board
- Durham RBA Children Ready for and Succeeding in School
- East Durham Children's Initiative (and subcommittees)
- NC Pre K/School/Readiness Committee
- Operation Breakthrough Policy Council
- Durham Public Schools
- Durham Early Head Start Policy Council
- Child Care Services Association—Resource and Referral, Smart Start Scholarship Program

Housing/Emergency Needs/ Homelessness

- Special Needs Disaster Shelter Committee
- Emergency Energy Fund Committee
- Salvation Army Advisory Board
- Durham's 10 Year Plan to End Homelessness
- Project Homeless Connect (this is an event organized by other partner groups)
- Council to End Homelessness in Durham
- Homeless Prevention and Re-housing Program (HPRP) Advisory Committee
- Urban Ministries

Seniors/Adult Services

- HIP Seniors Initiative
- Senior Consumer Fraud Task Force
- Adult Foster Care Committee
- Local Interagency Coordination Council

Universities

- NCCU Social Work Advisory Board
- NC Child Welfare Education Collaborative Selection Committee
- UNC-CH School of Social Work Recruitment Committee
- UNC School of Social Work Field Advisory Board

Community-wide

- Durham Public Information Officers' Council
- County Green Team
- United Way of the Greater Triangle Certification Committee
- Durham County District Court Improvement Committee
- Durham Police Department
- Durham County Sheriff's Department
- County Attorney's Office
- Durham County Court
- Court Case Managers
- Guardian Ad Litem

PRODUCTIVE PARTNERSHIP

Anita Daniels, Director of Outpatient Services, Freedom House Recovery Center

Durham Center Access, operated by Freedom House Recovery Center, provides mental health and substance abuse assessments for selected DSS clients.

The Durham Center, DSS, and Freedom House Recovery Center have a very positive partnership. The leadership of the organizations started meeting on a regular basis to discuss how we could improve the referral process. After looking at and addressing barriers in communication between DSS staff and my staff, we had a 200% increase in referrals and assessments. The leadership has open dialogues about service coordination, so the staff is on board which has led to a really good working relationship. And that has made the difference in all of these programs.

DSS allows my staff to work out of their offices and use their computers and phones. Clients come to one place instead of two which makes it more likely that they will attend their appointments and have a successful referral. By helping people deal with a chemical dependence problem or mental illness so that they are able to go to work, pay for their housing and care for their children, we are helping them be independent. The more people we can help deal with these issues, the fewer people we will have who actually need the resources of DSS long term. ★



Innovative DSS Programs

Grandparents' Conference Supports Family Caregivers

Delores Marks thought that her child rearing days were behind her. But when her granddaughter was born to parents unable to care for her, Ms. Marks stepped up. For the past 15 years, she has been the caregiver for her granddaughter, now a sophomore at Early College at North Carolina Central University.

Ms. Marks is not unique. Given the increasing number of grandparents and other relative caretakers who are raising children, DSS organized a full-day conference in September 2010, "Support for Grandparents Helping to Raise Children." This event, which was attended by more than 100 grandparents and other caregivers, was designed to bring together grandparents, their support networks, and community resources and to initiate an ongoing community conversation.

The event featured workshops on diverse topics including: "Demystifying the Law for Grandparents"; "Resources for Grandparents"; "Creating Smooth

"One of the best things about the conference is that the grandparents were able to share our experiences and encourage each other."

Transitions"; and "Knowing your Rights in the Education System." A wide range of community leaders—from diverse groups including Big Brothers Big Sisters of the Triangle, NC Cooperative Extension, and Durham Crisis Response Center—offered attendees information and guidance on community resources and services. Diann Dawson, the Director



Grandparents Conference keynote speaker Diann Dawson, Director of the Office of Regional Operations for the U.S. Department of Health and Human Services (left) talks to two attendees.

of the Office of Regional Operations, Administration of Children and Families in the U.S. Department of Health and Human Services, gave the keynote address.

"DSS created a venue for these family members to have a discussion about their needs and to understand the resources available to them," says Rhonda Stevens, Assistant Director for Family Economic Independence at DSS. "We can't always solve the problem, but we can provide an opportunity to bring individuals together and help them talk about things they want to advocate for."

Ms. Marks appreciated the information offered and the chance to talk with other peers in a similar situation. "I am getting toward retirement age," says Ms. Marks. "I was glad to learn that once my granddaughter finishes high school, because of my age, all of

the financial burden for college won't be on me. She can apply for different scholarships and grants." She said that knowing about all of the services available to her and her granddaughter eased her mind. "Everyone, including all of the people from DSS, made me feel that if I ever need help, all I have to do is call them," she says.

"One of the best things about the conference is that the grandparents were able to share our experiences and encourage each other," she says. "It was a great day." Thanks to the leadership, hard work and commitment of Ms. Stevens and John Holtkamp, Assistant Director for Family Safety and Permanence at DSS, the event was such a success that a second conference was held in September 2011. DSS plans to make this an annual event.★

East Durham Children’s Initiative— Supporting Children and Families From Birth Through College or Career

An innovative program has brought together a community-wide partnership comprised of more than 30 stakeholders to help ensure that children in East Durham succeed. The East Durham Children’s Initiative (EDCI)—which is a replication of the groundbreaking Harlem Children’s Zone—focuses on a 120 block area in East Durham, home to about 2,500 children. “We have made a promise to the children within this zone to work with them and their families, starting from birth, to ensure that they have the opportunity to be college or career prepared,” says David Reese, EDCI Director.

EDCI brings together a pipeline of services that start when a child is born and last until they are ready for college or career. Key elements of the plan will include: community involvement and empowerment; early childhood services including parenting classes, home visiting, and high-quality, affordable child care; improvements at the schools in the zone—YE Smith Elementary, Neal Middle School and Southern High School; after school and summer school services; family support including system of care, library services, housing assistance, financial literacy, and social services; health and wellness; and adult literacy and job training.

Reese says that DSS is critically important to EDCI’s success. “We can’t do this work without DSS,” he says. “DSS’s work is high-quality and evidence-based, especially from a preventive

perspective. If we’re going to have successful children, we need to make sure their families are successful and that the children are abuse-free and neglect-free.” Reese says that EDCI’s focus on prevention will leverage the expertise, services and case management of DSS. “There is a tremendous value added with DSS because they have a level of knowledge and human capital that EDCI doesn’t have,” he says.

John Holtkamp, DSS Assistant Director for child welfare and adult services, says that the DSS-EDCI partnership is an important one. “This is a vital connection to reach out to our most vulnerable children and their families in a coordinated fashion with our community partners,” he says.



Holtkamp notes that the need for DSS services in the EDCI zone is disproportionate to its population. According to the 2000 census, 3% of Durham’s population lives in the EDCI area. Yet, in February 2010, 5.4% of

DSS’s food stamp cases, a little less than 9% of Work First case and between 7 and 8% of Child Protective Services cases came from that area.

“We are hopeful that this collaboration will reduce the reports and incidence of child abuse and neglect,” says Holtkamp. “We hope that it will enhance the health and well-being of children, improve and strengthen families, and eventually lead to a transformation of the family structure of the neighborhood and a change in the neighborhood itself.”

For more information on EDCI, go to www.edci.org. ★



DSS is one of the partners of the East Durham Community Initiative, working to ensure that children in East Durham succeed.





Meredith Kraine and her foster daughter are grateful that they found each other thanks to DSS.

Open Your Heart and Home to a Foster Child

Meredith and Maria—a match made in heaven

Meredith Kraine has known that she wanted to adopt children since she was 20. “I figured that I might have some biological children too but I know that there are plenty of children in the world who need parents,” she says. She was waiting until she got married but the right husband hadn’t come along yet. So in 2010, at the age of 37, she started the foster parent process with Durham DSS. “I prayed about it and realized that it was the right time to move forward,” she says.

Having explored different adoption options, she decided that becoming a foster mother through DSS was the most readily available choice. “The entire process with DSS has been fantastic,” she says. “I think that every person who is going to be a parent should take the MAPP (Model Approach to Partnerships in Parenting) classes, which are required in this process, because we learned a variety of great parenting skills.” Ms. Kraine said that they also learned about the wide range of resources available to foster and adoptive families through DSS and other community sources.

After completing the required training, paperwork, and home study, Ms. Kraine waited for a call from DSS. “All of the social workers and the placement coordinator have been fabulous,” she says. “They are my advocates.” She received two calls from DSS offering the opportunity to foster children that weren’t the right fit. “Those kids had some needs I couldn’t meet,” she says. “And I was able to say ‘no’; the social workers thanked me for my honesty.”

Three days later, Ms. Kraine received a call from DSS about the need for a long-term placement for a preschooler. Her dream of being a parent came true in February 2011 when she brought Maria* into her home, two days after Maria’s third birthday.

“All of the social workers and the placement coordinator have been fabulous. They are my advocates.”

Ms. Kraine says that Maria has blossomed in the nine months that they have been together. “She has learned and grown so much,” says Ms. Kraine. “She put on 10 pounds and grew two inches in the first two months. It’s the little things that I can give her that are so big to her. I just put up the Christmas decorations. To see her little eyes and face light up when she saw it—it was so cute!”

Ms. Kraine is appreciative of the ongoing support she receives from DSS. She encourages others to explore fostering children. “There are a lot of children who need good loving homes to live in while they are transitioning in and out of their birth home or transitioning into a new home,” she says. “If you have the desire and the love in your heart, you might as well do it because it’s so rewarding. People keep telling me that Maria is lucky to have me. But I am the lucky one.” ★

*Maria’s real name is not used to protect her privacy.

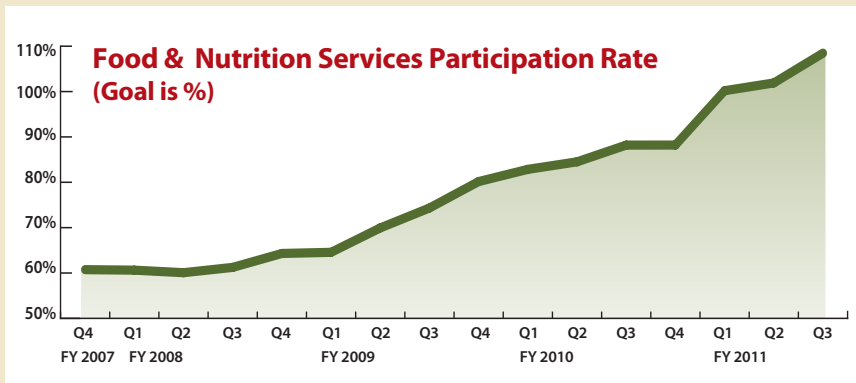
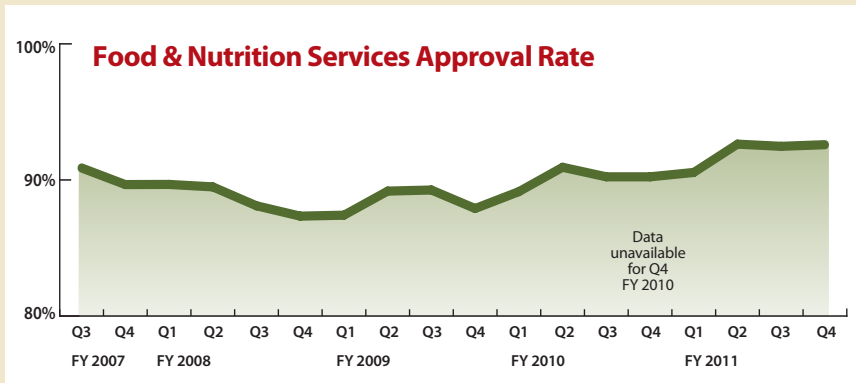
All children deserve a safe home where they are loved and wanted. Unfortunately, not all parents are able to offer this safety and some children are abused or neglected. When these children come into DSS custody, we need foster families who can care for them.

We hope that you will consider opening your heart and home to one or more of these children in need. At the end of October 2011, there were 164 children in foster care in Durham County and 17 children waiting to be adopted. To get information about becoming a foster or adoptive parent, call 919-560-8092.

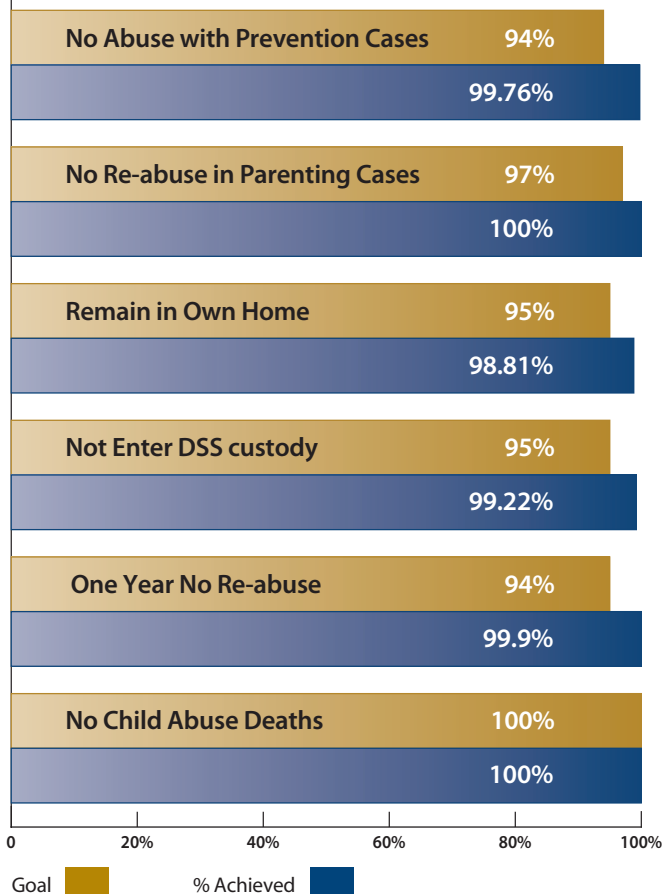
Keeping People Healthy

The sour economy of the past year meant that more people needed help getting food on the table. In the 2010-11 fiscal year, an average of 18,917 households—comprised of 38,881 individuals—relied on DSS for food and nutrition support each month. The total value of benefits issued between July 2010 and June 2011 was \$5,182,067.77.

The 29 caseworkers in DSS's **Food and Nutrition Services** had the goal of ensuring that those eligible for service receive the benefits they are entitled to. This team met the ever increasing demand of people coming in the door with a great attitude. ★



CPS In-Home Services



Keeping Families Safe and Stable

Families are referred to the **CPS In-Home** section for follow up services after the investigation/assessment of maltreatment where there was a substantiation (finding) of abuse and neglect. The driving desire of the caring and committed staff is to provide careful and dedicated delivery of services and to keep children safe. This staff works hard to ensure that the needs are met of each family and child referred to DSS.

To better serve the community, the CPS In-Home section was restructured this year. The In-Home/Kinship section—which contains three supervisory units which serve children and youth who live in their own home or with a relative—was created in April and was headed by Lead Supervisor Keyanna Terry. There is also the Emergency Assistance/Family Crisis Unit (headed by Lead Supervisor Wilda Carter-Neville) and the Community Initiatives Unit (headed by Lead Supervisor Myca Blandford). This new section is under the overall direction of DSS veteran Betty Hughes.

The team is very proud of the work done to achieve safety, stability and to meet the needs of children they are called upon to assist. ★



Community Initiatives

Creating a Community of Success

This year, DSS's **Community Initiatives** continued to offer a prevention-based model to empower young people to succeed. This was achieved through a variety of means including:

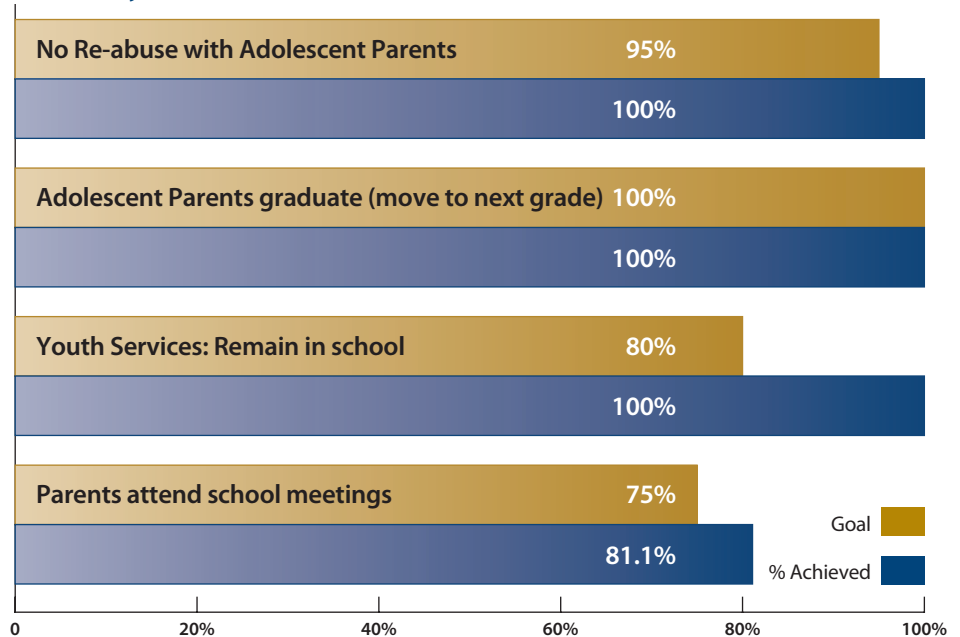
- Adolescent teen parenting coordinator who worked with select teen parents through a support group focusing on parenting skills and graduating from school. This program provided linkages to community resources and services improving the young parents' opportunity to succeed. A range of outcomes and the success rate is detailed below.
- Community Youth Services program, similar to a delinquency prevention program, which worked with kids who had already dropped out of school, were at risk of dropping out, or were exhibiting negative behaviors in the community. The DSS worker linked youth to services—including job readiness, vocational rehab, and mental health—and steered them back on the right track.

• DSS social workers worked both as traditional school social workers dealing with truancy and well-being issues but also as members of child and family support teams. This state initiative focused on students who were academically at risk and potentially at risk for out of home placement. Intensive case management for the family and a focus

on service linkage strengthened the children's opportunity for success.

In addition, Community Initiatives partnered with The Volunteer Center of Durham to facilitate the Share Your Christmas, Thanksgiving Meal and School Supplies drives. The unit also operated the award-winning Computers 4 Kids program. (See article on page 9.) ★

Pathways to School Success



Volunteer Opportunities

Please join with us to improve the lives of children and families in our community. A few of the many ways you can help are listed below. To find out more, please call 919-684-9690.

- Sponsor a family for a Thanksgiving Dinner or for Share Your Christmas. Each year more than 1,000 Durham residents rely on these programs to make their holidays bright.
- Provide companionship or assistance with light tasks or duties to a disabled or elderly community member through the Friendly Visitor Program.
- Donate school supplies to the Back to School Supply Drive.

Computers 4 Kids Program Honored



Labreya Street (left), a Durham high school senior, is just one of many students to benefit from Computers 4 Kids. She is pictured here with Carol Hunt, Supervisor of Community Initiatives (which operates the program) and Labreya's grandmother, Vivian Street.

The Outstanding County Program Award from the North Carolina Association of County Commissioners was in recognition of innovative and effective county programs and services.

In 2010, Computers 4 Kids—a collaborative program operated by DSS—received an Outstanding County Program Award from the North Carolina Association of County Commissioners. The award was in recognition of innovative and effective county programs and services.

Computers 4 Kids places computers in the homes of underserved and academically underperforming children in Durham County who would otherwise not have a computer. Since its inception in 2009, Computers 4 Kids has expanded the educational opportunities of the more than 325 Durham Public Schools students who have received computers.

“Computers 4 Kids is marked by the unique collaboration it has forged within the Durham community,” says Michael Davis, Assistant to the Durham County Manager. “The program is housed out of

the Department of Social Services, but features a variety of public and private partners. The Volunteer Center handles the application process, and Triangle United Way is responsible for refurbishing the computers to transition them from government employee use to student use. Durham Public Schools makes student referrals and DSS distributes the computers to students.”

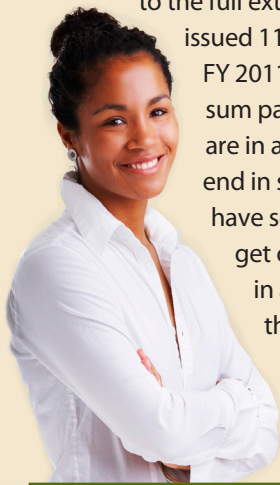
Rayonna Hall, 19, is just one student whose academic career has been impacted positively by the program. Now a student at Durham Tech, Rayonna is appreciative of the computer she received while in high school. “I’m in college now so it comes in handy for my papers,” she said. Computers 4 Kids is just one way that DSS, along with other Durham County partners, is working to level the playing field so that all children can succeed in school. ★



Helping Individuals Be Self-Sufficient

As the recession continued in 2011, the faltering economy made employment difficult to find for many workers. Even so, the social workers in the **Work First** section of DSS did a great job of placing their clients in appropriate programs—such as technical training, job assessment training, and vocational training—and helping their clients look for jobs.

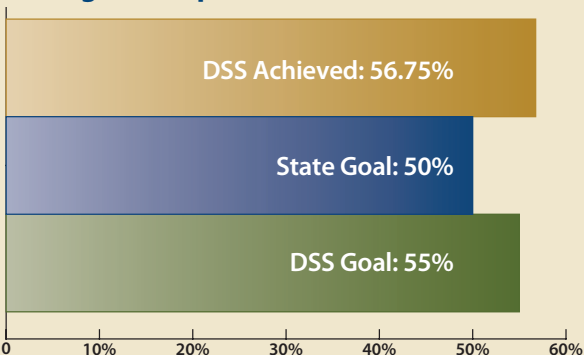
Work First had a participation rate of 56.75% for families which indicates the percentage of cases in which the adults were participating in the program to the full extent required. In addition, DSS issued 116 benefit diversions during FY 2011. This is a one-time lump sum payment to help families who are in a financial hole but have an end in sight because of income they have secured. By helping people get out of the rut that they are in and moving them forward, these payments divert them off the system and can help put them on the path to self-sufficiency. ★



Work First Case Load for FY '11:

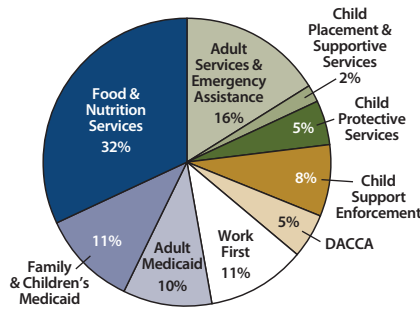
Child Only (Average):	505
Adult Included (Average):	114
Total Caseload (Average):	619
Total Adults Placed In Employment:	123

Average Participation Rate for All Families

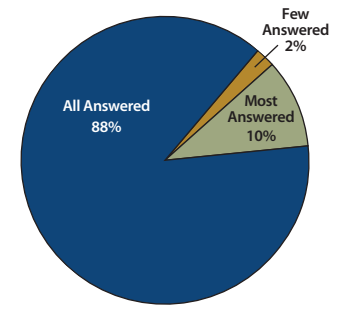


As part of DSS's commitment to customer satisfaction, in May 2011, DSS conducted a customer satisfaction survey in the Customer Information Center. The data show the high satisfaction rate.

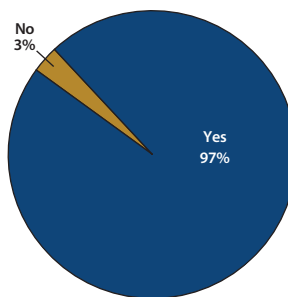
Purpose of Visit



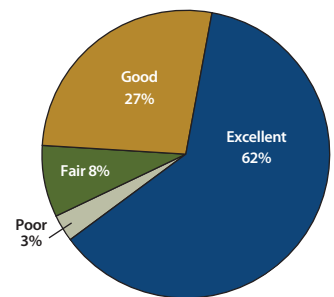
Questions Answered



Do Hours of Operation Meet Your Needs?



Overall Visit



Providing Excellent Customer Service

If you think that your phone rings a lot, imagine receiving 245,341 calls in one year! That is the number of calls received by DSS in the 2010-11 fiscal year. Of those calls, only 4,950 were dropped, a 98% call handle rate, significantly higher than the goal of 95%.

Darlene Whitfield, DSS's **Customer Information Center** Program Manager, says that she gives credit for the success to the staff. "We have a great group of people working here who are committed to the client and dedicated to the job," she says. "They have a true desire to really take care of our clients, listen to them and direct them to the right location."

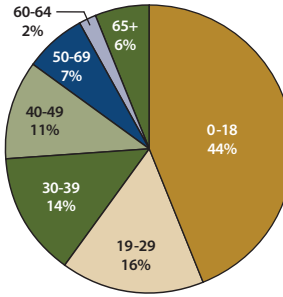
Ms. Whitfield notes that this success has been achieved during a year of change and increased demand. "At the reception desk, we are now scanning the clients' mail when the caseworker requests documentation to work their case, which takes more time," she says. "We are seeing an additional 1,000 clients per month and our workers are doing a phenomenal job handling that."

"We get a lot of compliments on how professional and courteous our staff is," she says. "At one time, we were more concerned about getting them in the system and getting them seen. We weren't focused on our customer service. We have learned to slow down and focus on the one client in front of the window instead of the line in front of the window." ★

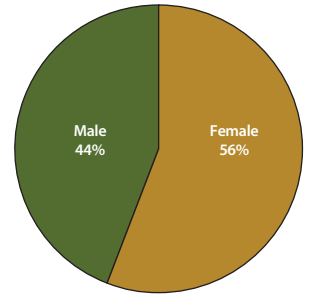
Client Demographics

DSS aims to have our staff demographics reflect our clients. DSS clients tend to be younger than staff since 44% of our clients are under the age of 18. While there are more women on the staff as compared to our client population, the racial composition of our staff closely matches that of our client population. ★

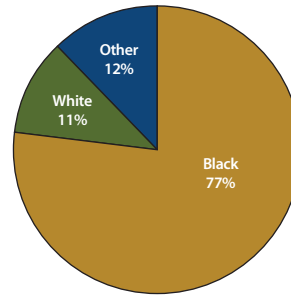
Client Age Ranges



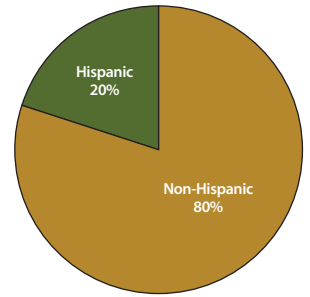
Client Gender



Racial Composition



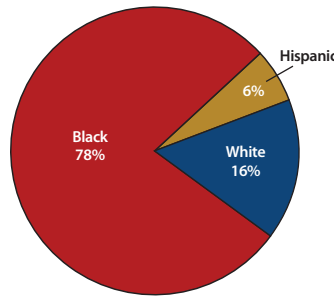
Hispanic Clients



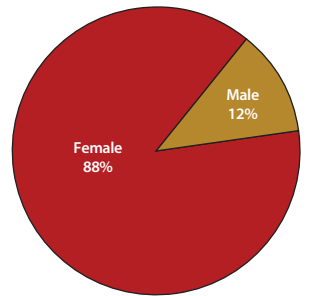
Agency Staff

Durham DSS employs a diverse, well-educated, professional staff dedicated to providing excellent service to our neighbors in need. In FY2011, there were 478 full time equivalent positions in the agency, in such diverse positions as processing assistants, child support agents, income maintenance caseworkers, social workers, trainers and administrators. ★

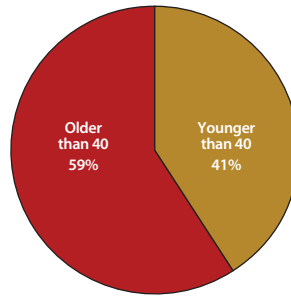
Racial Composition



Staff Gender



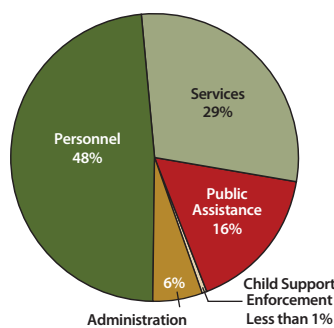
Staff Age



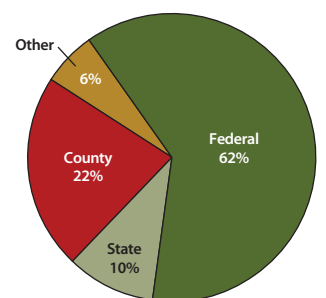
Agency Budget

In Fiscal Year 2010-11, the General Fund & Benefits Fund expended \$408,127,809.59, an increase of approximately 4.5% over the previous year. The General Fund Revenue & Debt Service collected \$386,384,001.05, approximately 4.25% over the previous year. Demand for services continues to grow as a result of a continued downturn in the economy. Durham County Taxpayers and partner agencies such as Duke University Medical Center and Durham Public Schools contributed \$21,743,808.54. ★

FY11 Expenditures



FY11 Revenues





Contact us

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Vision: A community where families achieve well-being.

Mission: Partnering with families and communities in achieving well-being through prosperity, permanence, safety and support.

Durham County DSS has three locations to serve the community:

220 E. Main St. (Child Welfare, Child Support and Adult Services)

300 N. Duke St. (Public Assistance & Crisis Services)

1201 Briggs Avenue, Suite 101 (Child Care)

Phone: 919-560-8000 (English & Spanish)

Email: dss@durhamcountync.gov