

Social Services Board

Commissioner Wendy Jacobs, Chair
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Janice Perry
Jacqueline
Charles I. M



Social Services

William Rob
DSS Director

**ELIGIBILITY WORKER (also known as INCOME MAINTENANCE WORKER) MONTH
MAY 2022**

WHEREAS, May is designated as Eligibility Workers' Month and taken as an opportunity to recognize Durham County eligibility staff for the significant difference they make in the lives of needy families and individuals, aged adults, foster children, and families in transition; and

WHEREAS, Durham County continues to experience an unprecedented influx of individuals and families requiring services; and

WHEREAS, despite ongoing stressors including, but not limited to, increasing workloads and caseloads, and system transitions, staff continues to dedicate themselves to make a difference in the lives of those they serve by being compassionate, knowledgeable, and collaborating with community-based organizations to maximize available local resources for the people they serve; and

WHEREAS, eligibility workers support Durham County residents struggling to obtain such basic needs as food, shelter, healthcare, and transportation; and

WHEREAS, staff effectively fulfill the main mission of the human services profession by enhancing human well-being and helping meet the basic needs of Durham County residents paying particular attention to the needs and empowerment of people who are living in poverty and are vulnerable; and

WHEREAS, daily, eligibility staff deal with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, often under

adverse conditions and in high stress situations. While working with ever changing complex policies and procedures, staff exercise compassion and patience when dealing with distraught individuals and go above and beyond to ensure that immediate needs are addressed and that expedited services and benefits are issued appropriately; and

WHEREAS, eligibility staff issue benefits for multiple public assistance programs (Food and Nutrition Services, Medicaid (Adults and Children), and Cash Assistance), and provide program support through Program Integrity, and Foster Care. Eligibility staff also identifies and refer clients in need of other social behavioral, mental health, substance abuse or other services to other department staff, ensure that accurate benefits are issued, provide programmatic training, as well as provide employment assistance to help customers reach self-sufficiency.

NOW, THEREFORE, BE IT RESOLVED, that I, Wendy Jacobs, Chair, Department of Social Services Board and Vice Chair of the Durham County Board of Commissioners, do hereby proclaim May 2022 as Eligibility Worker's Month.

Dated this 18 day of May 2022.



Wendy Jacobs, Chair, Department of Social Services Board
Vice Chair, Durham Board of County Commissioners, North Carolina