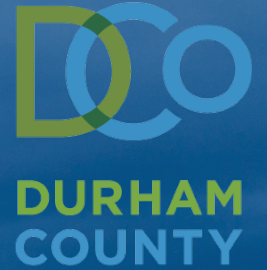


DURHAM NEIGHBORHOOD COLLEGE 2023



DCo Department of Social Services

Presented by : Catherine Williamson-Hardy, Deputy Director

SERVING DURHAM RESIDENTS SINCE 1919

The DCo DSS Mission & Vision

We are the largest agency in the County, with 550+ staff and growing!

Our Mission is to partner with individuals, families and the community to help our residents achieve their physical, social and financial well-being.

Our Vision is to empower Durham residents to create family well-being, self-sufficiency, and economic supports to vulnerable children, families, adults, and seniors.



Maggie Cveticanin, Director DCo Department of Social Services
We call her Maggie C!

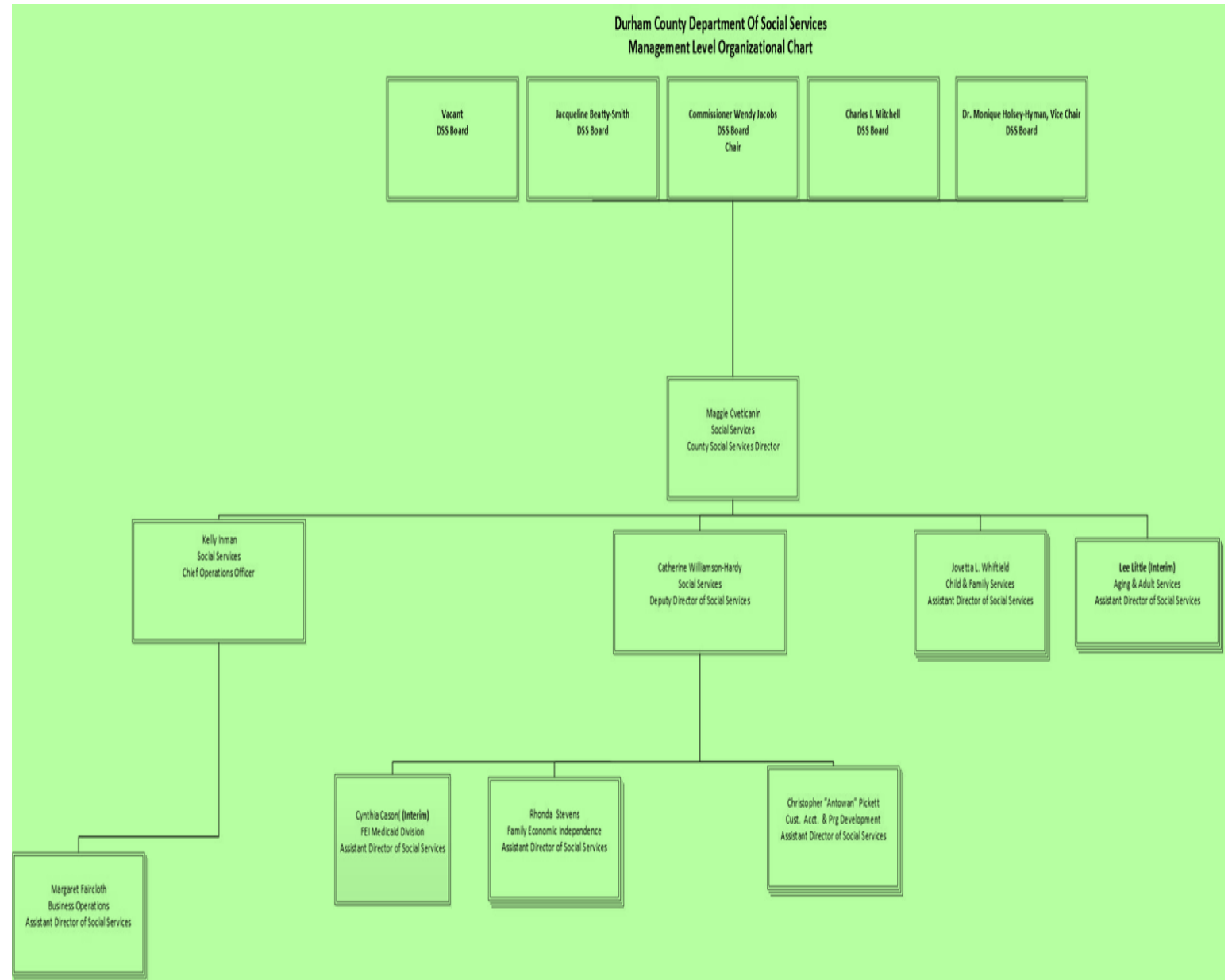
The DCo DSS Organizational Chart & Structure

The agency is governed by a five member Board of Directors

- Director
- Deputy Directors
- Six Assistant Directors

The Agency Divisions:

- Aging & Adult Services
- Child & Family Services
- Family Economic Independence
- Business Div./Child Support
- CATD
- *Medicaid - as of 10/1/23



The Divisions of DCo DSS

Aging and Adult Services: This division manages rental assistance, non-emergency Medicaid transportation, Low Income Homeowner's Relief Program, guardianship, senior placement, adult care facilities, and adult home care services.

Child and Family Services: This division promotes the safety, well-being and permanence of children through partnering with families and community, strengthening families and utilizing child welfare best practices.

Family Economic Independence: This division comprises Food and Nutrition Services, Child Care Services, and Work-First Employment Services. They aim to increase food security and reduce hunger in partnership with cooperating organizations by providing children and low-income people access to food, a healthy diet, and nutrition education. FEI assists families living in Durham County with information and access to childcare services. And provide Work First Cash and Employment Services to enable families to remove barriers and participate in activities that prepare them to achieve economic self-sufficiency.



The Divisions of DCo DSS

Customer Accountability Talent & Development (CATD): This DSS division is the Agency's customer services, training, and quality control hub. It encompasses a team of staff development employees who provide program training and quality control for programs administered by the Agency. In addition, our Call Center, Front Desk, Record Management, Program Integrity, Compliance Officer, Talent Coordinator, and Public Relations staff are housed in this division.

Business Operations: Is comprised of the fiscal department, Information Technology, Facilities/Fleet and Child Support. The forward-facing area within this Division is Child Support. Our child support agents promote parental responsibility by enforcing child support orders. Locating non-custodial parents. Establishing paternity. The collection and distribution of child support payments. All services are available to anyone, regardless of their income.

Medicaid: This division will officially be launched on October 1, 2023. Medicaid is currently under the FEI division, but due to Medicaid expansion in the state of North Carolina, we anticipate a large increase in participants, and are making proactive changes to be able to adequately serve these residents.



Spotlight on Child and Family Services

Child & Family Services Mission is to promote the safety, well-being, and permanence of children through partnering with families and community, strengthening families, and utilizing child welfare best practices.

There are four areas of Child Welfare:

1. Child Protective Services
2. Intake & Collaborative Services
3. In-Home & Prevention
4. Child Placement Permanency Services

FY23 Stats:

of reports received- 3,181;

accepted- 1, 518;

of families served in In-Home-27 cases/53 children;

of children in foster care-265 (0-17); 40 (18-21 young adults).



Spotlight on Child and Family Services

Continued

Child Welfare Initiatives & Best Practices Pilots:

Families First Prevention Services Act—Federal legislation passed in February 2018 with NC implementation, October 2021

Family Engagement Committee (FEC)—Durham is one of 4 pilot counties for this program. Our success with the FEC led to the request for our staff to present at the Kempe International Conference in October 2023. The Kempe Center was established in 1972 to better understand and prevent child maltreatment and to serve affected children and their families. Our staff will present to an expected audience of 3,000 participants from over 25 countries!



Spotlight on Aging & Adult Services

Our mission is to provide compassionate, comprehensive, and client-centered support to empower older adults and vulnerable individuals to lead fulfilling lives, maintain their independence, and to thrive within their communities.

Through programs, such as:

- ❖ Adult Protective Services
- ❖ Crisis Services
- ❖ Guardianship
- ❖ In-Home Care & Home Delivered Meals
- ❖ Non-Emergency Medicaid Transportation
- ❖ Special Assistance In-Home
- ❖ Adult Care Facilities & Family Care Home
- ❖ Coordinated Entry
- ❖ Senior Placement Coordinator
- ❖ AAS Centralize Intake
- ❖ Rental Assistance
- ❖ Low- Income Homeowners Relief Program
- ❖ HOPWA (Housing Opportunities for Persons With AIDS)



Spotlight on Aging & Adult Services

continuation

Emergency Rental Assistance Program, (ERAP) became a major focus of Aging & Adult Services during the height of the COVID -19 Pandemic.

Aging & Adult Services received:

- ❖ 9,149 applications
- ❖ 9,125 applications were assessed
- ❖ 5,409 applications were processed
- ❖ 4,140 Durham households were served

The Team won a National Association of Counties Award (NaCo) for the 2022 ERAP Program.

The Team, in partnership with the [DCo Tax Office](#) launched the Low-Income Homeowners Relief Program (LIHR). In FY 22 the Team processed 436 applications and served 340 residents.

The Team won a NaCo Award for the LIHR Program, too.

Two national awards in one year!

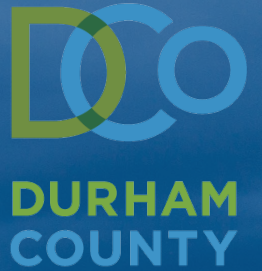


Summary

Durham County Department of Social Services is a vibrant, award-winning agency that has been serving Durham County citizens for the last 104 years by continuously evolving to meet the needs of our community. We are committed to improving the quality of life for the most vulnerable Durham County citizens by properly administering our mandated Programs and Services and strengthening partnerships that allow us to leverage our resources for maximum impact.



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