



Social Services

ANNUAL REPORT FY2012

OUR MISSION IS TO PARTNER WITH FAMILIES AND COMMUNITIES IN ACHIEVING WELL-BEING THROUGH PROSPERITY, PERMANENCE, SAFETY AND SUPPORT.



Social Services

Annual Report FY2012

RESULTS
BASED
ACCOUNTABILITY



Focusing on Serving Our Clients

MICHAEL A. BECKETTS, DIRECTOR

It is my pleasure to share with you this annual report for the

Durham County Department of Social Services. I want to acknowledge my predecessor, interim director Gail Perry, for keeping a steady hand on the wheel this past year. As the new director of the agency, I look forward to continuing to build on this solid foundation.

The 2011-12 fiscal year brought changes to the agency as well as strong results, as detailed in this report. While change can be challenging, it can also be an opportunity for growth and innovation. We are committed to ensuring that all changes we implement are done mindfully, with the impact on staff, clients, and partnerships carefully considered. You will read in this report articles about innovations implemented by our team and our partners.

The ongoing economic downturn led to a continued increased demand for our services and reductions in our funding. But our staff demonstrated their unrelenting commitment to clients over this past year by continuing to provide

excellent customer service even in the midst of these challenges. Our community collaborations led to innovations and most importantly, excellent services for our clients.

I invite you to take the time to read about the good work of our agency and partners. I look forward to working with DSS staff, partners and community members to continue improving upon the good work that DSS did in the 2011-12 fiscal year on behalf of the residents of Durham. I am always open to discussing ways to strengthen our work so please feel free to be in touch with me to discuss this report or thoughts you have about social services in Durham County. Thank you. ●

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.

Photo courtesy of American Aerial Photos and Durham Convention & Visitors Bureau

Message from the DSS Board

We can all be proud of the progress that has been made and remain confident that the Durham County Department of Social Services will continue to build on its strengths and leverage its partnerships to invest in the advancement of our most vulnerable citizens.

Dear Friends and Partners,

The dedicated staff of Durham Social Services serve our most vulnerable citizens by investing in and partnering with families and the community to achieve well-being. Confronted by rapidly rising demand for services driven by a weak economy and significant reductions in funding, staff showed their resilience and commitment to maintaining excellent customer service. The results demonstrate that the organization embraced the challenges and moved forward with skill and compassion.

As we look back on our performance for the past year, we must first acknowledge and thank Interim Director Gail Perry for leading the organization through a difficult transition while ensuring that vulnerable citizens remained healthy, safe and stable. Innovative programs were developed, partnerships were strengthened and the agency worked hard to ensure that children were ready for and succeeding in school.

Led by past Board Chairman, Stan Holt, a strong DSS board was reassembled and the search for a permanent director launched. The diversity and character of the new board and the promise of our new director gives me enormous hope for the future of the organization. Michael Becketts has in short order shown himself to be an exceptional leader who is reenergizing and rebuilding partnerships, strengthening the organization and working with the board to develop a strong vision for the future.

Moving forward, the citizens of Durham can expect Durham Social Services to:

- Act with uncompromising honesty and integrity in all we do
- Use innovative approaches to satisfy our clients with excellent customer service
- Prioritize actions and leverage partnerships to promote human progress
- Value and develop the talents, initiative and leadership of our staff
- Educate and engage the community to advocate for meaningful change

We can all be proud of the progress that has been made and remain confident that the Durham County Department of Social Services will continue to build on its strengths and leverage its partnerships to invest in the advancement of our most vulnerable citizens. There is much to be done to safeguard the well-being of all our citizens, but I couldn't be more optimistic about the future of the organization and its ability to serve with excellence the people of Durham. ●

Sincerely,
Newman Aguiar, Chairman

Durham Social Services Board Members



Newman Aguiar, Chair



Tara L. Fikes, PhD,
Vice Chair



Jane Volland



Helen J. Berry



Commissioner
Michael D. Page

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

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

Health Care

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

Child Welfare

- Center for Child and Family Health
- Child and Family Support Team (CFST) Supervisor Group
- Community Advisory Board for Durham Connects
- Child Fatality Task Force
- Drug Court Foundation Board
- Durham T.R.Y. (Together for Resilient Youth)
- Durham Coalition on Adolescent Pregnancy Prevention (DCAPP)
- Durham’s System of Care (and various associated workgroups)
- Infant Mortality Task Force

Child Care and Development

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

Housing/Emergency Needs/Homelessness

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

Seniors/Adult Services

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

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

- Court Case Managers
- Durham County Attorney’s Office
- Durham County Court
- Durham County District Court Improvement Committee
- Durham County Green Team
- Durham County Sheriff’s Department
- Durham Public Information Officers’ Council
- Durham Police Department
- Guardian Ad Litem
- Homeless Connect
- Opening Doors
- United Way of the Greater Triangle Certification Committee
- The Volunteer Center of Durham

Productive Partnerships

Center for Child and Family Policy

Strengthening families is a high priority for Durham DSS and many of our community partners. That is why in fall 2011 we began piloting “**Strong Fathers,**” a program for fathers who love their children and respect their children’s mothers. The program’s curriculum focuses on parenting education and increasing the awareness of the impact of domestic violence on children and their mothers.

Durham’s Center for Child and Family Health (CCFH) developed and facilitates the curriculum in Durham.



Strong Fathers Program

The men involved in the program were referred because of their involvement with the child welfare system and a history of domestic violence, two problems that often go hand in hand. “What distinguishes this program from other programs to reduce battering is that it is strength-based,” says

Leslie Staroneck, a consultant working with CCFH. “We believe that these fathers want to be good parents and are motivated to change.”

The program is being evaluated by the Center for Family and

Community Engagement at NC State. The intention is for program participants to demonstrate three outcomes: an increased knowledge of child development and the impact of violence on that development; enhanced parenting skills; and reduced coercive and controlling behavior toward their children and the children’s mothers.

“It is very innovative to pay attention to the needs of fathers and to engage with them,” says Ms. Staroneck. “The hope is that Strong Fathers will prove to reduce child maltreatment and domestic violence and be a model that can be replicated throughout the state.” ●

Durham Tech

Thanks to the **Human Resources Development (HRD) program at Durham Technical Community College**, Work First clients are gaining the skills and knowledge they need to find employment. HRD’s mission is “to prepare individuals for success in the workplace.” The program provides the unemployed and underemployed with employability skills training, career development counseling, and skills and assessment services.

The **Job Achievers Development Academy** (JADA) is a result of a partnership between DSS and Durham Tech. JADA is a month long class, which typically meets five days a week for four and a half hours

a day, offered to a cohort of Work First clients. In this fee-waived class, students learn many of the “soft skills” critical to finding and keeping a job. During the 2011-12 fiscal year, 69 Work First clients enrolled in one of the 10 JADA programs offered.

“Our mission is to get people in the community to have a better life,” says Teretha Bell, HRD program director. “The hope is that when students finish this short-term class, they can get employment and be self-sufficient.”

Ms. Bell says that HRD is one of the programs that serves as a portal of

entry to other Durham Tech services for many JADA students. “Sometimes we find out that students don’t have their GED so we get them enrolled in classes,” says Ms. Bell. “We have some students who might need another

certification, such as nursing assistant, to upgrade their skills so they can get a better job.”

“We help bring up students’ self-esteem and show them what their life can be,” says Ms. Bell. “Our partnership with DSS gives students a chance to see other opportunities and gives them a little bit of help so they can reach the next level.” ●



Volunteers Make a Difference

Are you a student who needs to earn service hours? Are you considering a career in social services and interested in getting a feel for the work and the opportunity to meet employees working in the social services arena? Or would you just like to help out your community?

Consider assisting DSS's Medicaid Transportation. You will help with general office work and contact health care providers to verify that clients have been seen.

For more information, contact Kyna Lewis at 919-560-8140 or ilewis@dcnoc.gov.

Project Homeless Connect

More than 500 volunteers joined together in the Durham Bull Athletic Park on October 13, 2011, but not for a sporting event. Instead they were gathered for Project Homeless Connect, a collaborative effort by a wide range of agencies and community groups to serve homeless people and those at risk of becoming homeless.

"Between 500 and 600 participants get a wide variety of services, such as health screening, referrals to resources and financial assistance for housing

or rental deposits," says Willie Gibson, a Social Work Supervisor in the DSS Adult Services Unit. "We have been able to help folks get clothing, get their health needs met, and offer them the chance to meet with people, one-on-one, who can listen to their problems and help them with them."

Project Homeless Connect offers community members a great way to help others. If you are interested in volunteering for the fall 2013 effort, contact Willie Gibson at wgibson@dconc.gov.

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. ●



DSS utilizes innovative approaches to address hunger in the community.

Addressing Hunger in Durham

For the many Durham residents who are food insecure, hunger is a daily challenge. This past June—which is National Hunger Awareness Month—Durham DSS organized a "lunch bag" event to bring attention to the issue of hunger in our community. DSS workers, supervisors and program managers prepared more than 200 bag lunches of sandwiches, fruit, and granola bars and distributed them to the three Durham DSS sites. In addition to the food, the bags contained information about applying for Food and Nutrition Services. DSS is committed to being part of the solution to the social issues impacting Durham residents. ●

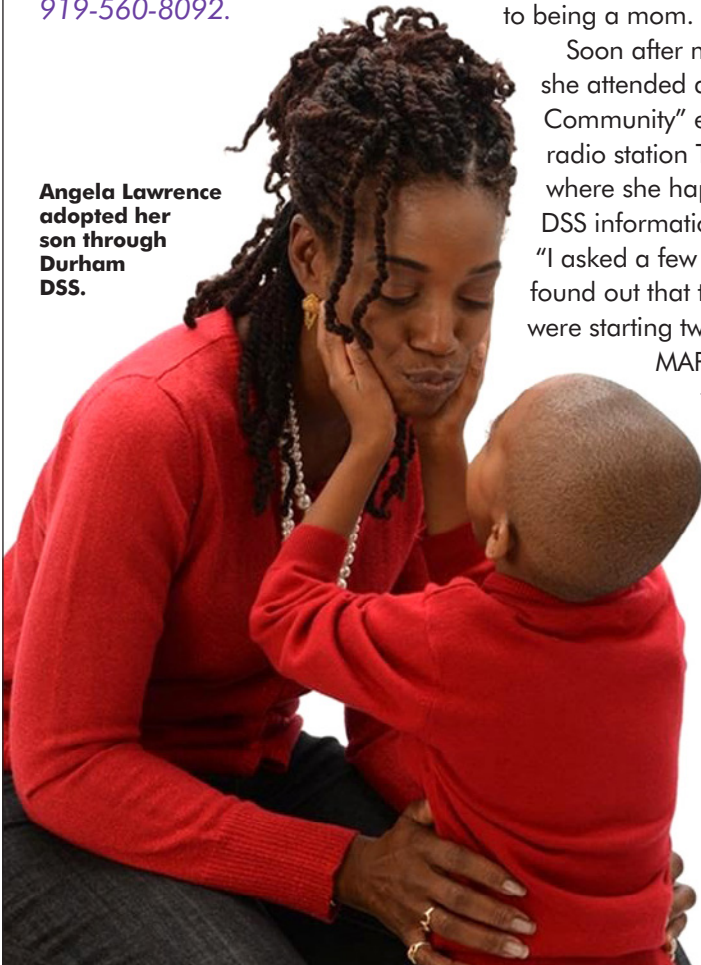
Open Your Heart and Home to a Child

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 adoptive families who can be the “forever family” for these children.

*We hope that you will consider opening your heart and home to one or more of these children in need. **The greatest need in our community is for families who can provide a permanent home for teenagers.***

To learn more about becoming a foster or adoptive parent, call 919-560-8092.

Angela Lawrence adopted her son through Durham DSS.



Angela Lawrence says that 10 years ago, she never could have imagined the path her life would take. “I’m living in Durham, which I love,” says the native New Yorker, “but it wasn’t a place I expected to end up. And I live here in my new home with a child who is vibrant, lively, and loving.” That child—four-year-old Joshua*—joined Angela’s family via Durham DSS’s Adoption Services.

Ms. Lawrence, a nurse educator at UNC Hospitals, has always loved children. “I always thought that one day I would be married, with two kids and the white picket fence,” she says. “As I got older, I considered some other options.” She says that the price tag for adoption through private agencies “blew her away” but that her spirit never stopped yearning to being a mom.

Soon after moving to Durham, she attended a “Unity in the Community” event sponsored by radio station The Light–103.9 where she happened upon the DSS informational table.

“I asked a few questions and found out that the MAPP classes were starting two weeks later.” The

MAPP (Model Approach to Partnerships in Parenting) curriculum is designed to enable participants to develop knowledge and skills that lead to successful foster and adoptive placements. Participants, including Ms. Lawrence, find them to be a

great resource. “The MAPP class was awesome,” she says. “The classes helped me confirm that I wasn’t someone who develops short-term relationships. I determined during those classes that I only wanted to adopt, not foster.”

She also realized that she was interested in a child who was newborn to four years old with minimal deficits. “As a nurse, I know what I can handle and what I can’t as far as taking care of a small person with medical issues,” she says. So, after finishing the MAPP classes in the fall of 2008 and completing her home study in August 2009, she began her wait. “My adoption social worker was excellent,” she says. “She was honest with me and said that with my parameters, I might have to wait a while.” After 18 months of waiting, Ms. Lawrence was asked if she would like to be considered as a permanent family for Joshua. She interviewed, was chosen and a month after their first meeting, he moved in with her, just three days after his third birthday.

“Joshua and I are like two peas in a pod,” says his mom. “I could not have painted a better picture of my perfect son; I just love him to pieces.” Mom and son love to travel, play together in the backyard, watch movies and read. “He’s taking swimming lessons and karate, and is going to start track because he loves to run; he’s just a big ball of energy!”

When asked what she would say to others considering adoption, Ms. Lawrence replies, “Do it. If your heart is in it to give love to someone, DSS is the right place. You just never know what the future holds if you don’t take a chance. And, dreams do come true.” ●

*Joshua’s real name is not used to protect his privacy.

Keeping People Healthy

If folks do not have a way to get to the doctor, they often just don't go, resulting in ailments getting worse. But thanks to DSS's Medicaid Transportation, eligible Medicaid clients receive transportation assistance for doctor's appointments. Depending on the client's circumstances and needs, one of DSS's five transportation coordinators arranges for bus passes, access vans, or Red Cross cars. **In the last fiscal year, the unit served an average of 500 clients per month with between 1000 and 1500 individual trips.** ●

Case study:

We had a woman call who was trying to get an emergency appointment for her very ill nine-month-old daughter. We generally don't schedule same-day transportation because our vendors need prior notification. But the urgent care clinic's policy only allowed walk-in patients. We worked with the transportation vendor and the clinic to get the client a same-day appointment for her daughter. Without that transportation, her daughter wouldn't have been able to go to the doctor.



Keeping Families Safe and Stable

Adult Protective Services is dedicated to helping adults remain in their own home as safely and as long as possible. The APS team accomplishes this through a wide array of services ranging from investigating allegations of abuse, neglect or exploitation to securing an in-home service provider who can help prepare meals or do activities of daily living.

For those individuals who are unable to remain at home, APS works to ensure that their long-term care facilities are safe and offer appropriate care.

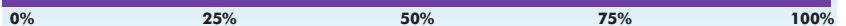
Services provided by APS social workers include: home-delivered meals; in-home services; Community Alternative Program services (which are more intensive in-home services); financial assistance; legal assistance; medical and psychiatric intervention; adult day care; and facility placement. ●

Adult Services FY 2011-2012

98% of abused, neglected or exploited adults receiving services from our Division shall not suffer further abuse, neglect or exploitation while receiving services for at least 1 year after the receipt of services.

GOAL: 98%

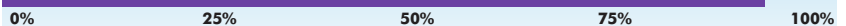
FY 2011-2012: 99.8%



90% of adults receiving supportive services from our Division shall remain in our community while receiving services.

GOAL: 90%

FY 2011-2012: 91.2%



There shall be an increase of at least **4%** in the number of individuals receiving In-Home services to prevent unnecessary out-of-home placement.

GOAL: 4%

FY 2011-2012: +1.8%



Every Adult Care facility shall receive a bimonthly on-site monitoring visit to ensure residents are receiving appropriate levels of care. (State standard is quarterly, our standard is thus 50% higher than the state standard; 6 vs. 4 visits/year.)

100% of facilities are being visited bimonthly.

92.4% of facilities are being visited every month.



Every Group Care Residential Services Guardian customer shall receive a bimonthly monitoring visit to ensure appropriate care and service are being provided.

FY 2011-2012: 100% received a bimonthly visit.

FY 2011-2012: 99.9% were visited every month.

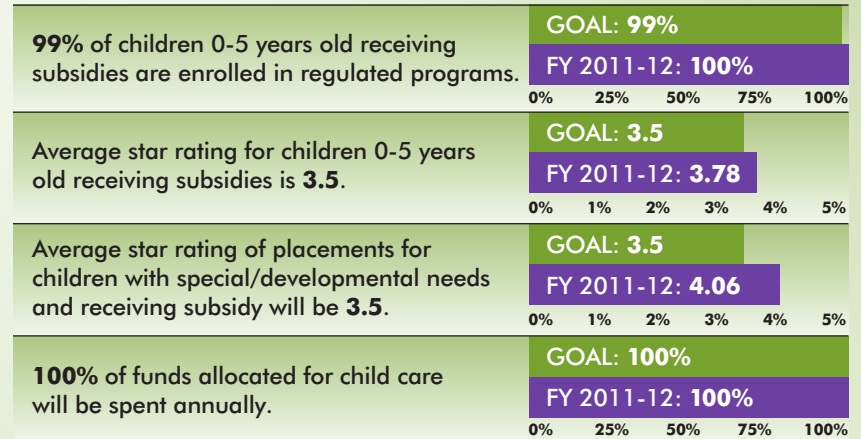


Ready for and Succeeding in School

For parents to be self-sufficient and able to advance in their personal and professional lives, they need child care. Staff in the DSS child care subsidy program is committed to helping parents access and afford high quality child care. Parents who meet income eligibility requirements and are working or in school may choose a three-, four- or five-star child care facility contracted with DSS.

High quality care helps ensure that children are ready for and succeeding in school. And since many DSS parents receiving child care subsidy are themselves in school, they serve as role models for success for their children. ●

Child Care FY 2011-2012



Helping Individuals Be Self-Sufficient

DSS is committed to strengthening independent living skills for youth aged 13-21 who are in foster care and in young adults who have been discharged from foster care due to turning 18. The **NC LINKS** program builds a network of relevant services with youth so that they will have ongoing connections with family, friends, mentors, the community, employers, education, financial assistance, skills training, and other resources to facilitate their transition to adulthood.

In 2011-2012, 91 youth accessed LINKS services.

Programming Highlights

- Two youth attended "Growing Pains 2011," the National Independent Living Association 24th Annual Conference.
- Eight young people in DSS foster care were enrolled in the matched savings program for youth in foster care offered by The United Way of the Greater Triangle.
- Durham County LINKS participants attended the annual Real World United Way program where they learned financial literacy based on simulated activities hosted by local business.
- Six youth attend the annual one-week Entrepreneurial Camp at Winston-Salem State University.
- Community Partnerships—Working with other agencies, DSS helped increase self-sufficiency for youth in foster care by providing independent living skill courses and housing:
 - Carolina Outreach provided 29 DSS youth in foster care with a six-week independent living skills course, transitional housing, and mental health services.
 - Lutheran Family Services offered five youth the Opportunity for Supervised Apartments (O4SA) program. With the support of an independent living skill specialist, DSS youth received education, coaching, and skill development in the area of housing, employment, and financial sustainability. ●

Durham County and NC LINKS 2011-2012 Highlights on Self-Sufficiency

- In regards to the goal of postponing parenting, no DSS youth between the ages of 13-18 became a parent.
- In 2011-2012, Durham County had 20 youth turn 18 and age out of foster care. 100% of them had an established safe and stable place to live. The type of safe and stable placements are the following:
 - 35% Remained in their foster care placement under a CARS agreement
 - 50% Reconnected & resided with a family/kin
 - 5% Adult Group Home/Residential Services
 - 5% Leased an apartment
 - 5% Job Corps
- 100% of youth enrolled in the traditional high school setting graduated on time.
- In 2011-2012, Durham County LINKS participants that graduated from a traditional High School or non-traditional educational programs had the following outcomes:
 - 40% attended a four-year college
 - 40% attended a community college
 - 20% entered into the job market

Providing Excellent Customer Service

Excellent customer service is one of the goals of the **Child Support Services Program**. With hard work and pioneering programs, team members ensure that as much money as possible is collected, resulting in an improvement in the lives of children. The child support job fair is just one innovation from the 2011-12 fiscal year. ●

Durham County Child Support Services 2011-2012 Highlights

<ul style="list-style-type: none"> The collection amount for FY 2011-2012 of \$17.3M exceeded the goal of \$16.6 million by \$700,337.00. This was a great achievement for the Durham County Child Support team. 		
<ul style="list-style-type: none"> Last fiscal year, staff members worked to maintain their individual collection goals and achieved great success in attaining top rates. Durham dominated the regions' Top Twenty list for all 12 months of fiscal year 2011-2012. 		
• % Paternity established as of 6/30/12:	101.41%	Goal: 101.41%
• % Cases under child support order 6/30/12:	84.25%	Goal: 87.48%
• Collections rate (current support) as of 6/30/12:	71.76%	Goal: 67.01%
• Cases in Arrears % with payment as of 6/30/12:	66.77%	Goal: 66.77%
• Total collections for FY 2012:	\$17,312,274.00	Goal: \$16,611,937

Child Support Job Fair

Innovative...caring...committed... three words that describe the DSS Child Support Services team. And those qualities were in evidence in April as they organized the first DSS Child Support Job Fair at the Durham Civic Center. More than 350 DSS clients came to the Durham Civic Center where they were able to meet with representatives from 22 organizations including Duke, the culinary school at North Carolina Central University, and Durham County's Human Resources Department.

In May 2011, Jackie Yarborough, DSS Child Support Agent, attended the Eastern Regional Interstate Child Support Association's annual conference. "I heard representatives from different states talk about their success in getting the noncustodial parent involved and making them feel comfortable paying child

support," says Ms. Yarborough. "One of the big barriers in having parents pay support is that they are often unable to find jobs. I took ideas from different states and incorporated them into what we created for Durham."

Mary Flounoy, Program Manager, Child Support Services, says that programs such as the job fair are critical to the success of the program. "We need to help non-custodial parents overcome the barriers to employment," she says. "Getting employers in one place where our clients can be interviewed and apply for jobs is an important step." Ms. Flounoy added that she hopes that the job fair allows people to see the child support team in a different light. "We are mandated to collect child support," she says. "However, we also want to assist parents to connect with their children so that

they can develop a parent/child relationship and also try to facilitate opportunities to employment. We are a service oriented agency whose goal is to assist as many families as possible." ●

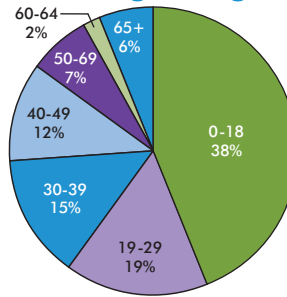


Duke University was just one of the more than 20 employers at the DSS Child Support job fair.

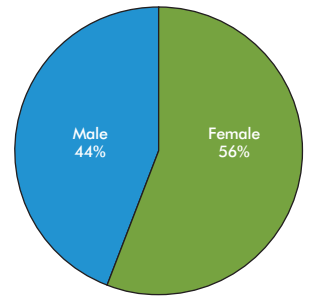
Client Demographics

DSS aims to have our staff demographics reflect our clients. DSS clients tend to be younger than staff since 38% 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.

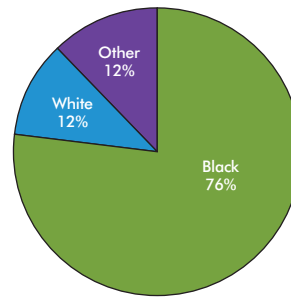
Client Age Ranges



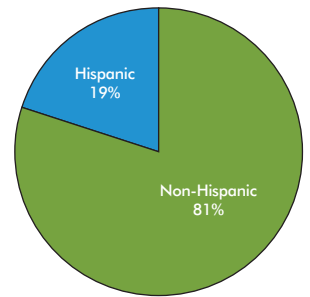
Client Gender



Racial Composition



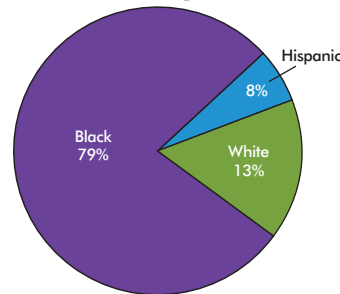
Hispanic Clients



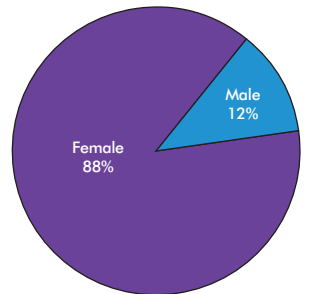
Agency Staff

Durham DSS employs a diverse, well-educated, professional staff dedicated to providing excellent service to our neighbors in need. In FY2012, there were 423 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.

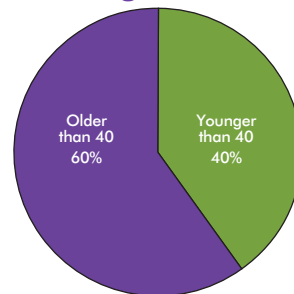
Racial Composition



Staff Gender



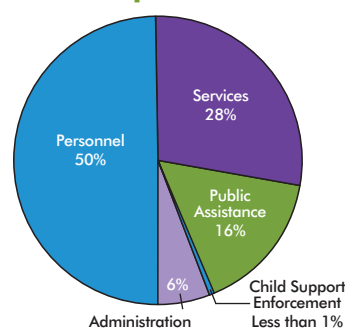
Staff Age



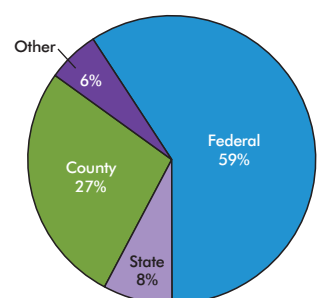
Agency Budget

In Fiscal Year 2011-2012, the General Fund & Benefits Fund expended \$424,220,751.87. The General Fund Revenue & Debt Service collected \$406,822,522.02. Demand for Food and Nutrition and Medicaid services continues to grow. Durham County taxpayers contributed \$17,398,229.85.

FY12 Expenditures



FY12 Revenues



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Social Services

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@dconc.gov