

## HUMAN SERVICES

*Public Health* — The Guilford County Department of Public Health was organized in 1911 as the first full-time county health agency in North Carolina and the second county health department in the country. The Department provides services and programs to help County residents protect their health, prevent illness, disease and injury and promote the community's health. The mission of the Department is as follows: "In partnership with the community we serve, the Guilford County Department of Public Health shall protect, promote, and enhance the health and well being of all people and the environment of our county." Services are provided through five main program areas: Administration, Allied Health, Clinical Services, Community Health Services, and Environmental Health.

Administration includes vital statistics; health surveillance; language interpretation for Spanish-speaking clients and customers; volunteer and student intern management; human resources, budgets, grant management and contracts; and billing.

The Allied Health programs provide various direct and support services for the community and other public health department programs. The Pharmacy program provides medications to clients that participate in public health and mental health programs. In the Medication Assistance program, medicines are available to eligible clients at no cost. WIC/Nutrition provides a nutritional assessment, personalized education and food vouchers to eligible participants including breastfeeding support. The Dental Clinic for children and pregnant women provides dental exams, treatment, and cleanings for eligible patients. The Health Education program offers libraries with literature, internet access and videos, and provides programs development/consultation. Media Relations coordinates incoming and outgoing media activities, educates the community on current health issues and public health services. The Reach for Health program promotes healthy lifestyle behaviors, especially healthy nutrition choices and physical activity that aid in the prevention of heart disease, stroke, cancer and other chronic diseases. STD/HIV Outreach provides education, testing and counseling for HIV and other sexually transmitted diseases. Adolescent Pregnancy Prevention consists of programs for teens to help reduce teenage pregnancies. The Laboratory and Purchasing functions support all Public Health programs.

The Clinical Health Services programs promote children's health and disease prevention. Most services are provided to populations who have been determined to need subsidized services to insure access to care or to prevent the spread of communicable disease. These services include family planning, maternity, and sterilization services. The Coalition on Infant Mortality attempts to reduce the overall infant mortality rates and offers prenatal care through the Adopt-A-Mom program. Immunizations for adults and children provide required and recommended immunizations and education about the diseases they prevent. The International Travel Services Program provides customized travel health consultations and administration of specified immunizations and preventive medicines. Tuberculosis control and other infectious disease services include case-finding, case management, treatment, screening, education, counseling and directly observed therapy. Communicable disease reporting and follow-up involves investigation of suspected or confirmed disease outbreaks, notification of exposures, prophylactic treatment and education about prevention. STI and HIV counseling and testing consist of education, counseling, testing and follow-up in the clinic to high-risk communities. The Breast and Cervical Cancer Control Program provides free screening and follow-up exams for women 50 years and older. The refugee health care services provide care to newly-arrived refugees and include health assessments and follow-up, communicable disease screening and immunizations as well as "civil surgeon" services to non-citizens seeking green cards.

Community Health Services programs provide various community-based services to adults and children such as newborn home visits; in-home care services for elderly and disabled adults and disabled children; community Health Response Program; the Care Management Program where eligible older adults can receive in-home aide services and referrals; Public School Nursing services and Child Care Nursing and Dental Health services. Maternal care coordination provides case management services to assist eligible pregnant women in finding services to meet their needs. The

Child Service Coordination Program uses nurses, social workers and community health assistants to provide care to clients in the client's home. Triad Baby Love Plus provides infant mortality reduction outreach and educational programs targeting African Americans while the Child Fatality Prevention Team improves the welfare of children by reviewing incidents that place them at greatest risk for abuse, neglect and death.

The Environmental Health programs provide various community based services. Food and Lodging Inspections teams issue permits, provide technical support, monitors, does architectural plan review and provides training for restaurants, food and drink stands, meat markets, swimming pools, childcare facilities, and special events. The Children's Environmental Health program enforces the lead poisoning prevention program; indoor and outdoor air quality program; asthma prevention; inspects child care facilities and provides education opportunities for child care workers. The Health Hazard Team identifies, controls and/or eliminates any health hazard with services including insect/rodent control, tattoo/body piercing oversight, mobile home park sanitation, and environmental complaints. The Water Quality Program oversees site evaluations, permitting and inspections of on-site sewage disposal systems and the construction, repair and abandonment of water supply. The Water Quality Program also monitors underground storage tanks, performs compliance inspections, collects and analyzes water samples and responds to chemical/petroleum spills. The Health and Environmental Risk Assessment Program oversees underground storage tanks, performs compliance inspections, inspects groundwater contamination sites, analyzes water samples, and responds to chemical/petroleum spills. Animal Control enforces State and local laws, provides education, and helps control the spread of rabies.

Public Health programs are funded with federal, State, and community grants, Medicaid, Medicare, fees, insurance, and County funds. Expenditures for the Department of Public Health totaled \$36,124,028 for the fiscal year ended June 30, 2008 and the budgeted appropriation for the fiscal year ending June 30, 2009 is \$39,432,727.

*Mental Health* – The Guilford Center, also known as the Guilford County Area Mental Health, Developmental Disabilities, and Substance Abuse Program, is the state-designated Local Management Entity (LME) for Guilford County. The Center contracts with community providers to provide a broad range of treatment, therapy, and rehabilitation services to County residents of all ages. The agency is a department of Guilford County government with administrative offices in Greensboro.

The Guilford Center is organized into the following budget categories: adult mental health, adult developmental disabilities, adult substance abuse, child mental health, child developmental disabilities, child substance abuse, area administration, and internal Provider Service Organization (PSO).

The categories of adult mental health, adult developmental disabilities and adult substance abuse include services to residents of the County 18 years of age and older who meet State target population criteria regarding diagnosis and level of functioning. Psychiatric services, case management to developmental disability consumers, geriatric services, jail and court liaison services, Deaf and Hard of Hearing services, homeless outreach, and the Community Alternatives Program (CAP) are the areas contained within these categories.

Child mental health, child developmental and child substance abuse categories include services to residents of the County who are aged three to 18 years and meet the State's target population criteria regarding diagnosis and level of functioning. Psychiatric services, case management to developmental disability consumers, court liaisons, services for juvenile sex offenders, Deaf and Hard of Hearing services, and family support are the areas contained within these categories.

Area administration provides for budgeting and planning; claims adjudication and processing/payment to providers; employee and community relations; 24-hour screening, triage and referral; information management services; monitoring and quality assurance; service authorization; care management; and contracts management.

The internal Provider Service Organization (PSO) category includes expenditures related to services provided at the Guilford Center's treatment facilities in Greensboro and High Point: Crisis/emergency, psychiatric clinics and specialized services not otherwise available in the community.

The Guilford Center is funded with federal, State and County funds. Expenditures for the fiscal year ended June 30, 2008 totaled \$36,472,660. Budgeted expenditures for the fiscal year ending June 30, 2009 are \$43,496,287.

*Social Services* – The Guilford County Department of Social Services is a County-administered, State-supervised agency which provides financial assistance and service programs to eligible County residents. The goals of these programs are to direct families and individuals toward a self-sufficient life.

Adult Protective Services investigates reports of neglect, abuse, or exploitation of disabled adults; provides service intervention to prevent or remedy further harm; provides representative payee services to those customers who are unable to manage financial resources; and provides services for the blind to assist persons who are legally blind in obtaining necessary support services to maintain independence. Adult Foster Care provides assistance to aging and disabled adults and their families in locating substitute homes or residential health care facilities suitable to their needs when they are unable to remain in their own home; provides consultation, technical assistance and monitoring of licensed adult care homes or assisted living facilities; provides adult day care to support adults in the communities who need assistance maintaining independent living outside of institutional group care; provides guardianship services to those individuals who have been declared incompetent by the courts; provides reimbursement through adult care case management to licensed adult care homes for the provision of heavy (enhanced) personal care assistance to special assistance Medicaid-eligible residents; and provides case management services to authorized residents, their families and the facilities. Service Intake provides social work counseling, limited transportation services, indigent burials, eye care certification, home studies, and problem pregnancy services; issues youth employment certificates (work permits); provides work release networking and advocating for client needs such as housing, food, health services and the Family Unification Program. In-Home Aide Services provides home care services such as cleaning, laundry, meal preparation and personal care for aged and disabled clients and a piloted project called Special Assistance In-Home Demonstration which presents an alternative choice to those clients who are in need of placement in an adult care home or assisted living facility.

Child Protective Services are provided to children who are neglected and/or abused. There is a focus on building the community's capacity to ensure the safety for children in their home environment and community. Children whose families are unable to provide adequate care may receive care from Resource Families (formally Foster Parents) through the Nurturing Family Partnership Unit, in specialized foster care homes, group home facilities, or a specialized treatment facility. Adoption, Permanency Planning and LINKS (formally Independent Living Skills) for adolescents are among services available to families and children.

Economic Services provides short and long term assistance to families in crisis situations. The eligibility of all programs is based on income. They include Work First, Child Day Care, Family and Children's Medicaid, Food & Nutrition Services as well as Emergency Assistance. The Work First program provides temporary cash payments and Medicaid to families with children under the age of 18. Work First also assists families with supportive services for short term training, job placement, transportation, and other supportive services to support employment. Child Day Care provides subsidized vouchers to families that are employed or in school. Food and Nutrition Services provides supplemental food purchasing power to eligible families. Medicaid provides assistance with doctor/hospital visits and prescriptions. Emergency Assistance provides limited financial assistance with rent and/or utilities using federal, State, and County funds.

Social Services programs are funded with federal, State, and County funds. Expenditures for the Social Services Department totaled \$90,441,787 for the fiscal year ended June 30, 2008; budgeted expenditures for the fiscal year ending June 30, 2009 are \$89,416,448.

#### PUBLIC SAFETY

*Law Enforcement* – The Sheriff's Office is the chief law enforcement agency in the County. Although authorized to maintain peace in both the cities and rural areas, most of the Sheriff's law enforcement activities occur in the small municipalities and unincorporated areas of the County. The Sheriff's Office provides primary law enforcement to all municipalities except Greensboro, High Point and Gibsonville. The County has established three satellite stations in rural areas to increase visibility and improve response time.

Providing services in support of operating the State court system is another function of the Sheriff's Department. The Sheriff is responsible for maintaining courtroom security as well as the transportation of prisoners to the courts, transportation of mental health patients to behavioral health system facilities, and service of legal papers to parties involved in court proceedings.

The Sheriff is also responsible for the operation of the jails and the County Prison Farm, a separate correctional facility. The County has two detention facilities, one in Greensboro with a rated capacity of 397 inmates and the second in High Point with a 274-inmate capacity. The Prison Farm can house 134 minimum-security inmates. The Prison Farm inmate population operates green houses as well as providing inmate labor for other purposes such as grounds maintenance at County facilities. The "weekend" prisoner program serves an average of 40 inmates (previous DWI offenders, non-support, and misdemeanor crimes).

The May 2008 bond referendum approved by voters will allow construction of a new jail facility in Greensboro next to the present jail. Bids for the project will be received in early 2009 and construction on the facility will take approximately two years. The new facility will accommodate 1,000 inmate beds. The current facility will be renovated at a later time.

Expenditures for law enforcement for the fiscal year ended June 30, 2008, totaled \$49,476,234; budgeted expenditures for the fiscal year ending June 30, 2009 total \$54,747,819.

*Emergency Services* – The County provides 24-hour a day Emergency Medical Services (EMS) with full-time professional crews at the paramedic level. EMS operates a minimum of 17 units out of 14 facilities to ensure a rapid response, including 6 one-person Medic units. During peak demand periods, additional resources are placed on duty in an effort to meet service demands. The Mobile Intensive Care program allows emergency medical personnel to administer definitive care to medical, cardiac, and trauma patients on scene and en-route to local medical facilities. The County's EMS Division has received several achievement awards from the National Association of Counties and has been nationally accredited by the Commission on Accreditation of Ambulance Services (CAAS). In addition, the EMS provides support services to local law enforcement with trained tactical paramedics, Hazardous Materials/potential WMD (weapons of mass destruction) incidents and at special events with the Bicycle Emergency Response Teams.

Emergency Services participates in the funding for the consolidated Guilford Metro 9-1-1 Communications Division which provides 24-hour 9-1-1 services to the citizens of the County. The center acts as the primary Public Safety Answering Point (PSAP) for all 9-1-1 calls originating in the City of Greensboro and the County. Additionally, all calls for EMS response to the City of High Point are routed to Guilford Metro 9-1-1 for appropriate call processing utilizing Emergency Medical Dispatch protocols. Personnel are certified Emergency Medical Dispatchers (EMD) and Emergency Fire Dispatchers (EFD) capable of providing pre-arrival and post-dispatch instructions to callers who need assistance. Communications Operators interrogate callers to ensure proper resources are sent to 9-1-1 calls for help. Guilford Metro 9-1-1 provides communications service for County Fire, Sheriff's Department, EMS, Greensboro Fire, Greensboro Police, and Gibsonville Police and coordinates information with other allied centers. An enhanced Computer Aided Dispatch system

assists 9-1-1 Operators by recommending appropriate units for dispatch related to 9-1-1 operations. Communications are provided via an 800 MHz trunked simulcast 5-site Radio System, with paging provided by both VHF and UHF systems.

The Department's maintenance garage provides preventive maintenance and repairs to all Emergency Service vehicles and specialized equipment, including fixed and mobile generators which provide emergency power to the 9-1-1 Communications Center, 800 MHz Radio System tower sites, and EMS base facilities during emergency situations.

The Fire Service Division consists of the Marshal's Office which enforces the North Carolina State Fire Prevention Code in both new and existing occupancies in the County. Additionally, the Fire Marshal's Office conducts fire/arson investigations, and works with 23 Fire Protection Districts/Departments in the areas of training, ISO Ratings, pre-fire planning, and strategic planning. County Fire Protection is provided by these fire departments of which 22 are funded through dedicated fire tax districts and supported by a 24-hour Guilford County squad consisting of four firefighters.

Guilford County Emergency Management provides a seamless and comprehensive Integrated Emergency Management Program encompassing the phases of mitigation, preparedness, response and recovery through partnership with local, State, federal, and private entities for all of the citizens and visitors of the County.

A Hazardous Materials Response Team offers technical assistance, training and emergency response to provide support to the Guilford County Fire Services and is available for mutual aid to the cities of Greensboro and High Point.

Special agencies funded through Emergency Services include:

VIP for a VIP vehicle safety awareness program

Guilford County Association of Scuba Personnel – A specialized technical water rescue team.

NC Army National Guards in both High Point and Greensboro.

Expenditures for the Emergency Services Department were \$20,623,982 for the fiscal year ended June 30, 2008; budgeted expenditures for the fiscal year ending June 30, 2009, are \$23,373,587.

#### ENVIRONMENTAL PROTECTION AND LAND USE CONTROLS

*Planning and Development* – The Planning and Development Department is responsible for facilitating the planned and orderly growth of the County through comprehensive land use controls. The department consists of five sections that work together addressing land development and the construction of buildings. The department reviews land development plans, building construction drawing, issues permits and performs on-site inspections. The department is also involved with stormwater management and historic preservation issues.

The Planning & Zoning Section is responsible for long-range planning, land subdivision, site plans, addressing, street and road naming, closing roads and the removal of easements and rights-of-way. The staff reviews land development plans, including subdivision, site and watershed protection plans, to ensure that they meet Development Ordinance requirements as well as other applicable State and local laws. The section prepares long-range plans for future growth, including the development of Area Plans and a County Comprehensive Plan to assist the Planning Board, Commissioners and management in assessing future land use, watershed protection, public service and the use of natural resources. The section is also responsible for administration and enforcement of zoning and floodplain management, Development Ordinance interpretations, variances, zoning determinations for air quality, alcohol beverage and other permits, and the maintenance and update

of the official zoning maps and atlas. The Technical Review Committee is staffed by this section; this committee coordinates comments from planning, environmental health, building, fire, water and sewer and transportation on all proposed developments in the County. The staff reviews rezoning and variance requests, makes onsite inspections, and presents pertinent information and staff recommendations to the Planning Board and Board of Adjustment. This section also supports the activities of the Historic Properties Commission. Through contractual agreements, planning services are provided for the towns of Oak Ridge, Pleasant Garden, Sedalia, Stokesdale, and Whitsett.

The Plans Review Section reviews construction plans for all commercial and residential buildings and structures. This section coordinates with the Emergency Services Department and the Health Department on fire and health aspects of the codes. The section also reviews plans for consistency with adopted stormwater and watershed regulations and makes annual field inspections on all water quality control devices installed through Development Ordinance requirements.

The Permits Section issues building permits for activities in the unincorporated areas. Through contractual agreements, the towns of Jamestown, Summerfield, Oak Ridge, Sedalia, Pleasant Garden, Whitsett and Stokesdale are also provided this service. The Permits Section issues permits for all classes of work including building, electrical, plumbing and mechanical, and records inspection requests, releases gas and power, and issues Certificates of Occupancy/Compliance.

The Inspections Section provides Building Inspections, Electrical Inspections, Mechanical/Plumbing Inspections and other Soil/Erosion Inspection Services. The Inspections Section enforces the NC Building Codes and the Development Ordinance through inspections of building construction, plumbing, heating and cooling equipment, and electrical connections. The Soils Inspectors are responsible for working with land developers to control erosion and sedimentation and issuing grading permits required for land-disturbing activities. They also interpret soil data for various activities, investigate complaints concerning erosion and complete final site plan and landscaping inspections.

The Environmental Review Board (ERB), which is staffed by the Planning and Development Department, was created to bring local resources to focus on environmental problems. ERB consists of 20 members with expertise in water, air, land, plant resources, biology and urban development issues and has received an achievement award from the National Association of Counties.

Expenditures for Planning and Development were \$973,478 for fiscal year ended June 30, 2008; budgeted expenditures for the fiscal year ending June 30, 2009 are \$1,022,104.

*Community Services* – The programs administered within Community Services collectively promote orderly and prudent community growth, while sustaining healthy business climates within the County's incorporated and unincorporated areas.

Community Services administers the County's Housing Program that currently consists of the HOME Program and the Scattered Site Rehab Grant Program. The County is a member of the GGCBA (Greensboro, Guilford County, Burlington and Alamance County) HOME Consortium, which is a program that provides affordable housing for low-income citizens of the County using federal dollars plus a 25% match by the County. The Scattered Site Rehab Grant Program provides federal grant funds for the rehabilitation of low income owner/occupied homes with critical housing repair needs throughout the County with the exception of Greensboro and High Point (entitlement cities). Currently, Community Services is overseeing the administration of \$660,111 in rehab grant funds. The County is the lead entity for these rehab grant programs and contracts with Greensboro Housing and Community Development for the day-to-day administration of the rehab activities. In addition, Community Services is working jointly with Greensboro Housing and Community Development with an additional \$400,000 grant awarded to the City for "rehabilitation" within the County with the exception of Greensboro and High Point.

Community Services plans and implements public works activities in unincorporated areas of the County in an effort to meet the community's needs and to enhance the quality of life. The Water

and Sewer Program that has been in existence for 40+ years and revised in July 2007 is a tool used to promote orderly, healthy growth and to attract new business to the unincorporated areas of the County. Community Services works in cooperation with the Cities of Greensboro, High Point and the Town of Archdale to provide public water and sewer in the rural part of the County within the designated service areas as outlined in existing consolidated water and sewer agreements. Community Services further works with the towns of Jamestown and Gibsonville on a project-by-project basis to jointly provide public water and sewer to developments in areas outside the town limits. Currently, Community Services is working with “assessed” and “non-assessed” projects that total in excess of \$11 million that are in the design or construction phase. A Water/Sewer Master Plan for the Greensboro Service Area has been jointly contracted by the County and the City of Greensboro. The plan will provide pertinent information required to make informed decisions pertaining to future infrastructure needs in the unincorporated County.

The Floodplain Management Section is responsible for the Floodplain Program for Guilford County’s nine (9) drinking water supply watersheds. Guilford County administers the programs for the unincorporated areas and the towns of Stokesdale, Oak Ridge and Jamestown.

Community Services coordinates with the North Carolina Department of Transportation for road paving of rural roads and with Duke Power for street lighting improvements under the County’s “petition for” (assessed) programs.

Additionally, four departments within Community Services provide services for various County functions: Solid Waste, Soil and Water Conservation, Culture and Recreation, and Economic Development and Assistance.

Solid Waste licenses the providers of County solid waste collection service; oversees recycling, tire and white goods recycling, and solid waste planning; and conducts environmental inspections for illegal dumping and landfills. The department is responsible for carrying out all State and federally mandated solid waste regulations and programs and ensuring the County’s compliance. The County’s solid waste disposal needs are met by a Municipal Solid Waste (MSW) Transfer Station and White Street Landfill (construction and yard waste) operated by the City of Greensboro; the Kersey Valley Landfill operated by the City of High Point; a MSW Transfer Station operated by Republic Waste Services; a Scrap Tires/White Goods Facility operated by the County. The County participates in recycling programs operated by the Cities of Greensboro and High Point and a Household Hazardous Waste/E-Waste Program operated by the City of Greensboro. The County franchises privately owned construction and demolition landfills and is instrumental in the permitting and inspections of privately owned and operated land clearing and inert debris landfills.

Soil and Water Conservation supports the Guilford County Soil and Water Conservation District, and agency that deals with soil erosion and water quality problems. The district provides technical assistance to landowners and educational programs on soil and water quality. The district also administers a State program that provides cost share funds to farmers and landowners with water quality problems to install Best Management Practices on their farms.

Culture and Recreation provides funding for libraries, arts, and cultural grants. This department also administers the operations of parks within the County, generally through contracts with various municipalities.

Economic Development and Assistance provides funding for economic incentives to existing businesses within the County seeking to expand as well as new businesses planning to locate within the County. This department monitors businesses for compliance with terms associated with such incentives.

Expenditures for the various Community Service Departments were \$7,737,580 for fiscal year ended June 30, 2008; budgeted expenditures for the fiscal year ending June 30, 2009 are \$12,252,859.