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**DEPARTMENT OF SOCIAL SERVICES
WORK FIRST PLAN
2009 – 2011
October 1, 2008**

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I. CONDITIONS WITHIN THE COUNTY

Guilford County is part of the Piedmont Triad region, ranking third in the State's 100 counties. It contains the third and eighth largest cities, Greensboro and High Point respectively. According to the U.S. Census Bureau 2000 data it is estimated that Guilford County experienced the following increases between the years 2004 and 2007. The total size of the population increased from 438,775 to 465,931 people; individuals living in poverty increased from 11% to 15%; (although 34% the female headed households are living in poverty); and the medium family income slightly increased from \$42,618 to \$43,892. The educational picture shows that 85% of the population 25 years and over have a least graduated from high school and 32 % have a bachelor's degree or higher. The other fifteen percent were dropouts and they are not enrolled in school and had not graduated from high school.

Employment opportunities within the County continue to be reduced in the traditional industries. Between 2006 and 2007 there were 82 reported company closings and 16 company layoffs; an additional 26 closing have already occurred in 2008 with 7 more layoffs projected to occur. The most common occupations in the county were in the management/professional occupations; sales/office occupations; service occupations; production/transportation/material moving occupations; and construction extraction/maintenance/repair occupations. The local unemployment rate for the county during 2005 and 2006 was 4.78%, slightly lower than the State's rate of 4.84%.

The major issue effecting service to the current Work First population as well as local citizens is the high incidence of individuals with multiple barriers to employment. More individuals looking for employment present with problems such as substance abuse, domestic violence, alcoholism, criminal records, or mental health issues. They are not prepared academically and many lack the minimum credentials employers are requesting; a high school diploma or general education diploma, interpersonal skills and computer skills. Additional concerns are centered on the loss of jobs and revenue due to the development of the Las Vegas Furniture Market; the local economy will be significantly impacted as major vendors relocate from this area. Many employment and small business opportunities for Work First customers are provided during the furniture markets.

Since the implementation of the Work Opportunity Act in 1996, the Temporary Assistance for Needy Families (TANF) caseload has experienced a steady decline; from 5591 active cases in 1995 to 2164 active cases in 2005. By 2007 the active caseload had dropped to 1901. The Child-Only cases (those without an adult included in the assistance unit) has remained at around 950 active cases per month; this figure is not included in the above. The Child-Only cases are predominately grandparents or other relatives who are the primary caregiver for children. These caregivers play a critical role in Department's plan to reduce the number of children in foster care and prevent placement outside the family.

Guilford County has consistently taken a higher number of TANF/Work First Family Assistance applications each month when compared to other counties in the State; the result has been a larger denominator that has impacted local participation rates. Although Work First staff have been successful with moving families towards self sufficiency with

employment placements the constant influx of new customers to the Department overshadows these results. Once employed, Work First families tend to remain employed. The retention rate for working Work First parents during fiscal years 2007/2008 was 61%, this means that 61% of the families that left Work First for employment are still working. Guilford County has made a concerted effort to provide support to these families that transition to work by assigning two retention social workers to work specifically with working families.

The Department utilizes the same American with Disabilities Act (ADA) policies and practices for the customers that Guilford County Government has for employees of the County. Guilford County Personnel Regulation Number 3- Affirmative Action- states the following: "It is the policy of Guilford County to be fair and impartial in its relations with employees and applicants for employment. Guilford County prohibits discrimination in employment policy or practice against any current employees or applicants for employment on the basis of race, color, gender, religion, sex, national origin, age, disability, or sexual orientation (i.e., heterosexuality, bisexuality, or homosexuality). Adoption of this policy does not constitute approval or expansion of any County benefits beyond those which are expressly provided by the Board of County Commissioners as of the date of adoption of this agreement."

The County continues to experience a significant increase in the number of Spanish speaking customers. The Economic Services Division Director entered an agreement with Guilford Technical Community College to provide staff in Economic Services the opportunity to learn Spanish onsite at the DSS. These workers take Spanish classes and learn about the culture before being assigned to carry a Spanish speaking caseload. The staff also works closely with the refugee resettling organizations to serve the influx of refugees to the area. There is a contract with CICS Language Solutions for interpreter services. These services are provided on-site or via the telephone with this provider. There is an arrangement for staff to go to the host agency to take applications and assess for other services offered at the Department.

II. PLANNING PROCESS

■ Planning Committee

The members of the 2009 – 2011 Biennium Work First Planning Committee consist of individuals from various agencies who are committed to partner with the Department of Social Services and the Work First Program to develop a plan that meets the unique needs of citizens living in Guilford County. The following is a list of the members designated and or participated in the 2009-2011 planning process.

Nancy C. Stewart -----	Board of Social Services, Co-Chairperson
Paul Gibson-----	Board of County Commissioner, Commissioner
Merle Green -----	Director of Public Health Department
Angenita Boone -----	Representing Merle Green, Public Health Board, Community Health Program Social Worker

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Billie Martin-Pierce -----	Director of Guilford Center Behavioral Health and Disabilities Services
Steve Hess -----	Representing Billie Martin Pierce, Area Authority Mental Health Board, Contact Administrator
Brian Clarida -----	Public Schools Systems, Principal Sumner Elementary School
Veta Cooper Henderson ---	N.C. Vocational Rehabilitation, Unit Manager
Ben Barnwell -----	Employment Security Commission, Director
Karen Stone -----	Employment Security Commission, Director
Cerise Collins - -----	Communities In Schools-High Point, Director
Odell Cleveland -----	Welfare Reform Liaison Project, Director
Benita Neal -----	Representing Odell Cleveland, Counselor
Bernetta Thigpin -----	North Carolina Council for Women, Director
Ozella Bundy -----	Social Security Administration, Public Affairs Representative
Karen Hartsoe -----	Guilford Technical Community College, Community Coordinator
Danny Rogers -----	3 in 1 Professional Services, Business Owner
Deborah Moore -----	Department of Social Services, Division Director
Lisa Burchette -----	Department of Social Services, WFES Supervisor
Gwen McMillan -----	Department of Social Services, WFES Supervisor
Karen Gilbert -----	Department of Social Services, WFES Supervisor
Randal Hoover -----	Department of Social Services, WFES Supervisor
Carmen Withers -----	Department of Social Services, WFFA Supervisor
Gloria Shepard -----	Department of Social Services, WFFA Supervisor
Michelle Nash -----	Department of Social Services, WFFA Supervisor
Goioa Garrett -----	Department of Social Services, Program Manager-Generic Intake
Denise Hill -----	Department of Social Services, Program Manager Day Care
Betty Kelly -----	Department of Social Services, Program Manager-Child Welfare Services
Vanessa Smith -----	Department of Social Services, Program Manager-Work First

The planning committee monitors the Work First Program and the local progress of the state goals. The committee agreed to meet every six months after the planning process, communicate via email when needed; they will be informed of the program's progress and provided an update on state goals quarterly.

B. Public Comment

The Guilford County community had an opportunity to review and comment on the 2009-2011 Work First draft plan. The draft was on public display from October 6, 2008 through October 17, 2008 via the Guilford County website, all public Libraries and both Guilford County Department of Social Services locations. There were no comments received during this time.

C. Planning Development

The planning committee met twice during this planning process. The first meeting was held on July 29, 2008 at the Guilford Technical Community College. Staff provided updates on the current Work First Program and the state goals; educated the committee on existing programs and services, explained the planning process and requested input on recommended changes to the program and services. The second meeting was held on September 17, 2008 at the Department of Social Services. The committee was provided an update on the proposed changes by the State to focus on the participation rate goal and issues that would interest the community.

III. OUTCOMES AND GOALS FOR THE COUNTY

A. Statewide Work First Goals

The North Carolina Division of Social Services, in consultation with the county department of social services and county board of commissioners, has established acceptable levels of performance by counties in meeting the following six Work First goals.

1. **Employment.** Self-sufficiency will be realized primarily through the employment of Work First clients.
2. **Meeting Federal Participation Rates.** Active participation in federal countable work activities will lead to full time employment.
3. **Providing Employment Services.** Active participation in intensive employment services for all families is necessary in order to meet the participation rate and to ensure families are served adequately before the end of five years. One measure of success in Work First is the percentage of families who are subject to the work requirement that counties are assisting with job preparation and job placement.

4. **Staying Off Welfare.** Efforts to reduce welfare rolls help adults find jobs, and increase self-sufficiency are undermined when families return to welfare. Families leaving Work First because of a job are tracked to determine if they return to cash assistance.
5. **Job Retention.** Families who leave Work First for employment and continue to be employed 6 to 12 months after leaving the program show evidence of keeping their income and increased job stability, which impacts a family well being. This measure will be based on the number of responsible adults that leave Work First Family Assistance for employment who are still employed at 6 to 12 month intervals following termination.
6. **Benefit Diversion.** The most successful outcome possible is for an applicant to avoid the need to become a recipient.

Overall, Guilford County met the State established goals. Below is the list of goals and Guilford's performance for the 2007-2008 reporting year.

	<u>Goal</u>	<u>Outcomes</u>
▪ Adults Entering Employment	641	901
▪ Meeting Federal Participation Rates		
Meeting All-Parent Participation Rate	50%	31.15%
Meeting Two-Parent Participation Rate	90%	67.28%
▪ Providing Employment Services		
▪ All-Parent	80%	91.15%
▪ Two-Parent	100%	98.53%
▪ Staying off Work First for Employment	90%	93%
▪ Job Retention	60%	61.4%
▪ Benefit Diversion	1,178	1192

B. County Development Outcome Goals

Guilford County does not have additional goals other than the goals outlined above by the State.

IV. PLANS TO ACHIEVE THE OUTCOMES AND GOALS

A. Activities

Guilford County has the second largest Work First Family Assistance caseload in the state. Due to the high number of cases in this county and the limited number of Work First staff, reaching all of the goals has been a difficult task to achieve. Ongoing

strategies include providing intensive case management; close monitoring of reports, collaboration with the community and building teamwork among staff.

Guilford County is fortunate to have partnerships with a variety of community agencies to provide activities for Work First customers. The social worker is able to tailor the customers work plan to meet their individual needs. Many of the customers have barriers that make them “hard to place”; therefore the community partnerships clearly address the specialized training or assistance that is needed to move families towards self-sufficiency. Liaisons are specifically assigned to partner agencies and are the point of contact for the agency staff and customers; and there are regularly scheduled staffings involving the community agencies. These have proven to be essential in moving customers forward. Many activities are performed by Work First staff at the Department of Social Services including:

- Employment Assessment
- Case Management
- Eligibility Determination
- Information and Referral
- In-House Job Readiness
- Job Search
- Community Services
- Work Experience
- Retention Support
- Broker for Community Resources

In addition to the above activities, the following strategies: Upfront Assessment, Pay-For-Performance and Multiple Response System (MRS) are being used to affect the participation rates.

In August 2008 the Upfront Assessment process was implemented to utilize Work First Employment Services social work staff to do the initial screening for all work eligible individuals applying for Work First Family Assistance (WFFA). Traditionally high volumes of WFFA applications were taken in Guilford, and these numbers added to the denominator just as quick as staff were moving customers forward. With the Upfront Assessment the customer is assessed using family centered practices; cases are staffed and services recommended that meet the family’s specific needs. A variety of options are presented and funding sources utilized to ensure customers are served as individuals while also looking at the family’s strengths. This has benefited in that many customers are not becoming recipients. WFFA applications are only taken on Tuesdays, Wednesdays and Thursdays for these customers. A Medicaid application is taken the same day the family comes into the agency unless all the individuals requesting assistance are active in a Medicaid case or a Medicaid inquiry is appropriate. Mail-In applications are also available if requested.

The third round of the Work First Demonstration Grant for fiscal year 2008/2009 included funding for the Pay For Performance initiative. Guilford County has a high

volume of cases in sanction status for not following through with the Mutual Responsibility Agreements (MRA). This process will encourage customers to utilize the services available to move them and their families to higher levels of self-sufficiency. Individuals will be placed in approved core activities and provided intensive case management to support successful completion of the MRA. The Work First benefits will be released upon receiving verification that activities for the month were completed.

Guilford County leads the State in the Multiple Response System initiative. This holistic approach to assessing Work First families allows social workers to look at the needs all family members as well as identifying the family's strengths. It promotes understanding that "one size does not fit all" when working with families who have different needs, employment skills, educational backgrounds and motivational levels and support systems. Social workers are encouraged to develop Mutual Responsibility Agreements with these strategies in mind to increase buy-in and follow through for the customer. The monthly Success Team meetings encourage customer participation and family involvement.

B. Supportive Services

The Department of Social Services with other public and private agencies work together to provide supportive services to enable Work First families to participate in employment related activities.

The focus of the entire agency is to provide up-front, short-term services to divert families from ongoing assistance. All staff share job leads and vacancy information with customers to encourage employment. Different program areas have expanded their work hours to accommodate employed customers. Retention services are marketed to encourage former Work First customers and other working families to maintain employment. Emphasis is also on workplace mentoring, networking and support groups.

The supportive services available at the Department also include: bus passes, car repairs, mileage reimbursement, gas cards, clothes, shoes, uniforms, tools, incentives, daycare registration, budgeting, counseling, books, supplies and some tuition expenses; etc. Formal and informal agreements are in place to assist families with clothes, household items, finances, support groups and mentoring. The Department offers all customers any allowable service as outlined in this plan. This includes childcare subsidies, Food Stamps, Medicaid, transportation, mental health services, substance abuse services, domestic violence services and functional vocational assessments.

(See Community Resources List- Attachment A)

V. ADMINISTRATION

A. Authority

The Guilford County Board of Commissioners shall remain accountable for its duties under the Work First Program. Administration of the Work First Program will remain with the Guilford County Department of Social Services. The Board of Commissioners voted on September 18, 2008 to remain a standard county.

B. Organization

Guilford County Department of Social Services is currently in the process of revamping its organizational structure for the provision of family strength based, employment-focused services. The Economic Services Division is structured to facilitate enhanced service coordination and delivery while promoting customer focused services. Although there is a strong linkage with community resources the Department is working to close the gap with the business community and employers.

The Economic Services Division Director oversees Work First Employment Services, Work First Financial Assistance, Food Stamps, Family & Children's Medicaid, Emergency Assistance, Child Care Subsidy, Generic Intake and Reception. This allows for consistency in communication to line staff and a lot of open dialogue among program managers. The Work First Program Manager oversees the Work First Employment Services and the Work First Family Assistance Programs.

1. Intake: The Department is in the process of making changes to the Generic Intake process implemented in 2001. Currently Generic Intake Units completes one application for all appropriate programs: Work First Cash, Food Stamps, Medicaid, Emergency Assistance and Child Care. A separate Verification Unit receives and verifies information in the application package. The program specific processor determines eligibility and forwards case to the review worker to maintain going services. Effective November 2008, the process flow in the Greensboro office will change. Intake will consist of program specific units that will take applications for one program; one Generic Intake unit will remain to serve customers that present with multiple service requests. The applications are passed to the program specific area to be processed and then to the review worker. The program specific units will become a part of that program area. The reception area will also have program specific windows, staffed by caseworkers from the various Economic Services area instead of Office Specialists. These caseworkers will do preliminary screenings for applications/reapplications, gather information on changes (example: employment, change of address) and assist with walk-ins and other duties. The Department's goal is to provide timely customer service.

2. Emergency Assistance: The Temporary Assistance To Needy Families (TANF-EA) fund is used to provide Emergency Assistance to needy families in times of personal crisis. Guilford County has local policy that describes that these funds are provided primarily in the areas of housing and utilities, but not limited to these items.

3. Employability Assessment: The Work First Employment Services Social Worker II completes a full assessment on each customer at the time of entry into the employment services program. Social workers utilize the DSS 6901 as a tool to interview customer to determine their family's strengths and resources needed to achieve employment. They also rely on social work interviewing skills and techniques to assess the needs and identify resources to move families to the next level. The Department also has a Memorandum of Agreement with Goodwill Industries that allows for customers in the Employment Works classes to access employment assessments and vocational testing.

4. Employment Services: Two Work First Employment Services Social Worker II positions have been designated as job developers. They work closely with the customers to match their interests and skill level with current employment opportunities. They also work closely with the Employment Security Commission, Job Link and local employers to identify potential employment opportunities; inform staff of upcoming job fairs, stay abreast of local employer needs and maintain a positive working relationship with the business community. They also identify the On the Job Training companies, initiate contracts make placements and monitor sites.

5. Other Supportive Services: The Work First Program has one full time social worker located off site at Goodwill Industries; one social worker goes on-site to the Employment Security Commission office once a week for the whole day; staff also facilitates a daily job search class at the High Point ECS office. One full time and one part time worker is assigned to the Job Link Career Centers. The partners co-located at the Job Link Centers provide core services to Guilford County citizens. Agencies located at one or both of the Job Link Career Centers include: Guilford Technical Community College, Vocational Rehabilitation, Employment Security Commission, Department of Social Services (Work First Employment), Work Force Investment Act (Training and Employment Services), United Services for Older Adults, Greensboro Housing Authority, High Point Housing Authority and Women's Resource Center. The County is in process of relocating the High Point Job Link Center to a building closer to the High Point Social Services building; consideration is also being given to relocation of the Work First Employment Services program staff to the new site.

6. Eligibility Determination: The job duties of Work First Cash and Work First Employment are not consolidated. Eligibility workers perform all eligibility-related duties and Work First Employment staff performs all services-related duties. The Work First caseloads are aligned so that each Cash and Employment worker has a partner or teammate to share customers. In the High Point office cases are alphabetized; Greensboro is in the process of realigning staff to better coordinate services.

C. First Stop

Employment Security Commission (ESC) main offices in Greensboro and High Point will continue to provide First Stop registration to Work First applicants applying for Work First Family Assistance. The Department implemented First Stop Option B effective August 2008 along with the Upfront Assessment Process described in Section IV.A above. Option B requires a First Stop registration before an application for Work First Family Assistance is taken. Employment Security Commission will continue to assist Work First customers in obtaining and maintaining employment through job search, job development and job placement services. Their offices are located on the bus line and are accessible to Department of Social Services customers. The Department has a very positive relationship with the Employment Security Commission.

(See Employment Security Commission Memorandum of Understanding- Attachment B)

D. Child Care

The provision of child care is critical in supporting the employment of parents. Guilford County has a Child Care Subsidy Assistance waiting list of over 2100 children, which greatly affects the employability of their parents and their ability to be self- sufficient. Children of parents who receive Work First have not been subject to the waiting list because they are served as a priority. Continuation of this priority is dependant on availability of DSS Child Care Subsidy funding. An average of 20% of the total subsidized child care funding is spent on Work First children in this county each month. 97% of the families served have income levels below 200% poverty level. Funds are set aside for children with Special Needs. There are also funds from other sources which have specific criteria for service delivery.

Guilford County Department of Social Services
Child Care Waiting List
August 2008

1. Child Protective Services (CPS) active cases or in need of services in all child care need categories.
2. Children in DSS custody in need category of employment.
3. Children in DSS custody in all other need categories.
4. Work First Family Assistance (WFFA) check recipients participating in Work First Employment Services (WFES) work experience or on the job training, or other agency approved training programs. CURRENT MRA REQUIRED. WFES job search limit 60 days.
5. WFFA recipients employed at least 30 hours per week not including travel.
6. Teen parents who need child care to complete their High School Education or its equivalency.
7. Siblings of current Subsidized Child Care Assistance recipients.
8. Families receiving Work First Up Front Assessment child care, and are employed.

The following will be placed on a waiting list:

9. Parents who are employed 30 hours or more per week.
10. Parents who are employed less than 30 hours per week.
11. Parents who are participating in an education or training leading to employment activity.
12. Families who meet the criteria for Child Welfare Services Day Care.
13. Children who need child care for their Developmental Needs.

Guilford County is currently serving families through and including number 7. WFFA recipients are defined as those recipients on the grant or those who would receive a check, but because of Pay After Performance, receipt of SSI, or check below the limit to issue, did not receive a check. When funds are available to serve children from the waiting list, children will be served as follows: The priorities for serving from the waiting list will be in the order of priority, employment status, and date placed on waiting list. The exception to this would be funds received from other sources which have specific criteria for service delivery.

E. Transportation

Guilford County Department of Social Services continues to establish partnerships with community agencies to assist customers with their transportation needs to training, employment and employment related activities. Work First utilizes local transit systems, taxicab services, vanpooling and car-pooling resources, Wheels to Work program through Goodwill Industries, and in-house resources. A partnership developed through the Piedmont Authority Regional Transportation (PART) continues to be an asset in transporting customers to the 68 corridor/Airport and outlying areas of the Triad. North Carolina Department of Transportation (DOT) funds are used to assist former Work First customers who are transitioning and experiencing emergency transportation needs and for use with customers attending training, employment and education outside of the regular transit systems service area or the transit systems hours of operations. The Job Access and Reverse Commute Grant (JARC) funds are for customers who are active WFES and are 200% income eligible and need to attend training in Greensboro or High Point and the local transit (GTA, PART, or HiTran) systems cannot accommodate them due to time schedule or geographic area. Customers are authorized to use the system for up to 30 days at a very low fee; they are then required to assume payment to continue services. Former customers are also eligible for transportation services with the retention social workers. Guilford County Finance has entered a contract with a local vendor to provide gas cards. This service allows the Department to purchase gas cards to load and reload as needed to better serve the Work First Population.

Guilford County has allocated approximately \$130,000 from the Work First Block Grant for transportation needs.

F. Substance Abuse Services

The agency has a Memorandum of Agreement with the Guilford County Area Mental Health for two Qualified Substance Abuse Professionals (QSAPs) to be stationed at the DSS. They work specifically with Work First applicants and recipients to provide comprehensive substance abuse assessments and develop treatment plans for customers who are referred and are at risk for substance abuse. They work closely with staff to provide intensive follow-up for all case managed families. Applicants convicted of Class H or I substance abuse felony offences are also assessed by the QSAPs. Families with mental health barriers are referred to the Guilford County Area Mental Health Authority.

(See Area Mental Health, Developmental Disabilities and Substance Abuse Authority Contract - Attachment C)

G. Family Violence Option

Guilford County Department of Social Services has a contract with Family Services of the Piedmont, Inc. to provide Victim Advocates to counsel Work First families who have domestic violence issues. Departmental staff conducts initial screening as part of the Family Violence Option. Family Services does a full assessment of domestic violence, provides some on-sight individual and group treatment for both adult victims and for children. Supportive services are provided as indicated in The Domestic Violence Plan. The Department also has a 'Safety Plan' that outlines procedures to be utilized when staff is working with a customer who is experiencing a domestic violence situation and they are in emanate danger. Specific contact persons in each program area are assigned to process and case manage customers applying for and receiving services in each program area.

(See Family Services Of The Piedmont, Inc. Contract-Attachment D and The Domestic Violence Plan – Attachment E.)

H. Maintenance of Effort (MOE)

Maintenance of Effort (MOE) funds are used for staff salaries and fringes for Work First staff and a portion of the same for staff in Generic Intake, Child Welfare and Day Care. These funds are also used for participation expenses to enable Work First families to obtain support or maintain employment. Participation expenses include, but are not limited to:

- Expenses related to education, training, job readiness, job retention, and other expenses related to help customers obtain and maintain employment.
- All transportation needs; car repairs, bus passes, gas cards and mileage reimbursements.
- Incentives

- Contracts with community agencies
- Clothes, shoes and uniforms
- Child Care registration fees and subsidy payments
- Temporary Assistance to Needy families (TANF) Emergency Assistance payment.
- Retention Services to employed families with income at or below 200% of the poverty level.

I. Child Welfare Services

Guilford County's Child Welfare and Work First Programs continue to work to strengthen their ties to improve services to families. Staffs from both areas are engaged in joint staffing, attend state conferences and team building activities and training as a part of this TANF/Child Welfare collaboration. Guilford County is one of the leading counties with the Multiple Response Initiative (MRS) between Child Welfare and Work First. Services provide out of the TANF block grant to Child Welfare Services include:

- Adoption Case Management
- Adoption Services
- Foster Care Services For Children -Case Management
- Protective Services for Children - CPS Assessments
- Protective Services for Children - Intake
- Individual And Family Adjustment Services
- Individual And Family Adjustment Paraprofessional Services

Guilford County allocated approximately \$2,000,000.00 of the 2007-2009 Work First Block Grant for Child Welfare Services.

VI. EMERGENCY ASSISTANCE

A. Purpose

Work First Block grant is used to provide Emergency Assistance in Guilford County. TANF-EA provides temporary assistance to needy families in times of personal crisis. Assistance is provided primarily in the areas of housing and utilities needs but will not be limited to these items.

B. Eligibility requirements

1. Emergency Situation- The household must be experiencing an emergency.
 - A family is considered to be in an emergency situation if it has lost or is in imminent danger of losing shelter, utilities or other vital resources due to

circumstances beyond its control, and it does not have the financial resources to alleviate the situation.

- The situation must be an emergency and not a request to improve the family's living standard.
 - TANF-EA is not intended to meet recurring or ongoing needs. The situation must be short-term (less than 90 days) and there must be a foreseeable end to the crisis.
2. Income - Total gross family income must be at or below 150% of the federal poverty level.

C. Benefit level

The maximum benefit that can be provided is \$300 per fiscal year (July- June) Exceptions are approved by the director or designee.

D. Services provided

1. Assistance may be provided for rent, mortgage, temporary shelter, electricity, water, year-round gas, food, transportation, and essential appliances.
2. Payments can include past due charges, old charges from a discontinued service, late fees, reconnect fees, and deposits.
3. TANF-EA cannot be used for emergencies that are solely heating or cooling related unless CIP funds are not available.
4. Medical assistance may be provided for non-Medicaid recipients or for Medicaid recipients that have a medical emergency not covered by Medicaid, as long as it is charged to Maintenance of Effort (MOU) funds.
5. To ensure effective use of funds, individuals/families who are 'repeat customers' to the Department for emergency assistance are being referred to Family Services for Consumer Credit Counseling Services staff to identify ways to assistance them with meeting and maintaining self-sufficiency.

Guilford County has allocated approximately \$100,000 from the Work First Block Grant for Emergency Assistance needs.

VII. SERVICES TO LOW INCOME FAMILIES

A. Purpose

The purpose is to provide supportive services to families that are in need of assistance to help them accept or maintain employment.

B. Eligibility Requirements

1. Crisis Situation- The household must be in jeopardy of losing employment or unable to accept employment. Providing the supportive service will enable the family to maintain their current employment, or accept new employment.
 - Low income services-are not intended to meet recurring or ongoing needs. The situation must be short-term (less than 90 days) and there must be a foreseeable end to the crisis.
2. Income - Total gross family income must be at or below 200% of the federal poverty level.

C. Benefit Level

The maximum benefit that can be provided is \$300 per fiscal year-July-June. Exceptions are approved by the director or designee.

D. Services Provided:

Assistance may be provided for transportation related expenses (car repair, gas vouchers, bus tickets, tires etc) only if the Department of Transportation (DOT) funds are no longer available. Other allowable services are assistance with rent, electricity, water, gas, food, day care registration, clothes, uniforms, tools, counseling services, job readiness, domestic violence services, substance abuse services, job leads and any other item needed to maintain employment.

The Department is looking into developing an Individual Development Account (IDA) program for working families to become homeowners and or small business owners. TANF funds will be designated to match other resources to provide services to individual meeting the established requirements of the program.

Guilford County has allocated approximately \$50, 000 from the Work First Block Grant for Services to Low Income Families.

VIII. SERVICES TO NON-CUSTODIAL PARENTS

A. Purpose

Services to non-custodial parents of Work First children will be utilized to provide supportive and employment related services to parents that are in need of assistance to help them maintain and obtain employment. Providing these services will assist parents in regaining custody of their children.

B. Eligibility Requirements

1. Referral – The non-custodial parent must be referred by Child Welfare Services. All other non-custodial parents will be referred to community agencies such as Goodwill Industries, JobLink Career Center, Work Force Investment Act, Welfare Reform Liaison Project, Inc. or any other appropriate agency. Need - The household must be in jeopardy of losing employment or unable to accept

employment. Providing the supportive service will enable the parent to maintain their current employment, accept employment or prepare for employment.

2. Income - Total gross family income must be at or below 200% of the federal poverty level.

C. Benefit Level

The maximum benefit that can be provided is \$300 per fiscal year. Exceptions are approved by the director or designee.

D. Services Provided

Assistance may be provided for transportation related expenses, (car repair, gas cards, bus tickets, tires etc.) when Department of Transportation (DOT) funds are not available. Other allowable services are assistance with rent, electricity, water, gas, food, day care registration, clothes, uniforms, tools, counseling, job readiness, domestic violence services, substance abuse services, job leads and any other services needed to maintain or obtain employment.

IX. EXEMPTION FROM THE WORK REQUIREMENT

A single custodial parent with a child less than 12 month of age is exempt from participation in employment services. This exemption is limited to a lifetime total of 12 months for each single parent with two exceptions:

1. Single custodial parents who have received 45 or more months of the 60 month lifetime limit are not permitted to claim exemption if the child is age 3 months or older. They are subject to the work requirement beginning the month following the month in which the child turns 3 months old.
2. Single custodial parents who have received 12 or more months of the 24 month state time limit are not permitted to claim exemption if their child is age 3 months or older. They are subject to the work requirement beginning the month following the month in which the child turns 3 months old.

When a single custodial parent has lost their exemption from the work requirements due to non-cooperation with child support they may regain their exemption status to the work requirement after they are in compliance with Child Support.

X. INNOVATIVE COUNTY STRATEGIES

A. WORK FIRST DEMONSTRATION GRANT: ON THE JOB TRAINING

Guilford County is in its third year of demonstrating the On-the-Job Training activity to place hard-to-serve customers in employment. Employers agree to train and hire customers for positions within their company in exchange for reimbursement of half the salary for up to 90 days while providing training for the individual to learn the duties of the position. The target group is individuals with a skill but may have or had a criminal record or limited work history that may prevent them from gaining employment on their own. Although the process has been slow, there are fourteen employers committed to the program through this proposal. The main placements have been in the service industry (day care centers and health care facilities) and light industry. We have had a total of 69 individuals participate in the project, a total of ten were actually hired and continue to be employed with the same employer. Fourteen (14) others were placed, direct hire, with employers that decided not to do the OJT, but benefited from the marketing of the concept. Five of the direct hires still remain with these employers. Although this component has not impacted the participation rate as desired, Guilford County continues to believe that the On the Job Training activity is and can have a positive impact on the participation rate and provide self-sufficiency to the Work First customers. It has been an effective in establishing a network with employers that was not in place before; this will continue to help the program at the end to the grant cycle.

B. DOMESTIC VIOLENCE SAFETY PROTOCOL

The County has experienced a significant increase of domestic violence situations wherein the customer asked for immediate help to get out of danger. A protocol was developed to ensure all staff were aware of how to assist the customer. These guidelines, along with training, has proven to be effective and necessary in several situations to help get customers to safety and also prepared staff on how to react to the situation appropriately.

The following procedures will be utilized when staff is working with a customer who is experiencing a domestic violence situation and they are in emanate danger.

1. Staff will alert Security as to the situation.
2. Security will be asked to contact the Police Department.
3. The situation will be given in detail to the Police Department. A request will be made for Police Officers to come to DSS for customer safety concerns. Security will request 2 squad cars, one for the front and rear of the building.
4. Once Police arrives, the Police Officer will be asked to escort customer out to the rear of the building.

5. If the abuser is in or near the building, Police will escort the customer to Family Services of the Piedmont for safety reasons so that a safety plan can be developed.
6. Customer will be given the Family and Children Services Crisis Line phone number **(336) 273-7273**.
7. When and if needed staff can contact Family Services of the Piedmont at (336) 387-6161 for further clarification on handling these volatile situations.
8. Specific contact persons in each program area will process and case manage customers applying for services in each program area. These contact persons can be located on the O drive for questions and concerns.

C. RELATIVES AS PARENTS PROGRAM (RAPP):

Relatives as Parents Program - RAPP is a support group for relatives who are keeping a child (ren) of a relative and are now providing parental care for the child. With the growing Child- Only caseload Work First staff encourages participation in RAPP. The support group meets monthly to provide encouragement, information, networking, recreational and possible respite opportunities. Activities and topics vary month to month depending relative caretakers. Childcare and dinner is provided so the caretakers bring their children who get to enjoy activities while the caretaker is able to relax and enjoy the evening's topics. Their slogan is "It Takes a Village!" This group is facilitated by Child Welfare Services staff.

D. TWENTY FOUR/SEVEN DADS (24/7 DADS)

The Department of Social Services and Family Life Council work together on a project to support healthy marriages and relationships in our county. **24/7 DADS** is a support group of all males- married and single - who come together weekly to discuss topics and receive tools to create and keep family relationships healthy. They cover topics relating to parenting and the importance of maintaining a stable environment for their children. They learn skills on communication and conflict resolution when addressing family issues. They also recommend topics and are allowed the flexibility to 'stir off' when needed. The target group was the two-parent family households but many single males – who are raising their children alone – joined the group and it has continued to be stable. This initiative has proven that families need a variety of supports in order to function more effectively in society.

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XI. CERTIFICATION

This will certify that this document is the 2009 to 2011 Biennium Work First County Plan for Guilford County as developed by the Guilford County Work First Planning Committee and the Department of Social Services staff.

The 2009 – 2011 Biennium Work First Plan for Guilford County was reviewed at the Guilford County Board of Commissioners' meeting on _____ and approved for submission to the North Carolina Department of Health and Human Services.

Signed by _____ Date _____

Kirk Perkins, Chairman

Guilford County Board of Commissioners

Community Resources List

1. **Association of Retarded Citizens (ARC) of High Point** - A single portal of entry for the developmentally disabled population. They provide parenting skills, job development and serve as an advocate for that population.
2. **Employment Security Commission - (High Point and Greensboro)** - Promotes employment of Work First families with local employers, serves as liaison and provides employment counseling.
3. **Family Services of the Piedmont** - Provides a variety of services such as; domestic violence (shelter and crisis lines), consumer credit counseling, in-home family therapy for high risk child abuse situations, Employee Assistance Program, Healthy Start, Family Life Education and Family Resource Center.
4. **Goodwill Industries of Central North Carolina – Greensboro**
 - Employment Works - Offers job readiness classes and a community resource network center. They assist with interviewing, resumes and job seeking skill.
 - Wheels to Work - Work First employed customers are eligible to receive vehicles from the program to assist with transportation needs. Since 1999, eighty-five (85) employed customers have received vehicles.
5. **Greensboro Transit Authority** - Provides transportation services to meet the needs of Greensboro residents, including outlying areas.
6. **Guilford County Child Support Enforcement** - Provides agency assistance in locating the absent parent and obtaining support for the child. They give priority to Work First customers that are employed and close to exhausting their lifetime eligibility for benefits.
7. **Guilford County Department of Social Services** - Committed to the mission of strengthening families, ensuring safety and well being for children, promoting self-sufficiency, reducing poverty, and enhancing the quality of life.
8. **Guilford Technical Community College (GTCC)** - Provides Adult Basic Education, General Education Development (GED), Adult High School Diploma, skills training, English as a Second Language, and Human Resource Development classes, offer one and two year degree programs, and Quick Jobs- a short-term training program in job specific skills.
9. **Chamber of Commerce - (High Point and Greensboro)** - Provides feedback regarding employer needs, markets the Work First Program to local businesses, serves as an advocate for Work First families and provides information on the current job market.
10. **Job Link Career Center (High Point and Greensboro)** - Provides career counseling for job placement.

11. **High Point Transit Authority (Hi-Tran)** - Provides transportation services to meet the needs of High Point residents.
12. **Work Force Investment Act (Welfare to Work)** - Provides job readiness classes, case management, work experience, work/training activities, skill training, and supportive services to eligible citizens.
13. **United Child Development Services** - Provides quality childcare for families in Guilford County.
14. **Vocational Rehabilitation Services (High Point and Greensboro)** - Provides assessment, counseling, vocational training, medical assistance, job placement and supportive services to customers with disabilities.
15. **Welfare Reform Liaison Project, Inc.** – Provides job training, educational opportunities, financial assistance, case management, mentors and job placement services to low-income individuals in Guilford County.
16. **Women's Resource Center (Greensboro only)** - Provides a clearinghouse of information and resources, a free attorney hot line, job readiness workshops, career counseling and support groups.
17. **YWCA – Women's Resource Center** - Provides support for employed Work First customers through Women Resource Center. Offers strategies to keep individuals employed through the 'Women in Transition' support group.
18. **High Point Salvation Army** - Offers Family Life Council, an intensive job readiness training that focuses on developing life skills. Students attend a variety of workshops designed to build parenting skills, time management, goal setting and nutrition.
19. **Greensboro Housing Coalition** – A referral and educational organization that provides information regarding emergency shelter, rental housing, eviction, and foreclosure. They are committed to identifying and addressing unmet housing needs and are advocates for decent affordable housing for low and moderate-income families and those with special needs.
20. **Greensboro and High Point Urban Ministry** - An organization supported by over 200 congregations representing Protestant, Catholic and Jewish faith traditions. Services offered are: emergency assistance; food, clothing, financial assistance, counseling, referrals, housing and situational planning.
21. **Partnership Village** - A transitional housing program that provides a stable environment while individual's transition from homelessness to permanent housing. Partnership Village consists of 32 single studio apartments and offers supportive services such as case management, financial counseling, life skills training and goal setting for residents.

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22. **Pathways Center** - A temporary shelter under the umbrella of Greensboro Urban Ministry. Pathways Center has 16 studio apartments. Families reside at Pathways for a period of 7 to 8 weeks until they are able to obtain permanent housing.
23. **Alcohol and Drug Services (ADS)** - Provides screening, assessment, and treatment plan for Work First, Food Stamp and Child Welfare customers with substance abuse problems onsite at Department of Social Services.
24. **Guilford County Department of Transportation** –
 - **Department of Transportation Grant** – Assistance provided to former Work First customers and eligible citizens to maintain employment, i.e.: car repairs, insurance assistance or bus tickets.
 - **Jobs Access and Rural Commute Grant**- Assistance provided to all eligible citizens to outlying employers and training provides that cannot be accessed by regular transportation means.
25. **High Point Housing Authority** - Provides housing assistance for citizens through Section 8, public housing assistance and family re-unification.
26. **Guilford County Area Mental Health, Developmental Disabilities and Substance Abuse Authority** – Provides counseling and treatment services to Work First and Child Welfare customers with psychological barriers.
27. **SCV Ministries Inc. (High Point)** – Provides Bilingual and Multicultural Preschool and After School programs for Hispanic children, and others interested in bilingual atmosphere. Provides support services to the Hispanic Community and any one interested in our services, to include: family counseling, domestic violence, parenting classes, socio-cultural events and issues for immigrant population, women’s issues, youth group, language and health classes, computer lab for job training and after-school tutorials.
28. **Communities in Schools** – Prevents Work First and 200% poverty students from dropping out of school by connecting them to resources to help them stay in school, graduate and prepare for adulthood. These resources include tutor/mentor, specific academics assistance, case management, post-secondary education/ employment/training opportunities, etc.
29. **Good Friends** – Is a private organization of High Point women who raise money at a luncheon once a year to assist High Point residents. The funds that are raised are administered by the High Point Intake Unit and used as a last resort for those customers who have a legitimate need but that do not fit the eligibility criteria for any other emergency assistance program.
30. **The JEETS Program** – A Job Employment Education Seminar funded by the High Point Housing Authority to provide job readiness and job preparation services to eligible citizens.

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- 31. High Point YWCA-** Women in Transition- Offers information and resources targeted toward newly employed women and or those seeking employment. Serves as a networking opportunity combined with information workshops held the first Thursday of each month.
- 32. Family Life Council -** A private organization of Greensboro that supports healthy marriages and relationships in our county. They provide a variety of parent education programs to our parents.



GUILFORD COUNTY
DEPARTMENT OF SOCIAL SERVICES

STATE OF NORTH CAROLINA
Contract NO.
COUNTY OF GUILFORD COUNTY

This MEMORANDUM OF UNDERSTANDING is entered into 1ST day of July 2001, by and between the North Carolina Employment Security Commission hereinafter referred to as “ESC, 205-B South Elm-Eugene Street, Greensboro, North Carolina 27406 and 919 Phillips Avenue, Suite 107, High Point, North Carolina 27262 and the Guilford County Department of Social Services, hereinafter referred to as “DSS”, P.O. Box 3388, Greensboro North Carolina 27402.

WITNESSETH

Whereas, there is established in ESC, a program to be called “First Stop Employment Assistance” (hereinafter referred to as “First Stop”) which is designed to assist applicants and recipients of Temporary Assistance for Needy Families, known as “Work First”, through job registration, job preparedness and community service; and

Whereas, the Work First Program is a program of public assistance to provide eligible families with short-term assistance to facilitate their movement to self-sufficiency through employment; and

Whereas, the Work First Program in Guilford County shall utilize the registration process of the First Stop Program; and

Whereas, this Memorandum of Understanding is entered into to define the responsibilities of DSS and ESC in Guilford County in the cooperation of First Stop subject to the duties and limitations of the agencies established by law.

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COMMISSION MOU

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Now, therefore, the parties agree as follows:

1. The components of First Stop are: a. job registration; b. job search; c. job preparedness; and d. community service.
2. The parties agree that the Employment Security Commission is the presumptive primary deliverer of job placement services for the Work First Program and is the primary job placement entity for the Work First Program as provided by G. S. 108A-29(a1) and (a5). The parties agree that the Community College System is the lead agency for delivery job training, literacy and adult education programs in the state as provided in G.S. 115D-1. The parties agreed that Guilford County DSS is the primary deliverer of Work First Diversion Assistance, Work First Family Assistance, and Work First Employment Services as provided in G.S. 108A-27(b).
3. It is agreed that co-location of County Department of Social Services, ESC representatives, and other workforce development entities would assist in the effective administration of First Stop.
4. Applicants and recipients seeking to apply or reapply for Work First and who are not exempt from the work requirements shall register with ESC. The point of registration shall be with the ESC Offices located at 2005-B S. Elm-Eugene Street, Greensboro and at 919 Phillips Avenue, Suite 107, High Point.
5. ESC shall refer registrants to job openings, make job development contacts for registrants, review eligibility for unemployment insurance and provide instruction to registrants for applying for the Federal Earned Income Credit, and information regarding The Work Opportunity Tax Credit.
6. ESC shall report to DSS any applicant's or recipient's lack of cooperation in required or optional First Stop Programs.
7. ESC and DSS may enter a cooperative agreement to provide all components of First Stop other than the required job registration. The optional components are: a. job search; b. job preparedness; and c. community service.
8. ESC shall promote the utilization of private employment services in the First Stop Program. ESC shall encourage private employment services to accept referrals of Work First participants by ESC.
9. ESC shall develop and distribute information to all employers concerning the "No Fault Referral" as the same as set forth in G.S. 96-9c(2) b (iv) that includes provisions that an employer's unemployment insurance account will not be charged if an employer separates an employee within 100 days of hire solely for bona fide inability to do the work and the employee was hired through a job order placed ESC.

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10. ESC shall distribute information to employers concerning the “Work Opportunity Tax Credit, which provides a federal tax credit to employers who hire new employees from seven “Targeted” groups which have historically had difficulty in finding employment. Recipients of Temporary Assistance for Needy Families (TANF) are included in these “Targeted” groups.
11. ESC shall, through its Labor Market Information Division, provide statistical information on unemployment rates, labor trends by country, licensing requirements, economic development data, and career projection data and other data as are necessary.
12. ESC shall serve as the administrator for the Job Service Employer Committee’s (hereinafter JSEC) serving Guilford County and shall utilize the ESC-designated JSEC in Greensboro and High Point to oversee the operation of the First Stop Program and issue recommendations to improve the First Stop Program.
13. It is the desire of the parties that this Memorandum of Understanding not require re-execution each fiscal year. This Memorandum of Understanding shall be binding upon the parties for term beginning July 1, 2001 and continue in full force and effective until amended or terminated by the parties as set forth herein, based upon Federal and State policy. No funds are committed under this agreement.
14. This Agreement may be modified or amended any time by DSS or ESC in whole or in part with a with the consent of the parties hereto.

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IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed in their name by their duly authorized officers, their seals to be hereto affixed the day and year first above written.

ATTEST:

Secretary

N.C. Employment Security Commission
Greensboro Manager

Secretary

N.C. Employment Security Commission
High Point Manager

APPROVED AS TO CONTENT

GUILFORD COUNTY
DEPARTMENT OF SOCIAL SERVICES

Department Representative

Social Services Director

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

APPROVED AS TO LEGAL SUFFICIENCY

Finance Director

County Attorney

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ATTACHMENT C
AREA MENTAL
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STATE OF NORTH CAROLINA
COUNTY OF GUILFORD

CONTRACT NO: 360-01/04-505-0301
Maximum Exposure Contract for
Work First/Child Protective Services
Substance Abuse Initiative

THIS CONTRACT, made and entered into this first day of March 2004, which date is given for reference only, is between the GUILFORD COUNTY DEPARTMENT OF SOCIAL SERVICES, (hereinafter referred to as "DSS"); and the GUILFORD COUNTY AREA MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE AUTHORITY (hereinafter referred to as "AREA AUTHORITY"):

Background and Mission: The NC General Assembly has appropriated Substance Abuse Prevention and Treatment Block Grant (SAPTBG) funds to support the Work First/Child Protective Services Substance Abuse Initiative. Through screening (AUDIT and DAST-10) and assessment (SUDDS IV), the mission of the WF/CPS Substance Abuse Initiative is to provide early identification of substance abuse disorder(s) that will affect the Work First consumer's ability to secure and maintain employment, and to provide referral and case management services to the eligible populations to be served. The Initiative will also facilitate substance abuse services to parents and caretakers of children, where there has been substantiated child abuse, neglect and/or dependency, in order to better assure the safety, permanence and wellbeing of children.

NOW, THEREFORE, in consideration of the covenants mutually exchanged, the parties hereby agree as follows:

SECTION I: BOTH PARTIES AGREE:

- A. *Funding:* Subject to the availability of funding from the Division of MH/DD/SAS, the AREA AUTHORITY agrees to provide funding in an amount not to exceed **\$74,800** for the salary and fringe benefits of two full-time equivalent (2.0 FTE) Work First/Child Protective Services Qualified Substance Abuse Professionals (WF/CPS QSAPs); for the purchase of the SUDDS IV assessment tool, training; travel, and administrative costs. Of the total maximum obligation, a total of \$5,200 is allocated for DSS administrative costs. No additional administrative cost is to be taken from these funds. Payment to DSS shall only be made from budgeted funds in accordance with G.S. Chapter 159.

Funds are allocated outside of UCR. The QSAP positions will be supported by a combination of SAPTBG funds and Medicaid revenue. The funding for this CONTRACT is SAPTBG funds only. These SAPTBG funds are to be supplemented by Medicaid revenue generated by the WF/CPS QSAP for screening, assessment and case management services provided to the eligible population. Medicaid funds, however, will not flow through this CONTRACT. Funds shall be used to support the mission of the Work First/Child Protective Services Substance Abuse Initiative. No equipment, furniture, construction, renovation or other capital outlays shall be purchased or supported with these funds.

AGENCY agrees to submit claims for payment at least quarterly to: The Guilford Center, Attn. Heather Krauss, 232 N. Edgeworth Street, Greensboro, NC 27401. All claims submitted to AREA AUTHORITY shall be supported by source documents that shall be determined by AREA AUTHORITY. AGENCY understands that only actual allowable costs incurred by AGENCY may be claimed for reimbursement.

- B. *QSAP Responsibilities:* The responsibilities of the WF/CPS QSAP is to provide assessment, referral, case management and care coordination services for CPS-involved families in order to better assure the safety, permanence and wellbeing of children. QSAP responsibilities will also include collaboration with DSS including case consultation, follow-up, training, and ensuring that barriers to consumer treatment are addressed. The QSAP shall ensure compliance with the requirements of G.S. 108A-25.2 and G.S. 108A-29.1.
- C. *Eligible Population to be Served:* The eligible population to be served with these funds are as follows:
- 1) Work First applicants and recipients
 - 2) Class H or I Controlled Substance Felons applying for Work First assistance and/or food stamps
 - 3) Non-custodial parents and/or families at or below 200% of federal poverty guidelines. (The eligibility status of this population is based on inclusion of this population in the county Work First Plan.)
 - 4) Parent(s)/caretaker(s) who have a substantiated child abuse or neglect case that involves substance abuse.
- D. *Reporting Requirements:* DSS and/or its designee agrees to complete the WF/CPS Initiative Reporting Form, attached hereto and incorporated herein by reference, and submit said report electronically to smith.worth@ncmail.net¹ with a copy to jcooper@guilfordcenter.com and twirtz@guilfordcenter.com, according to the following schedule:

Report Period	Quarterly Report Due Date
April 1, 2004-June 30, 2004	July 20, 2004
July 1, 2004-September 30, 2004	October 20, 2004
October 1, 2004-December 31, 2004	January 20, 2005
January 1, 2005-March 31, 2005	April 20, 2005

In addition, DSS or its designee shall complete and submit to the Bellemeade Center, IOP Program, Attn. Brenden Hargett, 201 N. Eugene Street, Greensboro, NC 27401, the NC TOPPS Initial and Update Assessment Forms on each consumer admitted to services.

SECTION II: DEPARTMENT OF SOCIAL SERVICES (DSS) AGREES:

- A. To provide those services and activities described in *Allocation Letter # 04-N25-G-03 entitled WF/CPS Substance Abuse Initiative*, attached hereto and incorporated herein by reference.
- B. To provide on-site office space to house the two (2) QSAP positions funded through this Contract. One (1) position is to be housed at 203 Maple Street, Greensboro, NC, and one (1) position, at 300 S. Centennial, High Point, NC. The identified office space must meet state required minimum standards for confidential client interviewing. In addition, DSS agrees to make space available on-site, suitable for conducting group activities such as educational groups.
- C. To comply with and demonstrate the following indicators of performance:

¹ The Community Policy Management Section, c/o Smith Worth, 3004 Mail Service Center, Raleigh, NC 27769-3004

- 1) Subsequent to the client screening (AUDIT and DAST-10), the QSAP will assess the referred client, using the Substance Use Disorder Diagnostic Schedule (SUDDS) IV assessment tool and/or other State approved tools, including but not limited to the NC TOPPS Initial and Update Assessment Forms for each consumer admitted to service. The QSAP will notify identified DSS staff, in writing, within two (2) working days, of the results of the assessment.
 - 2) Together with the assessment, and if appropriate, the QSAP will develop a written treatment plan for the client. The treatment plan, at a minimum, will contain the following: client identified barriers to employment; QSAP identified barriers to employment; client identified actions and support services needed to remove stated barriers; QSAP identified actions, treatment(s) and support services needed to remove stated barriers; any additional, necessary services for the client's child (ren); time lines for implementing and reaching treatment objectives. The QSAP will send identified DSS staff a copy of the treatment plan, within two (2) business days of its completion.
 - 3) The QSAP will determine whether or not appropriate treatment is available to meet the needs of individual clients. If appropriate treatment is not available, the QSAP will notify identified DSS staff, in writing, and the client cannot be considered as having failed to comply with a treatment plan.
 - 4) The QSAP will present to the AREA AUTHORITY'S Care Management Unit the results of the initial screening, assessment, and proposed treatment plan with time lines. The Care Management Unit will be responsible for authorizing services provided either in-house by the AREA AUTHORITY staff or by an outside contract provider. The exception is that clients referred to Alcohol & Drug Services (ADS) of Guilford County will be authorized directly by ADS and not by the Care Management Unit.
 - 5) The QSAP will be responsible for determining the scheduling of drug testing, if applicable. (Please refer to Section XI, *Toxicology Results*, of the attached WF/SA Initiative Reporting Form for additional requirements.)
 - 6) To conduct the required screening of all adult Work First applicants. A combination of two (2) State mandated tools, AUDIT and DAST-10, and any other tools approved by the State, will be used to screen applicants. It is understood that the purpose of this screening process is not to screen out clients who could benefit from the substance abuse services offered hereunder, but rather to refer all clients who could benefit from such services, and that professional judgment is an inherent part of this screening process.
 - 7) If an applicant meets the State identified criteria for program participation, DSS staff will schedule an appointment for the client with the on-site QSAP. DSS staff will ensure that the appropriate Consent Form or any other State approved consent form, and the Mutual Responsibility Agreement (MRA) are completed and signed prior to the client's appointment with the QSAP. DSS staff will write on the MRA that the applicant must keep his scheduled appointment with the QSAP.
- D. DSS agrees to comply with all applicable state statutes, Area Program Quality Improvement Policies and Criteria, licensure rules, accreditation standards, and federal laws to assure the quality of services to be provided hereunder.
- E. Individual client information exchange shall be permitted only as authorized under General

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Statutes 122C-52 through 122C-56, and in accordance with State of NC Division of MH/DD/SAS Confidentiality Rules (10NCAC.18D.001117 through .0325, APSM 45-1), or in the event of information relating to substance abuse, in accordance with federal rules 42 CFR, Part 2.²

- F. Each corporation, organization and institution that receives, uses or expends any state funds shall use or expend the funds only for the purposes for which they were appropriated by the General Assembly or collected by the State. State funds include federal funds that flow through the state.
- G. The State Auditor has audit oversight of every grantee that receives, uses or expends State funds. Such a grantee must, upon request, furnish to the State Auditor for audit all books, records, and other information necessary for the State Auditor to account fully for the use and expenditure of state funds. The grantee must furnish any additional financial or budgetary information requested by the State Auditor.
- H. If the grantee disburses or transfers any state funds to other organizations, except for the purchase of goods or services, the grantee shall require such organization to file with it similar reports and statements as required by G.S. 143-6.1.
- I. DSS agrees to defend, indemnify and hold harmless the AREA AUTHORITY from and against all claims, losses, damages, costs, liabilities and expenses (including all reasonable attorney's fees) resulting from or arising out of any act or omission by DSS related to its duties under this Contract, including without limitation:
 - 1) DSS billing and collection of charges for services provided to clients;
 - 2) DSS compliance with all federal and state requirements applicable to the client services provided hereunder; and
 - 3) Any and all professional liability incurred by DSS or its professional employees in connection with their provision of client services.
- J. *Federal Requirements:* If applicable, AGENCY agrees to comply with all federal guidelines and requirements, including: Certification Regarding Environmental Tobacco Smoke (Appendix A); Certification Regarding Lobbying (Appendix B); Certification Regarding Drug-Free Workplace Requirements (Appendix C), and Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transactions (Appendix D), attached hereto and incorporated herein by reference.
- K. To be bound by Title VI of the Civil Rights Act of 1964 and all applicable federal, state, and local laws, including the Fair Labor Standards Act of 1938, as amended; the Rehabilitation Act of 1973 as amended under Section 504; the Americans with Disabilities Act; the Educational Amendment of 1972 under Title IX, and in particular, Section 901 of such Act.
- L. To retain all books, records and other documents relevant to this CONTRACT for a period of four (4) years after termination, or until all audits are completed, whichever is later. Client records are to be handled in accordance with the individually established policies of the parties to this CONTRACT. Federal and state auditors and other personnel authorized by the parties to this CONTRACT will have the right to examine these materials.
- M. AGENCY will subcontract with Alcohol and Drug Services of Guilford County (ADS) for

² APSM 45-1 can be accessed from the DHHS website: www.dhhs.state.nc.us/mhddsas/manuals

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services to be provided under this Contract. AGENCY agrees that any and all subcontracts entered into shall be subject to the requirements of this Contract, including but not limited to compliance with any and all HIPAA regulations as they now exist or may be hereafter amended.

- N. In the event of a disagreement, both parties will follow the AREA AUTHORITY'S Policies/Procedures on conflict resolution.
- O. A copy of this executed CONTRACT and all subsequent modifications and/or renewals will be submitted to the Substance Abuse Services Section.

This CONTRACT is hereby entered into on the 1st day of January 2004, between Guilford County Department of Social Services, herein referred to as DSS, and the Guilford County Area Mental Health, Developmental Disabilities, and Substance Abuse Authority, herein referred to as Area Authority.

It is the desire of the parties that this CONTRACT not require re-execution each fiscal year, but an updated review will be conducted annually. This CONTRACT shall be binding upon the parties for the term beginning April 1, 2004, and continuing in full force and effect until amended or terminated by the parties as set forth herein, based on documented needs. This agreement, whole or in part, may be terminated by either party giving the other a 30-day written notice.

WITNESSETH

Guilford County Area Mental Health,
Developmental Disabilities & Substance
Abuse Authority

Board Chair Date

Billie M. Pierce
Director

Approved as to Content:_____

Guilford County Department of
Social Services

Approved as to Content:_____

John Shore
Director

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

Finance Director

Approved as to Legal Sufficiency

County Attorney

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ATTACHMENT D
FAMILY SERVICES OF THE
PIEDMONT
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**GUILFORD COUNTY
DEPARTMENT OF SOCIAL SERVICES**

STATE OF NORTH CAROLINA
COUNTY OF GUILFORD COUNTY

GUILFORD COUNTY
Contract No. 30439-07/01-017
Amendment No 6

THIS CONTRACT made and entered into this first day of July 2004 between Guilford County Department of Social Services at P.O. Box 3388, Greensboro N.C. 27402 (hereinafter referred to as ("DEPARTMENT")) and Family Service of the Piedmont, Inc., 4000 Piedmont Parkway, Suite 330, High Point, N.C. 27265. A North Carolina nonprofit cooperation (hereinafter referred to as the "PROVIDER"):

NOW, THEREFORE, in consideration of the covenants mutually exchanged, the parties hereby agree as follows:

Whereas, DEPARTMENT is in need of expanded capacity to provide domestic violence intervention and prevention services to families and children in Guilford County; and the

PROVIDER offers a continuum of services designed to strengthen families and has made a commitment to collaborate with the "DEPARTMENT" in providing these services to families who need help meeting the needs of family members, who are at risk of or experiencing abuse and/or neglect, forms of family violence, or working to achieve self-sufficiency, thereby increasing the range of service options for client families,

SECTION I – PROVIDER AGREES TO PROVIDE the following services to all Work First Clients:

- A. Screening/assessment for Work First Waivers
- B. Support Groups
- C. Counseling
- D. Shelter
- E. Court Advocacy
- F. Information and Referrals

- G. Designate a Victim Advocate to provide services on a designated day of the week by appointment at DEPARTMENT in Greensboro and High Point as needed.

- H.

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- H. Will provide shelter nights to Work First clients and their children at a rate of \$36.43 per shelter night, not expected to exceed a total cost of \$28,834.00 for fiscal year July 2004-2005 or the period of the contract.
- I. Send the DEPARTMENT a list of clients served each month for shelter nights.
- J. Submit to DEPARTMENT an accurate monthly invoice including: names or TANF clients including their children, ID numbers, and the total shelter nights, by the 15th of each month.
- K. Provide the DEPARTMENT with a monthly status report of all referrals from designated Victim Advocates in Greensboro and High Point.

SECTION II – THE DEPARTMENT AGREES:

- A. The DEPARTMENT will contact Victim Advocates on designated day of the week for individual appointments.
- B. The DEPARTMENT will determine based on listing sent if clients are TANF eligible and email the client's ID number and the months of service they are eligible.
- C. To refer all Work First customers involved in a domestic violence situation or are at risk of to Victim Advocates as needed.
- D. To be responsible for payment of requested services under this agreement, not expected to exceed \$28,834.00 for fiscal year 2004 – 2005. DEPARTMENT is not financially committed by this contract to purchase the minimum amount of goods or services. In any
- E. event, payment will be made only from budgeted funds in accordance with NCGS Chapter 159.

SECTION III – BOTH PARTIES AGREE:

- A. To meet quarterly to communicate on ongoing progress / barriers affecting treatment plan and or barriers toward self-sufficiency.

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ATTACHMENT D
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- B. Billing and payment procedures – the Provider will provide a monthly invoice by the 15th of each month. Payment will be made based on the county’s payment schedule.

- C. That PROVIDER is qualified under the United States and North Carolina Revenue Laws as a tax exempt organization, contributions to which are tax deductible.

- D. That in the event of a disagreement, both parties will follow the DEPARTMENTS Policies/Procedures on conflict resolution.

- E. That this Contract shall be binding upon the parties for the period July 1, 2004 through June 30, 2005 and continuing without necessity of re-execution until amended or terminated in writing by the parties, however, this Contract may be terminated, in whole or in part, as provided below.

- F. This contract may be modified or terminated at any time with the mutual written consent of the DEPARTMENT Director and PROVIDER’S Chief Administrator. This Contract may also be terminated by either the DEPARTMENT Director or the PROVIDER’S Chief Administrator, upon thirty (30) days written notice to the other party. This Contract may be terminated at any time for cause without a time period notice of the other party and shall be in writing detailing the grounds for termination.

This service contract as amended, is hereby entered into on this 01 day of July 2004 through the 30 day of June, 2005 and continuing without necessity or re-execution until amended or 40 terminated in writing by the parties between the GUILFORD COUNTY DEPARTMENT OF SOCIAL SERVICES hereinafter referred to as "DEPARTMENT" and FAMILY SERVICES OF THE PIEDMONT hereby referred to as the "PROVIDER"

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed in their name by their duly authorized officers, their seals to be hereto affixed the day and year first above written.

ATTEST:

FAMILY SERVICE OF THE PIEDMONT

Secretary

President: Family Services of the
Piedmont

APPROVED AS TO CONTENT

**GUILFORD COUNTY DEPARTMENT
OF SOCIAL SERVICES**

Department Representative

Social Services Director

This CONTRACT does not create an obligation to purchase and, therefore, has not been preaudited. Purchases under this CONTRACT shall only be made pursuant to Purchase Orders, each of which will contain a preaudit certificate.

**APPROVED AS TO LEGAL
SUFFICIENCY**

County Attorney

**APPROVED AS TO FORM &
LEGALITY**

Finance Director

County Attorney

**GUILFORD COUNTY DEPARTMENT OF SOCIAL SERVICES
DOMESTIC VIOLENCE PLAN – TANF/DV FUNDS
2008-2009**

PURPOSE:

In accordance with the August 29, 2001 action of the General Assembly, the Guilford County Department of Social Services and Family Services of the Piedmont have developed a plan to provide services to TANF eligible victims of domestic violence. This is an agreement on how to proceed and interact with families with children who are experiencing or have experienced domestic violence in the past. The anticipated allocation for the fiscal year July 2008- June 2009 is \$70,000.00

REFERRAL PROCESS:

The Work First Employment Services Unit of the Department of Social Services will serve as the managing unit of the TANF/DV funds. Families who have experienced domestic violence are identified as follows:

1. DSS workers identify and refer domestic violence clients to the Work First Employment Services Unit. The following forms will be used in the screening and referral process:
 - Notification of Family Violence Option - DSS 6966
 - Screening for Domestic Violence - DSS 6968
 - Family Violence Option/Domestic Violence - DSS 6965
 - Consent for Release of Information - DSS 6969
2. The designated Work First Employment Services Social Worker will in turn route the referrals to Family Services of the Piedmont.
3. The Domestic Violence Advocate or staff member will complete an assessment for domestic violence.
4. The staff at Family Services of the Piedmont will make referrals and recommendations to Work First based on their assessment.

ELIGIBILITY PROCESS/FAMILIES TO BE SERVED:

DSS staff will determine eligibility for domestic violence funds based on either of these criteria:

1. Families eligible or receiving Work First Family Assistance.
2. Families with incomes at or below 200% of the federal poverty guidelines (including undocumented immigrants) with children, provided the children:
 - Are under the age of 18, and
 - Meet the kinship and citizenship requirements.

USE OF FUNDS:

The agencies acknowledge that there are a variety of Domestic Violence services that will play a crucial role in helping protect children and families. Covered services may include:

Rental Assistance	Up to 3 months rental assistance
Transportation	Reimbursed at reasonable cost
Clothing	Actual cost
Utility bill or deposit	Can include past due bills
Counseling	Up to \$75.00 per hour for professional Up to \$45.00 per hour for paraprofessional
Legal fees	Up to \$125.00 per hour
Security Deposits	For housing
Shelter Nights	\$36.43 per night
Court Costs	Reimbursed at reasonable cost
Relocation Costs	Reimbursed at reasonable cost
Work Related Expenses (clothing, shoes, supplies)	Actual cost
Daycare Expenses	Reimbursed at reasonable cost/standard board rate

Other reasonable costs may be reimbursed as long as DSS and Family Services agree it is a direct victim service and the service will promote safety for a client and children.

No services will be provided utilizing the TANF Domestic Violence funding that meets the federal definition of "assistance" defined as services that have cash value (cash like) and are intended to meet basic ongoing needs. Services are not considered assistance if they are:

- Nonrecurring, short term benefits designed to deal with a specific episode of need
- Not intended to meet recurring or ongoing needs, and
- Not extending beyond 4 months

BILLING PROCESS:

1. Family Services will send a monthly invoice by the 10th of each month detailing fees incurred by Work First customers.
2. Along with the monthly invoice, Family Services will attach a 5027, NCDSS Services Information Form and a DSS 8225, Eligibility Worksheet. Both these forms need customer's signature. Family Services will determine if customer is billable for shelter nights based on their statement of available income and resources. DSS staff will complete the returned/signed paperwork and begin case management services once the signed forms are received from Family Services.

3. DSS makes direct payments to providers upon receipt of itemized statements and/or completed and signed direct payment authorizations.

REALLOCATION:

Both Family Services of the Piedmont and the Guilford County Department of Social Services understand that TANF/DV funds may be reallocated during the fiscal year at the discretion of the Division of Social Services.

CPS and DOMESTIC VIOLENCE AGENCY COLLABORATION:

Work First and Child Protective Services (CPS) have established a protocol in the Department to address shared cases related to domestic violence issues. Child Protective Services (CPS) also has an established contract agreement with Family Services of the Piedmont to work together with reports of neglect, dependency, or abuse when there is domestic violence in the home. Family Services of the Piedmont also provides individual and family counseling and other services as needed to ensure the safety of these families.

OTHER COLLABORATIVE EFFORTS:

In an effort to better serve families who are experiencing or have experienced domestic violence issues, collaboration is paramount. Family Services and the Guilford County Department of Social Services staff members are meeting monthly for mutual case staffings. Social Workers and Family Service Case Managers jointly discuss case issues with mutual families and work collaboratively to develop solutions to meet the needs of the family. Family Services staff also provides training and information sessions on domestic violence issues and available services for victims through joint unit meetings at both agencies.

SIGNATURES:

The parties' signatures below indicate that this plan has jointly been developed between Guilford County Department of Social Services and Family Services of the Piedmont, Inc. Both parties understand that developing this joint plan is a condition of receipt of the domestic violence funds the General Assembly appropriated for July 2008- June 2009 to the Division of Social Services.

Robert Williams
Guilford County Department of Social Services
Director

Date Signed

Thomas Bonney
Family Services of the Piedmont, Inc.
President and CEO

Date Signed