



GUILFORD COUNTY WORK FIRST PLAN

2005 – 2007

Vanessa Smith, Program Manager

Work First Employment Services

Department of Social Services

1203 Maple Street

P.O. Box 3388

Greensboro, NC 27402

Fax: (336) 641-6067

Phone: (336) 641-7844

E-mail: vsmith@co.guilford.nc.us

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I. Conditions within the County

Guilford County is one of the twelve counties in the Piedmont Triad region centered along the Piedmont industrial crescent stretching from Raleigh to Charlotte. It contains the third and eighth largest cities in the state, Greensboro and High Point respectively. The Office of State Planning estimates the current population of Guilford County to be **424,000**.

Guilford County has had at least **42** companies to close or down size during the last 18 months. This has strongly impacted the employment opportunities for the Work First Employment Services (WFES) population. More stringent hiring requirements are being used and enforced by employers.

The majority of WFES customers in the current caseloads have little or no job skills. The jobs in the textiles and furniture industries, which they might have obtained, are now permanently lost to the overseas market. The companies hiring are looking for skilled workers. **Many of the jobs that are now available are in the service sector, such as food services and retail sales. Often those positions do not provide the same wages that were available in industry. Another growing industry is that of customer service call centers. These jobs require computer data entry and telephone skills, as well as interpersonal skills. The hours of work for these positions may vary.**

Many WFES customers are involved with mental health counselors for themselves or immediate family members. Some are in need of intense case management due to substance abuse, alcoholism or domestic violence. Many customers simply are not “job ready” – mentally, socially, or physically.

Customers who have succeeded in achieving self-sufficiency are now returning and seeking help due to the economic conditions. These same economic conditions have created a more competitive job market making it more difficult for our customers to obtain and maintain employment.

Unemployment trends in Guilford County (provided by the Employment Security Commission):

	<u>2002</u>	<u>2003</u>
Population in the workforce	221,200	233,991
Working	206,270	219,649
Total unemployed	14,930	14,270
Unemployment Rate %:	6.7%	6.1%

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II. Planning Process

A. Planning Committee

The members of the 2005 - 2007 Work First Planning Committee consist of eight committee members reappointed by the Guilford County Board of Commissioners in 2002, identified by the asterisk. Plus eight additional members appointed to assist with revising the 2003-2005 Plan.

- * Mary Rakestraw ----- County Commissioner/Social Services Board
- * Curtis Douglas ----- Guilford Center
- Georgia Kearney ----- Area Authority Mental Health
- * Isaac Barnett ----- Retired Educator
- * Joanne Sharpe ----- Former NC General Assembly Representative
- Etta Mullikin ----- Public Health Board
- Jimmi Williams ----- Communities In Schools (Guilford Co. Schools)
- Rev. Odell Cleveland --- Welfare Liaison Project
- Sharon Nichols ----- Greensboro Housing Authority
- * Ellen Day ----- Retired Educator
- * James Smith ----- Business Owner
- * Ruth Rideout ----- Faith Matters
- * Rick Gorham ----- Goodwill Industries
- John Marens ----- N.C. Vocational Rehabilitation
- Fred Fontana ----- Guilford Transportation Service
- Keith McCluney ----- High Point Chamber of Commerce

B. Public Comment

The Guilford County community had an opportunity to review and comment on the 2005-2007 Work First draft plan. The draft plan was on public display from September 1, 2004 through September 10, 2004 via the Guilford County website, all public Libraries and the Guilford County Department of Social Services.

C. Planning Process

The committee met on August 16, 2004. The Department of Social Services staff was available to educate the committee on existing programs, provide updates from the

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previous plan, answer questions, provide technical support, summarize committee's input and assist in the revision process.

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. **Benefit Diversion.** The most successful outcome possible is for an applicant to avoid the need to become a recipient.
5. **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.
6. **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.

Overall, Guilford County met the State established goals. Below is the list of goals and Guilford's outcome for the 2002-2003 reporting year.

	<u>Goal</u>	<u>2003</u>
■ Adults Entering Employment	765	816
■ Remaining off Work First for Employment	90%	89%
■ Providing Diversion Assistance	855	1,210
■ Providing Employment Services		
○ All-Parent	80%	83.31%
○ Two-Parent	100%	93.02%
■ Meeting Federal Participation Rates		
○ Meeting All-Parent Participation Rate	50%	38.04%
○ Meeting Two-Parent Participation Rat	90%	42.23%
■ Employed 6 months after leaving Work First	60%	60.76

B. County Developed Outcome Goals

Guilford County does not have additional goals other than the goals outlined by the State. The Department of Social Services' Leading BY Results team has established the following six goals for the Department.

- 1. At-risk children and families to be safe and healthy in stable environments.**
- 2. Economically disadvantaged children, families and adults become self-sufficient.**
- 3. Aging and disabled adults served by Agency to be safe and healthy and live in stable and least restrictive settings.**
- 4. Children in custodial care to become successful adults.**
- 5. Engage in community partnerships to understand social issues and prevent social problem.**
- 6. Maximization of resources and achievements of results while maintaining the highest fiscal accountability.**

The Leading By Results (LBR) committee will utilize a variety of State reports, internal tracking measures, Data Warehouse information, and web sites to monitor these goals. The Self Evaluation Team has established the baselines and will gather the data.

IV. Plans to Achieve the Outcomes and Goals

A. Activities

Guilford County ranks as the third largest county in the State. Due to the high number of cases in this county, reaching all of the goals has been a difficult task to achieve. Strategies include close monitoring of reports, providing intensive case management, utilizing Pay after Performance procedures, 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. This variety allows the social worker to tailor each customer's work plan to meet their individual needs. Many of the customers have barriers that make them "hard to place"; therefore the community partnerships clearly include the specialized training or assistance that is needed to move families towards self-sufficiency. Regularly scheduled staffings involving the community agencies has proven to be essential. Many activities are performed at the Department of Social Services including:

- Employment Assessment
- Case Management
- Eligibility Determination
- Information and Referral
- Job Club
- Broker for Community Resources
- Job Search
- In-House Job Readiness

B. Supportive Services

The Department of Social Services with other public and private agencies are working 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. Workplace mentoring is also being developed, as well as, networking and support groups.

Other supportive services offered by the department include bus passes, car repairs, mileage reimbursement, gas vouchers, clothes, shoes, uniforms, tools, gifts/incentives, daycare registration, budgeting, counseling, books, supplies and

some tuition expenses. Formal and informal agreements are also in place to assist families with clothes, household items, finances, support groups, mentoring, etc...

Employment Security Commission and Vocational **Rehabilitation** are no longer located on site to provide supportive services. The department is certain that the combined efforts of the agency and the community will continue to move Guilford County closer to meeting county goals The Community Resource list on pages 9-12 shows the extensive collaboration within the county.

Listed below are some of the community agencies and activities offered at their individual locations.

	Job Search	Job Readiness	Work Experience	Job Training	Skills Training	Life Skills
Association of Retarded Citizens	X	X				X
Chamber of Commerce	X					
Employment Security Commission	X	X				
Family Services of the Piedmont						X
Goodwill Industries	X	X	X	X	X	
Guilford Technical Community College	X	X			X	
JobLink Career Center	X	X			X	
Partnership Village		X				X
Salvation Army		X				X
Vocational Rehabilitation	X	X	X			
Work Force Investment Act	X	X	X		X	X
Women's Resource Center		X				
Welfare Reform Liaison, Inc.	X	X	X	X	X	X

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COMMUNITY RESOURCES

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. **Faith Matters** - Provides counseling and a structured one on one mentoring ministry to low income women living in the city of Greensboro.
4. **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.
5. **Goodwill Industries of Central North Carolina** –
 - Employment Works - Offers job readiness classes and a community resource network center. They assist with interviewing, resumes and job seeking skill.
 - Wheels to Work - Since 2002, **thirty-three (33)** Work First employed customers have received vehicles from the program to assist with transportation needs.
6. **Greensboro Transit Authority** - Provides transportation services to meet the needs of Greensboro residents, including outlying areas.
7. **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.
8. **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.
9. **Guilford Technical Community College (GTCC)** - Provides Adult Basic Education, GED, skills training, English as a Second Language, and Human Resource Development classes.

- 10. 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.
- 11. JobLink Career Center (High Point and Greensboro)** - Provides career counseling for job placement.
- 12. High Point Transit Authority** - Provides transportation services to meet the needs of High Point residents.
- 13. Work Force Investment Act (Welfare to Work)** - Provides job readiness classes, case management, work experience, work/training activities, skill training, and supportive services.
- 14. United Child Development Services** - Provides quality childcare for families in Guilford County.
- 15. Vocational Rehabilitation Services (High Point and Greensboro)** - Provides assessment, counseling, vocational training, medical assistance, job placement and supportive services to customers with disabilities.
- 16. 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. The training class consists of Human Resource Development, Basic Skills, Health Education, Financial Literacy, Technical skills (computer).
- 17. Women's Resource Center** - Provides a clearinghouse of information and resources, a free attorney hot line, job readiness workshops, career counseling and support groups. **(Greensboro only)**
- 18. YWCA – Women in Transition – Women's Resource Center** - Provides support for employed Work First customers through Women Resource Center. Offers strategies to keep individuals employed through women support group
- 19. 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.

- 20. 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.
- 21. 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.
- 22. 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.
- 23. 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.
- 24. 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.
- 25. Guilford County Department of Transportation** - DOT Grant – Assistance provided to former Work First customers to maintain employment, i.e.: car repairs, insurance assistance or bus tickets.
- 26. High Point Housing Authority** - Provides housing assistance for Work First customers through Section 8, public housing assistance and family re-unification.
- 27. Guilford County Mental Health** – Provides counseling and treatment services to Work First and Child Welfare customers with psychological barriers.

- 28. 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.
- 29. 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.
- 30. 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.

V. Administration

A. Authority

The 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 Guilford County Board of Commissioners voted on September 16, 2004 to remain a standard county. The vote was ____ for and ____ against.

B. Organization

Guilford County currently has a Program Manager over the Work First Employment Services and the Financial Assistance Units who reports directly to the Economic Services Assistant Director. 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, which include employability assessment and other supportive services. The Work First caseloads are aligned in both cities so that each Cash and Employment worker has a partner or teammate to share a caseload.

The Intake process in Guilford County has completely reorganized. The Processing Chief oversees the staff assigned to the Generic Intake Units in both Cities. Generic Intake Units completes one application for all appropriate programs: Work First Cash, Food Stamps, Medicaid, Emergency Assistance and Child Care. The Verification Units receive and verify information in the application package. Applications are routed from the Verification Units to the appropriate program area. The program processor determines eligibility and maintains going services.

The Department has one Work First social worker located off site at Goodwill Industries, one full time worker at the High Point Job Link Career Center and a staff who works part time at the Greensboro Job Link Center. The partners co-located at the Job Link Centers provide core services to Guilford County citizens. Agencies located at one or both of the JobLink 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.

C. First Stop

Employment Security Commission (ESC) in High Point and Greensboro will continue to provide First Stop registration to Work First applicants applying for cash assistance. Work First applicants must apply at the main ESC office. Their offices are located on the bus line and accessible to Department of Social Services customers. Employment Security Commission will continue to assist Work First customers in obtaining and maintaining employment through job search, job development and job placement services. (See Employment Security Commission Memorandum of Understanding-Attachment A.)

D. Child Care

The need and demand of Child Care continues to increase in Guilford County. A waiting list for Child Care services was implemented on July 15, 2003. Decisions on who can be served based on priorities listed below:

1. Child Protective Services (CPS) active cases in all 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) recipients participating in Work First Employment Services (WFES) activities or other agency approved training programs.
5. WFFA recipients employed at least 30 hours per week (includes travel).
6. Teen parents who need child care to complete their High School Education or its equivalency.
7. Benefit Diversion recipients employed at least 30 hours per week (includes travel)
8. Siblings of current Subsidized Child Care Assistance recipients.
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.

E. Transportation

Transportation continues to be a barrier for many customers who live outside the city limits and whose work schedules cannot be met through local transit systems. Guilford County Department of Social Services will continue to establish partnerships with community agencies to assist customers with their transportation needs to training and employment related activities. Work First will utilize local transit systems, vanpooling and car pooling resources, Wheels to Work program through Goodwill Industries, and in-house resources. Partnerships developed through the new Piedmont Authority Regional Transportation (PART) implemented October 1, 2002 continues to be an asset in transporting customers to the 68 corridor/Airport and Triad areas. North Carolina Department of Transportation (DOT) funds will be used to assist former Work First customers who are transitioning and experiencing emergency transportation needs. **Guilford County will allocate approximately \$130,000 from the Work First Block Grant for transportation needs.**

F. Substance Abuse Services

A Memorandum of Understanding has been established with the Guilford County Area Mental Health and Alcohol Drug Services to provide onsite Qualified Substance Abuse Professionals to serve Work First and Child Welfare Services. Onsite counselors from Alcohol and Drug Services will provide assessments and develop treatment plans for customers referred. They will work closely with staff to provide intensive follow-up for all case managed families. Families with mental health barriers will continue to be referred to the Guilford County Area Mental Health Authority. (See Area Mental Health and Alcohol Drug Services Contract-Attachment B).

G. Family Violence Option

Guilford County Department of Social Services has a contract with Family Services of the Piedmont, Inc. to provide Victim Advocates those counsel Work First families who have domestic violence issues.
(See Family Services of the Piedmont, Inc. Contract-Attachment C).

H. Maintenance of Effort (MOE)

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:

- All transportation needs; car repairs, bus passes, gas vouchers and mileage reimbursements.
- Contracts with community agencies
- Short term training
- Books and supplies,
- 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. In the past year, staffs from both areas have engaged in joint staffings, team building activities and training as a part of TANF/Child Welfare collaboration. Guilford County earmarked \$1,500,995.00 of the 2003 Work First Block Grant for Child Welfare services. **The amount of salaries and benefits changed to 100% Federal last year in Children Services was approximately 1,674,109.**

VI. Emergency Assistance

A. PURPOSE:

Work First Block grant will be used to provide Emergency Assistance in Guilford County. TANF-EA will provide temporary assistance to needy families in times of personal crisis. Assistance will be 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. However, there is no requirement that a household must receive benefits of \$300 in a 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 only.**

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. However, there is no requirement that a household must receive benefits of \$300 in a 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.

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. However, there is no requirement that a household must receive benefits of \$300 in a fiscal year. (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.) 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 (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.
3. **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. Certification

This will certify that this document is the **2005-2007** Work First County Plan for Guilford County as developed by the Guilford County Work First Welfare Reform Planning Committee.

The Work First Welfare Reform 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 _____

Bob Landreth, Chairman

Guilford County Board of Commissioners



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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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. DSS currently contracts with ESC to provide on-site Work First Employment Services at DSS locations in Greensboro and High Point.
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; or at DSS locations if indicated by an additional agreement/contract between DSS and ESC.
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.

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 is 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.

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
Commission

N.C. Employment Security
Greensboro Manager

(a) Secretary N.C.
Employment Security Commission
High Point Manager

APPROVED AS TO CONTENT

GUILFORD COUNTY
DEPARTMENT OF SOCIAL
SERVICES

(b) 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



**GUILFORD COUNTY
DEPARTMENT OF SOCIAL SERVICES**

STATE OF NORTH CAROLINA
COUNTY OF GUILFORD

Guilford County
Contract No.

This CONTRACT made and entered into this first day of April 2004 is between Alcohol and Drug Services, located at 5209 W. Wendover Avenue High Point, NC 27265 (hereinafter referred to as ADS/PROVIDER) and the Guilford County Department of Social Services, located at PO Box 3388, Greensboro NC 27402 (hereinafter referred to as (DSS)

The mission of the Work First/Child Protective Service Substance Abuse Initiative is to provide early identification of substance abuse disorders 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 population to be served. This initiative will also facilitate substance abuse services to parents and care takers of children, where there has been substantiated child abuse, neglect and / or dependency in order to better assure the safety, permanence and well being of children

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

SECTION I: THE PROVIDER AGREES:

- A. Subject to the availability of funding from the Division of MH/DD/SAS to provide two full-time equivalent (2.0 FTE) Qualified Substance Abuse Professionals (QSAP's) to be housed at DSS offices located at 1203 Maple Street Greensboro, N.C., and at 300 S. Centennial High Point, N.C. These QSAP's will be supervised by Alcohol and Drug Services.
- B.
- C. 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 N.C. 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.
- D. Together with the assessment, and if appropriate, the QSAP will develop a written service plan for the client. The plan, if appropriate, will contain the following; client identified barriers to employment; QSAP's 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.
- E. The QSAP will send identified DSS staff a copy of the service plan within two (2) business days of its completion.

- F. The QSAP will determine if 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 service / treatment plan.
- G. The QSAP will present to DSS monthly the results of initial screenings, assessments and proposed service / treatment plan with time lines.
- H. The QSAP will be responsible for determining the scheduling of on-site drug testing.
- I. ADS will be responsible for monitoring the expenditures of designated funds.
- J. To submit a monthly invoice to DSS designee by the 5th day of each month for the prior month's salary and fringe benefit expenses for the two FTEs providing services under this contract. In addition, to submit a report identifying the persons served, the services provided, the number of units and dollar amounts billed to Medicaid and/or other insurance company for each client.

SECTION II DEPARTMENT OF SOCIAL SERVICES (DSS) AGREE:

- A. To provide on-site office space to house the two (2) QSAP positions funded through this contract agreement. One (1) position is to be housed at 1203 Maple Street, Greensboro, N.C. and one (1) position at 300 S. Centennial Street, High Point, N.C. 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.
- B. In the interest of effective service delivery and program management to collaborate with ADS to establish a procedure whereby urine specimens can be collected on-site, in accordance with chain of custody requirements.
- C. To conduct the required screening of all adult Work First and Child Protective Services customers. A combination of two state mandated tools, AUDIT and DAST-10, and any other tools approved by the state, will be used to screen applicants. 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. (AUDIT and DAST-10 are in Attachment A, attached hereto and incorporated herein by reference.)
- D. 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 insure that the appropriate consent form (Attachment B, attached hereto and incorporated herein by reference) 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/referral that the applicant/customer must keep their scheduled appointment with the QSAP.

SECTION III BOTH PARTIES AGREE

A. 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.
- B. The QSAP and DSS identified staff will meet as needed to plan and coordinate the provision of identified support services needed to ensure the active participation of the client in his or her treatment plan. ADS will give primary responsibility for the care coordination plan for the client while receiving substance abuse services. DSS has primary responsibility for the case coordination plan, including childcare and transportation.
- C. The QSAP will notify identified appropriate DSS staff within one (1) business day of a client's failure to keep a scheduled appointment, or of a client's failure to comply with his or her treatment plan. DSS staff is responsible for taking the appropriate, subsequent action with the client.
- D. To provide, as needed, appropriate cross training for staff employed in the Work First / Child Protective Services area.
- E. That all equipment, including but not limited to computers and office furnishings, will remain in the DSS possession.

In accordance with the State Performance Agreement, the ADS will submit monthly, the following data to DSS:

- Number of unduplicated person served (at time of screening), (QSAP data)
 - Number of assessments completed
 - Number of persons identified and referred to treatment (QSAP data)
 - Number of persons entering treatment (QSAP data)
 - Number of urine toxicology screens and results (QSAP data)
 - Number of participants with class number and I controlled substance felony convictions (DSS data)
- F. That the maximum exposure for this contract agreement will not exceed \$74,800.00 beginning April 1, 2004, for the 2004 fiscal year.
- G. At all times during the term of this contract and to the extent allowed by law, ADS and DSS agree to identify and hold each other harmless from any and all liability, loss, damage, claim, and expense of any kind, which result from negligent or willful acts or omissions by ADS and DSS regarding the duties and obligations of DSS under this contract, including the duty to maintain the legal standard of care applicable to ADS and DSS.
- H. 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.
- I. Client records will be accessible for review for the purpose of monitoring services rendered and for research and evaluation. Individual client information exchange will be in accordance with current requirements.
- J. 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.
- K. To retain all books, records and other documents relevant to this agreement 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 agreement. Federal

and state auditors and other personnel authorized by the parties to this agreement will have the right to examine these materials.

- L. In the event of a disagreement, both parties will follow DSS Policies/Procedures on conflict resolution. Attachment C, (attached hereto and incorporated herein by reference.)
- M. A copy of this executed agreement and all subsequent modifications and /or renewals will be submitted to the Substance Abuse Services Section.

This CONTRACT AGREEMENT is hereby entered into on the 1st day of April 2004, between Guilford County Department of Social Services, herein referred to as DSS, and the Alcohol and Drug Services, herein referred to as ADS.

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

Attest:

Alcohol and Drug Services

Secretary

Chuck Fortune, Director

APPROVED AS TO CONTENT:

Guilford County Department of Social Services

Department Representative

John Shore, Director

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

Approved as to Legal Sufficiency

County Attorney



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. 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 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.

- 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 being 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

LEGALITY

APPROVED AS TO FORM &

Finance Director

County Attorney