

**Orange County  
Department of Social Services**

**Work First County Plan  
October 1, 2007-September 30, 2009**

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**Public Comment Period:  
October 2 through October 16, 2006**

Work First is North Carolina's program to administer the federal Temporary Assistance for Needy Families block grant. A planning committee consisting of representatives from local government, public, private and neighborhood organizations, and Work First participants designed the attached plan to administer Work First in Orange County from October 2007 to September 2009.

The public may review and comment on this draft plan prior to its submission to the Board of County Commissioners. Public comments will be received from October 2, 2006 through October 16, 2006. Following approval by the Board, the plan must then be submitted to the North Carolina Division of Social Services, which will in turn present the collective State Plan to the North Carolina General Assembly.

Written comments on the draft plan will be accepted through October 16, 2006. Please submit your comments by e-mail, mail, or in person at the Social Services reception area office or fax to:

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## Work First Block Grant Plan

### Orange County

#### I. Conditions within the County

Orange County has a total area of 401.51 square miles, with 399.84 square miles of land area. Hillsborough, North Carolina is the county seat and Chapel Hill is the largest town. Orange County has a population of 122,474. The racial breakdown of the population for the county based on projections for 2000 is 78% Caucasian, 13.8% Black, 4.5% Hispanic, and 4.1% Asian and Other. The Hispanic population growth in Orange County is noteworthy. This population group has nearly doubled since 1997, now including about 5,273 people.

The per capita income for the county is \$34,182. The median family income is \$42,372, ranked ninth in the state. Fifty one percent of adults in Orange County have a college education, the highest percentage in the state of North Carolina. The state average of adults with college education is 22.5%. In Orange County, 87.6% of the population has a high school education compared to 78% for North Carolina.

#### Workforce by Industry (4<sup>th</sup> Qtr 2005)

	Workforce		Average Weekly Earnings	
	Number	Percent	County	State
<b>Agriculture/Forestry/Fishing &amp; Hunting:</b>	192	0.3%	\$516.00	\$494.00
<b>Construction:</b>	2,094	3.26%	\$626.00	\$652.00
<b>Finance/Insurance/ Real Estate:</b>	1,886	3.20%	\$1,782.00	\$1,678.00
<b>Government:</b>	28,242	48.20%	\$887.00	\$786.00
<b>Manufacturing:</b>	1,494	2.50%	\$765.00	\$795.00
<b>Retail Trade:</b>	6,371	10.90%	\$438.00	\$440.00
<b>Wholesale Trade:</b>	817	1.40%	\$1,013.00	\$945.00
<b>Professional &amp; Technical Services:</b>	2,946	5.0%	\$924.00	\$995.00
<b>Health Care &amp; Social Assistance:</b>	10,220	17.40%	\$827.00	\$676.00
<b>Accommodation &amp; Food Service</b>	5,027	8.60%	\$275.00	\$243.00
<b>Total Workforce:</b>	58,592	100.00%		

(Source: North Carolina Department of Commerce, Economic Policy and Research Division. County Profile. Available online:

<http://cmedis.commerce.state.nc.us/countyprofiles/countyprofile.asp?county=Orange>

Orange County has had 22 businesses either close or lay-off workers within the past 16 months. The unemployment rate has decreased 14% from July 2005-July 2006. The unemployment rate in July 2005 was 4.4 decreasing to 3.8% in July 2006. Government

(county, state, and municipalities) jobs account for 48% of the county's workforce. The current economy with budget shortfalls and major deficits for government has a major impact on job development and placement.

**Business Closings and Permanent Layoffs  
Orange County March 2005- July 2006**

<b>Company</b>	<b>City</b>	<b>Product</b>	<b>Number Affected</b>	<b>Effective Date</b>	<b>Closing/Layoff</b>
Guiton's Sandwich Shop	Chapel Hill	Sandwich shop	unknown	May, 2005	Closing
North Carolina Sports & Grill	Chapel Hill	Sport bar	11	July, 2005	Closing
The Potted Plant	Chapel Hill	Garden store	12	June, 2005	Closing
Honda Specialist (aka. Tech Auto)	Carrboro	Auto repair	unknown	November, 2005	Closing
Steinway Gallery	Chapel Hill	Framing gallery	3	October, 2005	Closing
Carolina Theatre	Chapel Hill	Movie theater	unknown	July, 2005	Closing
Women's Workout Club	Chapel Hill	Exercise facility	43	May, 2005	Closing
Bounds Dance Studio	Chapel Hill	Dance studio	7	June, 2005	Closing
Heritage Radiology Associates	Chapel Hill	Medical management services	5	July, 2005	Closing
St. Mary Catholic School	Hillsborough	School	unknown	May, 2005	Closing
UNC Health Care	Chapel Hill	Hospital	40	June, 2005	Layoff
Gardendance	Hillsborough	Garden statuary	3	June, 2006	Closing
Southern Solutions Produce	Hillsborough	Produce	unknown	March, 2006	Closing
General Nutrition Center	Hillsborough	Vitamin supplements	unknown	May, 2006	Closing
Traditions	Chapel Hill	Bridal shop	unknown	June, 2006	Closing
Shoes at the Square	Chapel Hill	Shoe store	8	July, 2006	Closing
Riggsbee-Hinson Furniture Company	Carrboro	Furniture store	2	March, 2006	Closing
Pace Gift Shop	Chapel Hill	Gift shop	9	January, 2006	Closing
Critic's Choice	Hillsborough	Video rentals	4	May, 2006	Closing
John G. McCormick PA	Chapel Hill	Law office	6	July, 2006	Closing
Chandler Soil Consultants	Chapel Hill	Consulting firm	1	July, 2006	Closing

*(Source: Employment Security Commission of North Carolina)*

The high cost of home ownership and the lack of safe, affordable rental housing continue to be a major issue for low-income families in Orange County. The average cost of a home in Orange County is \$212,050 and the median cost is \$320,000. Rental households

face serious challenges with high costs, inadequate supplies, and competition with university students for limited housing stock.

Transportation to and from work, childcare transportation, and access to childcare continue to be key issues for low-income families. Lack of transportation is a major barrier in assisting families' transition from dependency to independence. The market rate for a five star childcare center for an infant exceeds \$13,000 per year, which does not include Smart Start Enhancement Funds. Many families need help paying the cost of quality childcare. Without childcare assistance, low-income families will not be able to pay 50% of their income for childcare. After school care and care during holidays and inclement weather days present major hardships for families.

In April 2006, the Workforce Development Workgroup held two focus group outreach meetings with Orange County residents. These residents were unemployed, underemployed, or actively seeking jobs. They were asked their views on becoming gainfully employed and to provide potential solutions to those obstacles.

The meetings highlighted several identified barriers faced by this population. The following are some of the barriers mentioned.

#### Barriers:

- Child care (5:30 pick-up is too early if you are commuting)
- Lack of full time opportunities-especially jobs with benefits and livable wages
- Lack of feedback/communication once a resume or application is submitted
- Transportation, lack of car and expense
- Jobs that require training- how to live and support family during training
- Lack of direct work experience in field
- No internships unless you are a student
- Criminal record
- Lack of education
- Intense competition for best jobs
- Unhealthy coping habits/substance abuse

#### Highlighted solutions from the group were:

- Night/flexible hour daycare
- Educating employers about advantages of hiring older/more experienced workers
- Internships for non-student workers
- Provide job specific training or on the job training
- Identify and make readily available all resources available to job seekers
- Encourage business owners to consider employing unemployed persons first
- Provide training that is short term with flexible hours
- Company supported educational opportunities
- Provide employers with incentives for allowing flexible hours
- Educating employers regarding the benefits of providing child care incentives

The information gathered from the group provided an in depth view and understanding of family service needs to enable them to be more self-sufficient.

Orange County's current Work First population faces major obstacles in obtaining and retaining employment. Work First participants are competing for jobs with a highly skilled workforce. Unskilled and semi-skilled workers without a high school diploma and a recent connection to the workforce are unable to obtain jobs that provide a living wage. Barriers such as substance abuse, criminal records, and chronic physical and mental health problems have no quick fix. Frequently, individuals have faced more than one of these barriers. They are able to resolve them as a result of participant commitment, adequate resources, and over time.

A profile of our Work First caseload is described below:

#### **Work First Caseload Data**

Cases with an adult recipient	166
Child-only cases	157
Total cases	323
Total recipients	697

#### **Work First Profile**

- 95% are women, 5% are men
- 50% are under age 30, 50% are over
- 50% have high school diploma
- 56% live in Northern Orange
- 44% live in Southern Orange
- On average families have one child
- Average payment \$215

#### **Length of Time on Work First**

- 0-6 months – 47%
- 7-12 months – 16%
- 13-24 months - 13%
- 25-36 months – 7%
- 37-48 months – 4%
- 49-60 months – 2%
- Over 60 months-11%

## II. Planning Process

### A. Planning Committee

The full listing of participants can be found in Attachment 3. Organizations and individuals represented on the planning committee include:

Board of Social Services	Orange County Health Department
Caring Family Network	Orange-Person-Chatham Mental Health
Child Care Services Association	Orange Community Housing & Land Trust
Chapel Hill-Carrboro City Schools	Orange County Health Department
Chapel Hill-Carrboro Chamber of Commerce	Orange County JobLink
Communities in Schools	Orange County Literacy Council
Durham Tech	Orange County Assistant Manager
Dispute Settlement Center	Orange County Child Support
Economic Development Commission	Orange County Schools
Educational Opportunity Center	Orange County Public Transportation
Employers	Orange Enterprises, Inc.
Employment Security Commission	Regional Partnership Workforce Development Board
Habitat for Humanity	Teen Parent Expansion Program
Horizons	The Women's Center
HR Consulting	Town of Chapel Hill
Interfaith Council	Town of Chapel Hill Department of Housing
Joint Orange-Chatham Community Action Agency	UNC Health Care
OC Friends of the CFW	UNC-CH
OC Housing & Community Development	WF Participants
Orange County Department of Social Services	

### B. Public Comment

The Orange County Work First Plan was available at several locations in the county for public comment from October 2 through October 16, 2006. The plan was available at the Orange County Public Libraries, Government Services Center, Skills Development Center, Southern Human Services Center, Orange County Department of Social Services and all planning partners. Notification was made to the public that the plan was available for public comment by advertising in the News of Orange, the Chapel Hill News and The Herald Sun. The plan was also available on the Internet at <http://www.co.orange.nc.us/socsvcs/wfplan.htm>

### C. Planning Process

Orange County Board of Social Services submitted recommendations for the planning committee to the Orange County Board of County Commissioners on July 17, 2006. On August 22, 2006, the Board appointed 73 members to the Work First Block Grant Planning Committee. Four work group meetings with community leaders and Work First participants were held on September 14, 2006, September 18 & 19, 2006 and September 25, 2006. Recommendations from the four work group meetings were shared with the planning committee on September 27, 2006.

More than 50 people representing a wide variety of community organizations attended the first meeting on September 8, 2006 at the Southern Human Services Center in Chapel Hill. The first meeting provided an overview of changes in Work First policy and the impact of the Deficit Reduction Act. Sherry Bradsher, Director for NC Division of Social Services, presented on the changes. DSS staff presented an overview of Work First in Orange County along with barriers, issues and concerns facing Work First participants. Committee members signed up for a choice of four work groups exploring strategies and opportunities in the area of employment, transportation, mental health, substance abuse, domestic violence, and family well-being.

On September 27, 2006 with more than 50 people attending, committee members heard presentations from the four work group meetings. These strategies and recommendations were approved as the plan to achieve the county's outcomes and goals.

## 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, established acceptable levels of performance for Orange County in meeting the following six Work First goals:

1. **Employment.** Self-sufficiency will be realized primarily through the employment of Work First clients.  
*The 2005-06 goal for Orange County is 100 people entering employment.*
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 in order to meet the participation rate and to ensure families are served adequately before the end of five years.

*The 2005-06 goal for Orange County is to provide services to 80% of all-parent caseload and 100% of the 2-parent caseload.*

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

*The 2005-06 goal for Orange County is to provide benefit diversion services for 129 cases.*

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.

*The 2005-06 goal for Orange County is 90% of the caseload still working after 12 months.*

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's 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 and 12 month intervals following termination.

*The goal for Orange County is to have 60% of the caseload still working at 6 months and 50% at 12 months.*

## **B. County Developed Outcome Goals**

The Work First Planning Committee recommended to the County Commissioners that the following outcome goals be adopted. The Department of Social Services shall continue to uphold its mission to provide quality services to the citizens of Orange County. Specifically, the Department of Social Services should do so by seeking to assist Work First participants in obtaining and maintaining employment, meeting federal and state goals pertaining to employment and job retention, and helping families meet the basic physical, social, educational, health, and economic needs of children and adults who comprise Work First families.

## IV. Plans to Achieve the Outcomes and Goals Activities and Supportive Services

### A. Activities

#### Employment Strategies and Recommendations

**Outcome:** Develop opportunities for Work First participants to improve their employability through subsidized and unsubsidized employment, on-the-job training, work experience, job searches, job readiness and community services.

- a. Build relationships with employers
- b. Educate employers on tax incentives and on-the-job training
- c. Develop a relationship with local employers to offer mock interview sessions with Work First participants
- d. Develop job readiness skill building program that addresses behavior, communication, job seeking and job retention
- e. Utilize former Work First participants as mentors and provide opportunities for them to share their employment success stories
- f. Implement on-the-job training program
- g. Establish an incentive program for participants to encourage job placement
- h. Match skills and interest of participants with available job openings or entrepreneurship
- i. Develop more training opportunities for skill building to participants through work experience
- j. Develop more work experience sites
- k. Create a mechanism for screening and assessing clients knowledge, skills and abilities
- l. Provide retention services for six months
- m. Build partnerships with Chamber of Commerce, Department of Labor, Job Link Center and Employment Security Commission working with TANF eligible families

### B. Supportive Services

**Outcome:** Provide training programs that will increase the employability of Work First Participants and their ability to locate and maintain employment.

- a. Develop a structured employment preparation program leading to a certificate of completion
- a. Offer vocational skills training to Work First participants
- b. Continue faith community partnering program
- c. Collaborate with Wheels for Work and driver's training program
- d. Collaborate with community agencies and make referrals as appropriate
- e. Develop job coaching and mentoring programs for hard to place participants

- f. Provide intensive employment services for the hardest to serve participants which include vocational assessment, job placement, and follow-up
- g. Offer incentives for participants working on a General Equivalency Diploma (GED) and encourage employers to hire participants working on their diploma
- h. Ensure participants have an awareness of transportation resources
- i. Advocate for the needs of participants through public forums and poverty forums in an effort to gain community support on issues
- k. Research early drop-off childcare issue. Explore using other centers

**Outcome:** Improve access to transportation for employment, vocational training and child care for Work First Families.

- a. Identify current van pooling routes within Orange County
- b. Utilize van pooling for participants living and working in same proximity
- c. Explore other transportation systems traveling to Orange County such as Caswell, Person and Chatham
- d. Collect information on existing transportation systems such as Triangle Transit Authority, Orange Public Transportation and Chapel Hill Transit
- e. Contract for Work First drivers for improved access
- f. Assist in marketing efforts for Triangle Transit Authority, Orange Public Transportation and Chapel Hill Transit
- g. Advocate for expanded resources for rural services
- h. Enhance mass transit efforts by connecting short routes with longer routes (connecting Orange Public Transportation with Triangle Transit Authority)
- i. Enhance the car donation program
- j. Encourage financial education for Work First participants receiving car donations or assist in purchasing a car
- k. Assist Work First participants with down payment when financially possible

**Outcome:** Develop intervention strategies that empower and strengthen families through the acquisition of basic necessities such as housing, nutrition, health, child care, support networks, relationship building, life skill and communication skill building, financial literacy and engaging involvement from non-custodial parents.

- a. Expand our job readiness model to include role playing, health and literacy, family planning, budgeting, conflict resolution, credit counseling and self assessment
- b. Provide client information about educational resources which include literacy council, computer training, general equivalency diploma, finances, nutrition and father read, mother read and baby read programs
- c. Utilize resources in the community that exist by utilizing in home visit groups with the Health Department and Cooperative Extension Service
- d. Follow up to ensure clients are aware and educated on the importance of establishing paternity and child support payments

- e. Ensure staff are aware of gender specific issues as related to self esteem and the ability to set goals
- f. Provide all Work First participants with a small personal hygiene bag during job readiness training
- g. Expand and network more in the faith-based community
- h. Utilize resources in the community that provide work adjustment services such as job coaching and job mentoring

**Outcome:** Increase employability and sustainability for participants with mental health, substance abuse and domestic violence issues through treatment planning and supportive services.

- a. Conduct thorough family assessments
- b. Provide domestic violence, mental health and substance abuse screenings and referrals for counseling when appropriate
- c. Develop an upfront process for obtaining driver licenses, state identifications and criminal record checks needed for employment
- d. Identify Work First participants receiving services from other community agencies as well as Child Protective Services to build a strong collaborative network and develop a combined treatment plan
- e. Develop a comprehensive treatment plan for Work First participants being served by multiple agencies through a collective team approach
- f. Improve relationship with Vocational Rehabilitation to assist families in improving employment opportunities
- g. Ensure Work First participants are aware of their rights and responsibilities
- h. Work with Work First participants to find their own advocates for disability related paperwork

**Outcome:** Provide individualized case management services that ensure the safety and development of children.

- a. Connect Families To Parenting
  - Explore the possibility of teaching parenting skills that relate to the support of a child throughout elementary and secondary school years
  - Encourage parents to become comfortable working within the school system to address problems that may arise and to become an advocate for their child's need
- b. Child care
  - Encourage parents to become a partner with their childcare provider, in an attempt to put parents in the role of a school involved parent
  - Explore the possibility of faith-based teams becoming involved as mentors in this regard

- Identify family mentoring programs that may be currently available and determine gaps in services
  - Provide resources to cover the cost of care while participants are looking for work
  - Identify a strategy to help parents with the cost associated with outstanding balances on parent fees
  - Offer scholarships for school age children
  - Continue current subsidy programs
  - Advocate for an additional subsidy for low-income families
  - Develop individualized plans for parents with special child care needs
  - Ensure the DSS Board monitors the progress of the community on the child care recommendations
- c. Other supportive services
- Expand services to teens which include pregnancy prevention and parenting
  - Provide emergency assistance for Work First eligible families (200% FPL)
  - Provide short-term diversion assistance for up to three months

## **V. Administration**

### **A. Authority**

Orange County Board of County Commissioners voted unanimously on August 22, 2006 to remain a standard county. The Orange County Department of Social Services will have the authority for administration of the Work First Program.

### **B. Organization**

A copy of the Orange County DSS organizational chart has been attached to this document (Attachment 2). The Program Manager has primary oversight for the Work First Program. The Program Manager reports to the Economic Services Director. The main office for the Department of Social Services is located at 300 W. Tryon Street in Hillsborough, the county seat. Services are also available through our satellite office at 2501 Homestead Road in Chapel Hill. A number of employment and training agencies, including Work First and Employment Services, are co-located at the Orange County Skills Development/JobLink Center.

A generic intake worker interviews Work First applicants when they appear at either the Hillsborough or the Southern Orange Social Services office in Chapel Hill. Their circumstances are assessed to determine whether diversion assistance is appropriate or an application for ongoing assistance should be

initiated. The intake worker also assesses other needs such as Food Stamps, Medicaid, etc. When an application is taken, it is assigned to a Processing worker who determines eligibility, continues the Work First process, and responds to any other needs that arise. During the interview process a non-exempt Work First applicant is scheduled for orientation and work preparation. Work First Cash Assistance and Employment Services are consolidated into one unit to further enhance the agency's ability to meet performance goals. Work First Employment Services social workers work with non-exempt individuals during the processing period and provide the appropriate supportive services needed to help families make the transition from welfare to work.

The Skills Development/JobLink Center is a broad-based skills training and employment assistance program accessible to Work First participants and other Orange County citizens. Co-located in the Center are staff from Durham Technical Community College, Employment Security Commission, Orange County Literacy Council, Joint Orange Chatham Community Action Agency (JOCCA), Good Work, OC Disability Awareness Council, Educational Opportunity Center, Veteran Services, Division of Vocational Rehabilitation, and Work First. The Center staff provide job training, career interest assessments, job readiness, job search, workforce investment act, unemployment insurance benefits, and job placement services. The Department of Social Services is the lead agency with oversight for the Center.

### **C. First Stop**

First Stop is designed to assist applicants and Work First recipients in becoming employed. All non-exempt Work First applicants and recipients are required to register with the Employment Security Commission, follow through on job referrals, and attend work preparation workshops.

First Stop registration is conducted at the Employment Security Commission office in Hillsborough and the Skills Development/JobLink Center in Chapel Hill. A copy of the Memorandum of Understanding between the Employment Security Commission and the Orange County Department of Social Services is attached (Attachment 1). Orange County has entered into a contract with the Employment Security Commission to provide a continuum of services including job search and job preparedness at the Skills Development/JobLink Center.

### **D. Child Care**

Orange County Social Services provides day care subsidy payments to eligible families as defined by federal, state and local policy. When insufficient funds

are available to meet demand, a waiting list is implemented. The following policy outlines the priority for payments when a waiting list is in place.

1. Child Protective Services (CPS) active cases to support protection plan.
2. Children in OCDSS custody (Foster Care) to support employment of caretaker or other need.
3. Children placed with relatives to avoid foster care placement when CPS case is active, to support employment or other need category (These are children who qualify for Child Welfare Services child care in order to prevent foster care.)
4. Work First Family Assistance (WFFA) recipients employed at least 30 hours per week.
5. WFFA recipients participating in Work First Employment Services (WFES) approved activities or training.
6. Teen parents who need child care to complete High School Education or its equivalency.
7. To support employment. Priority is given to those employed full-time.
8. To support education or training leading to employment.
9. Children who need child care for their Developmental Needs.

Orange County is currently serving families through and including number 6. State regulations require that certain funds be set aside each year to serve children with Special Needs. Once these set aside funds are expended, children with special needs are placed on the waiting list in the appropriate category.

## **E. Transportation**

Ongoing communication exists between DSS and Orange Public Transportation, the local transportation agency. DSS staff members serve on the local transportation board and articulate the needs of Work First participants during transportation planning sessions. In addition, DSS has an agreement with OPT for the services of a transportation mobility manager to develop individual transportation plans.

As a result of the collaboration, local transportation routes have been expanded to meet the needs of some Work First participants and the Wheels for Work Program was developed. The Wheels For Work Program matches donated vehicles with low income working families, and assists low income working families with car repairs. The program was developed in collaboration with the Orange County Commission for Women, Orange Public Transportation, Triangle Residential Options for Substance Abusers (TROSA), and Orange County DSS.

There is no cost to riders using the Chapel Hill Transit System. Work First participants living and working on the bus line take advantage of this service. For Work First families living outside of the Chapel Hill Transit System, transportation continues to be a major barrier.

Work First participants with access to personal vehicles receive a mileage reimbursement. Others carpool, vanpool, utilize Orange Public Transportation or Triangle Transit Authority. NC Department of Transportation grant funds are used to meet the various transportation needs of former Work First participants.

#### **F. Substance Abuse Services**

Orange Person Chatham (OPC) Area Mental Health Authority received funding to continue the on-site Qualified Substance Abuse Professional (QSAP) position in Orange County. OPC Mental Health will continue to provide substance abuse services to Work First families through contract services. As part of mental health reform, OPC Mental Health Authority contracted with Caring Family Network (CFN) to perform the initial screening and assessment of Work First participants. A representative from CFN will be on site two days per week and will be available by telephone.

Orange County DSS works closely with UNC-Hospitals, Horizons, and Sunrise staff for residential and outpatient treatment services for Work First participants. A copy of the Memorandum of Agreement between OPC Area Mental Health and Orange County Department of Social Services is attached (Attachment 4).

#### **G. Family Violence Option**

Orange County DSS has a contract with the Family Violence Prevention Center of Orange County to provide full assessments of domestic violence, counseling and support group sessions, and coordinate any needed services such as emergency housing, transportation, and legal services.

#### **H. Maintenance of Effort (MOE)**

Orange County will utilize Maintenance of Effort funds to support activities that will lead to employment and self-sufficiency. Some of the services and programs earmarked for funding are:

- Salaries and fringe benefits for Work First Cash and Employment staff, and some emergency assistance staff
- Professional services contracts with vendors and community service agencies that serve Work First families
- New initiatives identified during the year by the Block Grant Planning Committee

- Participant expenses related to education, training, job readiness, job retention, and other expenses directly related to participants obtaining and retaining employment
- Emergency assistance services
- Day care services for eligible children aimed at employment and employment preparation

## **I. Child Welfare Services**

Economic Services and Child Welfare Units will collaborate to ensure the safety and well-being of children. Orange County will spend over \$394,830 of the Work First Block Grant for Child Welfare Services.

## **VI. Emergency Assistance**

Orange County will provide emergency assistance to families based on the following criteria:

- The family has a child who lives with a relative as defined for Work First Cash Assistance.
- Total gross income does not exceed 200% of the poverty level.
- Family members meet the citizenship requirements as outlined in Work First Cash Assistance.
- Assistance for medical care will be provided with maintenance of effort dollars.
- Meet the income and asset limits. (The asset limit is \$3,000 in resources that can be readily converted to cash in five days.)
- Be in an emergency situation.
- Not have received Work First-EA within the past 6 consecutive months.

An emergency situation includes but is not limited to:

- Homelessness or in immediate danger of becoming homeless,
- Utility disconnection received,
- Loss of employment,
- Catastrophic illness,
- Loss of supporting family member,
- Natural disaster, or
- A child at risk of being deprived of the basic necessities.

TANF-EA is used for non-recurring, short-term needs.

Services provided include housing, food, and utility assistance. Benefits will be in response to a specific episode of need and will not meet the federal definition of assistance.

## **VII. Services to Low-Income Families**

Orange County DSS will provide services to low-income employed families at or below 200% of poverty. Services may include transportation or transportation related expenses, work attire, tools, shelter cost, or utility assistance, domestic violence services, and any other employment retention assistance.

## **VIII. Services to Non-Custodial Parents**

Orange County Department of Social Services is committed to providing assistance in the development of an initiative to serve non-custodial parents. We recognize that the need for child support in Work First families is critical to them becoming and remaining self-sufficient. There are 323 Work First families at any one time. Of this number there are about 300 non-custodial parents, generally fathers. Of the 300 non-custodial parents, there are 157 child-only cases with both parents absent. Orange County will implement a non-custodial parent program to improve the employment skills and enhance parental responsibility for the emotional and financial well being of children.

Program participants must be a non-custodial parent of a Work First child with income at or below 200% of poverty, and a US citizen or an eligible alien. Program participants will be identified through Child Support Enforcement. The program's initial focus will be on fathers.

The fatherhood initiative will enable non-custodial fathers of Work First children to take more responsibility for their children. The Work First Block Grant Planning Committee believes that with county and nonprofit agency partnerships, this program will help to improve the lives of Work First non-custodial parents, their children, and custodial parents.

## **IX. Exemption from the Work Requirement**

Orange County will continue to exempt all single parents with children under the age of one for a lifetime limit of 12 months. Individuals with children under the age of one who are working 30 hours per week are not eligible for this exemption. If the single parent loses their job, they may reclaim the exemption for a lifetime maximum of 12 months.

## **X. Innovative County Strategies**

### **Transportation Initiative**

A transportation coordinator works individually with Work First clients to arrange transportation for employment or other work-related activities. This position is funded in collaboration with Orange Public Transportation and Work First. In addition, this position coordinates the Wheels for Work Car Donation Program.

Thirty-six Work First participants and 12 working low-income families received cars in fiscal year 2005-2006. Transitional Funds from NC Department of Transportation were used to assist 47 former Work First participants in obtaining and maintaining transportation resources.

### **Faith Team Involvement**

Orange County has a contract with Morgan and Associates to identify and train faith-based teams, and match the teams with Work First families. The goal of the program is to offer support to Work First families as they seek or maintain employment. Ten churches, some with multiple faith teams, have been matched with Work First families. Work First families and faith teams have benefited from the partnership. Families have received assistance in obtaining a driver's license, obtaining a GED, attending AA meetings, enjoying social events together, job preparation assistance, transportation assistance, certificates for food, camp for children, assistance with children's school assignments, and more.

### **Intensive Teen Support Project**

This project was designed to expand the case management services to pregnant and parenting teens. Research studies support that intervention and preventive services to teens significantly impact school attendance, employability, and out of wedlock births. The Orange County School System has a social worker to facilitate a school based support group for teen parents and at risk students focusing on pregnancy prevention, health and academic and career planning issues.

### **Financial Education and Counseling**

The DSS has a contract with H. R. Consulting and the Women Center to teach financial life skills and household management. The goal of the programs is to assist families in developing the capacity to track and prioritize expenditures and become independent.

### **The Center For Employment Training (CET)**

Orange County has a contract with CET to provide Work First participants training in the areas of Automated General and Medical Office Skills, Electronics Technology, Medical Insurance Billing, and Shipping and Receiving/Warehouse. CET will place 70% of the Work First participants who complete the programs in to employment and place 70% of those employed in a training related job utilizing their skills acquired in their course of study.

### **Orange Enterprises (OE)**

Orange Enterprises provides vocational evaluations, facility based work adjustment, job placement, and follow-up for the hardest to place Work First participants. During the evaluation period, the participant is paid minimum wage. The evaluation period is six weeks long. The participant is given many opportunities to work and improve work habits.

### **Orange County Skills Development/JobLink Center**

On January 11, 1999, the Orange County Skills Development /JobLink Center located at 503 West Franklin Street, Chapel Hill, North Carolina began providing a comprehensive array of employment and training services in a holistic manner. The Center was rechartered in April 2004 as a level III JobLink Center. Chartering demonstrated the Center's history of collaboration among human service agencies and the alignment with the ideals associated with the vision of a one-stop career center. Orange County Department of Social Services is the lead agency for the Center.

The Skills Development/JobLink Center:

- Offers comprehensive employment and training services to job seekers and employers.
- Enables citizens to make informed choices about careers and employers can make informed decisions about workplace needs.

The agencies located in the Center are Orange County Department of Social Services, Employment Security Commission (ESC), Joint Orange Chatham Community Action Agency (JOCCA), NC Department of Vocational Rehabilitation Services (DVR), Durham Technical Community College (DTCC), the Orange County Literacy Council (OCLC), Good Work, Educational Opportunity Center, Horizons' CASAWORKS, and the Orange County Disability Awareness Council.

A customer entering the Center encounters a unified system of services. A common intake process is used. The common application connects the customer to the entire system of workforce development opportunities. All customers are able to obtain a basic assessment of skills, interests, and aptitudes if they choose. All people, including special populations such as welfare recipients, persons with disabilities, dropouts, dislocated workers, and others, have access to services. This model is predicated heavily on customer choice with services ranging from self-service to staff assisted service.

### **Improved Access for Hispanic Families**

Orange County Department of Social Services is committed to improving the accessibility of core services to persons with Limited English Proficiency (LEP). Ongoing efforts have been made to increase the cultural competency of staff through workshops, providing county sponsored Spanish language classes, and developing an LEP procedure handbook. Staff have been working to make available linguistically appropriate printed documents for clients whenever possible. The Orange County Department of Social Services has contracts with a number of interpreters and translators and has developed a Spanish voice mail system. Regarding staff, the department has worked to recruit bilingual staff and to enhance current staff members' skills by participating in a Spanish immersion program.

## **XI. Special Issues**

Orange County's current Work First population faces multiple obstacles in obtaining and retaining employment. Work First participants are competing for jobs with a highly skilled workforce. Unskilled and semi-skilled workers without a high school diploma and a recent connection to the workforce are unable to obtain jobs that provide a living wage. Barriers such as substance abuse, criminal records and chronic physical and mental health problems have no quick fix. They are resolved as a result of participant commitment, adequate resources, and time.

Employment barriers are realities for low-income families in Orange County. Listed below are typical barriers experienced by low-income families in Orange County:

- Lack of adequate and affordable transportation,
- Lack of education,
- Limited work experience,
- Lack of non-traditional dependent care hours,
- Lack of affordable housing,
- Chemical dependency,
- Lack of resources to handle crises.

Jobs paying a living wage require more skill and education than participants have. Orange County Work First participants are competing against a highly educated pool for entry-level positions. Work First participants typically have insufficient financial supports and personal resources to handle problems that occur. Few participants have a back-up plan for childcare or if their transportation breaks down.

Orange County's vision and mission statement apply to all citizens in Orange County. The County has in place a safety net of services for those people who do not have success through Work First or other programs. The Work First Block Grant Planning Committee will continue to address issues that affect the success of low-income families in Orange County and implement action steps to improve the well-being of families.

**XII. CERTIFICATION**

The Orange County Board of Social Services actively participated in the planning process for the Orange County Work First Plan. The Board of Social Services supports the strategies for meeting the statewide and county outcome goals identified by the community.

The Orange County Board of County Commissioners certifies that a committee of Orange County citizens was formed called the Work First Planning Committee. The Planning Committee identified the needs of the Work First population, and assisted in the development of the County Plan. The Work First Plan was available for public comment as designated by the North Carolina General Assembly.

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**Chairperson**  
**Orange County Board of County Commissioners**

# Appendix

**Attachment 1: Memorandum of Understanding Orange County Department of Social Services and Employment Security Commission**

This MEMORANDUM OF UNDERSTANDING is entered into 8<sup>th</sup> day of September 2006, by and between the North Carolina Employment Security Commission hereinafter referred to as "ESC, 601 Valley Forge Road, Hillsborough North Carolina 27278 and the Orange County Department of Social Services, hereinafter referred to as "DSS", P.O. Box 8181, Hillsborough, North Carolina 27278.

**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 Orange 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 Orange County in the cooperation of First Stop subject to the duties and limitations of the agencies established by law.

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 of job training, literacy and adult education programs in the state as provided in G.S. 115D-1. The parties agreed that Orange 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 a job counselor 20 hours per week at the Orange County Skills Development/JobLink Center at 503 West Franklin Street, Chapel Hill, NC.

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 601 Valley Forge Road, Hillsborough, NC and 503 W. Franklin Street, Chapel Hill, NC
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 Orange County and shall utilize the ESC designated JSEC in Orange County 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, 2006 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 at any time by DSS or ESC in whole or in part 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:

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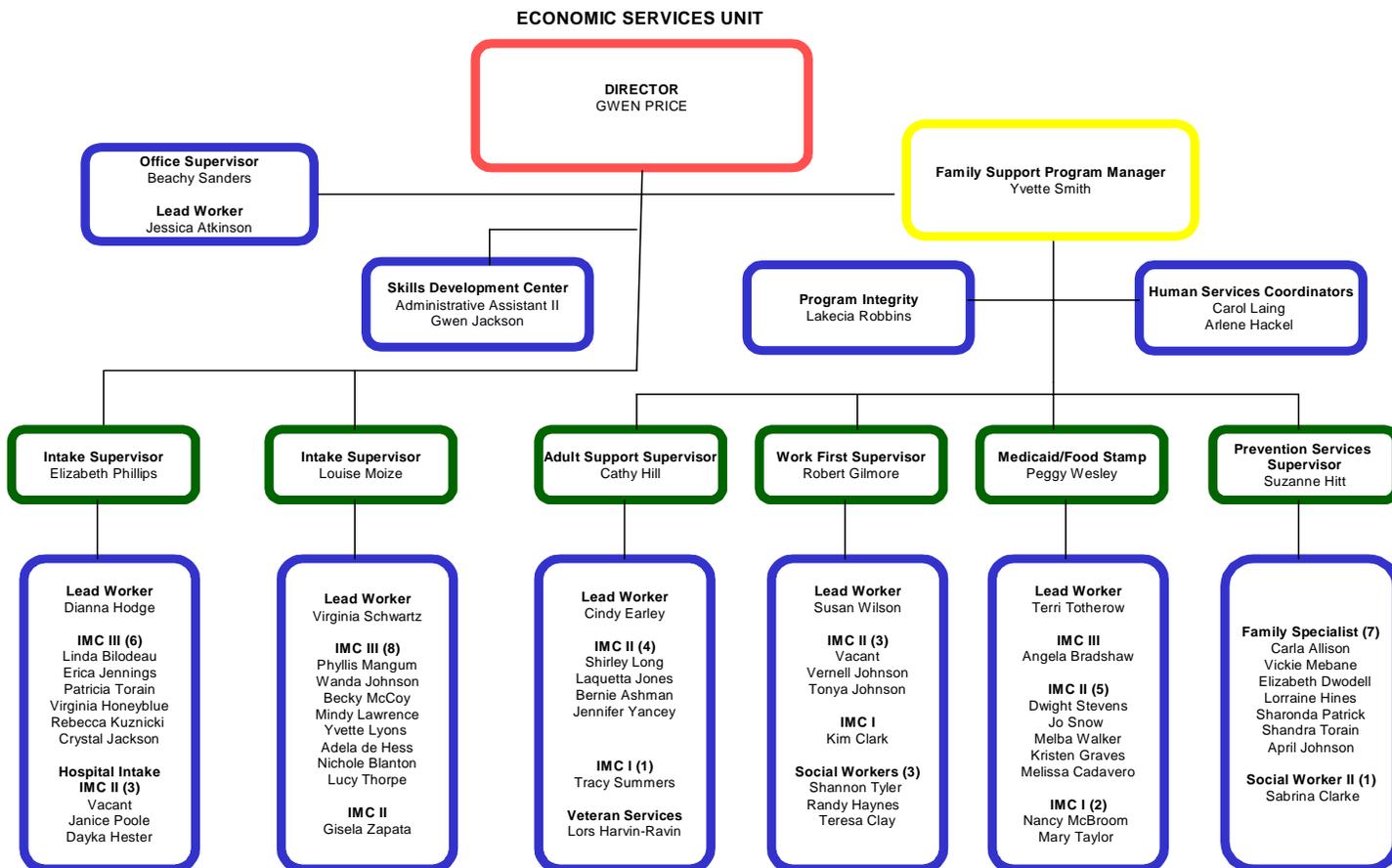
Pamela Rich, Manager  
Employment Security Commission

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Nancy Coston, Director  
Orange County Department of Social Services

This MOU does not create an obligation to purchase and, therefore, has not been preaudited.

## Attachment 2: Department of Social Services Economic Services Organizational Chart



## Attachment 3: Orange County Work First Planning Committee Membership List

<b>Orange County Work First Planning Committee Membership List</b>					
<b>First Name</b>	<b>Last Name</b>	<b>Agency</b>	<b>Address</b>	<b>City</b>	<b>Zip Code</b>
Kathy	Alberter	Orange County Literacy Council	118 N. Churton Street	Hillsborough NC	27278
Althea	Austin	Holmes Child Care	PO Box 1168	Carrboro, NC	27510
Delores	Bailey	Empowerment Inc.	109 N. Graham St., Suite 200	Chapel Hill, NC	27516
Benjamin	Balderas	El Centro Latino	101 Lloyd Street	Carrboro, NC	27510
Kathy	Bryan	Orange Enterprises	500 Valley Forge Road	Hillsborough NC	27278
Kimberly	Burney	Citizen	519 Smith Level Rd. Apt. 6	Chapel Hill, NC	27516
Margaret	Cannell	Hillsborough Chamber of Comm.	121 West Margaret St.	Hillsborough NC	27278
Shirley	Carraway	Orange County Schools	200 E. King Street	Hillsborough NC	27278
Angela	Clapp	Citizen	600 D. Lakeside Drive	Hillsborough NC	27278
Tony	Cotton	Citizen	316 Brooks Street	Chapel Hill, NC	27516
Mildred	Council	Employer	110 Emily Rd.	Chapel Hill, NC	27514
Linda	Crisp	Piedmont Community College	PO Box 1197	Roxboro, NC	27573
Cleon	Currie	Regional Partnership Workforce Development Board	8607 High Rock Road	Efland, NC	27243
Kelly	Davis	Orange County Literacy Council	503 W. Franklin Street	Chapel Hill, NC	27516
Michelle	Davis	Citizen	500 Umstead Drive E204	Chapel Hill, NC	27517

Robert	Dowling	Orange Community Housing & Land Trust	104 Jones Ferry Rd., Suite C	Carrboro, NC	27510
Cindia	Espada	Citizen	3015 NC Hwy. 86	Hillsborough NC	27278
Andrea	Farrior	Citizen	115 Holiday Park #17	Hillsborough NC	27278
Tara	Fikes	Orange County Housing	PO Box 8181	Hillsborough NC	27278
Valerie	Foushee	Orange County Commissioner	106 Claris Court	Chapel Hill, NC	27514
Rev. Sharon	Freeland	OCIM	300 Millstone Dr.	Hillsborough NC	27278
Faye	Hall	JOCCA	PO Box 27	Pittsboro, NC	27312
Gwen	Harvey	Asst. County Manager	200 S. Cameron Street	Hillsborough NC	27278
Frances	Henderson	Orange County Dispute Settlement Center	302 West Weaver St.	Carrboro, NC	27510
Sharron	Hinton	County Manager's Office	PO Box 8181	Hillsborough NC	27278
Norman	Klase	Dir. Of Human Resource Services- UNC Health Care	101 Manning Dr. Rm. 6017 EW	Chapel Hill, NC	27514
Kristen	Lavergne	Inter-Faith Council Programs Director	110 W. Main Street	Carrboro, NC	27510
Susan	Levy	Habitat for Humanity	PO Box 459	Hillsborough NC	27278
Dina	Logan	Durham Tech	503 W. Franklin Street	Chapel Hill, NC	27516
Karen	Long	Board of Social Services	105 Prince Street	Carrboro, NC	27510
Malinda	Marsh	Orange County JobLink	503 W. Franklin Street	Chapel Hill, NC	27516
Dawana	Martinez	Citizen	250 S. Estes Drive Apt. 124	Chapel Hill, NC	27514

<b>Jim</b>	<b>Modlin</b>	<b>ESC</b>	<b>601 Valley Forge Dr.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Shemika</b>	<b>Moore</b>	<b>Case Manager-Central Carolina Health Network</b>	<b>101 Manning Dr. Rm. 6017 EW</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Chris</b>	<b>Moran</b>	<b>Inter-Faith Council</b>	<b>110 W. Main Street</b>	<b>Carrboro, NC</b>	<b>27510</b>
<b>Winnie</b>	<b>Morgan</b>	<b>OCDSS</b>	<b>PO Box 8181</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Corrine</b>	<b>Mosley</b>	<b>Citizen</b>	<b>501 Jones Ferry Rd.</b>	<b>Carrboro, NC</b>	<b>27510</b>
<b>Aaron</b>	<b>Nelson</b>	<b>Chapel Hill Chamber</b>	<b>1045 Estes Dr.</b>	<b>Chapel Hill, NC</b>	<b>27515</b>
<b>Keith</b>	<b>Norwood</b>	<b>Citizen</b>	<b>2102 Woodbury Drive</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Jerry</b>	<b>Passmore</b>	<b>OC Dept. on Aging</b>	<b>PO Box 8181</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Neil</b>	<b>Pedersen</b>	<b>Chapel Hill-Carrboro City Schools</b>	<b>750 S. Merritt Mill Rd.</b>	<b>Chapel Hill, NC</b>	<b>27510</b>
<b>Antonio</b>	<b>Pedroza</b>	<b>Orange Enterprises</b>	<b>500 Valley Forge Road</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Eric</b>	<b>Peterson</b>	<b>Town of Hillsborough</b>	<b>PO Box 429</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Milan</b>	<b>Pham</b>	<b>Dir. Of Human Rights &amp; Relations</b>	<b>110 S. Churton Street</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Melissa</b>	<b>Radcliff</b>	<b>Dir. Of Family Violence Prevention Center</b>	<b>PO Box 187</b>	<b>Chapel Hill, NC</b>	<b>27515</b>
<b>Dianne</b>	<b>Reid</b>	<b>Economic Development Commission</b>	<b>110 E. King Street</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Harvey</b>	<b>Reid</b>	<b>HR Consulting</b>	<b>109 N. Graham St., Suite 202</b>	<b>Chapel Hill, NC</b>	<b>27516</b>
<b>Jeff</b>	<b>Reilly</b>	<b>Chapel Hill-Carrboro City Schools</b>	<b>750 S. Merritt Mill Road</b>	<b>Chapel Hill, NC</b>	<b>27516</b>
<b>Connie</b>	<b>Renz</b>	<b>Horizons</b>	<b>Dept. OBGYN CB 7579 UNC</b>	<b>Chapel Hill, NC</b>	<b>27599</b>

<b>Pamela</b>	<b>Rich</b>	<b>Manager of ESC</b>	<b>601 Valley Forge Rd.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Wandra</b>	<b>Richardson</b>	<b>Cedar Grove Day Care</b>	<b>PO Box 36</b>	<b>Cedar Grove, NC</b>	<b>27231</b>
<b>Michelle</b>	<b>Rivest</b>	<b>OC Partnership for Young Children</b>	<b>1829 E. Franklin Street, Suite 1200C</b>	<b>Chapel Hill, NC</b>	<b>27501</b>
<b>Joe</b>	<b>Robbins</b>	<b>DSS Board Member</b>	<b>2136 N. Lakeshore Dr.</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Karen</b>	<b>Rose</b>	<b>Town of Chapel Hill</b>	<b>838 Airport Road</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Bill</b>	<b>Rotella</b>	<b>Vice President of Human Resources-UNC Health Care</b>	<b>101 Manning Dr. Rm. 6017 EW</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Harold</b>	<b>Russell</b>	<b>DSS Board Member</b>	<b>3515 Borland Rd.</b>	<b>Efland, NC</b>	<b>27243</b>
<b>Sue</b>	<b>Russell</b>	<b>Child Care Services Association</b>	<b>PO Box 664</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Sandra</b>	<b>Sanchez</b>	<b>JOCCA</b>	<b>PO Box 27</b>	<b>Pittsboro, NC</b>	<b>27312</b>
<b>Sheila</b>	<b>Sholes-Ross</b>	<b>Communities in Schools</b>	<b>PO Box 9454</b>	<b>Chapel Hill, NC</b>	<b>27515</b>
<b>Sherrie</b>	<b>Smith</b>	<b>Citizen</b>	<b>100 B Lakeside Dr.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Janet</b>	<b>Sparks</b>	<b>Child Support Enforcement</b>	<b>PO Box 8181</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Jamie</b>	<b>Stone</b>	<b>Dir. of Women's Center</b>	<b>PO Box 1057</b>	<b>Chapel Hill, NC</b>	<b>27514</b>
<b>Rosemary</b>	<b>Summers</b>	<b>Orange County Health Department</b>	<b>300 W. Tryon St.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Sharon</b>	<b>Tate</b>	<b>Little Treasures</b>	<b>554 North Nash Street</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Al</b>	<b>Terry</b>	<b>Orange County Transportation</b>	<b>300 W. Tryon St.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Judy</b>	<b>Truit</b>	<b>OPC</b>	<b>100 Europa Drive Suite 490</b>	<b>Chapel Hill, NC</b>	<b>27517</b>
<b>Tina</b>	<b>Vaughn</b>	<b>Chapel Hill Dept. of Housing</b>	<b>317 Caldwell St. Ext.</b>	<b>Chapel Hill, NC</b>	<b>27514</b>

<b>Libertad</b>	<b>Villalba</b>	<b>Case Manager- Central Carolina Health Network</b>	<b>Orange County Health Dept. 300 W. Tryon St.</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Rosetta</b>	<b>Wash</b>	<b>Board of Social Services</b>	<b>2102 Magnolia Lane</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Ingrid</b>	<b>Weber</b>	<b>NC Vocational Rehabilitation</b>	<b>548 Smith Level Road</b>	<b>Carrboro, NC</b>	<b>27510</b>
<b>Donna</b>	<b>Williams</b>	<b>Orange County Schools</b>	<b>200 E. King Street</b>	<b>Hillsborough NC</b>	<b>27278</b>
<b>Caroline</b>	<b>Wood</b>	<b>Commission for Women</b>	<b>8816 Old NC 86</b>	<b>Chapel Hill, NC</b>	<b>27516</b>
<b>Catherine</b>	<b>Woolridge</b>	<b>Citizen</b>	<b>PO Box 9438</b>	<b>Chapel Hill, NC</b>	<b>27514</b>

**Attachment 4: Memorandum of Agreement Orange County Department of Social Services And The Orange-Person-Chatham Area Mental Health, Developmental Disabilities And Substance Abuse Authority**

**I. INTENT:** This Memorandum of Agreement (MOA) is entered into and by the Orange County Department of Social Services and the Orange-Person-Chatham Mental Health/Developmental Disabilities/Substance Abuse Authority hereinafter referred to as “Area Program”. The Work First Program provides short-term assistance to eligible families to facilitate their movement to self-sufficiency through employment. The objective of this agreement is to reduce substance related barriers to employment of current Work First recipients, applicants, and Work First and Food Stamp applicants convicted of a Class H or I substance abuse felony offenses. The Memorandum of Agreement establishes the responsibilities of the above referenced agencies in meeting the objective.

**II. Responsibilities Under the Memorandum of Agreement.** The responsibilities of each Agency are as follows:

**A. Area Program/Contractor:**

1. Representation on the committee responsible for developing the Work First County Plan.
2. Contract the QSAP responsibilities to Caring Family Network (CFN).
3. Caring Family Network (CFN) will provide at least one day per week on site-assessment and referral to recipients in need of substance abuse services based on a schedule agreed to by County Departments of Social Services and the Area Program.
4. Share in the responsibility for initial screening of recipients and applicants.
5. Provide substance abuse prevention and/or medically necessary services for the recipients’ children.
6. Develop a care coordination plan for the recipient while receiving substance abuse services.
7. Ensure that childcare and transportation are not barriers to accessing substance abuse services.
8. Authorize the appropriate level of care of recipients identified as requiring substance abuse services.

**B. Orange County Department of Social Services:**

1. Representation on the Area Program committee that develops the Work First Substance Abuse Plan.
2. Provide office space for Qualified Substance Abuse Professional.
3. Initial screening of recipients and applicants.
4. Develop a case coordination plan for the recipient while receiving substance abuse services.

- 5. Primary responsibility for childcare and transportation for recipients receiving substance abuse services.
- 6. Ensure that childcare and transportation are not barriers to accessing substance abuse services.

**Joint Responsibilities:**

- 1. Develop a plan for current Work First recipients, applicant, and Work First and Food Stamp applicants convicted of Class H or I substance abuse felony offenses to access substances abuse, mental health and developmental disabilities services.
- 2. Utilize the screening tool identified by DMH/DD/SAS and the Substance Use Disorder Diagnostic Schedule (SUDDS) IV assessment tool. These standardized tools are to be used by all programs receiving funds to implement this initiative.
- 3. Utilize the standardized consent form to facilitate confidentiality as provided by the State Division of Social Services.
- 4. Annual cross training of staff.
- 5. Develop a reporting system of non-compliance by recipients pursuant to the requirements of the Work First Substance Abuse Program.

**III. LIAISON: For the Orange County Department of Social Services, Gwen Price, Director of Economic Services, will serve as liaison under these MOA. For the Orange-Person-Chatham Area Mental Health/Departmental Disabilities/Substance Abuse Authority Tom Velivil, Director, Provider Services, will serve as liaison under MOA.**

**IV. MOA AMENDMENT:** This MOA may be amended at any time with the concurrence of both agencies.

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**Judy Truitt, Director**  
Orange-Person-Chatham Area Program

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**Nancy Coston, Director**  
Orange County Department of Social Services

Date \_\_\_\_\_

Date \_\_\_\_\_