



MECKLENBURG COUNTY

North Carolina

Work First Block Grant Standard County Survey 2026-2028

Prepared by

Mecklenburg County

Department of Social Services

Contacts

Adonica Hampton, Economic Services Division Director

Telephone: 980-314-6372

E-mail: Adonica.Hampton@MecklenburgCountyNC.gov

Jennifer Peele-Gray, Social Services Manager

Telephone: 980-314-7275 Mobile: 704-621-7110

Fax: 866-289-9850

E-mail: Jennifer.Peele-Gray@mecklenburgcountync.gov

Department of Social Services (Community Resources Division) Web Site:
<https://dcr.mecknc.gov>

Mailing Address

301 Billingsley Road

Charlotte, NC 28211

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Mecklenburg County 2026-2028

I. Conditions within the County

Low-income families in Mecklenburg County encounter several challenges that impact their daily lives and long-term well-being:

- Housing Affordability- low-income households struggle to afford and maintain housing without earning a living wage. (Charlotte Mecklenburg State of Housing Instability & Homeless Report 2023, [Mecklenburghousingdata.org/research](https://mecklenburghousingdata.org/research))
- Housing Shortage- Mecklenburg County faces of shortage of housing units for extremely low-income renters. ([Mecklenburg County Housing data.org](https://mecklenburgcountyhousingdata.org))
- Employment and Wages- Challenges in finding employment- lack of access to high quality jobs due to limited education, training/skills, lack of transportation, childcare and families being more vulnerable to job loss.
- Education and Childcare- schools in lower income neighborhoods often face resource shortages impacting the quality of education, student performance, stress, and opportunities for children.
- Significant reduction in public support programs when employment is secured.

These interconnected issues highlight the complex reality of low-income families in Mecklenburg County and need for coordinated efforts provide by Mecklenburg County to improve the quality of life for our customers. Overall, assisting low-income families find and secure employment helps to achieve family stability for the entire family, contributes to a stronger and more resilient community by reducing poverty and increasing economic participation.

- According to the North Carolina Mid-Year Economic Report (Brooks Pierce, 2024) Mecklenburg County has demonstrated consistent employment growth, corporate investments, and has outperformed other states and national averages which should continue beyond 2025.
- The County's economy continues to be bolstered through innovative companies in banking, financial services, manufacturing, energy, health, technology, and retail that contributes to its economic stability. Mecklenburg County has a growing appeal as a business hub and diverse economy (Brooks Pierce, 2024)

II. Planning Process

A. Planning Committee

1. Mecklenburg County Board of County Commissions (BOCC)
 - Yvette Townsend-Ingram -At Large
 - Leigh Altman-Vice Chair & At-Large
 - Mark Jerrell-Chair & District 4

- Arthur Griffin- At-Large
 - Vilma D. Leake- District 2
 - George Dunlap-District 3
 - Susan Rodriguez-McDowell- District 6
 - Laura Meier- District 5
 - Elaine Powell- District 1
2. Local Department of Social Service staff to include but not limited to:
 - Work First Family Assistance- Scott Fritz, Social Services Manager
 - Workforce Development-Erik Ortega, Senior Social Services Manager
 - Child Services, Denise Steele-Campbell, Director of Child Services
 - Transportation Service Providers-Gregory Tanner of Adult Services
 3. Division of Employment and Independence for People with Disabilities
 - Agency representative
 4. Division of Workforce Solutions/NCWorks
 - Stephanie Lattimore
 5. Childcare Service Providers Meck Pre-K-Early Childhood Initiatives
 - Timothy Gibbons, Program Director
 6. Community-based Organizations
 - Life Connections- Alexandra Shaw, Program Coordinator
 7. Community Advocacy Group - Mecklenburg County Health Department-Child Service Coordination-
 - Agency representative
 8. Charlotte Mecklenburg Schools
 - CMS Liaison, Jill Efrid
 9. Alliance (LME-MCO)
 - Agency representative
 10. Medical Transportation Services- Adult Services
 - Gregory Tanner, Division Director
 11. Faith Based Organization
 - Crisis Assistance Ministries- Ashley Medford, Chief Housing Stability Officer

B. Public Comment-

- This plan is provided in advance to the Board of County Commissioners where the public may provide feedback during board meeting.
- Yearly surveys are provided by contracted partners to address participant needs.

C. Planning Development

- Local agency discussed conditions within Mecklenburg County, impact on Work First customers and those eligible services under for 200% services.
- Committee able to provide to provide feedback, recommendations, and viable solutions to address conditions within Work First and/or customers eligible for 200% services.
- The proposed process for continued collaboration and coordination is for the committee meet on a semiannual basis and ongoing, sharing of resources and community services.
- Other public comments were obtained at the local BOCC meeting, via worker engagement, and via contract partners.

III. Goals and Performance Measures

A. Statewide Work First Goals

1. Mecklenburg County will ensure that the Federal Work Participation are for All Families.
 - At application, families will engage with Employment Services, provided with program guidelines & supports, and scheduling for required participation hours.
 - Families will be provided an ongoing assessment to identify and address barriers, provided childcare, transportation and scheduled for required activities per week.
 - Social worker will engage with family community partner weekly and local refugee agencies to assist customer in meeting required participation, verify status of participation, follow up with families and update the MRA-B as required.
 - Timesheets will be collected and keyed by the 10th of each month.
 - Employment social worker will report out on participation hours on the 5th, 10th, and 15th of each month of each month to account for all active participation has been entered into NCFAST.
 - All hours tracked on participation report monthly and 2-parent report sent to the state monthly.
2. Mecklenburg County will meet the Federal Work Participation Rates for Two-Parent Families:
 - At application, families will be engaging with Employment Services, provided with program guidelines & supports, and scheduling for required participation hours.
 - Families will be provided an ongoing assessment to identify and address barriers, provided childcare, transportation and scheduled for required activities per week.
 - Social worker will engage with family, community partner weekly and local refugee agencies to assist customer in meeting

required participation, verify status of participation, follow up with families and update the MRA-B as required.

- Timesheets will be collected and keyed by the 10th of each month.
- Employment social worker will report out on participation hours on the 5th, 10th, and 15th of each month to account for all active participation has been entered into NCFAST.
- All hours tracked on participation report monthly and 2-parent report sent to the state monthly.

B. Performance

1. Employment-
 - Employment social workers and workforce development staff will track and report out monthly on the number of customers that have secured employment.
 - Data is reported to county leadership.
2. Meeting Federal Participation Rates
 - Active participation is recorded monthly into NCFAST to account for all federal countable and non-countable activities.
 - Monthly employment social workers manually track all countable and noncountable activity on a Participation Report
 - Data reported to county leadership.
3. Providing Employment Services
 - Progress is documented into NCFAST and manually tracked on a participation report by Employment Social Worker.
 - Data collected monthly and reported to county leadership.
4. Staying Off Work First Cash Assistance
 - Data is tracked via job retention report and reported to county leadership.
5. Job Retention
 - Monthly data manually tracked and recorded into NCFAST.
 - Data is reported to county leadership.
6. Benefit Diversion
 - Tracked monthly in NCFAST.

IV. Plans to Achieve the Outcome and Goals

A. Activities

- Work First Employment Services program provides holistic services to enhance family stability by addressing issues of homelessness, substance use disorder, mental illness, and other barriers impacting overall well-being and upward mobility of families.
- Work First Employment Services engage qualified families to provide job search readiness, job search assistance, short term vocational training, referrals for psychological and functional capacity evaluations and tutorial services for Work First children.

Center for Community Transitions provides job readiness, work experience placement and job placement services for Work First customers with criminal backgrounds.

- Central Piedmont Community College provides educational opportunities for Work First customers working on their pre-GED, GED, Pathways, Short Term Skills Training, or associate degree program.
- Restoration Physiotherapy, Inc, provides functional capacity evaluation for customers who are reporting they are unable to work due to physical limitation.
- Jeffery Lorence Psychological Inc., Licensed Psychologist who provides psychological evaluation for Work First program participants. Specialization in psychological testing, assessment, and evaluation services. Areas of interest include learning and neurodevelopmental disabilities, psychiatric disorders, bariatric evaluation, health, clinical and vocational and competency/professional practice assessment.
- Life Connections provides job readiness, life skills classes, and job placement services. Sixteen lessons of training throughout five modules includes: Self Awareness, Self-Management, Work Ethics, Communication, and Problem-Solving Skills.
- General Family Services- provides protective payee services for customers in need of a protective payee for cash benefits.
- Tutor Doctor Inc., provide tutoring services for children in grades K-12th, receiving Work First services. Sessions are offered virtually or in person in all academic subject areas for all grades.
- SYDKIMYL, provide tutoring services for children in grades K-12th, receiving Work First services. Sessions are offered virtually and/or in person in all academic subject area for all grades.
- Rising Now Inc., Rising Now, Inc. is to assist students from 5th grade through seniors in college who have a desire to improve academically and professionally, feel connected to their communities and schools, want to build their self-esteem and increase making healthy decisions and/or behaviors. Provides workshops on college preparation, financial literacy, career readiness, and personal development. Create a pipeline for well-prepared students to obtain a job, certificate or to enter college and pursue business, science, technology, engineering, communication, and math majors. Create pathways for students to gain real-world work experience.

- Quarterly meetings are conducted with community partners and Work First Employment Services supervisors to discuss customer engagement, trends and to address concerns.

B. Supportive Services

- Employment social workers will provide the following supportive services to active Work First participants: transportation assistance, childcare, clothing assistance, community resources and referrals, education and training, parenting assistance and retentions services
- These services will take place in office, community and locations specified by Work First participant.

V. Administration

A. Authority

- The Board of County Commissioners shall maintain authority of the administration of the Work First Program.

B. Organization

Mecklenburg will abide by Section 117 for ongoing assessment and Services.

1. Eligibility Determination- individuals can apply and/or renew for Work First in-person at one of three locations, by mail and/or online via North Carolina ePass. Eligibility specialist screen families for eligibility programs, Benefit Diversion, and provide community resources.
2. Emergency Assistance- Emergency assistance is administered upon a contractual agreement with Crisis Assistance Ministry. Customers can report directly to Crisis Assistance Ministries to be assessed for services and/or an employment social worker or eligibility specialist can make a referral on client's behalf. Crisis Assistance Ministries meet with customer in-person and via telephone to complete assess for emergency services, complete the EA application, gather verification, and process application for assistance for Mecklenburg County residents only.
3. Employment Services- Employment services are provided by social workers. Customers are assigned to Employment Services upon application through CURRENT for the completion of the initial assessment.
 - Employment Social Workers have three days to contact new applicant, complete a mini assess and to schedule the formal assessment to identify barriers, partner with customer to develop the Mutual Responsibility Agreement B (NMRA-B) and provide community resources.
 - Supportive services are put in place upon approval of Work First application.
4. Formal Assessments -upon approval a formal assessment is completed by the employment social worker to identify barriers, partner with customer to develop the MRA-B, provide community resources and referrals such as functional capacity evaluations, psychological

evaluations and ongoing assessments are scheduled as need identified and need by the customer/family.

- Supportive services are put in place upon approval of Work First application.
5. Intake-Work First intake is completed in-person at one of three locations. Eligibility staff complete the initial application, screen for benefit diversion, provide community resources, screen for medical transportation, gather needed documents, and process the eligibility application with 45 days.
 - Intake completes the initial Mutual Responsibility Agreement-B (MRA-B) with new applicant.
 - Intake notifies Employment Service social workers via CURRENT on new customers that are eligible for Employment Services
 - Customers are scheduled for an appointment with Employment Services
 6. Other Services that are co-located within DSS are: Mental Health, NCWORKS, Community Support Services for Domestic Violence Services, Anuvia for Substance Abuse Services, Child Support and Veteran's Services.
 - Collaboration with Central Piedmont Community College that allows office space for Work First team member to be onsite to support Work First participants enroll and navigate enrollment for skills and vocational training offered through CPCC.
 - Employment social workers are co-located with eligibility determination.
 - Mecklenburg County employment services and eligibility program functions are not consolidated.

C. Childcare

Childcare is prioritized for participants in Work First Family Assistance that are engaged with Employment Services and/or have secured employment.

D. Transportation

- If an individual is active in the Employment Services and transportation is a barrier to employment, DSS will assist with transportation. Assistance is in the form of daily, weekly, or monthly bus passes for public transportation or mileage reimbursement. Customers attending individual assessments receives a weekly bus pass to establish childcare and to attend the first scheduled activity. If they are employed or engaged in countable activities when coming in for the assessment, they receive a monthly bus pass and will continue to receive a monthly pass if in compliance with their Mutual Responsibility Agreement Part B (MRA-B). Bus passes are issued by case managers/social workers or authorized through Mecklenburg County TransWeb System to receive monthly bus cards from Charlotte Area Transit Center (CATS).

- Transportation will also be provided to families receiving services under Work First 200% services to include bus passes, car insurance, and mileage reimbursement not to exceed \$150 per month.
- A referral is made to Medical Transportation Assistance when a family needs transportation to and from medical appointments.

E. Substance Use/Mental Health

- Alliance Health is the Local Management Entity/Management Care Organization that provides mental health, substance abuse, physical healthcare, pharmacy services and services for traumatic brain injuries and developmental disabilities to Medicaid beneficiaries.
- Anuvia Prevention and Recovery Center, Inc- provides mental health and substance screenings and treatment for Work First customers.

E. Family Violence Option

- Funds administered by DSS and Community Support Services Department (CSS) Women's Commission staff for domestic violence services. These services will address financial needs that exist as a direct result of intimate partner violence incidents occurring in the past 12 months. These funds are capped at \$75,000.

G. Other Services

- Division of Workforce Solutions/Employment Security Commission/NCWORKS. There is no formal contract or MOA between the Department of Community Resources and the Employment Security Commission. Customers applying for Work First Family Assistance are required to register for employment with the Employment Security Commission prior to beginning job search. Customers are required to register within five days of making application (See attachment 1)
- Employment and Independence for People with Disabilities. Work First customers are referred to Vocational Rehabilitation by the Social Worker when it is determined the customer needs assistance due to a disability "too severe" for competitive employment. Mecklenburg County follows the State's Memorandum of Agreement and utilizes the referral form. (See Attachment 2)
- Domestic Violence Agency MOA (See attachment 3)
- Charlotte Works – Employment Services Social Workers receive Working Smart Soft Skills training to assist as needed when working with Work First customers. Work First customers are also referred to Charlotte Works (Workforce Development) to participate in their soft skills learning program.

H. Maintenance of Effort (MOE)

List of Activities supported by the MOE:

- Retention Services

- Transportation to & from activities
- Assisting families with selecting childcare Services
- Supportive Services, Kinship Support Group & Triple P
- Education and training
- Job readiness/job search
- Alternative work experience
- Parenting Classes
- Financial Literacy
- Psychological & functional capacity evaluation
- Retention services
- Case management
- Child Welfare Services
- Assistance with shelter expenses
- Administrative duties
- Tutorial Services
- Financial literacy
- Skill development
- Job assistance/Placement
- Retention services
- Record maintenance
- Data Entry/Analysis
- Home and Out of Office Visits
- Family centered meetings
- Monitoring school attendance & creating education goals
- Networking within the Community to obtain services for customers
- Providing job and resource fairs
- Completing assessments/Screening customers for services

List of Services supported by the MOE:

- Work First ADM EMP SVC
- Work First ADMIN-FC
- Work First ADM-FAM SUP
- Work First ADMIN WFFA
- TANF ADM 100% FED-CP
- TANF ADM 100 FEDFAM
- TANFADM 100% FED FC
- TANF ADM 100 FED ADO
- TANF ADMIN WFFA
- TANF ADM FED WF EMP SV
- Work First ADMIN- CPS
- Work First Services WFFA
- Work First Services- FC

- Work First Services Employment Services
- TANF Services 100% FED-CP
- TANF Services 100 FED FAM
- TANF Services 100% FED FC
- TANF Services 100 FED ADO
- TANF Other 100% FED
- Child & Family Enrichment 100% FED
- Work First Cash
- Work First Education and Training
- Work First Transportation
- Work First Part EXP
- TANF Services Work First Services
- Work First Service CPS
- Budget for use of Maintenance of Effort (MOE) Funds is: **\$11,943,347.**

I. Child Welfare Services – The amount of the Work First Block Grant Funding that will be devoted to Child Welfare Services is \$8,278,019.

VI. Emergency Services

- Income limit -No higher than 200% poverty
- **Emergency Assistance Funding** - Funds used by Crisis Assistance Ministry staff to assist with families' sporadic emergency needs, such as utility cut-off, eviction notice, etc. These funds are capped at \$2,099,893.
- **GAED: Elderly and Disabled:** GA may be issued for individuals who are physically or mentally incapacitated to work. Disabilities may include observable conditions (blindness, deafness, physical mobility impairment), doctors' statements supporting that the disability will last for thirty (30) days or longer, evidence of the client's application for disability, or evidence that the person is receiving SSA or SSI for disability. Benefits may be issued to individuals sixty (60) years and over provided they meet the income qualifications and are experiencing an emergency.
- **GARE Reasonable Efforts and Emergency Financial Assistance** - Funds used by DSS staff to make reasonable efforts to keep children with their families or reunify children with their families, assist with extreme financial hardship and/or to maintain the safety of vulnerable persons. Benefits may be issued to individual who are in an extreme financial hardship and the situation places their safety at risk. The DSS Youth and Family Services Manager has the final approval for these financial assistance request. These funds are capped at \$85,000.00.

VII. Services to Low Income Families (under 200% of Federal Poverty Level)
Mecklenburg County provides array services to families at or below 200% of the Federal Poverty Level.

- Benefits limits (\$500 per applications, \$1500 per year)
- Services provided: rental assistance, utility bills, services to increase economic mobility through skills training, academic achievement, supportive services in the areas of rental assistance, domestic violence, housing support, childcare, transportation, tutoring, retention services, as financial counselling, short-term training and child and family enrichment services to secure employment with a living wage.
- MECK Success Program is a comprehensive community -based initiative aimed at fostering economic mobility, educational excellence, and personal development for residents of Mecklenburg County. Meck Success targets residents in subsidized housing program at INLIVAN's The Gaston at North End, under public housing. The focus is to empower individuals and families by providing a wide range of support services and opportunities, spanning from kindergarten through high school and beyond. The focus is on enhancing overall well beings of families with focus on enhancing academic achievements of school age children, and economic mobility of adults through employment.
- Unified Workforce Development (UWD) provides Mecklenburg County residents access to upward mobility and economic stability through integrated services and employment placement. Provides case management and wrap around support services to address multiple barriers to employment such as domestic violence, mental health, substance use disorder, homelessness, justice involved, aging out of foster care, non-custodial parents and those who exhausted TANF benefits.
- Partnership Services Social Work Services- case management and social work services are provided to individuals and families visiting or contacting the agency for additional resources.
- Work First Employment Services (WFES) Retention services are offered former WFES program participants who are no longer eligible for Work First cash because of securing employment. Case Management services are provided in the form of job support services to include transportation, work related expense, rental, and utility expenses. Work First will collaborate with Crisis Assistance Ministry to administer emergency housing and utilities funds to potential Work First customers under 200% guidelines to eligible customers in our Work First retention program.

VIII. Services to Non-Custodial Parents (Option

- Not being provided at this time

IX. Exemption from the Work Requirement

- Mecklenburg County continues to exempt from Work First participation those able-bodied adults with a child under 12 months of age.

X. Innovative County Strategies

- Mecklenburg County has identified a team of social workers to provide social work services to children receiving Work First benefits under our Work First Child Only families whose children are experience attendance, behavior, and performance issues in Charlotte Mecklenburg Schools. Students with three or more unexcused absences are identified and efforts are made to resolve issues preventing child(ren) from attending school. Social Workers work closely with Charlotte-Mecklenburg School liaisons as well as with school administrators to coordinate services to address needs. Community resources are utilized to assist in meeting the needs of the families. The Social Workers serve as advocates for the guardians as well as for the students. Emphasis is being placed on financial literacy for middle school students, career awareness and preparedness of high school students for graduation and college or career plans upon graduation and caregiver support.
- Work First has partnered with Charlotte Works to provide Employment Computer Centers at three locations, Ella B. Scarborough Community Resource Center, Valerie Woodard Community Resource Center, and Catherine M. Wilson. These centers provide access to computers, high-speed Internet, access to NCWORKS resources to support résumé building, job opportunities and other resources for jobseekers. These centers averages between 100 and 200 visitors each month.
- Job Retention services are provided by social workers to all Work First customers upon securing employed. The goal is to maintain employment stability, emotional support, and community integration. Social Workers work closely with the family as well as may serve as an intermediary between employee and employee to resolve issues and foster a supportive work environment.
- Make It Happen Events are held onsite at DCR locations to engage customers who are interested in securing employment and skills training. These events are held monthly with the focus on connecting employers with prospective employees and community organizations that provide job readiness and vocational training for individuals who are seeking additional training.
- Collaboration with Central Piedmont Community College that allows office space for Work First team member to be onsite to support Work First participants enroll and navigate enrollment for skills and vocational training offered through CPCC.

XI. Special Issues

- No special issues or conditions in the county that will affect the operation of the Work First Program.

XII. Eligibility Criteria

Mecklenburg County will follow the state's standard policy for Work First Manual Sections 003, 116, 120 for the limitations that federal and state law places on eligibility criteria ad

- Definition of relationships.
 - County will abide by Section 112
- Who can apply/be included in the payment
 - County will abide by Section 104
- Payment levels (EA, 200% services, child welfare):
 - Level A: \$1,000 per household
 - Level B: \$750 per household
 - Level C: \$500 per household
- Countable income: County will abide by WF Manual Section 114
- Sanctions will be imposed for:
 - Failure to cooperate with Child Support Services -County will abide by Section 103-IV and Section 120 Section II, B
 - Non-compliance with the provisions of the MRA-A or MRA-B/OCP-Policy Section 120)
 - Failure to participate in required substance use treatment – Count will abide by Section 104-B
 - Intentional Program Violation (IPV) – County will abide by Section 207
 - Once a sanction is imposed, the case manager must close the case.
 - A family under sanction remains eligible to be evaluated for other
- Work First services such as Work First services for low-income families at or below 200% of poverty or Emergency Assistance
 - County will abide by Section 102, III-IV and Section 114
- Resource requirements (limit and countable items)
 - County will abide by Section 114
- Time limits and extensions:
 - County will abide by Section 105 defining 24 and 60 month time limit
- Exemptions, and exceptions to requirements. County will abide by:
 - Section 104-D for Family Violence
 - Section 116 IV for Child Support
 - Section 104-B for Substance Use Treatment,
 - Section 103-A Single custodial parent with child under 12 months of age is limited to 12 months lifetime.
- Benefit Diversion requirements
 - County will abide by Section 102, Section II
- Reward incentives.
 - County will abide by Section 114

XIII. Appeals Process

- The appeal process complies with N.C.G.S.§108A-79
- Mecklenburg County will adhere to the state's standard policy for eligibility criteria, manual Section 104, section II-A.
- When a customer disagrees with the action taken on their Work First case, they can request a hearing and it is held within 5 calendar days from the day of the request by the local DSS- Economic Services Division
- Work First extension hearings are held within 20 days of the request
- All ADH hearings must be held at least 20 days from when the customer has been notified of the hearing via certified mail. .
- Families may request a hardship exemption within the last three months, at the end of the 60-month time limit or at any time following termination after the 60month time limit was reached.
- Second level appeal hearings must be held in the county with 5 days.

XIV. Review Prior to Expiration of Time Limits

- County will review all Work First caseloads no later than three months prior to expiration of time limitations for receiving cash assistance.
- Special attention must be paid to cases on the 60-month time limit during months 30, 48, and 57. Policy Section 105.

XV. Funding Requirements- The estimated amount of the county block grant that the county will spend for Benefit Diversion, Work First Family Assistance, Work First Services, and the Maintenance of Effort contribution is **\$20,221,366.00**.

XVI. Certification

REVISED Electing County Status Designation Form
Federal Fiscal Years 2026 - 2028

_____ County, North Carolina

**Request for Continuation of Electing Status or Redesignation as Standard
Status for the Work First Program**

The Board of Commissioners of _____ County voted on _____
(date)
by at least two-thirds in favor of the below status (check one) for the Work First
Program.

Continue in Electing Status Change to Standard Status

The vote was: _____ in favor _____ (against)
(enter number) (enter number)

Commission Chair Signature Date

The primary contact person for our Work First Block Grant planning
process will be:

Name: _____

Position/Title: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Due Date: February 10, 2025

Submit to: Work.First.Policy.Team@dhhs.nc.gov
c/o Renee Smith
Work First Policy Consultant
Work First Program/Economic and Family Services
NC Division of Social Services

Mecklenburg County 2026-2028

Attachment 1



**North Carolina Department of Health and Human Services
Division of Social Services**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS
Sherry S. Bradsher
Division Director

March 11, 2013

Dear County Director of Social Services:

Attention: Work First Program Administrators and Supervisors

Subject: Workforce Investment Act/ Workforce Development Programs

The North Carolina Division of Social Services Economic and Family Services Section and the North Carolina Department of Commerce Division of Workforce Solutions have developed a state workgroup. The purpose of this group is to establish an on-going partnership between the programs to assist the citizens of North Carolina to improve employment outcomes.

Local county Department of Social Services Work First programs are encouraged to continue working collaboratively with local Workforce Development programs to establish protocols to ensure that participants are aware of both programs and their benefits. Work First and Workforce Development programs strive to ensure that adequate employment and training efforts and the necessary supportive services are available. The collaboration of services will strengthen relationships between agencies and improve employment outcomes for Work First participants and for Workforce Investment Act clients.

The Division appreciates your commitment to the Work First Program and look forward to partnering with you as we strengthen collaboration at all levels. If you have any questions or concerns, please contact workfirst.support@dhhs.nc.gov.

Sincerely,

A handwritten signature in cursive script that reads "David Locklear".

David Locklear, Assistant Chief
Economic and Family Services

DL/kb

EFS-WF-05-2013



Economic and Family Services
www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6300 • Fax 919-334-1265
Location: Hargrove Building/Dix Campus • 820 S. Boylan Avenue • Raleigh, NC 27603
Mailing Address: 2420 Mail Service Center • Raleigh, NC 27699-2420
An Equal Opportunity / Affirmative Action Employer

Attachment 2

INTRA-DEPARTMENTAL MEMORANDUM OF AGREEMENT

This IMOA is hereby entered into by and between the North Carolina Department of Health and Human Services, Division of Social Services (hereinafter referred to as "Division #1") and North Carolina Department of Health and Human Services, Division of Vocational Rehabilitation Services (hereinafter referred to as "Division #2").

This IMOA is subject to the provisions of all applicable Federal and State laws, regulations, policies and standards.

I. Effective Period:

This IMOA shall begin on 7/1/2023 and end on 6/30/2026, with the option to extend, if mutually agreed upon, through a written amendment.

This IMOA may be terminated by either party upon at least 30 days' written notice. This IMOA may be amended, if mutually agreed upon, to change scope and budget of the IMOA. Such changes shall be incorporated as an addendum to this IMOA.

II. Contractor's Duties:

The contractor shall provide the services as described in the scope of work which is incorporated herein by reference and in accordance with the approved budget, if applicable. In addition, the contractor shall adhere to the requirements set forth below, section II of this agreement.

Division #1 agrees to:

- A. Allow Division #2 to receive Federal funds directly into their budget to carry out the goals, objective and/or deliverables as described in the scope of work and
- B. Monitor Division #2 for compliance of all applicable State and Federal guidelines.

Division #2 agrees to:

- A. Meet the requirements described in the Scope of Work;
- B. Use the funds available for the sole purpose of accomplishing the requirements;
- C. Make available all records, papers, vouchers, books, correspondence or other documentation or evidence in a reasonable time period, if requested during the agreement period or after, for review, inspection or audit by duly authorized officials of the Division or the North Carolina Office of the State Auditor relating to this IMOA;
- D. Submit to Division #1, in such form as specified by said Division, a monthly report of expenditures for the month following the expenditure month, any agreed on outcome/performance measures (data), weekly time records (if required), and copies of any purchases made (if required);
- E. Submit to Division #1 any other plans, reports, documents, or other products that said Division may specify;
- F. Take necessary steps for corrective action, as negotiated within a corrective action plan, for any items found to be out of compliance with Federal and State laws, regulations, standards and/or terms of this IMOA.

Division #2 assures that under this IMOA, funds shall be used only to supplement, not to supplant, the total amount of Federal, State, and local public funds Division #2 otherwise expends for related services.

Division #2 shall not subcontract any of the work contemplated in this proposal without obtaining prior written approval from Division #1. Any approved sub contractor shall be subject to the same conditions as Division #2. Division #2 shall be responsible for the performance of any contractor.

III. Division's Duties:

The amount of funds available for this project or service shall not exceed \$0.

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Contract Administrators:

The administrator of this IMOA for Division #1 will be Adrienne Rice and the administrator for Division #2 will be Alice L. Farrar, Interim Chief of Employment Services and Program Development.

All notices permitted or required to be given by one Party to the other and all questions about the contract from one Party to the other shall be addressed and delivered to the other Party's contract administrator. The name, post office address, street address, telephone number, fax number, and email address of the Parties' respective initial contract administrators are set out below. Either Party may change the name, post office address, street address, telephone number, fax number, or email address of its contract administrator by giving timely written notice to the other Party.

For the Division:

IF DELIVERED BY US POSTAL SERVICE	IF DELIVERED BY ANY OTHER MEANS
Adrienne Rice, Work First Program Manager Division of Social Services 820 S. Boylan Ave; Hargrove Building, 2420 Mail Service Center Raleigh, NC 27699-2420 Telephone : (919)-527-6312 Fax: ()-- Email: adrienne.rice@dhhs.nc.gov	Adrienne Rice, Work First Program Manager Division of Social Services 820 S. Boylan Ave; Hargrove Building, 2420 Mail Service Center Raleigh, NC 27699-2420

For the Contractor:

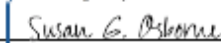
IF DELIVERED BY US POSTAL SERVICE	IF DELIVERED BY ANY OTHER MEANS
Alice L. Farrar, Interim Chief of Employment Services and Program Development Division of Vocational Rehabilitation Services 805 Ruggles Drive Raleigh, NC 27603 Telephone: (919)-855-3572 Fax: ()-- Email: Alice.Farrar@dhhs.nc.gov	Alice L. Farrar, Interim Chief of Employment Services and Program Development Division of Vocational Rehabilitation Services 805 Ruggles Drive Raleigh, NC 27603

Signatures follow on next page

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#1: Division of Social Services

DocuSigned by:

Signature

04/03/23 | 11:14 AM EDT
Date

Susan G. Osborne
Printed Name

Assistant Secretary of Human Services
Title

#2: North Carolina Department of Health and Human Services, Division of Vocational Rehabilitation Services

DocuSigned by:

Signature

04/12/23 | 10:50 AM EDT
Date

Chris Egan
Printed Name

Senior Director for Employment Services
(DVRS,DSB,DSDH)
Title

Attachment 3

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STATE OF NORTH CAROLINA COUNTY OF MECKLENBURG

MEMORANDUM OF UNDERSTANDING

This Memorandum Of Understanding is entered into on this 1st day of October, 2021 between the Mecklenburg County Departments, Department of Social Services; hereinafter referred to as DSS and Mecklenburg County Community Support Services Department Prevention and Intervention Services Division; hereinafter referred to as the CSS; and

WHEREAS, the DSS and CSS will collaborate to provide Domestic Violence (DV) services for customers that are victims of domestic violence.

NOW, THEREFORE, the parties hereto do mutually agree to the requirements and provisions of this Memorandum of Understanding as follows:

SECTION I-RESPONSIBILITIES

Description of Services

A. Both Parties Agree:

1. DSS and CSS will collaborate to provide DV services for customers that are victims of domestic violence who are deemed eligible. Services provided will include using trauma informed care and the Safe and Together Model approach.
2. CSS will:
 - a. Place one (1) Licensed Clinician at the DSS Kuralt Centre location for the purpose of providing DV services to eligible DSS customers.
 - b. Make available Four (4) Licensed Clinicians and one (1) Clinical Supervisor to work with the DSS child welfare staff as they work with DV customers on their caseload.
3. DSS will provide private work space for four (4) Licensed Clinicians and one (1) Clinical Supervisor at the various DSS locations, and equipment for one (1) Licensed Clinician at Various DSS Locations.
4. In the event interpreting services are needed for non-English speaking DSS eligible customers, CSS must contact the DSS DV Liaison to arrange for these services.
5. CSS will determine eligibility for TANF/DV funds. TANF/DV funding will be approved as a result of DV incidents occurring in the past twelve (12) months or financial needs directly linked to incidents that occurred prior to the past twelve (12) months (can be considered with administrative oversight).
 - a. There is no cap on the amount of funds provided per DSS customer for rent and/or rental deposit and is for short-term needs. Approval will be made taking into consideration the DSS customer's

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- circumstances and long-term affordability. The DSS customer must have a plan in place and funding to maintain housing in the future.
- b. Funds are authorized as follows:
 - i. Rental Assistance (not to exceed two (2) months of assistance - past due or future).
 - ii. Rental Deposits.
 - iii. Utility Deposits.
 - iv. Past Due Utility Payment.
 - c. Items that will require special consideration and administrative oversight:
 - i. Eviction Related Costs.
 - ii. Relocation Costs (i.e. storage, etc.).
 - iii. Childcare Expenses.
 - iv. Rental Assistance exceeding two (2) months will be approved by Clinical Supervisor and Manager.
6. Data will be recorded, maintained and reports will be provided to all parties. Develop a transparent data tracking mechanism and reporting process to include:
 - a. Development of and administering a survey to DSS staff to determine DV training and technical assistance needs.
 - b. Include the number of trainings provided, the number of participants trained, programmatic areas trained, training topics covered, overall satisfaction, and additional DV training topics identified by the audience(s).
 - c. Quarterly reports will be submitted to both the CSS and DSS Division Directors to include the following aggregate data:
 - i. Training Evaluation results.
 - ii. TANF/DV funding utilized.
 - iii. Overview of meetings.
 7. DSS and CSS DV staff will participate in the State audit, program, fiscal and administrative audits and will provide records to federal, State and County staff.
 8. TANF/DV record review may occur at any time by either party. DSS customer records will be located in the CSS's main office.
 9. Records must be kept confidential. Only authorized DSS and CSS employees with a need-to-know basis will have access unless there is a signed consent by the DSS customer authorizing release of information or pursuant to court order.
 10. Monthly meetings whether face to face or via conference call will be held to share information (regarding TANF/DV partnership, YFS/DV services, etc.) and to review/discuss partnership (including monthly updating, training needs, programmatic needs, issues/concerns, celebrations, etc.) as it relates to service delivery, DV Agreement and the State DV Plan. At least one face to face meeting will be held quarterly. Meeting minutes and/or videos may be posted on the Departments' intranet sites. The following are standard agenda items:
 - a. TANF/DV Expenditures.
 - b. Process/Procedural Issues.
 - c. Evaluating Service Efficiency and Effectiveness.
- B. DSS agrees to:
1. Refer DSS customers needing DV services in accordance with State and Federal regulations if it is

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- determined there is a presence or history of DV.
2. Share customer information with CSS upon the receipt of a signed release from customer, when necessary, for customer to receive auxiliary services related to domestic violence.
 3. DSS will provide the six (6) CSS Licensed Clinicians and other CSS staff the following training:
 - a. DSS Department Policies and Procedures related to the TANF/Work First Family Assistance and child welfare service delivery and any updates.
 - b. Relevant County, State and Federal laws, regulations, policies and standards regarding and pertaining to DV services for DSS TANF customers, child welfare and notice of any changes or amendments.
- C. CSS agrees to:
1. Hire and supervise qualified staff with experience in working with domestic violence victims and to work as Licensed Clinicians with referred customers.
 2. Provide domestic violence services to eligible DSS TANF customers as agreed upon:
 - a. At DSS facilities including the Survivor Resource Center, at a minimum of three (3) days per week; and
 - b. At the Service Provider facility one (1) to two (2) days per week.
 3. Maintain and submit appropriate documents to designated DSS eligibility staff to ensure DV cases are accurately keyed into State systems and appropriate funding sources are used. Maintain appropriate records regarding service-related costs which include but are not limited to:
 - a. Program data for reporting, auditing and tracking purposes;
 - b. The annual TANF/Domestic Violence Reporting (statistical) Form that is provided to the State for the funding year; and
 - c. DSS forms 8225 and 5027 for DSS Customers that meet 200% of the Federal Poverty Income Guidelines.
 - d. TANF/DV Application Packet along with supporting documentation and evidence of need (such as copies of billing statements for utility, mortgage, rent and etc.) per client. The Application Packet may be completed by either the DSS/DV or CAM Liaison and will include:
 - i. Eligibility Criteria.
 - ii. Crisis Assistance Ministry (CAM) Informed Consent Form.
 - iii. Application.
 4. Report on a monthly basis the following to DSS:
 - a. Number of TANF/DV referrals received from DSS.
 - b. Number of ongoing counseling services rendered to TANF/DV customers.
 - c. Number of Family Violence Option Waivers.
 5. Facilitate DV education and support groups for DSS eligible TANF/DV customers at a mutually agreed upon location.
 6. Ensure designated CSS staff located at DSS facilities are informed of all County, State, and Federal laws, regulations, policies and standards that influence domestic violence services for DSS TANF customers.
 7. Assist all other DSS Division staff as needed with services including but not limited to:
 - a. Technical assistance through telephone consultations with the on-call Senior Social Worker during normal business hours of operation.

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- b. Training:
 - i. Each quarter, at minimum, a one-day domestic violence training session (provided to all departments within DSS; and
 - ii. At least twice annually, domestic violence training and expert consultation to DSS contracted Parent Educators service providers.
8. DV Services - TANF/DV Review and Approval Process:
- a. Upon receipt of the TANF/DV Application Packet the DSS/DV Liaison will:
 - i. Research to see if the customer has previously received TANF/DV funding. If they have received TANF/DV funds within the past 12 months of the date they reapply, they are ineligible. Potential exceptions to this rule must be staffed with and approved by management;
 - ii. Review the application to assure that the packet includes all required/correct documentation, and that the application is completed correctly. Follow-up with the referring DSS worker if anything is incomplete, missing, or questionable;
 - iii. Confirm that the customer meets the criteria of need being directly related to DV that occurred within the past 12 months;
 - iv. Check the TANF/DV expenditure spreadsheet to make sure funding is available to cover the amount requested in the application;
 - v. Sign off on the DV eligibility portion of the application; and
 - vi. Meet with the designated DSS Eligibility Representative to review applications.
 - b. The DSS/DV Liaison will review applications, to be inclusive but not limited, to:
 - i. Adding expense information to the TANF/DV expenditure spreadsheet;
 - ii. Completing a TANF/DV Fund Request form, denoting the commitments needed;
 - iii. Forwarding the approved application packet and TANF/DV Fund Request form to CSS Supervisor for approval signature;
 - iv. Maintaining a copy of the TANF/DV Fund Request Form, copies of bills/invoices/leases, and copies of ID's/Social Security cards (if available); and
 - v. Forwarding, via a secured delivery, to CAM for processing via the partnership services email address the TANF/DV Fund Request Form, CAM Informed Consent, copies of bills/invoices/leases, and copies of ID's/Social Security cards (if available).

SECTION III-TERMINATION

- 1. The terms of this Memorandum of Understanding will automatically renew for successive one (1) year periods unless or until one of the following occurs:
 - a. Upon ninety (90) days written notice given by either party to the other; or
 - b. Upon the mutual written consent of both parties; or
 - c. Upon the liquidation of either business entity.

SECTION IV- METHOD OF PAYMENT

- A. CSS representative will complete applications for client's seeking DV financial assistance. If eligibility screening for 200%, domestic violence, and other TANF/DV eligibility criteria are approved by Social Worker and CSS Supervisor.

SECTION V- REALLOCATION

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Both DSS and Service Provider understand that TANF/DV funds may be reallocated during the fiscal year at the discretion of the State Division of Social Services.

SECTION VI - MEMORANDUM OF UNDERSTANDING SUMMARY

- A. Project Identification:
1. CSS Department
 - a. Name of Contract Analyst: Kimberly Livingston
 Telephone Number: 980-314-8946 Fax: 704-336-4198
 E-mail: Kimberly.Livingston@MecklenburgCountyNC.gov
 - b. Address of Service Provider:
 Mecklenburg County Community Support Services
 Prevention and Intervention Services Division
 3205 Freedom Dr. Suite 2000
 Charlotte, NC 28208
 2. DSS Department
 - a. Name of Contract Analyst: Karl Beil
 Telephone Number: 980-314-2033 Fax: NA
 E-mail: Karl.Beil@MecklenburgCountyNC.gov
 - b. Name of Program Project Manager: Lucille Joe
 Telephone Number: 980-314-6244 Fax: N/A
 E-mail: Lucille.Joe@MecklenburgCountyNC.gov
 - c. Address of Department:
 Mecklenburg County Department of Social Services
 301 Billingsley Road
 Charlotte, NC 28211

SECTION VII-MISCELLANEOUS

- A. **Severability**
 The invalidity or unenforceability of any particular provision of this Memorandum of Understanding shall not affect the remaining provisions herein, and the Memorandum of Understanding shall be construed in all respects as if such invalid or enforceable provision were omitted.
- B. **Governing Law**
 The Memorandum of Understanding shall be subject to and governed by the laws of the State of North Carolina.
- C. **Amendments**
 The Memorandum of Understanding may not be amended, added to, or changed except by written agreement signed by both parties.
- D. **Assignment**

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Neither this Memorandum of Understanding nor any rights or obligations created herein shall be assigned by either party without the express written consent of the other party.

E. Notices

All notices provided herein shall be in writing and served upon the parties at the then-current mailing address for each party.

F. Non-exclusive

Both parties agree that this Memorandum of Understanding is non-exclusive in that each party shall have the right to provide services to other entities and receive services from other entities.

G. Indemnification and Hold Harmless

Each party will be responsible for its own acts or omissions and any and all claims, liabilities, injuries, suits, and demands and expenses of all kinds which may result or arise out of any alleged malfeasance or neglect caused or alleged to be caused by that party, its employees, or representatives in the performance or omission of any act or responsibility of that party under this Memorandum of Understanding. In the event that a claim is made against both parties, it is the intent of both parties to cooperate in the defense of said claim and to cause the insurers to do likewise.

H. Independent Contractor Status

In the performance of the work, duties and obligations under this Memorandum of Understanding, it is mutually understood and agreed that CSS employees will be at all times acting and performing as CSS employees and not employees of DSS. DSS shall neither have nor exercise any control or direction over the methods by which CSS and/or its agents or employees shall perform their work and functions; the sole interest and responsibility of DSS is to assure that CSS services and the services covered by this memorandum of Understanding shall be performed and rendered in a competent, efficient and satisfactory manner.

I. Confidentiality

1. Both parties hereto agree to comply with any and all applicable laws and regulations concerning the confidentiality of customer records, files or communications in addition to the terms of this Memorandum of Understanding.
2. Both parties agree to secure privacy, confidentiality and integrity of customer, employee, and administrative data.
3. Electronic exchange of confidential information of any email, which will include invoices, customer billing information, and any other information regarding the service delivery of the customer, must be sent and received via encrypted methods.

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In WITNESS WHEREOF, the parties have duly executed this memo of Understanding as of the date first above written.
The undersigned represent and warrant that they are authorized to bind their principals to the terms of this contract.

Department of Social Services

Community Support Services

DocuSigned by:

035AC0878EA044B...
John Eller, DSS Director

DocuSigned by:

477A593D21924C1...
Stacy M. Lowry, CSS Director

10/7/2021
Date Signed

10/7/2021
Date Signed