

# REQUEST FOR BOARD ACTION

## HENDERSON COUNTY BOARD OF COMMISSIONERS

**MEETING DATE:** October 15, 2008

**SUBJECT:** Approval of FY 2010-2011 Henderson County Work First Biennium Plan

**ATTACHMENTS:** Proposed FY 2010-2011 Work First Block Grant Plan

### **SUMMARY OF REQUEST:**

In accordance with the state biennial planning schedule, Henderson County Department of Social Services has prepared a recommended Work First Block Grant Plan for FY 2010-2011. The state requests the plan be submitted on or before October 31, 2008.

Henderson County's Work First Planning Committee has worked on and reviewed the plan. The Board of Social Services will formally review the plan at their meeting on October 21, 2008 prior to the plan being submitted to the state. The FY 2010-2011 plan presents no fiscal impact to the county.

Requested is: (1) Certification of the Board of Commission's majority approval of the plan; and, (2) Chairman's signature.

### **BOARD ACTION REQUESTED:**

Board approval of the Work First plan and authorization for the Chairman to execute the necessary documentation required by the State.

### **Suggested Motion:**

*I move the Board approve the FY 2010-2011 Work First Biennium Plan and authorize the Chairman to execute the required documentation.*



# **HENDERSON COUNTY WORK FIRST BLOCK GRANT PLAN FY 2010-2011**

Submitted: October, 2008

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## *Vision Statement*

*To increase economic opportunities for parents – considering their capabilities and strengths – desiring work and to provide support, assistance and incentives to move them from welfare to sustained employment.*

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**HENDERSON COUNTY WORK FIRST PLAN  
FY 2010-2011**

**I. Conditions within the County:**

**Employment:**

Employer hiring is dropping, making it a tight job market. The unemployment rate in Henderson County rose to 5.3% in July 2008 (from 3.6% twelve months ago) and the number of unemployed rose 52% (from 1757 to 2668) according to the August 2008 Employment Security Commission Workforce In-Depth Report.

In Henderson County, gas prices are affecting the travel and tourism industry, and the mortgage crisis is affecting construction and real estate industries. Layoffs in the construction industry are occurring for the first time in years. Recent industry layoffs and closings include the Wood Field Inn closing in January 2008 and G.E. Lighting Systems laying off 285 employees in February 2008.

Two positive trends in Henderson County are the diversified economy and high in-migration of retirees. Both enable the local economy to fare better than some other area economies.

**Income:**

The average weekly wage in Henderson County is \$663.00, 85% of the North Carolina average weekly wage of \$778.00 (source: NAICS Employment and Wages July 2008). Unemployment benefits paid increased from \$451,676 in July 2007 to \$659,784 in July 2008, with claims increasing from 419 to 636. In 2007, 15 of the 20 fastest growing western NC industries paid below the living income standard for a family of four (source: *State of NC Workforce 2007-2017*, January 2007, NC Commission Workforce Development). Almost a third of Henderson County employees earn an income less than the Living Income Standard.

<b>Henderson County 2008 Living Income Standard for a Four-Person Family (2 Parents/2 Children)</b>									
<i>Housing</i>	<i>Food</i>	<i>Child Care</i>	<i>Health</i>	<i>Transportation</i>	<i>Other Necessities</i>	<i>Taxes</i>	<i>Refundable Tax Credit</i>	<i>Monthly LIS</i>	<i>Yearly LIS</i>
\$620	\$468	\$812	\$646	\$309	\$294	\$325	-\$147	\$3,326	\$39,911

Source: *Making Ends Meet on Low Wages*  
NC Justice Center 2008  
HCDSS August 2008

**Low Skill In-Migration:**

Another significant trend in Henderson County is the large scale influx of low-skill Hispanic workers (source: 2007 Henderson County Community Health Assessment). North Carolina exceeds the national average and Henderson County exceeds the North Carolina average.

Hispanic workers provide a significant source of workers for many industries, including construction and agriculture, and a number of low wage service industry jobs.

As in many North Carolina counties experiencing a high in-migration of Hispanic workers, low skill workers are facing real challenges:

- Competition for low-skill, low paying jobs; and,
- Disappearing “middle income” jobs that paid a family-sustaining wage and required minimal formal education or training

**II. Planning Process**

During the planning process, the committee agreed to recommend that Henderson County remain a standard county. On September 17, 2008, the Board of Commissioners voted to remain a standard county.

**A. Planning Committee:**

On August 5, 2008, the Work First Planning Committee for Henderson County convened. The committee included representatives mandated by the Plan Model as well as other appropriate or involved community members. The Planning Committee for 2010-2011 is as follows:

Name	Agency Represented
Lee Luebbe	Board of Social Services
Betsy Alexander	Public Health
Rob Curtis	Public School System
Emily Anderson	Employment Security Commission
Julie Thompson	Blue Ridge Community College Workforce and Economic Development Department
Charlie Messer	Board of Commissioners
Sandy Morgan	DSS Program Administrator
Jerrie McFalls	DSS Program Administrator – Child Welfare Staff
Liston Smith	DSS Director
Bill Crisp	Apple Country Transportation
Janna Davis	Interfaith Assistance Ministry-Faithlink
Sally Cook (Parsons)	Interfaith Assistance Ministry-Faithlink
Lisa Greenwich	Work First participant (working)
Karrah McMahan	Work First Participant (volunteering DSS)
Amelia Cox	Daycare Coordinator

**B. Public Comment**

It was announced in the local newspaper, The Hendersonville Times-News, that the Plan could be viewed at the Department of Social Services or on line at Henderson County's Website. Comments were to be received by Patti Leonard, Work First Employment Supervisor, through October 17, 2008.

**C. Planning Development**

In order to ensure a family-centered program, our discussions included the need to respect diversity in our community and to be advocates for our participants as they strive for success. Poverty is recognized as a huge problem for many local children, often impeding their accomplishments. We want to be certain that the services we provide are appropriate for our participants. Sub committees were formed to review current practices and discuss the future operation. The planning committee met again on August 26<sup>th</sup> to compile information gathered from the smaller groups. Two members of the committee, Lee Luebbe and Charlotte Morgan, met with the service providers who contract with Work First. They evaluated the outcomes the providers were achieving for the benefit of participants and their families. They made recommendations to the committee regarding levels of continued service. They recommended that some contracts be decreased and some be increased. Committee members agreed with their recommendations.

Patti Leonard is the contact person for public comment and notified the committee when opinions, recommendations and changes were suggested. The committee is to be notified and kept abreast of changes/improvements during all phases of the implementation of the plan.

**III. Outcomes and Goals for Henderson County**

**A. Statewide Work First Goals for Henderson County**

**1. Employment**

Self-sufficiency will be realized primarily through the employment of Work First clients. Local Goal: 37 Work First clients will enter employment.

**2. Meeting Federal Participation Rates**

Active participation in Federal countable work activities will lead to full time employment. Local Goal: 50% of Work First clients will participate, **90% of the two-parent families will participate.**

*Participation rates must take into account severity of disabilities and multiple barriers of current caseloads (i.e. substance abuse, physical, mental and/or emotional problems, histories of abuse-physical, emotional and/or sexual), all of which have impact on mental functioning. This will affect their ability to sustain employment and reach State and Federal participation rates.*

**3. Providing Employment Services**

Active participation in intensive employment services for all families is necessary in order to meet the participation rate and to ensure families are served adequately before the end of five years. One measure of success in Work First is the percentage of families who are subject to the work requirement that counties are assisting with job preparation and job placement. Local Goal: 80% of all parents and 100% of two-parent households will receive employment services.

**4. Staying Off Welfare**

Efforts to reduce welfare rolls, help adults find jobs, and increase self-sufficiency are undermined when families return to welfare. Families leaving Work First because of a job are tracked to determine if they return to case assistance. Local Goal: 90% of families who leave the program due to work will remain off welfare.

**5. Job Retention**

Families who leave Work First for employment and continue to be employed 6 to 12 months after leaving the program show evidence of keeping their income and increased job stability, which impacts a family'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. Local Goal: 90% of Work First clients who leave for work will still be working at 6 months and 50% will still be working at 12 months.

**6. Benefit Diversion**

The most successful outcome possible is for an applicant to avoid the need to become a recipient. Local Goal: 119 Families will be provided diversion assistance.

**B. Henderson County Developed Outcome Goals**

As a standard county, Henderson County opts to not establish additional county outcome and performance goals, other than those provided by the State and Federal government, but rather to concentrate on strategies to accomplish these goals.



**IV. Plans to Achieve and Measure the Outcomes and Goals (A&B)**

**HENDERSON COUNTY WORK FIRST PLAN  
ACTIVITIES AND SUPPORT SERVICES  
TO MEET STATE-WIDE GOALS**

<b>ACTIVITY/ SUPPORT SERVICE</b>	<b>GOAL(S)</b>	<b>WHO</b>	<b>WHERE</b>
Adolescent Parenting Program	1,5	Family Education and Support Program	Children & Family Resource Center, community sites
Adult High School / General Education Diploma	2,3,5	Blue Ridge Community College	On campus Off-site locations
Assistance with SSI claims	5	DSS, Social Security Administration, "Runner" from Running and Rolling Program	BRCC, Social Security Office, off-site locations as needed
Benefit Diversion	1,4,5	DSS	DSS
Child Care	1,2,3,4,5,6	Child Care Resource & Referral, community providers, DSS, Smart Start, Head Start	Child care providers selected by parents
Counseling services for domestic violence experienced by Work First participants	1,2,3,5,6	Mainstay, other community providers	Mainstay, community sites
Emergency Assistance	1,2,3,5,6	Interfaith Assistance Ministry, DSS, Salvation Army, WINS program, Faith Link, Private donors	Interfaith Assistance Ministry, Community churches, Salvation Army, Children and Family Resource Center, DSS, Faith Link
Housing assistance (Subsidy and Rent Freeze programs)	5,6	Henderson County Housing Authority, WCCA-Section 8, Housing Assistance Corporation	Off-site locations
Human Resource Development	1,2,3,5,6	Blue Ridge Community College (BRCC)	On campus, off-site locations as needed.
Increase child support collections	5	DSS	Henderson County Courthouse
Increase number of child support orders	5	DSS	Henderson County Courthouse
In-depth assessment for development of participant work plan	1,2,3,5	Blue Ridge Community College, DSS, ESC, Vocational Rehabilitation, and Private providers	On campus, community agencies, off-site locations as needed



**HENDERSON COUNTY WORK FIRST PLAN  
FY 2010-2011**

<b>ACTIVITY/ SUPPORT SERVICE</b>	<b>GOAL(S)</b>	<b>WHO</b>	<b>WHERE</b>
Transportation by public vans	1,2,3,4,5,6	DSS, WCCA (Apple Country Transportation)	Community sites
Vocational Rehabilitation Services	1,2,3	Vocational Rehabilitation	Vocational Rehabilitation office, Off-site locations as needed
Vocational Training	1,2,3,5	Asheville-Buncombe Tech, Blue Ridge Community College, Employers	On campuses  Employment sites

**V. Administration**

**A. Authority**

The authority to administer the Work First Program has been delegated by the Henderson County Board of Commissioners to the Henderson County Board of Social Services through the Director of Social Services. Nothing in the Henderson County Work First Plan for FY 07-09 shall imply an entitlement to any resources or services at the disposal of the County in the implementation of this Plan.

**B. Organization**

**1. Intake**

Intake for the Work First Program is performed by the Family Assistance Intake staff located at the Henderson County DSS main office.

**2. Emergency Assistance**

Intake and processing for the Emergency Assistance program is performed by an Income Maintenance caseworker out posted at our local community joint faith effort known as Interfaith Assistance Ministries. This worker is a DSS employee that evaluates clients of the Ministry and those referred from other local agencies for Emergency Assistance eligibility. This worker is backed up by the Intake staff of the Family Assistance unit located at the Henderson County DSS main office.

**3. Employability Assessment**

Employment workers will keep family-centered practice in mind when working with our participants to assure safety and well-being of all family members. When the family is referred to employment services after intake, information gathered at intake can be shared with the participant and the employment worker. In-depth information will be gathered to highlight strengths that the participant and their family bring to the process of striving for self-sufficiency. Goals are established by the participant and the worker. The assessment, plans and goals are fluid and can be amended as needed. Psychological evaluation can be recommended and if completed, can add to the pool of information used to create the plan of action outlined on the MRA II. Each participant's plan is individualized.

**4. Employment Services:**

In Henderson County, the Work First Employment Program Social Workers operate from their offices at Blue Ridge Community College. The campus offers a pleasant, encouraging environment for carrying out family-centered case management. The JobLink Career Center is located on campus with its WIA program, ESC services, career counseling and workshops. Work First maintenance is handled at the BRCC location offering seamless services between units of Work First.

**5. Other Supportive Services:**

Most supportive services used by Work First are described at IV.B. BRCC's continuing education programs are not mentioned specifically, but are often used by participants for short-term training. WFES workers participate in Child and Family Team meetings as appropriate. We aim to enhance a sense of community by tapping into local resources for the benefit of families.

**6. Eligibility determination:**

The Intake staff of the Family Assistance unit determines initial eligibility for the WFFA program. Re-determinations and ongoing eligibility are determined by the Income Maintenance caseworker stationed at Blue Ridge Community College with Work First Employment Social Workers.

**C. First Stop**

Henderson County contracts with our local ESC for the services of a worker to handle First Stop registrations at the Joblink Career Center where she is co-located with Work First staff. The worker also travels to the Department of Social Services upon request. A copy of the Memorandum of Agreement with the Employment Security Commission is attached as *Appendix A*.

**D. Child Care**

The Child Care subsidy program is outsourced, along with the Child Care Resource and Referral Program, at the Henderson County Child and Family Resource Center. Priorities for childcare funds established January 18, 2002 by the Henderson County Board of Social Services are as follows:

**Prioritization of Child Daycare Funds**

**A. Protection/Prevention Services**

- *Families who need day care to support protective services may be prioritized over those who need day care for any other reason.*
- *Children in DSS custody who need day care may be given priority over other families needing day care.*
- *Teen parents who need child care to remain in high school or obtain their GED may be given priority over other families needing child care to support education. Priority will be given to Adolescent Parenting Program (APP) parents and these parents will be monitored by the APP program coordinator.*

**B. Welfare Reform Support Services**

- *Families needing childcare to support Work First employment may be given priority over other families needing childcare to support employment. Priorities will be given to the people who receive Benefit Diversions.*
- *Families who need day care to support approved Work First training may be given priority over families who need day care to support training.*
- *Families who need day care to support full-time employment and who are not Work First participants may be given priority over families who need day care to support part-time employment.*

**E. Transportation**

As the Mutual Responsibility Agreement II is drawn up, responsibilities of the participant and the DSS are clearly outlined. Transportation resources for the individual will have been identified and DSS will have agreed to cover the cost for such services. Transportation for approved Work First activities may be arranged via the local transportation system, Apple Country Transportation. Also, carpooling may be encouraged or Work First will agree to reimburse a friend or relative of the participant for the cost of getting to and from Work First activities. The majority of the participants have their own cars and Work First reimburses them for their transportation expenses as well as assisting with many auto repairs to keep them on the road. Occasionally, unique arrangements have been made such as requesting assistance from the FaithLink groups to provide transportation during a period of unavailable transportation. Work First has a van that stays busy moving participants to work and training activities. We do not plan to offer transportation assistance to former Work First clients.

**F. Substance Abuse**

Henderson County will provide substance abuse and related services, such as Qualified Professionals (OPSA) Services, as defined by state policy. Please refer to the May 27, 2004 “Dear County Director of Social Services” letter entitled, “Use of QSAP’s in Child Protective Services” and March 20, 2008 D.C.DSS re: WFFA/CPS Substance Abuse Initiative.

**G. Family Violence Option**

Currently Henderson County works with Mainstay, the primary provider of domestic violence services, and Pisgah Legal Services, the primary advocate and legal services provider, to coordinate assessment and follow-up services.

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

Henderson County planned use of Maintenance of Effort funds:

- Work First staffing
- Social Work staffing
- Emergency Assistance
- Work First Employment Services (participation, transportation & education expenses)
- Contracts (See below)

Provider:	Service Activities:
Employment Security Commission	Job Search/Readiness
Interfaith Assistance Ministry	FaithLink/Work First Information & Referral
Mainstay	Domestic Violence Services
Child/Family Resource Center	Adolescent Parenting Program
Psychologists	Psychological Testing
Blue Winds PC/Counseling for Substance Abuse	Substance Abuse Assessments

**I. Child Welfare Services**

Funds Earmarked for Child Welfare Services: **\$2,343,022**

Work First Employment Services and Children’s Services are increasing collaboration monthly. Communication between Children’s Services Staff and WFE staff is increasing and reported by members of both units. Plans are being made for several joint training/sharing sessions and the WFE Supervisor is attending Children’s Services Supervisor’s Meetings. Action Plans and MRA II’s are compared and shared. WFE will attend Children’s Services Team Meetings and they will be invited to attend WF Success Team Meetings as appropriate.

**VI. Emergency Assistance**

Emergency Assistance can be accessed at two locations in Henderson County - Interfaith Assistance Ministry and the main Social Services office. \$25,000.00 is declared for Emergency Assistance in Henderson County.

Through full-time outposted Social Services staff at Interfaith Assistance Ministry, families can access (a) Emergency Assistance, CIP, NC CHOICE, and other Social Services benefits programs; and (b) private sector benefits. This arrangement creates a “single portal” for any Henderson County family to access in one place the majority of public and private emergency benefits available in Henderson County.

Intake staff at the main Social Services office also provides access for any Henderson County family to emergency assistance; but the primary purpose of Emergency Assistance at the main Social Services office is a resource alternative to Benefit Diversion and Work First.

Other description of Emergency Assistance:

- Maximum assistance for one family is \$500 a year.
- Family income up to 200% of poverty level.
- Emergency definition is as broad as State TANF rules permit, with specificity to: (a) child at risk; and, (b) short-term acute situations.
- The family must have a child who lives with a relative as defined for Work First cash assistance and who meets the age limit for Work First cash assistance.
- Family members must meet the same citizenship requirements as for Work First cash assistance.
- Only short-term assistance may be provided. Short-term assistance is described as:
  - Non-recurring, short-term benefits designed to deal with a specific episode of need.
  - Not intended to meet recurring or ongoing needs; and
  - Not extending beyond four months.

**VII. Services to Low Income Families (Under 200% of Poverty)**

If funding is available, Henderson County reserves the option to use the 200% eligibility criteria for subsidized day care services especially in the event of a waiting list. This would increase opportunities for employment and training leading to employment. In FY 08/09 the Adol. Parent Program serves participants who qualify at 200% eligibility level. \$65,847.00 of our WFBG is declared for services to low income families.



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

Services to non-custodial parents will not be provided in Henderson County.

**IX. Exemption From the Work Requirement**

Custodial parents of children under age one will be exempted from the work requirement if parent has not already exhausted the 12 month limit.

**X. Innovative County Strategies**

- A. **Faith Link** – Developed in 1998, Faith Link is an alliance between the faith community and families participating in Work First. With Faith Link, Work First families may partner with church mentoring/nurturing teams, participate in a tutoring program for children, take part in a family enrichment program and support group and receive guidance or direction. Families become partners with the church teams and these relationships have often lasted way beyond the term of the families’ participation in Work First. It is a precious venture that demonstrates how a family’s strengths can be nurtured and through the process quality of life increased.
  
- B. **Running and Rolling** – Henderson County was fortunate to land grant funds to create a demonstration program intended to increase participation rates. It worked! In September of 2007, a case manager – or “runner” – was hired to provide immediate problem solving services for clients. The runner focuses on family strengths, insists upon accountability, encourages self-sufficiency and gives respect and support. Our runner is employed by Blue Ridge Community College and JobLink Center. The “rolling” portion of the grant provides auto purchase assistance to targeted participants. We hope to learn that none of the folks receiving “rolling” assistance come back on the program and that they earn a higher wage than other people leaving the program for work. So far, so good! Their average wage is approaching \$10.00 per hour. The runner is also arranging seminars for participants. Subjects are of interest and/or supportive of the groups’ situations.
  
- C. **My Sister’s Closet** – The First United Methodist church offers clothing “from the skin, out” to Work First Participants as well as other low income, job searching women in our community. The program is well run and offers personal warmth and encouragement as well as interview/work clothing.
  
- D. **Care Coordination** - Mental Health services, referrals for treatment and substance abuse care coordination will be enhanced via a contract with a local mental health provider who is familiar with addictions, mental illness and local/state resources that will be of benefit to Work First participants.

***HENDERSON COUNTY WORK FIRST PLAN  
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- E. **Job Coach** – Henderson County has been offered some special funds to hire a Job Coach. We will contract with Blue Ridge Community College to offer the service through the JobLink Career Center. Skill levels, aptitudes, interests and capabilities will be considered as job coaching services are tailored to meet the needs of the client. Higher success rates, job retention and higher family income levels are the desired results of this service.

**XI. Special Issues – Optional**

**XII. Certification**

This Henderson County Work First Block Grant Plan was approved by the Henderson County Board of Commissioners at a meeting on October 15, 2008.

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Mr. William Moyer, Chairman  
Henderson County Board of Commissioners

Attest:

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Elizabeth W. Corn  
Clerk to the Board

# *APPENDIX SECTION*

Work First Plan FY 2010 - 2011

A.

**MEMORANDUM OF AGREEMENT**  
**FIRST STOP EMPLOYMENT ASSISTANCE PROGRAM**

Date: July 1, 2008

This AGREEMENT is entered into by and between the Employment Security Commission (ESC) of North Carolina and the Henderson County Department of Social Services (DSS).

Whereas, G.S. 108A-29 (a2) provides that the point of registration for the First Stop Employment Assistance Program may be agreed upon and designated by the Employment Security Commission and local department of social services in the event that the point of registration for the First Stop Employment Assistance Program is not to be located at an office of the Employment Security Commission; and,

Whereas, the Employment Security Commission (ESC) and the Henderson County Department of Social Services (DSS) have determined that the point of registration for the First Stop Employment Assistance Program Henderson County shall be located at a point other than an office of the Employment Security Commission.

Now, therefore, the Employment Security Commission and the Henderson County Department of Social Services agree as follows:

1. The point of registration for the First Stop Employment Assistance Program in Henderson County shall be located at the following site:

Blue Ridge Community College, College Drive, Flat Rock, N.C. 28731  
Work space and appropriate computer equipment and linkages will be provided by the Department.

2. ESC shall accomplish registration as follows:

First Stop Registration  
Assistance with Job Searching  
Coordination of services with DSS staff  
Job Development and Placement

3. DSS shall provide to ESC compensation as follows for ESC's location of the worker at Blue Ridge Community College:

Although an employee of ESC, DSS will provide the funds for workers' salary and benefits in the total of \$61,578 per year.

4. The term of this Agreement shall begin on July 1, 2008 and shall expire on June 30, 2010. This Agreement may be re-negotiated at any time with the consent of the parties here to.
5. This Agreement is executed in duplicate originals.

Employment Security Commission of North Carolina

By: \_\_\_\_\_  
Paul Keating, Manager

Henderson County Department of Social Services

By: \_\_\_\_\_  
Liston B. Smith, Director

**HENDERSON COUNTY WORK FIRST PLAN  
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**B.**

Memorandum of Agreement Between Western Highlands Area Authority,  
Department of Social Services and Substance Abuse Providers

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**MEMORANDUM OF AGREEMENT**

**Henderson County Department of Social Services  
and  
Western Highlands Area Authority  
and  
Alliance CBS, Inc.**

This Memorandum of Agreement is entered into and by the **Henderson County Department of Social Services**, hereinafter referred to as the "DEPARTMENT", **Western Highlands Area Authority**, hereinafter referred to as the "AUTHORITY", and **Alliance CBS, Inc.**, hereinafter referred to as the "PROVIDER".

Child Protective Services ("CPS") encompasses the provision of specialized services for maltreated children or those who are at risk of harm. Services are aimed at strengthening family life by supporting and improving parental/caretaker responsibility that, in turn, assures for each child a safe, nurturing home. Services focus on prevention and rehabilitation and are directed toward identifying and changing the cause of the maltreating behavior. This is accomplished through parent/caretaker cooperation and consent or, in the event that conditions pose serious issues for the child's safety, through the agency petitioning for court intervention. Consequences to families for refusal to participate in the Qualified Substance Abuse Professional ("QSAP") assessment will vary depending on each family's individual situation. Any refusal to participate should be considered as a part of the total CPS assessment process. This Agreement establishes procedures surrounding the services of a Child Protective Services/Work First Qualified Substance Abuse Professional ("CPS/WF QSAP") with CPS. Its purpose is to facilitate appropriate substance abuse services to parents and caretakers of children in order to better assure the safety, permanence and well being of children, when there has been substantiated child abuse, neglect and/or dependency or when the need for CPS services has been identified and substance abuse has been a factor in the maltreatment. The responsibilities of the above two agencies in meeting the objective are as follows:

**I. THE DEPARTMENT AGREES TO:**

- A. Explain to the parent/caretaker the nature of the CPS/WF QSAP assessment and the services provided by the CPS/WF QSAP. Secure the signature on the approved Release of Confidential Information Form when the parent/caretaker consents to the referral. Explain the type of information to be disclosed and ensure that the parent/caretaker initials each category of information he/she is willing to have the QSAP disclose.
- B. Refer (accompanied with the Release of Confidential Information Form) all parents/caretakers of children who have been determined to be in need of child protective services to the CPS/WF QSAP within thirty (30) days and incorporate the referral into the Family Service Case Plan.
- C. Provide background information (child protective services involvement, Family Strengths and Needs Assessment and Family Risk Assessment, and the status of any services that may be recommended) about the case that will enable the PROVIDER staff to sufficiently conduct a substance abuse assessment and make recommendations.
- D. Collaborate with the CPS/WF QSAP assigned to the parents/caretakers to support the provision of care coordination, and case management/case support services to access services recommended by the PROVIDER, when indicated.
- E. Include substance abuse treatment recommendations in the Family Services Case Plan.
- F. Designate a staff person to serve as liaison under this Agreement.

**II. THE AUTHORITY AGREES TO:**

- A. Provide oversight and monitoring of the Provider.
- B. Support the Department and Provider in arranging appropriate treatment as determined by the Provider assessment.
- C. Act as liaison between PROVIDER and the DEPARTMENT.

**III. PROVIDERS AGREE TO:**

- Agreement.
- C. The Business Associate Agreement between AUTHORITY and PROVIDER is Attachment B of the then current *Purchase of Services Agreement Between Western Highlands Area Authority and Provider*.

**VII. TERMS OF AGREEMENT:**

- A. This Agreement shall be in effect as of the date signed by the DEPARTMENT, AUTHORITY and PROVIDER(S), and shall renew automatically unless modified.
- B. This Agreement may be amended or terminated upon mutual agreement of both parties, or terminated by any party with thirty (30) days prior written notice to the other parties.

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Memorandum of Agreement Between Western Highlands Area Authority,  
Department of Social Services and Substance Abuse Providers

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- A. Administer the substance assessment and determine if there is a substance abuse or dependency diagnosis using the identified diagnostic tool (the Substance Abuse Disorder Diagnostic Schedule [SUDDS] IV Assessment Tool).
- B. Make recommendations to the Department for ongoing treatment needs.
- C. Assist the Department in arranging treatment as recommended by the Provider.
- D. Provide care coordination for the parent/caretaker while receiving substance abuse services including:
  - tracking the provision of consumer/client services,
  - following up with treatment providers,
  - reporting to the Department staff information that relates to the individual's treatment plan,
  - participating in interagency staffing with Department staff,
  - providing outreach to engage families in treatment, and
  - providing substance abuse training to the CPS staff by the CPS/WF QSAP.

**IV. DEPARTMENT, AUTHORITY AND PROVIDERS JOINTLY AGREE TO:**

- A. Confer about treatment recommendations when the DSS QSAP assessment results in a diagnosis of substance abuse or dependency.
- B. Provide ongoing collaboration and consultation regarding decisions affecting child safety and substance abuse treatment outcomes.
- C. Arrange for appointments for the parent/caretaker and coordinate planning for day care and transportation.
- D. Inform the parent/caretaker about the method of payment for substance abuse treatment in the event the parent/caretaker must bear any of the cost.
- E. Maintain regular contact on how the parent/caretaker is progressing in treatment.
- F. Make a CPS report if any of the parties has reason to believe that the child's safety is at risk.
- G. Utilize the standardized consent form to facilitate confidentiality as provided by the State Division of Social Services.
- H. Arrange ongoing cross-training for staff of both agencies.
- I. Develop a reporting system of non-compliance by parents/caretakers to assure child safety and protection.
- J. CPS/WF QSAP will attend case plan reviews.
- K. Provide data for outcomes and program evaluation.

**V. FUNDING:**

- A. Assessment by the CPS/WF QSAP is paid for with substance abuse funds (SAPTBG) if the consumer does not have Medicaid.
- B. Method of payment for substance abuse treatment will include private insurance, Medicaid and SAPTBG Funds.
- C. Medicaid and SAPTBG reimbursement to PROVIDERS by AUTHORITY will be made in accordance with the then current provisions of the *Purchase of Services Agreement Between Western Highlands Area Authority and Provider*.

**VI. SHARING CLIENT PROTECTED HEALTH INFORMATION:**

- A. AUTHORITY, DEPARTMENT and PROVIDER agree that a vital component of effective treatment is the sharing of information about the status of the client. The sharing of Protected Health Information will be done in accordance with the terms of the Business Associate Agreement duly executed by all parties.
- B. The Business Associate Agreement between AUTHORITY and DEPARTMENT is Attachment A of this Agreement.
- C. The Business Associate Agreement between AUTHORITY and PROVIDER is Attachment B of the then current *Purchase of Services Agreement Between Western Highlands Area Authority and Provider*.

**VII. TERMS OF AGREEMENT:**

- A. This Agreement shall be in effect as of the date signed by the DEPARTMENT, AUTHORITY and PROVIDER(S), and shall renew automatically unless modified.
- B. This Agreement may be amended or terminated upon mutual agreement of both parties, or terminated by any party with thirty (30) days prior written notice to the other parties.



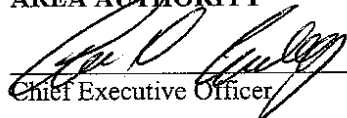
**HENDERSON COUNTY WORK FIRST PLAN  
FY 2010-2011**

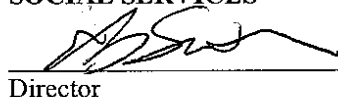
Memorandum of Agreement Between Western Highlands Area Authority,  
Department of Social Services and Substance Abuse Providers

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**WESTERN HIGHLANDS  
AREA AUTHORITY**

**HENDERSON COUNTY DEPARTMENT OF  
SOCIAL SERVICES**

  
\_\_\_\_\_  
Chief Executive Officer      9/24/08  
Date

  
\_\_\_\_\_  
Director      9/30/08  
Date

**ALLIANCE CBS, INC.**

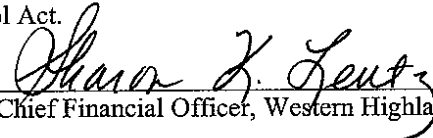
\_\_\_\_\_  
Legally Authorized Representative      Date

Address: 45 N. Country Club Road, Brevard, NC 28712

Telephone: 828-885-8255

Contact Person: Meg Foley

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

BY:   
\_\_\_\_\_  
Chief Financial Officer, Western Highlands Area Authority

DATE: 9-23-08

**C. COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT AND PROVISION  
OF INTERPRETER SERVICES**

Henderson County Work First complies with policies and practices of the Americans with Disabilities Act. Also, Interpreter Services are offered to participants. For more information on how Henderson County provides the above mentioned services, our policies are available for review at our office at 1200 Spartanburg Hwy, Suite 300, Hendersonville, NC 28792