

Mandated Services Provided by Counties and Municipalities	County		City	
	May	Must	May	Must
Law Enforcement (Towns/Cities) & Sheriff (Counties)		X	X	
Jails		X	X	
Medical Examiner		X		
Courts		X		
Fire Protection	X		X	
Streets			X	
Water	X		X	
Sewer	X		X	
Solid Waste Collection	X		X	
Solid Waste Disposal	X		X	
Land Use Regulation	X		X	
Building Code Enforcement		X		X
Public Schools		X		
Community Colleges	X			
Libraries	X		X	
Social Services		X	X	
Public Health		X	X	
Mental Health (counties participate, but MCO's provide)		X	X	
Hospitals	X			
Deed Registration		X		
Election Administration		X		
Parks & Recreation	X		X	
Tax Listing and Assessment		X		
Tax Collection	X		X	
Emergency Management		X		
Emergency Medical Services		X		

As the General Assembly has turned to counties as the instrumentalities to provide certain services over the entire state, it has recognized that its goal of statewide provision of those services cannot be met unless the counties are required to provide the services. Therefore, counties are subject to a number of service mandates, which in total comprise well over half of any county's annual budget. For many of these mandated activities, there is also a substantial degree of state government supervision of county operations.

### **Helpful Tips to Navigate Human Services:**

- ✓ Counties and Towns are like foreign countries. Services vary greatly across municipalities. Do not assume services are alike or transferable across municipalities.
- ✓ Some counties have consolidated their social services and public health departments. Others have consolidated these two departments plus others (aging, veterans, transportation, etc.). Their names may be different.
- ✓ Be proactive and get to know your local health and human services directors and service providers by name. Ask them for a list of point persons. Once you have established relationships, your questions will be more easily addressed because you will know who to contact. Do not forget to contact them to gain their perspective on pending legislation/policy so you will know how it impacts the programs for which they work, and ultimately, your constituents. Not doing so does not build trust.
- ✓ Find out what the "intake" contact numbers are for each service as in some counties they all go to one line, while in others, they can go to a different line for each individual service.
- ✓ Make sure you know whether the service/need/issue you are calling about is a government service (City or County) or provided by a private or non-profit provider. If you are uncertain, leverage your relationships noted above to learn so you will know next time.
- ✓ Your case/inquiry cannot receive any more or less priority than someone walking in the door of the service agency itself due to various federal requirements.
- ✓ You are not a program expert (and neither am I), and Google is not your friend! Never try to affirm that a constituent should or should not be eligible for any program. Most have very different eligibility standards which vary based on individual assets. Therefore, in many cases, each is assessed on a case-by case basis.
- ✓ Resist the temptation (and protect your boss too) by not expecting the service provider to divulge details about constituent's case. This is for your own protection (and the person you are calling at the agency to discuss your issue). There are federal and state confidentiality laws that prohibit counties from doing so-even if the client gives you verbal permission. Just listen, let them know that you would be happy to pass along their information to the service provider, or connect them directly with the service provider. Remember, you are the "middle man" (or woman).

### Mandated Social Services Programs

Administration	Provides the overarching infrastructure and guidance to the department as a whole. Includes all operational costs. The creation of Social Services, a Board, Director, and employees is required under GS 108A 1-15.
Child Protective Services	GS 7B-300 states that each "director of the Social Services in each county shall establish protective services for juveniles alleged to be abused, neglected, or dependent". In general, all activities needed to provide the parents or caretakers of a child (or children) the resources to ensure a safe, stable family environment. Also must meet state DHHS staffing standards (1 SW:10 Cases). This service receives and screens reports of child abuse and neglect; investigates reports of alleged child maltreatment; protect children & to assure a safe environment; provides services to families where maltreatment has occurred; works to maintain the safety of children; strengthen family's capacity to protect & nurture children; works to maintain the children in the home; provides short term, intensive, crisis intervention services provided primarily in the family's home or community; keeps the child, family, and community safe by defusing the potential for violence (physical, sexual, emotional/verbal abuse); helps families develop the skills, competencies, and resources they need to handle future crisis situations more effectively; and deals with children's behavioral problems to prevent children from being removed from their families.
Foster Care	When there are reasonable grounds to believe that a juvenile has been abused, neglected, or dependent and that the juvenile would be injured or could be harmed if not taken into custody, Under NCGS 108A-25, 45, 48-49; 143B-153(2)(d)7B 500 – 508, 7B 1111, he/she can be taken into custody by a department of social services worker. The worker will arrange for the placement, care, supervision, and transportation of the juvenile. State staffing standards (1 SW:15 Cases).
Adoptions & Licensing of Foster Homes (Non Group Care or Therapeutic)	As part of the Child Welfare continuum of mandated services, Social Services is to provide Adoption services to the youth in care whose parent's rights have been terminated. This service recruits and supports permanent adoptive home/families who may choose to foster, adopt, provide respite care or become a visiting resource for waiting children. Mandated by NCGS 108A-49, 50, 131 D, Article 1A; & 143B-153.
Work First	Formerly known as the welfare cash payment. However, unlike its predecessor, this program is geared toward moving people to self-sufficiency through short term assistance. For example, for many participants the program is now time limited, has multiple requirements that must be met before payment is received, and has a relatively low payment amount. This service is mandated through GS 108A-25 through 39 (not inclusive) as well as IV-A of the Social Security Act. There are Two Components: 1) Cash Benefits-There must be an eligible deprived child (under 18) in the home with the person who qualifies as a caretaker, and income and resource limits must be met.

	2) Employment Services-Designed to help families get and maintain a job by removing barriers to employment, find and secure employment, and reduce long-term dependence on welfare programs.
Non-Emergency Medical Transportation	This service provides transportation to Medicaid eligible citizens for approved medical appointments (only). Although not specifically stated, the interpretation of Title XIX of the Social Security Act is that this is a mandated service, as stated in the Code of Federal Regulations 42 CFR 431.53. Additionally under the State Medicaid plan this is a mandated service as interpreted Under GS 108A-14 where it states DSS is responsible for administering Public Assistance programs.
Medicaid Special Assistance	These payments help cover the cost of elderly and disabled adults being provided assisted living, rest home, or mental health group home type of care. The individual must be at least 65 years of age, or disabled by Social Security standards, or receiving SSI (Supplemental Social Security). The individual's income must be used to help pay the cost of care. Defined under NCGS 108A-25.
Child Support	Provides establishment and collection of Child Support orders as well as paternity for county citizens. Services can be provided to any North Carolina parent or custodian regardless of income level. Persons receiving public assistance are required to cooperate with child support enforcement as a condition of their eligibility for assistance. Mandated to provide under NCGS 110-128 through 110-1142.2, & Title IV-D of the Social Security Act; 45 CFR Chapter III 300-308.
Child Care Subsidy	Staff provide eligibility services to citizens requesting Day Care subsidy as per NCGS 110-85. These services help support early childhood initiatives as well as employment by enabling parents to maintain full time employment in order to support their family and achieve economic independence; and participate in job training or educational programs that will lead to their employment. This program provides day care to children receiving protective services (including children at risk of neglect/abuse), and children in need of early intervention to enhance their development.
Food & Nutrition Services (FNS-Formerly called "Food Stamps")	Provides eligibility determination for food and nutritional services to improve the nutritional level of low-income households (must meet income limits). Mandated under 108A-25 and 51.
Family Medicaid	Provides eligibility determination to low income families and citizens in need of medical care. Mandated under 108A-54. Must be under 19 (income eligible); or be under 21 and not living with a parent or considered emancipated (income & reserve eligible); Be pregnant (income eligible); and/or have minor children in the home for caretaker relative to receive (income & reserve eligible).
NC Health Choice	Medical coverage for uninsured, children from ages 6-18 not eligible for Medicaid. Parent pays an affordable co-pay monthly. Income eligible only (low income, but just over the Medicaid threshold). NCGS. 108A, Part 8; & 79-80.
Adult Medicaid	Provides eligibility determination to low income and disabled citizens in need of medical or Long Term Care for a Medicaid eligible individual. There are limits on the amount and type of real and personal property a person may have. If the applicant has a spouse, it is possible for up to one-half of the assets to be protected for the spouse at

	home. If an applicant/recipient, his spouse, or legal representative gives away or sells assets belonging to the applicant/recipient for less than current market value, he may not be eligible for payment of cost of care in the nursing home. Mandated under 108A-54.
Foster Care & Adoption Payments	These payments cover a child's cost of Foster Care as well as ongoing Adoption Assistance payments. Counties are legislatively mandated to cover a portion of the cost of children in our care and Assistance Payments, under GS 108A-25; 48 through 50.1.
Adult Protective Services	Staff provide protection of adult and disabled citizens who are risk of abuse, neglect or exploitation (and associated services) as mandated under 108A-99 through 111. Conducts an assessment on any disabled adult suspected to be victims.
Adult Care Home Case Management	NCGS 143B-153(e) & 131D-2.11 requires the department to ensure that Adult Care Homes and Family Care Homes are licensed and monitored for licensure compliance on a regular basis.
Guardianship Services	Serve adults 18 and older who have legally been declared incompetent and need assistance making decisions about their care. NCGS 143B-153; NCGS 35A.
Heating Assistance LIEAP/CIP	The Low Income Home Energy Assistance Program (LIHEAP) assists eligible low-income households with their heating and cooling energy costs, bill payment assistance, energy crisis assistance, weatherization and energy-related home repairs. In order to qualify for this benefit program, you must need financial assistance for home energy costs and be elderly (>60) or disabled and receiving services from Division of Adult Services to be part of the priority group (income limits apply).
Program Integrity	Prevents, detects, and recovers overpayments in the public assistance programs.
Special Assistance In-Home	Provides In-Home Case Management Program which provides a cash supplement to low-income individuals who are at risk of entering a residential facility. For Medicaid eligible individuals with incomes at or below 100% of the federal poverty level, who meet all other eligibility criteria for Special Assistance, and are financially eligible for Special Assistance payments in in-home living arrangements. This income level (need standard) is lower than the income level for individuals receiving Special Assistance in adult care homes. NCGS 108A-47.1.
<b>Optional (Non-mandated)</b>	
Meals on Wheels and/or Congregate Meals	This program provides nutritional as well as social support to elderly and disabled adults. Includes Adult Nutrition programs such as Home Delivered Meals (must be homebound), Congregate Meal Programs, etc. Age minimums may apply.
Housing Assistance/Weatherization	Rent assistance and housing weatherization.
Behavioral Health	Although Counties may partner with a provider onsite, these programs are typically administered by the regional Managed Care Organization (MCO).
Payeeship	Agency serves as protective payee for those receiving social security, veteran's benefits, or public assistance who are in jeopardy of being deprived of basic needs.
Adult Placement Services	Assists Family Members or Individuals with placing adults in the appropriate facility to best suit his/her needs.

Adult Day Care	Any disabled or aging adult (age 18 years of age or older) needing adult day care and adult day health services. Adult must have an impairment that prohibits them from living an independent life style without supportive services, and must be at risk of being institutionalized. G.S. 143B-153; G.S. 131D-6
Community Alternatives Program	Medicaid program in which a variety of in home and community services provide an alternative to nursing home placement for the elderly or disabled adult. Individual must be receiving Medicaid, and CAP/DA clients must need the same level of care as someone in a nursing home.
Information and Options Counseling	Provides assistance to adults who are experiencing a major life transition, and need assistance discovering and navigating the services that may be available to them.
In Home Aide Services	Assists with Chore Services and G.S. 143B-153