



DURHAM COUNTY

Social Services



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Directory of Services

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Introduction

The Durham County Department of Social Services is committed ensuring that the our partners – inclusive of residents of Durham, community groups, advocates, and others interested in the physical, economic, and social well being of our community. This guidebook to services is being provided to ensure that our community knows the safety net services offered by the Department.

This book should be used only as a guide. Programs and service eligibility are subject to change based upon available funding. Information in this guide will be updated as required on the Department of Social Services webpage on the Durham County Government website, www.dconc.gov/dss. You are also encouraged to join our listserv for updates to this guidebook. This will be updated on-line if programs or eligibility criteria changes.

Mission and Core Values

Vision

A community where individuals and families achieve well-being.

Mission

Our mission is to partner with individuals, families and the community to help our residents achieve physical, social and financial well-being.

Priorities

In its November 2013 retreat the Durham County Board of Social Services considered the question, "If you could be transported in time five years from now and DSS was the best performing Department in the state, what would it look like?" After engaging in lively discussions, five goals were developed that shaped Social Services' strategic priorities.

These priority areas are:

1. Every child has access to quality **early childhood education**. We know that exposure to the building blocks of education is important for every child. In Durham, there are a number of children/families who cannot afford child care services and are on waitlists for subsidized child care. The Department of Social Services envisions a time where there are no children waiting to access this vital resource.
2. Every senior, age 55 or older, has access to quality **support for aging adults** through services that address health, safety and financial well-being.. As people age, the resources needed for a longer retirement grow. To meet the long-term care needs of Baby Boomers, social and public policy changes must begin soon. Durham County Department of Social Services envisions a community where there is a collaborative approach to addressing the growing needs of the aging population.
3. Everyone has a **safe home and housing**, a living wage, employment and financial stability. Homelessness in Durham is a critical issue as the number of homeless families and individuals continues to grow. Housing is a basic component of safety and without this basic need being met, families are unable to meet other, more complex needs. Durham County

Department of Social Services envisions a community that is free of homelessness.

4. Everyone has access to **affordable healthcare** which provides a way in which people can attend to their physical well-being. As the United States moves to a national health care model, it is imperative that the Department of Social Services works collaboratively with the community to assist members of our community in accessing affordable health care. The Department of Social Services envisions a community where each member has the ability to attend to their physical needs.
5. **Youth are engaged as a vital resource in our community**. DSS has a vital role in the protection of children in our community through child welfare services. DSS supports a broader view of the need to engage youth so that they develop into responsible adults.

These priorities are highly aligned with the County Strategic Plan. Goals one and three are in alignment with the "community and family prosperity and enrichment" goal of Durham County's strategic plan while the other three align with the plan's goal of health and well-being for all.

While DSS board members acknowledge that the five goals are visionary, the focus will provide a direction for our agency. We will continue to develop partnerships and act in collaboration with other community agencies to reach these aspirations, which are broad in scope. We know that everyone has strength and our work is dedicated to supporting Durham residents to build upon their strengths.

DCDSS Quick Reference Guide

Program	Services Provided	Eligibility	Applications	Bring**	Contact
Emergency Assistance*	Assists with crisis rent and utility needs, food, burials	Adults, families with children (In some cases must be elderly/ disabled) Based on income	414 E. Main St. 7:30am – 5:30 Call for an appointment	ID, proof of income, bills with which you need assistance, expenses from past 30 days.	Call 919-560-8000
Food Stamps* (Food and Nutrition Services)	Assists individuals and families in purchasing food	Individuals or families Based on income/assets (130% of poverty level)	414 E. Main St. M, T, Th, F 7:30 - 12:30; 1:30-5:30 Walk-Ins, On-line EPASS application site	ID, SS Cards, proof of income, rent, medical bills, day care	
Family and Children Medicaid*/NC Health Choice	Provides Medical Coverage	Families with children (WFFA/SSI recipients automatically eligible) Based on income/assets	414 E. Main St. 7:30-5:30 walk-in; mail-in applications are acceptable	ID, SS Cards, proof of income, rent, medical bills, day care	
Adult Medicaid*	Provides Medical Coverage includes Long Term Care	Adults 65 and over or disabled Based on income/assets	414 E. Main St. 7:30-5:30 walk-in; mail-in applications are acceptable	ID, SS Cards, proof of income, rent, medical bills, day care	
WFFA* (Work First)	Provides temporary financial and employment assistance to promote self-sufficiency	Families with children under 18. Based on income/assets/time limits	414 E. Main St. Mon, Tues, Thurs, Fri. 7:30 to 9:00 am	ID, SS Cards, birth certificates, proof of income, assets	
Child Care	Assists in obtaining quality childcare for low income families	Parents with children birth 12 who need care while parents work or attend school Based on income	1201 S Briggs Ave. Suite 100 M-F 7:30 – 5:30 walk-ins and by appointment	ID, SS Cards, birth certificates, proof of income, proof of work/school schedule	
Child Support	Locates absent parents, establishes paternity, collects child support and medical (Work First recipients apply with WFFA)	Any parent/legal guardian May be fee up to \$25 based on income	414 E. Main St. 7:30-5:30 Drop off application and worker will call (Establishment - Duke St.)	ID, SS Cards, birth certificates, affidavits, info about absent parent's identity, location, job -	

***Income guidelines and other program information changes frequently. Instruct clients that only worker in specific program can guarantee eligibility.**

****Where to get Standard Documents:**

Driver's License	Department of Motor Vehicles	101 S. Miami Blvd.	919-560-6896
North Carolina ID Card	DMV - Homestead Market	3825 S. Roxboro St.	919-560-3378
Social Security Card	Social Security Administration	3004 Tower Blvd.	888-759-3908
Birth Certificate Durham	County Register of Deeds	200 E. Main St.	919-560-0495
Citizenship/Immigration Documents	Immigration and Naturalization Service's	6130 Tyvola Centre Dr. Charlotte, NC 28217	1-800-375-5283

Services to Children and Families

Child Protective Services

In North Carolina there is an Adult Protective Services Law that provides protection for disabled and children...

Service Name	Service Description	Eligibility for Services	Who to contact
How to Make a Report of Abuse, Neglect or Dependency	<p>Trained CPS Assessment/Investigation professionals respond to all valid reports of suspected child abuse, neglect and dependency.</p> <p>We conduct a thorough “investigation” of all valid reports of suspected child abuse. The investigatory process may include notification to law enforcement officials, as well as medical examinations and psychological assessments when needed.</p> <p>We conduct a “family assessment” of all valid reports of suspected child neglect and dependency</p> <p>Any person with cause to suspect that a child is being abused or neglected is required by law to make a report.</p> <p>The work is family focused and child centered.</p>	<p>Child abuse can be of a physical, sexual or emotional nature.</p> <p>Child neglect can include the failure to provide for basic needs, inadequate supervision, or inappropriate discipline. Situations in which children are exposed to substance abuse and domestic violence may be considered serious child neglect.</p> <p>Child dependency occurs when a youth does not have an able parent or caretaker.</p>	<p>Never hesitate to call 919-560-8424 when you believe a child is at risk of harm.</p> <p>To make an in-person report please come the DSS Office on Main Street</p> <p>To extent that the law allows, the identity of the reporter is always kept confidential.</p> <p>Reports can be made anonymously, and in writing</p>

In-Home Services

Service Name	Service Description	Eligibility for Services	Who to contact
In-Home & Prevention Services Case Management	<p>Trained CPS In-Home & Prevention Services Social Workers closely monitor situations through case management which includes evaluating, assessing, and reassessing identified needs for children who have been assessed to be at significant risk for child abuse, neglect and dependency.</p> <p>Working in the context of Child and Family Teams to ensure collaboration and teamwork among all persons who can provide assistance to the child and family.</p> <p>The work is family focused and child centered.</p>	<p>Cases of abuse or neglect that have been found in need of on-going services from a Family Assessment or Investigation.</p> <p style="text-align: center;">Or</p> <p>Families at risk for abuse or neglect</p>	<p>Contact the Assigned Social Worker to the case OR</p> <p>Call 919-560-8000</p>

Child Placement and Permanency Services

In North Carolina there is an Adult Protective Services Law that provides protection for disabled and children.

Service Name	Service Description	Eligibility for Services	Who to contact
<p>How to Become a Foster/Adoptive Parent</p>	<p>The goal of foster parenting is to make a temporary care commitment to youth who have been abused or neglected while DSS is working toward reuniting the child (ren) with his/her family.</p> <p>Foster Families also assist the child (ren)'s birth family toward reunification by providing information on the child (ren)'s progress, cooperating with visitation and offering support and encouragement to the child (ren)'s parents.</p>	<ul style="list-style-type: none"> • Must be 21 years old • A Durham Co. resident • Sufficient income to meet your family's current needs. • Pass a criminal background check • Complete training • Complete a Home Study 	<p>Call to speak to a Foster Parent Recruiter at 919-560-8092 or 919-560-8000</p>
<p>LINKS</p> <p><i>Services to older youth who are currently in or have exited from Foster Care</i></p>	<p><i>LINKS Program</i> provides services to youth in foster care ages 13 to 18 and to youth who are voluntarily in care between the ages of 18 – 21 (thru a CARS agreement), as well as to young adults who aged out of foster care at age 18. Services can be provided until the age of 21.</p> <p>The LINKS Coordinator collaborates with the Foster Care/Adoption Social Worker and community partners to help these youth and young adults' transition to Independence and have successful outcomes in education, housing, health and overall well-being.</p> <p>Limited funding may be available to assist older youth in areas of securing housing, continuing education, and transportation.</p>	<ul style="list-style-type: none"> • Be in foster care or have exited foster care • Be between the ages of 13 and 21 	<p>Call 919-560-8460 or 919-5608000 and ask to speak to the LINKS coordinator.</p>

Services to Adults

Protective Services

In North Carolina there is an Adult Protective Services Law that provides protection for disabled and vulnerable adults. You may be in need or may know someone who needs protection. Adult Protective Services are described as follows:

Service Name	Service Description	Eligibility for Services	Who to contact
Adult Protective Services	<p>Adult Protective Services Investigations are initiated by DSS to protect vulnerable disabled adults from abuse, neglect, exploitation</p> <p><i>What is Abuse, Neglect, Exploitation?</i></p> <p>Abuse is willful infliction of physical pain, injury or mental anguish, unreasonable confinement, or the willful deprivation of necessary services by a caretaker</p> <p>Neglect refers to a disabled adult who is either living alone and not able to provide for himself/herself or the services which are necessary to maintain health and safety aren't being provided by a caregiver.</p> <p>Exploitation the improper use of a disabled adult, or the adult's resources for profit or advantage.</p>	Any person 18 years of age or older (16-18 if lawfully emancipated minor) who is present in the State of North Carolina, and physically and/or mentally incapacitated where abuse, neglect, or exploitation is suspected.	Between 8:15 a.m. & 5:30p.m., telephone 560-8000 or in case of an emergency when they agency is closed call 911. You may also make a report at the DSS Main Street location.
Adult Guardianship	<p>When an adult is incapable of making important decisions concerning his/her personal welfare and/or financial resources, the court may appoint a guardian who is given the authority to make these decisions.</p> <p>The decisions may include where the adult will live, type of living arrangement, decisions about medical treatment and how the adult's income will be spent. The guardian tries to decide what is in the best interest of the adult.</p> <p>The Clerk of Superior Court may appoint the DSS Director as of the person's guardian when there is no available family member or other suitable individual to serve in this capacity</p>	Adults whom the court has deemed to be incapable of caring for his/her personal welfare and/or financial resources.	Contact the assigned Social Worker directly OR Contact 919-560-8000
Representative Payee	When an adult is unable to manage his/her Social Security or Supplementary Security Income benefits, a representative payee may be appointed by the Social Security Administration to receive and administer the funds for the benefit of the adult.	Adults 18 years of age or older who have been assessed to need on-going support with finances	Contact the assigned Social Worker directly OR Contact 919-560-8000

Adult Services

Social Services to Adults provides a range of services to support aging and disabled adults to live in their own homes or in supported living environments. The information in this section provides a brief description of these services. Detailed information can be obtained by contacting the numbers provided.

Service Name	Service Description	Eligibility for Services	Who to contact
Home Delivered Meals	<ul style="list-style-type: none"> A home delivered meal is a nutritious meal delivered to a homebound disabled or elderly person. The meal is delivered mid-day, Monday through Friday of each week. It provides one-third of the daily recommended dietary allowances. 	Elderly Disabled	Contact the Assigned Social Worker OR Contact 919-560-8000
In-Home Aide Services	<ul style="list-style-type: none"> Aides provides assistance to disabled and frail elderly adults with personal care services such as bathing, dressing, and essential home management tasks such as housekeeping and meals preparation. A plan specifying hours and tasks are developed to accommodate individual needs. 	Elderly Disabled	Contact the Assigned Social Worker OR Contact 919-560-8000
Adult Day Care Services	<ul style="list-style-type: none"> Day Care for Adults is an organized program of services during the day in a community group setting. Day Care enables adults to continue living at home. It includes a variety of activities designed to meet each individual's needs and interests. Hours of service are generally from 7:30 a.m. to 5:30 p.m., Monday through Friday. 	Elderly Disabled	Contact the Assigned Social Worker OR Contact 919-560-8000
Special Assistance In-Home Program	<ul style="list-style-type: none"> This program is designed to allow aging and disabled adults to remain in their home versus institutionalization. This program enables individuals to continue living in their home or community for as long as possible providing financial and supportive assistance. 	Elderly Disabled Adults who receive Medicaid	Contact the Assigned Social Worker OR Contact 919-560-8000

<p>Community Alternatives Program (CAP)</p>	<ul style="list-style-type: none"> • This program provides a total evaluation of your needs (social, medical, financial, etc.) to see if in-home services would enable you to remain safely at home. The program tries to help people make an informed choice between remaining at home or entering a nursing home. • The Assessment may show eligibility for Respite Care. Home Nurse Visits, Meals on Wheels, In-Home Aide, and other services to meet your specific needs that would allow the client to remain in their home. • Some services may be available to you at no cost. Some services may require you to pay part of the cost or full cost. 	<p>Medicaid Recipient</p> <p>Recommendation from a medical provider that the client needs a skilled or intermediate nursing home care</p>	<p>Contact Social Worker Directly OR Contact 919-560-8000</p>
<p>Services to the Blind</p>	<ul style="list-style-type: none"> • Counseling and information and referral with the blind adult and/or the family member relative to the adjustment to loss of sight. • Independent Living Instruction (providing in-home teaching to encompass a wide range of daily living skill such as meal preparation, sewing, cleaning, laundering, kitchen and home safety, and other related activities of daily living). • Adaptive Devices for the Blind, which help the individual to cope with sight loss on a day-to-day basis and assessing and arranging for inhome services. 	<p>Must be legally blind; with vision no better than 20/70 in either eye or worse in the better eye with documented eye condition.</p> <p>In-Home Aide Services is based on legal blindness and income guidelines.</p>	<p>Apply in the office between the hours of 8:00am -5:00pm, Monday – Friday or by calling 919-560-8639 / 919-560-8633</p>
<p>Long Term Care</p>	<ul style="list-style-type: none"> • If an adult is unable to safely remain in their own home, placement in a skilled nursing facility or adult care home may be necessary. Social Services is able to assist in making this transition in the appropriate type of setting, either an Adult Care Home or a Nursing Care Facility. • Durham County Social Services also maintains a webpage that provides information about LTC and facilities: http://longtermcare.durhamcountync.info/ 	<p>Elderly Disabled unable to remain their own home; determined by the client’s physician who completes and FL-2</p>	<p>Call 919-560-8000</p>

Financial Assistance

General Emergency Assistance			
Service Name	Fund Description	Eligibility	Benefit Amount
Adult Emergency Assistance (EA)	This program is a County funded used for many different client needs, such as utility bills, rent, mortgage, medicine, durable-medical equipment, and travel assistance <u>for elderly and disabled individuals.</u>	<ul style="list-style-type: none"> A household¹ member must be either receiving a disability payment from Social Security <u>OR</u> have a doctor's statement that they are unable to work for at least 30 days <u>OR</u> be aged 60 or older AND Household income may not exceed 150% FPL 	<p>Eligible adults can receive assistance once in a 365-day period.</p> <p>Maximum of \$300. The applicant must demonstrate ability to pay additional cost and sustainability.</p>
Family Preventative Emergency Assistance	This program is a County funded used for many different client needs, such as utility bills, rent, mortgage, medicine, durable-medical equipment for <u>Families with children under the age of 18.</u>	<ul style="list-style-type: none"> Must have a child in the household under the age of 18. Household income may not exceed 150% FPL 	<p>Eligible adults can receive assistance once in a 365-day period.</p> <p>Maximum of \$300. The applicant must demonstrate ability to pay additional cost and sustainability.</p>
TANF Financial Assistance	This is a federally-funded program that assists households with children with rent, mortgage or utilities.	<ul style="list-style-type: none"> Household income may not exceed 200% FPL. Must have a child who is under the age of 18 Must meet citizenship requirements as articulated by the Work First Program Must be able to show ability to maintain. 	<p>Maximum benefit is \$400 in a 365 day period</p> <p>Can be used with Section 8 vouchers for Deposit assistance once in a lifetime.</p> <p>Can be used for cooking gas, not heating.</p>
Utilities Assistance			
Service Name	Fund Description	Eligibility	Benefit Amount
Crisis² Intervention Program (CIP)	This program assists individuals with past due heating and cooling bills, or with the purchase of fuel; in some cases with a heating or cooling source.	<ul style="list-style-type: none"> Household income may not exceed 150% FPL The household must be experiencing a crisis related to heating or cooling. 	The maximum per household allowance is \$600 in a fiscal year

¹ EA is issued for a household. For example, a woman and her husband living together would be considered one household or a parent and a grown child living together would be considered a household; multiple families cohabitating are considered a single household for the purposes of this program.

Low Income Energy Assistance Program (LIEAP)	<p>This is a Federal program that provides a one-time annual vendor payment to help eligible low income residents with heating expenses.</p> <p>Applications are taken December 1st – March 31st or until funds are exhausted; whichever comes first.</p>	<ul style="list-style-type: none"> • Bases on certain non-financial and financial requirements. Each applicant household must meet all requirements. • Elderly persons age 60 and above or disabled • Household income is equal to or less than 130% of the current poverty level. • Client should bring proof of household expenses and a copy of the heating bill. 	The amount allowable per household is between \$200 - \$400.
Emergency Energy Funds (Share the Warmth (EEF))	<p>This program helps pay past due gas, electric and fuel for warmth bills.</p> <p>EEF can also be used to buy kerosene vouchers for the aged or disabled. It cannot be used for utility deposits or heaters.</p>	<ul style="list-style-type: none"> • Household income may not exceed 150% FPL • The program requires an accounting of household income and expenses. Clients should bring proof of household expenses when making a request. 	The maximum per household is \$200 in a fiscal year.
Water Hardship	<p>This City of Durham funded program is used to help Durham residents pay for past due water bills it cannot be used for penalties or fees.</p>	<ul style="list-style-type: none"> □ Household income may not exceed 200% FPL 	The City of Durham makes the final determination of benefit amount but the maximum is \$240 in a 365 day period.
Housing and Homeless Prevention			
Service Name	Fund Description	Eligibility	Benefit
Homelessness Prevention Program(Opening Doors)	<p>This is a County program designed to reduce homeless and assist with eviction prevention</p>	<ul style="list-style-type: none"> • Household income may not exceed 150% FPL • Must be facing eviction • This is funding source of last resort. Applicants will have to show they have tried other ways of getting assistance. <p>Additionally, if:</p> <p>The household is Durham County Resident prior to entering Shelter</p> <p style="text-align: center;">AND</p> <p>Is currently living in a Shelter</p> <p style="text-align: center;">AND</p> <p>Has a Housing Choice or VASH voucher then these funds may be used to assist with security deposits</p>	<p>For Rental Assistance to Prevent Eviction-----80% of Base Rent, but no more than \$1000.</p> <p>Funds can be used to secure housing or to prevent eviction.</p> <p>Contact 919-560-8000</p>
Coordinated Intake	<p>This program works with homeless families to obtain space in a local shelter.</p>	<ul style="list-style-type: none"> • Homeless families with minor children in need of emergency shelter. 	Contact 919-560-8000 for assistance with shelter; Lobby 27 in the Human Services Building.

Emergency Transportation Assistance

Service Name	Fund Description	Eligibility	Benefit Amount
<p>Bus Passes²</p> <p>(If individual has Medicaid, then refer to Medicaid Transportation)</p> <p>(SEE FOOTNOTE BELOW)</p>	<p>Bus passes are issued for medical appointments or appointments with Social Security to apply for disability payments</p>	<ul style="list-style-type: none"> Household income may not exceed 150% FPL. The client must be able to show proof of a medical appointment 	<p>Individuals are limited to 10 daily bus passes per 12 month period.</p> <p>One bus pass is good for a full day two-way trip to a particular destination</p>

Food Assistance

Service Name	Fund Description	Eligibility	Benefit Amount
<p>Emergency Food Assistance³</p> <p>This program is NOT a part of the Food and Nutrition Services Program described below.</p> <p>(SEE FOOTNOTE BELOW)</p>	<p>This program is used to purchase food cards to a local grocery store to assist families with emergency food needs.</p>	<ul style="list-style-type: none"> Household income may not exceed 200% FPL Families must apply for FNS Families who have FNS do not qualify; they should see the assigned income maintenance worker 	<p>The amount of the food cards available is based on the household size:</p> <p>1 – 3 Family Members : \$25 4-6 Family Members: \$50.00 7 or more family members: \$75</p>

Medical Funds

Service Name	Fund Description	Eligibility	Benefit Amount
<p>Direct Medical Funds⁴</p>	<p>This program assists eligible clients with the costs of prescriptions and medical equipment</p>	<p>Without prescription coverage, have no insurance, are medically disabled, or determined to be unable to work by their doctor, have no income, or fall below 150% of the poverty level.</p>	<p>Not more than 3 times in a fiscal year totaling \$150.00.</p> <p>Contact 919-560-8000</p>
<p>Eye Care</p>	<p>This program is used to assist eligible clients with access to eye exams, glasses and some medications. This is a program administered by the State of North Carolina.</p> <p>DSS only determines eligibility for the customer.</p>	<ul style="list-style-type: none"> Household income may not exceed 100% FPL. 	<p>Eye Care is available once every two years from the date of first certification.</p> <p>Certificate can be issued for eye exams and eyeglasses and some medications.</p>

² If a person receives Medicaid they should be referred to the ACCESS van for medical transportation.

³ If the client receives Food and Nutrition Services (food stamps) the client is not eligible to receive emergency food assistance.

⁴ Because our Direct Medical Funds assistance can not be provided on an on-going basis, the worker should refer the client to our local community-based medical facilities, which are the Health Department and Lincoln Community Health Care Center.

Burial Funds			
Service Name	Fund Description	Eligibility	Benefit Amount
Burial Assistance	<p>County required program that pays for either opening or closing of a grave for indigent families or for cremation.</p> <p>In addition, the County through state statute is responsible for the final remains of an unclaimed body. The County will pay for cremation ONLY under those circumstances.</p>	<p>The worker must evaluate whether there are resources that can be used other than County funds. These include insurance, savings, property or other estate resources. The ability of the spouse and children to contribute must also be considered.</p>	<p>Durham County will pay up to \$385 for the cost of either a burial or cremation for an indigent person.</p>

Eligibility Programs

Medicaid Services			
Service Name	Service Description	Eligibility	Service Benefit
<p>Medical Assistance (Medicaid)</p>	<p>Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities.</p>	<p>Medicaid serves low-income parents, children, seniors, and people with disabilities. There are different types of coverage for people with different needs. Income and resource limits for each of these groups vary:</p> <ul style="list-style-type: none"> ○ <u>Aged, Blind and Disabled</u> ○ <u>Infants, Children and Families</u> ○ <u>Long-Term Care</u> ○ <u>Medicare Recipients</u> <p>To be eligible for Medicaid, you must also:</p> <p>Be a U.S. citizen or provide proof of eligible immigration status. Individuals only applying for emergency services are not required to provide documentation of immigration status.</p> <ul style="list-style-type: none"> • Live in North Carolina, and provide proof of residency. • Have a Social Security number or have applied for one. <p>To apply for Medicaid please go to www.epass.nc.gov or can come to 414 East Main Street. .</p>	<ul style="list-style-type: none"> ▪ Doctor Bills ▪ Hospital Bills ▪ Prescriptions (Excluding prescriptions for Medicare beneficiaries) ▪ Vision Care ▪ Dental Care ▪ Medicare Premiums ▪ Nursing Home Care ▪ Personal Care Services (PCS), Medical Equipment, and Other Home Health Services ▪ In-home care under the Community Alternatives Program (CAP) ▪ Mental Health Care ▪ Most medically necessary services for children under age 21
<p>Medicaid Transportation This service is not related to emergency transportation services that offers emergency Bus passes.</p>	<p>Clients who are eligible for Medicaid may request transportation to a medical appointment</p>	<p>Medicaid clients must call the Medicaid Transportation unit at either 919-560-8607 or 919-560-8364 for an assessment.</p> <p>Transportation is allowed for scheduled health and some mental health appointments.</p>	<p>If a client qualifies for transportation, types of transportation available include, but are not limited to the public bus, DATA Access, or a contracted vendor.</p>

Food and Nutrition Services – Food Stamps - SNAP

Service Name	Service Description	Eligibility	Service Benefit
FNS- Food Stamps - SNAP	<p>Food and Nutrition Services (FNS) is a federal food assistance program that helps low-income families.</p> <p>Food and Nutrition Services is an entitlement program, so all eligible individuals and households can receive assistance.</p>	<p>130% -200% FPL</p> <p>Individuals residing together, but purchasing and preparing their meals separately, may participate in FNS as a separate household.</p> <p>Each member of the household must be a U. S. Citizen or an immigrant admitted to the United States under a specific immigration status.</p> <p>Families and individuals can complete the application online at www.epass.nc.gov and will be contacted by DSS within 4 – 25 days about the application or come to the 414 East Main Street to apply.</p>	<p>Benefit amounts are based on Household composition and resources.</p> <p>Benefits may be used to purchase most foods at participating stores. They may not be used to purchase tobacco, pet food, paper products, soap products, or alcoholic beverages.</p> <p>Individuals with emergency circumstances must have an opportunity to use their benefits within four days from the date of application.</p>

Child Care Subsidy

Service Name	Service Description	Eligibility	Service Benefit
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<p>Child Care Subsidy</p>	<p>Child Care Subsidy provides financial assistance to low-income families to assist families in paying for quality child care in 3, 4, and 5-star facilities.</p> <p>Based upon income, parent will have to pay a percentage of the cost.</p>	<p>Low income families with children between ages 0-12 who meet income guidelines, live in Durham County, and are employed or in school. Additionally, the following are considered priority groups and may be eligible.</p> <ul style="list-style-type: none"> • The child is in protective services or in foster care • Are Work First recipients and need child care in order to pursue employment • The family resides in a homeless shelter • Parent/guardian is in a substance abuse treatment program <p>Applications are taken at 1201 S. Briggs Avenue, Suite 100, Durham, NC 27703 from 7:30 5:30 PM Monday-Friday.</p> <p>Call (919) 560-8300 for an appointment. Appointments usually last about one hour.</p>	<ul style="list-style-type: none"> • Child Care Subsidies • Information on choosing quality child care • Technical Assistance including record keeping, completion of attendance sheets, and workshops on best business practices for child care providers
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<p>Work First</p>			
Service Name	Service Description	Eligibility	Service Benefit.

<p>Work First</p> <p>North Carolina’s Temporary Assistance to Needy Families program.</p>	<p>Work First provides short-term cash assistance and other supportive services to help individuals obtain and retain employment to become self-sufficient.</p> <p>Work First Family Assistance determines eligibility for individuals to receive cash assistance and Work First Employment Services provides supportive services for Work First Family Assistance eligible families to work or train.</p> <p>Adults included in Work First families are subject to a five year federal time limit on cash assistance benefits.</p> <p>Work First emphasizes three strategies:</p> <ol style="list-style-type: none"> 1. Diversion: Keeping families off public assistance by helping them cope with unexpected emergencies or setbacks. 2. Work: Shortening the length of time that families are on Work First Family Assistance by making work mandatory and by limiting how long a family can receive cash assistance. 3. Retention: Helping families to stay off public assistance by encouraging them to save and by helping to make sure they really are better off working than on public assistance. 	<p>To receive Work First Family Assistance benefits, individuals must register for work with North Carolina ESC through NC Works, sign a Mutual Responsibility Agreement (MRA), meet residence requirements and cooperate with Child Support. Once the adult included in the families move into the work components of the program, they can continue to receive benefits for up to 24 months. In most cases, families who have reached the 24-month limit cannot receive additional Work First Family Assistance until either after a three year wait period or a hearing decision renders benefits.</p> <p>To apply for Work First Services please contact 919-560-8000 or come to the 414 East Main Street.</p>	<p>Work First Benefits mirrors the working world, where individuals “work first” and receive payment for employment afterwards. Work First Benefits was piloted in six (6) counties in which they were successful in improving North Carolina’s Work First participation rate. Work First participation rates are required by federal standards and can affect funding for Temporary Assistance for Needy Families (TANF).</p> <p>Under Work First, qualifying families may get a one-time payment (benefit diversion) equivalent to up to three months worth of cash Work First benefits, based on a needs assessment by the county worker, Medicaid, child care and Food and Nutrition Services, if eligible, and other supportive services.</p>
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Child Support Enforcement

Service Name	Service Description	How to apply
<p>Child Support Services</p>	<p>CSS agents help locate noncustodial parents (NCPs), establish the paternity of the child(ren), and establish a child support order. Once a court order has been established, incoming child support payments are receipted at CSS's <u>Centralized Collections Operation</u>, which manages the collection and disbursement of all ordered child support payments in the state. To enforce child support orders, CSS agents can, withhold support payments from the NCP's wages, initiate legal action against the NCP, and intercept the NCP's tax refunds.</p>	<p>How do I apply for child support services?</p> <p>A. You can complete the application at the 414 East Main Street or get an <u>application</u> online at http://www.ncdhhs.gov/dss/cse/application.htm</p> <p>A non-refundable \$25 application fee is required to apply for Non-Public Assistance services. You could be eligible for a reduced fee of \$10. Ask about this when you apply.</p>