

Service Inventory FY24

Collection of services and programs offered by Guilford County

Table Of Contents

01 **Introduction & Overview**
What is a Service Inventory?
Why did we create this?
How will this tool be useful to you?
Future Plans and Next Steps

02 **Successful People**
Houses critical human support services that our residents rely on and are mostly mandated by the state. Additional services demonstrate Guilford County's commitment to providing services above and beyond what is statutorily required.

03 **Strong Community**
Services and programs that interface directly with the community, providing safety and emergency resources, access to open space and activities, and that help manage growth in an economic and environmentally responsible manner.

04 **Quality Government**
Encompasses internal support systems that ensure responsible management of county assets, sound fiscal operation, adherence to state and national laws, and hiring and retaining a high quality workforce.

Introduction

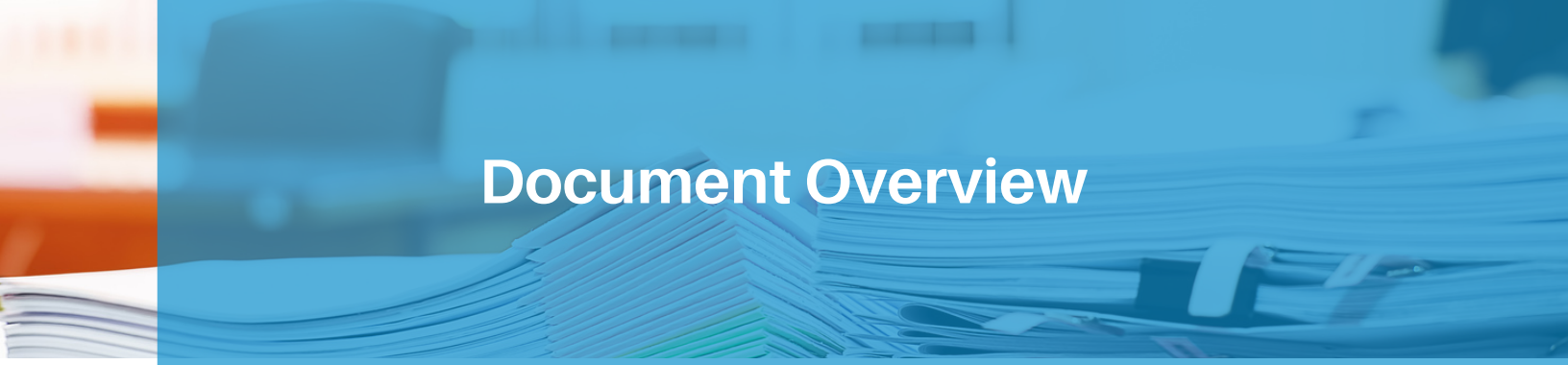


Guilford County's operational purpose is:

Empowering Successful People to thrive in a Strong Community supported by Quality Government

The organization's core values are:

- **Transparency & Communication**
  - *We are committed to open and accessible government, driven by information sharing.*
- **Accountability**
  - *We are stewards of the public's resources and accept responsibility for the fiscal and physical health of the County.*
- **Equity & Inclusion**
  - *We celebrate diversity and support equitable service delivery and stakeholder inclusion.*
- **Service & Outcomes Excellence**
  - *We strive for compassionate and professional service delivery provided in an innovative and effective way.*
- **Our People Matter**
  - *We provide a positive and compassionate work environment that supports the financial, physical, mental, and social wellbeing of our Team Members.*



Document Overview

At a Glance

What is a Service Inventory?
A Service Inventory is a public-facing document that outlines the collection of services provided by the County from a resident's perspective. It is useful for the public, as well as County Departments, to have one resource that brings together all County service information.

What is a Service?
We identify a Service as the delivery of an output that meets the needs of a resident, the broader community, and/or internal employees.

Why create a Service Inventory?

1. To communicate the work and value of County services in an approachable and understandable way.
2. To empower the Board of Commissioners and County Management Team to understand the range of County services, and quickly identify services according to collected attributes.
3. To provide a common language across County departments, the Board of Commissioners, and other non-technical decision makers to better understand the reasoning and expected outcomes from resource requests.

What are the attributes of a Service?

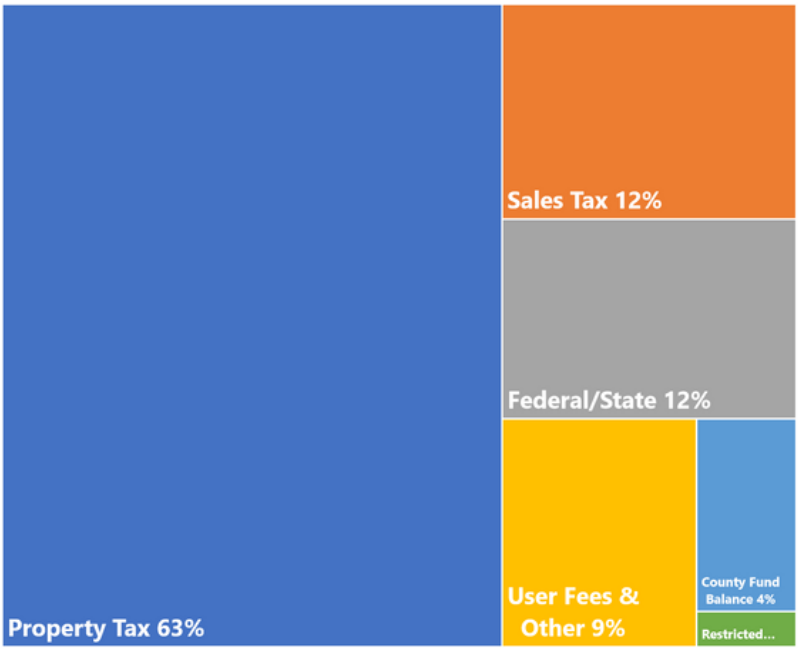
- **Description:** A short description of the Service from the perspective of a resident. Aims to answer the question what community or department need is being fulfilled?
- **Funding Source:** Identifies if the Service is paid for solely by County dollars, or if there are federal/state grants or other outside funding sources associated with the Service.
- **Core Value:** Identifies which Core Value the Service embodies or aligns with most.

Document Overview

How does Guilford County fund services?

Guilford County adopts an annual budget in alignment with the North Carolina Fiscal Control Act (§ 159). Each year the budget is adopted by June 30. Each fiscal year runs from July 1 to June 30.

Nearly nine of every ten dollars of revenue are generated from just three sources – property taxes (63%), sales taxes (13%), and federal and state funds (12%). Other revenues are generated by fees for various services, such as ambulance transportation and medical visits to Public Health clinics, as well as investment earnings and appropriations of fund balance.



You can find a copy of the County's budget at our website: www.guilfordcountync.gov/our-county/budget-management-services/fy2024-budget

542,410

Guilford County Residents Served



$840 million

FY2024 Adopted Total General Fund Budget



2,903.75

FY2024 Adopted General Fund Position Count



Education: GCS & GTCC

What is Guilford County's role in Education?

In North Carolina, Education is primarily a responsibility of the state; however all counties are required to fund a portion of the operating and capital expenses for local public school and community college systems.

Most counties, including Guilford County, provide funding above and beyond the legal mandates. This additional funding is used to pay for local enhancements, such as extra teaching positions to reduce class sizes, teacher and staff salary supplements, and other programs and services in response to unique local needs.

For public school systems, the General Statutes require that the following be provided for, mainly from local funds: buildings, furniture, and apparatus; garage and maintenance equipment for school buses; liability insurance; maintenance of plant; site acquisition; furnishing of superintendent's office; school building supplies; and water supply and sewerage facilities. Part of the local funds allocation is also shared with charter schools based on the average per pupil budget.

For community college systems, counties are required to fund maintenance and repairs to buildings and equipment, rent, utilities, costs of custodians, insurance, legal fees, vehicles and vehicle maintenance, grounds maintenance, land acquisition, and facility construction.

Guilford County appropriates a substantial amount of funding for other items beyond the legal mandates. For instance, the County provides funds for educator salary supplements to encourage teachers to work in Guilford County and locally-funded teaching positions to respond to local needs not provided for in the funding received from the state.

66,844

Guilford County Students Enrolled



$410 million

FY2024 Adopted Total General & Debt Service Fund Contribution



123

Physical GCS School Locations



Education: Guilford County Public Schools Funding

At a glance

Major appropriations include:

- School Construction & Maintenance
- Operating

$2 billion

Voter Approved Bond funding

- Rebuilding 22 schools
- Fully renovating 19 schools
- Prioritizing major repairs at 56 schools
- Upgrading safety and security at 100% of schools
- Upgrading technology at 100% of schools.



SCHOOL CONSTRUCTION & MAINTENANCE

County governments provide the majority of capital funding for schools. This is a mandated activity required by North Carolina General Statutes. Guilford County provides funding for annual capital maintenance of facilities, while the primary expenses within this category is debt service payments on authorized school bond referendums. Currently, voters approved $2.0 billion in school bond referendums, which the county funds over 20 years, following the issuance of debt.

OPERATING SUPPORT

NC General Statues delineate most school capital funding responsibility to counties, while the State provides most operational expense funding. However, a few operational responsibilities are outlined for counties to supply, including:

- School maintenance & repairs (G.S. 115C-524);
- Instructional supplies & reference books (G.C. 115C-522(c));
- School property insurance (G.S. 115C-534);
- Fire inspections (G.S. 115C-525(b)).

The remaining operating support can be assigned to the purpose code by the Board of Commissioners; however, the Board of Education has broad discretion over how to spend these funds. Once the Board of Commissioners appropriates funding, it can not reduce those funding levels without support from the Board of Education. This effectively mandates prior year funding levels for subsequent budget processes.

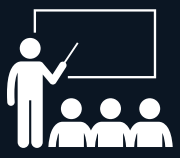
GUILFORD County Schools
BETTER TOGETHER

Education: Guilford Technical Community College Funding

At a glance

Major appropriations include:

- Capital Outlay
- Operating



25,000+

Total individuals served



10

Campuses/Centers

CAPITAL OUTLAY

In North Carolina, counties may contribute funding to support capital outlay (115D-34), including the issuance of bonds and annual maintenance of facilities.

OPERATING

Counties are responsible for a few key operating areas within local communities colleges, outlined in 115D-32, including:

- **Plant Operation and Maintenance** - Includes the cost of janitorial services, utilities, operation of motor vehicles, maintenance of buildings are ground, and maintenance of plant heating, electrical, and plumbing equipment.
- **Support Services** - Cost of insurance for buildings, motor vehicles, and worker's compensation for institutional employees paid from local funds.
- **Supplementing State Funds** - The College Board of Trustees can apply local funds to supplement expenses financed from State Funds.
- Counties that agree to have satellite campuses of community colleges located in them accept the maintenance and utility costs of these satellite campuses.

GTCC®
GUILFORD TECHNICAL COMMUNITY COLLEGE

Successful People



Behavioral Health
Child Support Services
Court Services
Family Justice Center
Juvenile Detention

Health & Human Services: Administration
Health & Human Services: Public Health
Health & Human Services: Social Services
Health & Human Services: Transportation
Veterans' Services

Behavioral Health



FY2024 Budget: $10.7 million
Net County Funds: $10.7 million
Staffing Levels: 3

At a glance

Major programs include:

- Behavioral Health Urgent Care Center
- Uninsured Youth
- Community Based Mental Health

The Behavioral Health Department coordinates the County's Behavioral Health Centers to support individuals experiencing a mental health or substance use issue.
The County partners with Sandhills Center as our Local Management Entity for Behavioral Health to provide a complex array of supportive services via community-based providers.
The County leverages other partnerships to connect people, resources, and ideas through culturally appropriate and responsive efforts.

BEHAVIORAL HEALTH URGENT CARE CENTER

The Center houses services that provide timely access to mental health services for children and adolescents (age 4 - 17) and adults presenting in a mental health crisis. The program is designed for those who need urgent behavioral health or substance use treatment and are not experiencing a medical crisis that would typically require an emergency room visit. Services include Assessment, Referral, Transitional Care, and a variety of outpatient services.

UNINSURED YOUTH

Alexander Youth Network offers community-based programs to serve children in Guilford County who present with a mental health crisis. The Facility-Based Crisis Center is co-located with the Behavioral Health Urgent Care Center. Additional services throughout the county include Psychiatric Residential Treatment for adolescents, Outpatient SUD Therapy, and Day Treatment Programs,

COMMUNITY BASED MENTAL HEALTH

Guilford County partners with various community organizations that seek to improve the quality of life and extend behavioral health services for residents throughout the county. Partners include Sandhills Center, Addiction Recovery Care Association (ARCA), RHA Health Services, and Daymark Recovery Services, specializing in treatment for substance use disorders, mental and behavioral healthcare, and providing support services for individuals with intellectual and developmental disabilities.



Child Support Services

FY2024 Budget: $8.3 million
Net County Funds: $557,000
Staffing Levels: 98.82

At a glance

Major services include:

- Collection & Distribution of Child Support Payments
- Enforcement of Court Orders
- Establishment or Modification of Support Order
- Establishment of Paternity
- Location of Non-Custodial Parent

In 1975, the Federal Government created the Child Support Enforcement Program to assist children in single parent households with receiving a reliable source of private financial and medical support.

The program increases family self-sufficiency, reduces child poverty, and encourages both parents to be involved with and committed to their children. Child Support assures that children in single parent households are supported by their non-custodial parents.

COLLECTION & DISTRIBUTION OF CHILD SUPPORT PAYMENTS

Support is collected from payments made directly by the noncustodial parent, through income withholding and from the interception of tax refunds and other sources. Distribution of the support collected is based on federal regulations.

ENFORCEMENT OF COURT ORDERS

Identifies cases and uses enforcement tools to encourage the noncustodial parent to pay the support as ordered. Some enforcement remedies include monthly billing to noncustodial parents who do not pay through income withholding, filing court action against parents who have not paid support as ordered, credit bureau reporting of all child support obligations handled by CSS, interception of state and federal tax refunds, revocations of passports, liens on real or personal property owned by the noncustodial parent, levies on bank and other financial accounts and revocation of professional, driver's, or hunting and fishing licenses.

ESTABLISHMENT OR MODIFICATION OF SUPPORT ORDER

Establish or modify support orders based on NC Child Support Guidelines; which are based on the ability of parents to pay and the needs of the children.



Child Support Services

At a glance

Major programs include:

- Collection & Distribution of Child Support Payments
- Enforcement of Court Orders
- Establishment or Modification of Support Order
- Establishment of Paternity
- Location of Non-Custodial Parent

Child Support Stats for FY23

- Total Dollar Amount Collected: **$33,374,234**
- Total Percentage of Cases Paying to Arrears: **73.54%**
- Number of Cases Under Order: **15,442**

In FY23, the department also kicked off the inaugural School Supply Drive where

309

bags of essential school supplies were distributed!

ESTABLISHMENT OF PATERNITY

Establishing the legal responsibility of a father for his child ensures certain rights for the child, such as a greater sense of identity, possible knowledge of the father's family medical history, and access to Social Security, insurance, and military benefits. A child support obligation cannot be established for a child who is born to unmarried parents unless the alleged father acknowledges paternity or is proven to be the father.

LOCATION OF NON-CUSTODIAL PARENT

The noncustodial parent must be located before any actions to establish paternity, establish support, or enforce a child support order can take place.



Court Services

FY2024 Budget: $1.1 million
Net County Funds: $1.1 million
Staffing Levels: 15.18

At a glance

Major programs include:

- Case Management
- First Appearance Screening
- Research & Coordination

Effect of Court Services

Court Services programs significantly reduce the cost of maintaining defendants in County detention centers and reduces overall cost to the community.

$1,800,000

Estimated dollars saved in lieu of incarceration in FY22

CASE MANAGEMENT

Eligible defendants are to report to Court Services Specialists one to five times per week, as ordered by the courts, to ensure scheduled court dates and other monitoring conditions are met. Duties include monitoring and referral services as needed, outreach activities if there are compliance issues, and reporting defendants to the courts when there is failure to comply with requirements.

FIRST APPEARANCE SCREENING

Court Services specialists screen newly-arrested inmates that are scheduled for first appearance to obtain contact information and assist in completing required court documents. This includes calling contacts, running state-wide criminal histories, and orally presenting verified information to the courts to aid in setting bonds, if applicable.

RESEARCH & COORDINATION

Court Services specialists research the case and custody status of inmates in custody 6+ months and provide results to Judges, Jail, District Attorney and Public Defender. We conduct additional research, when requested, to identify inmates whose aging cases may be resolved or set for trial on a Superior Court Jail Review Docket. We facilitate the coordination between the Jails and Courts to move inmates to court, move cases up for disposition, and find ways to address issues when inmates have significant physical or mental health needs.

Family Justice Center

FY2024 Budget: $1.4 million
Net County Funds: $1.3 million
Staffing Levels: 15
(12 County Funded, 3 Grant Funded)

At a glance

Major programs include:

- Navigation, Hospitality & Coordination Services
- Multidisciplinary Team Coordination
- Community Engagement: Training & Outreach
- Department Directed Programs
- Partner Agencies Services

About the FJC

The Guilford County Family Justice Center (FJC) is a "one stop shop" for victims of domestic violence, sexual assault, child abuse, and elder abuse. At each of our locations, professionals from 15 different disciplines work together to provide consolidated and coordinated safety, legal, social, and health services to individuals and families in need.



NAVIGATION, HOSPITALITY & COORDINATION SERVICES

All persons seeking services from the FJC are connected to partner agencies through Navigation. Hospitality is provided to victims and partners working from the Center to support trauma-informed operations.

MULTIDISCIPLINARY TEAM COORDINATION

Staff work with partner agencies and staff to fill services gaps, provide resources, increase efficiencies, and enhance effectiveness.

CAMP HOPE

Camp HOPE is a week of overnight camp each summer where youth experience hope through friendship, campfire talks, and high adventure, challenge-by-choice activities. Through our partnership with YMCA Camp Weaver, we create a safe environment for youth impacted by domestic violence where they feel valued, seen, encouraged, and loved.

COMMUNITY ENGAGEMENT: TRAINING & OUTREACH

Develop and implement targeted trauma-informed training for professionals and community members on collaboration, child trauma, elder abuse, domestic violence, sexual assault, and stalking. Conduct focused outreach to vulnerable populations to increase access to FJC services.

FJC staff provide training and consultation to other NC counties and communities across the nation. Guilford County is the host for the North Carolina Family Justice Center and Collaborative Communities conference.



Family Justice Center

At a glance

Major programs include:

- Navigation, Hospitality & Coordination Services
- Multidisciplinary Team Coordination
- Community Engagement: Training & Outreach
- Department Directed Services
- Partner Agencies Services

12,902
clients served at the FJC in FY2022

1,900+
hours of volunteer support dedicated to Camp Hope

240+
Education and Outreach Events Held

DEPARTMENT DIRECTED SERVICES

In-house initiatives developed and coordinated by the FJC, which include:

- Child Trauma Coordination and Programming for children impacted by trauma, which includes Camp Hope, and conducting community trainings for child trauma care;
- Elder Justice Coordination to increase education and resources in response to elder abuse, offers case management and review, and conducts specialized trainings;
- The High Risk Team Case Review, a homicide prevention initiative that involves coordinating a team of professionals to review active cases for victims at the most significant risk of homicide.
- Available resources and staff for crisis counseling and support for individuals, families, and groups.

PARTNER AGENCY SERVICES

The FJC cultivates partnerships with other organizations in order to coordinate the best system of care for clients. Services include:

- Advocacy and support services for the child, adult, and elder abuse victims/witnesses of domestic and sexual violence;
- Criminal Investigation which provides follow-up investigation on criminal charges and assistance navigating the judicial system;
- Legal consultation and assistance with civil legal matters, including restraining orders and family law issues;
- Medical Care Services to conduct sexual abuse and/or domestic violence evaluation exams and document victim injuries for children;
- Emergency Support Services to connects clients to resources to assist in supplying food, clothing, and safe shelter, as well as assisting in developing an individualized safety plan.

Juvenile Detention

FY2024 Budget: $3.5 million
Net County Funds: $1.4 million
Staffing Levels: 36

At a glance

Major services include:

- Detention Services

Guilford is

1 of 10

NC Counties with a Juvenile Detention Center



providing services and care for court-involved youth

10 to 18

years old

Additional services provided include:
Wellness & Nutrition Programs
Gardening in the Karma Garden
Art & Music Classes
Group Counseling Sessions

DETENTION SERVICES

Provides safe and secure custody to juveniles ages 10-18 who are awaiting court action or transfer to other facilities. Educational services are provided for juveniles in custody, facilitated via partnership with Guilford County Schools.

Routine and emergency healthcare and mental health services are provided to juveniles in custody, including holistic and comprehensive assessments, drug screening and assessments, and access to full-time Licensed Professional Counselor.



Health & Human Services: Administration

FY2024 Budget: $452,000
Net County Funds: $367,000
Staffing Levels: 1.5

At a glance

Major programs include:

- Administration
- Continuum of Care

There are over 60 Continuum of Care Member Agencies, including:

- *The Barnabas Network*
- *City of Greensboro City Council and Behavioral Response Team*
- *Bridge to Housing Company*
- *Caring Services*
- *Central Carolina Health Network*
- *Disability Advocacy Center*
- *FaithAction International*
- *Family Services of the Piedmont*
- *Greensboro Housing Authority*
- *Greensboro Urban Ministry*
- *Guilford County BOC, HHS, FJC*
- *Guilford Green Foundation*
- *High Point Police Department*
- *Partners Ending Homelessness*
- *The Servant Center*
- *United Way of Greater Greensboro*

ADMINISTRATION

Provides direct administrative support to the DHHS Director and Assistant County Manager (ACM) for Successful People, and strategic coordination of Health & Human Services operations, which include divisions in Social Services, Public Health, Behavioral Health. Administration manages DHHS-wide and multi-department projects, external municipal and community relationships, and provides staff support to the HHS Advisory Board and other related boards. Additional functions include project management, process improvement, evaluation, reporting and analytics to help improve overall transparency, efficiency, and function of DHHS for the community.

CONTINUUM OF CARE (COC)

Guilford County is the Collaborative Applicant for the Continuum of Care, which the Department of Housing & Urban Development (HUD) defines as the eligible applicant designated by the Continuum of Care (CoC) coordinate and maintain CoC Registration, submit the CoC Consolidated Application, and apply for CoC planning funds on behalf of the CoC.

The Guilford CoC is the planning body that coordinates the community's policies, strategies and activities toward ending homelessness. The Guilford CoC is responsible for implementing strategic responses to the homelessness crisis, provide funding efforts to nonprofit providers and other local governments, promote effective utilization of and access to mainstream programs by homeless individuals and families, and coordinate efforts among all Guilford CoC Member Agencies. Participating stakeholders include emergency shelters, faith-based organizations, and social, medical, and economic services providers.

Health & Human Services: Public Health

FY2024 Budget: $55 million
Net County Funds: $25 million
Staffing Levels: 494.5

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

Our Mission

In partnership with the community we serve, the Guilford County Department of Public Health shall protect, promote and enhance the health and well-being of all people and the environment in our county.

ALLIED HEALTH SERVICES

1

Children's Dental Services

The Dental Clinic staff provides exams, treatment, cleanings, and emergency care for financially eligible children up to age 21 and pregnant women who receive Medicaid.

2

Medication Assistance Program

Provides a link between pharmaceutical companies and patients to provide low cost or free prescription medications. This service is available for residents who meet certain income restrictions and have no insurance coverage.

3

Pharmacy

Fills prescriptions and provides medications to patients seen in Public Health clinics in Greensboro and High Point.

4

Public Health Laboratory

Collects samples from Public Health clinic patients and Community Health patients to aid in the diagnosis of illnesses. Also performs environmental water testing on new and existing wells in Guilford County.

Health & Human Services: Public Health

FY2024 Budget: $55 million
Net County Funds: $25 million
Staffing Levels: 494.5

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

WIC can help provide the services and support for women and babies to find more success with breastfeeding.



The Breastfeeding Peer Counselor Program during pregnancy provides useful breastfeeding information in-person, over the phone, and by text message. Peer Counselors are moms who have breastfed their own babies and are specially trained to help others on their own breastfeeding journey.

ALLIED HEALTH SERVICES

5

Strengthening the United States Response to Resistant Gonorrhea (SURRG)
Partners with community hospitals and Public Health clinics to test patient samples for gonorrhea and perform antibiotic testing to determine if patient is resistant to treatment options.

6

WIC Program
Provides quality nutrition services for women, infants, and children through nutrition counseling, healthy foods, breastfeeding support, and referrals to healthcare.

7

WIC Breastfeeding Peer Counselor Program
Residents will receive useful breastfeeding information in-person, over the phone, and by text message. Peer Counselors are moms who have breastfed their own babies and are specially trained to help with personal breastfeeding questions.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

Board Priorities

The Guilford County Board of Commissioners has made it a priority to focus on reducing infant mortality and support families through strengthening healthy early childhood environments. This emphasis builds on the foundation of maternal and family services already provided by Guilford County's Public Health Department, and residents have multiple avenues to access support thanks to the Board's continued focus on these efforts.

CLINICAL HEALTH SERVICES

1

Centering Pregnancy

Prenatal care that includes health assessment, education and support. Women with similar due dates meet for their prenatal visits with two co-facilitators about 10 times during their pregnancies.

2

Childbirth Education Classes

Offered to help families prepare for the best possible childbirth experience as well as to promote lifelong health and wellness. Medicaid covers the cost of the classes for the mother-to-be and her partner. For participants without Medicaid, the cost of the class series is $45.00 for the mother-to-be and her partner.

3

Family Planning

Provides a full range of birth control options plus education and counseling. New patient visit and annual return visits include a complete examination, pap test as indicated, and other laboratory as indicated.

4

Maternity Care

Care provided through pregnancy, including a six-week postpartum exam. Women who meet eligibility criteria for the Medicaid for Pregnant Women program receive care for free.



Health & Human Services: Public Health

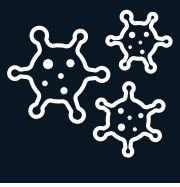
At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

NC GS § 130, Article 6

outlines North Carolina's laws and the County's Public Health Department's responsibility for communicable disease control and reporting, from rabies monitoring, STI and TB reporting, to COVID and vector control response.



CLINICAL HEALTH SERVICES

5

Refugee Health Services

Services are provided to individuals with refugee, asylee or parolee status, who have recently relocated to the United States and are living in Guilford County. Certain other groups are also eligible for these special "refugee" health services, including Amerasians, Cuban/Haitian entrants and victims of severe forms of trafficking.

6

Regional Vasectomy Program

This program, sponsored by the NC Department of Health and Human Services, is open to any male who is 21 years of age or older. The cost is on a sliding fee scale, based on family size and income, so that any man who wishes to obtain a vasectomy, regardless of income, is able to get one.

7

Sexually Transmitted Infection Prevention & Control

Appointments to test for sexually transmitted infections, including HIV testing, available daily (weekdays, except holidays). The cost is free at both Greensboro and High Point sites and all services are confidential.

8

Tuberculosis Skin Test & Case Management

Appointments to test for TB at both Greensboro and High Point sites. The health department provides, at no cost to the patient, the examination and treatment for tuberculosis disease and infection.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

The specialized support offered by trained professionals through Care Management and Community Alternatives Programs are key to helping add to quality of life for individuals and families.



CLINICAL HEALTH SERVICES

9

Communicable Disease
Tracks cases of infectious diseases through homes, worksites, institutions, etc. to assign patients to treatment, and provide community education on preventing spread of communicable diseases.

COMMUNITY HEALTH SERVICES

1

Care Management for High-Risk Pregnancies
Services available to Medicaid-eligible women with high-risk pregnancies to improve birth outcomes and reduce infant mortality. Clients are supported by registered nurses or social workers throughout their pregnancy and up to 60 days after giving birth. Clients are provided education, assistance getting prenatal care, WIC, transportation, childbirth classes and with other needs.

2

Care Management for At-Risk Children (CMARC)
Assists eligible children ages birth-to-5 who are at increased risk for chronic, physical, developmental, behavioral, or emotional conditions. Goals are to identify and provide access to preventive and specialized support services for the child and family. Registered nurses or social workers respond to concerns of the family and address social determinants of health.

3

Child Care Health Consultation (CCHC)
CCHCs are registered, specialized nurses with skills in community public health, pediatric nursing and childcare licensing requirements. The CCHCs work with licensed childcare centers and licensed family childcare homes to achieve high quality, safe and healthy childcare environments.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

The Child Fatality Prevention Team (CFPT) was established to review child fatalities and to continually search for ways to prevent these fatalities from occurring. The Community Child Protection Team (CCPT) is a subset of the CFPT and its purpose is to review child deaths attributed to abuse and/or neglect.

Both teams function as one to keep all children safe and advocate for services each family needs to succeed.

COMMUNITY HEALTH SERVICES

4

Community Alternatives Programs, Disabled Adults & Children

CAP/DA provides case management services that enable elderly and disabled adults to receive in home care services as opposed to nursing home placement. Social workers and nurses work together with families to develop care plans to meet their special needs. CAP/C provides cost effective home care for medically fragile children through age 20. The program contributes to quality of life for children and families by providing in home care as opposed to long-term hospital or nursing facility care.

5

Community Child Protection/Fatality Teams

Community Child Protection Teams are tasked with reviewing, in accordance with G.S. 7B-1409, selected active cases in which 1) children are being served by child protective services, 2) cases in which a child died as a result of suspected abuse or neglect, 3) if a family was a recipient of child protective services within the previous 12 months, or 4) if a report of abuse or neglect has been made about the child or the child's family. CCPT must submit annual recommendations to the Board of Commissioners and advocate for system improvements and needed resources where gaps and deficiencies may exist. In accordance with the plan established under G.S. 7B-1408(1), a separate Child Fatality Prevention Team is established to conduct reviews of all cases of additional child fatalities and submit annual recommendations to the Board of Commissioners.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

Family Connects Guilford is an evidence-based Nurse Home Visiting program that helps parents better understand how to care for their baby, increase their confidence, provide breastfeeding support, reduce emergency room visits, and reduce the incidence of child abuse and neglect.

COMMUNITY HEALTH SERVICES

6

Family Connects Guilford

Newborn home visits are offered to every parent with a new baby to ensure parents have the knowledge they need to help their babies have a good start. Visits allow for early identification of problems and community resource referrals as needed. Registered nurses with experience in public health, perinatal nursing and lactation support arrange visits after hospital discharge.

7

Infant Mortality Prevention

Guilford County is part of a collective action movement building collaborative solutions within the community to disrupt longstanding health outcomes and racial disparities, to ensure the health and well-being of women and their partners of child-bearing age before, during, and after pregnancy. Strengthening this continuum for equitable access to quality care greatly increases positive maternal health outcomes.

8

School Health Program

School nurses promote health, safety and educational success of school age children in Guilford County by serving students, families and school staff through partnerships, evidence based practice and professional standards of care.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

NC GS § 130-A

mandates that public health agencies provide inspection and regulation of such services as:

- Individual, On-Site Water Supply
- Sanitary Sewage Collection, Treatment, And Disposal
- Food, Lodging, And Institutional Sanitation
- Public Swimming Pools and Spa Sanitation
- Communicable Disease Control
- Vital Records Registration

ENVIRONMENTAL HEALTH SERVICES

1

Food, Lodging, & Institutions

Responsible for inspection of restaurants, mobile food units, hotels, motels, nursing homes, hospitals, jails, schools and all types of public swimming pools. Also includes permitting for special event temporary food establishments such as carnivals or festivals. Inspections of food handling establishments follow the N.C Rules Governing Food Protection and Sanitation of Food Establishments and 15A NCAC 18A.2600.

2

Health & Risk Assessment

Provides regulatory oversight in Guilford County for both State and local environmental programs. Implements the Department of Environmental Quality Underground Storage Tank Program, the Aquifer Protection Section Program, and the Daily Use More Than 10,000 Program.

3

On-Site Wastewater

Water Quality Program oversees site evaluations, permitting and inspections to insure proper placement, design, construction, repair, monitoring and abandonment of on-site sewage disposal systems.

4

Pools

Ensures proper annual permitting and compliance with the federal Virginia Graeme Baker Pool & Spa Safety Act.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

ENVIRONMENTAL HEALTH SERVICES

5

Tattoo & Piercing

Enforces rules governing tattooing. Tattoo artists pay an annual fee and pass an inspection prior to a permit issuance. Body piercers in Guilford County are required to complete an application with Environmental Health, adhere to the Guilford County Board of Health Body Piercing Regulations, and post required signage.

6

Water Quality

Water Quality Program oversees the construction, repair and abandonment of water supply wells in Guilford County and provides services to the public, well contractors and pump installers.

HEALTH EDUCATION SERVICES

1

Integrated Targeted Testing Services (ITTS)

The NC ITTS projects provides HIV, Syphilis, Gonorrhea, Chlamydia and Hepatitis C testing in areas frequented by persons at high risk. These projects ensure that clients testing positive are successfully linked with medical care and other services by providing active follow-up and referrals to local providers and/or Patient Management Networks for HIV Care coordinators. Testing is offered in community settings or at fixed testing sites including homeless shelters, jails, drug treatment centers, migrant health centers, nightclubs, and colleges, at hours and locations that are accessible to persons at highest risk for infection.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

HEALTH EDUCATION SERVICES

2

Sexual Health Action Group (SHAG)

Sexual Health Action Group is an HIV/STI (Sexually Transmitted Infection) outreach and prevention program that serves Guilford County residents and is located at the Guilford County Department of Public Health. The SHAG outreach team provides HIV and STI screenings and education in community locations in Guilford County such as universities, apartment complexes, homeless shelters, nightclubs, mobile clinics, and other community events.

3

Expanded Testing Services / Jail Screening Program

Offers HIV, STD, and Hepatitis C testing for detainees in 30 local jails in NC, including Guilford County. The HIV/STD Prevention Programs provide funding to local agencies to conduct regular education and testing services in jails. Those who test positive can then be referred for treatment and care services.

4

NC-FIT (Formerly Incarcerated Transitions)

The NC FIT Program is an essential partner in the County's effort to deal with the opioid epidemic. NC FIT empowers community members returning from incarceration to be self-reliant and meet health and wellness goals. The program connects people with needed health services and assists them with all aspects of re-entry; including housing, job training, legal needs, education, transportation, and life skills.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

The US Department of Heath & Human Services defines Social determinants of health (SDOH) as "the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks."

The 5 SDOH Factors are:

- Economic Stability
- Education Access & Quality
- Healthcare Access & Quality
- Neighborhood & Built Environment
- Social & Community Context

HEALTH EDUCATION SERVICES

5

Medicare Diabetes Prevention Program (MDPP) Expanded Model

The Medicare Diabetes Prevention Program expanded model is a structured intervention with the goal of preventing type 2 diabetes in individuals with an indication of prediabetes. The clinical intervention consists of a minimum of 16 intensive sessions of a Centers for Disease Control and Prevention (CDC) approved curriculum furnished over six months in a group-based, classroom-style setting that provides practical training in long-term dietary change, increased physical activity, and behavior change strategies for weight control.

6

OPIOID Misuse Program

The Drug & Injury Prevention Program (DIP) provides community education and technical support regarding overdose prevention and distributes the life-saving medication Naloxone within the community. The program also provides input for opioid settlement funds, and hosts a community collaborative to address overdose and related issues in the county.

7

Social Determinants of Health (SDOH) Program

This program assists in the development and implementation of educational and awareness initiatives to address health outcomes related to violence, health disparities, and social vulnerabilities. The program fosters collaborative, county-wide efforts to identify gaps in social and community resources necessary to prevent community violence, improve safety and reduce health inequities.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

OTHER SERVICES

1

Childcare Consultants

The Child Care Consultants program offers expert guidance and support to childcare providers, ensuring the health, safety, and well-being of children in care settings. It focuses on disease prevention, nutrition, safety practices, and developmental monitoring, equipping providers with the tools and knowledge to foster a healthy, nurturing environment.

2

Epidemiology

Responsible for tracking and analyzing disease trends, conducting outbreak investigations, implementing control measures, providing data-driven public health guidance, and collaborating with healthcare providers to prevent and control infectious and chronic diseases within the community.

3

General Services

Oversees purchasing, budget management, billing processes, and compliance with financial regulations. The unit ensures fiscal responsibility, operational efficiency, and adherence to legal standards, supporting the department's mission through effective financial stewardship.

4

Health Education Administration

The Health Education Administration supports administratively the planning, implementation, and evaluation of comprehensive health education initiatives. Its mission is to empower communities through knowledge, fostering healthier lifestyles and preventive behaviors.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

OTHER SERVICES

5 **Immunizations**
Administer immunizations to children and adults with the goal to eliminate vaccine-preventable, communicable disease in our community and nation. The unit is responsible for monitoring the vaccine administering practices and rates for all private and non-private vaccine providers county-wide.

6 **Information Technology**
Ensures the reliable operation of technology infrastructure, supports data management and cybersecurity, enables efficient communication and information sharing, and facilitates the adoption of digital health solutions to enhance public health services.

7 **Preparedness**
Develops and implements strategies for responding to public health emergencies, including pandemics, natural disasters, and bioterrorism. Coordinates with local, state, and federal agencies to ensure readiness, rapid response, and community resilience.

8 **Public Health Administration**
Oversees the strategic direction and operational execution of public health initiatives, managing budget allocation, contract negotiations, and purchasing. It provides executive assistance to ensure efficient program delivery. This role is crucial for aligning resources with community health needs, ensuring financial stewardship, and supporting the infrastructure of public health services.



Health & Human Services: Public Health

At a glance

Major programs include:

- Allied Health Services
- Clinical Health Services
- Community Health Services
- Environmental Health Services
- Health Education Services
- Other Services

OTHER SERVICES

9

Violence Prevention

Focuses on reducing violence through community engagement, education programs, policy advocacy, support services for victims, and collaboration with law enforcement. The unit aims to address root causes and implement evidence-based strategies for safer communities.

10

Vital Records

Manages the registration, issuance, and maintenance of official documents such as birth and death certificates. Ensures accuracy, confidentiality, and accessibility, serving as a critical resource for legal, personal, and health-related purposes.

Health & Human Services: Social Services

FY2024 Budget: $86.4 million
Net County Funds: $31 million
Staffing Levels: 727

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

Did you know?

There are **four types** of Adult Care facilities that can be licensed:

1) adult care homes consisting of 7 or more beds;

2) a family care home with 2-6 beds;

3) overnight respite services within a certified adult day program; or

4) multi-unit assisted housing with services.

AGING & ADULT SERVICES

1

Adult Care Licensure
Responsible for monitoring Adult Care Homes to ensure licensure compliance, investigation of licensure related complaints. Assists community toward licensure of new adult care homes.

2

Adult Day Care/Health Services
Provides assistance to aged/disabled adults to remain living independently, reduce social isolation, loneliness, and stimulate interest in leisure activities. Designated by the state to monitor certification compliance of adult day centers in Guilford County.

3

Adult Placement
Provides case management services to community residents seeking placement into either a nursing home or adult care home when they are unable to remain in their current living situations.

4

Adult Protective Services (APS)
Provides investigation of alleged abuse, neglect and exploitation for disabled adults. If substantiated, services are provided to improve/eliminate the situation with adult consent or meet with the legal system when the individual does not have capacity to consent to services. Two APS caseworkers are housed at the Guilford County FJC to assist with APS claims.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

Timely Response

Responding quickly to allegations of maltreatment and exploitation of adults is an essential duty of APS, and prompt, thorough evaluation of such reports is required by state law.

Guilford County residents can feel reassured, as their APS team consistently meets and exceeds the set target of 85% allegation reports reviewed and responded to within 30 days.*

**GC-DSS Mandated Performance Requirements Report MOU 10/2022*

AGING & ADULT SERVICES

5

Adult Representative Payee Services

Service provides financial management of Social Security & Supplemental Security Income funds for adults who have been determined by the Social Security Administration as being incapable of managing their own benefits.

6

Guardianship

Social Workers provide comprehensive ongoing case management services to adults that have been adjudicated incompetent by the Clerk of Superior Court and for whom the agency Director has been appointed legal guardian.

7

In-Home Aide Services

Contracts with community home care agencies to provide in-home services when there is a need, such as light housekeeping and personal care services (bathing, hair washing, toileting) that assists clients/customers with safely remaining in their homes.

8

Special Assistance In-Home Program

Provides Medicaid-eligible clients with a Special Assistance payment that will supplement their income in order to safely remain in their homes. Must meet eligibility requirements.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

AGING & ADULT SERVICES

9

Unclaimed Bodies

Provides eligibility determination for financial assistance towards cremation services for adult wards and unclaimed bodies.

10

Adult Resource Team (ART)

Cross-department collaborative team involving members from Social Services and EMS, housed at the Family Justice Center, to provide Adult Resource Navigation Services to clients.

11

Foster Care 18-21

A voluntary program that assists older young adults in foster care in making a successful transition to adulthood.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

CHILDREN'S SERVICES

1

Child Protective Services (CPS)
Provides services to protect Guilford County's children, minimize harm to children and youth, ensure permanence in children's lives, and strengthen the ability of families to protect and care for their own children. The goal is to support intact families when appropriate, to stabilize the family situation and strengthen the family's ability to fulfill parental responsibility for children.

2

Clinical Services
Provide therapeutic services to families involved in our foster care services. Services ranging from therapy and assessments for children to substance about assessments, parenting assessments and classes for parents.

3

In-Home Services
To provide services and support to families where children are at risk of entering foster care.

4

Permanency Planning (Foster Care)
Ensures that safe, temporary care is available and provided to children of Guilford County who are in need of protection, and are in the legal custody of the Department of Social Services. Includes arranging and monitoring placements, and coordinating visitation agreements.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

CHILDREN'S SERVICES

5

Foster Parent Recruitment & Licensing

Responsible for targeting members of our community to provide information and training regarding becoming a foster parent; assists in locating resources to aid foster parents; and facilitates all monitoring, licensing and relicensing of foster parents.

6

Foster Care Placements

Social Services is responsible for locating safe and appropriate placements for all foster children in Guilford County, assessing a child's needs for placement and services, and determining the appropriate plan for service.

ECONOMIC SERVICES: MEDICAID

Medicaid is a medical assistance program that serves children, adults and families who meet certain eligibility requirements such as income, age or disability. Covered services include hospitalizations, physician services, medications and different levels of care in nursing and residential facilities.

As of December 1, 2023, Medicaid coverage eligibility will expand to people ages 19 through 64 with higher incomes.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

ECONOMIC SERVICES: COMMUNITY SUPPORT

1

Subsidized Child Care Services

Subsidized Child Care Services are provided to eligible families based on need and income for the protection, care and developmental experiences of children ages birth through 17. This allows families to maintain employment, participate in job training, while receiving access to child care at an affordable cost by providing assistance with payments to child care providers.

2

Food & Nutrition Services (FNS)

The Food and Nutrition Services Program is a federal program that aids households with limited income and resources. The benefit amount is based on the amount of income available to the household members who buy and cook their food together. Benefits cannot be used to purchase items such as detergents, paper products, tobacco products, or alcoholic beverages.

3

Low Income Energy Assistance

Energy assistance is provided through federally funded programs to assist families through three programs:
1) The Crisis Intervention Program (CIP) assists individuals and families who are experiencing a heating or cooling related crisis.
2) The Low Income Energy Assistance Program (LIEAP) provides a one-time payment to help eligible households pay their heating bills during the winter months.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

ECONOMIC SERVICES: COMMUNITY SUPPORT

4

Work First Family Assistance

Provides parents with short-term training and other services to help reduce barriers to going to work, support them becoming employed, and move toward self-sufficiency through the Employment Services programs.

BUSINESS OPERATIONS

1

Quality Assurance

Data is managed internally and provided to community partners to assist in advocating for services and to ensure compliance with quality assurance minimum standards based on best practice and set forth in rule.

2

Staff Development & Training

Each Social Services division has its own training and development unit to ensure continued, specialized education for staff, renew certifications, and to provide updates on state guidance.

3

Accountability & Fiscal Monitoring

Ensures that our agency is abiding by county, state and federal policy through audits and case reviews using state and federal tools.



Health & Human Services: Social Services

At a glance

Major services include:

- Aging & Adult Services
- Children's Services
- Economic Services
- Business Operations

BUSINESS OPERATIONS

4

Program Integrity

Program Integrity investigates internal and external fraud. The unit is responsible for investigating eligibility errors, recouping over-payments and notifying the programs of the source of errors made from client or employee error and/or employee fraud. The majority of the money recouped is returned to the applicable State or Federal program for redistribution.



Health & Human Services: Transportation

FY2024 Budget: $1.58 million
Net County Funds: $615,000
Staffing Levels: 15

At a glance

Major services include:

- Non-Emergency Medical Transport
- Senior Services
- Employment Transportation
- Rural Operating Assistance Program

Looking Ahead

As our local aging population (65+) continues to grow over the next 20 years, approximately

78,970

additional Transport & Mobility Services will be needed to accommodate Guilford County's senior services needs.

NON-EMERGENCY MEDICAL TRANSPORT

Non-emergency medical transport (NEMT) is a critical covered benefit for NC Medicaid beneficiaries. NEMT services consists of arranging and/or paying for transportation that is medically necessary.

Guilford County residents who have a Medicaid card and who have no other means of transportation receive free transportation to medical appointment (doctors offices, hospitals, dialysis centers, clinics, dentists and other health-related visits). Transportation services may include bus tickets, gas vouchers, taxis or vans.

SENIOR SERVICES

Senior services provides relief to primary caregivers by offering transportation to persons attending adult day care programs between 6 a.m. and 5p.m., Monday through Friday. Guilford County Transportation and Mobility Services (TAMS) is the only provider that charges no fare for these services.

EMPLOYMENT TRANSPORTATION

Employment transportation is provided to any Guilford County resident if the origin or destination is located outside the city limits of Greensboro or High Point, or if the work schedule is outside the operational hours of Access Greensboro (formally GTA) or High Point Access (formally Hi-Tran). Persons over 60 years of age or persons that have a physical or mental disability can also receive employment transportation also. Transportation assistance is offered in the form of bus tickets, gas vouchers, car repairs or van services.



Health & Human Services: Transportation

At a glance

Major services include:

- Non-Emergency Medical Transport
- Senior Services
- Employment Transportation
- Rural Operating Assistance Program

RURAL OPERATING ASSISTANCE PROGRAM (ROAP)

Guilford County receives transit funding from the NC Department of Transportation for the following:

- Elderly and Disabled Transportation Assistance Program (EDTAP) which provides services for persons 60 years or older and for those with disabilities;
- Employment Transportation Assistance for employment transportation and mobility solutions;
- The Rural General Public Program which funds rural county residents who are not human service agency clients with trips for medical, employment, and educational needs.



Veterans' Services

FY2024 Budget: $0.5 million
Net County Funds: $0.5 million
Staffing Levels: 6

At a glance

Major services include:

- Benefits Advice & Claims Tracking
- Appeals Process
- Emergency Housing Services

Ready to Serve

Residents who are veterans can be assured they are receiving the best help through Guilford County's Veterans' Services Office, which is accredited through the National Association of County Veterans Service Officers, North Carolina Division of Veterans Affairs, and The American Legion.

BENEFITS ADVICE & CLAIMS TRACKING

Aiding Guilford County veterans and/or their families with eligibility and filing requirements for benefits available from federal, state, and local resources. Assisting with obtaining documents for benefits claims, tracking applications, and assistance with representing individuals at VA hearings.

APPEALS PROCESS

Assistance with understanding the appeals process and requirements, different appeals options, and filing an appeal to change a VA decision to a more favorable outcome for the veteran.

Strong Community



Animal Services
Cooperative Extension
Coordinated Services
Emergency Services
Inspections & Permitting
Parks
Planning & Development
Security
Sheriff's Office
Soil & Water Conservation
Solid Waste



Animal Services

FY2024 Budget: $5.3 million
Net County Funds: $4 million
Staffing Levels: 54

At a glance

Major programs include:

- Animal Shelter
- Animal Control
- Community Relations

On the job in FY23:

6,703
animal intakes*

3,690
dog & cat adoptions

760
pets returned to owner

1,142.46
volunteer hours

**includes lost pet and owner surrender intakes, in-field pick ups, and other intakes.*

ANIMAL SHELTER

Management of animal shelter operations, the adoption process, foster home coordination, veterinary operations, and pet reunifications. Shelter staff also take care of owner-surrendered animals, as well as euthanasia requests due to terminal illness, behavioral issues like aggression, or age.

ANIMAL CONTROL

Conducts animal cruelty investigations to bring justice to animals in cases of neglect and abuse. Animal Control Officers are also responsible for public safety through enforcement of rabies vaccinations and the humane securing and care for animals found loose in the community, and enforcing a bite quarantine of a minimum of 10 days following a dog bite incident.

COMMUNITY RELATIONS

The Animal Shelter has strong relationships with the community through the volunteer foster family program, Pet Detective program to reuinite lost pets with owners, and volunteers working in the shelter assisting with animal enrichment, kennel cleaning, and event support. Engagement with various community partners includes the Spay/Neuter Program, Spot Mobile Clinic, mobile pet assistance center, pet transfers, and rabies vaccine clinics.



Cooperative Extension

FY2024 Budget: $0.9 million
Net County Funds: $0.8 million
Staffing Levels: 16

At a glance

Major programs include:

- 4-H Youth Development
- Agriculture & Natural Resources
- Community Horticulture
- Family & Community Wellbeing
- Food Security

The Guilford County Cooperative Extension is a strategic partnership between NC State Extension, the Cooperative Extension Program at NC A&T State University, USDA-NIFA, and Guilford County Government.

Cooperative Extension partners with communities to deliver education and technology that enriches the lives, land and economy of North Carolinians.

4-H YOUTH DEVELOPMENT

Programs for youth aged 5-18 that include hands-on projects covering STEM, healthy living, civic engagement, agriculture, and leadership. Programs are delivered in schools, day camps, residential camps, and at community-based sites.

ADMINISTRATION

The NC Cooperative Extension partners with all 100 County Governments and the Eastern Band of Cherokee Indian Tribal leadership to provide locally based Agents with the skills and passion to provide the education and hands-on training needed to impact local issues.

AGRICULTURE & NATURAL RESOURCES

Provides training and technical assistance for commercial agriculture, horticulture, and livestock producers, as well as forages and pond management. Includes pesticide education and administration of the county's Voluntary Agricultural District program. Delivery modes vary and include site visits.



Cooperative Extension

At a glance

Major programs include:

- 4-H Youth Development
- Agriculture & Natural Resources
- Community Horticulture
- Family & Community Wellbeing
- Food Security

CONSUMER HORTICULTURE

Provides training and education for home, school, and community gardeners, and technical assistance on home and garden pest management. Includes management of the Extension Master Gardner Volunteers, the on-site Demonstration Garden, and the on-site Mixed Greens Community Garden. Delivery modes vary and include site visits.

FAMILY & COMMUNITY WELLBEING

Provide education for families and individuals on skills for living healthier lives. Includes nutrition education, home food preservation, digital and financial literacy for youth and adults, home preservation, and general wellness. Programs are delivered at community-based sites.

FOOD SECURITY

American Rescue Plan Act (ARPA)-funded initiative to develop a county-wide Food Security plan, build community capacity to strengthen the food system, and coordinate data-sharing amongst partners engaged in food security work across the county.

Food Security Program Successes!

So far, the team has:

- Coordinated with community partners to co-host the first Triad Black Farmer's Market.
- Supported community development work within the local food system.
- Provided grant writing training for community leaders.
- Provided technical support for food pantries.
- Engaged in Social Determinants of Health efforts.



Coordinated Services

FY2024 Budget: $3.5 million
Net County Funds: $1.7 million
Staffing Levels: .10

At a glance

Major programs include:

- County Administration
- Manager's Contingency
- Juvenile Crime Prevention Council

In FY24, the Board of Commissioners adopted a revised Outside Nonprofit Agency policy, with a funding target of 0.2% of the General Fund budget.

There were over

100

applications received, totaling over

$10 MILLION

in requested funding.

OUTSIDE NONPROFIT AGENCY FUNDING

Guilford County recognizes the value of investing in the betterment of its community and the agencies that strive towards that goal. As such, the County amended the Community Based Organization (CBO) Funding Policy for the FY2024 budget, which outlines a transparent and equitable process for awarding funding to nonprofit organizations focused on addressing the human services needs of Guilford County residents.

JUVENILE CRIME PREVENTION COUNCIL

As part of the 1998 Juvenile Justice Reform Act, county commissioners are required to appoint a Juvenile Crime Prevention Council to provide local funding towards community-based programs to serve delinquent and at-risk youth with a variety of services and strategies to meet the needs of the juvenile and family unit.

The programs and services funded in part by JCPC are planned and organized at the community level and developed in partnership with the State. Such planning efforts include appropriate representation from local government, local public and private agencies serving juveniles and their families, local business leaders, citizens with an interest in youth problems, youth representative, and others as may be appropriate in a community.



Emergency Services

FY2024 Budget: $44.5 million
Net County Funds: $22.2 million
Staffing Levels: 280.25

At a glance

Major programs include:

- Administrative Coordination
- Community Paramedicine
- Emergency Management
- Emergency Medical Services
- Fire Inspections & Investigations
- Fire Operations
- GCSTOP Coordination
- GM911 Coordination
- Hazardous Materials Operations
- Paramedic & EMT Academies
- Other Operations

A Higher Standard

Since 2000, EMS has achieved and maintained The Commission on Accreditation of Ambulance Services. Our services meet the Gold Standard set by the ambulance industry.

ADMINISTRATIVE COORDINATION

Management of administrative efforts effecting countywide agencies & municipalities, including coordination of fire systems, managing fire contracts, managing a centralized Records Management System.

COMMUNITY PARAMEDICINE

The program works with fragile populations with the mission of maintenance and preventative care. Paramedics conduct routine home visits to help identify and treat health crises, which can reduce the number of hospital visits for the patient.

EMERGENCY MANAGEMENT

Integrated Emergency Management program that includes mitigation, preparedness, response & recovery through partnership with local, State, federal, and over 120 other agencies and organizations.
Also responsible for Local Emergency Planning Committee with representation from industry and government agencies.



Emergency Services

At a glance

Major programs include:

- Administrative Coordination
- Community Paramedicine
- Emergency Management
- Emergency Medical Services
- Fire Inspections & Investigations
- Fire Operations
- GCSTOP Coordination
- GM911 Coordination
- Hazardous Materials Operations
- Paramedic & EMT Academies
- Other Operations



24

Fire Protection & Service Districts that provide fire response service in areas of Guilford County without a municipal fire department.

EMERGENCY MEDICAL SERVICES

Nationally accredited, 24-hour Paramedic-level provider of pre-hospital services for the population of Guilford County, including all cities and towns. On-duty personnel acquire necessary training and equipment to be prepared to receive and respond to calls, assess, treat, transport and document patient care. Provides Mobile Intensive Care to medical, cardiac, trauma patients on scene and en-route to local medical facilities.
Assists Law Enforcement, HazMat/potential WMD incidents, and special events as needed.

FIRE INSPECTIONS & INVESTIGATIONS

Handle all fire inspections and investigations within the county, with exception of areas inside the city limits of Greensboro and High Point. Role of inspections is to complete all requests for new construction plan review, as well as state mandated fire safety inspections of businesses and all school facilities. All members of the Fire Marshal's Office are qualified fire investigators that assist the 24 Fire Districts in fire origin, cause and determination when requested.

FIRE OPERATIONS

Two units that supplement Guilford County Fire Agencies with additional on-scene resources specializing in fireground operations, technical rescue and hazardous materials response.



Emergency Services

At a glance

Major programs include:

- Administrative Coordination
- Community Paramedicine
- Emergency Management
- Emergency Medical Services
- Fire Inspections & Investigations
- Fire Operations
- GCSTOP Coordination
- GM911 Coordination
- Hazardous Materials Operations
- Paramedic & EMT Academies
- Other Operations

Supporting Mental Health of our Providers

EMS Crews are often responding to and assisting people during traumatic events. The Guilford County Emergency Services Department is actively doing more to offer mental health support to ensure our first responders can decompress, find peer and professional support, and prevent burnout.

GCSTOP COORDINATION

The Guilford County Solution to the Opioid Problem (GCSTOP) is a partnership between Emergency Services and UNC Greensboro to address the County's increasing incidence of opioid overdoses and opioid-related deaths. Practitioners engage participants with harm reduction practices, distributing and training community members on the use of naloxone, coordinating resources with other community partners, and operating mobile and fixed-site syringe services programs (SSP).

GM911 COORDINATION

In 2005, the City of Greensboro and Guilford County agreed to merge the 911 centers into Guilford Metro 911. GM911 is the consolidated Public Safety Answering Point (PSAP), providing the first point of contact for Guilford County residents to connect with Fire, Law Enforcement and EMS services.
The City of High Point maintain a separate 911 center for fire and police.

FIRE OPERATIONS AND HAZARDOUS MATERIALS OPERATIONS

Hazardous Materials Response Team staffed by qualified on-call and on-duty members offers technical assistance, training and emergency response to provide support to the Guilford County Fire Services. The unit is available for mutual aid to Greensboro and High Point.



Emergency Services

At a glance

Major programs include:

- Administrative Coordination
- Community Paramedicine
- Emergency Management
- Emergency Medical Services
- Fire Inspections & Investigations
- Fire Operations
- GCSTOP Coordination
- GM911 Coordination
- Hazardous Materials Operations
- Paramedic & EMT Academies
- Other Operations

Emergency Management Planning for Guilford County

Guilford County Emergency Management is responsible for key emergency plans for the County that cover roles and responsibilities for partner agencies, municipalities and townships located within the County.

- Guilford County Emergency Operations Plan
- Guilford County Multi-Jurisdictional Hazard Mitigation Plan
- Guilford County Recovery Plan
- Guilford County Joint Information System Plan
- Guilford County Communications and Warning Plan

PARAMEDIC & EMT ACADEMIES

Prehospital medicine is taught internally at Emergency Services for selected candidates at the EMT and Paramedic level. This is done to develop our workforce of the future, while working in a full-time, benefitted position

The EMT Launchpad is a four-month program that combines classroom instruction, clinical, and ambulance ride time that sets candidates up to test for North Carolina EMT credential.

The Paramedic Academy is a nine-month curriculum including class, clinical exposure in local hospitals and clinical hours spent on GCEMS Paramedic units under the direction of a Field Training Officer.

OTHER OPERATIONS

Functions include:

- Operation of a department-contained Fleet Maintenance Facility.
- Management of internal IT infrastructure and coordination of the City-County 800MHz public safety radio system.
- Maintenance of the mobile LAN/WAN for the County's Emergency Services, Sheriff's, Animal Control, and Environmental Health departments.
- Leads the Continuity of Operations Plans.
- Provides All-Hazards Preparedness & Training for stakeholder agencies, and manages county-wide Alert & Warning System (GEANI).



Inspections & Permitting

FY2024 Budget: $3.4 million
Net County Funds: $2.1 million
Staffing Levels: 31

At a glance

Major services include:

- Inspections
- Permitting
- Plan Review
- Code Compliance

Resident Impact:

A resident frequently interacts with the work of the Inspections & Permitting division whenever they walk into a building in the county.

Permitting Services ensures development activity is legal, while Inspections enforces NC Building Codes and Development Ordinances for building safety.

INSPECTIONS

Enforces the North Carolina Building Codes and the Development Ordinance through inspections of building construction, plumbing, heating and cooling equipment, and electrical connections.

PERMITTING

Provides Permitting Services for Unincorporated Guilford County and for the Towns of Stokesdale, Oak Ridge, Pleasant Garden, Sedalia, Whitsett, Jamestown, Summerfield and the Piedmont Triad Airport Authority. The Permits Section issues permits for all classes of work including Building, Electrical, Plumbing and Mechanical, and schedules inspections, coordinates gas meter releases, power releases, and issues Certificates of Occupancy/Compliance.

PLAN REVIEW

Conduct the review of construction building plans and specifications for compliance with NC State Building and related codes.

CODE COMPLIANCE

Conduct field inspections for code compliance with all state and local NC Building Code and related requirements.



Parks

FY2024 Budget: $5.9 million
Net County Funds: $4.6 million
Staffing Levels: 31

At a glance

Major programs include:

- Regional Parks
- Park Preserves & Trails
- County Farm

Guilford County Parks

7 Regional Parks

Bur-Mil
Gibson
Guilford-Mackintosh
Hagan Stone
Northeast
Southwest
Triad

12 Park Preserves

Benbow
Bold Moon
Brooks Bridge Paddle
Cascades
Company Mill
County Farm
Hines Chapel
McCandless Woods
Richardson-Taylor
Rich Fork
Saferight
Thomas Built Bus

REGIONAL PARKS

Bur-Mil

- Event Space Rentals & Large Scale Special Events
- Outdoor Adventure Amenities
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Aquatic Center, Golf Course, Tennis & Pickleball Courts, Trails, Playgrounds
- Wildlife Education Center
- Youth Programming

Gibson

- Athletic Fields - Baseball/Softball, Soccer
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Trails, Playgrounds

Guilford-Mackintosh *(Partnership with City of Burlington)*

- Event Space Rentals
- Outdoor Adventure Amenities
- Youth Programming

Hagan-Stone

- Event Space Rentals
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Camping, Trails, Playgrounds, Aquatic Center
- Youth Programming

Northeast

- Athletic Fields - Baseball/Softball, Soccer
- Event Space Rentals & Large Scale Special Events
- Outdoor Adventure Amenities
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Aquatic Center, Basketball Court, Disc Golf, Trails, Tennis Courts, Playgrounds
- Specialty Amenities - Dog Park, Carousel, Mini-Golf
- Youth Programming



Parks

At a glance

Major programs include:

- Regional Parks
- Park Preserves & Trails
- County Farm

FY23 Visitor Stats!

Annual Visitation = 600,000+

Annual Special Events
18,381 Visitors

Indoor & Outdoor Event Spaces
101,238 Visitors

Outdoor Adventure
33,009 Visitors

Recreation & Sports
303,977 Visitors

REGIONAL PARKS

Southwest

- Outdoor Adventure Amenities
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Trails, Playgrounds
- Specialty Amenities - Dog Park

Triad *(Partnership with Forsyth County)*

- Athletic Fields - Softball, Soccer
- Outdoor Picnic Spaces & Park Shelters
- Recreation & Sports Amenities - Disc Golf, Trails, Playgrounds

PARK PRESERVES AND TRAILS

A diverse network of trails can be found throughout the Guilford County Parks for hiking, biking, and riding horses. Hikers and bikers can choose from an array of trails; flat or elevated, rugged or smooth, long or short. Park Preserves are also host to beautiful lakes, ponds, and streams.

COUNTY FARM

Hosts large-scale special events, outdoor adventure
Features include:

- Crops and Pastures
- Greenhouses
- Bees
- Vineyards

Planning & Development

FY2024 Budget: $1.4 million
Net County Funds: $1.3 million
FTE Count: 13

At a glance

Major services include:

- Development Review
- Environmental Review
- Long-Range Planning
- Historic Preservation Program
- Zoning Compliance
- Interlocal Agreement Services
- Community Services

Watershed Protection regulations have been adopted for the County to protect designated drinking water supply reservoirs from activities that could degrade their water quality.



The Watershed Protection / Stormwater Management Section is responsible for protection of the drinking water supply watersheds in Guilford County.

COMMUNITY SERVICES

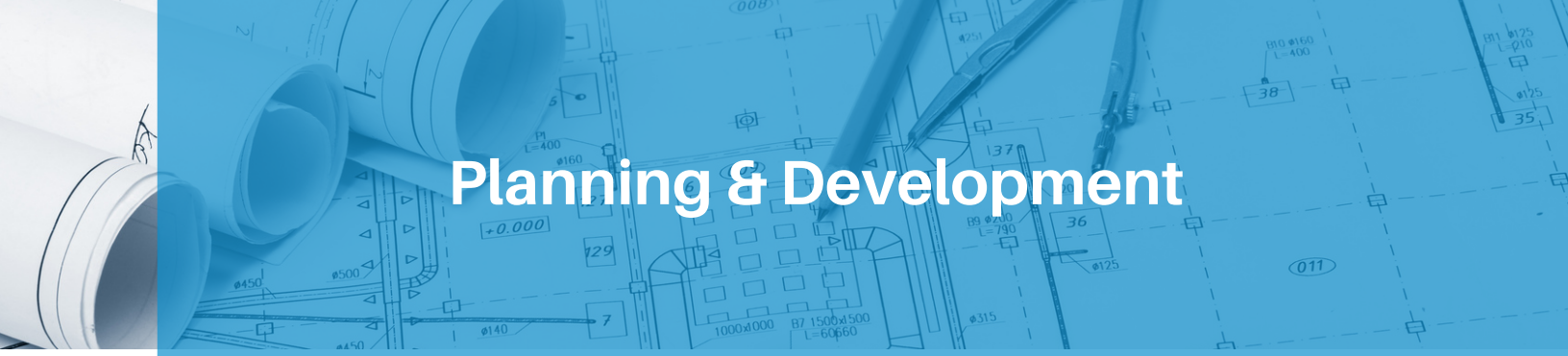
Includes assisting community-based non-profit organizations and developers in providing affordable housing for low- and moderate-income families; the Economic Development Program to support the retention and expansion of existing industry and attract new business opportunities and emerging sectors.

CURRENT PLANNING DEVELOPMENT REVIEW

Improves the quality of development throughout the County by coordinating detailed administrative review of site plans and subdivision plats among technical staff. Development Review staff may provide technical assistance to property owners, developers, surveyors, and engineers for compliance with the Unified Development Ordinance (UDO) via the intradepartmental Technical Review Committee, or informally through an electronic plan submittal and review process (EPL).

ENVIRONMENTAL REVIEW

Addresses Watershed Protection, Stormwater Management, Floodplain Management, and Soil Erosion Control. Prevents adverse effects of stormwater runoff associated with new development which protects property, controls stream bank erosion, reduces flooding, and protects the floodplain, wetlands, water resources and riparian and aquatic ecosystems.



Planning & Development

At a glance

Major services include:

- Development Review
- Environmental Review
- Long-Range Planning
- Historic Preservation Program
- Zoning Compliance
- Interlocal Agreement Services
- Community Services

The Historic Preservation Program protects the County's valuable architectural and cultural heritage for future generations to enjoy and appreciate.

Guilford County has designated

112

Historic Landmarks properties since its inception in 1980.

HISTORIC PRESERVATION PROGRAM

Supports the restoration and maintenance of historically significant properties within the County for the education, enrichment, and pleasure of its citizens and visitors. Provides technical assistance to the Guilford County Historic Preservation Commission's appointed members by administering the design review and Historic Landmark designation processes.

INTERLOCAL AGREEMENT SERVICES

Provides administration of the zoning, subdivision, and land development regulations in the incorporated towns of Whitsett, Sedalia, Pleasant Garden, and Stokesdale. This collaboration of the County and the Towns through interlocal agreement for planning services helps to support quality, connected and complimentary development in the incorporated areas.

LONG-RANGE PLANNING

Assesses existing County policies and regulations for land use and development to meet the goals of the of the County's 2040 Comprehensive Plan. The Department is directly responsible for identifying and implementing the needed long-range policies related to ongoing and future land use, economic development, environmental protection, historic preservation, and housing.

ZONING COMPLIANCE

Manages the process of zoning compliance with the goal of achieving conformity with the land use and development standards for quality growth as set forth in the County's Unified Development Ordinance (UDO). The enforcement process is generally complaint-driven and is outlined in the UDO.



Security

FY2024 Budget: $4.65 million
Net County Funds: $4.62 million
FTE Count: 39

At a glance

Major programs include:

- Intelligence Gathering
- Security Console Operations
- Education & Training Resources
- Physical Asset & Procedural Security

Who We Are

The Guilford County Security Department is comprised of a director, dispatchers, armed and unarmed officers, administration staff, and a contracted security force. This team of highly qualified professionals are licensed, trained, and sensitive to the unique safety and security requirements of working with and for a government entity.

BACKGROUND CHECKS (INTELLIGENCE GATHERING)

Conducts background checks and investigations utilizing state of the art research platforms and open-source tools in response to incidents reported or suspected, and upon request with approval. Also conducts site security risk assessments for all County locations. These reports indicate the various risk factors each location is faced with.

SECURITY CONSOLE OPERATIONS

Includes: Incident Reporting, Alarm Response, Access Control Management. Security Console serves as a communications center for all physical security and safety incidents which occur on County premises and/or involving Guilford County assets and personnel. The console is staffed with personnel 24 hours a day, 7 days a week. Our Security Console serves as a centralized location where all aspects of incident response can be coordinated by facilitating the flow of information between multiple entities/ agencies.

EDUCATION & TRAINING RESOURCES

Guilford County Security personnel are trained in the prevention practices for crime, workplace violence, and domestic violence. We offer annual and ad hoc training to internal County Departments for these and other security-related issues.



Security

At a glance

Major programs include:

- Intelligence Gathering
- Security Console Operations
- Education & Training Resources
- Physical Asset & Procedural Security

A Day in the Life

Guilford County Security provides approximately 1,400 security man-hours per week and screens about one million people in the courthouses per year.

Security is also present at County buildings, as well as every Commissioner meeting and work session, to ensure the public's, Commissioners', and employees' safety.

PHYSICAL ASSET & PROCEDURAL SECURITY

Guilford County Security utilizes proprietary and contract security officers to implement physical asset and procedural security measures. Security uniformed personnel conduct regular patrols in both proactive and response situations. Our personnel are available 24/7/365 to respond to emergency incidents, as well as calls for service. Services also include: Employee Access Badge Control, Intrusion & Panic Alarm Monitoring, Visitor Management.



Sheriff's Office

FY2024 Budget: $86.7 million
Net County Funds: $79 million
Staffing Levels: 662

At a glance

Major programs include:

- Administration
- Courts & Detention
- Grant Programs
- Legal Process
- Patrol
- Special Operations
- Other Operations

Department Structure

The Guilford County Sheriff's Department consists of the Operations Bureau, which includes the Legal Services Division, the Administration & Special Projects Bureau, and the Court Services Bureau.

There are many divisions within this organizational structure, like Special Operations, Fleet, Field Operations, and Detention.

ADMINISTRATION

Functions include Personnel and Training, Community Liaison, Explorer Post, Computer Services, the Community Resource Unit and department Fleet operations and maintenance.

COURTS & DETENTION

Includes Bailiff Services at the Greensboro and High Point Courthouses to manage courtroom order and protect presiding judges; provides safe and sanitary Detention Services at the Greensboro and High Point Jails; responsible for inmate transportation services for court dates, medical visits, or facility changes; and houses the Community Re-Entry Council Program to assist individuals returning to society from incarceration.

GRANT PROGRAMS

Programs or functional support funded by state or federal grants, such as the Governor's Crime Commission Grant, Governor's Highway Safety Grant, HIDTA, the Edward Byrne Memorial Justice Assistance Grant, and COPS Hiring Grant.

LEGAL PROCESS

Responsible for applications and background checks required for Concealed Weapons Permits; service of certain Criminal Processes within Guilford County, such as criminal warrants and summons for violations of NC Criminal Law; and service all notices, orders, and summons associated with the NC Civil Court process.



Sheriff's Office

At a glance

Major programs include:

- Administration
- Courts & Detention
- Grant Programs
- Legal Process
- Patrol
- Special Operations
- Other Operations

Other Specialized Teams

- Crisis Negotiation Team
- Honor Guard
- Motorcycle Team
- Sheriff's Emergency Response Team
- Underwater Recovery Team

Many of these teams are made up of voluntary members, both sworn and non-sworn personnel. Specialized training and equipment is provided to carry out each teams' unique skills and duties.

PATROL

Includes Patrol Services in Districts I, II, and III to enforce laws; prevent, detect, and investigate crimes; respond with Fire/EMS on medical unknown calls and safety threats, and provide other law enforcement support in unincorporated areas of the County.

SPECIAL OPERATIONS

Provides specialized investigative services for a variety of major crimes; evidence control and storage (including AFIS); crime scene processing; forensic computer analysis; the Aviation Program; dive team, and canine teams. Also includes special teams such as Narcotics/Vice, S.E.R.T. and the Crime Repression Team.

OTHER OPERATIONS

The Sheriff's Office provides additional services to the community, such as School Resource Officers (at the request of Guilford County Schools), Community Event Support, Warrant Repository, and extra patrol services when requested by municipalities,



Soil & Water Conservation

FY2024 Budget: $0.43 million
Net County Funds: $0.39 million
Staffing Levels: 3

At a glance

Major services include:

- Cost Share Conservation Programs
- Voluntary Agricultural District
- Outreach and Education

The Soil and Water Conservation District offers a variety of cost share programs, technical assistance, financial assistance, and educational opportunities to protect and preserve agriculture and rural natural resources in Guilford County.

CONSERVATION COST SHARE PROGRAMS

The AGWRAP, NCACSP, and CCAP programs are voluntary programs that provide technical and financial assistance to install Best Management Practices (BMP's) to address erosion control, water quality, and water quality issues on Agriculture and Non-Agricultural Lands.

- Agricultural Water Resources Assistance Program - AG
- NC Agricultural Cost Share Program - AG
- Community Conservation Assistance Program - Non-AG

VOLUNTARY AGRICULTURAL DISTRICT

Assists landowners who voluntarily commit to the preservation and protection of farmland from non-farm development. This is an optional, free program for farm owners of 20 acres of forestland, 10 contiguous acres of farmland and 5 acres of horticultural land. This program promotes the preservation of farmland while recognizing the importance of agriculture to the economic and cultural life of the county.

OUTREACH AND EDUCATION

The Soil and Water Conservation District offers a variety of K-12 environmental education programs for students and teachers, including classroom presentations and environmental field days. The District also promotes an annual Conservation Contest and Envirothon competition at the local, area, and state levels.

Solid Waste

FY2024 Budget: $2.2 million
Net County Funds: $1 million
Staffing Levels: 8.25

At a glance

Major programs include:

- Electronics Disposal
- Environmental Enforcement
- Community Outreach
- Other Waste Disposal
- Scrap Tire Disposal
- White Goods Disposal

NC GS § 130A-309

NC General Statute § 130A-309 Part 2A , or the "Solid Waste Management Act of 1989" sets requirements for local governments to adequately plan and provide efficient, environmentally acceptable solid waste management programs and require counties to plan for proper hazardous waste management.

MANDATED

- **Part 2B is the Scrap Tire Disposal Act**
- **Part 2D is Management of Discarded White Goods**
- **Part 2H addresses Discarded Computer Equipment & Television Management**

ELECTRONICS DISPOSAL

State mandated waste management program to provide for the safe disposal of electronics.

ENVIRONMENTAL ENFORCEMENT

Responds to and investigates complaints about illegal dumping and burning. Manages cases as they are remediated.

COMMUNITY OUTREACH

Informs residents of recycling drop-off services that accept household recycling, Styrofoam, Christmas trees, and other hard-to-recycle items. Provides other resources and contacts for waste/recycle services and waste reduction. Informs residents about Community Recycling Events.

OTHER WASTE DISPOSAL

Greensboro/Guilford County contract for household hazardous and electronic waste disposal. Per the contract, Greensboro assumes 75% of the cost and contracts with Ecoflo for disposal.

Solid Waste

At a glance

Major programs include:

- Electronics Disposal
- Environmental Enforcement
- Community Outreach
- Other Waste Disposal
- Scrap Tire Disposal
- White Goods Disposal

Resident Impact

A resident may interact with Solid Waste Services when recycling old appliances after upgrades to their home, disposing of yard waste, household garbage and recycling, and construction materials, or if they need to properly recycle live Christmas trees after the holiday season!



SCRAP TIRE DISPOSAL

Receives and processes tire waste for contracted disposal; state-levied scrap tire disposal taxes partially offset program costs. G.S. 130A-309.58 sets County responsibility for providing for the disposal of scrap tires within its boundaries and description of disposal procedures within the solid waste management plan. Counties must provide for at least one scrap tire disposal site.

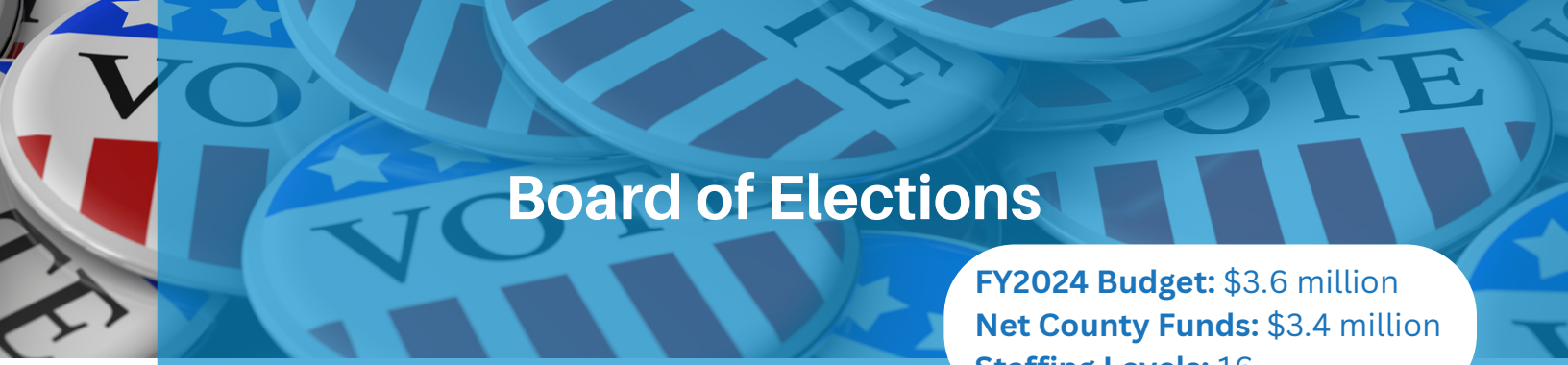
WHITE GOODS DISPOSAL

State mandated waste management program to properly dispose of large and domestic commercial appliances; state-levied white goods disposal taxes partially offset program costs. G.S. 130A-309.58 outlines County responsibilities pertaining to the management of discarded white goods. Counties must provide for at least one collection site, as well as the removal of chloroflourocarbon refrigerants. Procedures must be reported in the solid waste management plan.

Quality Government



Board of Elections
Budget & Management Services
Clerk to the Board
County Administration
County Attorney
Facilities
Finance
Fleet
Human Resources
Information Technology
Internal Audit
Minority/Women Business Enterprise
Public Relations
Register of Deeds
Risk Management
Tax



Board of Elections

FY2024 Budget: $3.6 million
Net County Funds: $3.4 million
Staffing Levels: 16

At a glance

Major services include:

- Elections Management
- Data & Maps
- Voter Registration
- Campaign Finance

Key Metrics

85%

of Guilford County's voting age population registered in FY22

$7.65

County dollars per registered voter in FY22

ELECTIONS MANAGEMENT

Administers Federal, State, County, and Municipal elections using Absentee By-Mail, Early, and Election Day Voting; also runs Special Elections. The Elections Office recruits and trains precinct officials, is responsible for voting system maintenance, produces and distributes ballots necessary for elections.

DATA & MAPS

Produce publicly-available voting data, such as names of voters or statistics/demographics, down to the precinct level.

VOTER REGISTRATION

Manages the voter registration database by adding, removing, and updating voter information and list maintenance. Also includes managing street file, registration mailings, and assignments to districts and polling places after redistricting.

CAMPAIGN FINANCE REGULATIONS

Receives reports from local elected officials related to campaign finance. Elections must receive, audit, and maintain those statutorily required campaign finance documents.

Budget & Management Services

FY2024 Budget: $1.3 million
Net County Funds: $1.3 million
Staffing Levels: 9

At a glance

Major programs include:

- Budget Development & Monitoring
- Continuous Quality Improvement
- Grant Management

Resident Impact

While primarily an internal support department, a resident may experience the work of Budget & Management Services by enjoying county-provided services funded through the annual budget process, or schools funded through bond issuances.

$918.6M
FY24 Annual Budget

BUDGET DEVELOPMENT & MONITORING

The County is required to prepare an annual budget and adhere to statutes regarding amendments. The department also provides budgetary and fiscal services including budget process support, projections, recommendations, trainings, developing multi-year projects, policy evaluation and analysis, developing and managing of capital plans, and assistance on special projects.

CONTINUOUS QUALITY IMPROVEMENT

Facilitate the development and implementation of departmental business plans, establish and track performance measures, promote a culture of innovation, and support process improvement efforts within departments.

GRANTS MANAGEMENT

Assist County departments with identifying grant funding opportunities, submitting grant applications, accepting grant awards, adopting grant project budgets, monitoring grant expenditures, and formally closing grant budgets. Provides grant-focused trainings and develops county-wide grants management policy in collaboration with grant managers (i.e. Department SMEs), Finance, and other internal partners.

Clerk to the Board

FY2024 Budget: $1.4 million
Net County Funds: $1.4 million
Staffing Levels: 6
Commissioners: 9

At a glance

Major services include:

- Records Retention & Oaths of Office
- Public Records Requests
- Boards, Commissions & Authorities
- Legal Notices
- Fireworks Permits
- Legislative Support

Details of the Office

The Clerk to the Board, which is duly sworn into public office, serves as the direct link between the citizens and their government.

The Clerk to Board attends all Board meetings of the Board of County Commissioners and its committees and records official actions; acts as custodian of all legal documents pertaining to the county and prepares a permanent record of meetings for future use; and attests all contracts, deeds, bonds, and other legal documents.

CLERK SERVICES, RECORDS RETENTION & OATHS OF OFFICE

Attend all Board meetings to record and transcribe minutes, and produce and safeguard permanent records of meeting minutes for future use. Administers Oaths of Office for all sworn Sheriff's deputies, Guilford County Planning Board and Board of Adjustment appointees, code enforcement officials, the County Manager, County Attorney, Public Health and Social Services Directors.

PUBLIC RECORDS REQUESTS

The Clerk to the Board and staff are responsible for responding to requests from the general public, news media, and county employees for information and or services.
Public records requests can be submitted via electronic portal.

BOARDS, COMMISSIONS & AUTHORITIES

The Clerk's Office oversees roughly 61 active citizen advisory boards and authorities, and works to support the 409 board seats by offering open meetings trainings and serving as a portal for information sharing.

LEGAL NOTICES

Prepares and advertises notices of hearings and other issues as required by law.

Clerk to the Board

At a glance

Major services include:

- Records Retention & Oaths of Office
- Public Records Requests
- Boards, Commissions & Authorities
- Legal Notices
- Fireworks Permits
- Legislative Support

From January 2022 to December 2022, the Clerk's Office had

904

open Public Records requests and closed

831

Public Records requests.

FIREWORKS PERMITS

The state authorizes the Board of Commissioners to issue permits for the use of pyrotechnics at indoor and outdoor concerts or public exhibitions, such as fairs, carnivals, shows of all descriptions and public celebrations within the County.

LEGISLATIVE SUPPORT

Administrative support for Guilford's 9 Commissioners, including calendaring, speech writing, informing, phone calls, administrative support, p-cards, arranging Commissioner special events, public appearances, travel, and conference attendance.



County Administration

FY2024 Budget: $2.4 million
Net County Funds: $2.4 million
Staffing Levels: 8.9

COUNTY ADMINISTRATION

Mandated: NC GS 153A-82; GS 159-13; ICMA Code of Ethics

The County Manager's office provides organizational leadership, professional management, and support of county government by directing and supervising all county offices, departments, boards, commissions, and agencies under the general control of the Board of Commissioners. Includes authority to issue Manager's Contingency Funds which can address unexpected expenditures that may arise during the year for which there are no departmental funds budgeted.

OUR MISSION:
EMPOWERING
SUCCESSFUL PEOPLE
TO THRIVE IN A
STRONG COMMUNITY
SUPPORTED BY
QUALITY GOVERNMENT

Guided by Our Core Values:
Transparency & Communication
Accountability
Equity & Inclusion
Service & Outcomes Excellence
Our People Matter



County Attorney

FY2024 Budget: $4.5 million
Net County Funds: $4.5 million
Staffing Levels: 30

At a glance

Major programs include:

- County Attorney
- Legal Support Staff
- Recovery Court Division

Our Role in the County

Guilford County is self-funded for liability purposes, so the County Attorney's office handles virtually all cases in which Guilford County or its representatives are the plaintiff or defendant.

The office serves two courthouses and a variety of clients in High Point and Greensboro.

COUNTY ATTORNEY

Provides responsive, effective, and efficient legal advice and representation to the Guilford County Board of Commissioners, County Manager, County Departments, and related agencies. Legal counsel is provided on all areas of local government, including contracts, civil procedure, litigation, constitutional law, open meetings, public records, purchasing, property tax assessment and collection, budget and financial procedures, and personnel matters. The County Attorney's Office represents and defends individual commissioners, officials, and all County-related employees in the absence of a conflict.

LEGAL SUPPORT STAFF

Staff are responsible for legal background and preparation work to support attorneys in their actions to serve agency clients. Work includes additional research, document review, assistant and paralegal functions.

RECOVERY COURT DIVISION

Guilford County Recovery Courts are comprised of Adult Drug Treatment Court, Mental Health Court and Juvenile Drug Treatment Court. The objective of the Guilford County Recovery Courts is to enhance public safety, lessen economic impact on Guilford County, and reduce recidivism by addressing individuals with mental illness and substance use disorders to increase the likelihood of successful rehabilitation and stabilization utilizing a team-based approach comprised of treatment, supervision and the court system.



Facilities

FY2024 Budget: $11.1 million
Net County Funds: $9.9 million
Staffing Levels: 67

At a glance

Major programs include:

- Building Operations & Maintenance
- Detention Center Maintenance
- Project Management
- Property Management
- Parking Services
- Mail Distribution Services
- Sign Shop

Resident Impact

A resident experiences the work of the Facilities Department whenever they visit a county facility.

Generally, a resident may not notice the work of the department because the buildings are maintained, the grounds are manicured, and the air conditioning works on a hot day!

BUILDING OPERATIONS & MAINTENANCE

Provide general maintenance and repair for over 100 buildings in the County, many of which are frequented by the public. Responsibilities include grounds maintenance, janitorial services, elevator maintenance, waste pickup, pest control, plumbing, electrical, carpentry, HVAC, fire prevention, and miscellaneous repairs as needed.

DETENTION CENTER MAINTENANCE

Provide general maintenance and repair at two County Adult Detention Centers and one Juvenile Detention Center. Responsibilities include janitorial services, elevator maintenance, waste pickup, pest control, plumbing, electrical, carpentry, HVAC, fire prevention, kitchen inspections, and miscellaneous repairs as needed.

PROJECT MANAGEMENT

Manage all building renovation and new construction projects of all sizes, including multi-million-dollar capital projects. Work with designers, architects, clients, and contractors to keep County buildings in good, workable condition, update spaces, install new technology to accommodate the needs of the County.



Facilities

At a glance

Major programs include:

- Building Operations & Maintenance
- Detention Center Maintenance
- Project Management
- Property Management
- Parking Services
- Mail Distribution Services
- Sign Shop

Doing the Work in FY23!

Total Work Orders Completed
15,064

Of those work orders:
8,874 were
Preventative Maintenance

1,066 were
Proactive Work Orders

3,376 were
Reactive Work Orders

PROPERTY MANAGEMENT

Responsible for all real estate transactions for County property, including property purchase and sale, easements, lease management, and managing any rental properties. Also responsible for space planning, allocation, and assignment.

PARKING SERVICES

Responsible for maintenance of County parking lots and decks, assignment of parking spaces, and parking revenue management.

MAIL DISTRIBUTION SERVICES

Moves both interoffice and USPS mail between user departments throughout the County, as well as meters all outgoing USPS mail.

SIGN SHOP

Maintains road signs throughout incorporated areas of Guilford County, by installing new or repairing/replacing damaged signs.



Finance Department

FY2024 Budget: $4.7 million
Net County Funds: $4.6 million
Staffing Levels: 40

At a glance

Major programs include:

- Accounting Services
- Functional Support Services
- Bonds
- Financial Reporting
- Treasury Management
- Financial & Grants Management
- Purchasing Services

Awarded the

GFOA

(Government Finance Officers Association)

Certificate of Achievement for Excellence in Financial Reporting

ACOUNTING SERVICES

Governmental accounting maintains tight control over resources, while also compartmentalizing activities into different funds in order to clarify how resources are being directed at various programs.

FUNCTIONAL SUPPORT SERVICES

Functions include payroll, maintaining the Enterprise Resource Planning software, Accounts Payable, Accounts Receivable, and Contract Review.

BONDS

Selecting financing team, supervising investing & administering the expenditures of bond proceeds. Monitoring collection of revenues, and ensuring compliance with undertaking covenants and agreements.

FINANCIAL REPORTING

Reporting on the financial position and activities of Guilford County to the public at large. These reports are the standard that residents, oversight bodies, and other stakeholders use to judge their government's efficiency, effectiveness, and overall financial condition. Prepares Annual Comprehensive Financial Report (ACFR) in conjunction with annual audit and Board reports.



Finance Department

At a glance

Major programs include:

- Accounting Services
- Functional Support Services
- Bonds
- Financial Reporting
- Treasury Management
- Financial & Grants Management
- Purchasing Services

TREASURY MANAGEMENT

Includes collection and deposit of funds received, managing bank accounts, cash forecasting, investments, reporting of market conditions, and bank reconciliation.

FINANCIAL & GRANTS MANAGEMENT

Manages fiscal affairs according to NC laws, regulations, and Generally Accepted Accounting Practices (GAAP). Also manages accounting related to grant-funded programs.

Key Metrics

Guilford County is

1 of 49

counties in the United States to be

AAA/aaa rated

by all three major rating agencies!

PURCHASING SERVICES

STRATEGIC SOURCING & PURCHASING

Solicits bids for search bids, facilitates the Informal and Formal Bid Process, and RFP/RFQ processes by utilizing electronic bidding system.

CONTRACTS MANAGEMENT

Facilitate contracts through the full process, from contract creation, to system entry, to signatures, to full execution. Process the award of County contracts for services, construction and repair projects.

SURPLUS & DISPOSAL

Provide disposal of County surplus, obsolete, or unserviceable personal property and establish accountability for the decision to dispose of such property.



Finance Department

At a glance

Major programs include:

- Accounting Services
- Functional Support Services
- Bonds
- Financial Reporting
- Treasury Management
- Financial & Grants Management
- Purchasing Services

Received the

NC Association of Governmental Purchasers

2023 Sustained Professional Purchasing Award

PURCHASING SERVICES

REQUISITION & P.O. PROCESSING

Process requisitions for the issuance of purchase orders for the purchase of apparatus, supplies, materials, or equipment.

PROCUREMENT CARD PROGRAM

PCards are the preferred procurement method for purchasing small-dollar goods and services up to $5,000. This program allows county staff to make purchases and payment directly to authorized vendors.

VENDOR & SUPPLIER RELATIONSHIPS

Maintains e-Procurement System (GCePS) to automate the exchange of information between the County, suppliers and end users, allows for electronic registration, and expedites the procurement process.



Fleet Operations

FY2024 Budget: $1.8 million
Net County Funds: $1.7 million
Staffing Levels: 2

At a glance

Major services include:

- Fleet Management & Maintenance

FLEET MANAGEMENT & MAINTENANCE

Manage and monitor the county's vehicle fleet. Includes fuel, maintenance, and replacement costs for fleet vehicles other than Law Enforcement and Emergency Services.

Resident Impact

A resident may experience the Fleet Operations division when they see a county vehicle that is clean, well maintained, and driven according to required training.

257
vehicles in county fleet

Quality Government



Human Resources

FY2024 Budget: $10.8 million
Net County Funds: $10.7 million
Staffing Levels: 29

At a glance

Major services include:

- Talent Acquisition
- Classification & Compensation
- Employee Relations
- Human Resources Information Systems
- Benefits Administration
- Learning & Development

*Overarching all major services, Human Resources is responsible for compliance with **federal** and **state** employment laws that include:*

- Age Discrimination Act (ADEA) of 1967
- Americans with Disabilities Act (ADA) of 1990 (plus Amendments)
- Consolidated Omnibus Budget Reconciliation Action (COBRA) of 1986
- Equal Pay Act of 1963
- Fair Credit Reporting Act (FCRA)
- Drug Free Workplace Act of 1988
- Fair Labor Standards Act (FLSA)
- Genetic Information Nondiscrimination Act (GINA) of 2008
- Health Insurance Portability and Accountability Act (HIPPA) of 1996
- Immigration Reform and Control Act of 1986
- Pregnancy Discrimination Act
- Title VII of the Civil Rights Act of 1964

TALENT ACQUISITION

Facilitates the County's external job postings, facilitates the hiring processes, and assists with internal staffing changes.

CLASSIFICATION & COMPENSATION

Responsible for equitably administering a competitive labor market-based pay and classification systems.

EMPLOYEE RELATIONS

Responsible for the oversight and administration of the personnel regulations, employee discipline, grievance and conflict resolution, employee complaints and investigations.

HUMAN RESOURCES INFORMATION SYSTEMS

Includes maintaining the Human Resource Management System for all employee personnel transactions and records, administering the Kronos timekeeping system.

BENEFITS ADMINISTRATION

Responsible for employeeenrollment in benefitsprograms and ensuresbenefits policies are updated; coordinates wellness events and consultations; work with Broker to update and renew contracts per deadlines.



Human Resources

At a glance

Major services include:

- Talent Acquisition
- Classification & Compensation
- Employee Relations
- Human Resources Information Systems
- Benefits Administration
- Learning & Development

In FY22, HR received

15,425

applications for
open County positions



and referred

9,189

candidates to hiring managers

LEARNING & DEVELOPMENT

Coordinates New Employee Orientation; develops and delivers resources and training to County employees, advising and coaching supervisors, professional development opportunities so staff can progress in their careers.

Information Technology

FY2024 Budget: $17.1 million
Net County Funds: $17.1 million
Staffing Levels: 63

At a glance

Major services include:

- Application Services
- Business Services
- Data & Analytics
- GIS Services
- Administration & Operations
- Information Security Services

Publicly available services provided by IT include:

GIS Portal
offers residents access to maps for parcel and property sales research

Guilford County's Official Website
access to all department information & county-wide announcements

Civic Access Portal
offers residents streamlined access to planning services & permits

APPLICATION SERVICES

Develop custom written applications used by departments and citizens to streamline needs and workflows, simplify systems and procedures, and support implementation and upgrades for enterprise vendor supported systems.

BUSINESS SERVICES

Provide project management on county-wide technology projects, providing detailed updates, ensuring team members have the supplies and resources needed to complete their assigned tasks on time.

DATA MANAGEMENT & INTEGRATION

Includes setting the County's Data & Integration strategy, defining and maturing County Data Operationalization capabilities, introducing and maturing needed County and citizen-facing data.

GEOGRAPHIC INFORMATION SYSTEM (GIS) SERVICES

Responsible for the planning, coordination, maintenance and development of geospatially referenced data. Performs geographically-based data collection tasks to create various products that include traditional printed maps, customized desktop applications and browser-based interactive applications.

Information Technology

At a glance

Major services include:

- Application Services
- Business Services
- Data & Analytics
- GIS Services
- Administration & Operations
- Information Security Services

ADMINISTRATION & OPERATIONS

Conducts technological planning; oversees all IT activities, including countywide IT projects and equipment/software acquisitions; manages internal resources, including contract oversight. Supports data storage/network management, data networking, telecommunications systems, and desktop support.

INFORMATION SECURITY SERVICES

Includes cybersecurity risks assessment and strategy development; implementation and improvement of protection tools such as Identity Management and Access Control and Data Protection.

FY23 Work Orders completed by :



Application Services

Infrastructure & Operational Services



HelpDesk Calls

Internal Audit

FY2024 Budget: $925,000
Net County Funds: $925,000
Staffing Levels: 6

At a glance

Major services include:

- Audits
- Ethics
- Other Services

Certified Professionals

The Internal Audit team maintains expert credentials, including:

CPA
Certified Public Accountant

CRMA
Certified Risk Management Assurance

CIA
Certified Internal Auditor

CFE
Certified Fraud Examiner

CISA
Certified Information Systems Auditor

Internal Audit passed their peer review in FY23, required every 5 years, with the highest score!

AUDITS

Includes Operational, Compliance, Financial, Investigative and Technology Audits to ensure effective and efficient use of resources, adequate process controls, compliance in systems and procedures, etc. Audits may result in recommendations for improvements.

ETHICS

Investigates allegations of unethical conduct, waste or abuse of government property, or theft of government property; manages ethics reporting hotline and website; conducts training on ethics, internal controls, and how to conduct a Control Risk Self-Assessment.

OTHER SERVICES

Includes efficiency reviews, special project requests, external auditor support, system implementation audits, and IT auditing.



Public Relations

FY2024 Budget: $1.2 million
Net County Funds: $1.2 million
Staffing Levels: 4

At a glance

Major services include:

- County Communications & Marketing
- Media Relations
- Employee Communications
- Marketing & Advertising



The Public Relations Department is a new department established in FY 2021-22 to address the Board of Commissioner's priority to improve County communications and branding.

COUNTY COMMUNICATIONS & MARKETING

Responsible for establishing the Guilford County brand, brand guidelines, style guide. Develops, implements, and coordinates community awareness campaigns, marketing strategy, community outreach, crisis communications, and brand compliance to support Guilford County programs and initiatives.

MEDIA RELATIONS

Establish and maintain relationships with independent and traditional media outlets to ensure accurate, proactive, and timely coverage of the County's work in and for the community.

EMPLOYEE COMMUNICATIONS

Manages internal communications with Guilford County employees to deliver important updates, news, appreciation, and announcements via OnePlace and other employee channels. Gather employee input via surveys, focus groups, and town halls.

MARKETING & ADVERTISING

Manage advertising dollars strategically to achieve better awareness and participation for County programs and resources. Manage and approve all content for countywide social media channels and ensure compliance with county social media policy and practices; responsible for oversight of the county website, ensuring brand guidelines are met and writing style is consistent and accessible for all audiences.



Register of Deeds

FY2024 Budget: $3.2 million
Net County Funds: ($4.3 million)
Staffing Levels: 27.5

At a glance

Major programs include:

- Recording & Real Estate
- Vital Records
- Passport Services
- ROD Co-Lab

ROD History

The first land record filed in the Guilford County Register of Deeds was on **May 4, 1771**.

Historically, the office has provided a place to record a land transfer in a book with the names of the parties, terms of sale and payment, and descriptions of the property.

RECORDING AND REAL ESTATE

Record, preserve and maintain real estate, vital records and filings for business names in accordance with NC Record Retention Schedules. The office also manages the property fraud alert system, conducts notary oaths and maintains an index of commissioned notaries for public information.

VITAL RECORDS

The Register of Deeds can issue Birth Records and Death Certificates for residents whose birth or death occurs in Guilford County. Residents can apply for a Marriage License if the marriage is to take place in the state of North Carolina and meets the legal requirements for issuance. A veteran may present a DD-214 Military Discharge document for recording without charge.

PASSPORT SERVICES

Walk-in passport facility where residents can submit a completed application for a new passport, and Passport Services will forward it to the Passport Services section of the U.S. Department of State.

ROD CO-LAB

Includes additional services like the Thank-A-Vet discount program; the Jacob Levy Flag Retirement Initiative to collect old or worn American Flags; the Slave Deeds Projects to help trace the local history of enslaved people; and the Good Grief Podcast, which helps residents navigate through end-of-life issues and challenges.



Risk Management

FY2024 Budget: $4.6 million (IS)
Net County Funds: $-
Staffing Levels: 2.5

At a glance

Major programs include:

- Insurance & Bonding
- OSHA Compliance
- Property Damage & Liability

Internal Service Fund

Guilford County conducts Risk Management operations through a combination of insurance programs, including liability, property, workers' compensation, and cybersecurity, in addition to employee health benefits. The County is exposed to various risks and protects itself from potential loss using a combination of risk financing methods, accounted for in the Internal Service Fund, which operates as a self-funded pool to serve the entire organization.

INSURANCE & BONDING

Secures insurance for Excess Workers Compensation, Property, Cyber Liability, Above Ground Storage Tanks, Employment Practices, Crime, and Transportation Vans. Bonds are also obtained for Sheriff, Finance Director, Register of Deeds, and Tax Collector per state requirement.

OSHA COMPLIANCE

Ensures OSHA and ADA compliance for the organization to protect employees and the public. Provides applicable training for Guilford County employees to complete work duties safely and effectively. Maintains all records pertaining to work-related injury, illness, accommodations and evaluations.

PROPERTY DAMAGE & LIABILITY

Includes insurance and claims for accidents involving County vehicles or damage to County property, cyber liability, workers' comp, and manages claims processes with Third Party Adjusters.



Tax Department

FY2024 Budget: $8.9 million
Net County Funds: $6.5 million
Staffing Levels: 64

At a glance

Major services include:

- Appraisal Services
- Collection of Property Tax & Other Fees
- Collections Services
- Customer Assistance
- Mapping & Transfer Assistance

Resident Impact

The Tax Department plays a critical role in ensuring the county's largest source of funds – property tax – is equitably and fairly assessed and collected.
This enables the continued funding of services for all county citizens.
The Tax Department provides **64%** of resources for the county budget.

A resident may interact with the Tax Department when paying a bill, asking an assessment question, or filing an appeal during the reappraisal cycle. We maintain a user-friendly public website, as well as offices in Greensboro and High Point.

APPRAISAL SERVICES

Appraisal of business-personal and individual-personal property, public utilities, and registered motor vehicles annually. Real property undergoes a County-wide revaluation every five years. Also assists taxpayers with Elderly and Veteran and Circuit Breaker Exclusions.

COLLECTION OF PROPERTY TAX & OTHER FEES

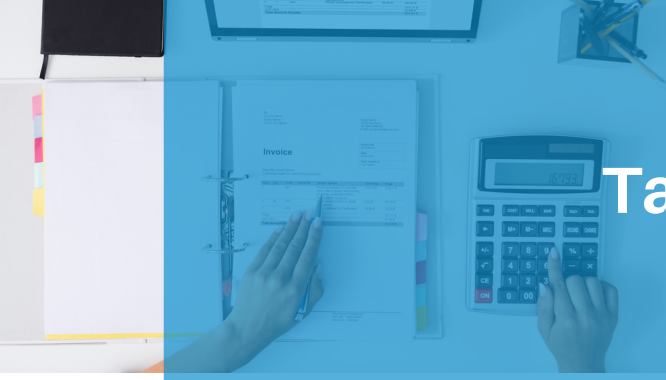
Responsible for the collection of all property taxes due to Guilford County and the municipalities within the county.

COLLECTIONS SERVICES

Collect, advertise and foreclose on delinquent accounts by bank attachment, wage garnishment, debt setoff and foreclosure proceedings. Receive, process and track gross receipts for motor vehicle rentals, room occupancy tax and beverage licenses.

CUSTOMER ASSISTANCE

Assisting taxpayers with providing, completing and implementing applications for tax exclusions, exemptions and deferrals on personal and real property. Responsible for mailing annual and delinquent bills for personal and real property annually, and assisting taxpayers with payment.



Tax Department

At a glance

Major services include:

- Appraisal Services
- Collection of Property Tax & Other Fees
- Collections Services
- Customer Assistance
- Mapping & Transfer Assistance

Collections Division Data

In FY2023, the Tax Department collected **99.38%** of the $784,218,507.66 levy for all jurisdictions.

The Tax Call Center averages a **99%** handle rate for all calls received throughout the year.

The online payment option generated a 53% increase in revenue and a 24% increase in transaction volume for FY2023.

MAPPING & TRANSFER ASSISTANCE

Receive recorded deeds and plats from Register of Deeds daily to transfer ownership of and map parcels. Assist taxpayers with name and mailing address changes due to death, marriage, etc. Assist with change of title through deed research and assist with recorded annexations from the Secretary of State.



SBED
Small Business and Entrepreneurship

FY2024 Budget: $1.5 million
Net County Funds: $1.5 million
Staffing Levels: 8

At a glance

Major programs include:

- Outreach & Relationships
- Capacity Building

In October 2023, Guilford County's Minority/Women Business Enterprise (MWBE) Department worked with community partners to co-host the inaugural **Triad Black Farmer's Market** event.

The event featured African American and minority farmers from across the state, selling fresh produce and meat raised in North Carolina.

OUTREACH & RELATIONSHIPS

Not Mandated

Proactive outreach to diverse suppliers to build relationships between Minority and Women-owned businesses and governmental entities, with the goal of increasing the number of MWBEs engaged in municipal contract work.

CAPACITY BUILDING

Not Mandated

Technical Assistance and training provided to actively help Minority and Women-Owned businesses scale and grow, and enable such businesses to engage in contracted work with municipal governments. The MWBE Department also assists with networking opportunities, making connections, and capacity building.

Guilford County Service Inventory V2: 2024