

2026

GUILFORD COUNTY

SERVICE INVENTORY



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Animal Services



NON-MANDATED -
STRATEGIC
SERVICE

ANIMAL SHELTER

The daily operation of the shelter includes the management, care, and pathway planning for all animals in our custody. These processes include rescue and foster coordination, medical care and intervention, feeding and cleaning, and adoptions to the public. Staff also intakes animals daily and coordinates owner surrenders. As the shelter is open to the public, the other primary function is to provide customer service and resources to the public.



MANDATED
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

COMMUNITY RELATIONS

The Animal Shelter has forged strong ties in the community through the volunteer, foster, and Dog Day Out programs, which all encourage citizen involvement. Further engagement outside of the shelter includes the Spay/Neuter voucher program, rabies vaccine clinics, and other community events throughout the year. The shelter also has strong relationships with the cities and towns within Guilford County, working with their leaders to bring vaccines and resources to their constituents, to better keep people and their pets together.



MANDATED
SERVICE

RABIES ISOLATION

The Animal Control officers are responsible for public safety through the enforcement of rabies vaccinations, as well as humanely securing and caring for stray animals found loose in the community. They enforce and carry out bite quarantines at the shelter, which generally span 10 days. Animal Control dispatch employees are an integral part of the operation, and work behind the scenes to field calls, and interact with the public at high volume.



NON-MANDATED -
INTERNAL SERVICE

ADMINISTRATION

Administration is crucial for animal services as it ensures the effective management and delivery of services to meet the needs of pets and their owners. It involves policy development, resource allocation, public engagement, and community support.

Behavioral Health



MANDATED
SERVICE

MAINTENANCE OF EFFORT (MOE)

Maintenance of effort for North Carolina requires counties to provide behavioral health support. The County partners with Trillium as our Local Management Entity for Behavioral Health to provide an array of supportive services via community based providers.



NON-MANDATED -
INTERNAL SERVICE

BEHAVIORAL HEALTH ADMINISTRATION

Behavioral health coordinates the County's Behavioral Health Centers to support individuals experiencing a mental health or substance use issue.

Budget & Management Services



MANDATED
SERVICE

BUDGET DEVELOPMENT AND 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.



NON-MANDATED -
INTERNAL SERVICE

GRANTS & CAPITAL 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.



NON-MANDATED -
STRATEGIC
SERVICE

COMMUNITY BASED ORGANIZATION (CBO) PROGRAM

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.



NON-MANDATED -
STRATEGIC
SERVICE

OUTSIDE NON-PROFIT CONTRACTUAL OBLIGATIONS

Manages the County's contractual relationships with nonprofit organizations receiving County funding. This includes developing and executing contracts, ensuring compliance with applicable policies and funding requirements, monitoring performance and deliverables, and reviewing financial and programmatic reports to ensure accountability and effective use of public funds.



NON-MANDATED -
STRATEGIC
SERVICE

STRATEGIC PLANNING

Supports the development and implementation of the County's strategic priorities and long-term initiatives. This function facilitates planning processes, coordinates cross-departmental efforts, establishes goals and performance measures, and monitors progress toward desired outcomes. It also provides analysis and recommendations to align resources, policies, and programs with the County's strategic objectives.

Child Support Services



MANDATED
SERVICE

COLLECTION & DISTRIBUTION OF CHILD SUPPORT PAYMENTS

Child Support is collected from payment methods that include direct payments, income withholding, interception of tax refunds and other sources. A court order for child support dictates the frequency of support payments and the amount of support to be paid. Distribution of the support collected is based on federal regulations and state statutes.



MANDATED
SERVICE

ENFORCEMENT OF COURT ORDERS

Staff 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.



MANDATED
SERVICE

ESTABLISHMENT OR MODIFICATION OF SUPPORT ORDER

CSS staff 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. The Guidelines are used to compute a child support obligation based on the combined gross income of the custodial parent and noncustodial parent.



MANDATED
SERVICE

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. Genetic (DNA) testing is recommended if there are doubts regarding the paternity of the child.



MANDATED
SERVICE

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.

Clerk to the Board & Board of County Commissioners



MANDATED
SERVICE

LEGISLATIVE MEETINGS & OATHS OF OFFICE

Prepares and manages the agendas and minutes for the Board of County Commissioners. Attends all Board meetings to record and document legislative actions, ensuring the accurate preparation and preservation of official meeting minutes as part of the County's permanent records. Administers Oaths of Office as required



MANDATED
SERVICE

PUBLIC RECORDS REQUESTS & RECORDS RETENTION

Administers the County's public records request process and coordinates responses in accordance with North Carolina Public Records Law. Oversees records retention and disposition in compliance with the State's records retention schedule. Maintains and archives the County's permanent legislative and historical records, including official Board minutes and the County's Code of Ordinances.



MANDATED
SERVICE

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.



MANDATED
SERVICE

BOARD OF COMMISSIONERS

Guilford County is governed by a nine-member Board of Commissioners; elected by district and at-large to serve four-year terms. Expenses related to the Board of Commissioners are reflected in this service.

Clerk to the Board & Board of County Commissioners



MANDATED
SERVICE

LEGAL NOTICES

Manages and administers the County's Legal Notices website platform, which serves as the official electronic publication site for required public and statutory notices. The office also supports municipalities that utilize the County's platform through interlocal agreements, helping ensure compliance and public accessibility.



MANDATED
SERVICE

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.



MANDATED
SERVICE

LEGISLATIVE SUPPORT

Administrative and technical support for Guilford's 9 Commissioners, including audio and video production of public meetings, calendaring, speech writing, information sharing, phone calls, administrative support, coordinating Commissioner special events, public appearances, and travel.

Cooperative Extension



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

ADMINISTRATION

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.

County Administration



MANDATED
SERVICE

COUNTY ADMINISTRATION

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.



MANDATED
SERVICE

JUVENILE CRIME PREVENTION COUNCIL (JCPC)

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.



NON-MANDATED -
STRATEGIC
SERVICE

HOMELESS SERVICES

The Homeless Services Department serves as the Collaborative Applicant, Continuum of Care (CoC) Lead Agency, and HMIS Lead for the Guilford County Continuum of Care (NC-504). In this role, the department provides overall planning, coordination, and strategic direction for homeless services across the county. Staff are responsible for monitoring and evaluating system performance, overseeing HUD CoC-funded programs, and serving as the administrative backbone to the CoC Board of Directors, a HUD-mandated governing body. The department also leads implementation of the CoC's strategic plan, working with community partners to strengthen system effectiveness and improve outcomes for individuals and families experiencing homelessness.

County Attorney



MANDATED
SERVICE

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.



MANDATED
SERVICE

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, case management document review, legal assistant and paralegal functions.



NON-MANDATED -
STRATEGIC
SERVICE

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.

County Attorney: Risk Management



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.

Court Services



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

PRE-TRIAL CBO PROGRAM

Guilford County contracts with One Step Further, Incorporated, to receive Mediation Services and Community Offender Program Services. These programs provide justice-involved individuals with rehabilitative and strength-based services to address life issues that contribute to their criminal behavior while waiting on final resolution of pending charges or post-conviction status.

Elections



MANDATED
SERVICE

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.



MANDATED
SERVICE

DATA & MAPS

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



MANDATED
SERVICE

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.



MANDATED
SERVICE

CAMPAIGN FINANCE REGULATIONS

Works with local elected officials to receive, audit, and maintain their statutorily required campaign finance documents.

Emergency Services



NON-MANDATED -
STRATEGIC
SERVICE

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. The focus of the program is congestive heart failure, behavioral health, and post-overdose referral.



MANDATED
SERVICE

EMERGENCY MANAGEMENT

Integrated comprehensive Emergency Management program that includes prevention, mitigation, preparedness, response & recovery through partnership with local, State, federal, and over 100 other agencies and organizations.

Also partner with the Local Emergency Planning Committee (LEPC) which includes representation from industry and government agencies.



MANDATED
SERVICE

EMERGENCY MEDICAL SERVICES

Nationally accredited, 24-hour Paramedic-level provider of pre-hospital ambulance 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, Fire, and special events as needed.



MANDATED
SERVICE

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 and life 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.

Emergency Services



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

GCSTOP COORDINATION

The Guilford County Solution to the Opioid Problem (GCSTOP) is a partnership between Emergency Services and a local non-profit 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). GCSTOP also operates a low barrier medication assisted treatment (MAT) program

Facilities



MANDATED SERVICE

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. The facilities call line is closely monitored to ensure that the maintenance and repair requests of our partners and local citizens are adequately addressed.



MANDATED SERVICE

COURT FACILITY UTILITIES & MAINTENANCE

Provide general maintenance and repair at two County Courts Buildings. Supply and maintain furnishings and fixtures, coordinate with partner agencies to support occupant needs. Responsibilities include janitorial services, elevator maintenance, waste pickup, pest control, plumbing, electrical, carpentry, HVAC, fire prevention, audio/visual equipment installation, and miscellaneous repairs as needed.



MANDATED SERVICE

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.



MANDATED SERVICE

SIGN SHOP

Maintains road signs throughout unincorporated areas of Guilford County, as well as Oak Ridge and Summerfield, by installing new or repairing/replacing damaged signs. Coordinates with County GIS Services to address signage issues affecting EMS response times.



NON-MANDATED –
INTERNAL SERVICE

MAIL DISTRIBUTION SERVICES

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

Facilities



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

PARKING SERVICES

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



NON-MANDATED -
INTERNAL SERVICE

PROPERTY MANAGEMENT

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

Family Justice Center



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

MULTIDISCIPLINARY TEAM COORDINATION

FJC Staff work with partner agency professionals to fill services gaps, provide resources, increase efficiency, and enhance effectiveness. This includes coordinating multidisciplinary responses by building a diverse support network and expanding or strengthening community partnerships.



NON-MANDATED -
STRATEGIC
SERVICE

CAMP HOPE & CHILD TRAUMA COORDINATION

Camp HOPE includes overnight camp each summer where youth experience hope through friendship, campfire talks, and high adventure, challenge-by-choice activities. Community partnerships support the creation of a safe environment for youth impacted by domestic violence to feel valued, seen, encouraged, and loved through year-round programming and connection.



NON-MANDATED -
STRATEGIC
SERVICE

ELDER JUSTICE SERVICES & CRISIS ASSESSMENT

Connecting the community's aging services and victim services through increased education and resources in response to elder abuse, offering care management and case review, and conducting specialized training.



NON-MANDATED -
STRATEGIC
SERVICE

COMMUNITY ENGAGEMENT: TRAINING & CONSULTATION

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. Promote a two-location operation through multiple forms of media marketing and support community volunteer contributions to operations support, specialty youth program mentors, and volunteer court navigators.

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



NON-MANDATED -
STRATEGIC
SERVICE

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 care management and case review, and conducts specialized training;
- 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.



NON-MANDATED -
STRATEGIC
SERVICE

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 child, adult, and elder abuse victims/witnesses of domestic and sexual violence;
- Criminal investigation that provides follow-up 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;
- Emotional support and mental health care through peer support or therapy services;
- Emergency support services to connect clients to resources to assist in supplying food, clothing, and safe shelter, as well as assisting in developing an individualized safety plan.

Finance Department



MANDATED
SERVICE

ACCOUNTING 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 as required by the GASB.



MANDATED
SERVICE

TREASURY AND DEBT MANAGEMENT

Includes collection and deposit of funds received, managing bank accounts, cash forecasting, investments, reporting of market conditions, and bank reconciliation. Selecting financing team and, administering the expenditures of bond proceeds. Ensuring compliance with bond covenants, agreements and SEC Rule 15c2-12.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

FUNCTIONAL SUPPORT SERVICES

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



NON-MANDATED -
INTERNAL SERVICE

REQUISITION & P.O. PROCESSING

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

Finance Department



NON-MANDATED -
INTERNAL SERVICE

SURPLUS & DISPOSAL

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



NON-MANDATED -
INTERNAL SERVICE

STRATEGIC SOURCING/PURCHASING

Facilitate the acquisition of goods and services through various procurment methods. Process the award of County bids for services, construction and repair projects.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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



NON-MANDATED -
INTERNAL SERVICE

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.

Health & Human Services: Administration



ADMINISTRATION

Provides overall strategic and operational coordination of Guilford's consolidated Health & Human Services agency functions including Social Services and Public Health. HHS Administration supports HHS-wide and multi-department projects, staff training and development, technology and software needs, external municipal and community relationships, and business process and continuous quality improvement to help improve overall transparency, efficiency, and function of HHS for the community. HHS Administration provides staff support to the HHS Advisory Committee (HHSAC) and other related boards and committees.

Health & Human Services: Public Health

ALLIED HEALTH SERVICES



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

Pharmacy

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



NON-MANDATED -
STRATEGIC
SERVICE

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.



MANDATED
SERVICE

WIC Program

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



MANDATED
SERVICE

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

CLINICAL HEALTH SERVICES



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.

Health & Human Services: Public Health

CLINICAL HEALTH SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

COMMUNITY HEALTH SERVICES

Care Management for High-Risk Pregnancies (CMHRP)

Services available to Medicaid-eligible women with high-risk pregnancies to improve birth outcomes and reduce infant mortality. Clients are supported by registered nurses and 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.



MANDATED
SERVICE

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 and social workers respond to concerns of the family and address social determinants of health.

Health & Human Services: Public Health

COMMUNITY HEALTH SERVICES



MANDATED
SERVICE

Child Care Health Consultation (CCHC)

CCHCs are specialized registered 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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

Child Fatality Prevention Team

The Child Fatality Prevention Team (CFPT) is a multidisciplinary team established under North Carolina General Statute 7B-1406.5 to review deaths of children from birth through age 17. The purpose of the system is to examine the circumstances surrounding child deaths in order to understand the causes, identify risk factors, detect gaps in services, and develop strategies to prevent future fatalities. Multidisciplinary review is essential because agencies across the community – including public health, social services, law enforcement, and medical professionals – each hold important information about the circumstances surrounding a child's death.



NON-MANDATED -
STRATEGIC
SERVICE

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.



MANDATED
SERVICE

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

ENVIRONMENTAL HEALTH SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

Pools

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



MANDATED
SERVICE

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.



MANDATED
SERVICE

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 & Human Services: Public Health

HEALTH EDUCATION SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

Social Determinants of Health (SDOH) and Gun Violence Prevent 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

OTHER SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



MANDATED
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

Gun 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.

Health & Human Services: Public Health

OTHER SERVICES



MANDATED
SERVICE

Vital Records

Manages the registration 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.



MANDATED
SERVICE

Allied Health Administration

Allied Health Administration provides essential administrative support that helps ensure the smooth and efficient operation of key service areas, including Women, Infants, and Children (WIC), Pharmacy, Laboratory, Combating Antimicrobial Resistant Gonorrhea (CARGOS) and Dental services.



MANDATED
SERVICE

Clinical Services, Environmental Health and Workforce Development

Strengthens foundation public health systems by investing in workforce development, data modernization and organizational capacity. It supports local health departments in enhancing service, delivery, improving health outcomes, and building a more resilient public health infrastructure.



MANDATED
SERVICE

Community Administration

Community Administration provides essential administrative support to key programs including School Health, Healthy Start Home Visitation, Care Management for At-Risk Children, Care Management for High Risk Pregnancy, Family Connects, Child Care Nursing and the Community Alternatives Program.

Health & Human Services: Social Services

AGING & ADULT SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.

Health & Human Services: Social Services

AGING & ADULT SERVICES



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

Unclaimed Bodies

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



MANDATED
SERVICE

Foster Care 18-21

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



NON-MANDATED -
STRATEGIC
SERVICE

Livable Communities

Partnership with Senior Resources of Guilford working toward Guilford County receiving the AARP Age Friendly Designation. This designation is the county's commitment to implementing changes that make our community more livable for all ages, especially older adults.

Health & Human Services: Social Services

CHILDREN'S SERVICES



MANDATED
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

Clinical Services

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



MANDATED
SERVICE

In-Home Services

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



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.

Health & Human Services: Social Services



MANDATED
SERVICE

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 has expanded to people ages 19 through 64 with higher incomes.

ECONOMIC SERVICES: COMMUNITY SUPPORT



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.



MANDATED
SERVICE

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.

Health & Human Services: Social Services

BUSINESS OPERATIONS



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



MANDATED
SERVICE

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: Social Services Transportation

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.

Human Resources



MANDATED
SERVICE

EMPLOYEE RELATIONS

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



NON-MANDATED -
INTERNAL SERVICE

TALENT ACQUISITION

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



NON-MANDATED -
INTERNAL SERVICE

CLASSIFICATION & COMPENSATION

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



NON-MANDATED -
INTERNAL SERVICE

HUMAN RESOURCES INFORMATION SYSTEMS

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



NON-MANDATED -
INTERNAL SERVICE

BENEFITS ADMINISTRATION

Responsible for employee enrollment in benefits programs and ensures benefits policies are updated; coordinates wellness events and consultations; work with Broker to update and renew contracts per deadlines.



NON-MANDATED -
INTERNAL SERVICE

POST-EMPLOYMENT RETIREE BENEFITS

The County's portion of costs to pay retiree health insurance.



NON-MANDATED -
INTERNAL SERVICE

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



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

DATA MANAGEMENT & INTEGRATION

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



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.

Inspections



MANDATED
SERVICE

INSPECTIONS

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



MANDATED
SERVICE

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.



MANDATED
SERVICE

PLAN REVIEW

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



MANDATED
SERVICE

CODE COMPLIANCE

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

Integrated Data and Services



NON-MANDATED -
STRATEGIC
SERVICE

DATA INTEGRATION

Developing the infrastructure, partnerships, and processes needed to responsibly connect data across systems and organizations.



NON-MANDATED -
STRATEGIC
SERVICE

DATA ANALYTICS

Supporting data analysis, reporting, and evaluation across County departments to inform operations and strategic decision-making.



NON-MANDATED -
STRATEGIC
SERVICE

SERVICE INTEGRATION AND IMPROVEMENT

Building sustainable internal capacity for data-informed decision-making and resident-centered service design.



NON-MANDATED -
STRATEGIC
SERVICE

DATA GOVERNANCE

Establishing policies, standards, and oversight structures that ensure data is used responsibly, consistently, and securely.

Internal Audit



NON-MANDATED -
INTERNAL SERVICE

AUDITS

Includes Operational, Compliance, Financial, non-Legal investigations and Information 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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

OTHER SERVICES

Includes efficiency reviews, consulting, advisory services, special project requests, external auditor support, and system implementation audits.

Juvenile Detention



MANDATED
SERVICE

JUVENILE DETENTION PLACEMENT COSTS

The County's costs incurred for sending juveniles to other detention facilities based on the needs and age of the juvenile.



NON-MANDATED -
STRATEGIC
SERVICE

OPERATING A DETENTION CENTER

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.

Parks & Recreation

REGIONAL PARKS



NON-MANDATED -
STRATEGIC
SERVICE

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



NON-MANDATED -
STRATEGIC
SERVICE

Gibson

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



NON-MANDATED -
STRATEGIC
SERVICE

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

- Event Space Rentals
- Outdoor Adventure Amenities
- Youth Programming



NON-MANDATED -
STRATEGIC
SERVICE

Hagan-Stone

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



NON-MANDATED -
STRATEGIC
SERVICE

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 & Recreation



NON-MANDATED -
STRATEGIC
SERVICE

REGIONAL PARKS

Southwest

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



NON-MANDATED -
STRATEGIC
SERVICE

Triad (Partnership with Forsyth County)

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



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

COUNTY FARM

Hosts large-scale special events, outdoor adventure

Features include:

- Crops and Pastures
- Greenhouses
- Bees
- Vineyards



NON-MANDATED -
STRATEGIC
SERVICE

OUTDOOR ADVENTURE

- Orienteering
- Marina



NON-MANDATED -
STRATEGIC
SERVICE

PARKS ADMINISTRATION

Administration is essential in parks and recreation, as it ensures the effective planning, management, and delivery of programs and services that benefit the community. It encompasses policy development, strategic resource allocation, public engagement, and fostering community well-being through accessible and sustainable recreational opportunities.

Planning & Development



NON-MANDATED -
INTERNAL SERVICE

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; the Solid Waste program which provides waste collection, recycling, and disposal options for Guilford County residents; and the Soil & Water Conservation Program which provides technical assistance to landowners and education on soil and water quality.



MANDATED
SERVICE

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 interdepartmental Technical Review Committee, or informally through an electronic plan submittal and review process (EPL).



MANDATED
SERVICE

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



NON-MANDATED -
STRATEGIC
SERVICE

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 Historic Landmark designation and Certificate of Appropriateness review processes.



NON-MANDATED -
STRATEGIC
SERVICE

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.



MANDATED
SERVICE

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.

Public Relations/Communications



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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



MANDATED
SERVICE

RECORDING AND REAL ESTATE

The Register of Deeds records, preserves, maintains, and provides access to real estate and assumed business name documents in accordance with NC General Statutes. In addition to these core functions, the office maintains an index of recorded documents to ensure public accessibility, administers notary oaths, and offers a property fraud alert system.



MANDATED
SERVICE

VITAL RECORDS

The Register of Deeds issues Birth Certificates and Death Certificates for residents whose birth or death occurs in Guilford County. Marriage licenses may be issued for ceremonies to be held in the state of North Carolina. Veterans may record DD-214 Military Discharge documents at no charge.



NON-MANDATED -
STRATEGIC
SERVICE

PASSPORT SERVICES

The Register of Deeds operates a walk-in Passport Acceptance Facility where customers may submit a completed application for a new passport. Accepted applications are forward to the Passport Services section of the U.S. Department of State for issuance determination.



NON-MANDATED -
STRATEGIC
SERVICE

ROD CO-LAB

Includes value added services such as the Thank-A-Vet discount program; the Lance Cpl. Christopher Phoenix "Jacob" Levy Flag Retirement Initiative to collect old, worn or faded 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.

Security



NON-MANDATED -
INTERNAL SERVICE

BACKGROUND CHECKS

Conducts background checks and investigations using advanced research platforms and open-source tools in response to reported or suspected incidents, as well as upon approved request. Also performs comprehensive site security risk assessments for all County locations, identifying and documenting the various risk factors associated with each site.



NON-MANDATED -
INTERNAL SERVICE

SECURITY CONSOLE/BASE OPERATIONS

Guilford County 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.



NON-MANDATED -
INTERNAL SERVICE

EDUCATION & TRAINING RESOURCES

Guilford County Security personnel are trained in crime prevention, workplace violence, and domestic violence mitigation practices. We provide both annual and as-needed training to internal County departments on these topics, as well as other security-related concerns.



NON-MANDATED -
INTERNAL SERVICE

PHYSICAL ASSET & PROCEDURAL SECURITY

Guilford County Security utilizes proprietary armed and unarmed officers to implement physical security measures and enforce established procedures. Uniformed personnel conduct regular patrols in both proactive and response capacities. Our team provides 24/7/365 coverage, responding to emergency incidents and calls for service as needed.

Services also include employee access badge control, intrusion and panic alarm monitoring, and response, visitor management as well as safety escorts for at risk citizens.

Sheriff's Office



MANDATED
SERVICE

ADMINISTRATION

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



MANDATED
SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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, the Edward Byrne Memorial Justice Assistance Grant, and COSSUP grant.



MANDATED
SERVICE

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



**MANDATED
SERVICE**

PATROL

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.



**NON-MANDATED -
STRATEGIC
SERVICE**

SPECIAL OPERATIONS

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



**NON-MANDATED -
INTERNAL
SERVICE**

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,

Small Business & Entrepreneurship



NON-MANDATED -
STRATEGIC
SERVICE

OUTREACH & RELATIONSHIPS

Proactive outreach to diverse suppliers to build relationships between local small businesses and governmental entities, with the goal of increasing the number of small businesses engaged in municipal contract work.



MANDATED
SERVICE

COMPLIANCE

The Department ensures compliance with Guilford County's Small Business policy and state policy for participation rates, ensures verifiable good faith efforts are made to achieve the goals to engage small businesses, and is responsible for the collection and reporting of award and spend data for contracts generated by the county government.



NON-MANDATED -
STRATEGIC
SERVICE

CAPACITY BUILDING

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

Soil & Water Conservation



NON-MANDATED -
STRATEGIC
SERVICE

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



NON-MANDATED -
STRATEGIC
SERVICE

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. It also allows individuals who are considering moving into the county to know where Agricultural activities occur.



NON-MANDATED -
STRATEGIC
SERVICE

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



MANDATED SERVICE

ELECTRONICS DISPOSAL

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



NON-MANDATED - STRATEGIC SERVICE

ENVIRONMENTAL ENFORCEMENT

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



NON-MANDATED - STRATEGIC SERVICE

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.



NON-MANDATED - STRATEGIC SERVICE

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.



MANDATED SERVICE

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.



MANDATED SERVICE

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 chlorofluorocarbon refrigerants. Procedures must be reported in the solid waste management plan.

Tax Department



MANDATED
SERVICE

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.



MANDATED
SERVICE

COLLECTION OF PROPERTY TAX & OTHER FEES

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



MANDATED
SERVICE

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.



NON-MANDATED -
INTERNAL SERVICE

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.



MANDATED
SERVICE

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.

Veterans' Services



NON-MANDATED -
STRATEGIC
SERVICE

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.



NON-MANDATED -
STRATEGIC
SERVICE

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.

Fiscal Year 2026 Adopted Service Inventory Costing

Department	Service	Status	Expense Allocation	Revenue Allocation	Net County \$	# of Positions	
Animal Services	Animal Control	Mandated	1,620,627	961,544	659,083	19.6	
	AS Rabies Isolation	Mandated	729,354	-	729,354	8.0	
	AS Admin	Non-Mandated - Internal Service	785,324	-	785,324	8.1	
	Animal Shelter	Non-Mandated - Strategic Service	2,546,284	275,765	2,270,519	21.3	
	AS Community	Non-Mandated - Strategic Service	368,579	25,000	343,579	4.1	
Behavioral Health Services (LME/MCO)	Maintenance of Effort (MOE)	Mandated	10,896,183	-	10,896,183	4.0	
	Behavioral Health Administration	Non-Mandated - Internal Service	541,244	-	541,244	3.0	
Board of Elections	Campaign Finance Regulations	Mandated	81,839	8,549	73,291	0.3	
	Data & Maps	Mandated	81,839	8,549	73,291	0.3	
	Elections Management	Mandated	3,355,414	350,501	3,004,913	13.1	
	Voter Registration	Mandated	572,876	59,842	513,034	2.2	
Budget Management & Management Services	Budget Development & Monitoring	Mandated	756,295	37,174	719,121	5.2	
	Grants & Capital Management	Non-Mandated - Internal Service	389,162	19,129	370,033	2.7	
	Strategic Planning	Non-Mandated - Strategic Service	176,224	8,662	167,562	1.2	
	Outside Non-Profit Contractual Obligations	Non-Mandated - Strategic Service	436,284	232,000	204,284	-	
	Community Based Organization (CBO) Program	Non-Mandated - Strategic Service	1,736,415	-	1,736,415	-	
Child Support Enforcement	Collection & Distribution of Child Support Payments	Mandated	2,221,625	2,118,999	102,626	25.9	
	Enforcement of Court Orders	Mandated	2,221,625	2,118,999	102,626	25.9	
	Establishment of Paternity	Mandated	1,187,615	1,139,619	47,996	12.2	
	Establishment or Modification of Support Order	Mandated	1,268,859	1,216,570	52,288	13.3	
	Location of Non-Custodial Parent	Mandated	1,881,879	1,797,203	84,676	21.4	
Clerk to the Board	Board of Commissioners	Mandated	298,785	-	298,785	9.0	
	Boards, Commissions & Authorities	Mandated	187,091	25,600	161,491	0.6	
	Clerk Services, Records Retention & Oaths of Office	Mandated	589,417	3,000	586,417	3.3	
	Fireworks Permits	Mandated	80,746	-	80,746	0.3	
	Legal Notices	Mandated	161,491	-	161,491	0.6	
	Legislative Support	Mandated	161,491	-	161,491	0.6	
	Public Records Requests	Mandated	161,491	-	161,491	0.6	
	Employee Communications	Non-Mandated - Internal Service	183,993	-	183,993	1.0	
	County Communications & Marketing	Non-Mandated - Internal Service	512,551	-	512,551	2.7	
Communications	Marketing & Advertising	Non-Mandated - Internal Service	459,982	-	459,982	2.5	
	Media Relations	Non-Mandated - Internal Service	157,708	-	157,708	0.8	
	4-H Youth Development	Non-Mandated - Strategic Service	174,959	14,176	160,783	-	
	Administration	Non-Mandated - Strategic Service	151,773	448	151,325	-	
	Agriculture & Natural Resources	Non-Mandated - Strategic Service	148,516	25,564	122,952	-	
Cooperative Extension	Consumer Horticulture	Non-Mandated - Strategic Service	227,659	672	226,987	-	
	Family & Community Wellbeing	Non-Mandated - Strategic Service	233,559	6,572	226,987	-	
	Food Security	Non-Mandated - Strategic Service	56,915	168	56,747	-	
	County Administration	Mandated	2,600,022	-	2,600,022	7.9	
	Juvenile Crime Prevention Council	Mandated	1,374,525	1,289,575	84,950	0.1	
County Attorney	Homeless Services	Non-Mandated - Strategic Service	838,328	752,898	85,430	7.0	
	County Attorney	Mandated	3,728,322	9,600	3,718,722	17.0	
	Legal Support Staff	Mandated	932,080	2,400	929,680	9.0	
	Recovery Court Division	Non-Mandated - Strategic Service	582,152	12,000	570,152	6.0	
County Debt	County Debt Repayment	Mandated	21,346,226	-	21,346,226	-	
	Case Management	Non-Mandated - Strategic Service	256,579	-	256,579	3.0	
	First Appearance Screening	Non-Mandated - Strategic Service	513,158	-	513,158	6.1	
	Screening & Coordination	Non-Mandated - Strategic Service	513,158	-	513,158	6.1	
Culture - Libraries	Pre-Trial CBO Program	Non-Mandated - Strategic Service	140,000	-	140,000	-	
	Libraries	Non-Mandated - Strategic Service	2,417,964	-	2,417,964	-	
	Economic Development	Non-Mandated - Strategic Service	4,330,210	-	4,330,210	-	
Education	Outside Non-Profit Economic Development Organizations	Non-Mandated - Strategic Service	565,000	-	565,000	-	
	Guilford County Schools - Honor School Capital	Mandated	47,223,493	-	47,223,493	-	
	Guilford County Schools Capital Maintenance	Mandated	-	-	-	-	
	Guilford County Schools Debt Repayment	Mandated	4,750,000	4,750,000	-	-	
	Guilford County Schools Operating	Mandated	282,555,507	-	282,555,507	-	
	Guilford Technical Community College - Capital Maintenance	Mandated	-	-	-	-	
	Guilford Technical Community College - Debt Repayment	Mandated	10,210,200	-	10,210,200	-	
	Guilford Technical Community College - Operating	Mandated	19,728,000	-	19,728,000	-	
Emergency Services	Emergency Management	Mandated	908,953	402,000	506,953	5.0	
	Emergency Medical Services (EMS)	Mandated	41,899,549	25,295,000	16,604,549	258.8	
	Fire Inspections & Investigations	Mandated	1,785,445	127,825	1,657,620	12.0	
	Community Paramedicine	Non-Mandated - Strategic Service	333,491	-	333,491	2.5	
	Fire Operations	Non-Mandated - Strategic Service	2,946,719	171,000	2,775,719	25.0	
	GCSTOP Coordination	Non-Mandated - Strategic Service	-	-	-	-	
Facilities	Building Operations & Maintenance	Mandated	4,990,955	-	4,990,955	45.0	
	Court Facility Utilities & Maintenance	Mandated	1,354,318	750,002	604,316	-	
	Detention Center Maintenance	Mandated	427,508	-	427,508	9.0	
	Sign Shop	Mandated	442,508	5,000	437,508	2.0	
	Mail Distribution Services	Non-Mandated - Internal Service	595,583	-	595,583	3.0	
	Property Management	Non-Mandated - Internal Service	1,281,019	26,580	1,254,439	5.0	
	Project Management	Non-Mandated - Internal Service	3,211,375	222,000	2,989,375	2.0	
	Parking Services	Non-Mandated - Internal Service	527,058	101,000	426,058	1.0	
	Family Justice Center	Community Engagement: Training & Consultation	Non-Mandated - Strategic Service	39,616	9,135	30,481	0.2
	Multidisciplinary Team Coordination	Non-Mandated - Strategic Service	649,428	9,335	640,093	5.0	
Navigation, Hospitality, Coordination Services	Non-Mandated - Strategic Service	649,428	9,335	640,093	5.0		
Department Directed Services	Non-Mandated - Strategic Service	222,559	9,195	213,364	1.7		
Partner Agency Services	Non-Mandated - Strategic Service	-	-	-	-		
Elder Justice Services	Non-Mandated - Strategic Service	147,123	-	147,123	1.0		
Camp Hope and Child Trauma Coordination	Non-Mandated - Strategic Service	205,000	105,000	100,000	-		
Finance	Accounting Services	Mandated	625,664	15,000	610,664	4.8	
	Contracts Management	Mandated	469,248	11,250	457,998	3.6	
	Financial Reporting	Mandated	521,387	12,500	508,887	4.0	
	Functional Support Services	Non-Mandated - Internal Service	1,303,467	31,250	1,272,217	10.0	
	Strategic Sourcing/Purchasing	Non-Mandated - Internal Service	208,555	5,000	203,555	1.6	
	Procurement Card Program	Non-Mandated - Internal Service	260,693	6,250	254,443	2.0	

Finance	Financial & Grants Management	Non-Mandated - Internal Service	260,693	6,250	254,443	2.0	
	Vendor & Supplier Relationships	Non-Mandated - Internal Service	52,139	1,250	50,889	0.4	
	Requisitions & P.O. Processing	Non-Mandated - Internal Service	104,277	2,500	101,777	0.8	
	Surplus & Disposal	Non-Mandated - Internal Service	104,277	2,500	101,777	0.8	
Fleet Services	Treasury and Debt Management	Mandated	1,303,467	31,250	1,272,217	10.0	
	Fleet Management & Maintenance	Non-Mandated - Internal Service	956,315	52,000	904,315	2.0	
General Government	Transfer to Tax Revaluation	Mandated	-	-	-	-	
HHS: Administration	Administration	Non-Mandated - Internal Service	658,481	8,824	649,657	1.3	
Human Resources	Employee Relations	Mandated	619,854	-	619,854	4.5	
	Benefits Administration	Non-Mandated - Internal Service	537,206	-	537,206	3.9	
	Classification & Compensation	Non-Mandated - Internal Service	537,206	-	537,206	3.9	
	Learning and Development	Non-Mandated - Internal Service	537,206	-	537,206	3.9	
	Human Resources Information System	Non-Mandated - Internal Service	826,471	-	826,471	6.0	
	Post-Employment Retiree Benefits	Non-Mandated - Internal Service	8,122,000	-	8,122,000	-	
	Talent Acquisition	Non-Mandated - Internal Service	1,074,413	-	1,074,413	7.8	
	Information Technology	Administration and Operations	Non-Mandated - Internal Service	5,405,826	-	5,405,826	17.5
		Application Services	Non-Mandated - Internal Service	6,228,889	-	6,228,889	18.0
Business Services		Non-Mandated - Internal Service	3,025,007	-	3,025,007	7.0	
Data Management & Integration		Non-Mandated - Internal Service	559,244	1,112	558,133	3.6	
Geographic Information System Services		Non-Mandated - Internal Service	683,521	1,359	682,162	4.4	
Information Security Services		Non-Mandated - Internal Service	2,417,911	-	2,417,911	8.5	
Inspections	Code Compliance	Mandated	433,533	196,800	236,733	3.7	
	Permitting	Mandated	361,278	164,000	197,278	3.1	
	Plan Review	Mandated	469,661	213,200	256,461	4.0	
	Inspections	Mandated	2,348,305	1,066,000	1,282,305	20.2	
Internal Audit	Audits	Non-Mandated - Internal Service	440,048	-	440,048	2.5	
	Ethics	Non-Mandated - Internal Service	41,909	-	41,909	0.2	
	Other Services	Non-Mandated - Internal Service	565,776	-	565,776	3.2	
Juvenile Detention	Juvenile Detention Placement	Mandated	1,891,744	-	1,891,744	14.4	
	Juvenile Detention Center	Non-Mandated - Strategic Service	2,837,616	2,297,400	540,216	21.6	
Law Enforcement	Administration	Mandated	18,809,776	196,200	18,613,576	47.0	
	Courts & Detention	Mandated	53,624,271	3,507,000	50,117,271	365.0	
	Legal Process	Mandated	6,583,914	1,468,885	5,115,029	62.0	
	Patrol	Mandated	13,430,561	2,288,996	11,141,565	125.0	
	Other Operations	Non-Mandated - Internal Service	102,449	57,438	45,011	-	
	Grant Programs	Non-Mandated - Internal Service	1,042,279	-	1,042,279	3.0	
	Special Operations	Non-Mandated - Strategic Service	7,149,868	80,000	7,069,868	59.0	
	Bur-Mil Operations	Non-Mandated - Strategic Service	1,305,221	616,535	688,686	8.0	
Parks & Recreation	County Farm	Non-Mandated - Strategic Service	81,147	46,200	34,947	-	
	Hagan-Stone Operations	Non-Mandated - Strategic Service	973,061	451,880	521,181	6.0	
	Northeast Operations	Non-Mandated - Strategic Service	1,005,306	262,098	743,208	6.0	
	Gibson Operations	Non-Mandated - Strategic Service	315,872	31,900	283,972	2.0	
	Outdoor Adventure	Non-Mandated - Strategic Service	5,200	4,900	300	-	
	Parks Administration	Non-Mandated - Strategic Service	713,795	22,757	691,038	5.0	
	Parks Preserves and Trails	Non-Mandated - Strategic Service	490,136	-	490,136	3.0	
	Triad Park Operations	Non-Mandated - Strategic Service	648,685	-	648,685	-	
	Guilford Mackintosh Operations	Non-Mandated - Strategic Service	229,462	-	229,462	-	
	Southwest Operations	Non-Mandated - Strategic Service	327,871	49,760	278,111	2.0	
	Planning & Development	Current Planning Development Review	Mandated	149,610	26,529	123,081	1.4
		Environmental Review	Mandated	1,065,708	55,720	1,009,988	10.0
		Long-Range Planning	Mandated	619,531	-	619,531	4.8
		Zoning Compliance	Mandated	110,822	19,651	91,171	1.0
Community Services		Non-Mandated - Internal Service	371,718	-	371,718	2.9	
Historic Preservation Program		Non-Mandated - Strategic Service	49,870	8,843	41,027	0.5	
Interlocal Agreement Services		Non-Mandated - Strategic Service	243,809	43,233	200,576	2.2	
Public Health	Allied Health Administration	Mandated	649,209	416,557	232,652	2.0	
	Care Management for At-Risk Children (CMARC)	Mandated	1,803,000	1,121,870	681,130	17.9	
	Care Management for High Risk Pregnancies	Mandated	2,199,560	2,199,560	-	16.4	
	Child Care Health Consultation (CCHC)	Mandated	1,478,859	1,208,401	270,458	11.3	
	Communicable Disease	Mandated	1,593,304	434,922	1,158,382	11.4	
	Community Administration	Mandated	792,890	-	792,890	6.0	
	Community Alternatives Programs, Disabled Adults & Children	Mandated	1,759,514	1,811,600	(52,086)	13.0	
	Community Child Protection/Fatality Teams	Mandated	12,260	12,260	-	-	
	Epidemiology	Mandated	108,588	-	108,588	1.0	
	Expanded Testing Services/ Jail Screening Program	Mandated	132,133	132,133	-	-	
	Family Planning	Mandated	4,186,786	3,697,001	489,785	35.1	
	Food, Lodging, & Institutions	Mandated	1,753,659	114,643	1,639,017	15.5	
	Health and Risk Assessment	Mandated	359,337	300,300	59,037	3.0	
	Health Education Admin	Mandated	786,432	45,750	740,682	7.0	
	Maternity Care	Mandated	3,164,925	3,401,865	(236,940)	21.9	
	On-Site Wastewater	Mandated	1,001,170	298,290	702,880	10.5	
	Water Quality	Mandated	1,001,170	298,290	702,880	10.5	
	WIC Breastfeeding Peer Counselor Program	Mandated	223,908	223,908	-	5.3	
	WIC Program	Mandated	2,606,102	2,606,102	-	36.7	
	Immunizations	Mandated	333,246	243,873	89,373	3.8	
	Integrated Targeted Testing Services (ITTS)	Mandated	409,371	224,000	185,371	3.9	
	Vital Records	Mandated	171,725	-	171,725	2.0	
	Pools	Mandated	994,173	109,643	884,531	8.5	
	Preparedness	Mandated	147,882	68,498	79,384	1.0	
	Public Health Administration	Mandated	1,244,056	1,069,025	175,031	24.0	
	Refugee Health Services	Mandated	307,708	388,713	(81,005)	2.0	
	Regional Vasectomy Program	Mandated	155,499	155,499	-	0.7	
	School Health Program	Mandated	9,627,300	654,956	8,972,344	77.0	
	School Health Alliance	Non-Mandated - Strategic Service	150,000	-	150,000	-	
	Sexual Health Action Group (SHAG)	Mandated	175,000	-	175,000	-	
	Sexually Transmitted Infection Prevention & Control	Mandated	1,752,311	474,160	1,278,151	17.0	
	Tattoo & Piercing	Mandated	102,322	126,003	(23,681)	1.0	
	Tuberculosis Skin Test & Case Management	Mandated	1,251,817	203,180	1,048,637	10.5	
	Information Technology	Non-Mandated - Internal Service	512,636	-	512,636	4.5	
	Clinical Services, Environmental Health and Workforce Development	Non-Mandated - Strategic Service	4,511,624	4,363,346	148,278	14.1	
	Public Health Laboratory	Non-Mandated - Strategic Service	1,339,359	-	1,339,359	11.3	

Public Health	Pharmacy	Non-Mandated - Strategic Service	1,055,587	45,842	1,009,745	7.9
	Family Connects Guilford	Non-Mandated - Strategic Service	2,430,297	1,823,945	606,352	19.3
	Gun Violence Prevention	Non-Mandated - Strategic Service	250,000	-	250,000	-
	Medicare Diabetes Prevention Program (MDPP) Expanded Model	Non-Mandated - Strategic Service	11,643	11,643	-	-
	Medication Assistance Program	Non-Mandated - Strategic Service	173,991	173,991	-	0.1
	Social Determinants of Health (SDOH) & Gun Violence Prevent Program	Non-Mandated - Strategic Service	133,679	34,526	99,153	1.0
	Childbirth Education Classes	Non-Mandated - Strategic Service	93,274	69,646	23,628	0.3
	Children's Dental Services	Non-Mandated - Strategic Service	2,000,605	2,055,264	(54,659)	13.8
	Infant Mortality Prevention	Non-Mandated - Strategic Service	1,714,347	789,000	925,347	7.0
	Register of Deeds	Recording & Real Estate	Mandated	2,257,482	4,491,978	(2,234,496)
Vital Records		Mandated	1,003,815	2,004,336	(1,000,521)	8.3
Passport Services		Non-Mandated - Strategic Service	84,754	184,806	(100,052)	0.8
ROD Co-Lab	ROD Co-Lab	Non-Mandated - Strategic Service	-	-	-	-
	Background Checks	Non-Mandated - Internal Service	105,921	532	105,389	1.2
Security	Physical Asset & Procedural Security	Non-Mandated - Internal Service	4,130,934	20,748	4,110,186	46.0
	Security Console Operations	Non-Mandated - Internal Service	688,489	3,458	685,031	7.7
	Education & Training Resources	Non-Mandated - Internal Service	370,725	1,862	368,863	4.1
Small Business & Entrepreneurship	Procurement Compliance and HUB Program	Mandated	1,181,973	-	1,181,973	7.4
	Community Partnerships	Non-Mandated - Strategic Service	50,000	-	50,000	0.3
	Capital Access Program	Non-Mandated - Strategic Service	50,000	-	50,000	0.3
Social Services	Adult Care Licensure	Mandated	167,884	98,794	69,091	1.7
	Adult Day Care/Health Services	Mandated	4,226,512	3,032,786	1,193,727	15.0
	Adult Placement	Mandated	41,723	25,862	15,860	1.1
	Adult Protective Services	Mandated	1,090,752	644,487	446,265	12.3
	Adult Representative Payee Services	Mandated	519,415	289,312	230,102	5.6
	Child Protective Services	Mandated	9,675,719	3,450,136	6,225,583	87.3
	Food & Nutrition Services (FNS)	Mandated	10,265,893	5,924,859	4,341,034	129.7
	Foster Care 18-21	Mandated	1,431,253	799,230	632,024	14.5
	Foster Care Placements	Mandated	21,929,988	13,276,280	8,653,708	32.4
	Foster Parent Recruitment & Licensing	Mandated	1,230,932	646,182	584,749	13.0
	Low Income Energy Assistance	Mandated	6,133,618	6,151,662	(18,044)	7.3
	Medicaid	Mandated	20,769,315	17,164,709	3,604,605	265.8
	Work First Family Assistance	Mandated	1,565,844	767,835	798,009	18.0
	Permanency Planning Foster Care	Mandated	7,086,025	3,734,003	3,352,021	71.3
	Program Integrity	Mandated	360,060	250,276	109,784	4.0
	Subsidized Child Care Services	Mandated	1,621,882	1,631,914	(10,032)	19.3
	Unclaimed Bodies	Mandated	25,233	-	25,233	-
	Guardianship	Mandated	1,384,798	816,212	568,586	14.6
	Special Assistance In-Home Program	Mandated	2,217,739	230,519	1,987,221	3.9
	In-Home Services	Mandated	2,789,422	1,246,592	1,542,830	24.3
	In-Home Aide Services	Mandated	1,277,084	1,166,380	110,704	-
	Staff Development & Training	Non-Mandated - Internal Service	1,172,422	767,814	404,608	6.7
	Quality Assurance	Non-Mandated - Internal Service	966,853	520,589	446,264	10.3
	Accountability & Fiscal Monitoring	Non-Mandated - Internal Service	4,900,288	3,191,255	1,709,033	26.9
	Transportation - Employment	Non-Mandated - Strategic Service	318,081	213,031	105,051	3.2
	Transportation - Rural Operating Assistance	Non-Mandated - Strategic Service	299,371	200,500	98,871	3.0
	Transportation - Senior Services	Non-Mandated - Strategic Service	1,066,508	714,280	352,229	10.8
	Transportation - Non-Emergency Medical	Mandated	187,107	125,312	61,795	1.9
	Livable Communities	Non-Mandated - Strategic Service	50,000	-	50,000	-
	Clinical Services	Non-Mandated - Strategic Service	1,008,347	343,460	664,887	9.7
Soil & Water Conservation District	Conservation Cost Share Programs	Non-Mandated - Strategic Service	212,478	12,027	200,451	1.3
	Voluntary Agricultural District	Non-Mandated - Strategic Service	64,238	3,636	60,602	0.4
	Outreach & Education	Non-Mandated - Strategic Service	217,419	12,306	205,113	1.3
Solid Waste	Electronics Disposal	Mandated	111,900	20,000	91,900	0.7
	Scrap Tire Disposal	Mandated	1,402,689	1,117,515	285,174	1.7
	White Goods Disposal	Mandated	229,609	229,538	71	1.7
	Environmental Enforcement	Non-Mandated - Strategic Service	163,226	-	163,226	1.8
	Community Outreach	Non-Mandated - Strategic Service	249,369	62,026	187,343	2.5
	Other Waste Disposal	Non-Mandated - Strategic Service	325,000	-	325,000	-
Tax	Appraisal Services	Mandated	4,612,610	1,482,817	3,129,792	33.1
	Collection of Property Tax & Other Fees	Mandated	300,822	96,705	204,117	2.2
	Collection Services	Mandated	2,807,675	902,584	1,905,091	20.2
	Mapping & Transfer Assistance	Mandated	1,403,838	451,292	952,545	10.1
	Customer Assistance	Non-Mandated - Internal Service	902,467	290,116	612,351	6.5
Veteran's Services	Appeals Process	Non-Mandated - Strategic Service	44,073	175	43,898	0.4
	Benefits Advice & Claims Tracking	Non-Mandated - Strategic Service	585,535	2,325	583,210	5.6
Grand Total			847,268,824	168,100,662	679,168,162	3,032.7

ARPA Enabled

Department	Service	Status	Expense	Revenue Allocation	Net County \$	# of
Integrated Data and Services	Data Integration	Non-Mandated - Strategic Service	3,699,112	3,699,112	-	2.0
	Data Analytics	Non-Mandated - Strategic Service	2,774,334	2,774,334	-	1.5
	Service Integration	Non-Mandated - Strategic Service	1,849,556	1,849,556	-	1.0
	Data Governance	Non-Mandated - Strategic Service	924,778	924,778	-	0.5
Grand Total			9,247,780	9,247,780		5.0