

Social Services Monthly Updates

Hurricane Matthew by the Numbers:

- Landfall southeast of McClellanville, SC around 11:00am, Saturday 10/8/16. Reached eastern NC on Saturday afternoon and battered eastern and central Carolina through Sunday, 10/9/16 with high winds and torrential rainfall causing extensive power outages and widespread flooding. Large scale disruptions to normal community functions, transportation and services
- 28 Reported storm related fatalities
- Significant property damage to residential homes (78,500) at cost of \$777 M and \$2B in business interruptions
- Sheltering: A shared Responsibility between the Division of Social Services and the American Red Cross
 - ⇒ **4,100** people sought refuge in **109** shelters that were opened in **53** counties
 - ⇒ Reported highest shelter population of 3,978 statewide on October 11, 2016
 - ⇒ The last shelter closed in Robeson County on November 15, 2016 at 12 noon
- 4 Rounds of Disaster-FNS implementation:
 - 1st Round** D-FNS program implementation: **18 IA designated counties** - Application period: Oct. 22-26: Beaufort, Bladen, Columbus, Cumberland, Dare, Duplin, Greene, Harnett, Hoke, Hyde, Lenoir, Johnston, Jones, Pender Sampson, Jones, Tyrrell, and Wayne,
 - 2nd Round** D-FNS program implementation: **13 IA designated counties** - Application period: Oct. 27-31: *Bertie, Craven, Edgecombe, Gates, Lee, Martin, Moore, Nash, Onslow, Pitt, Wake, Washington and Wilson*
 - 3rd Round** D-FNS program implementation: **6 IA designated counties** - Application period: Nov. 3-7: *Brunswick, Camden, Chowan, Currituck, Halifax, and Pasquotank*
 - 4th Round** D-FNS program implementation: **8 IA designated counties** - Application period: Nov. 9-10 and Nov. 14-16: *Anson, Carteret, Chatham, Hertford, Northampton, Perquimans, Richmond and Scotland*

November 2016

Upcoming Events

Statewide DSS Director and Fiscal Officer Webinar /Conference Call

9am to 11:15am on **Dec. 6, 2016 (Tuesday)**. Please follow the link below to register for the meeting.

<https://attendee.gotowebinar.com/register/66149197518660866>

After registering, you will receive a confirmation email containing information about joining the webinar.

The recording of DSS Director/Fiscal Officer Webinar meetings are available at:

<https://www2.ncdhhs.gov/dss/county/dssdirectormeetings.htm>.

2016 NC Council of Community Programs (MH/DD/SAS) Conference & Exhibition

December 7 – 9, 2016; Pinehurst Resort, Pinehurst, NC

Click here for the [conference brochure](#)

New DSS Director Training

Mark your calendars for the next New DSS Director training dates: January 25 & 26 in Raleigh

Regional Leadership Summits

The NC Institute of Medicine and the NC DHHS are partnering to convene Regional Leadership Summits involving LME/MCOs and DSSs. Meeting 2 of the Alliance Regional Leadership Summit is scheduled for December 2, 2016 at 12:00pm - *Bridging Local Systems: Strategies for Behavioral Health and Social Services Collaboration*

Get Directions 

Download to Calendar (.vcs format) 

Continued... Hurricane Matthew by the Numbers *(as of 11/21/16, these data numbers subject to change):*

D-FNS implemented in 45 IA designated counties:

- 119,868 D-FNS applications taken
- 99,312 households (**82.8%**) approved
- Total benefit amount issued: \$39,140,773
- The average D-FNS benefit per household was \$394.12
- The highest number of D-FNS EBT cards issued by Robeson County (n=10,792) and Cumberland County (n= 9,417)

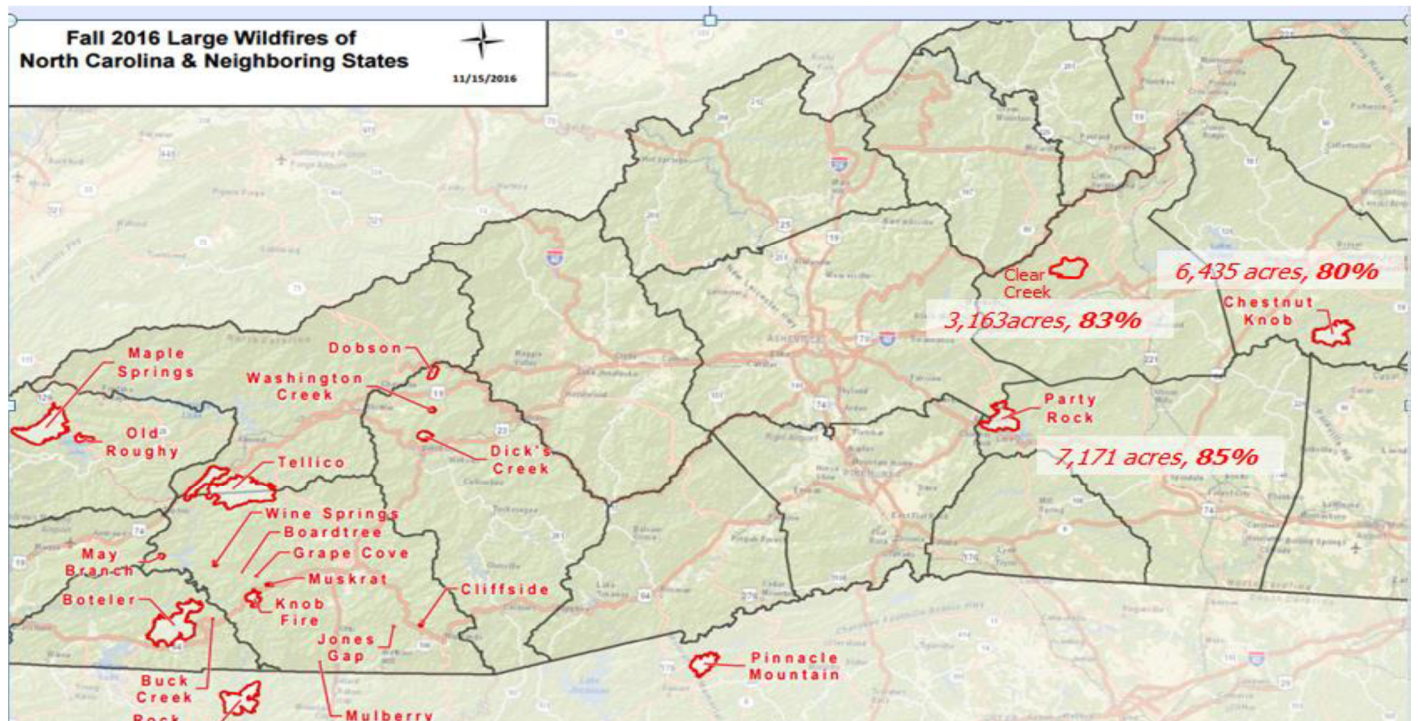
FNS Supplements:

- Approved for 155,280 current FNS households
- Total benefit amount issued \$30,314,557
- The average supplement benefit per ongoing household was \$195.23
- Combined total of new D-FNS benefits and FNS supplements issued: \$69,455,330

FNS Replacements:

- Approved for 202,178 current FNS households
- Total amount of FNS Replacement benefits issued: \$18,610,316
- Total amount of D-FNS, FNS Replacements, and FNS Supplements issued: **\$88,065,646**

NC Western Wildfires Update — As of November 28, 2016, 10:00 AM



Current Western Wildfires Incident Synopsis

The State Emergency Operations Center and the Regional Coordination Center -West (RCC-West) are activated to Level 3 for multiple wildfires burning in western North Carolina. The Governor's Executive Order 116 (11/22) added 22 additional counties to the 25 western counties of EO 115 (11/10). Ten counties, three towns and the Eastern Band of the Cherokee Indians have all declared local State of Emergencies.

There is a burning ban for 47 western counties, 22 of which were added to the ban Monday (11/21). Firefighting resources have been brought in from across the state through mutual aid agreements and some western NC state parks are closed to free up resources for fire response. An additional fire (Horton fire) started 11/22 in Watauga CO., so far it has burned over 1,450 acres and is 65% contained. The Clear Creek fire in McDowell CO has burned 3,163 acres and is 83% contained. No shelters are open in the state.

There are 2 large fires being managed by the NC Forest Service. Fire lines are holding as there has been little increase in acreage over the past week. Active monitoring of lines is required to keep them free of fallen leaves that could allow the fire to cross.

NC Forest Service Managed Fires

- Party Rock Fire (Lake Lure/ Chimney Rock): Rutherford, Buncombe, Henderson Counties: 7,171 acres burned, 85% contained - Estimated containment date – 12/1; 192 personnel reported on scene.
- Chestnut Knob Fire (South Mountains): Burke County; 6,435 acres burned, 80% contained; 138 personnel reported on scene

US Forest Service Managed Fires

- 43,513 acres burned: 15 active wildfire incidents being tracked - All but 4 fires are over 90% contained; 1196 personnel assigned
 - ⇒ Boteler – 9,039 acres at 85%
 - ⇒ Maple Springs – 7,788 acres at 78%
 - ⇒ Clear Creek - 3,163 acres, 83%
 - ⇒ Camp Branch -2,146 acres, 35%
- Eastern Band of Cherokee Indians: 756 acres burned by 15 fires, 95% contained, 56 personnel

IMPACTS TO NORTH CAROLINA

- Total fire ban in Nantahala and Pisgah National Forests.
- Many NC State Parks closed to free up resources available.
- Air quality in western and parts of central NC is expected to improve with the coming winds and rain.
- The Horton Fire in Watauga CO is 65% contained after burning 1,450 acres.
- No shelters are open.

Administrative/Dear County Director Letters (issued in Sept 23rd-Nov. 18th 2016)

Sept. 23, 2016	OST-34-2016	Training Courses Posted to NC FAST Learning Gateway	Operational Support Team
Sep. 23, 2016	EFS-FNSEP-19-2016	Review of FFY2015 TANF Sample Cases Attachment - FFY2015 TANF Sample Cases by County	Economic Services
Sept. 29, 2016	CSS-12-2016	October 1, 2016 Tax Certification (Tax Year 2016/Tax Processing Year 2017)	Child Support Services
Sept. 29, 2016	CSS-13-2016	Incentives Policy Manual	Child Support Services
Oct. 6, 2016	EFS-FNSEP-20-2016	Work First Program Compliance Monitoring Attachment 1 - Work First Monitoring–State Fiscal Year 2016-2017 Counties to be Monitored Attachment 2 - Work First Most Frequent Findings for SFY 2015-2016	Economic Services
Oct. 6, 2016	CSS-14-2016	NC Court of Appeals Decision - Catawba v. Loggins - update	Child Support Services
Oct. 7, 2016	EFS-FNSEP-21-2016	Food and Nutrition Services Employment and Training (FNS E&T) Management Evaluation (ME) Tentative Schedule Attachment - FFY 2016-2017 Management Evaluation Schedule	Economic Services
Oct. 10, 2016	OST-35-2016	FNS Training Courses Posted to NC FAST Learning Gateway	Operational Support Team
Oct. 18, 2016	OST-36-2016	Revised Medicaid Training Courses	Operational Support Team
Oct. 19, 2016	OST-37-2016	FNS Training Courses Posted to NC FAST Learning Gateway	Operational Support Team
Nov. 1, 2016	CWS-09-2016	Preparation For Federal IV-E Eligibility Review Attachment 1 - Title IV-E Foster Care Eligibility On-Site Review Instrument Attachment 2 - North Carolina Title IV-E Review by ACF/CB Areas Needing Attention in Preparation	Child Welfare Services
Nov. 1, 2016	CWS-10-2016	Safety Planning: Prepare Now For The 2017 Changes	Child Welfare Services
Nov. 2, 2016	OST-38-2016	FNS Training Courses Posted to NC FAST Learning Gateway	Operational Support Team
Nov. 4, 2016	PM-REM-02-2016	Reviewing the DHRFRD CURR DEBTORS CERT FOR TOP Report	Performance Management
Nov. 14, 2016	EFS-FNSEP-22-2016	Energy Program Training	Economic Services
Nov. 14, 2016	OST-39-2016	Supervisor Cluster Meetings Attachment 1 - Agenda Attachment 2 - Cluster Meeting Groupings	Operational Support Team
Nov. 18, 2016	OST-40-2016	FNS Training Courses Posted to NC FAST Learning Gateway	Operational Support Team
Nov. 18, 2016	OST-41-2016	Supervisor Cluster Meetings Attachment 1 - Agenda Attachment 2 - Cluster Meeting Groupings	Operational Support Team
Nov. 18, 2016	OST-42-2016	Streamlining Business Processes Utilizing Lean Methodology Attachment 1 - REQUEST FOR DHHS LEAN RAPID IMPROVEMENT EVENT SERVICE	Operational Support Team

Fiscal Reminders

Local Business Liaisons (LBLs) – Observations / Technical Assistance

- Remember to code 0 (Zero) TANF CPS/FC/Adopt before R (TANF) when applicable Monitor and Track your MOE spending monthly. Make a plan on how your county plans on meeting their MOE.
- Link to NC DHHS Controllers Office: <https://www2.ncdhhs.gov/control/>
- Monitor your Special Assistance cost due to the increase in county participation that began this state fiscal year.
- Submit your 1571 as soon as possible in case you have upload issues or you are not balanced.
- Make sure Signed Funding Authorizations are submitted timely to your designated LBL.
- As we are halfway through the fiscal year, be sure to review your XS411 for your county spending.
- NC CoReLS: If your county is copying effort from month to month for 100% workers in NC CoReLS, you will need to contact your LBL for other options, as this action will change once we go to the WEB based NC CoReLS.
- Make sure your ADP plans are completed and approved prior to claiming costs. Be sure to use the correct ADP codes on your 1571.
- IV-D Incentives have been posted:
<https://www2.ncdhhs.gov/dss/budget/docs/IV-D%20Incentives%20Awarded%202011-16.pdf>

DSS Fiscal Monitors – Observations / Technical Assistance

- Agencies are reminded that day-sheets are required for NEMT (Medicaid Transportation) and all IMC Programs. Please refer to the SIS Manual, Instructions for Worker Daily Report of Services (DSS-4263), By Whom Prepared located at: [Services Information System \(SIS\) Manual](#) .
- ADP Equipment includes copiers and multi-function copier/printer/scanner/fax machines which are connected to your agency's network. These items are required to be on an approved ADP Plan to claim the costs – whether purchased or leased. Please consult your LBL if you have questions or need clarification on what is to be included on your ADP Plan.
- Although automated day-sheet program costs, including the program's maintenance and annual fees are non-reimbursable expenses, these costs are to be submitted on your annual ADP Plan.
- Agencies are reminded to check the penetration rates and applicable function/columns being used. Transposing and double entry of function/columns result in reporting errors, but also require significant staff time in making correcting entries.

Performance Management / Reporting / Evaluation

- DCDL to be issued Dec. 1, 2016 regarding Pre-Conversion Activities for counties with regard to records in SIS and CPPS in preparation for P4 conversion.
- Foster Care Caseworker Visits: Counties need to (1) make any necessary updates to records in the Child Placement and Payment System (CPPS) for children in foster care between October 1, 2015 and

September 30, 2016 by November 30, 2016 and (2) record any visits made by caseworkers to those children during FFY 2016 in the Multiple Response System (MRS) by no later than December 9, 2016. Final data for the FFY 2016 report will be gathered during the week of December 12, 2016.

DSS Updates

Child Welfare Services

The Child Welfare Section has been examining the Family Foster Home Licensure process to identify opportunities for improvements. Utilizing the LEAN methodology, at both the state and local levels, we have begun to identify opportunities for improvement. Through the 185 local agencies (Counties and Private Child Placing Agencies) the process of identifying, screening, training and supporting families begins. These families have opened their homes and hearts to children who have suffered conditions no one should have to endure.

An effective Child Welfare system relies upon family based care to provide the most appropriate setting for children. Whenever children cannot safely remain in their own home, relatives are contacted. Unfortunately, often times relatives are unable to provide substitute care, and licensed Family Foster Care homes are sought. Through a robust system of Family Foster Care, North Carolina seeks to ensure that each child's needs are met while his/her parents attend to the issues that brought the child into care. With a more streamlined system of licensing, we will be better positioned to support these families to provide the trauma-informed care so many of our children need.

Economic & Family Services

DHHS Press Release (11/28/16): Applications for Heating Bill Assistance Open Dec. 1st

The North Carolina Department of Health and Human Services is accepting applications for the state's Low Income Energy Assistance Program (LIEAP) beginning Dec. 1, 2016. Households containing a person aged 60 or more, or an individual receiving disability benefits and services through the N.C. Division of Aging and Adult Services are eligible to apply for assistance from Dec. 1 - 31. All other households may apply from Jan. 1 - March 31, 2017, or until funds are exhausted.

The energy assistance program is federally-funded and provides a one-time payment directly to the utility company to help eligible households pay their heating bills during the cold-weather months. Last year, the program provided approximately \$33 million to help more than 128,000 households pay their heating bills from December 2015 through March 2016. For more information, contact your local county Department of Social Services. A list of these offices and contact information is available [here](#).

Operational Support Team (OST)

Supervisor Cluster Meetings

The Operational Support Team is currently planning it's third round of Supervisor Cluster Meetings for Managers and Supervisors in the Economic Benefits Program areas. Ten Supervisor Cluster Meetings will be held December 12 - 16, 2016 across the state at the following locations:

- **Monday, Dec. 12th** @ Harnett Co. DSS, Commons Building, 311 Cornelius Harnett Blvd, Lillington NC
Chatham, Cumberland, Harnett, Hoke, Lee, Montgomery, Moore, Richmond, Robeson, and Scotland
- **Tuesday, Dec. 13th** @ Guilford DSS (Room 112), 1203 Maple St., Greensboro NC



Nothing Compares

Alamance, Caswell, Durham, Forsyth, Granville, Guilford, Orange Person, Rockingham, and Stokes

- **Wed., Dec. 14th** @ Caldwell Co. DSS, Suite A – 3rd floor Conf. Room, 2345 Morganton Blvd SW, Lenoir NC
Alexander, Alleghany, Ashe, Avery, Caldwell, Iredell, Surry, Watauga, Wilkes, and Yadkin
- **Wed., Dec. 14th** @ Wilson Co. DSS, 100 NE Gold St., Wilson NC
Edgecombe, Franklin, Halifax, Johnston, Nash, Wake, Warren, Wayne, Wilson, and Vance
- **Wed., Dec. 14th** @ New Hanover Co. DSS, 1650 Greenfield St., Wilmington NC
Bladen, Brunswick, Carteret, Columbus, Duplin, Jones, New Hanover, Pender, and Sampson
- **Thurs., Dec. 15th** @ Beaufort Co. DSS, 632 W. 5th St., Washington NC
Beaufort, Craven, Dare, Greene, Hyde, Lenoir, Onslow, Pamlico, Pitt, Tyrell, and Washington
- **Thurs., Dec. 15th** @ McDowell Technical Community College, Universal Building-634, College Drive, Marion, NC
Burke, Catawba, Cleveland, Henderson, Lincoln, McDowell, Mitchell, Polk, Rutherford, and Yancey
- **Thurs., Dec. 15th** @ Stanly Co. DSS -Auditorium, 1000 North First St. Suite 2., Albemarle, NC
Anson, Cabarrus, Davidson, Davie, Gaston, Mecklenburg, Randolph, Rowan, Stanly, and Union
- **Fri., Dec. 16th** @ Jackson Co. DSS, 15 Griffin Street, Sylva, NC
Buncombe, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Swain and Transylvania
- **Fri., Dec. 16th** @ Chowan Co-Op Extension, 730 north Granville Street #A, Edenton, NC
Bertie, Camden, Chowan, Currituck, Gates, Hertford, Martin, Northampton, Pasquotank, and Perquimans

LEAN Government Project Certifications

Nine Operational Support Team (OST) employees received their Lean Government Project Certification from the NCSU Lean Six Sigma Certification Board on November 10, 2016.

Patricia Fields and Sandy Danner presented the Yancey County Department of Social Services Project regarding **timeliness of Medicaid Applications from Intake to Processors**. This project reduced the turnover time from Intake to Processors from 7 - 10 days to 0 days - same day processing. This project saved the county approximately \$43,000 by streamlining Intake and Front Desk processes which eliminated the need to hire an additional staff person and reducing the case processing time on average by 30 minutes. Total project cost \$4,400.

Kea Hicks-Alexander, Elizabeth O'Dell, Wendy Rachels, and Regina Bell presented the Richmond County Department of Social Services Project regarding **Economic Services Communications Process**. This project reduced the amount of time to resolve customer issues via contact of the Customer Service Unit to on average 1 day, reduce repeat customer contact for same issue by 37%, and improved employee mutual respect by 14%. This project saved the county approximately \$7,500 by eliminating the unnecessary communications within the organization and the reduction in the number of repeat contacts for the same issue. The total project cost for implementation of the improvements \$5,350.72.

Carl Breazeale, Kelly Colbert, and Valerie Sutton presented the McDowell County Department of Social Services Project regarding **Customer Contact Flow**. This project improved the Front Desk processes and procedures by standardizing the work processes, reducing unnecessary work, and movement (transportation). This project saved the county approximately \$1,700 by streamlining front desk process flows, reducing office supply usage and tracking logs. Total project cost \$5,900. Staff reported improved morale and satisfaction with new streamlined processes.

Twenty additional state level staff are scheduled to present for certification on January 18, 2017.

DAAS Updates

Final Rule for Ombudsmen—Policy and Procedures Open for Comment

There have been many changes within the Ombudsman Program at both the federal and state level. One of the primary catalysts of change has been the Final Rule for Ombudsmen, a federal mandate that has specified some of the requirements surrounding the way the Program operates. For the last several months a group of key stakeholders have been working diligently to bring North Carolina’s Program into full federal compliance. A key component of compliance is the revision of the Ombudsman Program Policies and Procedures Manual.

The workgroup will make available for comment during the month of December the draft Policies and Procedures Manual. If you would like to review the manual and/or have feedback that could help improve the delivery of the Program to North Carolina’s long term care residents, please contact Victor Orija at victor.oriya@dhhs.nc.gov

New Staff at DAAS

LaKendra Dixon is joining DAAS as the *Ombudsman Program Specialist*, and comes to the Division from Region L (*Edgecombe; Halifax; Nash; Northampton; and Wilson Counties*).

Leslie Karjanis is the new *State Coordinator for the Senior Community Service Employment Program (SCSEP)* a work training program for low-income older adults. Her most recent work experience was as a *Benefits Counselor for the NC Division of Vocational Rehabilitation. LCA/Evidence Based Health Promotions/Disease Prevention Coordinator*.

Stacy Hurley has been hired as the new No Wrong Door (NWD) State Coordinator. This is a new permanent position due to the state appropriation from the legislature to assist with implementing the State Alzheimer’s Plan – Dementia Capable North Ca

Jen Teague has been hired as the new Healthy Aging Specialist (replacing Nicolle Miller). Jen will work with Audrey Edmisten on the evidence based health promotion/disease prevention programs including Title III D of the Older Americans Act (HP/DP).

DHHS Press Release (11/18/16):

Pilot Programs to Improve Mental Health and Substance Use Treatment

The North Carolina Department of Health and Human Services is seeking applicants to develop recommendations of Governor Pat McCrory's Task Force on Mental Health and Substance Use, including employing case management and other targeted strategies to help those with mental health and substance use issues across the state.

The budget signed by Governor Pat McCrory supported this initiative by providing \$20 million to implement task force recommendations. Two pilot programs will provide case management to individuals going through critical transitions. One pilot program will establish Facility-Based Crisis (FBC) centers for children and adolescents. Many recommendations build upon foundations already in place, such as the Crisis Solutions Initiative, Mental Health First Aid training, Crisis Intervention Team training, the Transitions to Community Living Initiative, Critical Time Intervention, the naloxone statewide standing prescription order, programs for Veterans and local recovery courts. To read the full report of task force recommendations, click [here](#).

Two areas of focus for applicants remain open while a third closed earlier this week:

- **Child Tiered Case Management Pilot.** Case managers will work closely with juvenile justice and child welfare offices to provide assessments, develop person-centered plans of care, and link children/youth and their families to other recovery supports. This approach can assist with preventing youth from moving deeper into the justice system. *Application period closed Nov. 14.*
- **Comprehensive Case Management for Adults with Mental Health Treatment Needs and Substance Use Disorder Treatment Needs (AMH/ASU).** A community-based behavioral health provider would provide around the clock coverage in the hospital Emergency Department (ED) to ensure individuals discharged would be immediately linked to community supports – preventing or shortening future ED visits. *Applications are due by 5 p.m. on Nov. 23, 2016.*
- **Facility-Based Crisis Services for Children and Adolescents.** Community-based, non-hospital residential setting facilities are specialized and cost-effective alternatives for individuals in crisis who need short-term intensive evaluation, treatment intervention or behavioral management to stabilize crisis situations. *Applications are due by 5 p.m. on Dec. 7, 2016*

“These initiatives will help us build on our progress to divert people in mental health and substance use crises from emergency departments and county jails into the treatment they need,” said Interim Senior Director of Mental Health, Developmental Disabilities and Substance Abuse Services Jason Vogler, Ph.D. “They also give youth and adults much needed support to be successful in recovery and integration into their communities.”

Pilot programs will build on existing resources and successful initiatives; therefore, Local Management Entities-Managed Care Organizations (LME-MCOs) are eligible to apply. More information is available [here](#).

Co-chaired by N.C. Supreme Court Chief Justice Mark Martin and DHHS Secretary Rick Brajer, the task force brings together the three branches of government and key stakeholders to address mental health and substance use issues in North Carolina.

The recommendations focus on better use of existing resources, improving interagency collaboration and encouraging public-private partnerships. More information on the Governor's Task Force on Mental Health and Substance Use is available at www.ncdhhs.gov/mhsu

DOC Press Release (11/10/16):

Employer-Led Career Plans Certified by NCWorks Commission

The NCWorks Commission has approved and endorsed seven regional plans to help people prepare and train for work. NCWorks Certified Career Pathways are education and training plans designed by employers in collaboration with the state's workforce development and education professionals. Certified career pathways are being developed for high-demand jobs in many industry sectors to assist students and adults including individuals who have lost their jobs through no fault of their own to prepare for careers in the most efficient way. Career pathways outline and define the following:

- Necessary courses at the high school and college level
- Required credentials
- Experience required and employers in the area who provide work-based learning activities related to that field
- Various certificates and degrees in the related field

Each pathway must be approved by the commission, which signed off on seven new pathways during its quarterly meeting on Wednesday, November 9, in Raleigh. "People need to know the skills and credentials they'll need to be successful in their chosen careers," said Will Collins, executive director of NCWorks. "That's why these career pathways are so important. Employers lead the way by working with our workforce and education agencies to provide the skill and training workers need to meet industry demands."

Three pathways were developed for Caswell, Durham, Franklin, Granville, Johnson, Person, Vance, Wake, and Warren counties. The Capital Area, Kerr-Tar, and Durham workforce development boards also worked on those pathways, which cover information technology, advanced manufacturing, and health sciences, respectively.

A second advanced manufacturing pathway was developed for Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Halifax, Hertford, Hyde, Martin, Nash, Northampton, Pasquotank, Perquimans, Pitt, Tyrell, Washington, and Wilson counties. This process was facilitated by the Northeastern, Region Q, and Turning Point workforce development boards.

The Mountain Area Workforce Development Board helped develop an advanced manufacturing pathway for Buncombe, Henderson, Madison, and Transylvania counties.

Region C Workforce Development Board helped create an advanced manufacturing pathway for Cleveland, McDowell, Polk, and Rutherford counties.

A nursing pathway was developed for Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Moore, Orange, Randolph, Rockingham, Stokes, Surry, and Yadkin counties. This pathway was developed with the help of the Northwest Piedmont, Davidson Works, Guilford County, and Regional Partnership workforce development boards.

The commission has approved a total of nine certified career pathways in 2016. For more information about NCWorks, visit nccommerce.com/ncworks.