

# DSS Mission

To partner with individuals, families, and communities to strengthen their efforts toward Independence, Permanence, and Safety.

## Work First Mission

### Work First Works To:

- Encourage.
- Support.
- Help clients become self-sufficient and self-supporting.

Visit our website at:  
[www.buncombecounty.org/governing/depts/dss/economics](http://www.buncombecounty.org/governing/depts/dss/economics)

## What Benefits Are Included?

- A monthly cash payment.
- Medicaid for the minor children.
- Medicaid for the adult(s), if included in the grant.
- Child Support Enforcement Services.
- Employment Services—if participation is required.

## Who Can Apply?

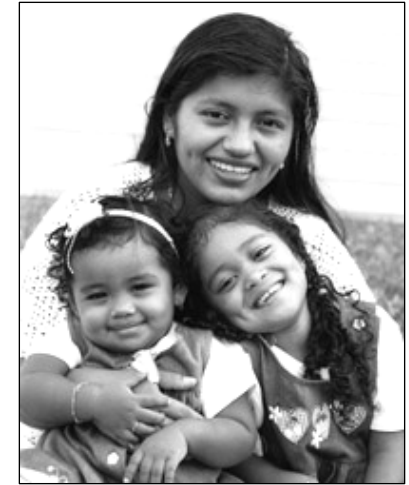
- Biological parents—single and two parent families.
- Adoptive parents—single and two parent families.
- Certain other relatives of the child(ren) - adult not included in the payment.
- Non-relatives—if they have court ordered custody or guardianship signed by a judge.

*Our work is guided by professional ethics and values that are designed to safeguard your privacy and confidentiality. If you have any concerns about how you have been treated, contact your worker's supervisor. If you are unsure who to contact, please call the Director's office at (828) 250-5587.*

Buncombe County Government does not discriminate on the basis of race, color, religion, sex, age, national origin, handicap or disability in admission or access to its treatment or employment in its services, programs and activities in compliance with applicable federal and state laws.

# Economic Services Division

## Work First Family Assistance Program



## Buncombe County Department of Social Services

40 Coxe Avenue  
P.O. Box 7408  
Asheville, NC 28802

**Hours of Operation**  
**Monday - Friday**  
**8:00 am - 5:00 pm**

Phone: (828) 250-5500  
Fax: (828) 250-5955

# Available Services and Programs

## What Is The Work First Family Assistance Program?

North Carolina's Work First Program is built upon the idea that "all people have a responsibility to their families and communities to work and to provide for their children."

## What Are The Program Requirements?

- Participants who are subject to the work requirement must participate in work and/or related activities on a full-time basis.
- The caretaker must cooperate with Child Support Enforcement to establish paternity, if necessary, and to secure child support for the children in his or her care.
- The caretaker is responsible for obtaining immunizations and regular medical exams for the children.
- The caretaker is responsible for ensuring that the children in their care, including minor parents, are enrolled in and regularly attending school.

- To qualify for and receive Work First cash assistance, a minor parent must live with a parent, legal guardian, or in another adult-supervised setting.
- The family is required to report all information and circumstances accurately and timely and must report all changes in situation within ten (10) calendar days of the change.

## Work First Employment Services

- A Work First Employment Services assessment will be conducted for each mandatory participant. From this assessment, goals (Immediate, Short-term and long-term) will be established that will lead the family to self-sufficiency.
- A Mutual Responsibility Agreement will be signed by participant and case manager detailing the responsibilities are for each party.
- In order to maintain full benefits, each recipient must participate at work or a work-related activity for at least 35 hours per week.

## What Services Might I Receive In Work First Employment Services?

- Subsidized Child Care— Vouchers available once approved.
- Transportation assistance—bus passes/ tickets, mileage reimbursement and vehicle repair—available once approved.
- Items needed for employment such as clothing for interviewing, uniforms and shoes.
- Support through a short-term training course.
- Support in obtaining a GED
- Assignment to an unpaid work experience site, where experience will be obtained.

## What Happens If I Don't Follow Terms of My Mutual Responsibility Agreement?

- Loss of monthly Work First cash payment.
- Loss of Subsidized Child Care Voucher(s).
- Loss of transportation assistance.

For Further  
Information On Services  
Call (828) 250-5500