

# DSS Services



# Save time. Stay safe.



## Introducing Benefits Online

- Medicaid
- Food & Nutrition Services
- Energy Assistance



**allaccess.mecknc.gov**  
MANAGE YOUR BENEFITS ONLINE

**DROPPING OFF YOUR APPLICATION?**  
A Drop Box is available for printed applications  
(look for CUSTOMER DROP BOX sign)

**APPLY BY PHONE**  
**704-336-3000**

**FAX**  
**704-353-1325**

**MAIL: WALLACE H. KURALT CENTRE**  
**301 Billingsley Road, Charlotte, NC 28211**

**REMINDER: SIGN ALL DOCUMENTS**





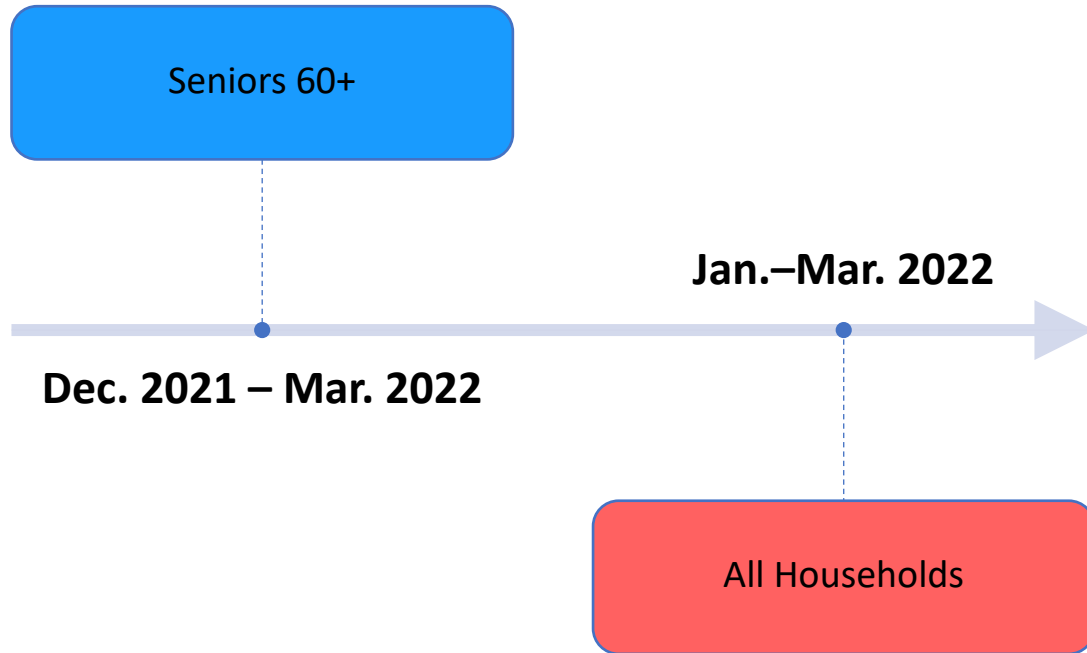
The Mecklenburg County Department of Social Services is offering help to residents this winter by providing Low Income Energy Assistance Program (LIEAP) funds to eligible households.

LIEAP is a federal program that assists low-income households with their immediate heating needs, so they won't have to choose between heating their homes and buying other necessities.

You do not have to be at risk of disconnection or delinquent to take advantage of this one-time, direct vendor payment in the amount of \$300, \$400, or \$500.



## When do I apply for LIEAP?



**LIEAP Payments-** Checks will be send directly to the utility companies/ vendors. The amount of the payment is based on the household's source of fuel (e.g., electric, gas, etc.) and other criteria. For more information, please visit our county website: [mecknc.gov/ENERGY](https://mecknc.gov/ENERGY)

## How do I apply for LIEAP?

- Use our All ACCESS POINT at <https://allaccess.mecknc.gov> or <https://epass.nc.gov/> to apply online
- Download the CIP application [www.mecknc.gov/ENERGY](http://www.mecknc.gov/ENERGY) and:
  - Mail completed application to 301 Billingsley Road, Charlotte, NC 28211
  - Email your completed application to [Energy-CIP-LIEAP@mecklenburgcountync.gov](mailto:Energy-CIP-LIEAP@mecklenburgcountync.gov)
  - Drop-off completed application at one of our DSS locations:
    - 301 Billingsley Road, 28211
    - 3205 Freedom Drive, Building A, 28208
- Call our DSS Call Center at 704-336-3000 to complete a telephone application.
- Walk-in to apply at either of our DSS locations





The Crisis Intervention Program can help  
pay your heating or cooling bill.

The Mecklenburg County Department of Social Services is offering help to residents by providing Crisis Intervention Program (CIP) funds to eligible households.

The Crisis Intervention Program is a federal program that assists individuals and families who are experiencing a heating or cooling related crisis, a life threatening or health related emergency, and **have a final notice or past due utility bill.**

Assistance is available year-round or until funds are exhausted.

# HOW DO I APPLY FOR CIP?

- Use our All ACCESS POINT at <https://allaccess.mecknc.gov> or <https://epass.nc.gov/> to apply online
- Download the CIP application [www.mecknc.gov/ENERGY](http://www.mecknc.gov/ENERGY) and:
  - Mail completed application to DSS on Billingsley Rd.
  - Email your completed application to [Energy-CIP-LIEAP@mecklenburgcountync.gov](mailto:Energy-CIP-LIEAP@mecklenburgcountync.gov)
  - Drop-off completed application at one of our DSS locations:
    - 301 Billingsley Road, 28211
    - 3205 Freedom Drive, Building A, 28208
- Call our DSS Call Center at 704-336-3000 to complete a telephone application.
- Walk-in to apply at either of our DSS locations

RISE2Work,  
Mecklenburg County  
DSS FNS Employment  
& Training Program

RISE: Reaching  
Independence through  
Sustainable Employment





# Who We Serve

**Mecklenburg County Food and Nutrition Services recipients ages 16 and above,**

except for those who:

- Receive Work First or Refugee Resettlement Employment Services as these are federal programs with a work component in them
- Are unable to work
- Have to pay for child care to participate (if we do not have the funding to assist)



# How We Serve

---

Resource Connections including transportation  
and childcare (as funding permits)

---

Job Connections

---

Education and Vocational Certification  
Connections and Funding

---

Career Planning and Support

---

Social Work and Retention Services  
(All are provided per customer interest)

# Paths for RISE Customers

1-2-7

## Rapid Employment

- Customers only interested in working
- Customers with a degree or recent vocational training
- Education/Training will be explored if employment is not secured within 30 days

## Education and Training

- Customers who are interested in expanding their vocational knowledge and skills
- Education/Training will most often last between 2-4 months, but may not exceed two years (CPCC)
- Education/Training must be related to employment



# Currently in Mecklenburg...

**Community Partners-** provide job readiness, education, vocational training, and supportive services

- Central Piedmont Community College
- Community Culinary School of Charlotte
- Goodwill Industries
- Urban League
- Center for Community Transitions (justice involved)
- NCIA
- Center for Employment Opportunities (justice involved)
- Grace-Mar Services
- NCWorks and Charlotte Works
- Charlotte Area Fund
- Mecklenburg County- Child Support, Community Support Services,  
United Workforce Development, and Criminal Justice Services

## Resource Sharing

- DSS Career Services Center- 301 Billingsley Rd. (planning to reopen in 2022)
- Make it Happen Job and Resource Fairs- (currently virtual)
- *Resources This Month* emails
- Collaborative Events





## Our Mission

We strengthen families and communities through  
a safety-net of services, collaboration and hope.

## Our Values

Respect  
Do the Right Thing  
Service with Integrity  
Strive for Excellence

### Why We Serve

Mr. G went from homeless to employed at \$14 per hour after completing a refresher training RISE paid for. He also accessed the Career Center and received transportation assistance through RISE. He said “Ms. Beverly never gave up on me. She was firm but always positive. I’m working now and have my own apartment. I’m happy to have achieved my goals.”



American Public Human Services Association



**NO KID**  
**HUNGRY®**  
SHARE OUR STRENGTH

“No Kid Hungry”  
Mecklenburg  
County

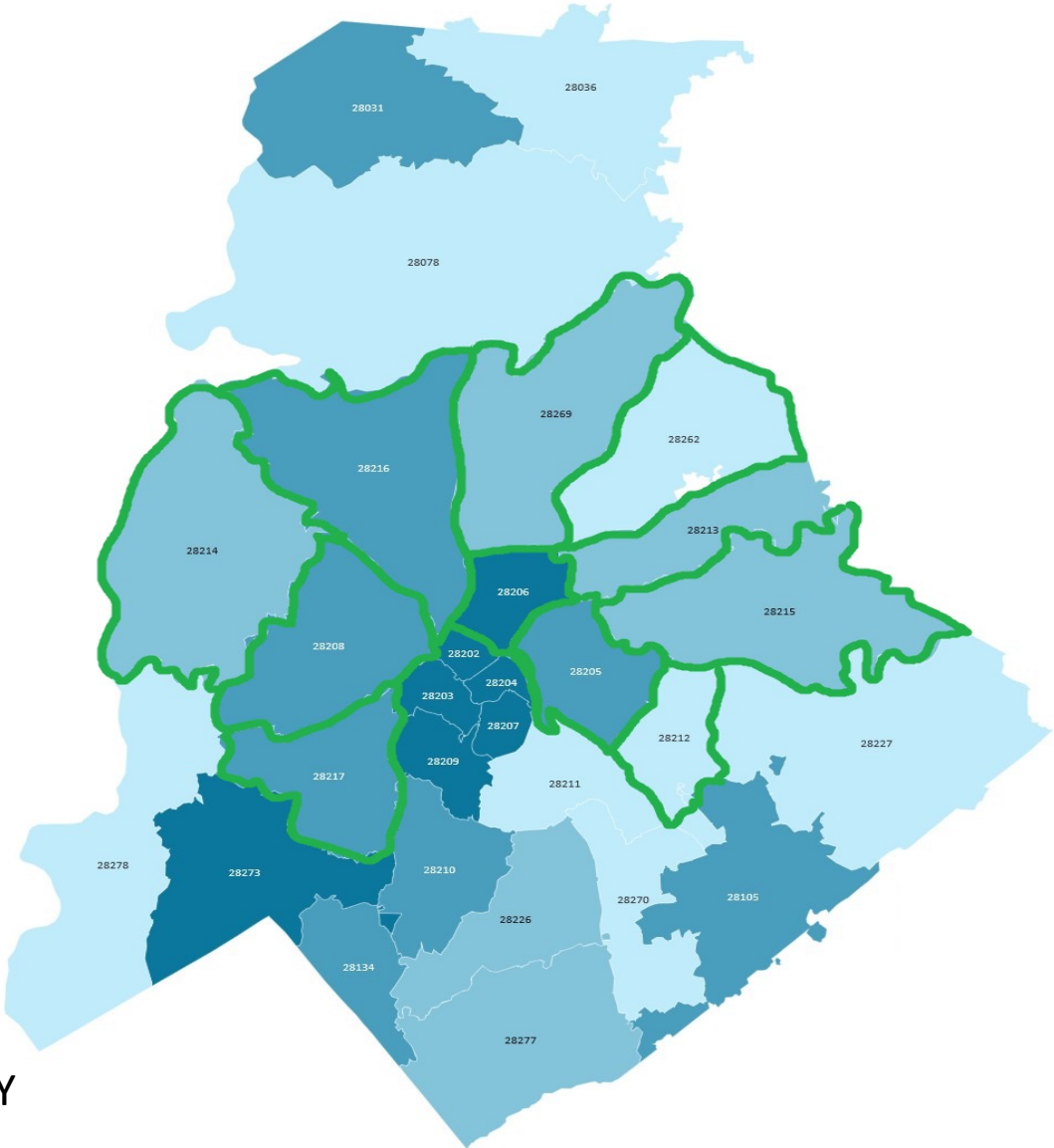


Focus Area

“Crescent”  
Zone  
Focus Area

“Crescent”  
Zone

- 28205
- 28206
- 28208
- 28212
- 28213
- 28214
- 28215
- 28216
- 28217
- 28262
- 28269



MECKLENBURG COUNTY

# Project Goals

## Outputs

- Understand and address community identified access barriers limiting opportunities to enrolling in services.
- Create a network of outreach events through the **food navigators** and community partners to increase education & awareness of available services.
- Develop a streamlined referral process across programs and partners.
- Begin development of a universal food insecurity screening tool that leads to an automatic referral to program staff and coordinates food & nutrition programs.
- Grant evaluation by JCSU Social Work Faculty

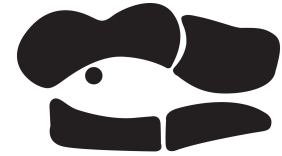
## Outcomes

- Reduced childhood food insecurity in our communities by creating a framework that can be replicated nationwide.

# Community Stakeholders



DREAMKEY  
PARTNERS



LOAVES & FISHES

Groceries for Neighbors in Need

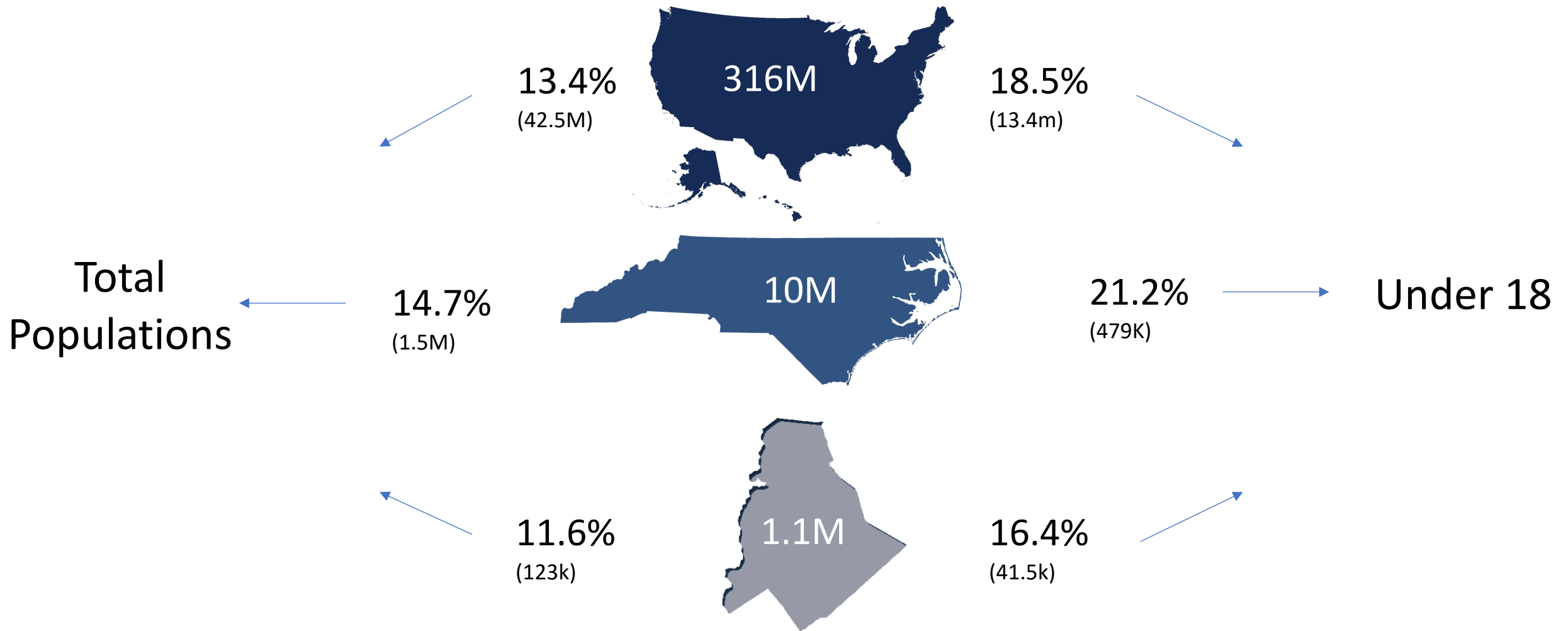


Johnson C. Smith University

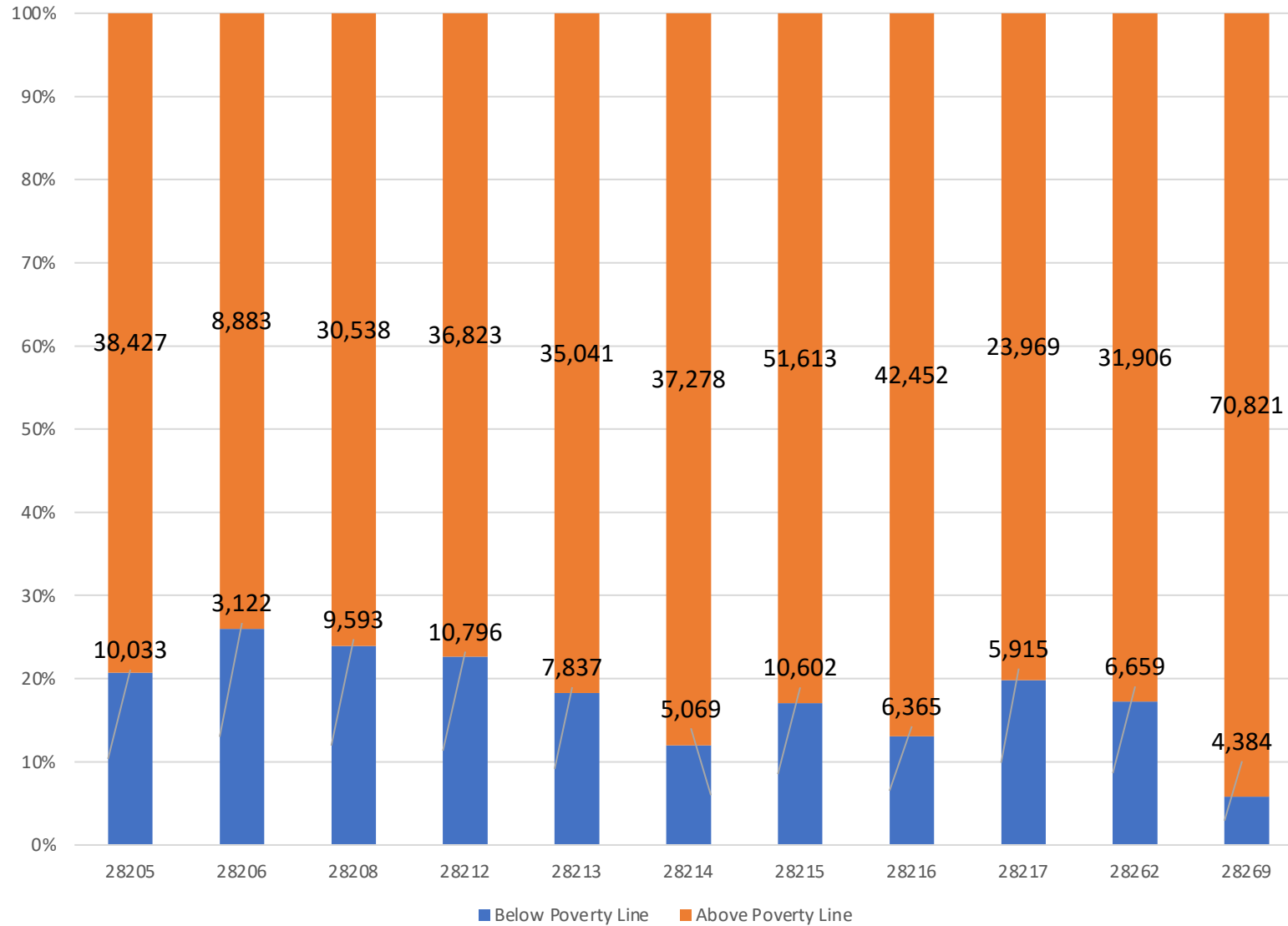




# American Community Survey (Poverty Estimates)



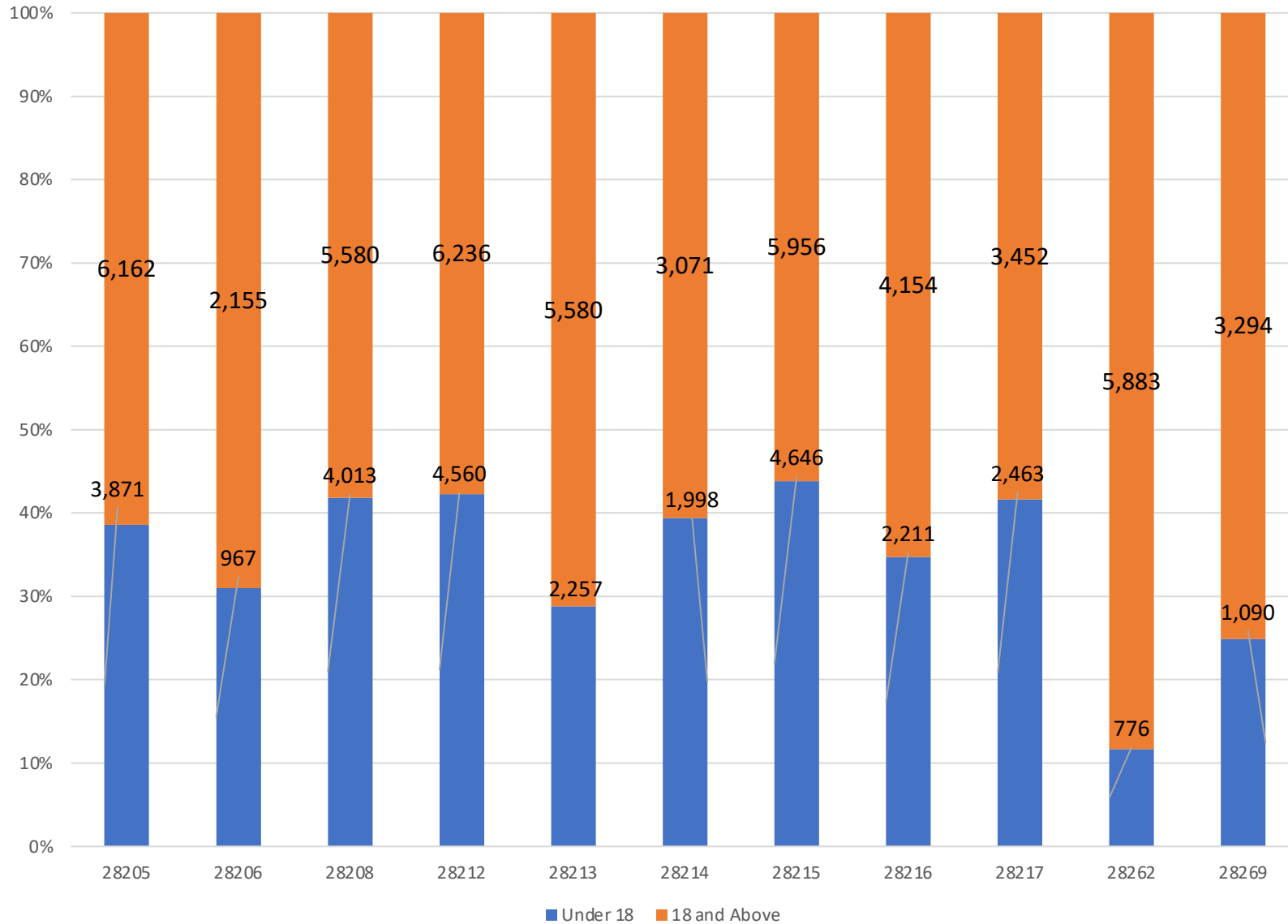
Poverty Statistics per Crescent ZIP code – All Individuals



# American Community Survey

(Poverty estimates)

Poverty Statistics – Children vs. Adults



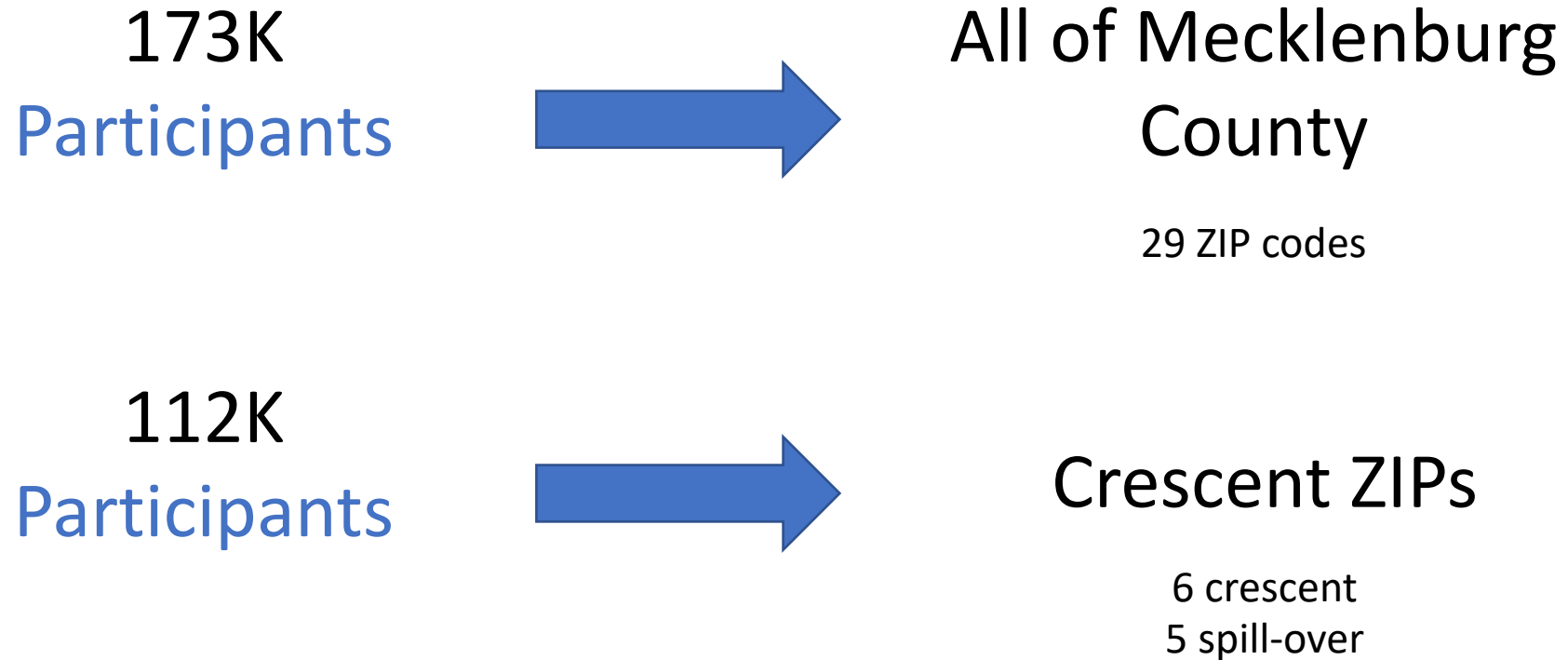
# American Community Survey

(Poverty estimates)



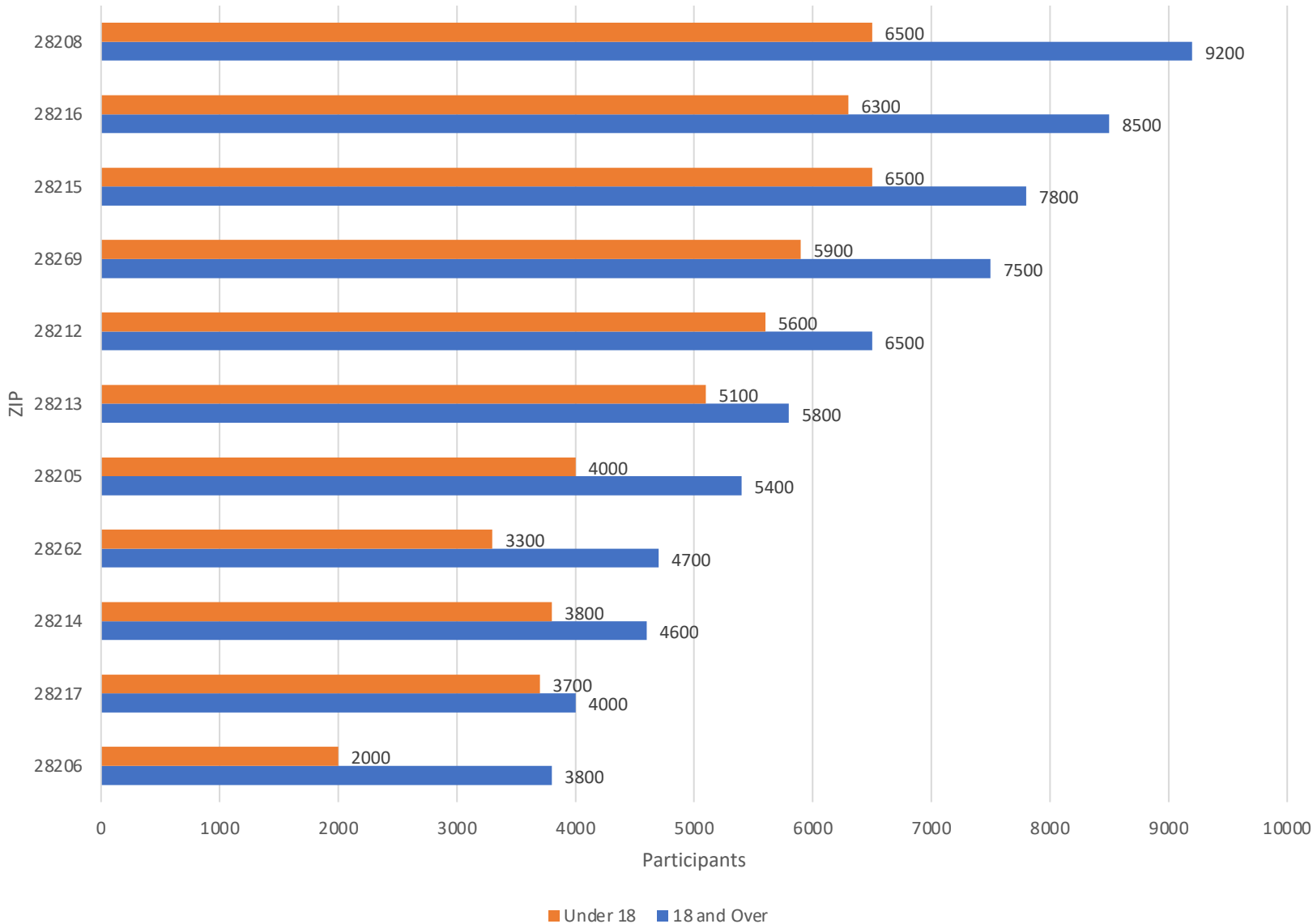


# Food & Nutrition Services (Through October 2021)



~65% of FNS participants live in ~1/3 of Mecklenburg County ZIPs.

### Participants - Children vs. Adults - Crescent ZIPs



Food &  
nutrition  
services