

**STANLY COUNTY  
BOARD OF COMMISSIONERS  
REGULAR MEETING AGENDA  
AUGUST 4, 2014  
7:00 P.M.**

**CALL TO ORDER & WELCOME – CHAIRMAN DENNIS**

**INVOCATION – COMMISSIONER MCINTYRE**

**PLEDGE OF ALLEGIANCE**

**APPROVAL/ADJUSTMENTS TO THE AGENDA**

**SCHEDULED AGENDA ITEMS**

- 1. TAX COLLECTOR'S ANNUAL SETTLEMENT FOR FY 2013-2014**  
Presenter: Clinton Swaringen, Tax Administrator
- 2. PRESENTATION & APPROVAL OF THE AGREEMENT WITH SEGAL REVENUE & EXPENSE SPECIALISTS, INC. TO PERFORM SALES TAX AUDITS**  
Presenter: Toby Hinson, Finance Director
- 3. REVIEW & APPROVAL OF THE NAMING RIGHTS RFP FOR THE AGRI-CIVIC CENTER LIVESTOCK ARENA**  
Presenter: Andy Lucas, County Manager
- 4. 2014 SINGLE FAMILY REHAB & URGENT REPAIR GRANTS POLICY APPROVAL**  
Presenter: Andy Lucas, County Manager
- 5. RESOLUTION OF SUPPORT OF THE NC 24/27/73 WIDENING PROJECT**  
Presenter: Andy Lucas, County Manager

## **CONSENT AGENDA**

- A. Minutes – Regular meeting of July 7, 2014**
- B. Sheriff's Office – Request approval of budget amendment # 2015-02**
- C. Senior Services – Request acceptance of the In Home Aide Program Annual Evaluation**

## **PUBLIC COMMENT**

## **GENERAL COMMENTS & ANNOUNCEMENTS**

**CLOSED SESSION:** To discuss economic development in accordance with G. S. 143-318.11(a)(4).

**RECESS:** Until Tuesday, August 12<sup>th</sup> at 6:00 p.m. in the County Manager's Conference Room.

The next regular meeting is scheduled for Monday, September 2<sup>nd</sup> at 7:00 p.m.



# Stanly County Board of Commissioners

Meeting Date: August 4, 2014  
 Presenter: Clinton Swaringen, Tax Administrator

\_\_\_\_\_ | /  X  \_\_\_\_\_  
 Consent Agenda | Regular Agenda

Presentation Equipment:  Lectern PC\*  Lectern VCR  Lectern DVD  Document Camera\*\*  Laptop\*\*\*

Please Provide a Brief Description of your Presentations format: \_\_\_\_\_

\* PC is equipped with Windows XP and Microsoft Office XP (including Word, Excel, and PowerPoint), Internet connectivity and Network connectivity for County Employees.

\*\* If you have need to use the Document Camera and zoom into a particular area, if possible please attach a copy of the document with the area indicated that you need to zoom into. A laser light is available to pinpoint your area of projection.

\*\*\* You can bring in a laptop that will allow video out to be connected at the lectern – set display to 60Mhz.

## ITEM TO BE CONSIDERED

### Tax Collector's Annual Settlement for FY 2013-2014

Subject

Pursuant to GS 105-373, the Tax Collector must present an annual settlement report to the governing board. The attached financial reports provide an overview of collection activity for FY 2013-14. The real and personal property collection rate (excluding registered motor vehicles) was 95.99%. The collection rate for registered motor vehicles was 91.18%, yielding an overall collection rate of 95.71%. The overall collection rate represents an increase in the overall rate from the prior fiscal year (FY 2012-13) which had an overall rate of 95.14%. The statutory remedies of garnishment, attachment, debt setoff, escheat, and pre-foreclosure, have been utilized to the extent possible for the collection of ad valorem taxes.

As part of the settlement, the governing board charges the Tax Collector with collecting taxes for the current fiscal year, FY 2014-15. This "charge" gives the Tax Collector authority to use enforced collections measures and it gives notice that the tax lien is first in priority.

Attachments: Analysis of Countywide Levy; Annual Audit Report; Delinquent Collections Report; Uncollected Taxes Information; Affidavit; Charge to Collect

Requested Action

I respectfully request the Board:

- (1) Accept and approve the annual settlement report
- (2) Charge the Tax Collector with collecting FY 2014-15 taxes

Signature: *Clinton Swaringen*

Dept. Tax Administration

Date: 8-4-2014

Attachments: Yes  X  No \_\_\_\_\_

#### Review Process

Approved		Initials
Yes	No	
Finance Director	___	___
Budget Amendment Necessary	___	___
County Attorney	___	___
County Manager	___	___
Other:	___	___

#### Certification of Action

Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on

\_\_\_\_\_  
 Tyler Brummitt, Clerk to the Board      Date

Stanly County, North Carolina  
 Analysis of Countywide Levy  
 Summary Report FY 2013/2014

	<u>COUNTYWIDE PROPERTY VALUATION</u>	<u>RATE</u>	<u>AMOUNT OF LEVY</u>	<u>TOTAL LEVY EXCLUDING REG MTR VEH</u>	<u>***REGISTERED MOTOR VEHICLES ***</u>
<b>ORIGINAL LEVY:</b>					
Current Year	\$4,162,285,526	0.67	\$27,887,338.11	\$26,239,115.80	\$1,648,222.31
Late List Penalties			\$19,168.36	\$19,168.36	
<b>TOTAL</b>	<b>\$4,162,285,526</b>		<b>\$27,906,506.47</b>	<b>\$26,258,284.16</b>	<b>\$1,648,222.31</b>
<b>DISCOVERIES:</b>					
Current Year	\$18,453,444	0.67	\$123,638.08	\$115,456.46	\$8,181.62
Current Year Penalties			\$51,406.54	\$51,406.54	
Curr Yr Public Service Penalties			\$670.13	\$670.13	
Prior Year Penalties			\$163,854.42	\$141,624.36	\$22,230.06
Prior Year Taxes			<b>\$339,569.17</b>	<b>\$309,157.49</b>	<b>\$30,411.68</b>
<b>TOTAL</b>	<b>\$18,453,444</b>				
<b>RELEASES:</b>					
Current Year	-\$35,731,072	0.67	-\$239,398.18	-\$197,992.92	-\$41,405.26
Penalties			-\$23,730.65	-\$23,730.65	
<b>TOTAL</b>	<b>-\$35,731,072</b>		<b>-\$263,128.83</b>	<b>-\$221,723.57</b>	<b>-\$41,405.26</b>
<b>TOTAL VALUE</b>	<b>\$4,145,007,898</b>				
<b>TOTAL LEVY</b>			<b>\$27,982,946.81</b>	<b>\$26,345,718.08</b>	<b>\$1,637,228.73</b>
Collections as of June 30, 2014			\$26,782,359.36	\$25,289,549.71	\$1,492,809.65
Uncollected Taxes			\$1,200,587.45	\$1,056,168.37	\$144,419.08
<b>COLLECTION PERCENTAGES</b>		<b>95.71%</b>		<b>95.99%</b>	<b>91.18%</b>

\*\*\* (Only Accounts for Registered Motor Vehicle Bills Collected from the One Tax Software Program/Does Not Included NCVTS)\*\*\*

**Stanly County**  
**Annual Audit Report**  
**Fiscal Year 2013/2014**  
**As of 6-30-2014**

<b>MONTH</b>	<b>Motor Vehicle</b>			<b>Levy</b>
	<b>Valuation</b>	<b>Rate</b>		
July	39,964,882	0.6700	\$	267,768.03
August	39,735,582	0.6700		266,231.60
September	39,112,045	0.6700		262,053.32
October	37,279,329	0.6700		249,773.85
November	39,766,243	0.6700		266,436.62
December	41,089,496	0.6700		275,302.63
January	5,390,779	0.6700		36,118.61
February	1,904,271	0.6700		12,758.75
March	703,577	0.6700		4,714.04
April	481,082	0.6700		3,223.29
May	202,700	0.6700		1,358.10
June	370,660	0.6700		2,483.47
<b>TOTAL VALUE</b>	<b>246,000,646</b>		<b>\$</b>	<b>1,648,222.31</b>
Real & Personal Value	3,799,070,872	0.6700	\$	25,453,782.00
Public Service Value	117,214,008	0.6700		785,333.80
<b>TOTAL</b>	<b>3,916,284,880</b>		<b>\$</b>	<b>26,239,115.80</b>
<b>ORIGINAL VALUE &amp; LEVY</b>	<b>4,162,285,526</b>		<b>\$</b>	<b>27,887,338.11</b>
Discoveries			\$	123,638.08
Non-Discoveries				163,854.42
Releases				(239,398.18)
<b>RELEASE &amp; DISCOVERY NET</b>			<b>\$</b>	<b>48,094.32</b>
Late Listing			\$	19,168.36
Late Listing Public Service				-
Late Listing Discoveries				51,406.54
Late Listing Non-Discoveries				670.13
Releases on Late Listings				(23,730.65)
<b>LATE LISTING NET</b>			<b>\$</b>	<b>47,514.38</b>
<b>ADJUSTED LEVY</b>			<b>\$</b>	<b>27,982,946.81</b>
Collections Allowed			\$	26,767,023.40
Late Listings Collected				15,335.96
<b>TOTAL COLLECTED</b>			<b>\$</b>	<b>26,782,359.36</b>
Uncollected as of June 30, 2014			\$	1,168,409.03
Late Listings Uncollected				32,178.42
<b>TOTAL UNCOLLECTED</b>			<b>\$</b>	<b>1,200,587.45</b>
<b>PERCENT CURRENT YEAR COLLECTED</b>				<b>95.71%</b>

Stanly County, North Carolina  
Delinquent Collections FY 2013/2014  
June 30, 2014

<u>Fiscal Year</u>	<u>Uncollected as of 07/01/13</u>	<u>Discoveries (+)</u>	<u>Releases (-)</u>	<u>Payments (-)</u>	<u>Uncollected as of 06/30/14</u>
2012-2013	\$1,404,625.72	\$7,927.10	-\$12,702.12	-\$771,619.52	\$628,231.18
2011-2012	\$612,530.71	\$12,977.60	-\$13,914.37	-\$213,622.27	\$397,986.94
2010-2011	\$397,955.23	\$1,070.31	-\$1,113.82	-\$92,406.54	\$305,505.18
2009-2010	\$338,136.88	\$1,126.62	-\$39,144.94	\$2,353.37	\$302,471.93
2008-2009	\$219,064.32	\$1,154.28	-\$1,053.43	-\$30,018.70	\$189,146.47
2007-2008	\$141,435.36	\$0.00	-\$14.29	-\$16,052.97	\$125,368.10
2006-2007	\$119,337.60	\$0.00	-\$22.33	-\$13,570.47	\$105,744.80
2005-2006	\$86,620.07	\$0.00	-\$6.96	-\$5,292.08	\$81,321.03
2004-2005	\$86,628.68	\$0.00	-\$27.41	-\$3,351.01	\$83,250.26
*2003-2004*	\$82,038.00	\$0.00	-\$153.30	-\$2,211.53	\$79,673.17

\* Purged due to NC G.S. 105-378 (10 year statute of limitations) \*  
Figures do not include late listing penalties

Stanly County North Carolina  
Tax Collector's Settlement Information  
Uncollected Taxes for FY 2013-2014

**End of Year Report - Levy Collected Report (CL2237) Menu 53 Option 5**

Record Group	100 (Real and Personal Property)	\$1,023,989.95
	150 (State Assessed)	\$0.00
	200 (Registered Motor Vehicles)	<u>\$144,419.08</u>
	Total Uncollected	\$1,168,409.03

**End of Year Report - Summary Levy Uncollected Report (CL2232) Menu 53 Option 7**

Record Group	100 (Real and Personal Property)	\$1,023,989.95
	150 (State Assessed)	\$0.00
	200 (Registered Motor Vehicles)	<u>\$144,419.08</u>
	Total Uncollected	\$1,168,409.03

**\*End of Year Report - Outstanding Tax Reports (CL2108) Menu 54 Option 8\***

\*These Detailed Reports List Ownership by Name and Principal Amount Owed\*

Record Group	100 (Personal Property)	\$105,561.67
	100 (Real Property)	\$918,428.28
	150 (State Assessed)	\$0.00
	200 (Registered Motor Vehicles)	<u>\$144,419.08</u>
	Total Uncollected	\$1,168,409.03

Annual Settlement Information is Located in the Tax Administration Office Storage Room

**County of Stanly**  
201 South Second Street  
ALBEMARLE, NORTH CAROLINA  
28001



Office of

Tax Administrator

**AFFIDAVIT**

Clinton Swaringen, Tax Collector for Stanly County, being sworn, says:

That in accordance with NCGS 105-373, the following lists will be available for inspection on August 4, 2014: (a) a list of the persons owning real property whose taxes for the preceding fiscal year (FY 2013-2014) remain unpaid and the principal amount owed by each person; and (b) a list of the persons not owning real property whose personal property taxes for the preceding fiscal year (FY 2013-2014) remain unpaid and the principal amount owed by each person. I have made a diligent effort to collect the taxes due from the persons listed out of their personal property and by other means available to me for collection. The lists of unpaid property taxes will be filed in the Tax Administration Office and retained as required by law.

This is the 25 day of July 2014.

Affiant *Clinton Swaringen*

Sworn to and subscribed before me the 25 day of July 2014.

*Cyler L. Brunauitt*  
Notary Public

My Commission Expires: June 18, 2019  
(SEAL) AFFIDAVIT



**Order Directing the Tax Collector to Collect the Taxes Charged in the  
Tax Records and Receipts**

**State of North Carolina**

**County of Stanly**

To: The Tax Collector of Stanly County

Pursuant to North Carolina General Statute 105-321(b), you are hereby authorized, empowered and commanded to collect the taxes set forth in the tax records filed in the Office of the Tax Administrator and in the tax receipts herewith delivered to you, in the amounts and from the taxpayers likewise therein set forth. Such taxes are hereby declared to be a first lien upon all real property of the respective taxpayers in Stanly County, and this order shall be a full and sufficient authority to direct, require, and enable you to levy on and sell any real or personal property of such taxpayers, for and on account thereof, in accordance with law.

Witness my hand and official seal, this the \_\_\_\_\_ day of August, 2014.

\_\_\_\_\_

Tony Dennis, Chairman

Stanly County Board of Commissioners

ATTEST:

\_\_\_\_\_

Tyler Brummitt, Clerk to the Board

Stanly County Board of Commissioners



# Stanly County Board of Commissioners

Meeting Date: August 4, 2014

Presenter: Toby Hinson

	2
Consent Agenda	Regular Agenda

**ITEM TO BE CONSIDERED**

Subject

The County was recently notified by Tax Reduction Specialists that they will no longer be able to provide their services to perform sales tax audits. Segal Revenue & Expense Specialists, Inc. is willing to provide this service to the County. Included is the Letter of Agreement for approval.

Requested Action

Consider and approve the agreement with Segal Revenue & Expense Specialists, Inc. to start performing sales tax audits.

Signature: *Toby R. Hinson*

Date: 7-29-14

Dept: \_\_\_\_\_

Attachments:  yes  no

**Review Process**

	Approved		Initials
	Yes	No	
Finance Director	<input type="checkbox"/>	<input type="checkbox"/>	
Budget Amendment Necessary	<input type="checkbox"/>	<input type="checkbox"/>	
County Attorney	<input type="checkbox"/>	<input type="checkbox"/>	
County Manager	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

**Certification of Action**

Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on

\_\_\_\_\_

Tyler Brummitt, Clerk to the Board      Date

July 29, 2014

Mr. Toby Hinson  
Finance Director, Stanly County  
1000 North First Street, Suite 10B  
Albemarle, NC 28001

Dear Toby:

At the request of the NC Government Finance Officers Association, the NC Department of Revenue, Sales Tax Division decided in 2013 to perform sales tax reallocation reviews on the 700 largest refunds. As a result, DOR has reassigned one employee to request reallocation data and review the refunds for the proper allocation of county sales tax.

Previously, SEGAL Revenue & Expense Specialists, Inc. in partnership with Dixon Hughes Goodman, LLP (Anthony Flinchum) performed these services on behalf of the County. Effective with the DOR change, we can no longer perform reallocation on the 700 largest which is primarily large hospitals, county and city governments. We have always provided pricing based on the assumption, that we would make money on the large refunds and breakeven overall while still performing the smaller refunds on your behalf. Since we can no longer review the large refunds we are unable to continue providing these services at our previous rates. Therefore, the County has two choices:

1. The County can stop having someone review refunds for the proper county allocation in which the County would have no opportunity to increase its sales tax revenues, or
2. The County can sign the new Agreement (attached) in which Segal/Dixon Hughes Goodman will continue to review refunds. The County could see an increase in net sales tax revenues but the fee would be more. Please remember: Is the County better off with a percentage of something or 100% of nothing.

Please note that SEGAL is offering this same pricing to every county in North Carolina. With the fee percentage based on the amount of the original refund amount, every County would pay the same fee percentages. If a non-profit organization had a large construction project which causes their sales tax refund to increase significantly, that refund would receive the lower fee percentage.

Please ask your Board to approve the attached Agreement for sales tax reallocation and discovery of unclaimed sales tax.

If you have any questions, please do not hesitate to contact me at 336.687.3235 or [bob@segalrevenue.com](mailto:bob@segalrevenue.com)

Thank you for your prior and future business.

Sincerely,



Robert S. Segal, CPA  
President

## LETTER OF AGREEMENT

SEGAL Revenue & Expense Specialists, Inc. (SEGAL) and Stanly County (CLIENT) hereby enter into this Letter of Agreement whereby SEGAL shall serve as a consultant to CLIENT to examine and analyze the following listed revenue of CLIENT and to achieve refunds or adjustments in these areas:

### NC Sales and Use Tax Funds

1. Discovery of Additional NC Sales and Use Tax Refunds and/or
2. County Tax Reallocation Adjustments to any Non-Profit/Governmental Entity receiving county sales tax refunds from the County

SEGAL will request CLIENT to request a report from NC Revenue as to Non-profit and governmental entities receiving county tax funds from the County. Based on this list SEGAL will then assist any and all entities with a review of their E-585 Refund claims and implement the necessary adjustments and submit for review by NC Department of Revenue in order for County to receive these funds. SEGAL will also review the records of CLIENT to discover unclaimed NC sales and use tax.

Client agrees to pay SEGAL a fee for this service based upon the average annual amount of County Tax being requested by the non-profit entity under review on their original refund claim, as follows:

PROFESSIONAL SERVICES	FEES
Annual refund claims requesting \$500,000 or more of County tax	30%
Annual refund claims requesting \$300,000 to \$500,000 of County tax	35%
Annual refund claims requesting \$150,000 to \$300,000 of County tax	40%
Annual refund claims requesting \$75,000 to \$150,000 of County tax	45%
Annual refund claims requesting less than \$75,000 of County tax	50%

The fee percentage will be applied to the county sales tax distributed by the State based on the verification supplied by the NC Department of Revenue.

This fee will be due within 45 days of CLIENT'S receipt of funds or official documentation from the North Carolina Department of Revenue evidencing the additional sales/use tax revenue being transferred or paid to the CLIENT.

**SEGAL AGREES TO MAINTAIN IN STRICT CONFIDENCE ALL INFORMATION RECEIVED FROM CLIENT CONCERNING ITS REVENUES/EXPENSES AND METHODS OF DOING BUSINESS. FURTHERMORE, SEGAL ACTS AS A CONSULTANT ONLY AND DOES NOT RECEIVE ANY COMMISSIONS OR REMUNERATION OF ANY KIND FROM ANY VENDORS OR SERVICE PROVIDERS.**


SEGAL has contracted with Dixon Hughes Goodman LLP to assist with this project.

The persons signing below are authorized to do so on behalf of their respective organizations.  
This Letter of Agreement shall be binding upon the parties hereto, their heirs, successors and assigns.  
This Letter of Agreement is entered into effective as of \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

CLIENT: Stanly County

SEGAL Revenue & Expense Specialists, Inc.

By: \_\_\_\_\_

By:  \_\_\_\_\_

Robert S. Segal

Title: \_\_\_\_\_

Title: President

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act as amended.

Date: \_\_\_\_\_ Finance Officer



# Stanly County Board of Commissioners

Meeting Date: August 4, 2014  
 Presenter: Andy Lucas

Consent Agenda | 3 | Regular Agenda **X**

Presentation Equipment:  Lectern PC\*  Lectern VCR  Lectern DVD  Document Camera\*\*  Laptop\*\*\*

Please Provide a Brief Description of your Presentations format: \_\_\_\_\_

\* PC is equipped with Windows XP and Microsoft Office XP (including Word, Excel, and PowerPoint), Internet connectivity and Network connectivity for County Employees.

\*\* If you have need to use the Document Camera and zoom into a particular area, if possible please attach a copy of the document with the area indicated that you need to zoom into. A laser light is available to pinpoint your area of projection.

\*\*\* You can bring in a laptop that will allow video out to be connected at the lectern – set display to 60Mhz.

## ITEM TO BE CONSIDERED

<b>Subject</b>	Review of Naming Rights RFP for livestock arena on the grounds of the Agri-Civic Center.
<b>Requested Action</b>	Approve RFP for Naming Rights privileges at the proposed livestock arena.

Signature: Candice B. Moffitt  
 Date: \_\_\_\_\_

Dept. Agri-Civic Center  
 Attachments:           yes       X       No

Review Process			
	Approved		Initials
	Yes	No	
Finance Director	—	—	
Budget Amendment Necessary	—	—	
County Attorney	—	—	
County Manager	—	—	
Other:	—	—	

**Certification of Action**

Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on

\_\_\_\_\_

Tyler Brummitt, Clerk to the Board           Date

# INSTRUCTIONS TO RESPONDENTS – REQUEST FOR PROPOSALS

## Stanly County Agri-Civic Center “Livestock Arena Naming Rights”

### Stanly County, North Carolina

Stanly County, North Carolina (hereinafter referred to as “Stanly County” or “County”) is seeking proposals from interested parties or vendors interested in the naming rights for the proposed Livestock Arena to be constructed on the grounds of the current Agri-Civic Center located at the intersection of NC 24/27 and Newt Road. This is an opportunity to benefit from the exposure to an estimated 15,000 vehicles per day.

The contract length is negotiable with 5-10 years preferred.

#### **I. Benefits in the Naming Rights Package**

Listed below are the benefits that will be made to the successful respondent. The name of the new Livestock Arena which is proposed by the successful respondent and approved by the Stanly County Board of Commissioners (BOCC) will be the exclusive name of the facility in all official facility references, correspondence, and advertisements during the term of the agreement. The successful respondent will have the right to create and develop a proposed logo for the facility to be owned jointly by respondent and Stanly County and which design is subject to approval by the BOCC. Said name and/or logo identification will be in all official facility references made by the BOCC including, but not limited to, the following:

- Media correspondence
- Media placement – television, radio, print, social media links
- Website
- Facility marketing collateral
- Facility related publications
- Promotional items and merchandise
- Advertising/promotional literature

#### ***Exterior facility name and signage opportunities:***

- Additional sign supplement to existing NC 24/27 sign
- Front of the livestock facility at the main entrance
- Signage on all entry doors
- Parking lot directional signs

#### ***Interior facility name and signage opportunities:***

- Common area
- Interior directional signage

*Facility use opportunities:*

- Free use of the arena for its own business/corporate events no more than two (2) days per year (non-transferrable). Uses must be scheduled through the facility Director no less than one month prior to the desired date and are subject to availability. Execution of the County's standard Agri-Civic Center rental agreement is still required and all cleaning fees will apply.

**II. Selection Criteria**

Any and all proposals will be considered. However, the respondent will address, at a minimum, the selection criteria hereinafter listed:

- A. **Financial Proposal**: Respondent shall outline its financial proposal including, but not limited to, payment plan and escalation factors in sufficient detail so a thorough analysis of the proposal may be performed. In valuing naming rights, corporations generally consider the following attributes:
- Proposed term of contract
  - Number and type of events held at the facility
  - Annual attendance
  - Demographics of the audience(s)
  - Media exposure
  - Comparative analysis with other similar facilities
  - Projected future events/historical performance

Stanly County desires the payment plan to be made in equal annual installments over the term of the agreement. The successful respondent will be responsible for the cost of any and all naming rights signage on the exterior and interior of the facility, including but not limited to the design, fabrication, and installation/placement of said signage.

Additionally, respondents are encouraged to quantify the value of any proposed in-kind contributions. For example, a company may donate the use of a riding lawn mower for a year or donate cleaning supplies, etc. Please include any and all documentation to support the value of the proposed in-kind contribution(s).

- B. **Term**: Respondent shall outline the proposed term of the agreement. A minimum of five (5) years is contemplated. Stanly County prefers a term not to exceed ten (10) years.
- C. **Exclusivity**: Respondent shall define the entities within the respondent's principal area of business which it desires to preclude from having naming rights for selected areas within the facility. Stanly County intends to avoid the granting of naming rights for meeting rooms and other areas within the facility which are in the same principal area of business as the successful respondent, but there will be no restriction for the sponsoring of events or any other sponsorship or promotional use of the facility or in the facility.
- D. **Proposed Name of Livestock Arena**: The respondent shall propose alternative names for the facility. These will be discussed more fully during the negotiation process with the BOCC having



approval authority over the name and logo associated with the facility. Stanly County desires to retain "Livestock Arena" as part of any proposed name; however, the County will consider all options. The successful respondent will be required to grant the right to County to include any trademarks which are included in the facility name and facility logo.

- E. **Time for Consideration:** Due to the evaluation process, proposals must remain in effect for at least 120 days after the date of receipt.

Respondents are welcome to include any additional information deemed relevant and appropriate for consideration.

### **III. Request for Proposal Response Process**

The process for selecting the most suitable corporate naming rights partner is designed to attract competitive bids from businesses and corporations which support increasing Stanly County's profile in both the Charlotte region and state of North Carolina.

**Criteria for Selection:** Proposals by respondents will be evaluated on the basis of criteria deemed most appropriate for a successful partnership. The criteria include, but are not limited to, the following:

- Financial structure of the proposal
- Term of the proposal
- Exclusivity rights
- Proposed name of the facility
- Marketing initiatives to promote, market and support the facility
- Financial stability of the corporate partner
- Compliance with the County's Sponsorship Policy

### **IV. Facility Tour**

Perspective respondents have the option to schedule a tour of the Agri-Civic Center facility and grounds beginning on Monday, August 18, 2014 through Friday, August 29, 2014 between the hours of 10:00 AM and 3:00 PM. **Appointments can be made by contacting either Candice Moffitt or Brooke Jones at 704-986-3666.**

### **V. Schedule**

The following outlines the proposed timing of responses, interviews and selection; however, the BOCC reserves the right to modify the dates as necessary. Any changes will be issued via addendum(s) to this RFP.

- Tuesday, August 5, 2014: RFP released on Stanly County website
- Friday, August 22, 2014: Last day to submit written questions regarding RFP
- Friday, September 5, 2014: Deadline for submission of proposal (5:00 PM)

- Week of September 15, 2014: Interviews with selected respondents
- Monday, October 6, 2014 Presentation & approval of naming rights partner by BOCC

**VI. Respondent Instructions**

A. All respondents should direct all written questions to:

Ms. Candice Moffitt, Director  
Stanly County Agri-Civic Center  
Email: [cmoffitt@stanlycountync.gov](mailto:cmoffitt@stanlycountync.gov)

B. By Friday, September 5, 2014 at 5:00 PM EST (close of business) proposals must be received in a sealed envelope marked "RFP for Naming Rights" and addressed to:

Stanly County  
Attn: County Manager's Office  
1000 N. First Street, Suite 10A  
Albemarle, NC 28001



# Stanly County Board of Commissioners

Meeting Date August 4, 2014

Presenter: Andy Lucas, County Manager

Consent Agenda	4
Regular Agenda	

## ITEM TO BE CONSIDERED

### 2014 Single Family Rehab and Urgent Repair Grants – Policy Approval

The County recently received a \$170,000 Single Family Rehabilitation grant and a \$100,000 Urgent Repair grant from the NC Housing Finance Agency for 2014. These grants will assist eligible low to moderate income elderly homeowners with making needed home improvement repairs.

**Subject** The Board must approve a housing assistance policy for both grants as well as a policy related to procurement and disbursement of funds.

**Requested Action** Review and consider adopting the housing assistance policies and the procurement and disbursement policies for both the 2014 Single Family Rehab and Urgent Repair grants.

<p>Date: <u>7/28/14</u></p>	<p>Dept: <u>Central Administration</u></p> <p>Attachments: X    yes                      <input type="checkbox"/> no</p>																										
<p><b>Review Process</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Approved</th> <th rowspan="2">Initials</th> </tr> <tr> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Finance Director</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Budget Amendment Necessary</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>County Attorney</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>County Manager</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Other:</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> </tbody> </table>		Approved		Initials	Yes	No	Finance Director	<input type="checkbox"/>	<input type="checkbox"/>		Budget Amendment Necessary	<input type="checkbox"/>	<input type="checkbox"/>		County Attorney	<input type="checkbox"/>	<input type="checkbox"/>		County Manager	<input type="checkbox"/>	<input type="checkbox"/>		Other:	<input type="checkbox"/>	<input type="checkbox"/>		<p style="text-align: center;"><b>Certification of Action</b></p> <p style="text-align: center;">Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Tyler Brummitt, Clerk to the Board                      Date</p>
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# Stanly County

## Assistance Policy For the 2014 Cycle of the Single-Family Rehabilitation Program

**What is the Single-Family Rehabilitation Program?** Stanly County (hereafter the County) has been awarded \$170,000 by the North Carolina Housing Finance Agency ("NCHFA") under the 2014 cycle of the Single-Family Rehabilitation Program ("SFR2014"). In addition to this award, participation in this round includes the County's membership in a performance pool, which will allow for service to additional applicants. This program provides funds to assist with the rehabilitation of moderately deteriorated homes which are owned and occupied by lower-income households. The County, one of a small number of organizations funded in the whole state under SFR2014, plans to apply the funds toward the rehabilitation of single family homes within Stanly County.

This Assistance Policy describes who is eligible to apply for assistance under the SFR program, how applications for assistance will be rated and ranked, what the terms of assistance are and how the whole rehabilitation process will be managed. The County has tried to design this SFR2014 project to be fair, open, and consistent with the County's approved application for funding and with NCHFA's SFR Program Guidelines.

The funds provided by NCHFA come from the US Department of Housing and Urban Development's (HUD) federal HOME Investment Partnerships Program.

**Program Goals and Objective.** The primary goal of the 2014 cycle of the SFR program is to encourage the comprehensive rehabilitation of scattered-site-single-family housing units owned and occupied by very low and low Income elderly and/or disabled homeowners.

The objectives of the SFR Program are:

- 1) To promote equitable distribution of program funds across the state;
- 2) To serve elderly and disabled homeowners with income at or below eighty percent(80%) of area median Incomes;
- 3) To facilitate aging in place amongst elderly and disabled homeowners through accessibility modifications;
- 4) To promote the long-term affordability and lower operating costs of assisted units through cost-effective energy-efficiency measures and performance testing;
- 5) To facilitate the continued development of rehabilitation management skills among recipient organizations; and
- 6) To complement other housing repair and rehabilitation programs.

SFR Rehabilitation Standards ensure that each unit assisted will make a long-term positive impact on the state's housing stock by providing decent, affordable housing for at least another generation.

**Who is eligible to apply?** There are three major requirements to be eligible for SFR2014 assistance.

- 1) The homeowner's family or household must be below 80% of median area Income.
- 2) A member of the household must be elderly and/or disabled.
- 3) The applicant's house must be deteriorated, but not so much that the homes selected for rehabilitation cannot be brought up to standards with the limited funding available (maximum of \$45,000 / house). **Unfortunately, some otherwise-eligible Stanly County families will be deemed ineligible because their homes fail this test.**

More specifically, to be eligible for consideration, homeowners must meet the following requirements:

- Applicants for SFR rehabilitation funds must prove that they own and occupy the property to be rehabilitated as their primary residence. Life Estate is not an acceptable form of ownership interest under the SFR program.
- The property owner must be free of any back taxes or liens in default at time of application.
- Applicants must reside within Stanly County.
- Applicants must be a U.S. citizen.
- Applicants' homes must meet all of the tests listed below. *(See "What types of houses are eligible?" below)*
- Applicants' household incomes must fall at or below 80% of the area median. *(See bolded section of chart below.)*

**2014 Income Limits for Stanly County, North Carolina  
Single-Family Rehabilitation Program (SFR14)**

Percent Median Income	One Person	Two Persons	Three Persons	Four Persons	Five Persons	Six Persons	Seven Persons	Eight Persons
30%	\$12,500	\$14,250	\$16,050	\$17,800	\$19,250	\$20,650	\$22,100	\$23,500
50%	\$20,800	\$23,800	\$26,750	\$29,700	\$32,100	\$34,500	\$36,850	\$39,250
80%	\$33,250	\$38,000	\$42,750	\$47,500	\$51,300	\$55,100	\$58,900	\$62,700

\*Based on HUD 2014 Median Income level of \$59,400

**What types of houses are eligible?** Properties are eligible only if they meet all of the following requirements:

- The property must be an owner-occupied, single-family house within Stanly County.
- The property must require at least \$5,000 of improvements in order to meet SFR program standards.
- The property must be free of environmental hazards and other nuisances or any such hazards or nuisances must be corrected as part of the rehabilitation of the unit. The Rehabilitation Specialist will determine whether there are environmental hazards/nuisances present on the site and if they can be removed through rehabilitation.
- The housing unit must be capable of meeting, upon completion of rehabilitation, NCHFA SFR14 Rehabilitation Standards (which includes Housing Quality Standards, Energy, Environmental, Lead Based Paint, and SFR General Standards).
- The property must be economically feasible to rehabilitate. This means that it must be possible to bring the unit into compliance with all SFR2014 rehabilitation standards at a cost not exceeding the program limits (\$45,000 per house).
- Properties cannot be located in the right-of-way of any impending or planned public improvements. The County will make this determination.
- The property cannot be located on a site that is endangered by mudslides, landslides or other natural or environmental hazards. The County will work with the homeowner to make this determination, if needed.
- **Manufactured housing is NOT eligible.**
- The property may not be located in a flood hazard area. The County will verify whether the home is in the flood plain.
- The property cannot have been repaired or rehabilitated with public funding of \$5,000 or more within the past 10 years without NCHFA approval.

**How are applications ranked?** There are many more eligible households (with eligible houses) than can be assisted with the available funds. Therefore, the County has devised the following priority system to rank eligible applicants, determine which of them will be selected for assistance and in what order. Under this system applicants will receive points for falling into certain categories of special need. The applications will be ranked according to which receive the most points. In the event of a tie, the lower income applicant will receive priority.

**Priority Ranking System for Stanly County  
2014 Single-Family Rehabilitation Program**

<b>Special Needs (for definitions, see below)</b>	<b>Points</b>
Elderly Head of Household ( <i>62 or older</i> ) or Disabled Head of Household	3
Disabled or Elderly Household Member ( <i>not Head of Household</i> )	1

<b>Income (See Income Table above)</b>	<b>Points</b>
Less than 30% of County Median Income	3
30% to 50% of County Median Income	2
51% to 80% of County Median Income	1
81% or above of County Median Income	Not Eligible

Housing Condition (as rated by the tax department)	Points
A or B	Not Eligible
C+	5
D+	3
D	1
D- and below	0

Year Built (as listed by the tax department)	Points
Built after 1978	7
Built in 1970-1978	4
Built before 1970	0

The definitions of special needs populations under Stanly County's SFR2014 Project are:

- *Elderly*: An individual aged 62 or older.
- *Disabled*: A person who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment.
- *Head of Household*: The person or persons who own(s) the house.
- *Household Member*: Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a "household member" (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Occupant*: An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of the household, regardless of the time of occupancy) or non-immediate family member who has resided in the dwelling at least 3 months prior to the submission of the family's application.

Recipients of assistance under the SFR program will be chosen by the above criteria without regard to race, creed, sex, color or national origin.

**Marketing the Program.**

Stanly County will advertise the program and the application throughout Stanly County. Notices will be posted in the Administration Building and other County buildings. The County will mail applications to all local governments and work closely with them to distribute program information. The County will also advertise the program in the Stanly News and Press.

**What are the terms of assistance under SFR2014?** Stanly County will provide several types of assistance to the homeowners whose homes are selected for rehabilitation. The County will determine the scope of work needed to meet SFR program standards, prepare a work write-up and bid documents, solicit competitive bids from approved contractors, provide contract documents, conduct a pre-construction conference, inspect work in progress, and disburse funds to the contractor.

To pay for the rehabilitation work, the County will provide part of the funds in the form of an interest-free loan, forgiven at \$3,000 per year. As long as the borrower lives in the home, no payments on the loan will be required. Of course, if the recipient prefers, the loan can be paid off at any time, either in installments or as a lump sum payment.

Each unit must use a minimum of \$5,000, but not more than \$45,000 of SFR2014 funds. The amount will depend on the scope of work, as determined by the Rehabilitation Specialist, and the best bid received. This amount also includes costs for lead inspections, lead risk assessments and pressure diagnostic testing.

The form of assistance for construction-related costs (hard costs) will be provided as no interest, no payment loans which are forgiven at the rate of \$3,000 per year. The forgivable loan may not exceed \$45,000. In addition, assistance for cost associated with construction (soft costs) such as environmental reviews, property evaluation and inspections will be provided in the form of a grant. This amount also includes costs for lead inspections, lead risk assessments and pressure diagnostic testing. The grant is funded by the HOME Investment Partnerships Program. The maximum amount of the grant is \$11,450(plus \$500 for Home Performance with Energy Star.)

So long as the Borrower is not in default, the balance due under this Note shall automatically be reduced by Three Thousand Dollars (\$3,000.00) on each anniversary date of this Note such that on the Maturity Date the outstanding principal balance due will be zero (\$0.00)

**For example, if this Note were for \$15,000.00 and the date of this Note were November 1, 2014, then:**

Date of Reduction	Amount of Total Principal Reduction	Amount Remaining Due as of Date of Reduction
November 1, 2015	\$3,000.00	\$12,000.00
November 1, 2016	\$3,000.00	\$9,000.00
November 1, 2017	\$3,000.00	\$6,000.00
November 1, 2018	\$3,000.00	\$3,000.00
November 1, 2019	\$3,000.00	\$0.00

**What kinds of work will be completed?** Each house selected for assistance will be rehabilitated to meet NCHFA SFR2014 rehabilitation standards. These requirements are spelled out in full in the County's 2014 SFR Program Administrator's Manual, which is available online at [www.nchfa.com](http://www.nchfa.com) or may be viewed at reasonable times, upon request, at the County's Administration Building.

In addition to the above items that must be completed to satisfy NCHFA requirements, the scope of work may also include certain items meant to enhance or protect neighborhood and unit property values, and/or home modifications designed to enable frail or disabled household members to function more independently.

Generally, the County will specify that rehabilitation tasks be accomplished in the least-expensive method that is deemed adequate to meet program standards. The SFR assistance cannot be used for luxury or unnecessary remodeling work.

Of course, contractors performing work funded under SFR2014 are responsible for meeting all local requirements for permits and inspections. All work completed under the program must be performed to NC State Residential Building Code standards (This does not mean, however, that the whole house must be brought up to Building Code Standards.).

**Who will do the work on the homes?** Stanly County is obligated under SFR2014 to ensure that quality work is completed at reasonable prices and that all work is contracted through a fair, open and competitive process. To meet those very difficult requirements, the County will invite bids only from licensed contractors who are part of an "approved contractors' registry".

To be on the registry, contractors must (1) fill out an application form, listing several references and recent jobs completed and (2) be licensed in the state of North Carolina. The County reserves the right to



remove any contractor from the registry for any reason. The County invite minorities to participate in the SFR program and do not discriminate on the basis of race, color, gender, national origin, age, religion, creed, disability, or sexual orientation. the County is an equal opportunity employer.

Approved contractors will be invited to bid on each job, and the lowest responsive and responsible bidder will be selected for the contract. "Responsive and responsible" means the contractor (1) is deemed able to complete the work in a timely fashion and (2) that the bid is within 15% (in either direction) of the County's cost estimate. If the contractors fail either of these tests for responsive and responsible bidder, the rehab specialist has the option to reject all bids and rebid the jobs. If required, lead based paint abatement will be performed by contractors who are state certified to perform such work. Note: All contractors must be licensed general contractors in the state of North Carolina to bid in this program regardless of bid amount.

**What are the steps in the process, from application to completion?** Now that you have the information about how to qualify for the 2014 the County – Stanly County Single-Family Rehabilitation Program project, what work can be completed, and who will do it, let's go through all the major steps in the process:

- 1. Completing an Application Form:** Applications will be accepted on a continuous basis but **homeowners who wish to be considered immediately should submit an application form by August 15<sup>th</sup>, 2014.** Applications will continue to be accepted after this date, but will be reviewed after all applications submitted prior to August 15<sup>th</sup>, 2014. Apply by contacting the County at (704) 986-3601 and 1000 N First Street, Albemarle, NC. Proof of ownership and income will be required. Those who have applied for housing assistance from the County in the past will not automatically be reconsidered. A new application will need to be submitted.
- 2. Preliminary Inspection:** The Rehabilitation Specialist will visit the homes of potential recipients to determine the need and feasibility of the home for rehabilitation.
- 3. Screening of Applicants:** Applications will be rated and ranked by the County based on the priority system outlined above and the feasibility of rehabilitating the house. The households to be offered assistance will be selected by the County at which time the household income will be verified for program purposes only (information will be kept confidential). Ownership of property will be verified along with other rating factors.
- 4. Applicant Selection:** From this review, the most qualified applicants will be chosen according to the priority system described above. Applicants that are unlikely to receive assistance due to ranking or that are ineligible for the program will receive correspondence from the County stating as such.
- 5. Applicant Interviews:** Approved applicants will be provided detailed information on assistance, lead hazards, program rehabilitation standards and the contracting procedures associated with their project at this informational interview. Before proceeding with the rehabilitation of their home, the applicant will be given five (5) days in which to decide whether to accept the loan and participate in the SFR program or not. Applicants will be encouraged to consult with family members and legal professionals in order to determine the best course of action for them. Homeowners will be asked to complete a written agreement that will explain and govern the rehabilitation process. This agreement will define the roles of the parties involved throughout the rehabilitation process. The County will then submit to NCHFA the SFR2014 Loan Application and Reservation Request forms for each potential borrower for approval of SFR funding.

6. **Work Write-up:** The Rehabilitation Specialist will visit the home again for a more thorough inspection. All parts of the home must be made accessible for inspection, including the attic and crawlspace, if any. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks and the like. The Rehabilitation Specialist will prepare complete and detailed work specifications (known as the "work write-up"). A final cost estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bidding is completed.
7. **Bidding:** The work write-up and bid documents will be mailed to the contractors from the Approved Contractors Registry who will be given two to three weeks in which to inspect the property and prepare bid proposals. The names of the invited contractors will be supplied to the homeowner. Each will need access to all parts of the house in order to prepare a bid. A bid opening will be conducted at the Administration Building at a specified date and time, with all bidders and the homeowner invited to attend.
8. **Contractor Selection:** Within 24 hours of the bid opening, after review of bid breakdowns and timing factors, the winning bidder will be selected. All bidders and the homeowner will be notified of (1) the selection, (2) the amount, (3) the amount of the County's cost estimate, and (4) if other than the lowest bidder is selected, of the specific reasons for the selection.
9. **Loan Closing and Contract Execution:** Loan and contract documents will be executed; these will bind all parties and make the project official. The contract will be between the contractor and the homeowner, with the County signing as an interested third party. Contractors must submit proof of liability insurance. Note: North Carolina law states you have the right to be represented by council at a loan closing. If you choose not to be represented, you must sign an Unrepresented Borrower Affidavit.
10. **Pre-Construction Conference:** A pre-construction conference will be held at the home. At this time, the homeowner, contractor and program representatives will discuss the details of the work to be completed. Starting and ending dates will be agreed upon, along with any special arrangements such as weekend or evening work hours and disposition of items to be removed from the home (such as old cabinets, etc.). Within three (3) business days of the pre-construction conference, the County will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date.
11. **Construction:** The contractor will be responsible for obtaining a building permit for the project before beginning work. The permit must be posted at the house during the entire period of construction. Program staff will closely monitor the contractor during the construction period to make sure that the work is being completed according to the work write-up (which is made a part of the rehabilitation contract by reference) and in a timely fashion. Code Enforcement Officers will inspect new work for compliance with the State Building Code, as with any other job. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work areas as much as practicable.
12. **Temporary Relocation:** Temporary relocation may be necessary for various reasons including the presence of lead-based paint hazards. Relocation assistance may be offered to help address the financial burden associated with temporary relocation only to those households required to temporarily relocate as a result of activity related to the rehabilitation of their home.
13. **Change Orders:** All changes to the scope of work must be approved by the owner, the contractor, and two the County officials and reduced to writing as a contract amendment ("change order"). If the changes require an adjustment in the loan amount, the change must be specified in the change order.

- 14. Progress Payments:** The contractor is entitled to request a maximum of two partial payments during construction, when the contract is 30% and 80% complete. When a payment is requested, the Rehabilitation Specialist will inspect the work within three business days, list all items deemed 100% complete, and calculate a payment based on 90% of the total contracted amount of those completed items. Payment will be made within four business days of receiving funds from NCHFA.
- 15. Closeout:** When the contractor declares the work complete, program staff will thoroughly inspect work. If deficiencies are observed, the contractor will be required to correct them. When the Rehabilitation Specialist and the homeowner are satisfied that the contract has been fulfilled, each will sign off and, after receipt of the contractor's final invoice, the final payment will be ordered. The contractor will submit all lien releases prior to release of the final payment. All material and workmanship will be guaranteed for a one-year period after the date of project completion.
- 16. Post-Construction Conference:** Following construction, the contractor and the Rehabilitation Specialist will sit down with the homeowner one last time. At this conference, the contractor will hand over all owner's manuals and warranties on equipment. The contractor and Rehabilitation Specialist will go over operating and maintenance requirements for the new equipment and appliances and discuss general maintenance of the home with the homeowner. The homeowner will have the opportunity to ask any final questions about the work.
- 17. Recordation:** As soon as possible after the contract has been awarded, and prior to beginning work, the County will execute the required loan note and deed of trust on behalf of the NCHFA. If, upon completion of all rehabilitation work, the contract price has changed due to the effect of change orders, the County will coordinate the execution of an estoppel agreement reflecting the decrease in the original loan amount. The loan is the property of NCHFA, with original documents sent there for storage and "servicing".
- 18. The Warranty Period:** It is extremely important that any problems with the work that was performed be reported to the Rehabilitation Specialist as soon as possible. All bona fide defects in materials and workmanship reported within one year of completion of construction will be corrected free of charge.

**What are the key dates?** If, after reading this document, you feel that you qualify for this program and wish to apply, please keep the following dates in mind:

- Applications available to the public starting July 1, 2014.
- To receive first consideration, applications must be turned in at the County's Administration Office by 5:00 PM on August 15th, 2014.
- Awards made to loan recipients will begin on October 1, 2014.
- All rehabilitation work must be under contract by December 31, 2016.
- All rehabilitation work must be completed by June 30, 2017.

**How do I request an application?** Just contact:

County Manager's Office at (704) 986-3601 or stop by 100 N First Street, Albemarle, NC, Monday through Friday, 8:30am to 5pm.

**Is there a procedure for dealing with complaints, disputes and appeals?** Although the application process and rehabilitation guidelines are meant to be as fair as possible, the County realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

During the application process:

1. If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made, he/she should contact Andy Lucas, County Manager, within five days of the initial decision and voice their concern. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing.
2. A written appeal must be made within 10 business days of the initial decision on an application.
3. The County will respond in writing to any complaints or appeals within 10 business days of receiving written comments.

During and after the rehabilitation process:

1. If the homeowner feels that construction is not being completed according to the contract, he/she must inform the contractor and the Rehabilitation Specialist.
2. The Rehabilitation Specialist will inspect the work in question. If he finds that the work is not being completed according to contract, the Rehabilitation Specialist will review the contract with the contractor and ask the contractor to remedy the problem.
3. If problems persist, a mediation conference between the homeowner and the contractor may be convened by the Rehabilitation Specialist and facilitated by the CD Manager.
4. Should the mediation conference fail to resolve the dispute, the CD Manager will render a written final decision.
5. If the Rehabilitation Specialist finds that the work is being completed according to contract, the complaint will be noted and the Rehabilitation Specialist and the homeowner will discuss the concern and the reason for the Rehabilitation Specialist's decision.

**Will the personal information provided remain confidential?** Yes. All information in applicant files will remain confidential. Access to the information will be provided only to the County employees and project consultants who are directly involved in the program, the North Carolina Housing Finance Agency, the US Department of Housing and Urban Development (HUD) and auditors.

**What about conflicts of interest?** No officer or employee of the County, or entity contracting with the County, who exercises any functions or responsibilities with respect to the SFR program shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with program funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of the County employees, Board Members, and others closely identified with the County, may be approved for rehabilitation assistance only upon public disclosure before County Council and written permission from NCHFA.

**What about favoritism?** All activities under SFR2014, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to race, creed, sex, color, or national origin.

**Who can I contact about the SFR2014 program?** Any questions regarding any part of this application or program should be addressed to:

Sarah Zinn, Project Coordinator  
The Wooten Company  
120 N. Boylan Avenue

Raleigh, NC 27603 (919) 828-0531

Andy Lucas, County Manager  
Stanly County

100 N First Street  
Albemarle, NC 28001 (704) 986-3601

These contacts will do their utmost to answer questions and inquiries in the most efficient and correct manner possible.

Adopted this \_\_\_\_ day of August 2014.

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Tony M. Dennis, Chairman

Attest:

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Tyler Brummitt, Clerk to the Board

## **Stanly County's Single Family Rehabilitation Program**

### **PROCUREMENT POLICY**

1. To the maximum extent practical, Stanly County promotes a fair, open and competitive procurement process as required under the North Carolina Housing Finance Agency's Single Family Rehabilitation Program (SFR). Bids are invited from Contractors who are part of Stanly County's approved contractor registry. (To be on the registry, a contractor must complete an application, have their recent work inspected, reviewed and approved by the Rehabilitation Specialist and submit proof of insurance at the appropriate levels required by Stanly County.)
2. Three to five eligible contractors on Stanly County's approved contractor registry shall be invited to bid on each job and the lowest responsive and responsible bidder shall be selected for the contract. "Responsive and responsible" means (a) the contractor is deemed able to complete the work in a timely fashion, (b) the bid is within 15%, in either direction, of Stanly County's cost estimate, and (c) there is no conflict of interest (real or apparent).
3. Although bid packages may be bundled for multiple job sites, the bids for multiple job sites shall be considered separate and apart when awarded and shall be awarded to the lowest responsive and responsible bidder for each job site.
4. Bid packages shall consist of an invitation to bid, work write up(s) and bid sheet(s) for each job.
5. Bids must include a cost-per-item breakdown with line item totals equaling the submitted bid price. Discrepancies must be reconciled prior to a contract being awarded.
6. Any change to the original scope of work must be reduced to writing in the form of a change order to be agreed upon and signed by all parties to the original contract. The change order must also detail any changes to the original contract price.
7. No work may begin prior to a contract being awarded and a written order to proceed provided to the contractor. In addition, a pre-construction conference and "walk thru" shall be held at the work site prior to commencement of repair work.
8. Stanly County reserves the right to reject any or all bids at any time during the procurement process.
9. In the event of a true emergency situation, Stanly County reserves the right to waive normal procurement procedures in favor of more expedient methods, which may include seeking telephone quotes, faxed bids and the like. Should such methods ever become necessary the transaction will be fully documented.
10. All sealed bids will be opened publicly at a time and place to be announced in the bid invitation. All bidders are welcome to attend.

**DISBURSEMENT POLICY**

1. All repair work must be inspected by (a) Stanly County's Rehabilitation Specialist, (b) a Code Enforcement Officer, and (c) the homeowner prior to any payments to contractors. If all work is deemed satisfactory and all other factors and written agreements are in order, payment shall be issued upon presentation of an original invoice from the contractor. Contractor should allow 30 business days for processing of the invoice for payment.
2. If any of the work is deemed unsatisfactory, it must be corrected prior to authorization of payment. If the contractor fails to correct the work to the satisfaction of Stanly County's Rehabilitation Specialist, payment may be withheld until such time the work is satisfactory. (Contractors may follow Stanly County's Single Family Rehabilitation Program Assistance Policy if a dispute occurs; however, contractors shall abide by the final decision as stated in the policy).
3. Stanly County assures, through this policy, that adequate funds shall be available to pay the contractor for satisfactory work.
4. All contractors, sub-contractors and suppliers must sign a lien waiver prior to disbursement of funds.

The Procurement and Disbursement Policy is adopted this the \_\_\_\_\_ day of August, 2014.

**STANLY COUNTY**

BY: \_\_\_\_\_  
Tony M. Dennis, Chairman of the Board of Commissioners

Attested by: \_\_\_\_\_  
Tyler Brummitt, Clerk

**CONTRACTORS STATEMENT:**

I have read and understand the attached Procurement and Disbursement Policy.

BY: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

WITNESS: \_\_\_\_\_



**STANLY COUNTY  
ASSISTANCE POLICY  
FOR THE 2014 CYCLE OF THE  
URGENT REPAIR PROGRAM**

**What is the Urgent Repair Program?** Stanly County (hereafter the County) has been awarded \$100,000 by the North Carolina Housing Finance Agency (“NCHFA”) under the 2014 cycle of the Urgent Repair Program (“URP14”). This program provides funds to assist very-low and low- income households with special needs in addressing housing conditions which pose imminent threats to their life and/or safety or to provide accessibility modifications and other repairs necessary to prevent displacement of very-low and low- income homeowners with special needs such as frail elderly and persons with disabilities. A total of 12 households will be assisted under URP14.

This Assistance Policy describes who is eligible to apply for assistance under URP14, how applications for assistance will be rated and ranked, what the form of assistance is and how the repair/modification process will be managed. The County has tried to design this URP14 project to be fair, open, and consistent with the County’s approved application for funding and with NCHFA’s URP Program Guidelines.

The funds provided by NCHFA come from the North Carolina Housing Trust Fund.

**Eligibility** To be eligible for assistance under URP14 applicants

- 1) must reside within the County limits of Stanly County and own and occupy the home in need of repair
- 2) must have a household income which does not exceed 50% of the County median income for the household size (see income limits below)
- 3) must have a special need (i.e. be elderly,  $\geq 62$  years old, handicapped or disabled, a single parent with a dependent living at home, a large family with  $\geq 5$  household members or a household with a child below the age of six with an elevated blood lead level (between  $10\mu\text{g}/\text{dl}$  and  $20\mu\text{g}/\text{dl}$ )).
- 4) must have urgent repair needs, which can not be met through other state or federally- funded housing assistance programs

**URP14 Income Limits for Stanly County\***

Number in Household	30% of Median (very-low income)	50% of Median (low income)
1	\$12,500	\$20,800
2	\$14,250	\$23,800
3	\$16,050	\$26,750
4	\$17,800	\$29,700
5	\$19,250	\$32,100
6	\$20,650	\$34,500
7	\$22,100	\$36,850
8	\$23,500	\$39,250

\*Based on HUD 2014 Median Income level of \$59,400

**Advertisement of the Urgent Repair Program** The County will either advertise or publish an article about the Urgent Repair Program in the local newspaper serving the County (*The Stanly News and Press*), in the Administration Building and other County buildings. The County will also mail applications to all local governments and work closely with them to distribute program information.

**Selection of applicants** The County has devised the following priority system to rank eligible applicants, determine which of them will be selected for assistance and in what order. Under this system applicants will receive points for falling into certain categories of special need and income. The applications will be ranked according to which receive the most points.

**Priority Ranking System for Stanly County’s URP14**

<b><i>Special Needs (for definitions, see below)</i></b>	<b><i>Points</i></b>
Elderly Head of Household (62 or older) or Disabled Head of Household	3
Disabled or Elderly Household Member (not Head of Household)	1
<b><i>Income (See Income Table above)</i></b>	<b><i>Points</i></b>
Less than 30% of County Median Income	3
30% to 50% of County Median Income	2
51% to 80% of County Median Income	Not Eligible

*\*In the event of a tie score, preference will be given to the applicant with the lower income.*

Under NCHFA Program Guidelines, a minimum of 50% of households assisted must have incomes which are less than 30% of the area median income for the household size, and no household with an income exceeding 50% of the area median income will be eligible. This guideline will be adhered to strictly and will be the primary factor in the selection of those households to be assisted under URP14.

Recipients of assistance under the URP14 will be chosen by the above criteria without regard to race, creed, sex, color or national origin.

**The definitions of special needs’ populations under URP14 are:**

- *Elderly:* An individual aged 62 or older.
- *Disabled:* A person who has a physical, mental or developmental disability that greatly limits one or more major life activities, has a record of such impairment, or is regarded as having such an impairment.
- *Head of Household:* The person or persons who own(s) the house.
- *Household Member:* Any individual who is an occupant (defined below) of the unit to be rehabilitated shall be considered a “household member” (the number of household members will be used to determine household size and all household members are subject to income verification).
- *Occupant:* An occupant is defined as any immediate family member (mother, father, spouse, son/daughter of the head of the household, regardless of the time of occupancy) or non-immediate family member who has resided in the dwelling at least 3 months prior to the submission of the family’s application.

**Client Referral and Support Services** Many homeowners assisted through the Urgent Repair Program may also need other services. When the Urgent Repair Program staff meets the homeowner during the work write-up process, they will discuss the resources and programs available in the County and provide pamphlets and a list of the agencies with contact information. With the homeowner's permission, a case file will be created and a staff person will follow up with the homeowner concerning the available services in the referral network.

**What is the form of assistance under URP14?** The County will provide assistance to homeowners, whose homes are selected for repair/modification in the form of a loan. Homeowners will receive an unsecured deferred, interest-free loan, forgiven at a rate of \$1,000 per year, until the principal balance is reduced to zero.

**What is the amount of the loan?** The amount of the loan will depend on the scope of work necessary to address the identified imminent threats to life and/or safety, and that will be determined by the County's rehabilitation specialist. There is no minimum to the amount of the loan; however the maximum life-time limit according to the guidelines of URP14 is \$8,000.

**What kinds of work will be done?** Only repairs that address imminent threats to the life and/or safety of occupants of the dwelling unit or accessibility modifications will be performed under the County's URP. It should be noted that all deficiencies in a home may not be rectified with the available funds.

All work that is completed under URP14 must meet or exceed NC Residential Building Code.

**Who will do the work on the homes?** The County is obligated under URP14 to ensure that quality work is done at reasonable prices and that all work is contracted through a fair, open and competitive process. To meet those very difficult requirements, the County will invite bids only from contractors who are part of an "approved contractors' registry".

To be on the registry, contractors must (1) fill out an application form, listing several references and recent jobs completed, and (2) receive the "conditional approval" of the County. Once a contractor who has been conditionally approved has successfully completed one job for the County, his or her status is upgraded to "regular approval", meaning that they will be allowed to bid on a regular rotation as long as they remain in good standing. (Homeowners who know of quality rehabilitation contractors that are not on the County's Approved Contractors Registry are welcome to invite them to apply.)

A minimum of three approved contractors will be invited to bid on each job, and the lowest responsive and responsible bidder will be selected for the contract. "Responsive and responsible" means the contractor (1) is deemed able to complete the work in a timely fashion, and (2) that the bid is within 15% (in either direction) of the County's cost estimate.

**What are the steps in the process, from application to completion?** Now that you have the information about how to qualify for Stanly County's URP14, what work can be done, and who will do it, let's go through all the major steps in the process:

- 1. Completing an Application form:** Homeowners who wish to apply for assistance must do so by September 15, 2014. Apply by contacting the County Central Administration at 704-986-3600 and 1000 N. First Street, Albemarle, NC 28801. Proof of ownership and income will be required. Those who have applied for housing assistance from the County in the past will not automatically be reconsidered. A new application will need to be submitted.
- 2. Preliminary inspection:** The County's Rehabilitation Specialist will visit the homes of potential loan recipients to determine the need and feasibility of repairs/modifications.
- 3. Screening of applicants:** Applications will be rated and ranked by the County based on the priority system outlined on page 2. The households to be assisted will be selected by October 15, 2014. Household income will be verified for program purposes only (information will be kept confidential). Ownership of property will be verified along with other rating factors. From this review, the twelve (12) most qualified applicants will be chosen according to the priority system described above.
- 4. Applicant interviews:** Approved applicants will be provided detailed information on assistance, program repair/modification standards and the contracting procedures associated with their project at this informational interview.
- 5. Work write-up:** The County's Rehabilitation Specialist will visit the home again for a more thorough inspection. All parts of the home must be made accessible for inspection, including the attic and crawlspace, if any. The owner should report any known problems such as electrical short circuits, blinking lights, roof leaks and the like. The Rehabilitation Specialist will prepare complete and detailed work specifications (known as the "work write-up"). A final cost estimate will also be prepared by the Rehabilitation Specialist and held in confidence until bidding is completed.
- 6. Formal agreement:** After approval of the work write-up, the homeowner will sign a formal agreement that will explain and govern the repair/modification process. This agreement will define the roles of the parties involved throughout the process.
- 7. Bidding:** The work write-up and bid documents will be mailed to a minimum of three contractors on the Approved Contractors' Registry who will be given one week in which to inspect the property and prepare bid proposals. The names of the invited contractors will be supplied to the homeowner. Each will need access to those areas of the house, in which work is to be performed, in order to prepare a bid. A bid opening will be conducted at the County Administration Building at a specified date and time, with all bidders and the homeowner invited to attend.
- 8. Contractor selection:** Within 24 hours of the bid opening, after review of bid breakdowns and timing factors, the winning bidder will be selected. All bidders and

the homeowner will be notified of (1) the selection, (2) the amount, (3) the amount of the County's cost estimate, and (4) if other than the lowest bidder is selected, of the specific reasons for the selection.

- 9. Execution of loan and contract:** The loan will be executed as well as the repair/modification contract. This contract will be between the contractor and the homeowner, with the County signing as an interested third party.
- 10. Pre-construction conference:** A pre-construction conference will be held at the home. At this time, the homeowner, contractor and program representatives will discuss the details of the work to be done. Starting and ending dates will be agreed upon, along with any special arrangements such as weekend or evening work hours and disposition of items to be removed from the home (such as old plumbing, etc.). Within 24 hours of the pre-construction conference, the County will issue a "proceed order" formally instructing the contractor to commence by the agreed-upon date.
- 11. Construction:** The contractor will be responsible for obtaining any required building permits for the project before beginning work. The permit must be posted at the house during the entire period of construction. Program staff will closely monitor the contractor during the construction period to make sure that the work is being done according to the work write-up (which is made a part of the rehabilitation contract by reference) and in a timely fashion. Code Enforcement Officers will inspect new work for compliance with the State Building Code as required by the guidelines of URP14. The homeowner will be responsible for working with the contractor toward protecting personal property by clearing work areas as much as practicable.
- 12. Change Orders:** All changes to the scope of work must be reduced to writing as a contract amendment ("change order") and approved by all parties to the contract: the owner, the contractor and two representatives of Stanly County. If the changes require an adjustment in the loan amount, a loan modification stating these changes in the contract amount must be completed by the County, and executed by the owner.
- 13. Payments to contractor:** The contractor will be paid following inspection of and satisfactory completion of all items on the work write-up, as well as, the receipt, by the County, of the contractor's invoice and a release of liens, signed by all any sub-contractors employed on the job and by all material suppliers from whom materials for the job were purchased.
- 14. Post-construction conference:** Following construction the contractor and the Rehabilitation Specialist will sit down with the homeowner one last time. At this conference the contractor will hand over all owner's manuals and warranties on equipment. The contractor and Rehabilitation Specialist will go over operating and maintenance requirements for any new equipment installed and discuss general maintenance of the home with the homeowner. The homeowner will have the opportunity to ask any final questions about the work.
- 15. Closeout:** Once each item outlined in section 13 has been satisfied and the homeowner has signed a Certificate of Satisfaction, the job will be closed out.

**What are the key dates?** If, after reading this document, you feel that you qualify for this program and wish to apply, please keep the following dates in mind:

- Applications available to the public starting August 1, 2014.
- Applications must be turned in at the Stanly County Administration Office by 5:00 PM on September 15, 2014.
- Loans made to selected households October 15, 2014.
- All rehabilitation work must be under contract by October 15, 2015.
- All rehabilitation work must be completed by December 31, 2015.

**How do I request an application?** Just contact:

Central Administration  
Stanly County  
1000 N. First Street  
Albemarle, NC 28801  
704-986-3600  
Monday-Friday 8:30 AM to 5:00 PM

Or pick up an application at the Stanly County Administrative Building.

**Is there a procedure for dealing with complaints, disputes and appeals?** Although the application process and repair/modification guidelines are meant to be as fair as possible, Stanly County realizes that there is still a chance that some applicants or participants may feel that they are not treated fairly. The following procedures are designed to provide an avenue for resolution of complaints and appeals.

During the application process:

1. If an applicant feels that his/her application was not fairly reviewed or rated and would like to appeal the decision made about it, he/she should contact County Manager Andy Lucas within five days of the initial decision and voice their concern. If the applicant remains dissatisfied with the decision, the detailed complaint should be put into writing.
2. A written appeal must be made within 10 business days of the initial decision on an application.
3. Stanly County will respond in writing to any complaints or appeals within 10 business days of receiving written comments.

During the repair/modification process:

1. If the homeowner feels that repairs or modifications are not being completed according to the contract, he/she must inform the contractor and the Rehabilitation Specialist.
2. The Rehabilitation Specialist will inspect the work in question. If he finds that the work is not being completed according to contract, the Rehabilitation Specialist will review the contract with the contractor and ask the contractor to remedy the problem.

3. If problems persist, a mediation conference between the homeowner and the contractor may be convened by the Rehabilitation Specialist and facilitated by the County Manager.
4. Should the mediation conference fail to resolve the dispute, the County Manager will render a written final decision.
5. If the Rehabilitation Specialist finds that the work is being completed according to contract, the complaint will be noted and the Rehabilitation Specialist and the homeowner will discuss the concern and the reason for the Rehabilitation Specialist's decision.

**Will the personal information provided remain confidential?** Yes. All information in applicant files will remain confidential. Access to the information will be provided only to County employees who are directly involved in the program, the North Carolina Housing Finance Agency and auditors.

**What about conflicts of interest?** No officer, employee or other public official of the County, or member of the County Board of Commissioners, or entity contracting with the County, who exercises any functions or responsibilities with respect to URP14 shall have any interest, direct or indirect, in any contract or subcontract for work to be performed with program funding, either for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter. Relatives of County employees, Board Members and others closely identified with the County, may be approved for rehabilitation assistance only upon public disclosure before the County Board of Commissioners and written permission from NCHFA.

**What about favoritism?** All activities under URP14, including rating and ranking applications, inviting bids, selecting contractors and resolving complaints, will be conducted in a fair, open and non-discriminatory manner, entirely without regard to race, creed, sex, color or national origin.

**Who can I contact about URP14?** Any questions regarding any part of this application or program should be addressed to:

Central Administration  
Stanly County  
1000 N. First Street  
Albemarle, NC 28801  
704-986-3600  
Monday-Friday - 8:30 AM to 5:00 PM

These contacts will do their utmost to answer questions and inquiries in the most efficient and correct manner possible.

This Assistance Policy is adopted this \_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
Tony M. Dennis, Chairman  
County Board of Commissioners

Attest:

\_\_\_\_\_  
Tyler Brummitt, Clerk to the Board



**STANLY COUNTY**  
**PROCUREMENT AND DISBURSEMENT POLICY**  
**URGENT REPAIR PROGRAM**

**PROCUREMENT POLICY**

1. To the maximum extent practical, Stanly County (the County) promotes a fair, open and competitive procurement process as required under the North Carolina Housing Finance Agency's Urgent Repair Program (URP). Bids are invited from Contractors who are part of the County's approved contractor registry. (To be on the registry, a contractor must complete an application, have their recent work inspected, reviewed and approved by the Rehabilitation Specialist and submit proof of insurance.) Any contractor listed with and approved by the County and in good standing will receive automatic approval status on the contractor registry.
2. At least three eligible contractors on the County's approved contractor registry shall be invited to bid on each job and the lowest responsive and responsible bidder shall be selected for the contract. "Responsive and responsible" means (a) the contractor is deemed able to complete the work in a timely fashion, (b) the bid is within 15%, in either direction, of the County's cost estimate, and (c) there is no conflict of interest (real or apparent).
3. Although bid packages may be bundled for multiple job sites, the bids for multiple job sites shall be considered separate and apart when awarded and shall be awarded to the lowest responsive and responsible bidder(s) for each job site.
4. Bid packages shall consist of an invitation to bid, work write up(s) and bid sheet(s) for each job.
5. Bids must include a cost-per-item breakdown with line item totals equaling the submitted bid price. Discrepancies must be reconciled prior to a contract being awarded.
6. Any change to the original scope of work must be reduced to writing in the form of a change order to be agreed upon and signed by all parties to the original contract and two representatives of the County. The change order must also detail any changes to the original contract price.
7. No work may begin prior to a contract being awarded and a written order to proceed provided to the contractor. In addition, a pre-construction conference and "walk thru" shall be held at the work site prior to commencement of repair work.
8. The County reserves the right to reject any or all bids at any time during the procurement process.
9. In the event of a true emergency situation, the County reserves the right to waive normal procurement procedures in favor of more expedient methods, which may include seeking telephone quotes, faxed bids and the like. Should such methods ever become necessary the transaction will be fully documented.
10. All sealed bids will be opened publicly at a time and place to be announced in the bid invitation. All bidders are welcome to attend.

**DISBURSEMENT POLICY**

1. All repair work must be inspected by (a) the County's Rehabilitation Specialist, and (b) the homeowner prior to any payments to contractors. If all work is deemed satisfactory and all other factors and written agreements are in order, payment shall be issued upon presentation of an original invoice from the contractor. Contractor should allow 21 business days for processing of the invoice for payment.
2. If any of the work is deemed unsatisfactory, it must be corrected prior to authorization of payment. If the contractor fails to correct the work to the satisfaction of the County's Rehabilitation Specialist, payment may be withheld until such time the work is satisfactory. (Contractors may follow the County's Urgent Repair Program Assistance Policy if a dispute occurs; however, contractors shall abide by the final decision as stated in the policy).
3. The County assures, through this policy, that adequate funds shall be available to pay the contractor for satisfactory work.
4. All contractors, sub-contractors and suppliers must sign a lien waiver prior to disbursement of funds.

The Procurement and Disbursement Policies are adopted this the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

**Stanly County**

BY: \_\_\_\_\_  
Tony M. Dennis, Chairman  
County Board of Commissioners

ATTEST: -----  
Tyler Brummitt, Clerk to the Board

**CONTRACTORS STATEMENT:**

I have read and understand the attached Procurement and Disbursement Policy.

BY: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

WITNESS: \_\_\_\_\_



# Stanly County Board of Commissioners

Meeting Date August 4, 2014

Presenter: Andy Lucas, County Manager

Consent Agenda	 Regular Agenda
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## ITEM TO BE CONSIDERED

### Resolution in Support of the NC 24/27/73 Widening Project

In the 2013 legislative session, the General Assembly adopted House Bill 817, the Strategic Transportation Investment (STI) Plan, which established the Strategic Mobility Formula. This formula is the North Carolina Department of Transportation's (NCDOT) new way of allocating available revenues to projects based on data driven scoring and local input. The formula places significant emphasis on congestion and less emphasis on safety which hinders transportation improvement projects in rural areas.

A project being evaluated for funding of particular significance for Stanly County and the surrounding area is the widening of NC 24/27 from Albemarle to Troy in Montgomery County.  
(also known as SPOT ID H129073-B)

In March 2014, NCDOT released their initial data evaluation for the projects currently being considered for funding according to STI. Further, in June 2014 the region and division level priorities were also released. The attached resolution is proposed to demonstrate Stanly County's concerns for the current prioritization of the NC 24/27 project at the state, region and division level and the existing formula for evaluating projects.

The immediate completion of this project is critical for Stanly County's connectivity to the Interstate 73/74 corridor and the subsequent economic development benefits of this connectivity. Further, this four (4) lane connectivity provides a strategic transportation link to the Charlotte region for North Carolina's key military related assets in the Fayetteville area and surrounding Sandhills region.

Review, discuss and consider the resolution to communicate the Board's specific concerns related to the current prioritization of the NC 24/27 widening project and the Strategic Mobility Formula.

**Subject**

**Requested Action**

Date: 7/30/14

Dept: Central Administration

Attachments:  yes  no

#### Review Process

	Approved		Initials
	Yes	No	
Finance Director	<input type="checkbox"/>	<input type="checkbox"/>	
Budget Amendment Necessary	<input type="checkbox"/>	<input type="checkbox"/>	
County Attorney	<input type="checkbox"/>	<input type="checkbox"/>	
County Manager	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

#### Certification of Action

Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on

\_\_\_\_\_

Tyler Brummitt, Clerk to the Board      Date

**RESOLUTION EXPRESSING CONCERNS WITH THE CURRENT STRATEGIC TRANSPORTATION  
IMPROVEMENT PLAN, MOBILITY FORMULA AND PRIORITIZATION OF NC 24/27 FROM ALBEMARLE IN  
STANLY COUNTY TO TROY IN MONTGOMERY COUNTY**

WHEREAS, the Strategic Mobility Formula appears to place greater emphasis on congestion in lieu of safety which will impact transportation improvement projects in rural areas; and

WHEREAS, the current prioritization of the NC 24/27 road widening project in the State's Strategic Transportation Improvement (STI) plan reflects the greater emphasis on congestion and insufficient emphasis on motorist safety and the promotion of rural economic development; and

WHEREAS, the NC 24/27 road widening project stretches from the intersection with Bird Road in Albemarle to east of the Pee Dee River in Montgomery County providing statewide mobility; and

WHEREAS, the traffic demand on NC 24/27 between Montgomery County and Stanly County in 2012 was measured at approximately 12,500 vehicles per day with future volumes predicted at over 20,000 per day; and

WHEREAS, the widening of NC 24/27 to a multi-lane facility will improve overall safety for motorists traveling east and west between Stanly and Montgomery counties; and

WHEREAS, the widening of NC 24/27 will enhance and expedite the ability to move goods and services from Stanly County to the Piedmont Triad via I-73/74 and from the Sandhills region to the Greater Charlotte metro area fostering increased economic development opportunity for business and industry; and

WHEREAS, the widening of NC 24/27 will provide an efficient and more direct route for moving strategic military assets from the greater Fayetteville area to larger metro areas such as Charlotte and the Piedmont Triad; and

WHEREAS, in 2008 the merger process was initiated by NCDOT to streamline and expedite the permitting, assessment and design of the NC 24/27 road widening project and the final environmental approval is anticipated in late 2014; and

WHEREAS, delaying the current design, permitting and right-of-way acquisition activities for the NC 24/27 road widening project will result in negative long-term economic development impacts and growth for Stanly and Montgomery counties and will render the previous human and financial capital committed to this project mute; and

WHEREAS, it is in the best interest of Stanly County, Montgomery County, surrounding counties and the State of North Carolina for the NCDOT to move forward with funding the widening of NC 24/27 to fully recognize the benefits for the citizens and businesses of this region which includes:

- Supporting economic growth
- Supporting job creation

- Enhancing motorist safety and quality of life
- Supporting transportation improvement to enhance a strategic corridor for military assets to efficiently access large urban areas of the state

NOW THEREFORE, BE IT RESOLVED, the Stanly County Board of Commissioners hereby express full support for the immediate widening of NC 24/27 to a multi-lane facility; and

BE IT FURTHER REOLVED, the Stanly County Board of Commissioners request NCDOT reconsider its current prioritization of this project as well as the criteria and weighting factors associated with the Strategic Mobility Formula and their negative impact on critical transportation projects in rural areas.

This Resolution shall become effective upon adoption.

Approved this the \_\_\_\_\_ day of August 2014

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Tony M. Dennis, Chairman

ATTEST:

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Tyler Brummitt, Clerk to the Board



# Stanly County Board of Commissioners

Meeting Date:  
Presenter:

4  
Consent Agenda Regular Agenda

Presentation Equipment:  Lectern PC\*  Lectern VCR  Lectern DVD  Document Camera\*\*  Laptop\*\*\*

Please Provide a Brief Description of your Presentations format: \_\_\_\_\_

\* PC is equipped with Windows XP and Microsoft Office XP (including Word, Excel, and PowerPoint), Internet connectivity and Network connectivity for County Employees.

\*\* If you have need to use the Document Camera and zoom into a particular area, if possible please attach a copy of the document with the area indicated that you need to zoom into. A laser light is available to pinpoint your area of projection.

\*\*\* You can bring in a laptop that will allow video out to be connected at the lectern – set display to 60Mhz.

## ITEM TO BE CONSIDERED

### CONSENT AGENDA

- A. Minutes – Regular meeting of July 7, 2014
- B. Sheriff's Office – Request approval of budget amendment # 2015-02
- C. Senior Services – Request acceptance of the In Home Aide Program Annual Evaluation

Subject

Requested Action

Request approval of the above items as presented.

Signature: \_\_\_\_\_

Dept. \_\_\_\_\_

Date: \_\_\_\_\_

Attachments: Yes No    x   

### Review Process

### Certification of Action

	Approved		Initials
	Yes	No	
Finance Director	__	__	
Budget Amendment Necessary	__	__	
County Attorney	__	__	
County Manager	__	__	
Other:	__	__	

Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on

\_\_\_\_\_

\_\_\_\_\_  
Tyler Brummitt, Clerk to the Board Date

LEA

**STANLY COUNTY  
BOARD OF COMMISSIONERS  
REGULAR MEETING MINUTES  
JULY 7, 2014**

**COMMISSIONERS PRESENT:**

Tony Dennis, Chairman  
Lindsey Dunevant, Vice Chairman  
Josh Morton  
Gene McIntyre

**COMMISSIONERS ABSENT:**

Peter Ascitutto

**STAFF PRESENT:**

Andy Lucas, County Manager  
Jenny Furr, County Attorney  
Tyler Brummitt, Clerk

**CALL TO ORDER**

The Stanly County Board of Commissioners (the "Board") met in regular session on Monday, June 9, 2014 at 7:00 p.m. in the Commissioners Meeting Room, Stanly Commons. Chairman Dennis called the meeting to order with Commissioner Morton giving the invocation and leading the pledge of allegiance.

Chairman Dennis noted the absence of Commissioner Ascitutto due to recent surgery and wished him a speedy recovery.

**APPROVAL /ADJUSTMENTS TO THE AGENDA**

With no amendments to the agenda, Commissioner McIntyre moved to approve it as presented. His motion was seconded by Vice Chairman Dunevant and passed by unanimous vote.

**RECOGNITION OF LILLY BROOKSHIRE**

Commissioner McIntyre took a moment to recognize Lilly Brookshire, a student at North Stanly High School, who will attend the NCACC Annual Conference in August as a Youth Delegate from the 4-H Youth Development program.

**ITEM # 1 – ECONOMIC DEVELOPMENT COMMISSION – PUBLIC HEARING & CONSIDERATION  
OF THE PROPOSED ECONOMIC INCENTIVE AGREEMENT FOR PROJECT STELLA**

**Presenter: Paul Stratos, EDC Director**

Mr. Stratos stated the purpose of the public hearing was to receive public comment on a proposed economic incentive agreement for a five (5) year business development grant between Stanly County, the Town of Badin and an industrial ceramics products manufacturer. The grant will aid in the renovation of two (2) buildings in the Badin Business Park with the company making a capital investment of \$134,920,000 and creating 155 new jobs with an average salary of \$45,123.00.

Chairman Dennis declared the public hearing open. With no one coming forward to speak for or against, the hearing was closed.

By motion, Vice Chairman Dunevant moved to approve the economic incentive agreement. His motion was seconded by Commissioner Morton and carried with a 4 – 0 vote.

## **ITEM # 2 – ROCKY RIVER RURAL PLANNING ORGANIZATION – STRATEGIC TRANSPORTATION INVESTMENT (STI) UPDATE**

**Presenter: Dana Stoogenke, RRRPO Director**

Ms. Stoogenke provided an update on the STI and its impacts on local, regional and statewide funding for transportation projects. As part of the presentation, she outlined the new scoring process that will be used by the NCDOT and RPO to determine which infrastructure projects are funded. Projects will receive points based on the following factors: A) If significant congestion exists and improvements are needed to increase mobility, B) to improve connectivity within the region, and C) to address local DOT needs. If a project does not score high enough, it will move further down the list and be reconsidered at a later date.

Ms. Stoogenke noted several current RPO action items including the addition of projects to the statewide system after the public comment period, adoption of the Project Point Allocation, participation in the P4 Committee as well as continuing to monitor and forward any action of the North Carolina General Assembly. Ms. Stoogenke stated the public hearing on the new point allocation system will be held in Charlotte on July 15<sup>th</sup>.

The presentation was provided for information only and required no action.

## **ITEM # 3 – BOARD & COMMITTEE APPOINTMENTS**

**Presenter: Andy Lucas, County Manager**

### **A. Environmental Affairs Board (EAB)**

The terms of current EAB members Conrad Carter, Larry Baucom and Billy Josey have expired. Both Mr. Carter and Mr. Baucom have agreed to serve again if reappointed, but Mr. Josey has asked to be replaced. Each appointment would be for a three (3) year term until June 30, 2017.



Vice Chairman Dunevant moved to reappoint Conrad Carter and Larry Baucom and to appoint Todd Bowers to replace Billy Josey. His motion was seconded by Commissioner Morton and passed by unanimous vote.

#### **B. SOCIAL SERVICES BOARD**

Current DSS Board member Amanda Cody's term expired June 30, 2014. She has served two (2) terms and is ineligible for reappointment. It was requested the Board appoint a replacement to serve a three (3) year term until June 30, 2017.

Commissioner McIntyre submitted the name of Ms. Nancy Smoak and moved that she be appointed to replace Ms. Cody. Commissioner Morton seconded the appointment which carried with a 4 – 0 vote.

#### **C. Board of Health**

Due to the recent resignation of Dr. Hal Royer, it was requested the Board appoint a replacement physician representative to serve his unexpired term until December 31, 2016.

Commissioner McIntyre moved to appoint Dr. Keenya Little and was seconded by Vice Chairman Dunevant. Motion passed by unanimous vote.

#### **ITEM # 4 – DESIGNATION OF A VOTING DELEGATE FOR THE NCACC ANNUAL CONFERENCE**

**Presenter: Andy Lucas, County Manager**

Vice Chairman Dunevant nominated Commissioner McIntyre as the county's voting delegate at the annual conference in Buncombe County, August 14-17, 2014. The motion was seconded by Commissioner Morton and carried unanimously.

#### **ITEM # 5 – CONSENT AGENDA**

- A. Minutes – Regular meeting of June 9<sup>th</sup> and recessed meetings of June 11<sup>th</sup>, June 16<sup>th</sup> and June 23<sup>rd</sup>, 2014
- B. Finance – Request approval of the attached vehicle tax refunds
- C. Finance – Request acceptance of the Monthly Financial Report for Eleven Months Ended May 31, 2014
- D. Library – Request the attached list of items be declared surplus and approved for sale.
- E. Facilities – Request the attached list of items be declared surplus and approved for sale through GovDeals.com
- F. Finance – Request approval of budget amendment # 2015-01 and the associated project budget ordinance to create the 2014 Urgent Repair Program Fund 259

By motion, Commissioner Morton moved to approve the consent agenda as presented and was seconded by Commissioner McIntyre. Motion carried with a 4 – 0 vote.

**PUBLIC COMMENT**

Ms. Joyce Swanner of Albemarle addressed the Board concerning repeated episodes of gunfire, stray bullets and explosions near her property. She presented a petition with the signatures of landowners in the Morrow Mountain Road/ Guard Road area who also requested the county take immediate action to stop these individuals before anyone is harmed. The County Manager stated he would contact Sheriff Burriss and forward the petition to him.

Ms. Vanessa Mullinix of Badin thanked the Board for bringing jobs to the county through such tools as economic incentive agreements. She also encouraged the Board to become more involved with Central Park NC as a way to promote tourism through advertising in the surrounding metropolitan areas to make them aware of what the county has to offer.

**GENERAL COMMENTS & ANNOUNCEMENTS**

Commissioner Morton wished Commissioner Ascitutto a speedy recovery from his recent bypass surgery.

**CLOSED SESSION**

Commissioner McIntyre moved to recess the meeting into closed session in order to establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating the price and other material terms of a contract or proposed contract for the option of real property in accordance with 143-318.11(5). The motion was seconded by Commissioner Morton and passed by unanimous vote at 7:50 p.m.

**ADJOURN**

With no further business presented for discussion, Commissioner McIntyre moved to adjourn the meeting and was seconded by Vice Chairman Dunevant. Motion carried at 8:20 p.m.

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Tony M. Dennis, Chairman

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Tyler Brummitt, Clerk



LB

AMENDMENT NO: 2015-02

**STANLY COUNTY-BUDGET AMENDMENT**

BE IT ORDAINED by the Stanly County Board of Commissioners that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2015:

To amend the General Fund, the expenditures are to be changed as follows:

FUND/DEPART NUMBER	ACCOUNT NUMBER	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
110.4310.4310.	499.000	Other Fixed Charges	\$ 3,000	\$ 5,000	\$ 8,000
TOTALS			<u>\$ 3,000</u>	<u>\$ 5,000</u>	<u>\$ 8,000</u>

This budget amendment is justified as follows:

Drug Grant from National Association of Drug Diversion Investigators, Inc.

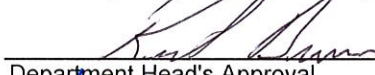
This will result in a net increase \$ 5,000 in expenditures and other financial use to the County's annual budget. To provide the additional revenue for the above, the following revenues will be increased. These revenues have already been received or are verified they will be received in this fiscal year.


FUND/DEPART NUMBER	ACCOUNT NUMBER	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
110.3431.	230.000	Drug Grant	\$ -	\$ 5,000	\$ 5,000
TOTALS			<u>\$ -</u>	<u>\$ 5,000</u>	<u>\$ 5,000</u>

SECTION 2. Copies of this amendment shall be furnished to the Clerk of the Board of Commissioners, Budget Officer, and to the Finance Director.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Verified by the Clerk of the Board \_\_\_\_\_

  
 Department Head's Approval \_\_\_\_\_ Date 7/30/14

  
 Finance Director's Approval \_\_\_\_\_ Date 7-29-14

County Manager's Approval \_\_\_\_\_ Date \_\_\_\_\_

Posted by
Journal No.
Date



# Stanly County Board of Commissioners

Meeting Date: August 4, 2014  
 Presenter: Becky Weemhoff

X bc \_\_\_\_\_

Consent Agenda Regular Agenda

Presentation Equipment:  Lectern PC\*  Lectern VCR  Lectern DVD  Document Camera\*\*  Laptop\*\*\*

Please Provide a Brief Description of your Presentations format: \_\_\_\_\_

\* PC is equipped with Windows XP and Microsoft Office XP (including Word, Excel, and PowerPoint), Internet connectivity and Network connectivity for County Employees.

\*\* If you have need to use the Document Camera and zoom into a particular area, if possible please attach a copy of the document with the area indicated that you need to zoom into. A laser light is available to pinpoint your area of projection.

\*\*\* You can bring in a laptop that will allow video out to be connected at the lectern – set display to 60Mhz.

## ITEM TO BE CONSIDERED

<b>Subject</b>	<p>An annual comprehensive evaluation of the Senior Services Department's In Home Aide program is required by state licensing regulations and has to be reviewed by the county's governing body.</p> <p>This attached evaluation assesses the the quality of the In Home Aide service that is provided to the seniors in the county through an explanation of the service, client data, funding, policies and procedures and staffing.</p>
<b>Requested Action</b>	<p>Request that the In Home Aide program annual evaluation be reviewed and accepted by the Stanly County Board of Commissioners.</p>

Signature: _____	Dept. <u>Senoir Services</u>
Date: _____	Attachments:            yes <u>X</u> No    _____
Review Process	
	Approved Yes    No    Initials
Finance Director	___    ___
Budget Amendment Necessary	___    ___
County Attorney	___    ___
County Manager	___    ___
Other:	___    ___
Certification of Action	
Certified to be a true copy of the action taken by the Stanly County Board of Commissioners on _____ _____ John L. Roberts, Clerk to the Board            Date	

# **ANNUAL EVALUATION—IN-HOME AIDE SERVICES STANLY COUNTY SENIOR SERVICES DEPARTMENT**

## **Introduction/purpose**

An annual comprehensive evaluation of the Senior Services Department's In-Home Aide Services is required by state licensing regulations. This annual process provides for compiling statistics and reviewing policies and procedures in order to assess the quality of the service and make improvements where needed. Information is based on **fiscal year 2013-14**.

## **Scope of Services**

Stanly County Senior Services Department offers Level I home management and Level II home management and personal care as well as respite care (level I or II) to qualified Stanly County residents age 60+. Services are generally offered once or twice per week for 2-4 hours at a time depending upon client need and worker availability.

All aides have annual TB skin tests, annual blood-borne pathogens training, and regular in-service training on topics related to the job. The Programs Supervisor is responsible for competency testing, in-service training, and supervision of agency aides.

We continue to sub-contract with local home care agencies to provide substitute aides as well as providing services for on-going clients using funds from United Way, HCCBG, and county money. This year we contracted with four home care agencies: Bayada Home Health Care, Home Instead Senior Care, ResCare Homecare, and TLC at Home. These contracts were awarded based on interest sheets sent out in the spring to all local home care agencies. Contract aides provided a total of 11,258 hours of direct client service during the fiscal year compared to 3411 hours for our staff aides. Referrals are received from and made to DSS, Hospice, Independent Living and home health agencies, as well as other SSD programs.

## **Client Data**

A total of 101 cases representing 126 unduplicated clients received 14,669 hours of direct service in FY 2014 (92% of our original goal and a 5% increase over FY13). Approximately 63% of the hours provided were Level I (home management or respite) with the other 37% representing Level II services (home management, personal care, and respite).

We no longer get specific financial information from clients, but only document whether they are above or below the poverty level. In FY14, 12% of clients served reported income below the poverty level. Based on past history, the majority of the others have income just above the poverty level amounts. Minorities accounted for 9% of our clients. Single women continue to make up the majority of our cases (56%), but we also have a significant number of single men (19%) and intact couples (25%).

By nature of the service, In-Home Aide Services tends to be a program for the “old-old.” Twenty-six percent of our clients were age 85 or older, with half of these clients actually 90+. (Our oldest client decided on her own at age 101 to go into a nursing home this year. She had outlived all her family including two children. Increased back pain and general frailty made her uncertain of continuing to live on her own, but she felt that she would have had to make the decision much sooner if it hadn’t been for the IHS she received for the past 3 ½ years). The 75-84 age range accounted for 43% with the remaining 31% under age 75. (The 60-64 age bracket accounts for only 3% of the total, but these are generally some of the frailest clients as they became disabled at a younger age).

Clients receiving service were residents of all areas of the county with 47% from Albemarle and vicinity, 18% from western Stanly (Oakboro, Stanfield, Locust as well as Millingport and Finger), 19% from northern Stanly (Badin, New London, Richfield), and 16% from southern Stanly (Norwood, Aquadale and Cottonville).

Total consumer contributions were up slightly this year with a total reported of \$9424 (an average of 64 cents per hour of service). By federal regulation, all consumer contributions are used in the program for which they were given so we estimate anticipated contributions in our annual budget and adjust services up or down according to what is actually collected.

Services were terminated for 20 clients during the year. Eight of these clients went to assisted living or nursing facilities while 7 were terminated due to death. Three began receiving other services. Of the other two, one decided not to use the service due to severe allergies and the other’s home situation became unsafe for the aide to go into. (Note: the clients who went to facilities had received an average of 2.6 years of service at home before placement while those who died averaged 4.2 years of service.)

As of June 30, 2014 there were 114 potential clients on the waiting list going back to requests made in March 2012 (a 27-month wait).

## **Funding**

The primary funding source for IHS in the FY 2014 budget was the Home and Community Care Block Grant--HCCBG (federal and state money) with \$197,454 allocated to IHS out of the total IHS budget of \$384,290 (51%). Second was the County with \$124,086 (32%). Other funding included the United Way with \$53,400 (14%), and Consumer Contributions and Private Donations of \$9200 (3%). Actual figures varied slightly due to cuts in United Way and HCCBG after the budget was approved. In addition, as will be mentioned below, we came toward the end of the year with a surplus of county money in the IHS budget and so some of this was moved into the Senior Center budget toward a much-needed capital improvement project (replacing worn and rotten flooring in the auditorium).

United Way operates on a calendar year basis so we never know when we prepare our county budget how much we will receive from United Way for the second half of our fiscal year. In January 2014 we received a slight decrease resulting in \$714 less than the budgeted amount for FY14. We are grateful for United Way’s continued recognition of the importance of In-Home Services to our seniors and their families and their efforts to help us continue to meet the ever-growing needs of this frail population.

## **Policies and Procedures**

Policies and procedures for IHS as well as Blood-Borne Pathogens Policies and procedures are reviewed annually and any changes are discussed with the IHA's. No major changes in policy occurred this year.

On a state/regional level, there was a major change in policy INTERPRETATION. Using the IHA Standards developed in 1992 and not updated since 1993, the state came out with a new monitoring tool which in the INSTRUCTIONS called for an RN to supervise and do assessments on ANY case requiring personal care, even our Level II aides who are not certified nursing assistants. This had been brewing for quite a while at the regional level and the region F supervisors met several times to discuss this issue and several others. At the request of this group of supervisors, our Programs Supervisor developed a letter to the Director of the Division of Aging and Adult Services which was signed by most of the supervisors and directors in our region, several Centralina AAA staff, and then sent to AAA's state-wide for distribution to local providers and potential "sign on." There was significant support statewide so that the Division agreed to convene a committee to update the standards. The Programs Supervisor was not originally selected by the state to be on this committee but was added after a specific request from region F. Committee meetings began in March 2014 and will continue monthly for at least the next year. It is clear that we face an uphill battle since state staff strongly support a more medical model for IHS, but having a few outspoken local providers on the committee at least assures that our voice is heard. We are not accepting at face value that something must be done a certain way but are asking for where it is written that this is required. (Case in point: the "requirement" for RN supervision of Level II aides comes from an interpretation of page 11 of the APPENDIX to the standards. We were able to show this was a typo years ago when the manual was converted to digital format and a column was left off on several pages. State staff completely ignored the information in the body of the document that clearly states a social worker can supervise this level of care. They have still not admitted openly that their interpretation was in error, however.)

In light of the current monitoring instructions (which still stand), we have elected to add RN assessment visits to our home care contracts for FY15. We are working with the 4 contract agencies to get a visit on file for cases which we believe will be found in error without them. This is a stop-gap measure until the standards are revised and we know what will actually be required in the future. The contract agencies have all been very good to work with during this transition time.

## **Staffing Patterns**

Our staff was stable this year with 2 full-time aides and 1 part-time aide who have a combined 33+ years of experience in the job. Contract aides now provide a little over 3/4 of the hours of service for our clients. Contracts give us more flexibility in scheduling since we are not limited to when a particular staff aide has a vacancy in starting a new client and we do not have to worry about aides being out. The downside to contract service is that there is little or no contact between SSD staff and the contract aide, thus limiting reports of changes in client condition or indications of additional services needed. Contract RN's and schedulers for the most part keep us informed of major changes in client's conditions, but things still fall through the cracks. Turnover in contract agencies also can be a problem with clients not having the

continuity of care they would get from our staff. Still, having the contracts has allowed us to position ourselves for the transition into the “new model” of care that seems to be inevitable.

Evaluation of Services

IHS was not monitored by Centralina AAA this year. We did monitor all 4 of the contract agencies according to the requirements set forth by state and regional staff. This is a very time-intensive process due to the amount of information on the contract aides that is required by the state. Some issues came up during monitoring which became part of the regional discussions and letter to the state. Overall, the contract agencies adhere to the standards. Where errors were found it was in things that are specific to HCCBG that even Medicaid doesn't require.

We continue to do an annual client satisfaction survey in the spring. The client satisfaction survey was sent by mail to all active clients with a 67% return rate. Seventy-five per cent of the clients responding rated the service received as “excellent” with 23% rating it as “satisfactory.” There were 3 ratings of work being “uneven, sometimes good, sometimes not” (all for contract aides) but no one said that work was “unsatisfactory, does not do a good job.” Clients who had contract aides generally rated them very favorably, but once again they did not rate as high as the SSD staff. (“Excellent” ratings were given by 86% of SSD staff clients and 68% of contract staff clients). Clients generally found their aides to be “honest and trustworthy,” “dependable,” “caring,” and “hard-working.” Clients commented that the best thing about the service is “doing things I can't,” “someone dependable,” “someone to talk to who is caring,” and “someone who is cheerful.”

### **Family Caregiver Support Program (FCSP)**

In addition to our regular, on-going In-Home Aide Services, we continue to offer short-term respite through the Family Caregiver Support Program. The FCSP is funded by 75% federal money and 25% state match, so no additional county funds are required to fund the program.

Respite is approved for short-term or emergency relief for unpaid family caregivers (not to exceed 120 hours per fiscal year). There is great flexibility in hours, shifts, and frequency of respite through this program. Services are provided through the same 4 home care agencies as In-Home Aide Services. In addition, we have a small contract with CARE Café to provide group respite for two clients for up to six months each. Despite its proven benefits to caregivers, FCSP remains a very small program with a total budget for FY14 of \$27,054. After the county budget was approved, we received a cut of \$3227 in the FCSP grant, making the amount available even smaller. Out of this tiny budget a total of 16 unduplicated caregivers received 810 hours of respite. **(Note: These clients and hours are over and above the IHS hours addressed earlier in this report.)**

In addition, two families received 104 four-hour days of group respite through the CARE Café, 35 families received a total of 322 bags of incontinence supplies, and caregiver training was offered on a variety of topics, including a six-week evidenced-based course “Powerful Tools for Caregivers.” Over 100 free Caregiver Information Packets were also distributed.

The 11<sup>th</sup> Annual CareFest was conducted with 23 agency vendors represented and 153 people in attendance. Four educational workshops were offered before lunch and fun “spa” activities were provided after lunch.

We hosted the 3<sup>rd</sup> Annual GrandCare Recognition Luncheon in the spring with 11 vendor agencies and 17 registered grandparent caregivers in attendance representing care for 34 children. A panel discussion at lunch provided information on legal issues, stress, and services available through DSS, Cardinal Innovations, and Monarch. This event was done in conjunction



with the Second Parenthood Support Group at the YMCA and Stanly County DSS. We also collected school tools for the Second Parenthood group in the fall through donation boxes at the Senior Center.

We are continuing to provide CareBags to caregivers of hospitalized older adults. Along with some basic toiletry items, notepads, pens, and time-passing activities, each bag contains information on caregiving and a list of agencies and support groups in Stanly County and what they provide. This program has gotten off to a much slower start than we anticipated, but we're pleased to have at least gotten it off the ground. The Care Management Department of Stanly Regional Medical Center is distributing the bags and we have recently offered them to the Roy Hinson Cancer Center as well. (Items were provided through FCSP funds and individual donations).

### **Conclusion**

The County can be proud of the services provided to our frail older adults through the In-Home Aide and Family Caregiver Support Programs. Our staff In-Home Aides are among the lowest paid county employees but the County would be hard-pressed to find any employee more dedicated to their clients. While contract service loses a little in the way of continuity and communication, overall the service provided is still quite good and much appreciated by the clients.

FY 14 saw small cuts in HCCBG, United Way, and FCSP. In addition, the federal shutdown in October and threat of further cuts or shutdowns in early 2014 caused us to hold off on adding new clients that we could have funded. By the time this situation stabilized somewhat, the Programs Supervisor was unable to make all the necessary visits to add new clients on before the end of the fiscal year. (Thanks to an increase in HCCBG funding for FY15, we are in the process of looking at a part-time person to do help with required home visits for this program and home-delivered meals so that we have a backup if the regular supervisor is out and to help keep visits up to date as we add more clients onto the programs). Cuts continue to be made in Medicaid-funded home care services sending more people onto our waiting list or into nursing homes (largely funded by the same Medicaid that refused to pay a much smaller amount to keep them at home). United Way has been of tremendous assistance in funding to reduce the waiting list, but this funding is year to year and we realize we are competing with other crucial services for shrinking donation dollars. Friends of the Senior Center has also stepped up at times to provide funds which are much appreciated, but they are not equipped to provide on-going support. The County also has a history of being very supportive of the Senior Services Department and its programs for which we are very grateful. Besides the obvious human aspect, this service makes financial sense. If we can postpone assisted living or nursing home placement for a month or two we have potentially saved enough taxpayer money to fund IHS to a client for a year and in the process allowed them to stay where they most want to be...in their own home. What could be better than that?

Mary H. Troutman  
Senior Services Programs Supervisor  
July 18, 2014

## **SUMMARY OF SENIOR SERVICES IN-HOME AIDE SERVICES**

### **FY 2014**

- 126 unduplicated clients (101 families) received 14,669 hours of direct service
- 2 full-time and 1 part-time In-Home Aides on county staff with a combined total of 33 years experience.
- 4 contract home care agencies (Bayada Home Health Care, Home Instead Senior Care, Rescare Homecare, TLC at Home)
- 26% of clients were age 85 plus (oldest was 101 years old)
- Clients represent all parts of county with about 47% from Albemarle and vicinity, 18% western Stanly, 19% northern Stanly, and 16% southern Stanly.
- Voluntary Consumer Contributions (largely \$1 to \$2 donations from recipients of the service) totaled \$9424.
- Funding sources: 51% federal/state (HCCBG), 32% county, 14% United Way, 3% Consumer Contributions and Private Donations.
- Waiting list as of June 30, 2014: 114 people going back to requests from March 2012.
- Postponing assisted living/nursing home placement by one or two months would save enough tax payer money to fund a client on IHS for a year or more.
- Programs Supervisor currently serving on state committee to review and revise the IHA standards which were last updated in 1993.

### **SUMMARY of FAMILY CAREGIVER SUPPORT PROGRAM FY14**

- 810 hours of short-term respite care was provided for 16 unduplicated families through the federal/state funded Family Caregiver Support Program. Also provided 416 hours (104 four-hour days) of group respite for two other families through CARE Café.
- 35 families received a total of 322 bags of incontinence supplies
- 11<sup>th</sup> Annual CareFest hosted 23 vendor agencies and total attendance of 153. Caregiving information, four workshops, lunch, and “spa” activities were provided for family caregivers.
- Collaborated with Second Parenthood Support Group for grandparents raising grandchildren and Stanly Co. DSS in hosting 3<sup>rd</sup> Annual GrandCare Luncheon with 11 vendor agencies and 17 grandparents in attendance (raising a total of 34 grandchildren).
- Collected school tools for Second Parenthood.
- Provided 25 CareBags to SRMC for family members staying with a loved one at the hospital. (Delivery coordinated through SRCM Case Management staff).
- Distributed over 100 Caregiver Information Packets to family caregivers.