



**Human
Services**



2017 AGENCY GUIDE



wakegov.com/HumanServices



[@WakeHumanServices](https://www.facebook.com/WakeHumanServices)

Customer Support (919) 212-7000

Service Compliments (919) 212-7189

Customer Complaints (919) 212-7155

OUR VISION



Wake County will be one of the healthiest places to live and all residents will have opportunities to improve their lives.

OUR MISSION



Wake County Human Services, in partnership with the community, will facilitate full access to high quality and effective health and human services for Wake County residents.

OUR VALUES

- ♦ ACCOUNTABILITY
- ♦ COMMUNITY PARTNERSHIPS
- ♦ ETHICAL BEHAVIOR
- ♦ OPEN COMMUNICATION
- ♦ OUR EMPLOYEES
- ♦ PREVENTION
- ♦ PROACTIVE & STRATEGIC THINKING
- ♦ PROVIDING ACCESSIBLE SERVICES
- ♦ PROVIDING GREAT CUSTOMER SERVICE
- ♦ PROVIDING QUALITY SERVICES
- ♦ RESPECT FOR ALL

GREETINGS

FROM WAKE COUNTY HUMAN SERVICES

We invite you to take a look at our 2017 Agency Guide. The guide is prepared annually and is made available to the public to inform you about the services we offer.

Use it to find a Human Services location near you, telephone numbers and emergency listings.

We are always interested in developing partnerships that help families be safe, healthy and become more self-sufficient. If you are interested in partnering with us, please call me at 919-212-7302.

Best regards,



Regina Petteway, MSPH

Wake County
Human Services Director





IN A LIFE THREATENING
SITUATION

DEAF AND HARD OF
HEARING INDIVIDUALS



CHILD WELFARE

Child Protective Service Reports	(919) 212-7990
Child Protective Service Reports (Spanish)	(919) 212-7963
Child Protective Services and Foster Care Reception	(919) 212-9529
Questions about becoming a foster care or adoptive parent	(919) 212-7474
Voluntary Family Services	(919) 250-4597

EMPLOYMENT

NC Works Career Center	(919) 250-3770
Work First	(919) 212-7000

FAMILY AND HOUSEHOLD

Child Care Assistance (Cary/Apex)	(919) 463-8431
Child Care Subsidy	(919) 212-7000
Child Support Enforcement	(919) 856-6630
Housing and Community Revitalization	(919) 856-5689
Energy Assistance and Support	(919) 212-7000
Seasonal Programs	(919) 212-7083
4-H Youth Development	(919) 250-1100

FOOD AND NUTRITION

Food Stamps and EBT (Electronic Benefit Transfer)	(919) 212-7000
WIC - Supplemental Nutrition Program for Women, Infants, and Children	(919) 250-4720

HEALTH: ADMINISTRATION

Medical Records	(919) 250-3074
Public Health Emergency Preparedness	(919) 212-9394
Vital Records (Register Births-Deaths)	(919) 250-3917

HEALTH: MEDICAL

Child Care Health Consultants	(919) 212-7572
Child Health	(919) 250-4570
Dental (Pregnant women, children)	(919) 250-4610
Foreign Travel Immunizations	(919) 250-3900
Health Promotion	(919) 212-8376
Immunizations	(919) 250-3900
Immunization Record Requests	(919) 212-7349
Maternal and Child Health	(919) 250-4636
Pharmacy (Wake Human Services only)	(919) 250-4418
Prenatal Care	(919) 250-4701
School Based Nursing and Dental	(919) 250-4637
Teen Clinic	(919) 250-3913
Women's Health	(919) 250-3913

HEALTH: COMMUNICABLE DISEASES

Communicable Disease Reports	(919) 250-4462
HIV Clinic (Testing)	(919) 250-4410
HIV Community Testing	(919) 250-3950
HIV Primary Care/Social Services	(919) 250-3999
HIV/AIDS Case Management	(919) 212-7801
HIV/STD Community Program	(919) 212-7832
STD Clinic (Diagnosis/Treatment)	(919) 250-4410
STD Community Testing	(919) 250-3950
Tuberculosis	(919) 250-1228

HEALTH INSURANCE (MEDICAID)

For adults and disabled persons	(919) 212-7000
For families and children	(919) 212-7000

HOUSING AND/OR SHELTERS

Housing Services - main number	(919) 212-9379
Cornerstone (Homeless Services)	(919) 508-0777
South Wilmington Street Center (homeless shelter for men)	(919) 857-9428

SENIOR AND ADULT

Adult Protective Services: 24 Hour Abuse/Neglect Hot-line	(919) 212-7264
Adult Guardianship Services	(919) 212-7168
Senior Services	(919) 212-7264

TRANSPORTATION

Medicaid Transportation Unit	(919) 212-7005
TRACS Transportation	(919) 212-7005

BEHAVIORAL HEALTH MANAGING PARTNER

In Wake County, mental health, substance abuse and developmental disability services are managed by Alliance Behavioral Healthcare	1-800-510-9132
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WAYS TO GET INVOLVED

Donations for seasonal programs	(919) 212-7083
Volunteering and Internship opportunities	(919) 212-7083

ADMINISTRATION

Director's Office	(919) 212-7302
Deputy Director/Chief of Staff's Office	(919) 212-7302
Deputy Director/Operations Office	(919) 212-7584
Human Services Board	(919) 212-7351
Medical Director's Office	(919) 250-3807
Finance Office	(919) 212-7584
Program Integrity (Fraud Investigations)	(919) 857-9211
Quality Management	(919) 250-3807

ONLINE SERVICE RESOURCE LIST

Wake Network of Care
wake.nc.networkofcare.org

OTHER INITIATIVES WE SUPPORT

We support many community initiatives throughout the year, such as:

Summer Nutrition Program
Child Abuse Prevention
Capital Area ReEntry
Warmth for Wake
Wake County Holiday Cheer

For more information, visit:
WakeGOV.com/HumanServices



VOICE OF THE CUSTOMER

Customer complaint line	(919) 212-7155
'Say It Forward' line for staff appreciation or service recognition	(919) 212-7189
Transportation feedback and complaints	(919) 212-7005



SERVICE LOCATIONS

Northern Regional Center (NRC)

350 E. Holding Ave.
Wake Forest, NC 27587
(919) 562-6300

Southern Regional Center (SRC)

130 N. Judd Parkway NE
Fuquay-Varina, NC 27526
(919) 557-2501

Eastern Regional Center (ERC)

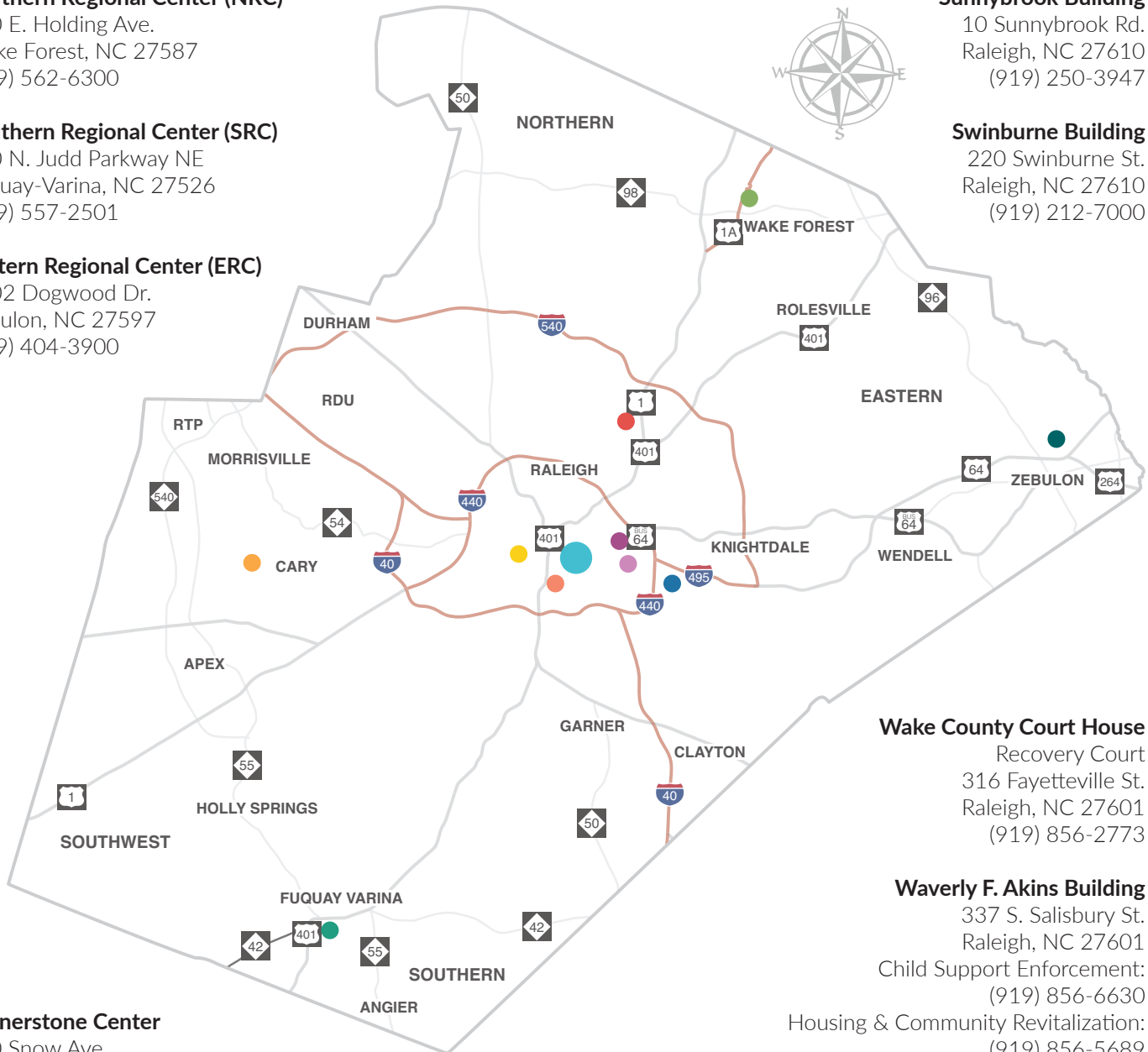
1002 Dogwood Dr.
Zebulon, NC 27597
(919) 404-3900

Sunnybrook Building

10 Sunnybrook Rd.
Raleigh, NC 27610
(919) 250-3947

Swinburne Building

220 Swinburne St.
Raleigh, NC 27610
(919) 212-7000



Cornerstone Center

220 Snow Ave.
Raleigh, NC 27603
(919) 508-0777

Western Wake Human Services Center

150 Cornerstone Dr., Suite 100
Cary, NC 27511
(919) 463-8445

Larry B Zvierink Sr. Center

3000 Falstaff Rd.
Raleigh, NC 27610

South Wilmington Street Center

1420 S. Wilmington St.
Raleigh, NC 27601
(919) 857-9428

Millbrook Human Services Center

2809 E. Millbrook Rd.
Raleigh, NC 27604
(919) 431-4000

Wake County Court House

Recovery Court
316 Fayetteville St.
Raleigh, NC 27601
(919) 856-2773

Waverly F. Akins Building

337 S. Salisbury St.
Raleigh, NC 27601
Child Support Enforcement:
(919) 856-6630
Housing & Community Revitalization:
(919) 856-5689
Program Integrity:
(919) 857-9211

Crosby Garfield Center

568 E. Lenoir St.
Raleigh, NC 27601

Agriculture Building

4001 East Carya Dr.
Raleigh, NC 27610
Cooperative Extension/4H:
(919) 250-1100

VOICE OF THE CUSTOMER

Great customer service is our goal at Wake County Human Services! We value your input and need it to improve the customer experience.

We created the **Voice of the Customer** system to give our customers several different ways to give feedback on their service experiences:

► CUSTOMER SATISFACTION SURVEY

A short survey to share your customer service experience.

► SERVICE COMPLIMENTS ► COMPLAINTS

A program to let us know when you receive excellent customer service.

A way to report problems or share if you are dissatisfied with our service.

There are three ways to participate in the Voice of Customer system. Choose the option most convenient for you!

WRITE DOWN YOUR FEEDBACK

Paper forms and drop boxes are available at each Human Services location. Ask any employee where to find them.

1

CALL US

To report a complaint, call 919-212-7155.
To compliment us on our service, call 919-212-7189.

2

COMPLETE AN ONLINE FORM

Visit WakeGOV.com and search "Voice of the Customer."

3

