



1999
wake county
HUMAN SERVICES

Wake County and Raleigh

MAPS

1 Northern Wake Human Services Center, 247 S. Allen Rd., Wake Forest
 Health Clinic 554-8490
 Mental Health Clinic 554-8497

2 Western Wake Human Services Center, 219 E. Chatham St., Cary
 Mental Health Clinic 460-3366

3 Eastern Wake Human Services Center, Shepard School Rd., Zebulon
 Health Clinic 404-3600

4 Southern Regional Center, 1216 E. Academy Dr.,
 Fuquay-Varina 557-2501

5 JobLink Career Center, 220 Swinburne St. 250-3770
 Work Permits, 220 Swinburne St. 212-7303
 Employment Services Information, 220 Swinburne St. 856-7575
 Food Stamps (Older & Disabled Adults), 220 Swinburne St. 212-7541
 Food Stamps (Family & Children), 220 Swinburne St.
 Medicaid (Older & Disabled Adults), 220 Swinburne St. 212-7541
 Medicaid (Family & Children), 220 Swinburne St. 212-7650
 Work First, 220 Swinburne St. 212-7048
 Work First & Family & Children's Medicaid & Food Stamps
 (Recorded Instructions & Information), 220 Swinburne St. 212-7333
 Adult Rest Home & Nursing Home Placement 212-7500
 Child Care Subsidy Information 212-7250
 Services for the Blind 212-7505

6 Birth & Death Certificates, 10 Sunnybrook Rd. 250-3860
 Community Health Promotion 250-4541
 Child Mental Health & Substance Abuse Evaluations,
 10 Sunnybrook Rd. 212-8405
 Child Health Clinic, 10 Sunnybrook Rd. 250-4570
 Dental, 10 Sunnybrook Rd. 250-4610
 HIV Counseling and Testing, 10 Sunnybrook Rd. 250-3950
 Immunizations, 10 Sunnybrook Rd. 250-3900
 Prenatal Clinic, 10 Sunnybrook Rd. 250-4700
 Sexually Transmitted Disease, 10 Sunnybrook Rd. 250-4410
 TB (Tuberculosis), 10 Sunnybrook Rd. 250-3900
 Women and Adolescents, 10 Sunnybrook Rd. 250-3912
 WIC (Women, Infant & Child Nutrition), 10 Sunnybrook Rd. 250-4720
 Child Service Coordination 250-1154
 AIDS Case Management 250-4510
 Baby Love/Maternity Care Coordination 250-7250
 Communicable Disease 250-3900
 Ready to Learn Centers Information 250-1153
 Save Our Sisters 250-1078
 Smoking Cessation (ASSIST) 856-7320

8 Alcoholism Treatment Center, 3000 Falstaff Rd. 250-1500
 Child Sexual Abuse Treatment, 3010 Falstaff Rd. 250-3100
 Drug Abuse/Substance Abuse Services, 3000 Falstaff Rd. 250-1500
 Mental Health & Substance Abuse Evaluations (Adult),
 3000 Falstaff Rd. 250-3133
 Mental Health Clinic, 3010 Falstaff Rd. 250-3100

9 DUI Assessment & Treatment (Court Services), 3001 Falstaff Rd. 250-1122

10 Developmental Disabilities Intake & Information 856-6400

11 Crosby Clinic, 568 E. Lenoir St. 856-5900

12 Inner City Mental Health Clinic, 567 E. Hargett St. 856-5288

13 Cornerstone (Homeless Services), 220 Snow Ave. 508-0777

14 Jobs for the Homeless, 136 E. Morgan St., Suite 120 856-6055

15 Diabetes—Project DIRECT, 219 S. East St. 856-6540

Substance Abuse Prevention (SAFE Coalition), 219 S. East St. 856-7320

16 Cooperative Extension (4-H Youth Development), Cary Dr. 250-1109

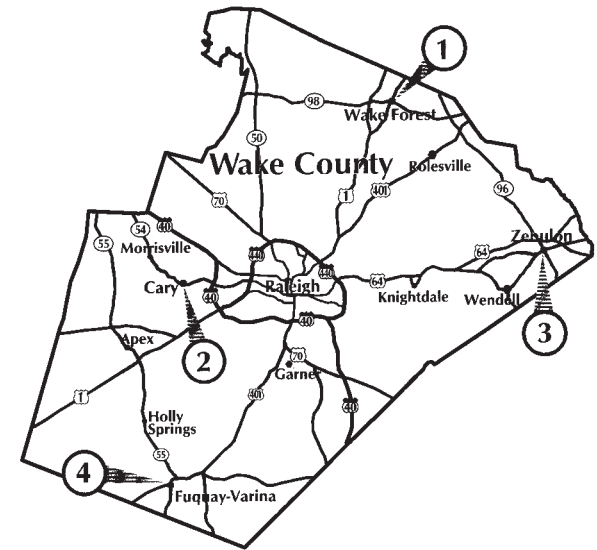
Youth After-School & Summer Programs 250-1087

17 Child Support Enforcement 856-6630

Housing and Community Revitalization (outside Raleigh) 856-5689

Emergency and Information Numbers

Adult Abuse & Neglect Reports	212-7264
Weekends and after working hours	911
Child Abuse & Neglect Reports	212-7430
Weekends and after working hours	911
Communicable Disease Reports	250-4462
Emergency Financial Assistance	212-7370
Consumer Rights/Complaints	212-7155
Mental Health & Substance Abuse Emergencies (Child and Adult) (24 hrs)	250-3133
TDD (Deaf/Hard of Hearing)	250-1499
Veterans Service Officer, 220 Swinburne St.	212-7450
Speakers Bureau	212-7072
Volunteer Hot Line	212-7084
Warmth for Wake & other volunteer donations	212-7084
Information and Referral	1212-7000



Human Services Board Chair's Message

GREG PATTERSON

Since the Departments of Public Health, Mental Health, Social Services, Child Support and Housing and Community Development were combined into one agency—Wake County Human Services—we've made not only organizational changes but changes in the way we evaluate our effectiveness. Wake County Human Services (WCHS) now measures its effectiveness based on the impact it makes on the people it serves, not on the number of services it provides. With this calendar, we would like to highlight some of the ways in which WCHS has made a difference in the lives of Wake County citizens.

You'll meet women who were able to escape domestic violence because of the partnership between Work First and Interact and a man who was able to escape the confines of his home through the support and assistance he received from Spectrum House. And children have been helped by WCHS in many ways, from immunizations to learning how to say "no" to tobacco, alcohol and drugs.

As we move into 1999 and the next millennium, WCHS is faced with one of our biggest challenges: the tremendous growth in Wake County and meeting the needs of all of our citizens. To help meet the demand generated by this growth, WCHS is providing services throughout the county through the model we call regional centers.

At these regional centers, our customers will be able to obtain many services in one place instead of having to go from location to location to receive the assistance they need. Currently, we have the Southern Regional Center in operation in Fuquay Varina and another regional center in the planning stages for Zebulon. There will eventually be regional centers in Wake Forest and Apex, as well.

These are exciting times for Wake County Human Services. We can see how we're making a difference in Wake County through our reorganization. Wake County citizens have truly benefited from this consolidation. Our efforts have also been recognized internationally. In October 1998, Wake County received the Program Excellence Award for Innovations in Local Government Management for its innovative approach to human services by the International City-County Management Association.

WCHS looks forward to continuing to provide quality services that make a difference in Wake County.

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Vernon Malone

Betty Mangum

Betty Lou Ward

Michael Weeks

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People will find and maintain employment

JOBLINK CAREER CENTER

It's amazing how a car breaking down can change a person's life. For Monica, it has meant a whole new career and great opportunities.

When Monica's car broke down, she could no longer get to her low-paying job because she couldn't afford to fix her car. So she went to Wake County Human Services' JobLink Career Center. At the JobLink Career Center, there are many services for people looking for jobs and training as well as for businesses and potential employers. The JobLink Career Center offers 14 computers so customers can access current job listings in addition to career exploration and resume writing software. There is also a fax machine, copier, a bank of phones and a reference library for customers to use in their job search.

But it was the people at the JobLink Career Center that truly made the difference to Monica. "The people here are wonderful. They are very accessible to answer questions and provide personal assistance. They really know what they're doing," claims Monica. With their help, she enrolled at the Learning Curve for training to be a medical secretary. Then she landed a position at a local podiatrist's office she discovered in a job listing at the JobLink Career Center.

"I have referred lots of people to the JobLink Career Center," stated Monica. "But the JobLink Career Center is not a quick fix. You have to put in your own efforts and want to succeed."



Monica is just one of 1,964 people who used the new JobLink Center from November 1997 through June 1998.

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New Year's Day

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Martin Luther
King, Jr. Day

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The elderly and individuals with severe, chronic disabilities will live as independently as possible

SPECTRUM HOUSE

Spectrum House has meant the world, literally, to Shep. Because of his disability, Shep was extremely withdrawn and in need of services. Then in 1984 he began going to Spectrum House, a psychosocial rehabilitation program for adults with mental illness that offers the structure and support necessary for them to live successfully in the community.

At Wake County Human Services' Spectrum House, Shep learned social and job skills. He made friends and gained self-confidence. Now Shep has a part-time job—he has been working in a restaurant's kitchen for over three years. He rides the bus. He and his friends organize outings like going to N.C. State games and the movies. He attends all of Spectrum House's social functions, including Thanksgiving dinner and the dances. Spectrum House has given him the support, education and confidence he needs to venture out in his community.

And even though Shep might be considered "graduated" from Spectrum House, he still goes there several days a week on his days off from work. "I like it here and I have a good time," states Shep. "I also want to be able to give something back to the other people at Spectrum House."

Shep still returns to the Spectrum House several days a week to help out in the kitchen and to socialize with his friends.



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Valentine's Day

Presidents' Day

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Youth will make healthy decisions

SAFE PROGRAM

There's an army of youth out there in Wake County fighting to make sure their peers make the right decisions when it comes to alcohol, tobacco and drugs. Through Substance Abuse-free Families and Environments—the SAFE Youth Leadership Coalition—hundreds of youth, ages 9-18, are going into their communities to organize and implement substance abuse prevention activities.

A Wake County Human Services program, SAFE provides opportunities for youth group members to receive leadership training, learn about alcohol, tobacco and other drugs, participate in community activities, attend conferences and network with other youth groups throughout Wake County. These young people then serve as ambassadors to their youth groups, offering information and serving as role models to their peers.

“Through SAFE, I’ve learned a lot about substance abuse. It has definitely made an impact on my future decisions,” claims one member. Another youth stated, “I feel like I am making a difference in other’s lives because I can help them to make the right decision.”



Pictured are members of SAFE's Action Team for special projects: (l-r) Marcus McLain (Junior, Enloe High School), David Littlejohn (Junior, Wake Forest High School), Regina Hedgepeth (Freshman, Southeast Raleigh High School), Candice Dowdy (8th grade, Wake Forest-Rolesville Middle School) and Bryan Sullivan (8th grade, Zebulon Middle School).

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St. Patrick's Day

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Children and youth will be successful in school

SCHOOL NURSES

Keeping children healthy, happy and in school—that's what school nurses are all about.

During the 1997-98 school year, 20,209 children were referred to their school nurse, and the nurses held 41,760 health counseling contacts with students. A pretty amazing feat, when you consider there are only 45 school nurses who serve over 100 schools in the Wake County Public Schools system.

School nurses help children succeed in school by identifying and eliminating barriers to learning. Barriers to school success can include poor vision, numerous absences due to chronic illnesses, substance abuse problems and mental health issues.

According to Dr. David Dennis, principal of Daniels Middle School, the school nurse “does a little bit of everything. Our school nurse is actively involved at school, from conducting vision screenings and giving Hepatitis B vaccinations to contacting parents, referring students to appropriate health services and making home visits, as necessary. We'd love to have her in the school more than 1 1/2 days a week.”



Through a vision screening, James (top left) found out he needs glasses. He and other Stough Elementary School students benefit in many ways from the school nurse's services.

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Passover
April Fools Day

Good Friday

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Daylight Saving
Time begins
Easter

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Women will have healthy, planned births

STEP-BY-STEP PROGRAM

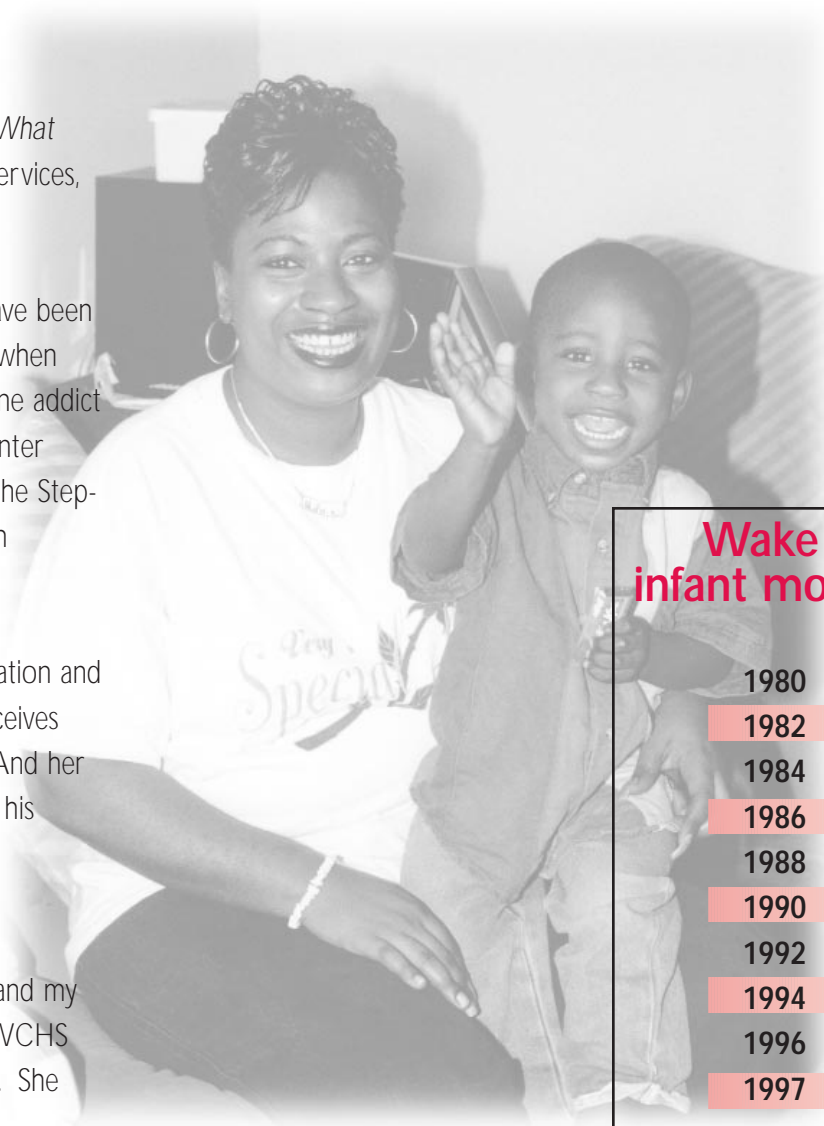
The poster, proudly hung in the living room, says it all: *Recovery—What dreams are made of.* And if it weren't for Wake County Human Services, Melissa wouldn't even have any dreams.

Through a variety of WCHS programs, Melissa and her children have been given a second chance in life. Melissa entered the WCHS system when she was eight months pregnant with her third child. A crack-cocaine addict for years, she checked herself into WCHS's Alcohol Treatment Center seeking a better life for herself and her children. Then she joined the Step-by-Step program that helps pregnant and postpartum women with substance abuse and/or emotional problems.

Through the Step-by-Step program, Melissa has received the education and support she needs to stay clean and to be a good parent. She receives one-on-one counseling as well as participates in support groups. And her two-year-old son is thriving. As part of the Step-by-Step program, his development is regularly checked, and so far he's well ahead of all expectations.

"Step-by-Step is a great program and it's done the world for me and my family," according to Melissa. Because of Step-by-Step and other WCHS programs, Melissa is out of the shelters and in her own apartment. She has just completed vocational training and started a new career in cosmetology and her children are happy and healthy.

The Step-by-Step program has helped Melissa, shown here with her youngest child, stay clean and create a happy, stable environment for her children.



Wake County infant mortality rate

1980	13.2
1982	15.7
1984	13.1
1986	13
1988	10.1
1990	9.9
1992	8.8
1994	8.8
1996	7.5
1997	8.8

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Mother's Day

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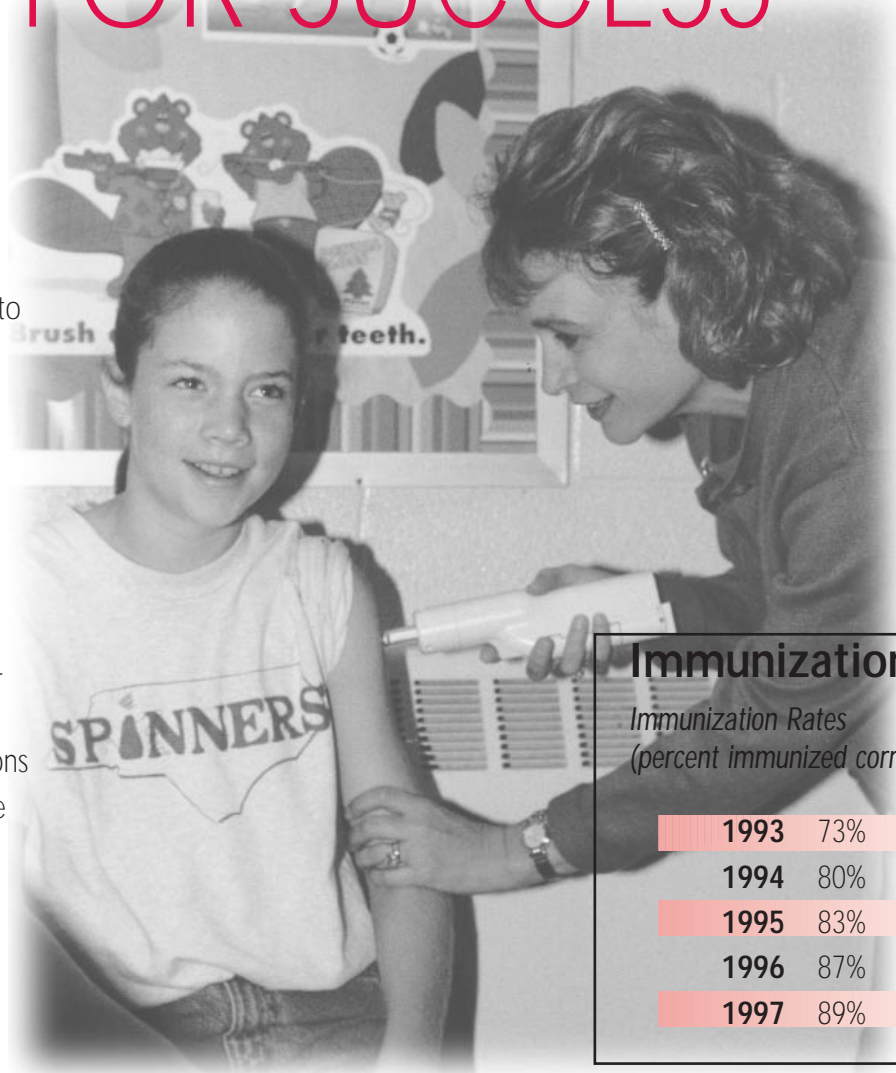
Memorial Day (31)

Families will support their children's successful development

IMMUNIZING FOR SUCCESS

One of the best things parents can do for their children is to have them immunized on time. With timely immunizations, parents help their children avoid illnesses that might affect their ability to succeed and develop at their potential. Wake County Human Services goes to great lengths to make sure each child receives the proper immunizations including tracking all children seen by WCHS. As a result, almost 89% of all two year olds in Wake County were immunized correctly in 1997.

Wake County Human Services also goes the extra mile to make it easy for parents to immunize their children on time. Free immunizations are offered to children at WCHS clinics and at Ready-to-Learn Centers. Parents with children in public school have the option of having their 6th graders receive their Hepatitis B vaccinations and MMR (measles, mumps, rubella) and tetanus boosters right there at school. Preschool and school-age children can get up to date on their shots and have a little fun, too, at WCHS's annual Pullen Park immunization clinic. And when children are unable to get their immunizations any other way, WCHS nurses make home visits!



Immunization Rates	
Immunization Rates (percent immunized correctly at age 2)	
1993	73%
1994	80%
1995	83%
1996	87%
1997	89%

A Daniels Middle School 6th grader receives a Hepatitis B vaccination from school nurse Claudia Vepraskas.

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Father's Day

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Children removed from their parents will have a permanent home

FAMILY REUNIFICATION

When Deanna's one-year-old daughter, Kahrena, received second-degree burns in a home accident, Wake County Human Services took legal custody of her. While this was a very hard time for Kahrena and Deana, it has made a positive impact on both their lives.

When WCHS assumes custody of a child, it tries to place the child in a permanent home within 12 months. All efforts are made to reunite the child with his or her parents or a family member in a permanent, safe environment. Under the auspices of a judge, WCHS created a plan of action for Deanna so that she could regain custody of Kahrena.

To get her daughter back, Deana had to take an intensive positive parenting class offered by WCHS. Here she learned coping skills, effective discipline methods and how to parent while dealing with her own problems. She also took a loss and grief class for parents who have lost custody of their children and a reunification class for parents whose children have been or are about to be returned to them.

According to Deanna, "A big mistake happened once, and it changed my life. Through WCHS, I've learned ways to be a better parent. We are starting over: WCHS has given me a new start, a new child, a new life. I have learned that I can still make a positive difference in a child's life."



Through WCHS services, Deanna and her daughter, Kahrena, have a chance to start all over. "Because of the whole process, I feel like I value my daughter even more."

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Independence Day

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Children will be ready for school

CHILD SERVICE COORDINATION

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When Tamara's daughter, Iya, was born with a very rare syndrome, she didn't know where to turn for help. That is, until a Wake County Human Services child service coordinator called her.

Through its Child Service Coordination program, WCHS guides families in locating services and resources for over 1,500 children each year who have been identified as having developmental delays. WCHS also follows their progress with regular screenings to help children stay on target developmentally and be ready for school when they come of age.

Iya, who is now 2 years old, has been receiving services since she was 1 1/2-months old. "If it wasn't for Wake County Human Services, I would not have been able to get the help I need for my daughter," Tamara claims. Through WCHS, Tamara was able to obtain physical and occupational therapy, early intervention services and specialized medical care through the Special Infant Care Clinic for Iya. Not only will these services help Iya be ready for school, "they will help her throughout her life," according to Tamara.

Tamara's daughter, Iya, was born with Proteus Syndrome—a rare disease that affects only about 100 people in the world. Iya is receiving services to enable her to reach her potential.



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Children and vulnerable adults will be protected from abuse and neglect

WORK FIRST AND INTERACT

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Meet Tanya, Sharene and Nina. Three women from different backgrounds with a common denominator: they are all victims of domestic abuse.

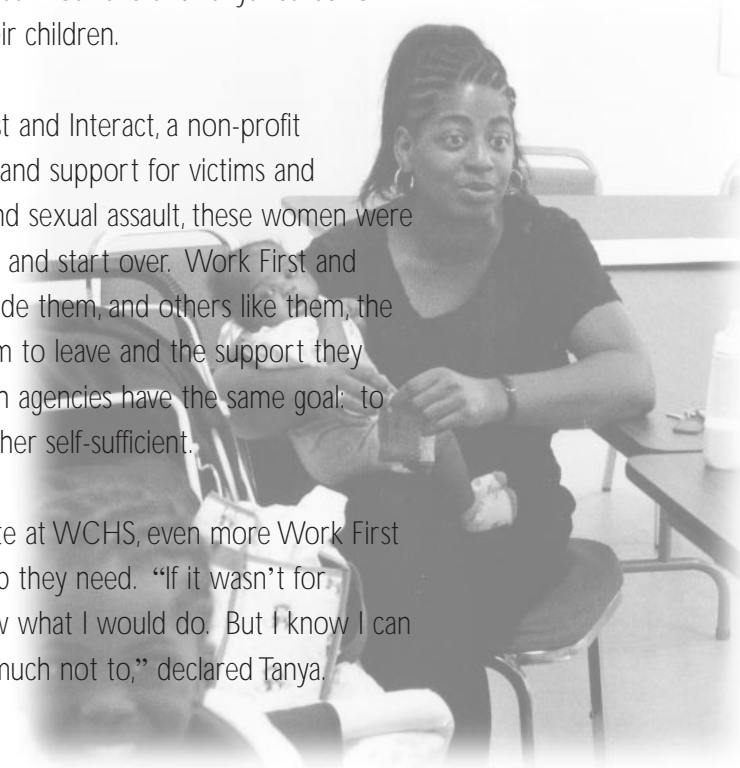
Sharene and her three small children escaped with only the clothes on their backs and \$5 in her wallet. Both she and Tanya feared for their lives. They all feared for their children.

Through services from Work First and Interact, a non-profit organization that provides safety and support for victims and survivors of domestic violence and sexual assault, these women were able to overcome their situations and start over. Work First and Interact have teamed up to provide them, and others like them, the financial assistance to enable them to leave and the support they need to learn how to cope. Both agencies have the same goal: to empower the woman and make her self-sufficient.

With an Interact counselor on site at WCHS, even more Work First recipients are able to get the help they need. "If it wasn't for Interact and WCHS, I don't know what I would do. But I know I can make it. I've been through too much not to," declared Tanya.



Through Work First and Interact services, Nina (left) and Tanya (above) have been able to start their lives over. Sharene is not pictured for the safety of her family. However, she claims that if you could see her, you would see "a glow of victory on my face. I'm thankful to be a survivor."



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Yom Kippur

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Individuals, families and communities will have improved physical and behavioral health

DEPRESSION

In just four weeks, Larry found out he had Type 2 diabetes, lost his job in a corporate reorganization, lost 65-70% of his vision and then was told that the surgery for his eyes would only help him keep what little eyesight he had left—it would not improve his vision. These losses pushed Larry over the edge into a clinical depression that he tried to deny.

His world began to change when he reluctantly went with his wife to the Depression Screening Day sponsored by Wake County Human Services. There he was referred to a WCHS therapist and psychiatrist who gave him the guidance and medication he needed to beat depression and learn how to prevent another episode.

At the 1998 Depression Screening Day, WCHS screened 60 adults and children. Of these, 65% were referred to professionals for treatment. Treatment for depression is successful for 80% of the people who seek treatment, and most people can get impressive results in just four to six weeks.

“This is one person who has been helped tremendously by WCHS,” says Larry. “I’m like my old self—I can laugh and smile again. The world is beginning again.”

Warning Signs of Depression

Seek help if you experience five or more of these symptoms for longer than 2 weeks or if any of these symptoms are severe enough to interfere with your daily routine:

- ▲ Persistent sad, anxious or “empty” mood
- ▲ Loss of interest or pleasure in activities once enjoyed
- ▲ Decreased energy, fatigue, being “slowed down”
- ▲ Sleeping too little or sleeping too much
- ▲ Reduced appetite and weight loss or increased appetite and weight gain
- ▲ Difficulty concentrating, thinking, remembering or making decisions
- ▲ Feelings of guilt, worthlessness, helplessness, hopelessness
- ▲ Thoughts of death or suicide, suicide attempts
- ▲ Restlessness or irritability
- ▲ Increased or decreased activity noticed by others
- ▲ Excessive crying
- ▲ Chronic aches and pains that don’t respond to treatment



Larry's wife, Evelyn, attended all Larry's therapy sessions with him. The sessions helped her as much as him—she learned how to cope with his disease and provided him much-needed support.

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Daylight Saving
Time ends (24)
Halloween (31)

Parents will financially and medically support
their minor children

CHILD SUPPORT ENFORCEMENT

Dear Wake County Human Services:

Thank you. Thank you so much. I am still shaking from feeling this sense of relief when I got a court order signed by the judge that will allow me to have some financial help from a man that has behaved as though he has no financial responsibility toward a daughter. I have been carrying the weight of the world for what seemed a long time.

The WCHS agents at Child Support Enforcement may just see themselves as doing their job. What my agent did for me that day and the other days preceding the court date meant more to me than just her doing her job. She helps the system to work. She has enabled my daughter to have things that she is entitled to have while growing up—basic things such as food, clothing, a decent place to live, a before- and after-school care program while her mother is working.

What you do makes a difference in a person's life, especially when that person has to make every effort to provide for a child the best way possible. I thank all of you for being there for my daughter and me. And I thank God for making it possible for you all to continue to be there for me as well as for the other mothers and fathers who need you.

Thank you.

Coralene W.



Because of the court order WCHS's Child Support Enforcement was able to help Coralene get, Lauren will receive child support from her father.

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People will have safe, affordable housing

HOUSING

Excited and enthusiastic—that’s the best way to describe Maribel.

Maribel and her family found one of the affordable homes built by Wake County Human Services in Wendell, and she fell in love with it. When she called to inquire about the house, she also found out that WCHS offers a down-payment assistance program.

“WCHS programs have completely changed our lives. It’s a blessing,” claims Maribel. Because of WCHS housing services, her family of five was able to move out of an old, small, rented trailer into a house in a neighborhood with an elementary school within walking distance.

“It’s such a good program, and you get such a good value,” stated Maribel. She is such a believer in what WCHS has to offer that she “sold” her friends on how wonderful the houses and other WCHS programs are. Maribel is even pursuing a real estate license so she can “officially” sell houses!

WCHS is building more affordable homes in Maribel’s Wendell neighborhood. Since 1995, WCHS has built almost 400 multi-family affordable units and 17 single-family units.



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Christmas

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Kwanzaa

Acknowledgements

1999 WCHS CALENDER

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