

# WAKE COUNTY HUMAN SERVICES Overview

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# AGENDA

- ☐ **HS Department Overview**
- ☐ **What Influences Service Need?**
- ☐ **Quiz (no grade will be given)**

# Introduction/Overview

- Human Services is a consolidated agency, covering the County's responsibilities for public health and social services. Wake County was the first County to consolidate 26 years ago!
- The Human Services Director is the County's Health Director, and Social Services Director, per NC General Statutes.
- The Human Services Director is also responsible for specific environmental services functions, which are delegated to the Environmental Services Department Director.



Human  
Services



# OUR VISION

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

 [www.WakeGov.com/HumanServices](http://www.WakeGov.com/HumanServices)  
 [www.FaceBook.com/WakeHumanServices](http://www.FaceBook.com/WakeHumanServices)



Human  
Services



# 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.

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Human  
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# OUR VALUES

## WE VALUE...

Accountability  
Community Partnerships  
Ethical Behavior  
Open Communication  
Our Employees  
Prevention  
Proactive and Strategic Thinking  
Providing Accessible Services  
Providing Great Customer Service  
Providing Quality Services  
Respect for All

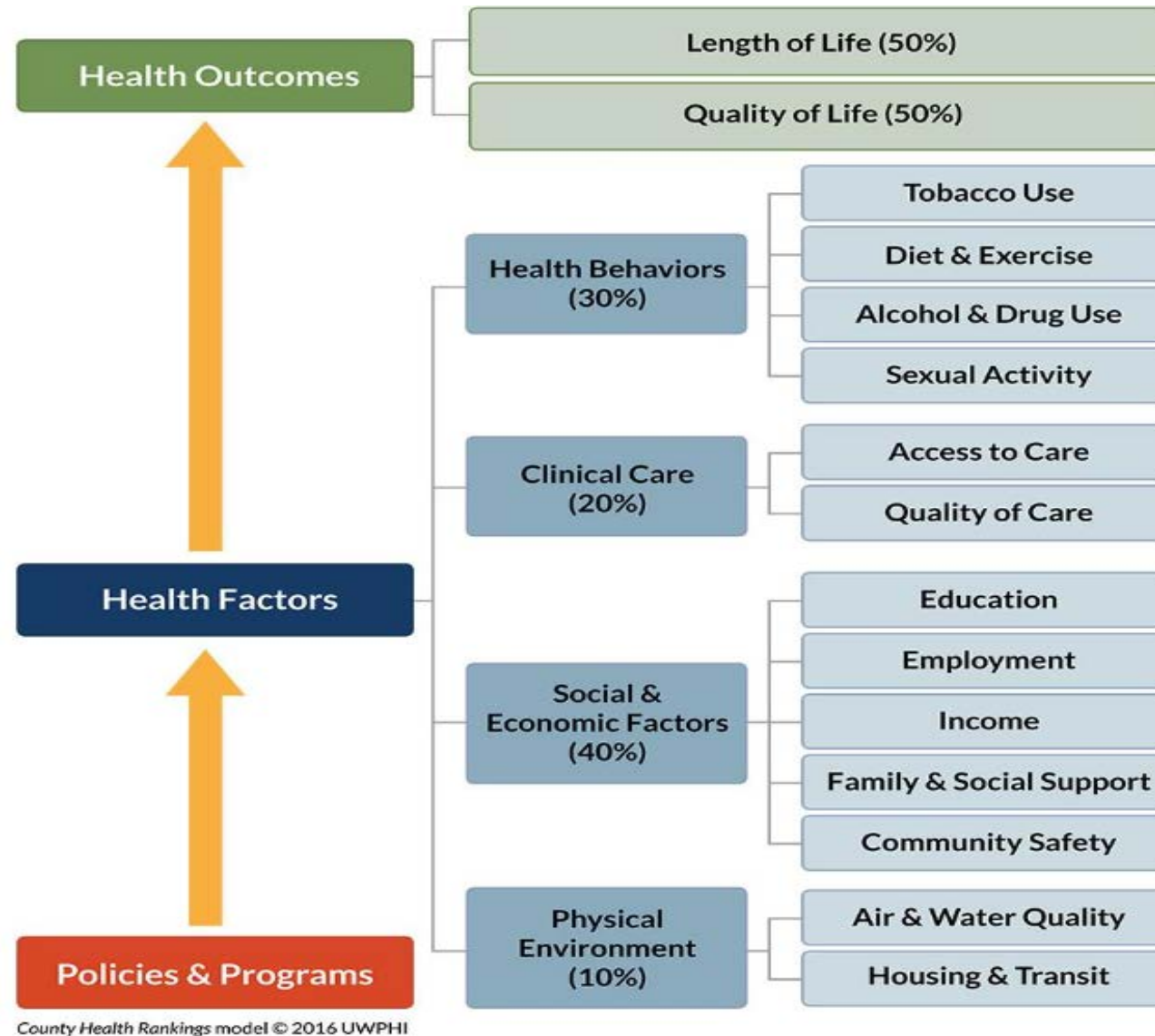
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# Service Alignment with the Board of Commissioner's Goals/Initiatives

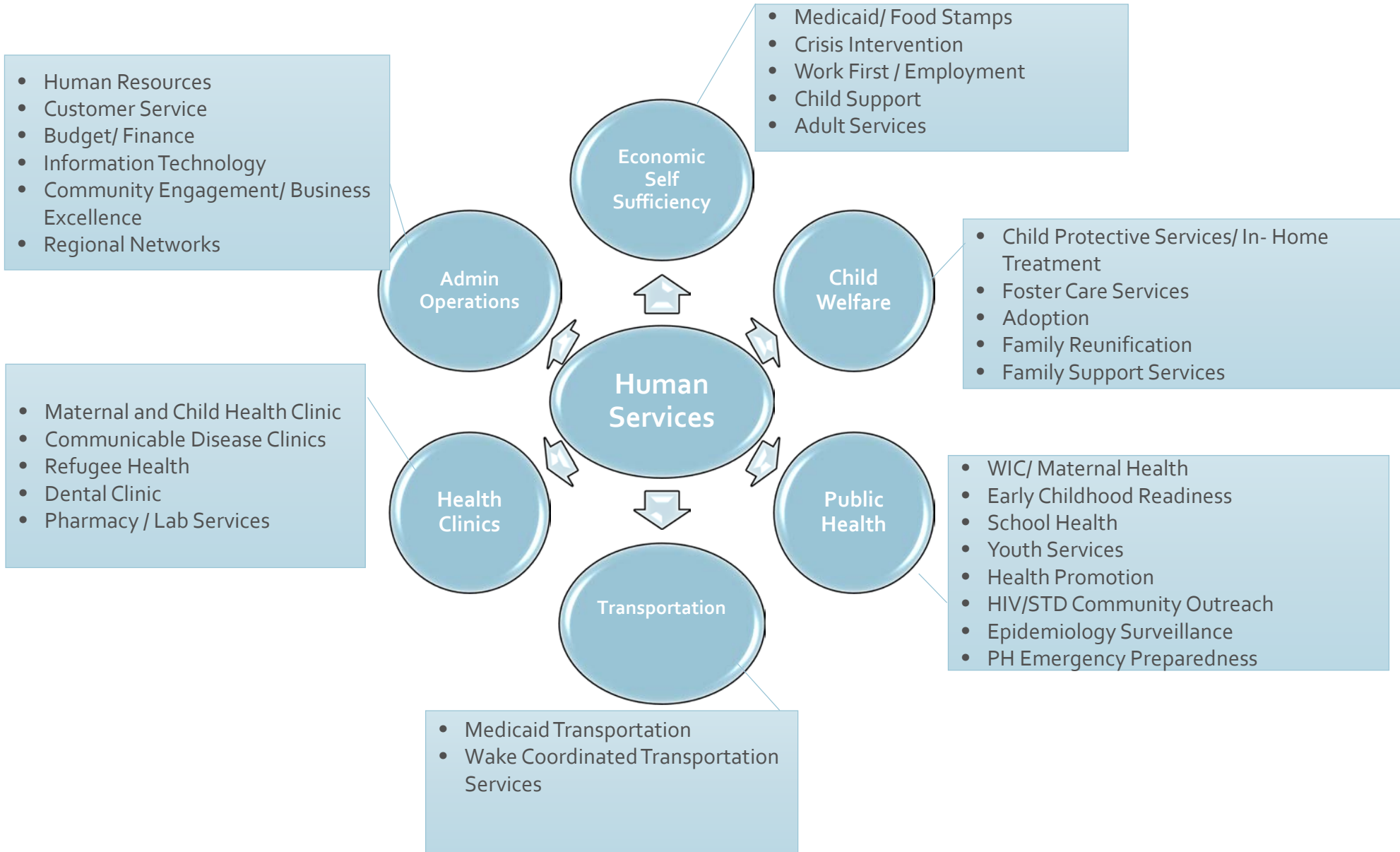


# SOCIAL DETERMINANTS OF HEALTH

Framework for Service Delivery in a Consolidated Human Services Agency



# WCHS DIVISIONS AND SERVICES PROVIDED



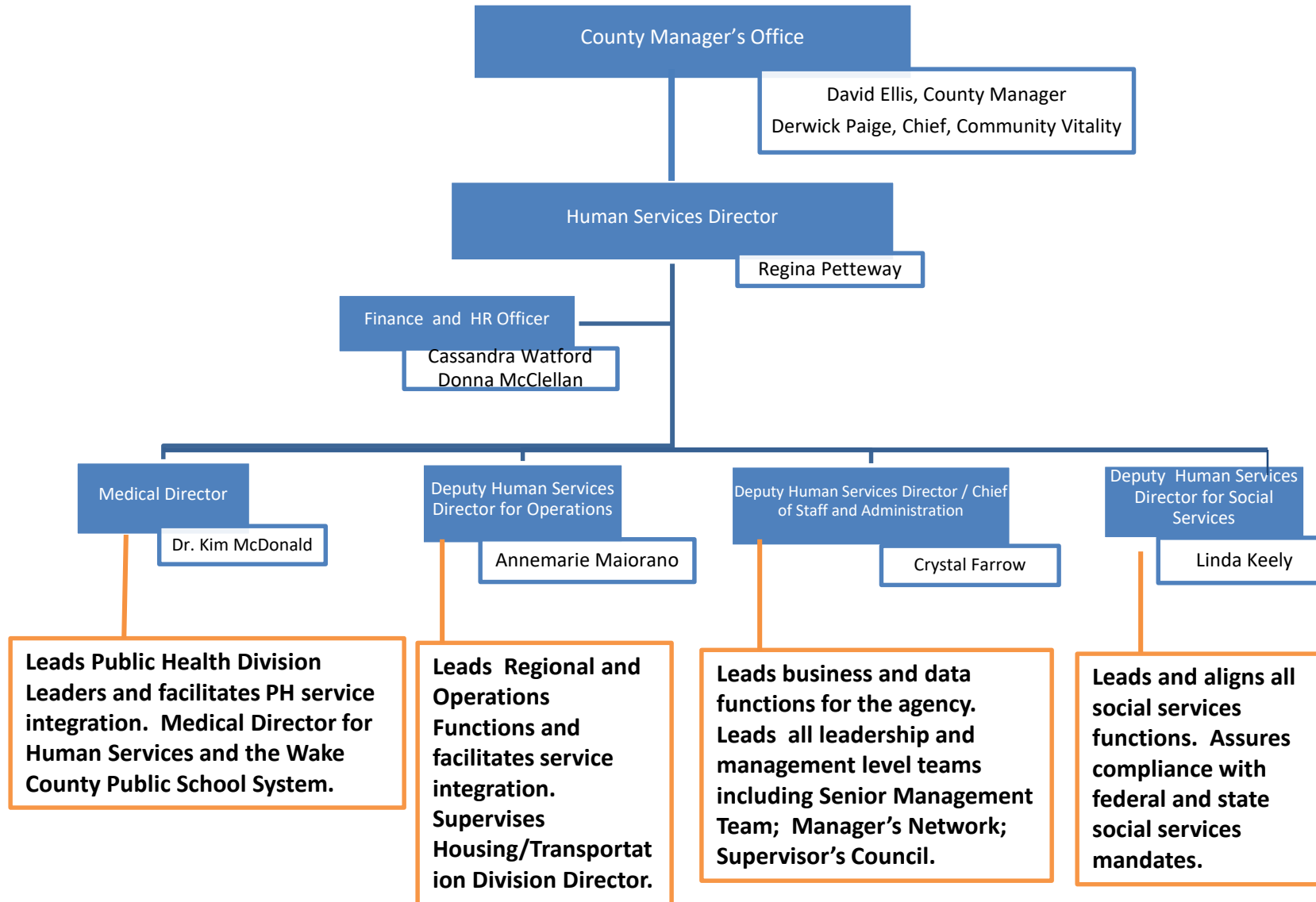
**Wake County Human Services**  
**FY 2019 Adopted Budget and Total FTEs Per Division**  
**General Fund / Transportation Fund**

Division Name	Expenditures	Revenues	FTEs
Social Services Economic Self Sufficiency	50,315,338	30,393,327	585.00
Child Welfare	32,092,070	15,601,395	293.20
Public Health	29,862,165	9,726,451	339.13
Health Clinics	20,255,106	14,499,022	173.40
Administration and Operations	19,060,690	4,032,701	189.60
Transportation	8,730,000	8,730,000	3.00
<b>Grand Total</b>	<b>160,315,369</b>	<b>82,982,896</b>	<b>1583.33</b>

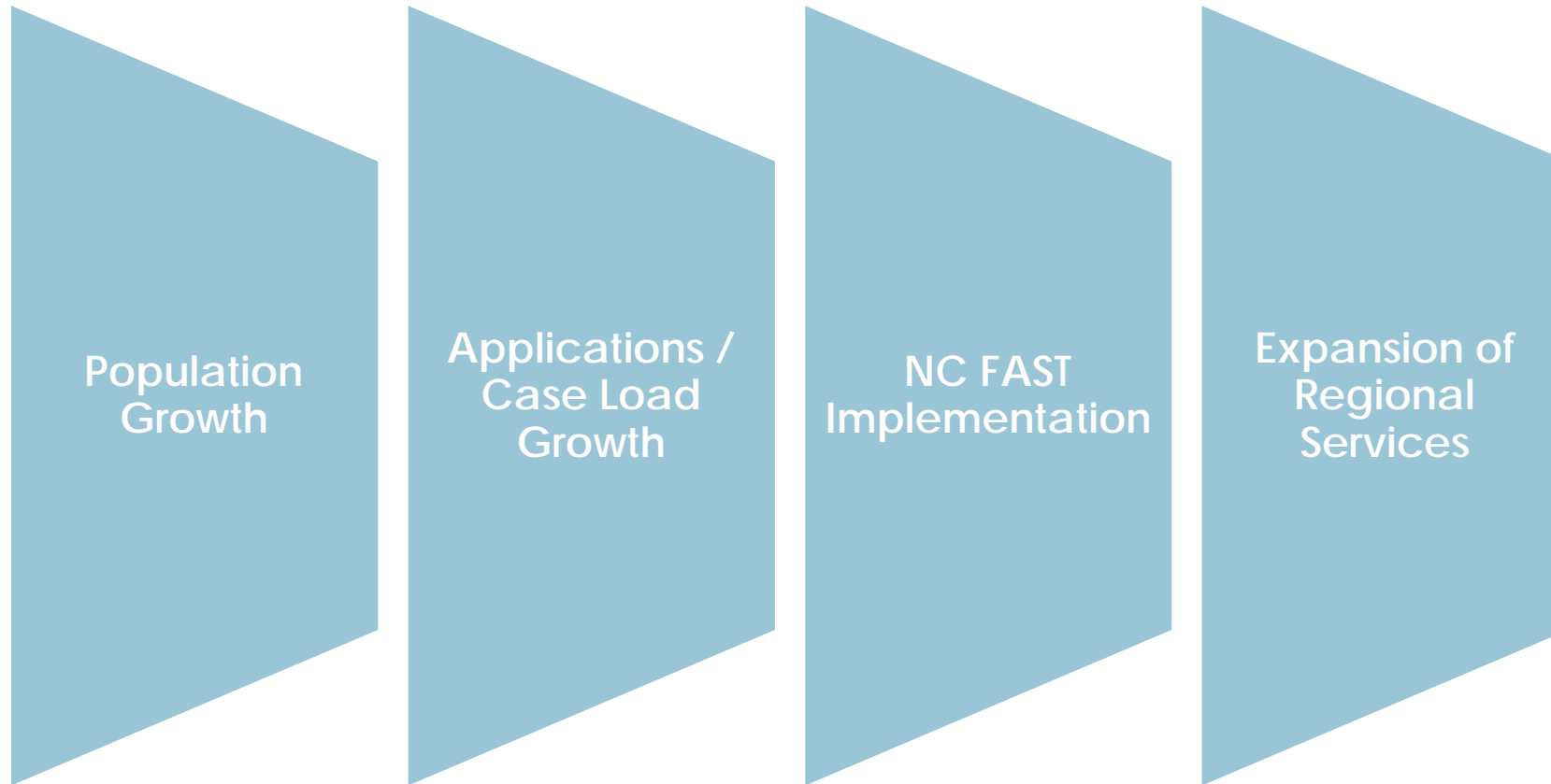


# The Wake County Human Services Organizational Chart

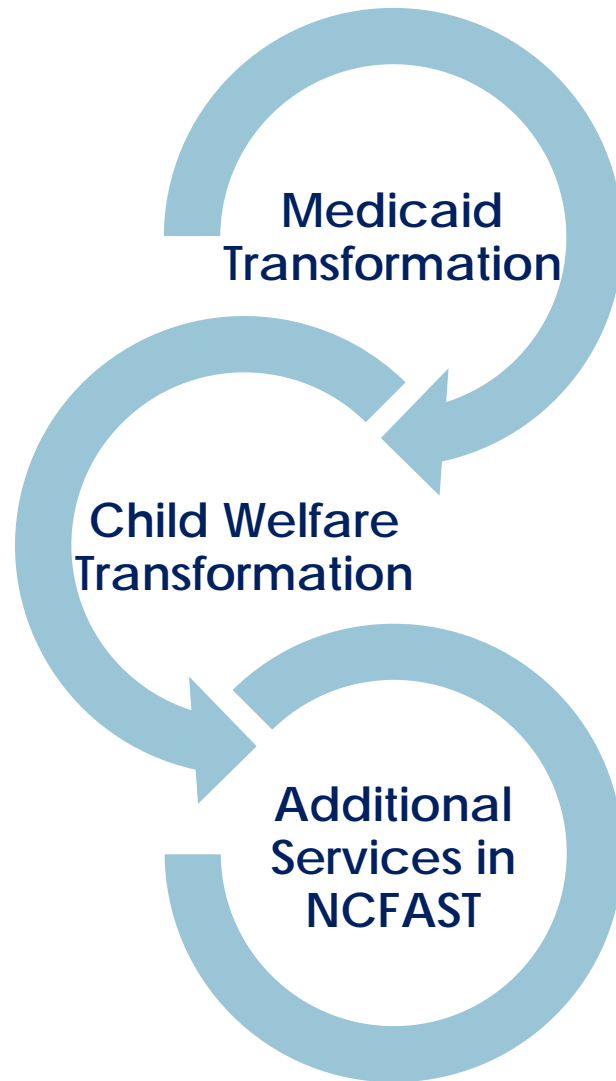
## Executive Leadership Team



# What Influences Need for Services?



# Emerging / Evolving Factors





# Public Health Accreditation- Related Responsibilities

Human Services has achieved Accreditation Status, and has been Re-accredited. Site Visit in next 90 days for 2<sup>nd</sup> Re-Accreditation



# HS MASTER FACILITY PLAN

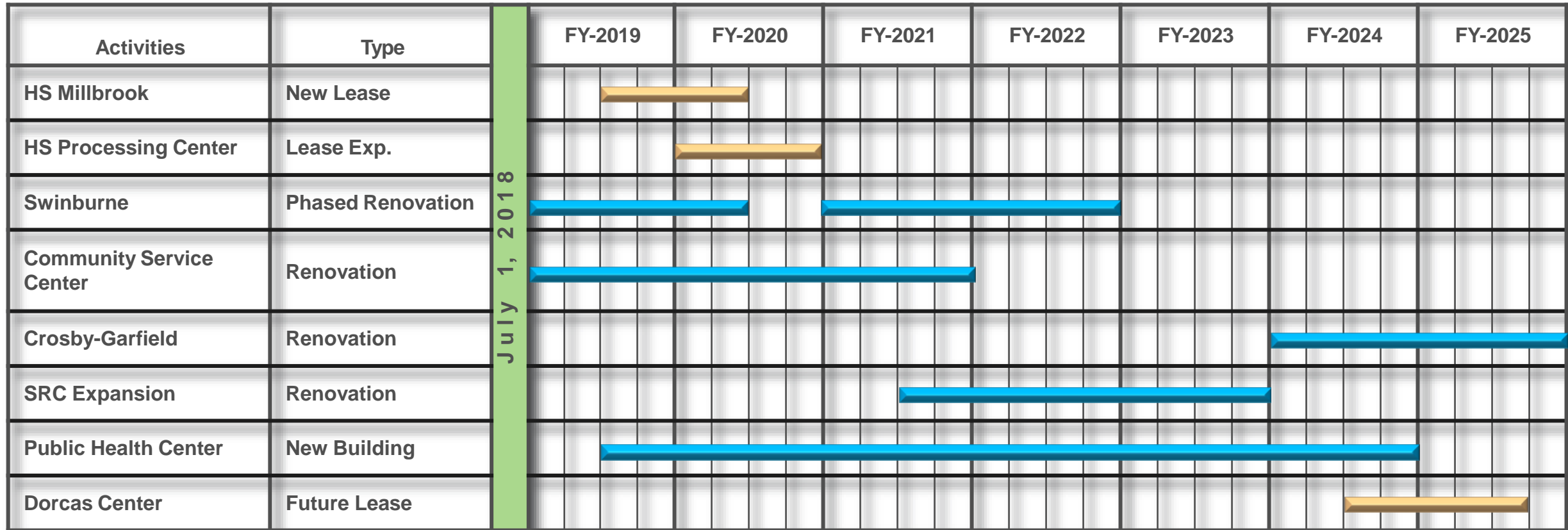
# Human Services Today

- Operates in Nearly 500,000 SF of County facilities
- Provides over 50 Services to Wake County Citizens
- Staff represents almost half of all County employees
- Facilities are **at or near full capacity**
- Continued County Growth is toward **fringe areas**
- Some facilities **not conducive to service delivery**
- Facility capacities can no longer accommodate growth

# Service Delivery Vision

- Support quality customer service w/ appropriate facility design
- Treat the **whole client by grouping services together**
- **Improve accessibility** to promote client self sufficiency
- Ensure **site locations near population being served**
- Flexibility of facilities to accommodate future changes
- Provide **safe & secure** employee work environment
- Utilize partnerships to **strengthen** service offerings

# Preliminary Implementation Schedule FY 2019-25



## Legend:

Leased Facility: 

County Owned: 



# QUIZ QUESTIONS

## **Food or Benefits Needed**

You get a call from a constituent who says they need food. To whom might you refer that call?

## **Public Health Foreign Travel Shots Needed**

A constituent is traveling to Japan, Egypt, and Australia, and needs specific immunizations. What phone number do they call for information or an appointment?

## **Suspected Child Abuse to Report**

Your neighbor suspects another neighbor of abusing one of their children. What do you do with that information?

# QUIZ QUESTIONS

**You have a friend who may be eligible for Medicaid.**

How do you refer them to the right place without “getting into their business”?

**What does child welfare do to assist families?**

If a child is in danger?

To assess family needs and prevent having to remove a child from a home?

**Where do you refer someone with Opioid dependency?**

(Hint: Opioid Drug Coalition phone number, or in emergency 911)

# QUIZ QUESTIONS

**Does Human Services have exercise programs?**

Where would you refer someone who wants help with eating better or moving more?

**An elderly person is claiming they are hungry and cold**

Who do you call or how do you help them?

**A family is looking for the closest Summer Food Site**

Where can they find that information?

# YOUR QUESTIONS

