

Wake County Board of Commissioners

Joint Affordable Housing &
Health and Human Services Committee
September 27, 2021



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Today's Agenda

1. Regional Centers
2. Economic Services Programs
3. Child Welfare
4. Public Health Programs
5. Cooperative Extension

Regional Centers

Overview



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Regional Center Collaboration with Housing



- Northern, Eastern, and Southern Regional Centers serve as homeless service access points.
- Health and Human Services Staff at the Regional Centers are trained to do homeless intake and assessments.
- Prevention staff from the Housing Department work at the three Regional Centers.

About Us

Oak City Cares is a public-private partnership that exists to support the self-determination of our neighbors experiencing homelessness through trusting relationships and connections to coordinated services that increase their ability to be safely and stably housed.



CONTACT US

(984) 344-9599
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Raleigh, NC 27603
www.OakCityCares.org

On GoRaleigh Bus Route #21

Follow Oak City Cares on social media for news, updates, and more!



OAK CITY CARES



OAK CITY CARES IS A GATHERING SPACE WHERE WE LISTEN TO, CONNECT WITH, AND SERVE PERSONS AT-RISK OR EXPERIENCING HOMELESSNESS SO THEY CAN QUICKLY REESTABLISH A HOME.



WEEKDAY SERVICES

M – F 9 AM – 5 PM

- Coordinated assessment and connection to housing assistance and community resources.
- On-site services to help secure medical, mental health, and substance use care.
- A welcoming and compassionate place with free access to a laundry facility, showers, computers, and quick-charging cell phone stations.
- On-site skill-building classes and workshops.

WEEKEND MEALS

SAT – SUN 9 AM – 6 PM

- Weekend meals for people experiencing homelessness and food insecurity.
- A place to share food and engage with the community where all are welcome.

Oak City Cares operates three core programs: Basic Needs, Coordinated Care, and Weekend Meals.

In addition, Oak City Cares staff coordinates services offered by human service professionals, medical providers, and other specialists from multiple partners at the downtown center, thus helping to improve the stability and self-sufficiency of individuals and families served.



SERVICES AND PROGRAMS

MEDICAL & BEHAVIORAL HEALTH SERVICES PROVIDERS

- Advance Community Health
- Monarch Behavioral Health
- SouthLight Healthcare
- Wake County Public Health
- Wake County Health Promotions Team
- WakeMed H.E.A.R.T. Team

SPECIALIZED RESOURCE PROVIDERS

- Durham VA (Veterans)
- InterAct (Domestic & Sexual Violence)
- Alliance-Health-Wake Network of Care (Resource/Referral)
- UNC Wakebrook-NC FIT Program (Formerly Incarcerated Individuals)
- House Wake! Access Hub (Raleigh/Wake Partnership to End and Prevent Homelessness)
- Wake County Food & Nutrition (SNAP) & Medicaid Services
- Triangle Family Services (Adult Street Outreach)
- Haven House (Youth Street Outreach)
- Wake Prevent! (Homeless Prevention)
- Salvation Army-Project CATCH (Children’s Services)
- Church in the Woods (Lay Counseling and Homeless Verification Services)
- ...more coming soon!

WORKSHOPS & CLASSES

- StepUp Ministry (Employment)
- Operation Hope (Money & Credit Management)
- Zentangle (Art Class)
- WakeMed Health Education (Health Classes)
- Wake Technical Community College (Job Training)
- ...more coming soon!

HACR Homeless and Prevention Services

Wake Prevent! at Oak City Cares and Regional Centers

- Expanded Staffing Capacity Responding to Unprecedented Need
- Using Nationally Researched Best Practices
- Targeting the Highest Needs Households
- 645 Persons (264 Families) Served Last Year during the pandemic
- 126 Households Stabilized in Housing



South Wilmington Street Center

- Shared campus with Oak City Cares
- Regular joint meetings with Human Services
- 354 Guests Served – reconfigured space
- 130 Guests housed with Staff Assistance
- 32,754 Meals Served



HACR Permanent Housing and Supportive Services

PHSS mission is to provide quality housing and supportive services to the most vulnerable citizens of Wake County

- Comprehensive services
 - High quality, wrap-around services based on client need
 - Intensive Case Management (ICM) is an intervention used for providing a system of services for people with severe mental illness.



HACR Permanent Housing and Supportive Services



- Social Workers and clinicians provide intensive case management that with a team-based approach that supports clients and helps them maintain their housing and achieve an optimum quality of life.
- This is accomplished through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.
- Social Workers refer clients to needed services within the county or community and assist with applications, obtaining important documents and coordinating with service providers.

Economic Services Programs

Overview

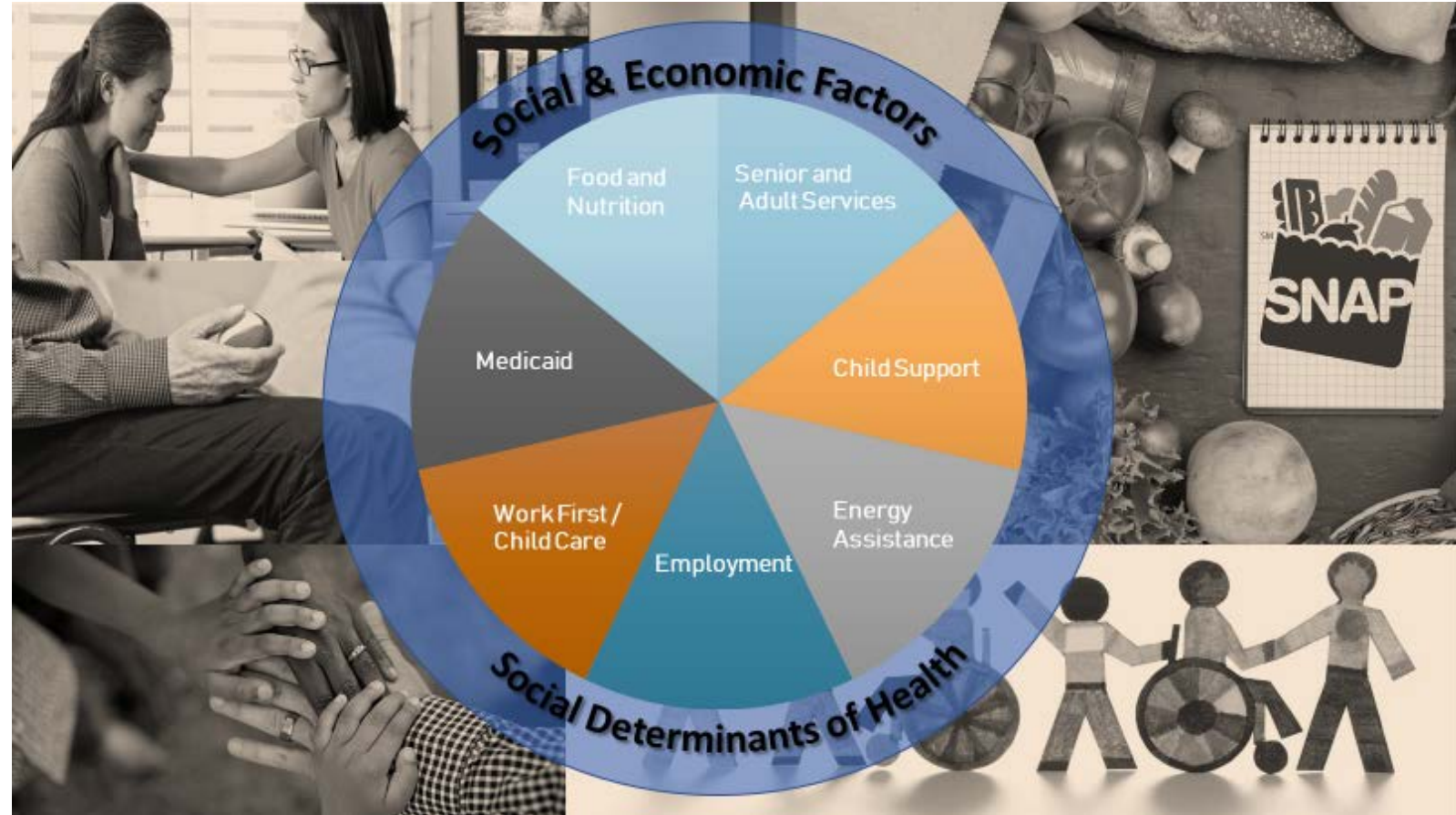


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ESS Programs

- Energy Assistance
- Food & Nutrition Services
- Medicaid
- Child Care Subsidy
- Work First
- Employment Services
- Adult Protective Services
- Adult Guardianship
- Adult & Community Services
- Child Support



Energy Assistance

- **Crisis Intervention Program (CIP) \$2.3M/annual**
 - A program to alleviate a crisis in either heating or cooling costs; max \$600 benefit per year
 - Eligibility based on income and outstanding bill
- **Low Income Energy Assistance Program (LIEAP) \$2.3M/annual**
 - Seasonal program for heating costs (January through March)
 - Eligibility based on income
- **TANF-EA**
 - Emergency assistance
 - Eligibility based on income; must have child under 18 meeting kinship requirements



Energy Assistance (Continued)

- **City of Raleigh Water Assistance**
 - Partnership with City of Raleigh; Wake County makes eligibility determination for City funds based on income
 - Assist with past due water bills
- **LIWHAP coming soon**
 - Water assistance funding from American Rescue Plan; anticipate Fall 2021 for 2 years



Food & Nutrition Services (SNAP)

98,748 Participants YTD

- **Purpose**
 - Program that provides low-income families the food they need for a nutritionally adequate diet. Benefits are issued via Electronic Benefit Transfer cards (EBT) which are used like debit cards.
- **Target Population**
 - Low-income families, and income eligible disabled and elderly persons. FNS also assists Able Bodied Adults without Dependents (ABAWDS) for a short time to assist those individuals in becoming self-sufficient.
 - Benefit based on household size and income; certification period is 6 or 12 months
- **Eligibility Criteria**
 - Income & Expenses
 - Residency
 - Citizenship/immigration status



Food & Nutrition Services COVID

- **Other COVID-19 provisions:**
 - All households receive supplements monthly up to the maximum allotment for their household size
 - **97,896 participants and over \$8.2M in benefits YTD**
 - Temporary 15% increase in monthly benefits through 9/30/21
- **Pandemic EBT benefits**
 - School aged children receiving free/reduced lunch
 - Children under 6 receiving FNS benefits
 - **FY20 58,850 Participants \$21.7M**
 - **FY21 63,539 Participants \$56.6M**



FNS Employment & Training Program

- **Purpose**

- Help FNS recipients obtain and maintain employment and/or to obtain education or skills-based training to increase employability
- Includes case management, transportation assistance and job retention
- During pandemic, have been providing virtual opportunities for assessment, training, etc.

- **Voluntary**

- This is an optional program
- There is no penalty for not participating or for not completing the program

- **Eligibility criteria**

- Currently receiving FNS benefits
- Not receiving Work First benefits



Food & Nutrition Services Partnerships

- **Oak City Cares**
 - Case worker on site 2 days per week
- **Healing Transitions**
 - Dedicated case worker to handle all applications/ongoing cases for residents
- **NC State**
 - Partnership to increase access to FNS benefits to eligible students
- **Wake Local Re-entry Council**
 - Case worker on site at Capital Area Workforce Development one day per week



Medicaid for Families & Children

- **Target Population**
 - Children, pregnant women, parents of minor children
- **Eligibility Requirements**
 - Income
 - Citizenship/immigration status
 - Residency
- **Types of Services**
 - Full coverage includes hospital, doctor, testing, prescriptions, etc.
 - Limited Medicaid benefits for pregnant women, family planning services, Covid testing
 - Eligibility based on meeting a deductible if over income



Medicaid for Aged, Blind, Disabled Adults

- **Target Population**
 - Adults 18 and over who are blind or disabled
 - Adults 65 and over
- **Eligibility Requirements**
 - Income
 - Age
 - Disability
 - Assets
 - Citizenship/immigration status
- **Types of Services**
 - Full coverage includes hospital, doctor, testing, prescriptions, etc.
 - Limited Medicaid benefits for individuals with Medicare, Covid testing
 - Eligibility based on meeting a deductible if over income
 - Nursing home and assisted living cost of care



Medicaid Facts

- **Medicaid staff located at the following sites**
 - WakeMed
 - Rex Hospital
 - Resources for Seniors
 - Oak City Cares
 - Advance Community Health
 - NeighborHealth
 - Southlight
- **149,922 Participants YTD (Families and Children and Adult Medicaid)**



Child Care Subsidy

4,892 Children Per Month

- **Purpose**
 - Assist families with childcare costs
 - Each county receives a yearly allocation
 - Waitlist required if not enough funding
 - Priority given to homeless families; Work First; Child Welfare
- **Eligibility requirements:**
 - Income
 - Parent/caregiver must be working or in school
- **Spending**
 - **FY 2021, \$53,727,868**
 - Waitlist started in October due to level of spending; currently 2,118 children on waitlist



Work First

840 Participants Per Month

- Work First is an employment program designed to assist families that are in a temporary financial crisis
- A wide array of supportive services are provided to aid families in achieving self sufficiency
- Services and cash assistance are also provided to “child only” cases, where the child lives with a relative who is not the parent
- Benefits have time limits



Senior & Adult Services

- **Services Provided**
 - Adult Protective
 - **100+ reports/month**
 - Adult Guardianship
 - **884 adults**
 - Community & Facility Support
- **Criteria**
 - Senior or disabled adult
 - At risk of abuse, neglect, exploitation (APS)
 - Incompetent Adults (Guardianship)
 - Monitoring of Adult Care facilities and case management services for certain adults in the community



Senior & Adult Services Partnerships

- Partnerships
 - Resources for Seniors
 - Meals on Wheels
 - Home Health agencies
- Contract Agencies
 - Contract with four vendors to provide Guardianship services in addition to those provided in house.
 - Contract with four Home Health agencies
 - Contract with RFS for In Home Aide, Adult Day Care, services to help adults remain independent



HACR Permanent Housing and Supportive Services

PHSS clients often access Wake County Economic Services programs including:

- Energy Assistance
- Food & Nutrition Services
- Medicaid
- Child Care Subsidy
- Work First
- Employment Services
- Child Support

PHSS Social Workers and Clinicians may refer clients to and assist with documentation and/or transition to:

- Adult Protective Services
- Adult Guardianship
- Adult & Community Services



Child Welfare

Overview of Services



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Structure

Child Protective Services

- Intake
- After-Hours
- Serious Injury/Sexual Abuse Teams
- Investigative and Family Assessments
- In Home Services

Prevention, Placement, & Permanency Services

- Family Support Services
- Parenting Services
- Transportation
- Child Health and Development
- Foster Care, Ages 0 – 21
- Adoption
- LINKS

Continuous Quality Improvement

- Quality Assurance
- Data Analytics
- Information Systems
- Facilitated Meetings
- Training
- On-Site-Support/ Coaching

Child Protective Services

- **Intake**

- Social Workers receive and process calls from educational personnel, law enforcement, medical personnel, relatives, other human services agencies, and the general public reporting allegations of child abuse and neglect
- Social Workers and their Supervisors determine if the report meets the statutory threshold to respond, screen out those that do not, and assign those that do to a social worker
- **Over 6,000 reports annually with over half screened in**

- **After-Hours**

- Social Workers provide intake and assessment services after normal business hours

- **Serious Injury/Sexual Abuse (SISA) Team**

- Specialty Team of Social Workers who often partner with law enforcement to investigate allegations of physical and sexual abuse



Child Protective Services (Continued)

- **Investigative and Family Assessment**

- Social Workers conduct investigative or family assessments to determine if child abuse or neglect has occurred and whether the family needs ongoing services and supports



- **In-Home Services**

- If an assessment determines a family needs ongoing services and a child can remain safely in their own home, an in-home services social worker provides mandated services for up to 180 days to reduce the risk of child maltreatment



Prevention, Placement, and Permanency



- **Family Support Services**

- Social Workers provide voluntary resources and support services for families at-risk of becoming involved with Child Protective Services, or for kin providing care to minor family members

- **Parenting Services**

- Parent Education Services work to create safe and stable homes by strengthening families, promoting health child development, and reducing the likelihood of child abuse and neglect

- **Placement Services**

- Social Workers solicit and match children in foster care to foster homes or other therapeutic placements to best meet children's needs
- **526 Children in Care YTD**



Prevention, Placement, and Permanency (Continued)



- **Wake House Family Visitation Center**

- Visitation Coaches supervise and monitor visitation, 7 days a week, between parents and siblings with children in foster care to support, strengthen, and assess the parent-child relationship resulting in shorter lengths of stay and higher reunification rates

- **Transportation Services**

- Case Aides provide transportation services for children in foster care to support meeting the well-being needs of children in care, including visitation, medical and therapeutic appointments, and school continuity

- **Child Health and Development Program**

- A multi-disciplinary team provides home visiting services, care coordination, and supports to improve child well-being, including assessment of medical, behavioral and mental health, and development needs



Prevention, Placement, and Permanency

- **Traditional Foster Care**
 - Temporary care of children who were found to be abused or neglected with supportive services to their parents to promote reunification
- **Extended 18-21 Foster Care**
 - Supportive services, case management, educational vouchers, housing assistance, support groups, and ongoing referrals and assessments to promote continued self-sufficiency of young adults aging out of foster care
- **LINKS and Pre-LINKS**
 - Programs for youth ages 9 -12 to support youth in foster care through skill development and experiential learning, prepares older youth for adulthood



Prevention, Placement, and Permanency (Continued)



- **Adoption**
 - Facilitation of permanency through the legal process to become a child in foster care's legal and forever family
- **Post-Permanency Support Services**
 - Services to support children who have exited the foster care to sustain permanency and prevent reentry
- **Recruitment, Licensing, and Retention**
 - Services to recruit, license, and retain foster families representative of the children and families served by child welfare



Public Health Programs

Overview



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Public Health Programs

- Communicable Disease Prevention & Surveillance
- Disaster Preparedness & Response
- COVID 19 Operations
- Epidemiology
- Health Promotion, Chronic Disease & Injury Prevention
- HIV/STD Community Outreach Under One Roof
- Live Well Wake/Community Health Needs Assessment
- Immunization Outreach
- Maternal Child Health Programs
- School Health
- Vital Records



HACR Permanent Housing and Supportive Services

PHSS and Public Health

- HOPWA/STRMU Tenant Based Rental Assistance
 - Supports 55 clients with rental subsidy
 - Partnership to provide services to HIV positive adults through the Under One Roof program
- Some clients use Pharmacy Services
 - PHSS teams/clinicians manage and administer client medications.
- COVID 19
 - Partnered with Public Health to organize vaccine event for PHSS clients at the Cornerstone Center.

Community Outreach

- Community based, health education, testing, treatment, referral to care
- Connection and care engagement for patients with HIV, hepatitis C, substance use disorders, and Recovery Court participants
- Youth in transition / Sexual Health Initiatives for Teens (SHIFT)



Communicable Disease Prevention

- Prepare for and respond to natural or man-made emergencies that threaten community health
- Educate, monitor, and Investigate; intervene to prevent and minimize disease transmission and burden of suffering



Health Promotion and Disease & Injury Prevention

Screenings & Immunizations

- Mobile mammography
- Blood pressure & cervical cancer screenings
- Vaccinations and preventive treatment for travelers

Community Education

- Tailored programming/events that empower residents to choose healthy behaviors and make healthy choice

Nutrition

- Summer Food Service Program
- Minority Diabetes Prevention Program
- Medical Nutrition Therapy



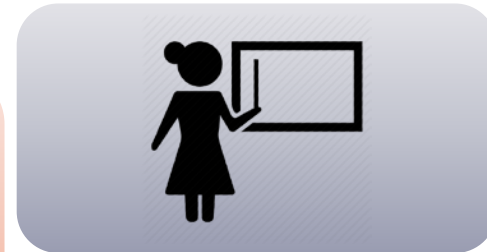
Health Promotion and Disease & Injury Prevention

Recovery Court

- An alternative to incarceration for court involved individuals diagnosed with a substance use disorder (SUD)

Opioid Initiative

- Wake County Opioid Initiative provides access to coordinated prevention, treatment and recovery support services via an active community coalition



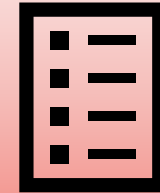
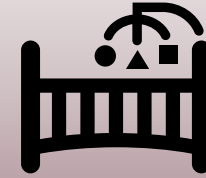
Maternal Child Health

Home Visiting and Care Management

- Care management for high-risk pregnancy (CMHRP)
- Care management for at-risk children (CMARC)
- Maternal health nurse home visitation and postpartum newborn assessment
- Nurse Family partnership

Clinical Care

- Primary care medical home for pediatrics
- Prenatal and postpartum care
- Family planning
- WIC
- Dental Clinic



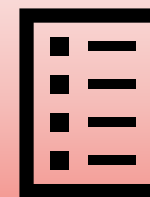
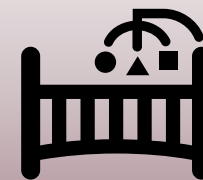
Maternal Child Health

Technical Assistance

- Child Care Health Consultants provide training and consultation to targeted childcare facilities

School Health Nursing

- Case management, health education
- Medical consultation
- Care plan review
- Training for school staff



Wake County COVID-19 Unit

- Contact Tracing, Monitoring, and Case Investigation
- Mass Testing
- Vaccination Administration
- Community Outreach

FREE
COVID-19 testing
Pruebas gratuitas de COVID-19



#VaccinateWake



COVID-19 Community
Boot Camp: Talking to
Your Friends and Family



WAKE COUNTY

School Health Nurse Services

Helping students with health needs stay in school

School nurses go where the students are

- 184 traditional school sites, 7 schools in non-traditional community sites, 7 public and private preschools that serve Wake County Public School System (WCPSS) students

Teach and Train

- Students to manage their own special health needs
- School staff to assist with student health care needs during class

Provide Student Services

- Case management
- Field trip support
- Weather makeup days



Health Clinic Services

- Family Planning Services
- STD/HIV Clinical Services
- Child Health Clinic
- Dental Clinic for Children & Pregnant Women
- Immunizations, Refugee and Travel Health
- Prenatal Care
- Women Infant and Children (WIC) Services
- Pharmacy / Lab Services



Clinical Services

Immunizations, Refugee and Travel Health

- In FY 2019, 8,406 patients were seen, and 15,343 immunizations were provided
- Travel medicine services including Samaria vaccine for yellow fever
- Health assessments and services for refugees

HIV/STD

- STD testing/treatment
- Pre-exposure prophylaxis treatment (Prep)
- Specialty and primary care provided to HIV positive patients

Pharmacy

- Supporting the medication needs of health clinic and behavioral health clients served in the Alliance Health provider network
- Dispensed over 65,000 Rx's in FY2019, a 6% annual increase
- Utilizing an innovative pharmacy system, offering easy access to refills



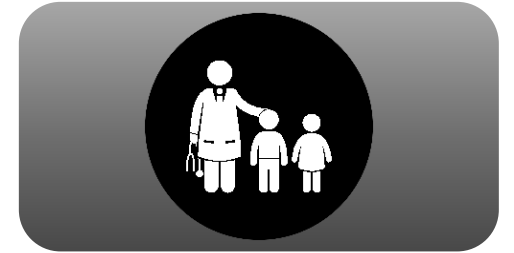
Women and Children Clinical Care

Dental Services

- Preventative and restorative services for pregnant women and children.
- Grant funding awards have helped to offer dental screenings, fluoride varnish and sealants to uninsured children

Child Health

- Primary care medical home for pediatric patients
- Foster care health care services
- ADHD assessment and treatment
- Dermatology services



Women and Children Clinical Care



Family Planning and Prenatal

- Prenatal and postpartum care
- Family planning services including long-acting reversible contraceptives birth control
- Teen clinic services



WIC

- Increased WIC participation in 2019
- Nutrition and health counseling, breastfeeding support, healthy food and referral to community resources
- Use of technology to improve access



Health Clinic Highlights

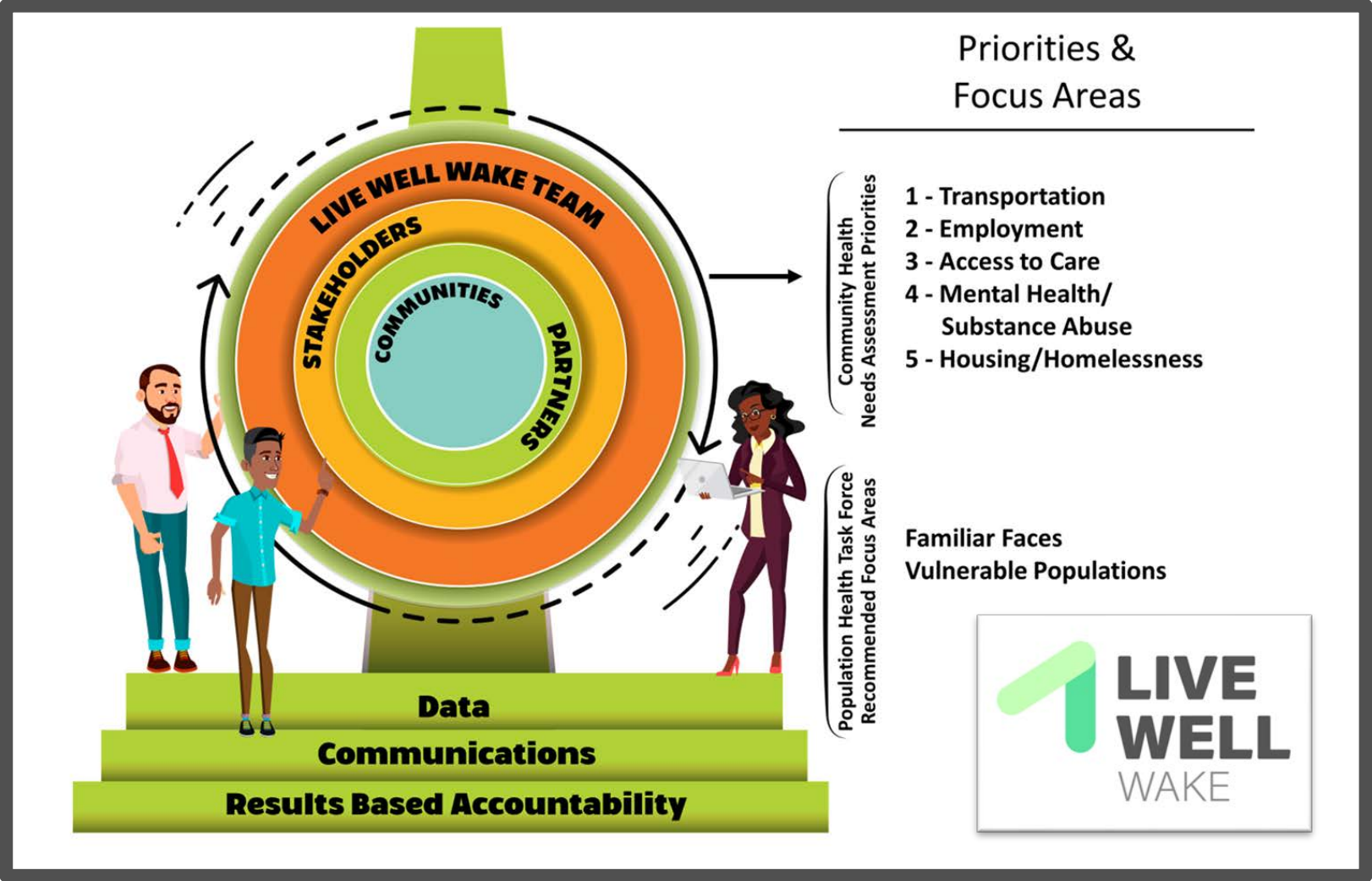
- Health Clinics at Sunnybrook operated at reduced capacity due to social distancing requirements, limited personal protective equipment and staff reassignment to the EOC-COVID19 response.
- Regional center clinics were closed due to the pandemic, beginning in March 2020. ERC reopened in June of 2020.
- Telemedicine services were successfully implemented at all clinical locations to increase access for patients during the pandemic.
- No-show rates for appointments have decreased from an average of 16.2% (FY 2019) to 13.3% during FY 2020.

Health Clinic Highlights

Health Clinic	Patient Visits FY 2019	Patient Visits FY 2020*
Infectious Disease	7,403	8,842
STD	10,153	9,034
Child Health	12,313	10,476
Dental	8,454	5,653
Immunizations/Refugee/Travel	8,696	6,735
TB	7,184	6,803
Family Planning	9,162	8,599
Prenatal	13,633	13,844
Millbrook	2,900	2,099
Eastern Regional Center	2,989	1,790
Northern Regional Center	4,029	2,548
Southern Regional Center	2,031	1,603
Total Clinical Visits	97,060	78,026

*Numbers reflect reduction and shutdown of clinical services and locations due to COVID19 pandemic starting in March of 2020.

Live Well Wake



Cooperative Extension

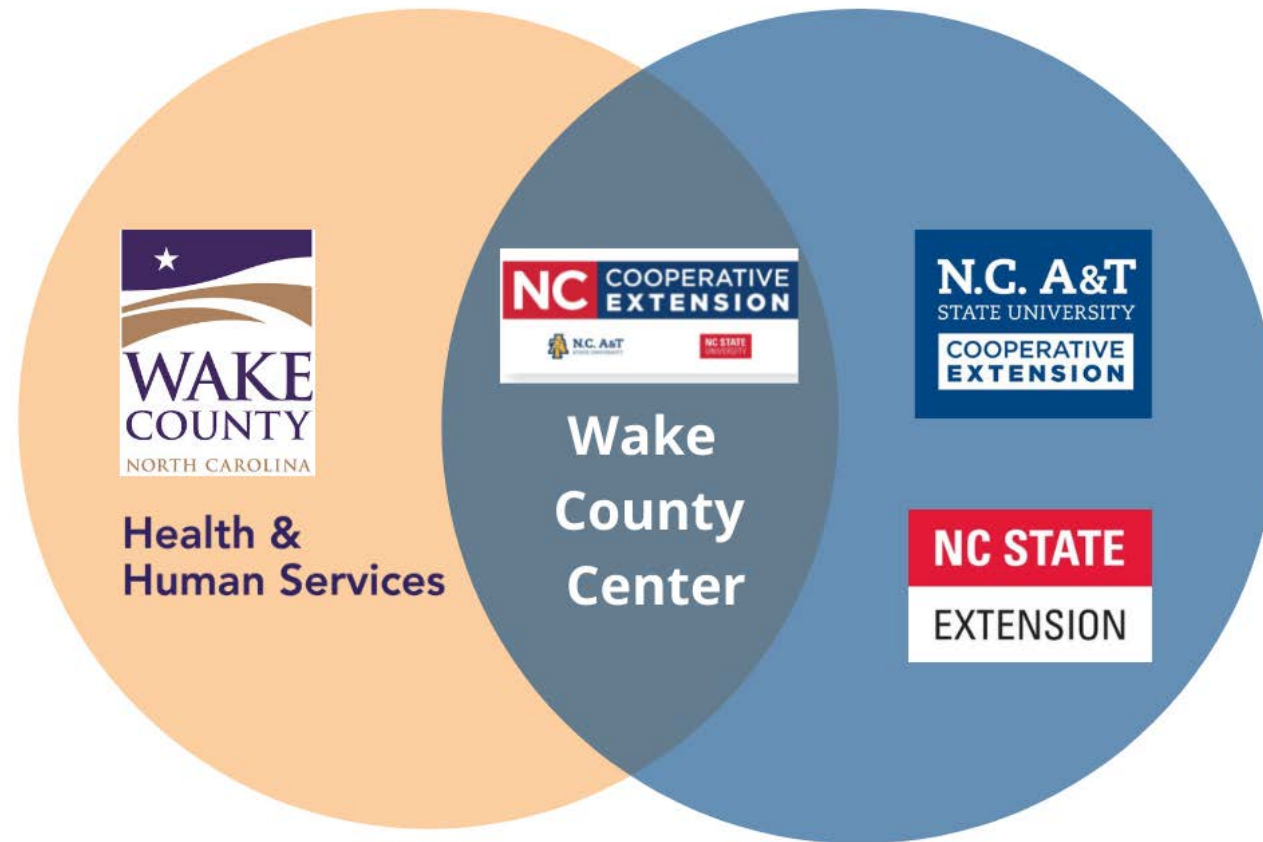
Overview



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North Carolina Cooperative Extension - Wake County Center



“Enriching the Lives, Land and Economy for all people in Wake County”

North Carolina Cooperative Extension- Wake County Center



- **Engaging Priority Populations**
 - **Partnership with Juvenile Justice Prevention** through 4-H SPACES and 4-H SPACES TOO (including expanded 16-18 year old population)
 - **Partnership with Child Welfare Team** including LINKS & Kinship Care
- **Aligning Priority Content**
 - **Expanded Food & Nutrition (EFNEP)**
 - **Sexual Health**
 - **Youth Mental Health**
 - **STEM**
- **Engaging Community Volunteers and Community Based 4-H Clubs**
- **Taking Collective Action – Youth Thrive**



COVID-19 Response

- Aligned with **historically marginalized populations outreach team**
- **Integration with Public Health** (EOC Call Center, Housing, Testing)

North Carolina Cooperative Extension- Wake County Center



- Creation, maintenance and execution of the **Wake County Comprehensive Food Security Plan**
- **AmeriCorps VISTA program**- 8 full time VISTA volunteers, 1 VISTA Leader & VISTA Summer Associates
- **Summer Food Service Program**- 16,519 meals served through VISTA Summer Associates Summer 2021
- **Regional Food Network Building**
- **Wake County Food Security Work Group & WCPSS Partnerships**
- **Leadership with Capital Area Food Network Food Access Circle**

COVID-19 Response

- Over 12 million meals served since March 2020
- Opened 12 community food hubs with partners to distribute meals and fresh produce to local neighborhoods (opened summer 2020)
- Invested over 5.2 million in CARES & ARP Funding(July 2021-Dec 2021)



North Carolina Cooperative Extension- Wake County Center



social +
economic
vitality

- **Thriving Families**
 - **MINDSET:** Life Coaching Program
 - **Monthly Coaching Sessions with community & alumni**
- **Thriving Organizations**
 - Grassroots Non-Profit Leadership Academy
 - Collaborative Co-working model with back-end support for emerging non-profits (JRE & SER Promise Partnership)
- **Thriving Businesses: Empowering Entrepreneurs and Seeding Innovation Challenge** - youth and adults in SE Raleigh & Eastern Region.
- **Thriving Communities: Civic Engagement & Community Voice**
 - Crosby Advocacy Group & Action Teams
 - Wake University Partnership
 - DEI Focus, Restorative Practice

COVID-19 Response

- Aligned with **historically marginalized populations outreach team**
- Distributed 250,000+ PPE kits to target communities and partners
- COVID-19 community resource coaching session for community residents



WAKE COUNTY

North Carolina Cooperative Extension – Wake County Center

Previous Housing Intersections

- Landscaping series with new Habitat Homeowners
- Nutrition Education, Community Garden Support & Youth Development educational series with DHIC, Passage Home, Habitat, Families Together
- Food Distribution at DHIC Sites & with numerous low-income housing committees (Summer Food, School Food, Community hub coordinated delivery)
- Joint scoping with Housing around food access near planned communities; participation in comprehensive food plan

Expanded Opportunities: Housing Related

- Collaborate to identify gaps and support, initiate, execute canvassing, coaching & capacity-building “ground game” utilizing community ombudsmen or ambassadors and engaging grassroots organizations, Regional Centers supporting similar populations
- Fall Eviction Clinic hosted by SEV



4-H Youth Development



Food Security



social +
economic
vitality

