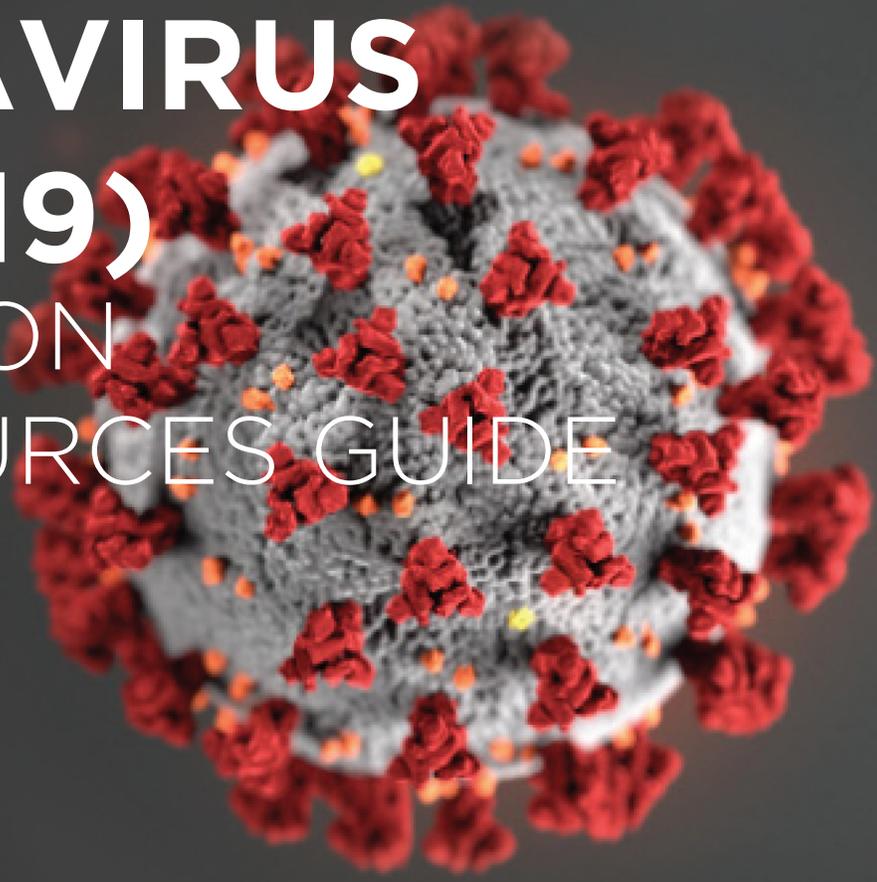




Human
Services

CORONAVIRUS (COVID-19) INFORMATION AND RESOURCES GUIDE

A detailed 3D rendering of a coronavirus particle, showing its characteristic spherical shape with a textured surface and numerous red, crown-like spikes protruding from the outer edge.

REGINA Y. PETTEWAY, MSPH

WAKE COUNTY HUMAN SERVICES DIRECTOR

UPDATED: JULY 6, 2020

Seeing Beyond Today

DISCLAIMER

Printed copies of this document may not be current.
The most recent version is available on the Wake County Human Services website.



<http://www.wakegov.com/humanservices/covid19/Pages/default.aspx>

ESPAÑOL

Encuentre la información más actualizada sobre servicios y recursos comunitarios específicos a COVID-19 en la red de cuidados del Condado de Wake y use la función de traducción de Google.



<https://wake.nc.networkofcare.org/mh>

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MESSAGE FROM THE DIRECTOR



We live in a world in which we need to share responsibility. It's easy to say 'It's not my child, not my community, not my world, not my problem.' Then there are those who see the need and respond.

— Fred Rogers

Wake County Family and Friends,

North Carolina identified its first COVID-19-positive case, a resident of Wake County, on March 3, 2020. Every day since then, the number of positive cases in our community has increased. This has impacted every member of our community and will continue to affect us over the coming months.

As your Human Services Director I want you to know that we are in this together, and we will get through this together. Wake is a great community, and during this public health crisis I see government, businesses, community organizations, and compassionate people coming together to help. Our residents are doing their part by taking care of themselves, their families, and their neighbors. Thank you for that.

We all need to find reliable sources of information to help us through these tough times. We hope this guide will help you find the resources you need. It does not include every resource in our community, but hopefully it is a solid starting point for you. Please use it, share it, and let us know if parts of it become outdated. We will do our best to keep an online version updated and available.

I repeat, we are in this together, and will get through this together.

In Service,

Regina Y. Petteway, MSPH

Wake County
Human Services Director

TABLE OF CONTENTS

Resources

COVID-19 PUBLIC HEALTH GUIDANCE.....	5
INTRODUCTION.....	9
ABUSE AND NEGLECT.....	10
CHILDCARE.....	10
DELIVERY SERVICES.....	11
DEVELOPMENTAL DISABILITY.....	12
EMPLOYMENT.....	12
FINANCIAL COUNSELING.....	13
FOOD RESOURCES: COMMUNITY.....	14
FOOD RESOURCES: GOVERNMENT PROGRAMS.....	14
HEALTH.....	16
HELPLINES.....	16
HOUSING AND HOMELESSNESS.....	17
INTERNET ACCESS.....	18
MEDICAID.....	19
MENTAL HEALTH.....	19
PARENTING AND EDUCATIONAL.....	20
SENIORS AND OLDER ADULTS.....	21
TESTING.....	22
TRANSPORTATION.....	22
VOLUNTEER OPPORTUNITIES.....	23
WEB RESOURCES.....	24

COVID-19 PUBLIC HEALTH GUIDANCE

What To Do If You Think You Have COVID-19



- If you start to experience COVID-19 symptoms – fever, cough and respiratory issues, you should self-isolate for seven days after the onset of symptoms. If symptoms are mild, you do not need further medical care or testing. Once your symptoms resolve, remain at home without fever for three more days.
- If you fall into an at-risk group, or if more serious symptoms develop, call your primary care provider.
- If you have trouble breathing, call 9-1-1.

CONTACT INFORMATION

Specific questions about COVID-19 and your risk:

✉ covid19.questions@wakegov.com

📞 (919)856-7044

General feedback:

✉ covid19.feedback@wakegov.com

Health-related COVID-19 questions:

✉ covid19.questions@wakegov.com

📞 (919)856-7044

Business-related COVID-19 questions:

📞 (919)856-7420

COVID-19 PUBLIC HEALTH GUIDANCE

Protecting Yourself and Our Community: Key Public Health Information

The best way to prevent infection from COVID-19 is to avoid being exposed to it. That means staying away from the outbreak areas and people who have been infected. You can practice everyday actions to help prevent the spread of COVID-19:



CLEAN YOUR HANDS OFTEN

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.



PRACTICE SOCIAL DISTANCING

Social distancing means avoiding large gatherings and putting distance between yourself and other people (approximately 6 feet) when possible.

Strategies to implement social distancing include:

- Take everyday precautions to keep space between yourself and others.
- When you go out in public, keep away from others who are sick, and limit close contact.
- Avoid crowds as much as possible.
- Avoid non-essential travel including planes and cruise ships.
- Stay home as much as possible to further reduce your risk of being exposed.
- Utilize curbside pick-up or delivery services.

COVID-19 PUBLIC HEALTH GUIDANCE



AVOID CLOSE CONTACT

- Avoid close contact with people who are sick.
- Put distance between yourself and other people. This is especially important for people who are at higher risk of getting very sick.



CLEAN AND DISINFECT FREQUENTLY TOUCHED OBJECTS AND SURFACES

- Clean and disinfect routinely high touch surfaces. High touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets and bedside tables.



COVER YOUR COUGHS AND SNEEZES

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds.



STAY HOME WHEN YOU ARE SICK

- Stay home if you are sick, except to get medical care.
- If you think you need medical care, call before you go.
- If possible, avoid public transportation, ride sharing, or taxis.

The above information is gathered from the Centers for Disease Control (CDC) and World Health Organization (WHO) with websites available to the public for more information.

 [Centers for Disease Control](#)

 [World Health Organization](#)

COVID-19 PUBLIC HEALTH GUIDANCE

IF YOU LEAVE HOME, PRACTICE YOUR Ws: WEAR, WAIT, WASH

The NC Department of Health and Human Services is asking people to remember these three things as we stay strong and continue to flatten the curve and slow the spread of COVID-19.

- Wear a cloth face covering if you will be with other people.
- Wait 6 feet apart. Avoid close contact.
- Wash your hands often with soap and water for at least 20 seconds or use hand sanitizer.

If you leave home, know your Ws!

The infographic is divided into three vertical panels. The first panel shows a line drawing of a cloth face mask with the word 'WEAR' in large purple letters and 'a cloth face covering.' in smaller black letters below it. The second panel shows two black silhouettes of people standing apart, with a horizontal line between them labeled '6 FEET' in purple, and the word 'WAIT' in large purple letters below. The third panel shows a line drawing of hands being washed with soap suds, with the word 'WASH' in large purple letters and 'your hands often or use hand sanitizer.' in smaller black letters below. At the bottom of the infographic, there is a dark blue bar with '@NCDHHS' on the left and '#StayStrongNC' on the right in white text.

WEAR
a cloth face covering.

WAIT
6 feet apart. Avoid close contact.

WASH
your hands often or use hand sanitizer.

@NCDHHS #StayStrongNC

[NCDHHS Campaign](#)

RESOURCES



INTRODUCTION

Wake County is fortunate to have many businesses and organizations that are providing critical services that our residents need during this public health emergency. They are constantly changing their offerings as they respond both to new restrictions and new needs in our community. The resources included in this section have been identified as reliable sources of information and many of them have websites that they are updating regularly that will lead you to more detailed information and additional resources you may find helpful.

One of the key resources that was used in the creation of this guide was the Wake Network of Care. This is an online directory of services and programs available in our community.

The Wake Network of Care is maintaining a list of resources available to specifically meet the new demands created by COVID-19. Visit their site for the latest updates for the following types of services:

- Childcare Resource
- Delivery Services
- Employment Loss Resources
- Food Resource Locators
- Homeless Service Access Sites
- Internet Access
- Mental Health
- Parenting/Education Resources
- Transportation
- Virtual Financial Counseling
- Volunteer Services

Their main site also has information related to several groups of people including:

- Older Adults
- Persons with Disabilities

 [Wake Network of Care](#)

RESOURCES



Here are a few of the key sources. Many of them can be found on the Wake Network of Care site, under the same category as listed here. Direct links to other sites have been included when possible. To help those of you who are using a paper copy of this guide, we have included pages at the end of this document that include the web addresses of all links.

ABUSE AND NEGLECT

COVID-19 has caused schools and other businesses to close, so fewer professionals are interacting with our children and older adults. We need your help ensuring the safety of Wake County's youngest and oldest residents. If you suspect someone is being abused or neglected please make a report.

Suspected Child Abuse or Neglect

During the hours of **8:30AM - 5:00PM:**

 [\(919\)212-7990 \(English\)](tel:(919)212-7990) or [\(919\)212-7963 \(Spanish\)](tel:(919)212-7963)

After business hours or if a child is in immediate danger:

 [911](tel:911)

Suspected Elder Abuse, Neglect or Exploitation

During the hours of **8:30AM - 5:00PM:**

 [\(919\)212-7264](tel:(919)212-7264)

After business hours or if someone is in immediate danger:

 [911](tel:911)

CHILDCARE

Find Child Care NC

If you are a parent who provides essential services to, or cares for, members of our communities and you no longer have consistent childcare because of COVID-19 closures,

RESOURCES



call 1(800)600-1685 to be connected with the right fit for you and your child. Options are available for infants up to children age 12. Under the direction of Governor Cooper, the NC Department of Health and Human Services, the NC Department of Public Instruction, the NC Child Care Resource and Referral Network and partners across the state are working together to provide these vital childcare options.

 [Find Childcare NC](#)

 [1\(800\)600-1685](tel:1(800)600-1685)

Camp Hope - Childcare for Essential Personnel

YMCA of the Triangle is offering Camp Hope - child care for essential personnel - through May 15 at the YMCAs and community locations throughout the Triangle that are convenient to area hospitals. Currently, Camp Hope is offered for grades K - 8 from 6:30 a.m. - 7:30 p.m., Monday - Friday. Program locations include Southeast Raleigh YMCA, the Downtown Durham YMCA, the Chapel Hill - Carrboro YMCA, the Northwest Cary YMCA and the A.E. Finley YMCA.

 [Child Care for Essential Personnel](#)

DELIVERY SERVICES

Many businesses are supporting the 'Stay At Home' order by expanding delivery services and helping us maintain social distancing by creating safer pick-up options. Contact businesses in your area about getting groceries and medications delivered and getting take-out at restaurants that don't usually offer that option.

Temporary Curbside Pickup Zones

The City of Raleigh has created Temporary Curbside Pickup Zones to support quick stops at local businesses for takeout services and other small deliveries. Most zones are in the downtown core and other areas with limited storefront access.

 [List of Curbside Pickup Zones](#)

 [Map of Curbside Pickup Zones](#)

 [Request to Add or Remove a Pickup Site Email](#)

RESOURCES



DEVELOPMENTAL DISABILITY RESOURCES

Family Support Network of North Carolina (FNS)

The Family Support Network of North Carolina (FNS) promotes and provides support for families with children who have special needs and disabilities across North Carolina. Social, emotional and informational support is a crucial need of families, particularly now with the impacts of COVID-19. They have compiled resources for families and service providers.

[FSN of North Carolina Resources](#)

North Carolina Council on Developmental Disabilities (NCCDD)

The North Carolina Council on Developmental Disabilities (NCCDD) wants to be a resource to share valuable information about COVID-19 to help people with intellectual and other developmental disabilities (I/DD) and their families stay safe and healthy.

[NCCDD - What People with Disabilities Need to Know about COVID-19](#)

The Arc of North Carolina

The Arc of North Carolina has put together lists of COVID-19 Resources including a Plain Language Booklet for Individuals with Disabilities in English and Spanish, handouts for caregivers, and key links to the Centers for Disease Control & Prevention (CDC) and the North Carolina Division of Public Health.

[Arc of NC Resources](#)

EMPLOYMENT

Unemployment Insurance

If you are laid off work temporarily or if your hours are reduced due to business slowdown or lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. The

RESOURCES



North Carolina Division of Employment Security has created an information page that is being updated with information about these changes as they become available.

 [NC Unemployment Insurance Information: COVID-19](#)

 [Apply for Unemployment](#)

Wake Network of Care (WNOC): Business/Employment Loss Resources

The Wake Network of Care (WNOC) is continually adding resources for businesses and workers. This includes information ranging from economic development, to chamber of commerce updates, to relief funds for specific types of workers.

 [WNOC - Wake COVID-19 Resources - Business/Employment Loss](#)

FINANCIAL COUNSELING

Triangle Family Services (TFS)

Staff continue to serve clients through telephone, email, and other electronic platforms. Although all in-person services are currently suspended, they are still accepting new clients by phone and email.

 [Triangle Family Services \(TFS\) Email](#)

Operation HOPE

Many of us are facing the financial reality of job loss, business interruption, credit issues, and debt because of our current emergency situation. HOPE Inside Disaster serves as financial advocates for local residents and small business owners in federally-declared disaster areas.

 [Virtual Financial Recovery Coaching](#)

 1(888)388-HOPE(4673)

RESOURCES



FOOD RESOURCES: COMMUNITY

Food for Children and Families

Organizations are working together across our county to get food to those who need it the most. Meal sites for children are open across Wake County to serve meals to students daily. Other food resources such as mobile food markets food pantries, and emergency food boxes are available to serve families through curbside delivery. Food safety measures are being followed, and ID is not required to access any of these services. Detailed information is available via internet or text.



[Meal Sites, Food Pantries, Mobile Food Markets, and Emergency Food Boxes](#)



[No Kid Hungry Map](#)



Text **FOODNC to 877-877** to receive a text with the three drive-thru or pick up sites with meals for kids that are closest to you.

Food for Seniors

Resources for Seniors is also maintaining a list of food resources for seniors that includes free food, specialized prepared meals, and stores with designated shopping hours for seniors.



[Resources for Seniors](#)

FOOD RESOURCES: GOVERNMENT PROGRAMS

Food Stamps - Supplemental Nutrition Assistance Program (SNAP)

Individuals and households that need food assistance may also be eligible for the Supplemental Nutrition Assistance Program (SNAP). This program helps households buy the food they need for a nutritionally adequate diet. Households are issued a card and pay for their groceries at food stores by using the card which works like a debit card, at the checkout counter.

Apply online, by mail, fax, or email:



[North Carolina ePass](#)

RESOURCES



Wake County Human Services
PO Box 46833
Raleigh, NC 27620



(919)212-7028



[Food and Nutrition Email](#)

Pandemic Electronic Benefit (P-EBT) Program

The P-EBT Program was developed to help families who have been impacted by school closings due to COVID-19 to purchase food for their children. The program provides benefits on an EBT card to NC families whose children, under the age of 18, are enrolled in the free and reduced lunch program. Benefits will be issued based on the Department of Public Instruction files. There is no application process to receive P-EBT benefits.

The new P-EBT program is in addition to other services families may be participating in. Families will receive a total of around \$257 in P-EBT benefits per child, provided over two installments, with the possibility of an additional benefit if NC schools are closed beyond May 15.



[DHHS Pandemic Electronic Benefit \(P-EBT\) Program Overview](#)

Women, Infants and Children (WIC)

Women, Infants and Children (WIC) provides food benefits, nutrition counseling, group nutrition classes, referrals for health care services and much more. Individuals eligible for these services, are pregnant women, breastfeeding women who have had a baby in the last 12 months, woman who have had a baby in the last 6 months, infants and children up to 5 years of age.



[WIC Application](#)



(919)250-4720

RESOURCES



HEALTH

Telehealth.HHS.Gov

Health and Human Service (HHS) has launched a telehealth website to expand Health Care access from the safety of our homes.

 [Telehealth.hhs.gov](https://telehealth.hhs.gov)

HELPLINES



- Child Abuse Prevention: [\(919\)212-7990 \(English\)](tel:9192127990) or [\(919\)212-7963 \(Spanish\)](tel:9192127963)
- Crisis Text Line: [text 'help' to 741-741](tel:741741)
- Hope4Healers Helpline -A resource for health care workers experiencing stress: [\(919\)226-2002](tel:9192262002)
- Hope4NC Helpline - A mental health resource to support North Carolinians during COVID-19: [1\(855\)587-3463](tel:18555873463)
- Hopeline - For older adults suffering from social isolation and loneliness: [1\(866\)578-4673](tel:18665784673)
- LegalAid- Free legal help to low-income North Carolinians in civil cases involving basic human needs like safety, shelter, income and more: [1\(866\)219-5262](tel:18662195262)
- National Disaster Distress Helpline: [1\(800\)985-5990](tel:18009855990) or text 'TalkWithUs' to [66746](tel:66746)
- National Domestic Violence Hotline: [1\(800\)799-7233](tel:18007997233)
- National Suicide Prevention Lifeline: [1\(800\)273-8255](tel:18002738255), Press 1 for Vets/Military
- North Carolina Coalition Against Domestic Violence: [\(919\)956-9124](tel:9199569124) or <https://nccadv.org/contact>
- North Carolina Employment Security Commission: [1\(888\)737-0259](tel:18887370259)
- Statewide Helpline: [211](tel:211) or [1\(888\)892-1162](tel:18888921162) or text [COVIDNC to 898-211](tel:898211) for updates on COVID-19 response and resources

RESOURCES



HOUSING AND HOMELESSNESS

CarePoint Network

The CarePoint Network provides a safe place for homeless and those at risk for homelessness to get the appropriate help and services they need.

 [CarePointTriangle](#)

North Carolina Housing Coalition

The North Carolina Housing Coalition is keeping track of local and state legislative responses related to housing, including halt to eviction orders. They also maintain a list of energy and water utilities that have temporarily changed their fees and cutoff policies.

 [NC Housing Coalition](#)

Oak City Cares

Services at Oak City Cares typically include access to showers and laundry, limited medical services, and weekend meal distribution. Oak City Cares services are considered essential services by Wake County and the State of North Carolina and they plan to continue operating as long as they have the staffing capacity and can safely and reasonably do so.

 [Oak City Cares Updates](#)

 (984)344-9599 and select option 4.
Leave a message and a Care Coordinator will call you back.

 [Wake Network of Care](#)

Passage Home

Passage Home is an anti-poverty organization serving families in poverty, families at risk of falling into the cycle of poverty, and veterans. They build and support safe, affordable housing for both renters and homeowners.

 [Passage Home](#)

RESOURCES



US Department of Housing and Urban Development (HUD) - North Carolina

HUD provides information about public housing, housing counseling, housing discrimination, multi-family housing, and FHA insured mortgages. On the North Carolina page you will find a link to HUD COVID-19 resources and fact sheets, including a March 18, 2020 press release about the suspension of foreclosures and evictions for the next 60 days.



[HUD - NC](#)



(336)547-4000



[HUD Email](#)

Wake Prevent!

Wake Prevent! is a program that helps families on the verge of becoming homeless. They have temporarily changed the way they are supporting families living in local hotels. Families living in local hotels who meet specific criteria may be eligible for financial assistance to help them remain in place for up to 12 weeks.



[Wake Prevent!](#)

INTERNET ACCESS

North Carolina Department of Information Technology (NC DIT) - Free and Discounted Options

Many North Carolina residents are being asked to work and learn remotely. NC DIT has compiled a list of new and existing free or affordable service offerings from vendors across the state.



[NC Broadband Services](#)

RESOURCES



Wake Network of Care: Internet Service

Wake Network of Care has compiled a list a several internet service providers that are offering:

- Free Internet Services for a limited time
- Wifi Hotspots
- Free WebX Accounts

[Wake Network of Care - Internet Access](#)

Wake County Public School System (WCPSS)

The Wake County Public School System (WCPSS) provides guides for students on how to use key technologies used across the school system.

[WCPSS Technology Support](#)

MEDICAID

Medicaid is a health insurance program that serves children, adults, and families. To see if you are eligible, apply online or print your application and send by mail:

[North Carolina ePass](#)

 Wake County Human Services
PO Box 46833
Raleigh, NC 27620
Attn: Box 58

[Updates on Changes to Medicaid due to COVID-19](#)

MENTAL HEALTH RESOURCES

The Wake Network of Care has resources about crisis services, therapeutic services (via telephone), and virtual support groups through the local chapter of National Association of Mental Illness (NAMI).

[National Association of Mental Illness](#)

[Wake Network of Care](#)

RESOURCES



Triangle AA Helpline

Most AA meetings have gone virtual during the COVID-19 Stay at Home Order.

[Triangle AA Meetings and Virtual Meetings](#)

PARENTING AND EDUCATIONAL RESOURCES

North Carolina Department of Public Instruction (NCDPI)

NCDPI has compiled resources from healthcare organizations and educational institutions that will help parents and caregivers support the education and well-being of children while schools are closed.

[NCDPI Remote Learning Resources and Information](#)

[NCDPI Parent Resources](#)

Wake County Public School System (WCPSS)

Wake County Public Schools (WCPSS) were closed by Governor Cooper until May 15th due to the COVID-19 pandemic. They are providing updates on their website, and pages with learning resources and information to support children's emotional needs.

[WCPSS Coronavirus Updates](#)

[WCPSS Emotional Supports for Students](#)

[WCPSS Resources for Remote Learning](#)

The North Carolina Office of Early Learning (NCOEL)

The NC Office of Early Learning (NCOEL) site provides information to support children birth through second grade. Some of their resources include:

- Ways to discuss COVID-19 with your child
- Digital remote learning resources and
- Tips for schooling at home

[NCOEL Remote Learning Resources](#)

RESOURCES



Wake County Smart Start has gathered information on a wide variety of topics for families with young children including:

- County-wide resources for meeting basic needs
- Resources for parents & educators
- Provider resources
- Self-care & mental health resources
- Kid-friendly activities

 [Smart Start](#)

SENIORS AND OLDER ADULTS

AARP

AARP is hosting weekly Coronavirus Information Tele-Town Hall videos.

 [AARP Tele-Town Halls](#)

Caring.Com

Hospice of Wake County has information about what senior living communities are doing to protect residents from COVID-19 and what you can do to help a loved one stay safe and well cared for from afar. They also address the questions you might have if you are considering moving to senior living right now.

 [Caring.Com: Responding to COVID-19 to Support Seniors and Their Families](#)

North Carolina Department of Health and Human Services (NCDHHS) – Aging and Adult Service

Aging and Adult Services offers information for NC older adults, persons with disabilities and their families.

 [NCDHHS Aging and Adult Services](#)

North Carolina Department of Health and Human Services (DHHS) – Long Term Care Facilities

To prevent the spread of COVID-19, North Carolina Department of Health and Human Services (DHHS) recommends that all facilities that serve as residential establishments

RESOURCES



for high risk persons restrict visitors. Exceptions should include end of life care or other situations determined by the facility to necessitate a visit.

[NCDHHS Long Term Care Facilities](#)

Resources for Seniors

Resources for Seniors serves older adults and adults with disabilities in Wake County. Their 2020 Directory of Resources for Adults and Adults with Disabilities in Wake County is available on their website. They have also created an additional resource guide that is updated daily with information related to COVID-19.

[Resources for Seniors: Resources During COVID-19](#)

[Resources for Seniors Website](#)

TESTING

North Carolina Department of Health and Human Services: Find My COVID Testing Place

The Castlight, COVID-19 Resource Center had provided and maintained a Test Site Finder that locates testing centers throughout the state of North Carolina. North Carolinians may also find single or multi-day pop-up testing events in their community in a list compiled by NCDHHS.

[Find My COVID Testing Place](#)

Wake County COVID Mobile Testing

Wake County is now conducting drive-thru COVID-19 testing at specified locations throughout the county. This free service provides an easy and efficient way for residents to learn if they have the virus. Tests are self-administered inside vehicles.

[COVID Mobile Testing](#)

TRANSPORTATION

Transportation services in Wake County have been modified and several bus services are free beginning Monday, March 23rd. To learn more information on the response to the

RESOURCES



virus, please visit the links on the following page. The Go Triangle regional information center can also answer specific questions regarding transportation.

-  [Go Cary Updates](#)
-  [Go Raleigh Updates](#)
-  [Go Triangle Updates](#)
-  [Go Triangle \(919\)485-7433\(RIDE\)](#)
-  [Go Wake Access Updates](#)

VOLUNTEER OPPORTUNITIES

Giving to others can also help protect your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose. Wondering how to help your community during COVID-19? There are several resources to help get you started.

Wake Up Wake

Wake Up Wake has put together a library of resources and information from local partners.

-  [Wake Up Wake](#)

Activate Good

Activate Good helps recruit and connect individuals, groups, and companies to fulfill volunteer needs with community partners around the Triangle area, North Carolina. Currently they have volunteer opportunities focused solely on helping our community respond to COVID-19.

-  [Activate Good](#)

Food Donations

There are several organizations that will accept donations of food for individuals in our community.

-  [Food Bank of Central and Eastern North Carolina](#)

WEB RESOURCES



To help those of you who are using a paper copy of this guide and cannot simply click on the links, the content below includes the entire web address of all links so you can type them into a web browser yourself when you have the opportunity.

CHILDCARE

Web name from document

Child Care for Essential Personnel

Find Childcare NC

Actual web address

<https://www.ymcatriangle.org/essential>

<https://www.ncdhhs.gov/divisions/public-health/covid19/child-care>

DELIVERY SERVICES

Web name from document

List of Curbside Pickup Zones

Map of Curbside Pickup Zones

Request to Add or Remove a Pickup Site
Email

Actual web address

<https://raleighnc.gov/news/2020-03-18-city-sets-temporary-curbside-pickup-zones>

<https://ral.maps.arcgis.com/home/webmap/viewer.html?webmap=19029c0fda3d46dca289aa64732each2>

raleighparking@raleighnc.gov

DEVELOPMENTAL DISABILITY RESOURCES

Web name from document

FSN of North Carolina Resources

NCCDD - What People with Disabilities
Need to Know about COVID-19

Arc of NC Resources

Actual web address

<https://fsnnc.org/COVID-19-Resources>

<https://nccdd.org/covid-19-resources-for-people-with-developmental-disabilities.html>

<https://arcnc.org/COVID-19>

WEB RESOURCES



EMPLOYMENT

Web name from document

NC Unemployment Insurance Information:
COVID-19

Apply for Unemployment

WNOC - Wake COVID-19 Resources -
Business/Employment Loss

Actual web address

<https://des.nc.gov/need-help/covid-19-nc-unemployment-insurance-information>

<https://des.nc.gov/apply-unemployment>

<https://wake.nc.networkofcare.org/mh/#passageCovidHeader>

FINANCIAL COUNSELING

Web name from document

Triangle Family Services (TFS) Email

Virtual Financial Recovery Coaching

Actual web address

info@tfsnc.org

<https://operationhope.org/>

FOOD RESOURCES: COMMUNITY

Web name from document

Meal Sites, Food Pantries, Mobile Food
Markets, and Emergency Food Boxes

No Kid Hungry Map

Resources for Seniors

Interfaith Food Shuttle

Actual web address

<https://covid19.wakegov.com/food-resources/#meal-sites-list>

<http://nokidhungrync.org/covid19/>

<http://resourcesforseniors.com/pdf/covid19wakecountyresources.pdf>

<https://www.foodshuttle.org/donatetoday>

WEB RESOURCES



FOOD RESOURCES: GOVERNMENT PROGRAMS

Web name from document

DHHS Pandemic Electronic Benefit (P-EBT) Program Overview

ePass

WIC Application

Actual web address

<https://www.ncdhhs.gov/divisions/public-health/covid19/assistance/p-ebt>

<https://epass.nc.gov/CitizenPortal/application.do>

<http://www.wakegov.com/humanservices/family/wic/Pages/Apply-for-WIC.aspx>

HEALTH

Web name from document

Telehealth.hhs.gov

Actual web address

<https://telehealth.hhs.gov/patients/telehealth-during-the-covid-19-emergency/>

HOUSING AND HOMELESSNESS

Web name from document

CarePointTriangle

NC Housing Coalition

Oak City Cares Updates

Passage Home

HUD - NC

Actual web address

http://www.carepointraleigh.org/?mc_cid=407031525e&mc_eid=00ca7af2c1

<https://nchousing.org/>

<https://oakcitycares.org/covid-19-agency-update/>

https://www.passagehome.org/?page_id=3793

<https://www.hud.gov/states/north-carolina>

WEB RESOURCES



HUD Email

Wake Prevent!

NC_Webmanager@hud.gov

<https://covid19.wakegov.com/wake-prevent-temporarily-expands-assistance-for-families-living-in-hotels/>

INTERNET ACCESS

Web name from document

NC Broadband Services

Wake Network of Care - Internet Access

WCPSS Technology Support

Actual web address

<https://www.ncbroadband.gov/covid19broadband/>

<https://wake.nc.networkofcare.org/>

<https://sites.google.com/wcpss.net/instructional-continuity-wcpss/technology-support-for-families>

MEDICAID

Web name from document

ePASS

Updates on Changes to Medicaid due to COVID-19

Actual web address

<https://epass.nc.gov/CitizenPortal/application.do>

<https://medicaid.ncdhhs.gov/about-us/coronavirus-disease-2019-covid-19-and-nc-medicaid/covid-19-special-medicaid-bulletins>

WEB RESOURCES



MENTAL HEALTH RESOURCES

Web name from document

Wake Network of Care: Mental Health

Triangle AA Meetings and Virtual Meetings

Actual web address

<https://wake.nc.networkofcare.org/mh/#passageCovidHeader>

<https://www.triangleaahelpline.com/meeting-updates-covid-19-coronavirus/>

PARENTING AND EDUCATIONAL RESOURCES

Web name from document

NCDPI Remote Learning Resources and Information

NCDPI Parent Resources

WCPSS Coronavirus Updates

WCPSS Emotional Supports for Students

WCPSS Resources for Remote Learning

NCOEL Remote Learning Resources

Smart Start

Actual web address

<https://sites.google.com/dpi.nc.gov/remote-learning-resources/home>

<https://sites.google.com/dpi.nc.gov/remote-learning-resources/home/parent-resources?authuser=0>

<https://www.wcpss.net/Page/42068>

<https://sites.google.com/wcpss.net/instructional-continuity-wcpss/emotional-support-for-students?authuser=0>

<https://sites.google.com/wcpss.net/instructional-continuity-wcpss>

<https://sites.google.com/dpi.nc.gov/nck-3fap/remote-learning>

<https://www.wakesmartstart.org/families/resources/covid-19-resources/>

WEB RESOURCES



SENIORS AND OLDER ADULTS

Web name from document

AARP Tele-Town Halls

Caring.Com: Responding to COVID-19 to Support Seniors and Their Families

NCDHHS Aging and Adult Services

NCDHHS Long Term Care Facilities

Resources for Seniors: Resources During COVID-19

Resources for Seniors Website

Actual web address

<https://www.aarp.org/health/conditions-treatments/info-2020/tele-town-hall-coronavirus.html?intcmp=AE-HP-LL1>

<https://www.caring.com/coronavirus/response>

<https://www.ncdhhs.gov/divisions/daas>

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/covid-19-long-term>

<http://resourcesforseniors.com/pdf/covid19wakecountyresources.pdf>

<http://resourcesforseniors.com/>

TESTING

Web name from document

COVID Mobile Testing

Find My Testing

Actual web address

<https://covid19.wakegov.com/testing/>

<https://covid19.ncdhhs.gov/about-covid-19/testing/find-my-testing-place>

TRANSPORTATION

Web name from document

Go Cary Updates

Actual web address

<https://gocary.org/april-24th-gocary-service-updates>

WEB RESOURCES



Go Raleigh Updates

Go Triangle Updates

Go Wake Access Updates

<https://goraleigh.org/news/goraleigh-related-covid-19-information>

<https://gotriangle.org/news/coronavirus-updates-how-gotriangle-responding>

<http://www.wakegov.com/humanservices/social/transportation/Pages/default.aspx>

VOLUNTEER OPPORTUNITIES

Web name from document

Wake Up Wake

Activate Good

Food Bank of Central and Eastern North Carolina

Actual web address

<https://wakeupwakecounty.org/resources-for-helping-your-community-during-covid-19/>

<https://activategood.org/covid19/>

<https://foodbankcenc.org/>

ADDITIONAL COVID-19 RESOURCES

Web name from document

Center for Disease Control and Prevention (CDC)

North Carolina Department of Health and Human Services

North Carolina Department of Public Safety

Actual web address

<http://www.cdc.gov/>

<https://www.ncdhhs.gov/divisions/public-health/covid19>

https://www.ncdps.gov/our-organization/emergency-management/disaster-recovery/covid-19-public-assistance?mc_cid=407031525e&mc_eid=00ca7af2c1

WEB RESOURCES



Substance Abuse and Mental Health Services Administration (SAMHSA)

<https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>

Wake County Government

<https://covid19.wakegov.com/>

Wake Network of Care

<https://wake.nc.networkofcare.org/mh/>

World Health Organization (WHO)

<https://www.who.int/>

SPANISH LANGUAGE RESOURCES

Web name from document

Spanish Language Resources for COVID-19

<https://www.inmigranteinformado.com/guides/coronavirus/>

COVID-19 Information

<https://covid19.wakegov.com/informacion/>

COVID-19 FAQs

<https://covid19.wakegov.com/preguntas-frecuentes/>

COVID-19 Resident Assistance

<https://covid19.wakegov.com/ayuda-para-residentes/>

COVID-19 Contact Information

<https://covid19.wakegov.com/contact-information-informacion-de-contacto/>

COVID-19 About the Data

<https://covid19.wakegov.com/asilos-de-ancianos/>

COVID-19 Food Resources

<https://covid19.wakegov.com/recursos-alimenticios/>

COVID-19 Food Resources Text

Text **COMIDA** to 877-877

DISCLAIMER

Printed copies of this document may not be current.
The most recent version is available on the Wake County Human Services website.

<http://www.wakegov.com/humanservices/covid19/Pages/default.aspx>

ESPAÑOL

Encuentre la información más actualizada sobre servicios y recursos comunitarios específicos a COVID-19 en la red de cuidados del Condado de Wake y use la función de traducción de Google.

<https://wake.nc.networkofcare.org/mh>



**Human
Services**