



**Human  
Services**

## **Wake County Regional Networks of Care Report 2015**

*A Report on Regional Service Delivery*



### **Report to Wake County Human Services Director, Regina Petteway**

Compiled by: Wake County Human Services **INFORM** (*Information Network for Ongoing Resource Management*) – Programs and Services Team

Submitted by: Caroline J Harper, Wake County Human Services, Division of Administration, Data Analyst

**April 23, 2015**

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Wake County Human Services  
919-212-7000

## Wake County Regional Centers



**Wake County Eastern Regional Center**

1002 Dogwood Drive  
 Zebulon, NC 27597  
 919.404.3900

**Director:** Mr. Darryl Blevins

<http://www.facebook.com/wakeerc>



**Wake County Northern Regional Center**

350 E Holding Avenue  
 Wake Forest, NC 27587  
 919.557.2501

**Director:** Mr. Ross Yeager

<http://www.facebook.com/wakenrc>



**Wake County Southern Regional Center**

130 N Judd Parkway NE  
 Fuquay-Varina, NC 27526  
 919.557.2501

**Director:** Ms. Rosena West

<http://www.facebook.com/wakesrc>



## Wake County Human Service Centers

**Wake County Human Services – Millbrook Center**

2809 E Millbrook Road  
 Raleigh, NC 27616  
 919.431.4034



**Human Services Center Director:** Ms. Petra Hager

**Wake County Human Services – Crosby-Garfield Center**

568 E Lenoir Street  
 Raleigh, NC 27601  
 919.212.7858



**Crosby-Garfield Project Consultant:** Ms. Lechelle Wardell

**Wake County Human Services – Western Region**

150 Cornerstone Drive #100  
 Cary, NC 27511  
 919.250.4550



**Western Regional Services Consultant:** Ms. Deborah Dolan

## Introduction

This report will describe the regional service delivery model of Wake County Human Services with highlights from 2014 and priorities and focus areas going forward. The report describes the areas of the County in geographic units called regions, made-up of a defined set of 2010 Census Tracts adopted by Wake County Planning, Geographical Information Services (GIS) and Human Services in 2013. The report also describes the roles of Wake County Government, Wake Human County Services (WCHS) and community leaders in this network of care. It provides information on the physical location of six facilities, the services offered, and the characteristics of each region. Finally, this report lists services available in each facility and compares full “Regional Centers” with Human Services “Service Centers.”

## Background

In 1996, Wake County opened its first Regional Center, Southern Regional Center (SRC), in Fuquay-Varina, North Carolina. The concept was based on a simple principle - bringing County services closer to citizens in outlying communities. Regional Centers bridge transportation gaps, increase access to services, promote partnerships, and enhance cohesion of services through collaborations with local service organizations. The Eastern Regional Center (ERC) in Zebulon, North Carolina opened its doors in 2002 and the Northern Regional Center (NRC) in Wake Forest followed in 2008.

With each new facility, the Regional Center model began to evolve from a nearly exclusive Human Services service portfolio to become multi-departmental County facilities. As noted later in this report, Regional Centers include functions such as: Revenue, Register of Deeds, Sheriff’s Office, Building Inspections, and Board of Elections. The Eastern and Northern Regional Centers share their campuses with County libraries.

In 2008, Wake County Human Services began to build on the success of Regional Centers by leasing space within a high Human Service need area – Millbrook Road / Brentwood communities and opening the first Human Services Center. The Human Services Center model increases access, promotes Human Capital Development, and matches services to the unique needs of the communities they serve. The Southeast area of Raleigh stands as another example of an area which may benefit from this model. The Crosby-Garfield facility has been identified and work to develop that center’s service purview is underway. In addition, a Human Services Staff has been hired for the Western Region of Wake County and is actively engaging community partners.

Regional Centers have long served as “learning laboratories” for new initiatives and service delivery strategies. New technologies in the Economic Programs and Public Health have

provided us with more leveraged ways to deploy and use our comparatively smaller staffing. We also consistently weave service integration into our service delivery and technology has increasingly helped us to better create a seamless, more complete experience for those we serve. A 2014 customer service survey indicates that Regional and Service Centers score higher than the WCHS agency average in most areas, *see Attachment 1*.

## The Regional Network

The Regional Network of Care includes facilities located in Northern, Eastern, Southern, Western, North Central and East Central Wake County. Regional Centers are larger and offer an array of Wake County services. Regional Centers include other departmental services and activities in addition to Human Services. Human Service Centers are smaller and provide programs and services delivered by WCHS or other human service agencies. A description of the general location of each facility follows along with a map, *see Figure 1*.

### Regional Center locations offering multiple services in Wake County include:

- Eastern Regional Center in Zebulon
- Northern Regional Center in Wake Forest
- Southern Regional Center in Fuquay-Varina

### Wake County Human Services Centers offering access to human service programs include:

- Millbrook Center in North Central Raleigh on East Millbrook Road
- Western Services Center on Cornerstone Drive in Cary
- Crosby-Garfield Center on Lenoir Street in Southeast Raleigh

Figure 1



## Regional Leadership

The Regional Network of Care includes actively involved community leaders and partners. Citizen groups are a critical component in the Network as they work with staff leaders to identify priorities and horizon issues for the community. Each Regional Center has a nine to fifteen member Community Advisory Committee. The three Human Services Centers engage the community using an advisory or advocacy group and membership is comprised of local community leaders. The intent is to foster collaboration and promote engagement between County services and the community. Wake County Human Services' Deputy Director, Bob Sorrels, leads operational and administrative functions around building safety and accessibility. Regional Directors and Project Consultants engage community and business leaders in participating in action or advocacy efforts.

## A Message from the Regional Operations Leader

“At present, Human Services is going through many high impact changes to its service delivery model across all divisions. This impacts how we do business in the most effective manner. Changes in staffing patterns, the deployment of resources to regions, the assignment of cases and upgrades in technology all combine to drive how and where we deliver services to meet the greatest needs of our consumers. Regional centers are all operating at near capacity (if not in excess). The current physical footprints of these facilities are being tested to the extreme. Our department has asked for a comprehensive Facility Master Plan Study to be commissioned to help us best prepare for a service delivery model going forward for the next 5-10 years.”

*Bob Sorrels, Deputy Director  
Wake County Human Services*





Figure 2

## Messages from Community and Regional Leaders

### *Northern Region – Message from the CAC Chair*

**Eugenia Pleasant, President of Restoration CDC**

**Northern Regional Center Community Advisory Committee Chair**

#### **Priority: Affordable Housing**

“Over the last few months, I've become very aware of how little affordable housing is available in northern Wake County. Through my organization, Restoration CDC, I've met a number of families that call this community home and work here. But often they don't earn enough to be able to afford rent and they end-up with little choice but to move to Raleigh to get affordable housing. We have invited staff from the City of Raleigh Housing Authority as well as Wake County's Housing program to speak at our Community Advisory Committee meetings so we may discuss this issue with them in person. In May, the Northern Regional Center Community Advisory Committee will be holding a work session retreat to set our goals for the coming fiscal year and I hope that affordable housing for our community is at the very top of that list.”



**On the Horizon:** *Growth, Income Gap and Poverty, Employment and Jobs, Senior Services*

“Northern Regional Center has been certified as an NCWorks career center and in hearing about the new ways employment services are delivered I am more optimistic, but we need to help people get good jobs - whether that means helping them complete their education or helping them to learn new skills to be able to compete in the job market. We also have a growing population of senior citizens and we need to make sure we are planning services to meet their needs.”

*Ross Yeager, Director Northern Regional Center*



***“The Northern Regional Center delivers many different services, yet we share one common value: We should strive to provide exceptional customer service.*** Regardless of your role, a Sheriff Deputy, Human Services Case Manager, Revenue collections, or Clinician, our common, shared responsibility is to the citizens of Northern Wake County. Collectively we take pride in the manner in which we interact with each citizen. As such, we give intentional thought to our service delivery models and work to meet the needs of all citizens of northern Wake County. We work across departmental lines. We are a Board of Elections voting site (*thousands vote here each election*); we offer well water testing kits and rabies clinics in partnership with Environmental Services; we work with Community Services to offer veterans’ service and our library system to offer Science in the Summer activities for youth. And that is just to name a few examples.”

We also work with our community partners to enhance our service systems. For example, with input from our Community Advisory Committee we developed a simple resource and information display in our lobby to provide clients with concise, accurate information about all our services, the eligibility factors, and additional community resources on simple, color coded fact sheets. We refer to this project as “Burning Glass”. In just two years, clients have taken over 12,000 fact sheets. Another collaborative project is called The Northern **LIGHTS** (LIGHTS is an acronym for: **L**iving **I**n **G**ood **H**ealth **T**ogether). In response to the last Community Health Assessment, our Community Advisory Committee sought to promote healthy eating and exercise in response to the community issue of obesity. The Northern **LIGHTS** project is designed as an interactive webpage that lists all walking trails, parks, town recreational sports programs, local farmers’ markets, food banks, and other resources to promote access to exercise and healthy nutrition options.

We aim to do the right thing and do it well. After all, in thinking about customer service and meeting the needs of all citizens in northern Wake County that is what we are here to do!

*Eastern Region-Message from the CAC Chair*

**Dr. James Parham, Chair**

**Eastern Regional Center Community Advisory Committee Message  
"Advocacy and deliverables at their Best"**

The Eastern Regional Community Advisory Committee (CAC) is committed to working with communities to ensure quality services for the citizens of Wake County. Our Committee serves as a resource to the County, the Human Services Board and to staff of the Regional Center in initial and continuing planning activities. We also serve as a forum for information sharing to increase coordination and service linkages within the community and encourage broad-based community decision-making in the development of service strategies.



**Priorities:** *Transportation, Recruiting Foster Parents, Volunteer Services*

In addition to the identified priorities, we are using our advocacy role to help leverage community relationships and partner agency networks to collectively generate more food, more funding, and a stronger voice on behalf of underserved people.

**On the Horizon:** *Transportation for Seniors and continued Community Collaborations*

We are proud to announce an upcoming initiative which will focus on transportation needs for the elderly. In collaboration with the Center for Volunteer Caregiving located in Cary, NC, we will begin advocating and recruiting local volunteers to meet this basic need to our elderly population with a Kickoff Campaign in May 2015.

**Accomplishments of Community Collaboration:**

- Addressed "Food Desert" designation and backlog of Food Stamp applications by collaborating with Zebulon First Baptist Church and Food Lion
- Spear-headed the "Fill-a-bag Campaign" providing over 1,000 lbs. of food to over 60 clients and citizens in the East on a weekly basis
- Over 200 children and families received Christmas gifts through a community collaboration of local faith partners, community partners, Carolina Hurricanes and Eastern Regional Center

We would like to thank all community and faith partners for their continued efforts and partnerships as we continue to perform our advocacy role and important work in the East.

*Darryl Blevins, Director Eastern Regional Center*



**"Excellent Customer Service, Despite Challenges"**

Eastern Regional Center (ERC) Staff, with the support of our community partners, continue to deliver excellent customer service despite numerous challenges in 2014. Some of our most vulnerable citizens reside in Eastern Wake County. The ERC Staff, along with numerous community partners, have taken on the challenge and continue to meet the needs of families in Eastern Wake County. We pride ourselves in our understanding and knowledge of the local community needs and developing a regional network of care designed to meet our customers' needs.

I am especially excited about our Eastern Regional Community Development Coalition, which currently consists of community agencies from the following areas; employment services, education, faith community, behavioral health, physical health, health promotion and youth development. The goal of this group is to provide a seamless system of community based services to families so that they reach their full potential. Although I could spotlight great work from all those involved, I particularly want to highlight Shepherds Care Clinic and the work they do to meet the medical needs of those without health insurance:

- In 2010 Shepherds Care Clinic opened one night a week with one provider
- In 2015 Shepherds Care Clinic is the medical home to over 750 patients in eastern region.

Our commitment continues to underpin all our efforts and while I'm proud of the accomplishments and the impact we have made in the lives of families in the eastern region, the expectations for continuous improvement that we have and that others share means we still have plenty of work to do.

*Southern Region-Message from the CAC Chair*

**Billy Smith, Chair, G.O.L.D Coalition**

**Southern Regional Center Community Advisory Committee Message**

The number one issue affecting our area is the large increase in population and the problems it causes when there is a lack of infrastructure to accommodate transportation, police and fire protection. Affordable housing is also a challenge. Seniors in the community are significantly impacted.

**Priority: Human Capital Development**

The Southern Regional Community Advisory Committee identified Human Capital Development as a priority for the community. The Committee's work focused on three main goals:

- "No Wrong Door" – a coordinated system of care among the partner organizations within the community collaborative developing a working knowledge of available resources and referrals
- Implement Human Capital Development strategies to enhance family well-being and increase consumer access to opportunities for education and personal development
- Address barriers/obstacles to consumers receiving services – increase participation in early screening for chronic diseases and access to primary care

**On the Horizon: *Growth and Transportation***

Growth and transportation are two issues affecting service delivery and demand in the southern region. While the community's resources are expanding as a result of some of the growth, without a good source of transportation access to those resources continues to be a challenge.

***Rosena West, Director Southern Regional Center***

Regional Centers give priority to those services that best address changes and issues that impact the area. In collaboration with community partners, we develop innovative strategies to better serve the region's communities.



As we look back on Southern Regional Center's eighteenth year in operation, the Regional Network model is a strong County strategy with Centers designed to work collaboratively across departments and with

community partners to establish services.

The work of the Southern Regional Center and community partners has focused on healthy behaviors and good health outcomes. The priority mirrors that of national healthcare guidelines that seek to "insure a comprehensive health environment at lower costs which helps to reduce the prevalence of chronic diseases ensuring that families are healthier".

Public Health clinics have always been highly utilized by populations who have difficulty accessing health care in the private sector as a result of cost or availability. The partnership with Wake Health Services, Wake County Human Services Clinical Services/Health Promotion/Chronic Disease Prevention, Monarch, UNC and the local Interact Office has made access to preventive and primary care and specialist health services within reach.

Consumers within the region have access to a seamless array of health services (primary care for all populations, well women visits, diabetes screening and education, prenatal services, HIV/STD services, contraception and contraceptive counseling, WIC, breastfeeding support,

domestic violence and mental health screening and counseling, and Affordable Care Act enrollment services). These services are provided by five different organizations.

*North Central Region, Millbrook Human Services Center -Message from the CAC Chair*

**John Odom, Raleigh City Council**

**Millbrook Human Services Center Community Advisory Committee Message**

Membership in the CAC committee has allowed us to connect with community members and organizations in our area in a way that we never could as individuals. Through this group, we have become more aware of the services that are available, as well as the depth of the needs in our community. We spent the last year learning about the North Central zone through various presentations of data collected. We learned many points that were surprising to us - in one year there was an increase in Child Protective Services requests of 39.46% - but mostly the information solidified what we had observed ourselves. What we have come to realize is that all of us are working to better our community, but we are still struggling to communicate effectively with each other and with our constituents. Improving communication is key to improving access to services that are currently available. Since this is a key issue, we plan to address communication at the next Millbrook CAC committee.

**Priorities:** *Early Childhood Literacy and Workforce Preparedness*

After our strategic planning retreat in November, we identified two areas of need where we would like to focus our energy:

- Early Childhood Literacy
- Workforce Preparedness

We believe these issues are related and that literacy has a ripple effect throughout one's life. Improving early childhood literacy has the potential to improve workforce preparedness in the future. The Millbrook CAC hopes to make a tangible difference on these issues by creating community connections.

*Petra Hager, Director Millbrook Human Services Center*



**Millbrook Human Services Center (HSC)** provides a host of services for children, youth and adults. In 2008, WCHS, in partnership with University of North Carolina School of Public Health students, identified “Mini City” around Capital Blvd., and the Brentwood area as a “[Neighborhood in Transition](#).” In 2009, Wake County opened the Millbrook location to provide Human Services in the community and North Central Region. This neighborhood based model delivers services to our clients and is working at full capacity. Our successes and accomplishments are due to Millbrook’s strong community partnerships which in turn allowed for expansion of other services in the area. Examples of partnerships include Triangle Family

Services and local churches implementing a series of financial and budgeting classes as part of the Human Capital Development Initiative. Furthermore, this strong partnership helped to create the Millbrook Community Advisory Committee in July 2014.

In 2014, a team of five case managers and one supervisor moved from the Swinburne Center to Millbrook Human Services Center in response to a demand for services. The Millbrook Human Services site now offers Medicaid and Food & Nutrition Services to residents in the North Central Zone.

*Western Region-Message from the CAC Chair*

**Howard Manning, Dorcas Ministries, Chair, CAC**

**Western Region Community Advisory Committee Message**

The Western Region CAC has gladly accepted the charge from WCHS to make basic services accessible and affordable for the Western Region. Our committee is comprised of community leaders whose top priority is the citizens of our geographical area. “We all have a commitment to putting aside our personal agendas and business interests to serve our constituents. I am humbled to be the chairperson of the Western Region CAC. Our philosophy is that the services should come to the people and not that the people should have to go out of their immediate residential area to obtain services.”

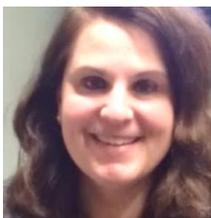


**Our top three priorities are:** Expansion of WIC services to the West, providing affordable and accessible primary health care, and supplying Food and Nutrition Services.

**Horizon Issues:** *Space for Services and Transportation*

Issues on the horizon include identification and availability of space to house services and adequate transportation access to service locations.

*Deborah Dolan, Western Regional Services Consultant*



The Director of Wake County Human Services appointed staff to form a Western Regional Services Team and establish the Western Regional Community Advisory Committee (WRCAC). This collaboration has 13 members including a Chair and Co-Chair. The mission is to ensure that the residents of Western Wake County have equal access to Health and Human Services and to engage the community. It is evident to everyone that addressing the basic human needs of the western region will improve the quality of life for everyone, not just the recipients of the services.

The Western Region features unincorporated and municipal areas to include: Apex, located in Southwestern Wake County; Cary, located west of Raleigh and one of the fastest growing municipalities in North Carolina and among the top 20 fastest grown cities in the nation; Morrisville, located at an equal distance from Raleigh and Durham in the western part of the County near Research Triangle Park (RTP) and Raleigh-Durham International Airport.

In 2014 The Western Regional CAC:

- Developed an action plan for prioritizing its work
- Established an Executive Committee and a new subcommittee structure based on areas of emphasis
- Recruited and added CAC membership from Apex (closing a representation gap)
- Advocated for and added Low Income Energy Assistance Program (LIEAP) services to the West
- Developed a plan for Wake Health Services and Dorcas Ministries to establish a new medical home for the West
- Identified potential space resources for services to the West in the future at White Oak Ministries
- Implemented Weight Management class for the West (Club Choice Plus)

*Lechelle Wardell, Crosby-Garfield Center Project Consultant*

***The Crosby-Garfield Building, located at 568 E. Lenoir St. in Raleigh, is owned and operated by***



Wake County Government, and houses County services that work in partnership with several community organizations. The building has a strong history as a hub for services for Southeast Raleigh. In the past twenty years “Crosby” has been a school for African American students, housed health programs and clinics, and currently houses programs for children, youth and families.

The Crosby Initiative has been working over the past year to create a “Neighborhood Health and Human Services Center Model” to more strategically deliver services within a 1.5 mile radius of the building. This has been done by gathering and analyzing data for the area, identifying existing services being provided in the area, and forming the Crosby Advocacy Group (CAG). The roles of the CAG are to identify community needs; assist with strategy development and marketing of the Crosby-Garfield Building; and identify and connect existing resources and partners.

**The Crosby Advocacy Group (CAG)** was formed in December 2014. The CAG consists of community residents, area service providers, tenants of the building, business community (including banking), faith community and schools. As a result of the data and information collected on the needs of the community, the CAG identified the following as strategic focus areas for its work:

- HIV Testing
- Job Re-entry
- Education (Pre-K)
- Mental Health
- Parenting Classes
- Education and Training
- Counseling and Prevention
- Human Capital Development (HCD)\*
- Financial Education\*

**Priorities and Horizon Issues:** *Human Capital Development and Financial Education\**

\*Indicates primary short-term focus

## Wake County Regional Center Services

Regional Centers provide services to all citizens. This page gives information on services available at Northern, Eastern and Southern Regional Centers. Services are shown for other Wake County departments and Wake County Human Services (WCHS).

### Regional Center Services Provided by Other Wake County Department

<p><b>CAPITAL AREA WORKFORCE DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>One Stop “NCWORKS”</li> <li>AmeriCorps</li> <li>Jobcorp</li> </ul> <p><b>WAKE COUNTY COMMUNITY SERVICES</b></p> <ul style="list-style-type: none"> <li>Building Inspections</li> <li>Veterans’ Services</li> </ul> <p><b>WAKE COUNTY BOARD OF ELECTIONS</b></p>	<p><b>WAKE COUNTY ENVIRONMENTAL SERVICES</b></p> <ul style="list-style-type: none"> <li>Rabies Clinics</li> <li>Water Programs</li> </ul> <p><b>WAKE COUNTY SHERIFF’S OFFICE</b></p> <p><b>WAKE COUNTY REGISTER OF DEEDS</b></p> <ul style="list-style-type: none"> <li>Birth Certificates</li> </ul> <p><b>WAKE COUNTY REVENUE</b></p> <ul style="list-style-type: none"> <li>Collect Tax Payments</li> </ul>
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### Regional Center Services Provided by Wake Human Services

<b>WAKE COUNTY HUMAN SERVICES</b>	
<p><b>Economic Self Sufficiency</b></p> <ul style="list-style-type: none"> <li>Family &amp; Children’s Medicaid</li> <li>Adult Medicaid</li> <li>Food &amp; Nutrition Services</li> <li>Child Care Subsidy</li> <li>Energy Program</li> <li>Work First</li> <li>Supportive Employment</li> </ul>	<p><b>Public Health</b></p> <ul style="list-style-type: none"> <li>Family Planning</li> <li>Prenatal</li> <li>Child Health</li> <li>Sexually Transmitted Disease (STD)</li> <li>Immunizations</li> <li>Women Infants and Children Program (WIC)</li> </ul>
<p><b>Child Welfare Services</b></p> <ul style="list-style-type: none"> <li>Child Protective Services, Assessments</li> <li>Child Protective Services, In-Home Services</li> <li>Foster Care</li> </ul>	<p><b>Children Youth &amp; Family</b></p> <ul style="list-style-type: none"> <li>Care Coordination "4" Children (CCC4C)</li> <li>Pregnancy Case Management (PCM)</li> <li>Family Services</li> </ul>

## Regional Center Service Highlights

### Other County Services

Highlights of services and activities provided in Regional Centers (ERC, SRC and NRC) by a Wake County Department other than Human Services during fiscal 2014 are below, see [Table 1](#).

Table 1

Other County Department Service Highlights FY 2014		
Department	Service or Activity	Total for All Regional Centers
Revenue	Total Collections	\$6,847,085
Register of Deeds	Birth Certificates	3,871
Board of Elections	Voters	over 12,166
Environmental Services	Rabies Clinics	over 825
Sheriff's Office	Deputies on Site	20
Community Services	Inspectors on Site	19

**Source:** Wake County Regional Center Report's April 2015

### Human Service Demand Highlights

Figure 3 summarizes WCHS service demand in Regional Centers. Adult Medicaid, Family and Children’s Medicaid and Child Care Subsidy cases indicate individuals served; Child Welfare CPS Assessment cases represent families served; and Food and Nutrition Assistance cases represent households served through June 30, 2014. See [Figure 3](#).

### WCHS – Economic and Social Service Highlights

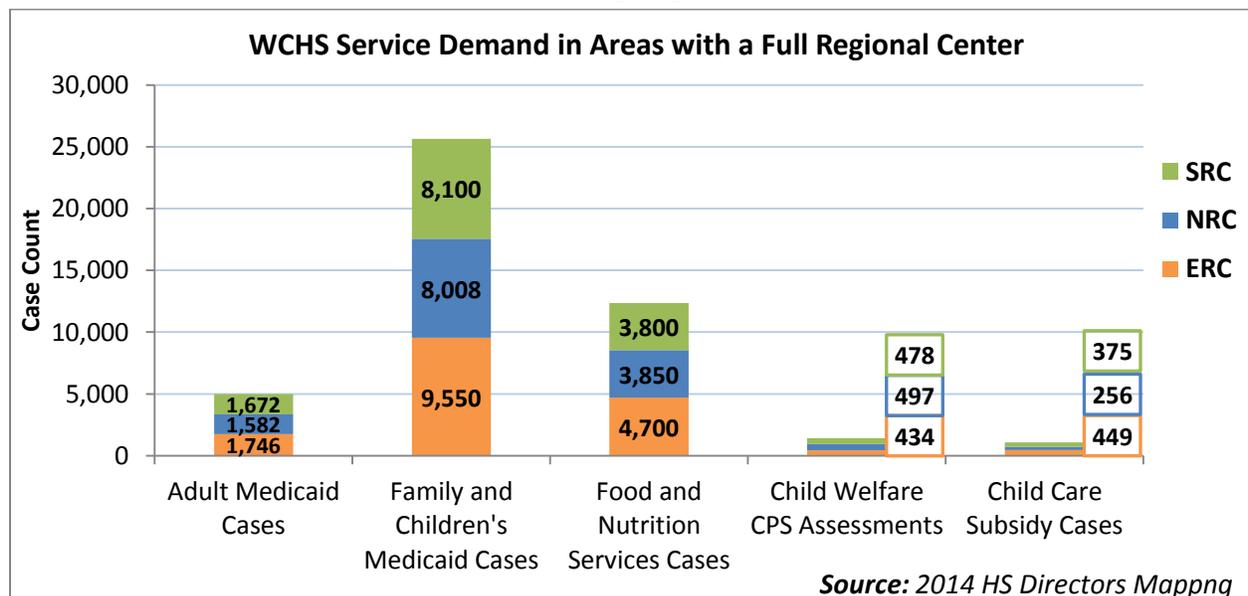


Figure 3

Figure 4 provides a summary of demand for Public Health Clinic services over a six month period, July 1-December 31, 2014, and represents an aggregate total for cases served for the three Regional Centers. See Figure 4.

### WCHS – Public Health Service Highlights

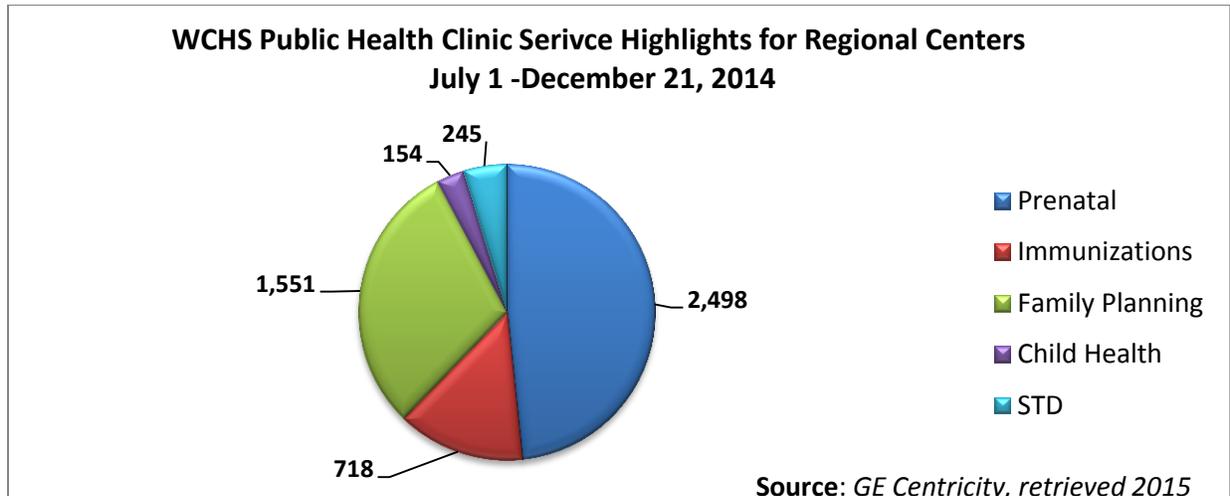


Figure 4

### Regional Center Highlights for 2014

- Shifts to new automation systems compromised our current method of tallying client traffic. The three Regional Centers installed door counters in February 2014. We do not yet have a full year of data. The annualized projections by site are:
  - ERC: 74,541
  - NRC: 73,081
  - SRC: 93,150
  - Millbrook HS Site 24,000 (approx.)
  
- The State of NC created new criteria regarding employment service centers (formerly JobLink). All three Regional Centers were successful in becoming State of NC credentialed as **NCWorks Career sites**. This new service model features enhanced partnerships with Wake County Public Schools, Wake Tech (HRD), and Veterans Services.
  
- Monarch Health Services now provides Behavioral Health Services at the three Regional Centers. June 30, 2014 marked the end of their first year of this contractual arrangement: Below are the active caseloads at each site:
  - ERC: 439
  - NRC: 359
  - SRC: 579

### Wake County Human Service Centers

Human Service Centers offer fewer services in neighborhood settings. Two leased spaces offer direct WCHS consumer services – Millbrook Road facility in the North Central Region and the Cornerstone Road facility in Cary, in the Western Region. The Crosby-Garfield Center is a Wake County owned property featuring a mix of WCHS and community partner services.

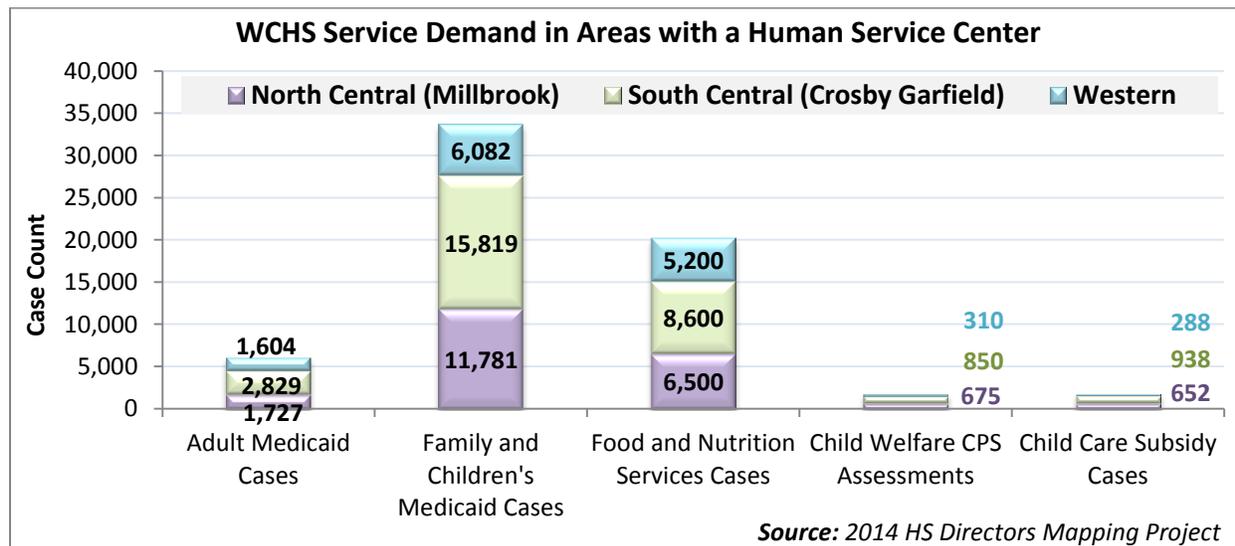
### Human Service Center Services

<p><b>Economic Self Sufficiency</b>                  Family &amp; Children’s Medicaid                  Adult Medicaid                  Food &amp; Nutrition Services                  Child Day Care                  Work First</p> <p><b>Public Health</b>                  Women, Infants and Children Program (WIC)</p> <p><b>Child Welfare Services</b>                  Child Protective Services, Assessments                  Child Protective Services, In-Home Services</p>	<p><b>Crosby-Garfield Center</b>                  Wake County/ 4-H Youth Development</p> <p><b>Learning Together</b></p> <p><b>Telamon Head Start</b></p> <p><b>Strengthening The Black Family</b></p>
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### Human Service Demand Highlights

Figure 5 Summarizes service demand in geographies with a Wake County Human Service Center. Demand is based on the number of individual or family cases served during a fiscal year.

Figure 5

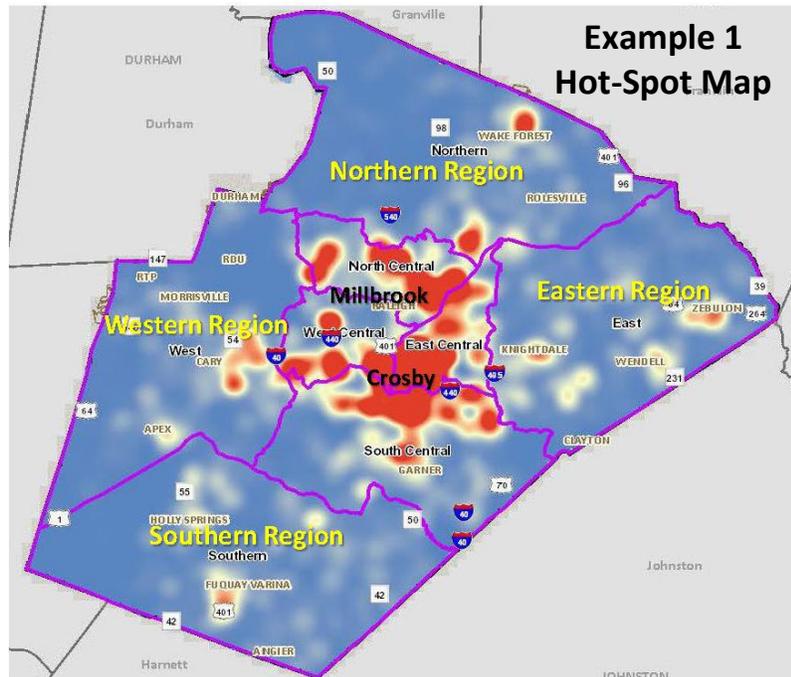


### Data Driven Decision Making

WCHS uses data to make informed decisions. Maps are used to track service usage across the County. Consideration is given to the distance between clusters of activity or “hot-spots” and service delivery sites. This information is updated annually. It is used to inform programs, decision makers and stakeholders. The information is useful in planning for service delivery.

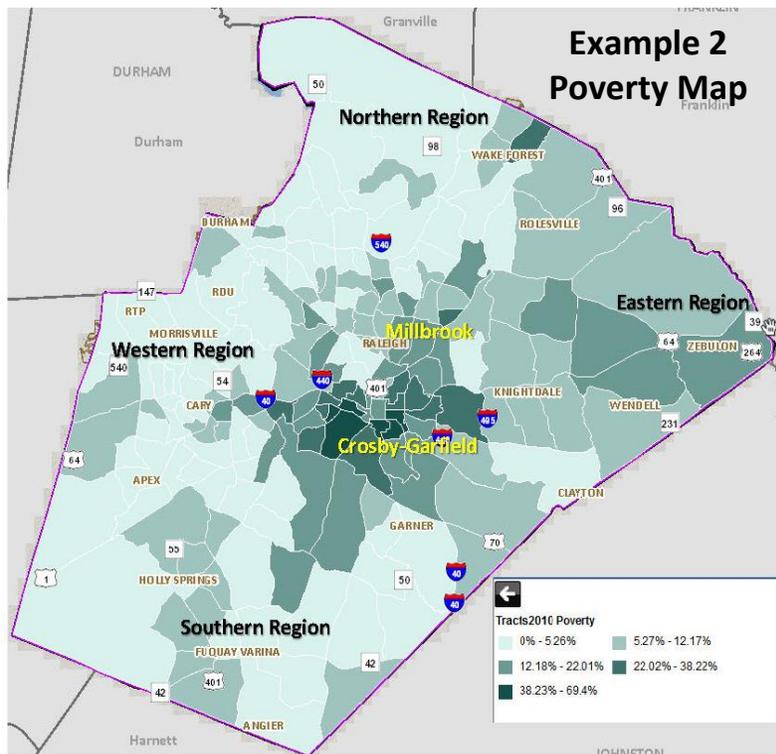
Two examples of geographic data and maps used by WCHS follow:

Example 1: Hot- Spot Map – shows the density of service usage per square mile. This type map shows areas with clusters of consumers.



Example 2: Poverty Map – shows the degree of poverty by 2010 Census Tract. A detailed poverty ratio map is available, *see Appendix A*

Source: Wake County Human Services iMaps GeoPortal



### Tracking Services Using GeoZones

Wake County Human Services keeps track of service consumption and community dynamics by dividing the County into eight geographic areas called GeoZones or zones. In 2013, the GeoZone boundaries were re-aligned to fit the regional services delivery model. The Regional Network of Care is not bound to work in an identified Human Services GeoZone; however, each regional area has a defined set of Census Tracts within its boundary line. Regional boundaries and GeoZones contain the same Census Tracts with one exception, the southern region – it covers the Southern zone and part of the South Central zone – Garner is part of the Southern Regional Center’s network, but is located in Wake Human Services’ South Central zone. Garner is more naturally aligned with the Southern Regional Center and the network includes the area. The service delivery model capitalizes on “communities of identity” allowing consumers to seek services in their community.

It is necessary to track services and the GeoZone model allows WCHS to keep an eye on trends and growth. The adopted GeoZone map is shown below in **Figure 6**. The Census 2010 Demographics table shown in the figure is included in the reference section, **see Appendix B**

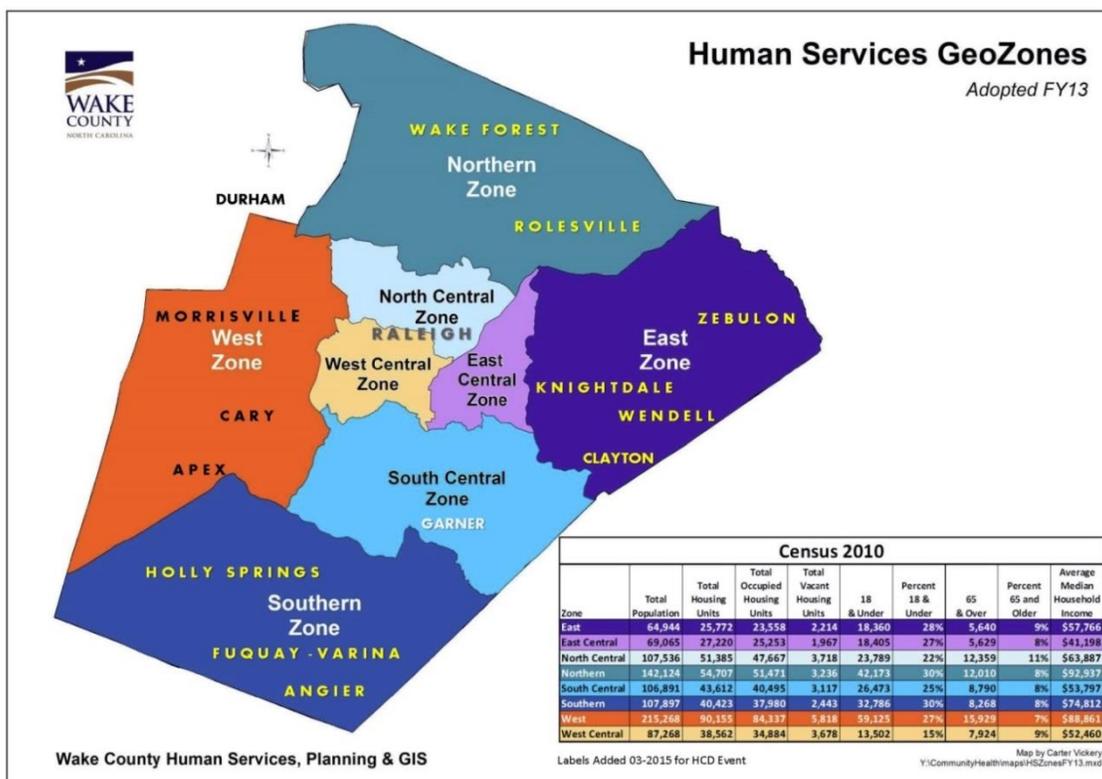


Figure 6

**Comparison of Wake County’s General Population to the Regional Geographies using Five Community Characteristics -** **Table 2** shows Wake County’s estimated total population, number of Census Block Groups and the percentage (%) of the population impacted using five community characteristics or variables. The same information is shown for each geography in the Regional Network of Care. A side-by-side comparison is done to determine how people in the regional areas fare when compared to Wake County for: % dependency; % at or below poverty; % no High School diploma or equivalent; % unemployment; and % vacant housing units.

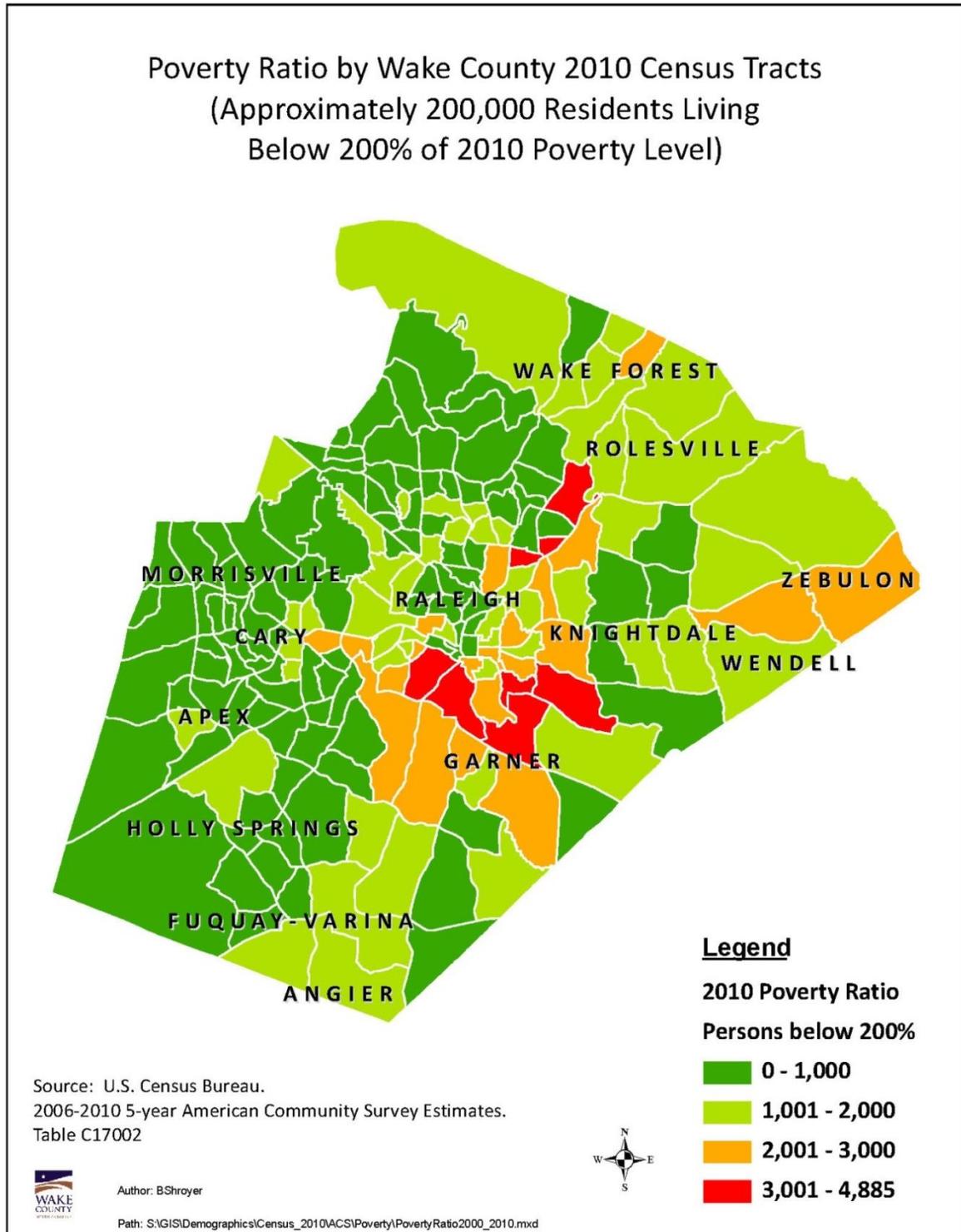
**American Community Survey 2008-2012 5-Year Estimate**

<b>ACS 2008-2012 5-Year Estimates</b>	<b>Wake County</b>	<b>Eastern Region</b>	<b>Northern Region</b>	<b>Southern Region</b>	<b>Millbrook (N Central)</b>	<b>Western Region</b>	<b>Crosby Area</b>
<b>Total Population</b>	<b>905,573</b>	<b>65,187</b>	<b>143,619</b>	<b>107,211</b>	<b>106,120</b>	<b>215,268</b>	<b>28,694</b>
<b>Number Census Block Groups</b>	<b>455</b>	<b>36</b>	<b>57</b>	<b>37</b>	<b>65</b>	<b>108</b>	<b>22</b>
<b>DEPENDENCY, UNDER AGE 18 AND AGE 65 YEARS AND OVER</b>							
<b>Percent</b>	<b>35</b>	<b>36</b>	<b>38</b>	<b>38</b>	<b>34</b>	<b>35</b>	<b>28</b>
<b>AT OR BELOW POVERTY LEVEL</b>							
<b>Percent</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>5</b>	<b>33</b>
<b>NO HIGH SCHOOL DIPLOMA OR EQUIVALENT</b>							
<b>Percent</b>	<b>8</b>	<b>13</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>23</b>
<b>UNEMPLOYMENT *</b>							
<b>Percent</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>12</b>
<b>VACANT HOUSING UNITS</b>							
<b>Percent</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>15</b>

Table 2

*\*Represents the number of unemployed people as a percentage of the civilian labor force*

**APPENDIX A: Poverty Ratio Map - Residents Living Below 200% of Poverty**



APPENDIX B: Wake County Human Services GeoZones 2010 Census Demographics Table shown in Figure 6

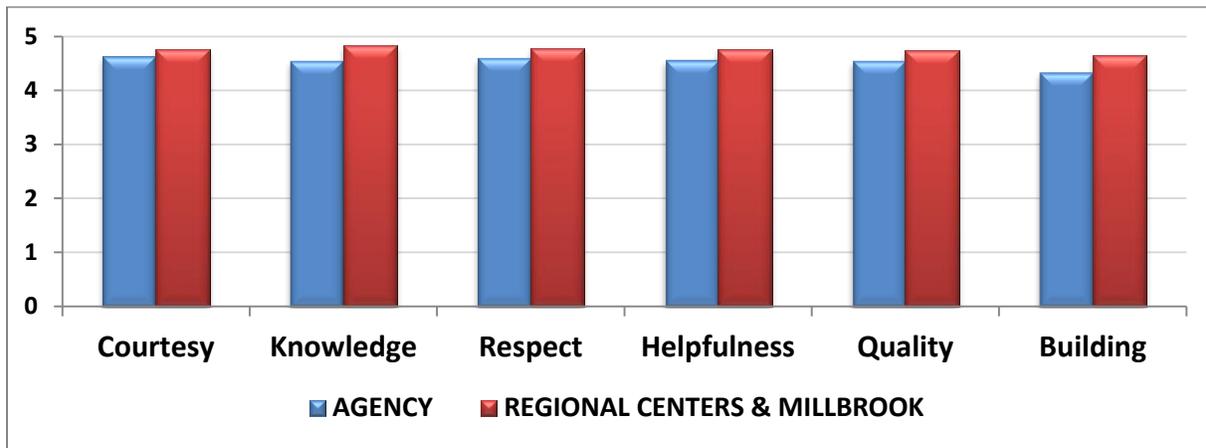
<b>Census 2010</b>									
Zone	Total Population	Total Housing Units	Total Occupied Housing Units	Total Vacant Housing Units	18 & Under	Percent 18 & Under	65 & Over	Percent 65 and Older	Average Median Household Income
East	64,944	25,772	23,558	2,214	18,360	28%	5,640	9%	\$57,766
East Central	69,065	27,220	25,253	1,967	18,405	27%	5,629	8%	\$41,198
North Central	107,536	51,385	47,667	3,718	23,789	22%	12,359	11%	\$63,887
Northern	142,124	54,707	51,471	3,236	42,173	30%	12,010	8%	\$92,937
South Central	106,891	43,612	40,495	3,117	26,473	25%	8,790	8%	\$53,797
Southern	107,897	40,423	37,980	2,443	32,786	30%	8,268	8%	\$74,812
West	215,268	90,155	84,337	5,818	59,125	27%	15,929	7%	\$88,861
West Central	87,268	38,562	34,884	3,678	13,502	15%	7,924	9%	\$52,460

Table taken from: Map by Carter Vickery Y:\CommunityHealth\maps\HSZonesFY13.mxd

**ATTACHMENT 1 – Regional Results of Customer Service Survey for FY 2013-14**

- Wake County Human Services conducted a customer service survey. Regional Centers scored higher than the WCHS average in most areas. A comparison of Agency results vs. Regional results follows.

**Wake County Human Services Annual Customer Service Survey**



**Customer Service Survey Comparison of Agency to Regional Facility**

	Courtesy	Knowledge	Respect	Helpfulness	Quality	Building
<b>AGENCY AVERAGE</b>	4.63	4.55	4.60	4.56	4.55	4.33
<b>EASTERN REGIONAL</b>	4.86	4.98	4.88	4.86	4.92	4.86
<b>NORTHERN REGIONAL</b>	4.82	4.86	4.86	4.86	4.85	4.82
<b>SOUTHERN REGIONAL</b>	4.56	4.69	4.63	4.53	4.53	4.31
<b>Millbrook HS Center</b>	4.74	4.73	4.75	4.77	4.63	4.56



**ATTACHMENT 2 – Regional Network of Care CAC Membership Rosters – April 2015**

<b>Current Regional Community Advisory Committee Membership April 2015</b>		
<b>ERC</b>	<b>NRC</b>	<b>SRC</b>
Alice Coleman, Business, Zebulon	Bettie Murchison, Non-profit Client Advocacy	Billy Smith, Chair, G.O.L.D Coalition
Annie Horton, Foster Parent Wendell	Bryan Hicks, Vice Chair Town of Rolesville	Clarence Briley, Pine Acres Community
Burnetta Smith, Housing Authority Zebulon	Cherry Forbes Wake Forest Chamber of Commerce	Judith Stephens, Co-Chair, Family Aid - Southlight
Charleitta Herring, Community at Large, Zebulon	Christina Piscitello, Wake County Community Services	Lunette Vaughan, NCECA Piney Grove SR Adults Coordinator
Dr. Laura Johnson, Business Zebulon	Eugenia Pleasant, Chair Restoration CDC	Mayor John Byrne, (Ex-Officio) Fuquay-Varina
Ginny Porter, Business, Wendell	Gene Cross, ChruchNet	Mayor Richard Sears, Holly Springs
Glenn York, Commissioner Zebulon	Jennifer Manley, Non-Profit Child Services	Mayor Ronnie Williams, Town of Garner
James Ira Nixon, Community at Large Zebulon	Jenny Rowe, Rolesville Chamber of Commerce	Norma Montgomery, Garner Senior Center Board President
James Parham, Commissioner Wendell	Lynda Creutzburg, Community at Large	Pastor Carmen Defendini, (Ex-Officio) Outreach Ministries
James Roberson, Knightdale Town Council/ Wake Tech	Mark Williams, Town of Wake Forest	
Leona Doner, Community at Large Zebulon	Toshia Rice, Education	
Lorrinda S. Michieka, Business Wendell		
Lue Geddis, Community at Large Knightdale		
Roger Brantley, Community at Large Zebulon		

<b>Human Service Center Community Advisory or Advocacy Committee Membership by Community April 2015</b>		
<b>Millbrook Area</b>	<b>Western Regional Area</b>	<b>Crosby-Garfield Area</b>
Carla Mena, Duke Global Health	Allison Bost, Cary YMCA	Allison Grubbs
Carmen Rayfield, Spring Forest Road Senior Center	Carlos Villamarin, Business Owner	Angela Jackson
Dana King, Millbrook High School	Cheng Wang, AT&T	Beatrice Burt
Doug Gamble, Crossroad Fellowship Church	Craig Ham, Genesis United Methodist Church, Vice Chair, CAC	Carl Kent Speller Sr.
Gary Bledsoe, AEC Visualizations & Designworks	Dr. Rev. Classy Preston, Pleasant Grove Church	Charlenzo V. Belcher
Janet Schirripa, St Raphael Catholic Church	Howard Manning, Dorcas Ministries, Chair, CAC	Derrick W. Byrd
John Odom, City Council City of Raleigh	Ira Jones, Morrisville Police	Elizabeth Weichel
Jose Caudill, Brentwood Boys and Girls Club	Kathleen Herndon-Lee, White Oak Missionary Baptist Church	Gordon Smith
Kathy Flaherty, HOPE Church of Raleigh	Madhu Sharma, Duke University	Linda Riggins
Michelle Hildreth, Wake County Public Libraries	Paul Gregg, Glenaire Retirement Community	Louise Crumel Williams
	Sharon McMillian, Wake Technical Community College	Lynette Adkins Dillard
	Sharon R. Peterson	Melvin Jackson
	Tracy Stone-Dino, Town of Cary	Diana A. Powell, Minister
		Nell G. Barnes
		Patricia Mial-Mosley
		Priscilla Diane Awkard
		Rev. Keith R. Hicks
		Royce Hathcock
		Sheri Bedsole
		Susanne Berger
		Yvette Michelle Brown