

COVID-19 related Modifications to Human Services programs

These modifications are effective March 24, 2020 and expected to remain in place through April 30, 2020. There may be additional modifications put in place at a future date at which time this document will be updated.

The following information is published on the COVID-19 page on WakeGov.com for the public and is consolidated here for you as a reference for your customer service needs.

ECONOMIC SERVICES

To apply for Medicaid and Food & Nutrition Services:

- You can apply online at: www.epass.nc.gov
- You can also print a paper application for Medicaid and Food & Nutrition Services at the site above.
- Mail paper applications to us at:
Wake County Human Services
P.O. Box 46833
Raleigh, NC 27620
- Fax to: (919) 212-7028
- Email to:
foodandnutrition@wakegov.com for Food and Nutrition applications
FCMAIntake@wakegov.com for Medicaid applications
- For Medicaid you can also apply by phone by calling (919) 212-7000.

Please be sure that your application is signed and include a phone number where we can reach you.

If you need to speak to your case worker, you can call (919) 212-7000 and we will connect you with someone who can answer questions about your case or help resolve problems you are having with your benefits.

You can also email us at one of the following email addresses:

Medicaid: FCMAIntake@wakegov.com

Food & Nutrition Services: foodandnutrition@wakegov.com

Energy Assistance

During COVID-19, most utility providers are not disconnecting services.

You can obtain an application by calling (919) 212-7000, or downloading an application at:

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

You can apply for the Low-Income Energy Assistance Program until March 31, 2020 by completing this application.

Child Care Subsidy

If you want to apply for assistance with Child Care costs, please email:

childcaresubsidy@wakegov.com

If you have any questions about Child Care you can call (919) 212-7515 or (919) 212-7000.

Work First Benefits

Work First Family Assistance Assessments and Application Interviews will be conducted by phone for potential applicants who would like to apply for the Work First Program. If you would like to be assessed to apply for Work First, please call (919) 212-7846 for a telephone interview.

Special Assistance (Help with the cost of assisted living care)

Complete a paper application and fax to (919) 212-7207.

Mail to:

Wake County Human Services

P.O. Box 46833

Raleigh, NC 27620

Child Support

Please contact your assigned Child Support Services Agent directly by phone or email.

You may also call the Wake County Child Support Call Center at 919-856-6630 to be connected to your assigned Child Support Services Agent.

Applications are available online at NCChildSupport.com

Applications may be mailed via request by calling 1-800-992-9457 or 919-856-6630.

Adult Services

Adult Protective Services and other Adult Services staff are working off site, but there are no changes in the contact information for these programs.

CHILD WELFARE

Child Protective Services

How to Make a Report of Suspected Child Abuse and/or Neglect

- We will not be accepting “walk-ins” at any of our locations.
- For questions about Child Welfare services, or to contact a social worker, please call 919-212-7000 and follow the prompts.
- If you suspect child abuse or neglect, during the hours of 8:30 AM and 5:00 PM, contact Wake County’s report line at 919-212-7990 (English) or 919-212-7963 (Spanish).

- After business hours and if a child is in immediate danger, call 911. As a result of COVID-19 and current school closures, fewer professionals are interacting with our children. We need your assistance ensuring the safety of Wake County's youngest residents.

PUBLIC HEALTH AND HEALTH CLINICS

The following clinics will provide limited services on-site only at the Sunnybrook location:

- Prenatal
- Immunizations – pediatric only
- Modified Child Health Services – Check on the newborns
- Lab
- Pharmacy - will be able to provide medications for both clinic and behavioral health patients, and will work with the client's primary behavioral health provider to have clients on injectable medicine get their shots administered
- One provider will be on site for an HIV clinic emergency.

The following clinics are closed:

- Family Planning
- HIV
- STD
- WIC
- TB
- Dental Clinic

Telehealth services will be available for the Family Planning, HIV/STD, WIC and TB clinics. Dental patients in pain will be referred to a dental urgent care.

All clients should be advised to call 919-212-7000 before visiting Sunnybrook for any reason. All clients should be advised they will be screened (general health question and a temperature check) before entering the building. Any client experiencing a life-threatening emergency, should be advised to call 9-1-1 or visit the closest emergency care facility.

TRANSPORTATION

Callers are being asked to only schedule essential trips, call to verify if their destination is open, and to cancel any previously scheduled trips at least 1hr prior to their pickup if they need to cancel. Also, the hours of operation for gas card pickup is now Wednesdays and Fridays between 9am-12noon.