

Wake County Community Resources For New Families



WAKE COUNTY
PUBLIC SCHOOL SYSTEM



ADVOCACY

Child Protective Services: Telephone: 919-212-7963
Wake County Human Services

- To report of child abuse, neglect and dependency.
-

Community Services: Telephone: 919- 996-6100 www.Raleig-nc.org
City of Raleigh

- To actively seek out members of the community in an effort to facilitate integration into our culture through city sponsored community based initiatives.
 - Serve as a referral agency for quality of life issues both government and non- government. Encourage the respect and interfacing of all ethnic groups in our City.
-

Consumer Rights: Telephone: 919- 212-7105 or 919- 212-7015
Wake County Human Services

- Dedicated to the rights of consumers of services at Wake County Human Services (including contract agencies of WCHS).
-

Latino Advocacy: Telephone: 919-835-1525 www.elpueblo.org
El Pueblo, Inc.

- Non-profit statewide advocacy and public policy organization dedicated to strengthening the Latino Community.
 - This is accomplished through leadership development, proactive and direct advocacy, education, and promotion of cross-cultural understanding in partnerships at the local, state, and national levels.
-

Human Trafficking: Telephone: 888-373-7888 www.acf.hhs.gov/trafficking
U.S. Dept of Health and Human Services

- Provides rescue of victims of human trafficking, including immediate shelter, case management, health care, food, legal assistance, immigration assistance.
-

Domestic Violence and Sexual Assault: MainTelephone: 919-828-7501 www.interactofwake.org
Interact Crisis Lines (24 hours): Domestic Violence: 919-828-7740
Sexual Assault: 919-828-3005

- Advocacy for victims of domestic violence and sexual assault.
 - Community education, court advocacy, shelter, information and referral and hospital response.
-

Domestic Violence: Telephone: 919-420-2300
Raleigh Police Department Family Violence Unit

- Crisis counseling for victims of domestic violence.

Sheriff's Office: Telephone: 919-856-6900
Wake County Sheriff's Department

Victim Compensation Services: Telephone: 919-733-7944 or 800-826-6200 www.nccrimecontrol.org
North Carolina Department of Crime Control and Public Safety

- Compensation for medical bills, funeral bills and lost wages.
-

Legal Assistance: Telephone: 919-856-2159 www.ncjustic.org
North Carolina Justice Center

- Helps low income immigrants with legal problems related to immigration and employment.
-

Immigration: Telephone: 800-375-5283
U.S. Citizenship and Immigration Services (USCIS)

Legal Services: Telephone: 919-828-4647 or 866-219-5262 (toll free) www.legalaidnc.org
Legal Aid of North Carolina

- Free legal services to low-income people.
-

Mental Health: Telephone: 919-981-0740 or 800-897-7494 www.mha-nc.org
Mental Health Association of NC

- Promotes mental health, prevention of mental disorders, and anti-discrimination.
-

Mexican Consulate: Telephone: 919-754-0046 <http://portal.sre.gob.mx/raleigh>

- Assistance with obtaining documents, protection, legal matters, and community affairs.
 - Also assists with return of remains of deceased Mexicans to Mexico.
-

Missing & Exploited Children: Telephone: 888-THE LOST (843-5678)
National Center for Missing & Exploited Children

- Experts available to discuss internet safety.
-

Hispanic civil rights: Telephone: 202-785-1670 www.nclr.org
National Council of La Raza

- Works to improve opportunities for Hispanic Americans: Investments, civil rights, education, employment, and health.
-

Child Development: Telephone: 919-662-4499 www.ncchildcare.net
North Carolina Division of Child Development

- Handles reports of neglect and abuse in day care facilities.

Business: Telephone: 919-782-8764 www.nchcc.org
NC Hispanic Chamber of Commerce

- Advocates, promotes, and facilitates the success of Hispanic/Latino businesses in collaboration with the business community at large.

Education: Telephone: 919-654-4516 www.thencshp.org
NC Society of Hispanic Professionals

- Networking and educational opportunities with North Carolina Hispanic professionals.

BANKING/ CREDIT COUNSELING

Banco de la Gente: Telephone: 919-747-8000

Consumer Credit Counseling: Telephone: 919-821-1770 www.tfsnc.org
Triangle Family Services

- Debt and budget counseling.

Latino Community Credit Union: Telephone: 919-855-9696 www.cooperativelatina.org

- Favorable banking services, including car and personal loans, investments.
- Credit counseling.

Nuestro Banco: Telephone: 919-582-2720 or 800-381-9061

- Financial education programs.

CHILDCARE

Guide to Daycare Facilities: Telephone: 919-779-2220 www.childcareservices.org
Child Care Services Association

- Information about child care options.
- Workshops offered to guide one in choosing daycare facilities.

Scholarships: Telephone 919-362-0657 www.wbcm.org
Western Wake Crisis Ministries

- Provides scholarships for children who need daycare, childcare, or after school care.

More at Four (Mas a los Cuatro):
Smart Start

Telephone: 919-851-9550 ext 1408

www.wakesmart.org

- Preschool for four year old children whose first language isn't English, but income-based.
-

Child Development:

Telephone: 919-662-4499

www.ncchildcare.net

North Carolina Division of Child Development

- Handles reports of neglect and abuse in daycare facilities.
-

Telamon Corporation Head Start:

Telephone: 919- 851-7611

www.telamon.org

- Provides a secure setting where children can develop skills.
 - Services include health and dental screenings, nutritious meals, learning experiences, play opportunities, and other structured activities
-

Child Care Subsidy Program:

Telephone: 919-773-7600

Wake County Human Services

- Provides funding for and education about daycare/child care.
-

EDUCATION

International Enrollment Center:

Telephone: 919-501-7996

Wake County Public School System

- Registers children of international families for school. These children are assessed for english proficiency.
-

Centro Para Familias Hispanas:

Telephone: 919-873-0094 or 919-873-0245

Program of Catholic Charities

- Dedicated to developing and implementing programs in education, health, job training, and referrals to help Hispanic families better integrate into the community and improve their living conditions.
-

Family Outreach:

Telephone: 919- 713-0653

Wake County Public School System – Family Involvement Outreach

- Educates parents about the educational system, and assist families with school related issues.
-

Computers:

Telephone: 919- 828-7490

www.gcflearnfree.org

GCF Global learning

- Free online computer courses in Spanish or English.

Kindergarten:

Telephone: 919-657-0577

www.NHSA.org

Head Start

- Pre kindergarten classes for low income children.
-

La Red de Familias Latinas de Carolina del Norte: Telephone: 919- 515-9156

NC State University & NC A&T State University Cooperative Extension.

- Provides education to Latino parents, access to resources, and aids their understanding of fundamental rights.
-

More at Four (Mas a los Cuatro):

Telephone: 919- 851-9550, ext 1408

osr.info@ncmail.net

- Provides children a pre-school educational experience.
-

Parks and Recreation:

Telephone: 919-831-844 or 919-831-6640

City of Raleigh

- Provide recreation and cultural opportunities, including ESL classes, computer classes, and social dancing.
-

Reading and Writing:

Telephone: 919- 787-5559

info@wakeliteracy.org

Literacy Council of Wake County

- Teaches adults how to read and write better, and further their education.
 - ESL and GED programs.
-

Technical College:

Telephone: 919-866-5000

www.waketech.edu

Wake Technical Community College

- Offers more than 70 technical and vocational programs, and also continuing education.
-

EMPLOYMENT

Workplace Complaints and Mistreatment:

Telephone: 919- 807-2796/800-625-2267

dol.webmaster@labor.nc.gov

Department of Labor

- Investigates complaints about unpaid salaries and mistreatment at work.
-

Job Search and Training:

Telephone: 866-278-3822

www.ncesc.com

Employment Security Commission

- Assistance with finding a job or entering a training program; must be documented.

Joblink:

Telephone: 919-250-3770

- Offer a variety of employment and training services that can help job seekers find a new or better job.
-

Pro-Familia:

Telephone: 919- 212-9396

- Vocational services for Latinos. Help finding employment, building resumes, and pays for uniforms and training.
-

Farm Workers:

Telephone: 919- 851-7611

www.telamon.org

Telamon Corporation

- Employment, training, and other services to migrant and seasonal farm workers and their children.
-

Work First:

Telephone: 919-733-3055

Wake County Human Services

- Temporary Assistance for Needy Families (TANF) program.
 - Training for parents to help them become employed and self-sufficient.
 - Assistance with day care, transportation, cash assistance, training opportunities, and Medicaid.
-

Working For Kids:

Telephone: 919- 212-9396

Wake County Human Services

www.wakegov.com/humanservices/economic/employment/working

- Assists non-custodial parents to obtain employment to support themselves and to make child support payments.
-

FINANCIAL ASSISTANCE

Crisis Support:

Telephone: 919- 834-4707

www.urbanmin.org

Urban Ministries

- Financial assistance for rent and utilities.
-

Salvation Army:

Telephone: 919-834-6733

www.keepthebellringing.org/clients/clients

- Pays up to \$100 towards utility bills, rent, or medication.
-

Tri-Area Ministries:

Telephone: 919- 556-7144

Rent, Utilities, Medications, Etc.:

Telephone: 919- 212-7000

Wake County Human Services

- Financial assistance with payment of utility bills, rent, medications, etc.
-

Western Wake Crisis Ministries:

Telephone: 919- 362-0657

www.wwcm.org

- Provides help for food or crisis financial aid to those threatened by unexpected circumstances: illness, car or home repairs, decrease in wages, etc.
-

FOOD

Discounted Food:

Angel Food Ministries

Telephone: 919-832-7112

www.angelfoodministries.com

- Provides discounted food during difficult times.
-

Free Food:

Catholic Parish Outreach

Telephone: 919- 873-0245

www.cporaleigh.org

- One week of food provided once a month. It includes soap powder, toothpaste, toilet paper, etc.
-

Food Pantry:

Christian Community in Action

Telephone: 919-469-9861

- Food Pantry for residents of Cary, Morrisville, Apex, Holly Springs, Willow Springs, Friendship, and New Hill.
-

Food Stamps:

Wake County Human Services

Telephone: 919-250-4720

- Food stamps provided for women and children based on income.
-

Food Assistance.:

Helping Hand Mission

Telephone: 919- 829-8048

www.helpinghandsmission.org

- Assists families with food, clothing, furniture, and shelter.
-

Ministerio de Benevolencia:

Telephone: 919- 788-0060

www.iglesianuevasperanzanc.org

- Provides food, and transportation to pick it up.
-

Salvation Army:

Telephone: 919- 834-6733

www.salvationarmyusa.org

- Food given out via food tickets.
 - Up to three bags of groceries quarterly.
-

Tri-Area Ministries:

Telephone: 919-556-7144

Food Closet :
Under One Roof

Telephone: 919-212-9500

- Food closet as well as case management services for HIV+ individuals
-

Food pantry:
Western Wake Ministries

Telephone: 919 - 362-0657

www.wwcm.org

Food and Nutritional Education:

Telephone: 919-250-4737

Wake County Human Services, “WIC” (Women, Infants, Children)

- Provides food, health care referrals, and nutrition education for low-income pregnant and postpartum women and their children up to age five.
-

Free Food:
With Love From Jesus

Telephone: 919-233-8010

www.withlovefromjesus.org

- Provides food and other items for \$3.00 donation.
-

FURNITURE

Helping Hand Mission:

Telephone: 919-829-8048 or 919-834-2795

www.helpinghandmission.org

With Love from Jesus:

Telephone: 919-233-8010

www.withlovefromjesus.org

HOTLINES

Sexual Transmitted Disease:

Telephone: 800-227-8922

American Social Health Association (ASHA)

Mental Health:

Telephone: 800-662-7030

www.dhhs.state.nc.us/ocs/careline

“Careline” – State of North Carolina

- Information and referrals regarding human services in government and non-profit agencies.
 - For clients to call to learn of mental health providers anywhere in NC.
-

Child Support:

Telephone: 800-992-9457

Family Support:

Telephone: 800-852-0042

www.fsnc.med.unc.edu/Services/CDR/espanol

Family Support Network

- Resources for children with special needs, disabilities, diseases, diagnoses, and intervention.

Gang Prevention:

Telephone: 919-256-0919

- To prevent youth gang activity and violence through community mobilization.
-

Crisis:

Telephone: 231-4525

www.hopeline-nc.org

Hopeline

- Hotline that provides confidential, non-judgmental listening for those facing crisis.
 - 24 hours/seven days a week.
-

United Way:

Telephone: 800-831-1754/211

www.211.org

Domestic Violence and Sexual Assault:

Main Telephone: 919-828-7501

www.interactofwake.org

Interact

Crisis Lines (24 hours):

Domestic Violence: 919-828-7740

Sexual Assault: 919-828-3005

- Provides advocacy for victims, information and referral, hospital response, shelter, and community education.
-

Education Enrollment:

Telephone: 800-234-8848

www.escort.org

National Migrant Education

- Hotline is free and accessible to migrant farm workers and their families.
 - Help enrolling children in school or other educational services.
-

Health and Child Care:

Telephone: 800-367-2229

www.nchealthystart.org/ncfhr/owncfhr

North Carolina Family Health and Child Care Resource Line

- Information on children and women's health, social services, health insurance, pregnancy, family planning, breast feeding, nutrition, choosing quality childcare, etc.
-

Mental health/Prevent mental disorders:

Telephone: 919-981-0740 or 800-897-7494

Mental Health Association of North Carolina

- Promotes mental health, prevention of mental disorders, and anti-discrimination.
-

HOUSING

Homeless Shelter for Men, Women and Children:

Raleigh Rescue Mission

Telephone: Men's shelter: 919-828-9014

Women's shelter: 919-828-4980

www.raleigh-rescue.org

Homeless Shelter for Women and Children:

Salvation Army

Telephone: 919-834-6733

www.keepthebellringing.org

IDENTIFICATION

Drivers license:
Department of Motor Vehicles

Telephone: 919-715-7000

www.ncdot.org/dmv

Tax Identification Number:
Centro Para Familias Hispanas

Telephone: 919 - 873-0094

- To obtain tax identification number (ITIN).
-

Matricula Consular:
Consulado Mexicano

Telephone: 919- 754-0046

<http://portal.sre.gob.mx/raleigh>

- Mexican citizens only.
 - Apply for a Matricula Consular (photo ID from Mexico); call for appt.
-

LEGAL RESOURCES

Battered victims:
Battered Immigrant

Telephone: 866-204-7612

- Legal assistance for battered immigration victims.
-

Birth and Death Certificates:

Telephone: Wake County 919-856-5218 or 919-733-3526

Discrimination Complaint:
Department of Health and Human Services

Telephone: 919- 733-3055

- A customer/client has a right to file a complaint if they think that they were treated unfairly because they do not speak English well.
 - They can file a complaint for self or for someone else.
-

National Issues:
Department of Health and Human Services - Office of the General Counsel

Telephone: 919-733-4534

- Provides legal representation and advice on highly visible national issues.
 - Especially for those who are least able to help themselves.
-

Immigrants Legal Assistance Project:
North Carolina Justice Center

Telephone: 919-856-2159

www.ncjustic.org

- Helps low income immigrants with legal problems related to immigration and employment.

Civil Services to Farm Workers: Telephone: 919-856-2180 or 800-777-5869 www.legalaidnc.org/fwu
Legal Aid – Farm worker Unit

- Provides free legal services to farm workers and their families regarding issues affecting their basic needs: housing, safety from domestic violence or abuse, health care, subsistence income, environmental safety, and consumer loan problems.
-

Complaints Regarding State Service: Telephone: 919-855-4414
North Carolina Department of Health and Human Services (DHHS) - Office of Citizen Services

- Handles inquiries and complaints that consumers have regarding services that DHHS oversees or administers.
-

Workplace Complaints and Mistreatment: Telephone: 919- 807-2796/800-625-2267 dol.webmaster@labor.nc.gov
Department of Labor

- Investigates workplace discrimination, mistreatment at work, unpaid salary issues.
-

Office of the Governor: Telephone 919- 733-5361

- Liaison with non-profits, other governmental offices; outreach presentations.
-

Office of Minority Health & Health Disparities: Telephone: 919- 431-1613

- The Office (OMHD) aims to accelerate CDC's health impact in the U.S population and to eliminate health disparities for vulnerable populations as defined by race/ethnicity, socio-economic status, geography, gender, age, disability status, risk status related to sex and gender, and among other populations identified to be at-risk for health disparities.
-

Immigrants Legal Assistance Project: Telephone: 919-856-2159 www.ncjustic.org
North Carolina Justice Center

- Helps low income immigrants with legal problems related to immigration and employment.
-

MEDICAL

Vaccines: Telephone: 800-232-4636
Immunization Hotline

- Can answer questions related to vaccinations, vaccine-preventable diseases.
-

Vaccines: Telephone: 919-250-3853
Immunization Request Line

- To request copies of vaccination records from Wake County Human Services.

MENTAL HEALTH

Children:

Telephone: 919-212-8405

Wake County Human Services

- Mental health evaluations and referrals for Wake County children up to age 18.
-

Crisis and Assessment Services (CAS):

Telephone: 919-250-3133

Wake County Human Services

- Mental health and substance abuse assessments for adults without insurance.
 - The agency will link client to a contract agency using state and federal funds.
 - Client does not need to be in crisis.
-

School Services:

Telephone: 919-212-8465

Wake County Human Services

- The school-based mental health team is a collaborative effort between Wake County Human Services and Wake County Public School System. Offers clinical services, substance abuse services, and crisis line response.
-

Sexual Abuse:

Telephone: 919- 250-3134

Wake County Human Services

- Provides treatment for child and adolescent victims, perpetrators, and families.
-

PARENTING CLASSES

Families with Children up to five years old:

Telephone: 919-873-0094

cporaleigh.org

Centro Para Familias Hispanas (Catholic Charities)

- Intervention programs for children up to age five.
 - Language is a Key, Parenting Presentations, and Readiness to Kindergarten, are three key programs to help children succeed in school, with the help and support of their parents. All instruction is given in Spanish.
-

Parenting Workshops:

Telephone: 919-515-9156

La Red de Familias Latinas de Carolina del Norte

NC State University/A & T State University Cooperative Extension

- Connects Latino families in Wake County.
 - Provides financial literacy, after-school programs, parenting, nutrition, and health and safety information. Referral services, support groups for parents, parenting workshops, and financial counseling.
-

Child Development:

Telephone: 919- 856-7785

www.projectenlightenment.wcpss.net

Wake County Public Schools - Project Enlightenment www.parentsasteachers.org

- Parents as Teachers Program (Padres Como Maestros): Teaches parents to recognize and prepare for the developmental stages of their children and to recognize accomplishments of their children.
-

Child Abuse:

Prevent Child Abuse North Carolina

Telephone: 919-829-8009 or 800-Children (256-6607)

www.preventchildabusenc.org/just_for_families/spanish

- Dedicated to prevent child abuse before it happens by developing family-oriented, community-based prevention, awareness, education, and training programs.
-

Child Behavior:

Safe Child (Crianza Con Carino)

Telephone: 919-743-6140

www.safechildnc.org

- Parenting classes dealing with discipline and children's behavior.
-

RECREATION & SOCIALIZATION

Programs, clubs, and Camps:

4-H North Carolina Extension Program

Telephone: 919-231-5536

- Programs, clubs, and camps are open to youth ages 5-19.
-

Youth- Male:

Boy Scouts

Telephone: 919-872-4884

www.ocscouts.org

- The Boy Scouts of America provides a program for young people that builds character, trains them in the responsibilities of participating citizenship, and develops personal fitness .
-

Youth - Female:

Girl Scouts

Telephone: 919-782-3021

- Join a local troop or group for fun and friendship to build character and self-esteem and served the communities. Find a safe place to grow and share new experiences, learn to relate to others, develop values, and contribute to society.
-

Youth:

Brentwood Girls & Boys Club

Telephone: 919- 790-8284

www.wakebgc.org/kids_clubs/brentwood

- Safe place to learn and grow.
 - Ongoing relationships with caring, adult professionals, and offers life enhancing programs and character developing experiences that give youth hope and opportunity.
-

Development of Latina:

Club de Mujeres Latinoamericanas

Telephone: 919- 981-0740 Ext.276

www.lawcusa.org

- Encourages the emotional, social, intellectual and economic development of Latina

After-school program:

www.foodbanknc.org/programs/kidscafe

Kid's Café

- An after-school program that offers tutoring, nutrition education, mentoring, and nutritious meals to children at risk of hunger.
-

Exhibits:

Telephone: 919 -733-7450 Ext 525

North Carolinas Museum of Natural Sciences

- Featuring an array of permanent and special exhibits, live programs and educational films that appeal to audiences of all ages, the North Carolina Museum of Natural Sciences encourages visitors to explore the natural world and their connections to it.
-

Parks and Recreation:

Telephone: 919-831-6844

City of Raleigh.

- Educational opportunities such as English as a Second Language (ESL) classes, computer classes, and fitness classes. Recreational opportunities such as social dancing, biking, swimming, arts, athletics, nature programs, teen programs, tennis, senior programs, specialized recreation, and festivals .
-

Boxing:

Telephone: 919 - 719-0872

Second Round

- Boxing program for at-risk youth.
-

SCHOOLS

International Enrollment Center:

Telephone: 919-501-7996

Wake County Public School System

- Registers children of international families for school.
 - These children are assessed for english proficiency.
-

Child care:

Telephone: 919-779-2220

www.childcareservices.org

Child Care Services Association (CCSA)

- Free referral services to families seeking child care.
 - Educational scholarships and salary supplements to child care professionals.
-

Scholarships:

Telephone: 919-362-0657

www.wwcm.org

Christian Community in Action; Western Wake Crisis Ministries

- Scholarships for children who need daycare, childcare, or after-school care.

Family Outreach: Telephone: 919- 713-0653
Wake County Public School System – Family Involvement Outreach

- Educates parents on the educational system, and assist families with school related issues.
-

Pre kindergarten classes: Telephone: 919-657-0577
Head Start Program

- Pre kindergarten classes for low income children.
-

Smart Start: Telephone: 919-851-9550 ext 1408 www.wakesmartstart.org

Program goal: to ensure every child in Wake County, birth to age five, is prepared for success in school and life.

Pre-Kindergarten:
More at Four (Mas a los Cuatro)

- A high-quality pre-kindergarten program that serves children who are at risk and prepares them for success in school but income-based.
-

Child Development: Telephone: 919-662-4499 www.ncchildcare.net
North Carolina Division of Child Development

- Provides information parents need to make the best possible child care choices.
-

Preschool: Telephone: 919-851-7611 www.telamon.org
Telamon Corporation Head Start

- Provides a secure setting where children can develop skills.
 - Services include health and dental screenings, nutritious meals, learning experiences, play opportunities, and other structured activities
-

Daycare/Childcare: Telephone: 919-773-7600
Wake County Human Services

- Provides subsidies for child care.
-

Project Enlightenment: Telephone: 919-856-2799 www.projectenlightenment.wcpss.net
Wake County Public Schools www.parentsasteachers.org

- Parents as Teachers Program (Padres Como Maestros): Teaches parents to recognize and prepare for the developmental stages of their children and to recognize accomplishments of their children.

TRANSPORTATION

Bus:
Capital Area Transit (CAT)

Telephone: 919-833-5701, Ext 266

- Provides bus schedules information.
-

Medical appointments:
Wake County Human Services

Telephone: 919-212-7000

- Provides transportation for Medicaid recipients and pregnant women.