Guilford County has a wealth of resources and community organizations that are serve residents and address a wide range of human service needs. Two resources that have searchable databases include: United Way 211 and Senior Resources of Guilford’s Pathways and Protocols.

### United Way 211
In 2002, the United Way of Greater Greensboro started the 211 resource phone line in Guilford County. This information and referral line provides answers to a wide range of health and human services type questions. This service, now called NC 211, has a comprehensive list of services available in the triad area. For more information, go to: [www.211nc.org](http://www.211nc.org).

### Pathways & Protocols
Guilford County Senior Services Roundtable has created a resource, Pathways & Protocols® for the community. It is a website that seeks to enhance the individual's or family members' awareness, understanding and access to services for older adults in Guilford County. For more information, go to: [www.senior-resources-guilford.org/pathwaysandprotocols.cfm](http://www.senior-resources-guilford.org/pathwaysandprotocols.cfm)

At the March 2013 Connect-the-Dots meeting hosted by the GCDPH and CHA partners, over 60 community residents, community practitioners and subject matter experts were asked to identify evidence-based strategies to improve the pressing health issues identified in the CHA as well as to identify potential community assets and resources that can be brought to bear to support a community improvement plan. Below are some of the key community resources that exist to help address the pressing health issues, but this is not an exhaustive list.

### Chronic Disease & Obesity

#### Partners in Health and Wholeness (PHW)
PHW is a program of the NC Council of Churches that partners with local churches to support health ministries in a variety of areas, from reducing obesity to tobacco cessation and improving access to healthy foods. PHW is currently partnering with the NC Blue Cross and Blue Shield Foundation to provide grants up to $5,000 to local churches to support community gardens. ([www.ncchurches.org/programs/health-wholeness/](http://www.ncchurches.org/programs/health-wholeness/))

#### Partnership for Community Care (P4CC)
Partnership for Community Care (P4CC) is a non-profit organization comprised of: Primary Care Providers, Hospitals/Health Care Systems, County Health Departments and County Departments of Social Services. P4CC is charged with improving the health outcomes and reducing the care costs of the Carolina Access Medicaid and NC Health Choice populations in Guilford, Rockingham and Randolph Counties. P4CC is one of 14 similar networks participating in the statewide Medicaid quality improvement strategy called Community Care of North Carolina (CCNC). In addition to serving NC Health Choice and Carolina Access Medicaid populations, P4CC helps uninsured patients in Guilford County access medical care. Chronic Disease & Telemonitoring: Provide monitoring and follow up with Chronic Disease patients that have Congestive Heart Failure, Diabetes, Hypertension, and/or COPD. ([www.p4communitycare.org/programs-initiatives/](http://www.p4communitycare.org/programs-initiatives/))
Congregational Nurse Program (CNP)
The Congregational Nurse Program at Cone Health is a unique, specialized nursing practice established as a collaborative relationship between Cone Health and area faith communities. The CNP approach provides for a congregational coordinator based at Cone Health who is responsible for assisting community congregations with developing and implementing a Health Ministry Program. Each health ministry is tailored to meet individual congregations’ needs and capabilities. Currently, CPN collaborates with 48 faith communities, all of which have either a paid or volunteer congregational nurse. The CNP’s HOPES program benefits homeless individuals who have no other resources and would be back on the streets without the program’s assistance. Candidates for HOPES are identified by Cone Health social workers. After being discharged from the hospital, the patient is assigned a congregational nurse and a CSWEI social worker. HOPES provides its participants with temporary housing, gift cards for food and necessities, accounts at drug stores for prescription drugs and a 30-day bus pass. Since many patients need daily check-ups, the nurses assigned to each case visit and/or call on a regular basis to check on their patients’ acute or chronic health issues such as diabetes, heart disease, hypertension, cancer or stroke. (www.conehealth.com/community/congregational-nurse-program/)

Birth Outcomes & Teen Pregnancy
Guilford County Department of Public Health Reproductive Health Services (www.guilfordhealth.org)
Adolescent Pregnancy Prevention Programs
Our health education team offers several programs to help teens make responsible choices and to help reduce teenage pregnancies, such as Smart Girls. Various programs focus on abstinence, education, leadership, responsibility and support for teens, parents and the community.

Pregnancy Care Management
Pregnancy Care Management provides case management services to assist Medicaid eligible pregnant women in finding services to meet their needs throughout pregnancy and at least two months after delivery. We also offer home visits during your pregnancy and within one week of delivery and referral to resources you may need.

Family Planning Services
Any resident of North Carolina may receive family planning services in our clinics. Charges are based on income and family size. All services provided are strictly confidential regardless of the age of the patient. Parental involvement is encouraged with minors, but not required. Men are also encouraged to participate in our program. Men can receive information on reproductive health issues that affect them in private one-on-one sessions. Free condoms are available in our clinic. We offer a full range of family planning services, including birth control; physical examination; Pap smear; health education; short-term counseling; laboratory tests (through our in-house laboratory); pregnancy tests; counseling and referral for male/female sterilization; adult immunizations; HIV testing and counseling; sexually transmitted infection testing and counseling; initial and annual exams with screening for high blood pressure, diabetes and anemia; and vaginitis and urinary tract infection screening and treatment.

Maternity Services
Any female resident of North Carolina may receive maternity services at Guilford County Department of Public Health. We accept Medicaid, Presumptive Medicaid or charge a sliding scale fee (based on family size and income). You may qualify for our special maternity care program (Adopt-A-Mom). We offer complete prenatal care, featuring Centering Pregnancy ™, group prenatal care. Centering Pregnancy reduces the overall preterm birth rate and lowers the infant mortality rate of participants.

Childbirth Classes
Childbirth classes include breastfeeding education. Participants learn about exercise, nutrition, signs of labor, relaxation and breathing techniques, partner and doula support, use of medications, interventions in labor, new mother care and newborn appearance.
Guilford County Coalition on Infant Mortality
The Guilford County Coalition on Infant Mortality is a nonprofit organization housed within the Guilford County Department of Public Health. The Coalition’s goal is to ensure that babies in Guilford County are born healthy and thrive beyond their first year of life. The Coalition works to eliminate infant death and disability through community education and involvement. Our Adopt-A-Mom Program coordinates prenatal care with private OB-GYNs for pregnant women who do not qualify for Medicaid and do not have private insurance to cover the cost of prenatal care.

Newborn Home Visits
All parents of newborns in Guilford County may receive newborn home visits within three to five days of delivery by registered nurses free of charge. Our nurses check on your baby's health, answer your questions and offer support and education. Incentive items are given at each visit. Interpreters are provided for Hispanic clients. These visits are supported by a Smart Start grant.

Nurse Family Partnership of Guilford
Nurse-Family Partnership® (NFP) is an evidence-based community health program operated by Guilford Child Development that helps transform the lives of vulnerable mothers pregnant with their first child. Each mother served by NFP is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits that continue through her child’s second birthday. (www.guilfordchilddev.org)

The Regional Vasectomy Program
Men age 21 years and older who have concluded that surgical sterilization is the best choice for permanent birth control but are unable to afford the procedure still have an option. The Guilford County Department of Public Health offers interested men in North Carolina the opportunity to have permanent birth control through the Regional Vasectomy Program. Cost is based upon family size and income. Our vasectomy program contracts with local board certified urologists in six cities in North Carolina where patients may go for their vasectomy.

Triad Baby Love Plus
A component of North Carolina’s Healthy Start Baby Love Plus Network, Triad Baby Love Plus is a local program that strives to give local babies the best start possible in life by linking moms and babies with important health care and support services. Local program services include: intensive outreach to connect women of childbearing age and their infants with prenatal and family health services; coordination of care to promote healthy lifestyles for moms between pregnancies, and well-child care for their children up to two years after delivery; depression screening and referral for moms; culturally sensitive care for mom and children; health education and training for local health and social service agencies, area hospitals and businesses, public health officials, church and civic volunteers and community members; and leadership training and support for community partners. Triad Baby Love Plus is part of the national Healthy Start initiative and receives federal funding.

Partners for Healthy Youth
Partners for Healthy Youth is a local, countywide membership organization that focuses on the issues of adolescent pregnancy, pregnancy prevention and adolescent parenting. Members include educators, health care providers, human service providers, faith based organization representatives, program administrators, policy-makers, parents and adolescents from the community. Partners for Healthy Youth exists to increase community awareness and involvement in the prevention of adolescent pregnancy by discovering practical solutions, building alliances, and strengthening Guilford County’s social and economic future. (www.pfhy.org)

YWCA Healthy Moms Program
Healthy Moms Healthy Babies is a program for moms age 20 to 30 and their children. The program seeks to help young women have healthy pregnancies, healthy children and maintain a healthy lifestyle between pregnancies. Programs include childbirth preparation classes, fitness classes, discussion groups and doula services. All programs are free for women who meet eligibility requirements. (www.ywca.org/site/c.6nICIOOsG51OE/b.8528081/k.A513/Healthy_Moms_Healthy_Babies.htm)
HIV and other STIs

Piedmont Health Services and Sickle Cell Agency (PHSSCA)
The PHSSCA was established in 1970, PHSSCA serves Greensboro, N.C. with Sickle Cell Disease testing, education, genetic counseling and support services. PHSSCA currently serves six counties of the North Carolina Piedmont: Guilford, Forsyth, Alamance, Rockingham, Randolph and Caswell. (www.piedmonthealthservices.org/)

Triad Health Project
The Triad Health Project provides emotional and practical support to individuals living with HIV/AIDS, their loved ones, and those at risk for HIV/AIDS. The Triad Health Project began in 1986 as a grassroots effort and is now one of the largest AIDS service organizations in North Carolina, with a culturally diverse staff of nearly 20 and a volunteer base that exceeds five hundred. They implements strategies to educate those at risk and the community about HIV/AIDS and advocate locally, regionally, and nationally for individuals and groups infected with or affected by HIV/AIDS. As the primary community service provider, THP offers Case Management, the Higher Ground day center, a Client Food Pantry, Education and Prevention Outreach, and HIV testing. (www.triadhealthproject.com/about/index.php)

Guilford County Department of Public Health (GCDPH) HIV and Sexually Transmitted Infection Counseling and Testing
The GCDPH offers free and confidential testing and treatment for syphilis, gonorrhea and chlamydia, as well as HIV testing and referral services. (www.guilfordhealth.org)

Access to Care

Partnership for Community Care (P4CC)
P4CC is a non-profit organization comprised of primary care providers, hospitals/health care systems, county health departments and county departments of social services. P4CC is charged with improving the health outcomes and reducing the care costs of the Carolina Access Medicaid and NC Health Choice populations in Guilford, Rockingham and Randolph Counties. P4CC is one of 14 similar networks participating in the statewide Medicaid quality improvement strategy called Community Care of North Carolina (CCNC). In addition to serving NC Health Choice and Carolina Access Medicaid populations, P4CC helps uninsured patients in Guilford County access medical care. (www.p4communitycare.org/programs-initiatives/)

Congregational Nurse Program (CNP)
The CNP at Cone Health is a unique, specialized nursing practice established as a collaborative relationship between Cone Health and area faith communities. The CNP approach provides for a congregational coordinator based at Cone Health who is responsible for assisting community congregations with developing and implementing a Health Ministry Program. Each health ministry is tailored to meet individual congregations’ needs and capabilities. Currently, CNP collaborates with 48 faith communities, all of which have either a paid or volunteer congregational nurse. The CNP’s HOPES program benefits homeless individuals who have no other resources and would be back on the streets without the program’s assistance. Candidates for HOPES are identified by Cone Health social workers. After being discharged from the hospital, the patient is assigned a congregational nurse and a CSWEI social worker. HOPES provides its participants with temporary housing, gift cards for food and necessities, accounts at drug stores for prescription drugs and a 30-day bus pass. Since many patients need daily check-ups, the nurses assigned to each case visit and/or call on a regular basis to check on their patients’ acute or chronic health issues such as diabetes, heart disease, hypertension, cancer or stroke. (www.p4communitycare.org/about-us/)

Center for New North Carolinians
On April 12, 2001, the Board of Governors of the University of North Carolina established the UNCG Center for New North Carolinians to “provide research, training, and evaluation for the state of North Carolina in addressing immigrant issues; collaboration with government and social organizations to enhance responsiveness to immigrant needs; and community support to provide training and workshops.” The Center subsumed pre-existing programs of
the ACCESS Program (Accessing Cross-Cultural Education Service Systems) that were already housed in the Department of Social Work under the direction of Raleigh Bailey. ACCESS began in 1994 with the AmeriCorps ACCESS Project. The AmeriCorps ACCESS Project, a domestic peace corps national service initiative funded by the federal government and local partners, has had as its mission, providing culturally and linguistically appropriate services to refugee and immigrant communities in North Carolina. The AmeriCorps members (participants) who provide a year of service to North Carolina immigrant communities and receive training in cross cultural human services, include both immigrants and native born residents. About 60 people per year currently complete a year of service with the AmeriCorps ACCESS Project. Another initiative, the Interpreter ACCESS Project has provided professional interpreter training to interpreters across the state. The Immigrant Health ACCESS Project has provided cross cultural health services to immigrants in Guilford County. This collection of projects formed the initial core of the new Center activities. Those projects have been supplemented with additional outreach, research, and training activities to expand the range of Center activities as it fulfills its mission. (www.cnnc.uncg.edu/)

Mental Health Association in Greensboro
Organized in 1940, the Mental Health Association in Greensboro is a community partner of United Way of Greater Greensboro. The Association conducts programs that promote better mental health, provides support to those who suffer from mental illness and strives to reduce the stigma associated with mental illness, through education and service. (www.mhag.org)

Center for Behavioral Health and Wellness
The mission of the Center for Behavioral Health and Wellness at North Carolina A & T State University is to provide community-focused, evidence-based, and culturally-competent behavioral health services through the integration of best practice research, training, and technical assistance. The community is served by providing community-based assessment and treatment services, including both mental health and substance abuse services, for individuals and families across the lifespan. The Center for Behavioral Health and Wellness also provides applied research and evaluation expertise in partnership with community-based agencies while offering training opportunities to community-based providers, building the capacity to deliver evidence-based services. (www.ncat.edu/academics/schools-colleges1/soe/hdsv/cbhw/index.html)

Sandhills Center
The Sandhills Center provides management and oversight of mental health, intellectual/developmental disabilities, and substance abuse services in the nine-county catchment area. Upon its merger with the Guilford County Center, it maintains a local presence in Guilford County, providing service management and oversight functions to include care coordination and ensuring 24-hour access to services. (www.sandhillscenter.org)

Access to Healthy Food
Guilford County Cooperative Extension
North Carolina Cooperative Extension helps gardeners learn more about new plants, native plants and environmental stewardship. Extension-trained Master Gardener volunteers are instrumental in these efforts, sharing their knowledge of plant selection, cultural practices and pest management with fellow gardeners, school students and others. Be Healthy – Grow What You Eat is a program that teaches gardeners the benefits of eating fresh produce which they grow themselves. The Master Gardeners Volunteer program developed the community gardens through the Cooperative Extension to create a sense of community among gardeners, allowing them to learn from each other and from Master Gardener Volunteers. Ten percent of the harvest yield from each community garden is donated to local food pantries. (www.ncstategardening.org/extension_master_gardener/guilford/index_county)

The Edible Schoolyard
The Edible Schoolyard is a teaching garden and kitchen where children and their families can learn how to grow healthy food and create delicious snacks and meals using fresh, local, organic ingredients. The Edible Schoolyard
offers children a chance to build practical gardening and cooking skills, to connect with the natural world and to enjoy nourishing food. (www.gcmuseum.com/edible-schoolyard/

Food Assistance, Inc.
Food Assistance, Inc. delivers groceries to 450 families living in Greensboro and Guilford County. The groceries are provided at no cost to the families, and the program gives the opportunity for low-income families and the elderly to build stronger social and food-based networks with Food Assistance’s team of 150 community volunteers. (foodassistanceinc.com/vol_ops.html)

Food Corps, Inc.
Food Corps, Inc. matches motivated leaders with limited-resource communities. Service Members sign up for a year of public service, and they work under the direction of local partners. Food Corps, Inc. follows a “three ingredient recipe” for healthy kids: 1) Deliver hands-on nutrition education, 2) Build and tend school gardens, 3) Bring high-quality local food to public school cafeterias. (www.foodcorps.org)

Greensboro Urban Ministry (GUM)
GUM provides food, shelter, and health services to individuals in need of resources. The majority of their clientele are homeless individuals. They also offer food bank supports, as well as a community kitchen that serves a daily lunch to anyone and everyone. (www.greensborourbanministry.org)

Guilford County Department of Public Health (GCDPH)
GCDPH supports a variety of programs designed to educate residents about healthy eating and works with community partners to improve access to healthy food through community gardens, farmers markets and other programs. The GCDPH also maintains its own community garden at its Greensboro Maple Street facility and donates all of the produce to the Share the Harvest (www.guilfordhealth.org).

Guilford County Department of Social Services (DSS)
The DSS Food and Nutrition program is a federal food assistance program that helps low income families or individuals to buy food. DSS administers the county’s SNAP/EBT program (Supplemental Nutrition Assistance Program/Electronic Benefits Transfer program). Eligible households receive monthly benefits to purchase food. (www.co.guilford.nc.us/government/socservices/food.html)

The Interactive Resource Center (IRC)
The IRC assists people who are homeless, recently homeless or facing homelessness in reconnecting with their lives and the community at large. The IRC is becoming more and more involved in local food initiatives across Greensboro and Guilford County. They are building a community garden and serving as a food drop-off and pick-up location for local food redistribution programs. By focusing on food for the homeless community, they are also making sure that Greensboro’s food security needs are met. (www.gsodaycenter.org/)

Partnership for Community Care Partnership Pantry Program (P4CC)
P4CC in the process of stocking a Healthy Food Pantry for chronic disease patients in need in an effort to help reduce food insecurity (or limited access to fresh and healthy foods) and improve the management of chronic disease. Food insecurity has continued to rise in North Carolina. In 2011, 18.2% of the population was considered food insecure—that number has increased to 19.6% this year.* Food insecurity and chronic disease are closely related. Many individuals who are food insecure rely on food banks, which often have a lot of salty and sugary foods that can make it difficult to manage a chronic disease. The Partnership Pantry Healthy Food Bank Program hopes to provide low-income patients with healthier foods and nutrition education that will help empower them to better manage their chronic diseases. (www.p4communitycare.org/programs-initiatives/nutrition-program/partnership-pantry/)

Share the Harvest
Share the Harvest is a new project making it possible to reach more food-insecure people in Guilford County with fresh food provided by local farmers, churches and citizens. Share the harvest is a food re-distribution program.
Volunteers gather extra produce grown by community gardens, urban and rural farms, and other community-based food programs. They then work with local food banks, shelters, and outreach organizations to get food to the people who need it. (www.sharetheharvestguilfordcounty.org/)

**Highlights from Focus Groups on Community Resources**

Community members are unaware of the resources available and how to navigate between the various resources. There is a need for health care providers to be trained on issues outside of the medical fields such as substance abuse and mental health. Community members perceive that health care providers are unaware of mental health services and resources.

Community members in Guilford County have difficulty accessing health information, clinics and other means of resources to receive health care. It is difficult for patients to access the service/resources they need due to uncoordinated efforts. One area of particular concern is the denial of resources once employment has been established. This leads to financial setbacks once employed.

There is lack of funding for resources within Guilford County. This decreases the number of resources available within the county. For example, Triad Adult and Pediatric Medicine will not be able to provide services because of loss of funding. Lack of funding has resulted in limited access to the orange card and other vital services. If more funding was available, then more resources would be available to provide low cost insurance and service options. It becomes difficult to address barriers with the increased need for resources and limited funding to meet the demand. Because of the limited number of resources, there is a need to prioritize the allocation of resources. In addition, budget cuts often result in resource allocation only addresses short term outcomes. More funding should be allocated to address long term outcomes.
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