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Cleveland County Department of Social Services Moves to New Location



(Pictured: Cleveland County Department of Social Services is now located at the Health Department in Shelby.)

Cleveland County Department of Social Services is pleased to announce their new location at 200 S Post Road in Shelby, now jointly known as the Cleveland County Public Health and Social Services building.

Effective Monday, May 15th, all Cleveland County DSS programs; Adult Services, Child Welfare, Day Care, Work First, and Food and Nutrition Services began accepting clients at the new location. All clients check in at the first-floor reception with the exception of Child Support, which is located on the second floor.



"We are excited to share a renovated building with the Health Department," said Social Services Director, Katie Swanson, "being co-located will allow us to better meet the needs of the community."

The newly renovated space for Social Services encompasses more than 53,000 square feet of the building. Upgraded interview rooms are equipped with computer access for staff to input data into the state system instantly. The building houses an additional 170 employees and includes conference rooms and touchdown workspaces for remote employees.

"These rooms provide a professional meeting space equipped with the technology to aid in enhanced service delivery to our clients," said Sherry Vess, Business Officer of Finance and Operations.

You can now reach Cleveland County DSS Offices at (980) 484-6000 and navigate the voice menu to your desired extension or department.

The facility also includes renovated family visitation rooms. Cleveland County DSS is seeking caring, compassionate businesses, churches, and individuals to help enhance their new visitation rooms with comfortable seating, age-appropriate toys, books, board games, and more! All donations are tax-deductible.

If you are interested in donating, please email lauralee.baynard@clevelandcountync.gov or call (980) 295-9228 for a list of suggested items.

Visit the Cleveland County website at www.clevelandcounty.com under 'County Departments', then 'Social Services' for updated information on telephone numbers and program services.