

## What Are Prevention Services?

School Based Prevention Services is a voluntary service providing case management for Medicaid eligible children in participating schools who are at-risk of abuse or neglect.

## What Services Are Available?

- Weekly home visits.
- Information about Community Resources.
- Child Care options and referrals.
- Advocacy for children with school faculty and staff.
- Navigating assistance with area Mental Health Services.
- Assistance in meeting children's special needs at school.

## Which Schools Provide Prevention Services?

- Emma Elementary School
- Johnston Elementary School
- Oakley Elementary School
- WD Williams Elementary School

## What Can I Expect From Prevention Services?

- After receiving a referral for your family, the Prevention Social Worker will contact you and introduce themselves and explain the services they provide.
- The Social Worker will complete a family assessment and a service plan with goals and activities, based on the family assessment.
- The Social Worker will then have weekly contact with you and your family as well as contact with others involved (i.e. teachers, doctors, therapists, and other family members.)

## What Else Should I Know About Prevention Services?

- Medical and mental health evaluations may be needed to help understand and identify your child's needs.
- Referrals may be made to other agencies to assist your family in meeting the goals.
- Any evidence of abuse or neglect will be reported to the Department of Social Services in accordance with state legal mandates.
- You are responsible for your family's success with the program according to your level of commitment to the service plan.

## Client's Rights And Responsibilities

As a Client:

- Your family has the right to confidentiality.
- Your family has the right to be treated with dignity and respect.
- You have the right to know why you are being offered these services.
- You have the right to terminate services.
- You have the responsibility to follow the goals on the service plan.
- You have the responsibility to maintain open and regular communication with your prevention worker.
- Phone calls to your prevention worker should be returned within one working day.

## What Can I Do To Get The Most Out of Prevention Services?

- Keep all scheduled appointments.
- Call at least one day in advance to reschedule any appointments.
- Discuss any questions or concerns reasonably and calmly.

**For Further Information  
On Services Call  
(828) 250-5500**

## DSS Mission

To partner with individuals, families, and communities to strengthen their efforts toward Independence, Permanence, and Safety.

### Prevention Social Worker

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Hours: 7:30 am - 3:30 pm

Visit our website at:  
[www.buncombecounty.org/  
governing/depts/dss/children](http://www.buncombecounty.org/governing/depts/dss/children)

## Am I Eligible?

You or someone you know could be eligible if:

- Your child receives Medicaid or is eligible to receive Medicaid.
- Your child attends one of the four participating schools.
- Your family needs assistance in locating resources.

## How Do I Apply?

If you or someone you know is interested in the services, contact the DSS Social Worker at your child 's school or call the Department of Social Services at ( 828 ) 250-5500.

***Our work is guided by professional ethics and values that are designed to safeguard your privacy and confidentiality. If you have any concerns about how you have been treated, contact your worker's supervisor. If you are unsure who to contact, please call the Director's office at (828) 250-5587.***

Buncombe County Government does not discriminate on the basis of race, color, religion, sex, age, national origin, handicap or disability in admission or access to its treatment or employment in its services, programs and activities in compliance with applicable federal and state laws.

# Economic Services Division

## School Based Prevention Services

A partnership between  
Buncombe County Department  
of Social Services And Buncombe  
County Schools.



## Buncombe County Department of Social Services

40 Coxe Avenue  
P.O. Box 7408  
Asheville, NC 28802

**Hours of Operation  
Monday - Friday  
8:00 am - 5:00 pm**

Phone: (828) 250-5500  
Fax: (828) 250-5960