



IN PERSON

40 Coxe Avenue
Asheville, NC 28801
Monday – Friday | 8AM – 5PM



BY PHONE

ECONOMIC SERVICES: (828) 250-5500
SOCIAL WORK SERVICES: (828) 250-5500
HEALTH SERVICES: (828) 250-5000



ONLINE

VISIT

buncombecounty.org/HHS or nc211.org

For more Assistance ...



Call **2-1-1** and find out about other local resources.



Apply for **Medicaid** and **Food Assistance** online at ePASS.NC.GOV

WORK FIRST FAMILY ASSISTANCE PROGRAM



Other Services we provide...

WIC	Food Assistance
Adult Medicaid	Family and Children's Medicaid
Immunizations/Travel Vaccines	Child Care Subsidy
Nurse Family Partnership	Youth Employment Permits
Work First Employment Services	Birth and Death Certificates
Disease Control	STD/HIV Testing
Child and Adult Protective Services	Breast and Cervical Cancer Control Program (BCCCCP)
Free and Reduced School Lunches	A credit/discount on your telephone bill
Low Income Energy Assistance program (LIEAP)	Emergency Assistance
Foster/Adoption Services	School Health Nurses

INTERPRETER SERVICES AVAILABLE AT NO COST

Servicios de intérprete están disponibles sin costo alguno
Услуги переводчика предоставляются бесплатно
If you have problems getting interpreter help, please call
Title VI Compliance Officer at 828-250-5587

In accordance with Federal law and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion and political beliefs.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

HHS is an equal opportunity provider and employer.

**PARTNERING WITH OUR COMMUNITY
TO STRENGTHEN OUR HEALTH, SAFETY
AND SELF-SUFFICIENCY**



**BUNCOMBE COUNTY
HEALTH & HUMAN SERVICES
BUNCOMBECOUNTY.ORG/HHS**



BRINGING GOOD CHOICES WITHIN REACH

HOW TO APPLY

1. **In-person:** 40 Coxe Avenue, Downtown Asheville
M - F | 8am - 5pm
(Across from the Bus Station)
2. **By Phone:** (828) 250-5500
3. **Online:** ePASS.NC.GOV

WHAT IS THE WORK FIRST PROGRAM?

Work First supports self-sufficiency by promoting work, requiring personal responsibility, helping families get and keep a job, and locating absent parents. Services include:

- Subsidized Child Care
- A monthly cash payment.
- Medicaid for the minor children.
- Medicaid for the adult(s)
- Transportation assistance - bus passes/tickets, mileage reimbursement and vehicle repair
- Items needed for employment such as clothing for interviewing, uniforms and shoes.
- Support through a short-term training course.
- Support in obtaining a GED.
- Assignment to an unpaid work experience site where experience can be obtained.
- Child Support Enforcement Services.

All benefits dependent on available funding.

ELIGIBILITY

A Work First Employment Services assessment will be conducted for each mandatory participant. From this assessment, goals (immediate, short-term and long-term) will be established to assist the family toward self-sufficiency.

A Mutual Responsibility Agreement will be signed by the participant and case manager detailing the responsibilities for each party.

In order to maintain full benefits, each recipient must participate at work or a work-related activity for **20 to 35 hours** per week, depending on household composition.

The caretaker must cooperate with Child Support Enforcement to establish paternity, if necessary, and to secure child support for the children in his or her care.

If you do not follow the terms of the Mutual Responsibility Agreement, you will lose your benefits.

HELPFUL ITEMS TO BRING WITH YOU TO YOUR APPOINTMENT:

- Identification
- Social Security number
- Proof of residency (drivers license, lease, tax documents)
- Proof of citizenship (birth certificate, passport etc.)
- Proof of Income (check stubs, etc.)
- Banking and asset info
- Unpaid medical bills
- Proof of pregnancy (if applicable)
- Utility bills
- Child care receipts
- Rent or mortgage receipts
- Property Ownership
- Veteran's Benefits

While these items may be necessary to process your application, they are not required at the time of your request for services. Additional information may be requested by your worker.

The family is required to report all information and circumstances accurately and timely and must report all changes in situation within ten (10) calendar days of the change.