



A BASIC DIRECTORY OF
HEALTH & HUMAN SERVICES
IN BUNCOMBE COUNTY

EMERGENCY NUMBERS

In an emergency: Fire, Police, Ambulance — Call 911

Police (Non-Emergency)

Asheville-Buncombe Technical Community College: 279-3166

Asheville: 252-1110

Biltmore Forest: 274-0822

Black Mountain: 669-9194

Buncombe County Sheriff: 250-6670

Montreat: 669-6437

University of North Carolina-Asheville: 251-6710

Weaverville: 645-5700

Woodfin: 253-4889

Other Emergency Agencies

Buncombe County Emergency Management: 250-6650

Buncombe County EMS: 250-6630 or 9-1-1

Carolinas POISON CONTROL CENTER: 1-800-222-1222

Federal Bureau of Investigation: 253-1643

Helpmate Domestic Violence Crisis Line: 828-254-0516

National Suicide Prevention Lifeline: 1-800-273-8255

NC 211: Dial 2-1-1 or search www.nc211.org.

A free, 24-hour phone number for access to all community services

NC Center for Missing Persons: 1-800-522-5437

NC State Highway Patrol: 298-4252

Our VOICE Rape Crisis Emergency: 255-7576

Smoky Mountain Center: 1-800-849-6127

24/7 access to mental health, developmental disability, and substance abuse services, including emergencies

State Bureau of Investigation: 654-8901

US Marshall: 771-7400



DIAL 2-1-1 OR 1-866-401-6342 OR SEARCH WWW.NC211.ORG. THIS IS A FREE, 24-HOUR PHONE NUMBER FOR ACCESS TO ALL COMMUNITY SERVICES AND THE BEST PLACE TO START. THEY WILL ASSESS ALL YOUR NEEDS AND REFER YOU TO THE APPROPRIATE SERVICE(S).

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Charles George Veterans Affairs Medical Center
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Mobile Crisis Team
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Buncombe County Schools
Innovative Approaches Program - Children and Youth with Special Health Care Needs



Social Security Administration
Pisgah Legal

Domestic & Sexual Violence

Helpmate
New Hopes New Beginnings



Our Voice

Employment / Vocational / Educational

ABCCM
Asheville-Buncombe Technical Community College
Disability Partners
Division of Vocational Rehabilitation



Division of Workforce Solutions (JobLink; "unemployment")
Goodwill Industries
Literacy Council of Buncombe County

Financial

OnTrack WNC



Self Help Credit Union

Food Pantries/Assistance

ABCCM
Hearts with Hands
Call 211 for others



Salvation Army
Western Carolina Rescue Ministries

Food Assistance

Buncombe County Health & Human Services



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Catholic Social Services
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Eblen Charities
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Health Insurance Marketplace (Community Health Navigators)

Council on Aging



Pisgah Legal Services

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ABC Pediatrics
All Kids Pediatrics
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Blue Sky Pediatrics
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Buncombe County Service Foundation
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Community Care of Western North Carolina
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MAHEC OBGYN
Nurse Family Partnership
Sisters of Mercy Urgent Care
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Vista Family Health
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Western North Carolina Community Health Services (WNCCHS)

Heating Assistance/Utility Bills

ABCCM
Community Action Opportunities
Eblen-Kimmel Charities



Salvation Army
Call 211 for others

Homeless Programs

ABCCM Day Program
Charles George Veterans Affairs Medical Center
Haywood Street Congregation



Homeward Bound: A HOPE Day Program; PATH Program
Pisgah Legal SOAR Disability Program
Steadfast House of ABCCM

Housing (Permanent & Transitional)

ABCCM: Steadfast House Transitional Housing; Vet's Quarters
Homeward Bound: Pathways to Permanent Housing Program
Housing Authority of the City of Asheville: Section 8 (voucher); Public Housing; Woodfin Apartments



Mountain Housing Opportunities
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ID Services

Homeward Bound/A HOPE



ABCCM

Legal

Catholic Charities (Immigration)
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Pisgah Legal Services

Meal Sites

ABCCM
Haywood Street Congregation
Salvation Army



SonRise Community Outreach
Western Carolina Rescue Ministries
Call 211 for others

Medicaid and Health Choice

Buncombe County Health & Human Services



Online Resources

ACEs Connection - www.acesconnection.org
Buncombe ACEs - www.buncombeaces.org



NC 211 - www.nc211.org
YouFindServices - www.youfindservices.org

Prevention & Resilience Resources

Buncombe ACEs www.buncombeaces.org
Buncombe County Health & Human Services
Child Abuse Prevention Services
Circle of Parents | FIRST
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Darkness to Light-Stewards of Children
Prevention Training
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Nurturing the Brain-Buffering Toxic Stress-
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The Incredible Years- Parent Training
YouFindServices - www.youfindservices.org
Youth Mental Health First Aide Training

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Asheville Administrative School
Administrative Services



Asheville City Schools and Buncombe County
Schools-School Nurse Program
Buncombe County Schools Administration

Seniors

Council on Aging



Shelters

ABCCM
Caring for Children: Trinity Place Youth
Shelter
Helpmate: Domestic Violence Shelter



Homeward Bound: Room in the Inn
Salvation Army
Swannanoa Valley Christian Ministry
Western Carolina Rescue Ministries

Support Groups

Call 211 for all support groups
Al-Anon
Alcoholics Anonymous



National Alliance for Mental Illness
Narcotics Anonymous
Smart Recovery
Western Carolina AIDS Project (WNCAP)

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ABCCM
Eblen Charities



Salvation Army

Transportation

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Mountain Mobility

Work First Family Assistance

Buncombe County Health & Human Services



SERVICE DESCRIPTIONS

Asheville-Buncombe Community Christian Ministry (ABCCM)



30 Cumberland Ave.

www.abccm.org

Medical Clinic: 259-5339 | 155 Livingston St.

Acute, episodic medical, dental care and pharmacy for the uninsured.

Steadfast House: 398-6920 | 131 Hillside St.

43 transitional housing beds for single women & families

Day Center: 259-5300 | 24 Cumberland Ave.

Provides day center and lunch. Assistance with employment, food stamps, acquiring identification. Personal hygiene items and clothing.

Veteran's Restoration Quarters: 259-5333 | 1329 Tunnel Road

Transitional housing units for males who are veterans 15 non-veteran emergency shelter beds

Crisis Ministry: 259-5300 | 24 Cumberland Ave.

Provides emergency assistance for food, clothing, household items, and financial assistance for rent, utilities, fuel for heating and prescriptions

Veterans Employment and Training Services (VETS) 259-5314

Our Circles: 259-5310

Mentors and coaches forming a circle of support around at risk families for career level education and job placement

ACEs Connection



www.acesconnection.org

This is an online resource that educates the public on work surrounding Adverse Childhood Experiences (ACEs). It is a community of practice uses trauma-informed, resilience-building practices to prevent Adverse Childhood Experiences (ACEs), and to change systems to stop traumatizing already traumatized people.

Adult Drug Treatment Court



250-6491 | Buncombe Co. Courthouse, 60 Court Plaza

www.rhahealthservices.org

The Adult Drug Treatment Court is a voluntary court-supervised intensive treatment program for felony offenders who have been identified as having a substance dependence problem.

Al-Anon



919-787-1653

www.wnc-alanon.org

A mutual help fellowship for the families of alcoholics

Alcoholics Anonymous



254-8539 | 70 Woodfin Place Suite 206

www.ashevilleaa.org

AA is a self-help group of recovering alcoholics who meet and share experience, strength, hope and who want to help in overcoming drinking problems.

All Kids Pediatrics



350-5437 | 131 McDowell Suite 100, Asheville, NC

www.allkidspediatrics.com

ABC Pediatrics



277-3000 | 64 Peachtree Road, Suite 100, Asheville, NC, 28803

www.abcasheville.com

Offers high quality medical care to infants, children and adolescents. Doctors are *American Board of Pediatrics* certified.

All Souls Counseling



259-3369 | 35 Arlington Street, Asheville, NC 28803

www.allsouls counseling.com

Counseling services for underinsured and uninsured children, adults, and families

Asheville Children's Medical Center



258-0969 | 7 Vanderbilt Park Drive, Asheville, NC, 28803

<http://ashevillechildrens.com/>

Services include free pre-natal visits, children's medical services from birth to 21 years of age, flexible clinic hours, including weekends and early mornings.

Asheville Pediatric Associates



254-5326 | 2 Medical Park Drive, Suite 100, Regional Medical Park, Asheville, NC, 28803

www.ashevillepediatrics.com

Offers cutting edge-pediatric care since 1938 to newborns, infants, children and adolescents with access to a 24-hour hotline.

Asheville-Buncombe Technical Community College



254-1921 | 340 Victoria Road

www.abtech.edu

Human Resources Development 254-1921 x333

Provides short-term pre-vocational training & counseling designed to help unemployed and underemployed adults successfully enter the workforce with additional education.

Adult Basic Education/GED Prep 254-1921 x433

The Adult Basic Education Program supports academic remediation in reading comprehension, mathematics, and language skills and provides pre-General Educational Development (GED) instruction.

Asheville City Schools Administrative Services



350-7000 | 85 Mountain Street, Asheville, NC, 28801

www.ashevillecityschools.net/pages/Asheville_City_Schools

Student Counseling Services/Student Services Main Office | 350-6155

Exceptional Children's Program | 350-6177

Health Services/School Nurse Manager Asheville City and Buncombe County | 250-5083

Asheville Medicine and Pediatrics



651-0121 | 600 Julian Lane Suite 630, Arden, NC, 28704

www.ashevillemedspeds.com

Offers an array of services including wellness visits, serving children with chronic illnesses, services for sick children, including diagnostics, services for expectant parents, child immunizations and more.

Assessment Center



250-6493 | 205 College Street

www.rhahealthservices.org

The Assessment Center provides forensic evaluation and treatment engagement services for the Department of Health & Human Services (HHS) and court program clients (Pretrial Services, JUST Program, Adult Drug Treatment Court, Family Drug Treatment Court, DWI Treatment Court, and Prison Reentry).

Asheville Transit Authority (ART)



253-5691 | 360 W. Haywood St.

www.ashevilletransit.com

Call for City bus routes; transfer station on Coxe Ave. \$1 fare

Blue Sky Pediatrics



687-8709| 5 Walden Ridge Drive, Asheville, NC, 28803

www.blueskypediatrics.com/

Offers comprehensive services to infants, children and adolescents, and a range of specific extended clinic hours on weekends and 24-hour phone nurse services.

Buncombe ACES



www.buncombeaces.org

This is an online resource created by the Adverse Childhood Experience (ACE) Learning Collaborative Team of Innovative Approaches through Buncombe County Health and Human Services. The website is a portal for local resources, local learning and local initiatives surrounding the Adverse Childhood Experience Study.

Buncombe County Courthouse



Access & Visitation Program, 259-6507

Adult Drug Treatment Court, 250-6491

Child Support Clerk, 259-6374

Civil Magistrate, 259-3407

Clerk of Superior Court, 259-3400

Criminal Magistrate, 250-4690

Custody Mediation, 259-6505

District Attorney, 259-3410

District Court Judges, 259-3412

Domestic Violence Clerk, 259-6373

DWI Court, 250-4653

Family Court, 259-3415

Family Court Clerk, 259-6376;

Family Drug Treatment (SOAR) Court, 259-6550

Guardian ad Litem, 251-6130

Jury Clerk, 259-6407

JUST Jail Diversion Program, 250-4556

Juvenile Clerk/DSS, 259-6410

Nuisance Court, 259-5937

Public Defender, 259-3423

Self Help Center, 259-3402

Superior Court Judge, 259-3416

Trial Court Administrator, 259-3418



Health Services

250-5000 | 40 Coxe Ave.

www.buncombecounty.org/health

Family Planning, Pregnancy testing, WIC (Women, Infant & Children Nutrition Program), Immunizations (shots), STD, HIV (counseling & testing), and TB clinics, BCCCP (breast and cervical cancer prevention), WISEWOMAN (women's cardiovascular wellness), Nurse Family Partnership, School Nursing, Nutrition & breastfeeding support

Human Services

250-5500 | 40 Coxe Ave.

www.buncombecounty.org/hhs

Food Assistance, Medicaid/Health Choice, Work First, Cash Assistance, Child Day Care Assistance. 35 Woodfin St: Child Protection, Adult Protection, Veterans Service

Population Health Services (Programs that serve Specific Populations)

250-5500 | 250 College Street

Care Coordination for Children- CC4C | 250-5056

www.buncombecounty.org/Governing/Depts/Health/CareCoordination.aspx

This program is an at-risk population management program that serves children from birth to 5 years of age who meet certain risk criteria. The main goals of the program are to improve health outcomes and reduce costs for enrolled children.

Nurse Family Partnership of Buncombe County | 250-5072

www.nursefamilypartnership.org/locations/North-Carolina/Buncombe-County-NFP

Offers services, including home-visiting services to vulnerable first-time parents with caring maternal and child health nurses.

Minority Health Equity Project | 250-5319

Grant Funded Project through the office of Minority Health and Disparities designed to be used by community organizations, faith-based organizations, hospitals, and local health departments to improve the health of minority populations.

Innovative Approaches | Systems Change for Children & Youth with Special Health Care Needs 250-5156

Grant funded Project through the Children and Youth Branch of the NC Department of Public Health which works on Systems Changes to Improve Services for Families of Children & Youth with Special Health Care Needs.

Positive Parenting Program | 250-5110

www.triplep.net

<http://www.buncombecounty.org/Governing/Depts/Health/ParentingSupport.aspx>

Helps parents of children ages 0-12 focus their energy on teaching the skills children need to be respectful, independent, and safe, rather than just punishing them when they're not. There are different levels of Triple P, for parents who just need a few new potty-training ideas to parents struggling with severe, aggressive behaviors. Triple P reduces stress and conflict, improves behavior, and prepares children for a lifetime of success.

Pregnancy Care Management or "OB" Care Managers | 348-2828

www.buncombecounty.org/Governing/Depts/Health/CareCoordination.aspx

This program allows non-Primary Medical Home providers to refer their patients/clients for Pregnancy Care Management services using a referral form that can be found on this website.

School Nurse Program - Buncombe County and Asheville City Schools | 250-5083

www.buncombecounty.org/SchoolHealth

An integral part of the comprehensive school health program promoting the health and safety of students. School Nursing services are available to reach 30,000 school-aged youth in the public schools.

Women Infants Children (WIC) Supplemental Nutrition Program | 250-5000

<http://www.buncombecounty.org/Governing/Depts/Health/Nutrition.aspx>

This program is designed to improve the health and well-being of low-income pregnant, breastfeeding, post-partum women, infants and children up to age five who are at nutritional risk by providing: nutrition education, breastfeeding education and support, referrals for health care and free language assistance.

Buncombe County Detention Facility



20 Davidson Dr., Asheville, NC 28801

www.buncombecounty.org/sheriff

General questions: 250-4557

Medical unit: 250-4594

Nurse Administrator: 250-4652

Substance abuse case manager: 250-4649

Mental health case manager: 250-4587

Jail diversion case manager: 250-4556

Jail diversion & re-entry services program manager: 250-6296

Coordinator of programs: 250-4585

Chaplain: 250-4590

Buncombe County Schools Administrative Services



255-5921 | 175 Bingham Road, Asheville, NC, 28806

www.buncombe.k12.nc.us/site/default.aspx?PageID=1

Student Counseling Services/Student Services Main Office | 250-5918

Exceptional Children's Program Buncombe County Schools | 255-5972

Health Services/School Nurse Manager Asheville City and Buncombe County | 250-5083

Buncombe County Service Foundation



250-6536 | 200 College Street, Suite 300

www.buncombeservicefoundation.org

Funding for Community Service Navigators to help clients connect with services: Pisgah View Apartments, Deaverview Apartments, Shiloh Community, Livingston/Erskine/Walton St. Apartments, Barnardsville, Swannanoa/Back Mountain

Child Abuse Prevention Services



254-2000 | 50 S. French Broad Avenue, Asheville, NC 28801

www.childabusepreventionservices.org

This agency works to increase awareness, reduce/prevent child abuse, strengthen families, and assist children and families, who have experienced abuse. The agency offers Child Abuse Prevention Personal Safety education/outreach, crisis intervention/counseling for children and families who have experienced abuse and parenting education/parent-family skills training.

Caring for Children



298-0186 | 184 Charlotte Highway

www.caring4children.org

Trinity Place Shelter: temporary residential care for children and adolescents who have a family crisis or runaways (253-7233). Other programs include outpatient mental & behavioral health services, foster care & respite programs.

Catholic Charities, Western Regional Office



255-0146 | 50 Orange St.

www.ccdoc.org

Offers food, clothing and financial on a walk in basis on Wednesday from 1-4 p.m., legal immigration services; bilingual counseling, pregnancy support services, and refugee assistance

Changing Together Program



777-7130 | 276 East Chestnut St.

www.changingtogether.org

A focused deterrence program, which connects persons to supports and services as an incentive to give up committing serious crimes

Charles George Veterans Affairs Medical Center



298-7911 | 1100 Tunnel Road

www.asheville.va.gov/index.asp

Services Include: Full service medical center for qualified veterans, Homeless veterans program (x5335), Veterans Justice Outreach Program (x1195), Mental Health Clinic (x2519), National 24/7 hotline 1-877-4AIDVET for Veterans who are at risk of becoming homeless or who are experiencing homelessness, National Veterans Crisis line 1-800-273-8255

Children First / Communities in Schools of Buncombe County



259-9717 | 50 S. French Broad Ave., Suite 246

www.childrenfirstbc.org

Family Resource Center at Emma (252-4810), including emergency assistance and parenting classes; Latino Outreach Program; Learning Centers; Project POWER/AmeriCorps; Advocacy and community engagement

Children's Developmental Services Agency (CDSA)



251-6091 | 852 Merrimon Ave.

www.ncei.org

Provides free developmental evaluations for children birth to age 3 through North Carolina's Infant Toddler Program. Provides service coordination for eligible children free of charge and other early intervention services on a sliding fee scale.

Circle of Parents | FIRST



Parent-led self-help groups where parents and caregivers can share ideas, celebrate successes and address the challenges surrounding parenting, open to those parenting children of all ages, including Spanish speaking and children with special health care needs. Circle of Parents provides a friendly, supportive environment led by parents and other caregivers. It's a place where anyone in a parenting role can openly discuss the successes and challenges of raising children, and can find and share support. Contact: Janet-Price Farrell, Director of FIRST, janet@firstparentcenter.org

Community Action Opportunities



252-2495 | 25 Gaston St.

www.communityactionopportunities.org

Head Start (Buncombe & Madison Counties); Heating appliance repair & replacement; Weatherization; Life Works: intensive case management services to support low-income families & individuals to obtain/maintain life skills & income to achieve self-reliance; Nurturing Parenting: comprehensive classes for parents & their children.

Community Care of Western North Carolina (CCWNC)



259-3879 | 53 South French Broad, Suite 300, Asheville, NC, 28801

www.ccwnc.org/

Goal is to improve health outcomes and quality of life for our patients, while reducing health care costs. CCWNC is a regional network of primary care providers, hospitals, health departments, departments of social services, and other agencies and organizations. These professionals work together to provide cooperative, coordinated care through the Medical Home model. This approach matches each patient with a primary care provider who leads a health care team that addresses the patient's unique health needs. CCWNC care managers provide services to high-risk patients to improve self-management of chronic health conditions.

Community Resiliency Model (CRM) Training



<http://traumaresourceinstitute.com/community-resiliency-model-crm/>

Trains community members, not only help themselves, but to help others within our wider social network. The primary focus of this skills-based stabilization program is to re-set the natural balance of the nervous system. CRM skills help us understand our nervous system and learn to track sensations connected to our own well-being or the "Resilient Zone". CRM's goal is to help create "trauma-informed" and "resiliency-informed" communities that share a common understanding of the impact of trauma and chronic stress on the nervous system and how resiliency can be restored or increased using this skills-based approach.

Contacts: MaryLynn Barrett (marylynn.barrett@mahec.net), & Stephanie Citron (stephicitron@gmail.com)

Council on Aging



277-8288 | 46 Sheffield Circle

www.coabc.org

Call COA for information about aging services countywide. Health insurance marketplace navigators

Crisis Intervention Team (CIT)



Call 911; If you have a psychiatric emergency, which involves danger, call 911 and ask for a "C-I-T" officer to be dispatched. Many officers with the Asheville Police Department and Buncombe County Sheriff's Office have special training in how to help someone in a behavioral health crisis. They wear a special CIT pin on their uniform.

Darkness to Light | Stewards of Children Prevention Training



Offered through Smoky Mountain Center, Local (Mental Health Services) Management Entity. This prevention training program teaches adults how to prevent, recognize, and react responsibly to child sexual abuse. The program is designed for organizations that serve youth and for individuals concerned about the safety of children.

Contacts: Michelle Tyler, Community Education Specialist, Michelle.Tyler@smokymountaincenter.com,
Ashley Edmonds, Community Specialist, Ashley.Edmonds@smokymountaincenter.com

Disability Partners



298-1977 | 108 New Leicester Highway

www.disabilitypartners.org Americans with Disabilities Act consulting; CyberPal Program; education and awareness programs; information and referral; living skills training; peer counseling and advocacy; support groups

District Attorney's Office



259-3410 | 60 Court Plaza

www.nccourts.org/Courts/OCO/DA/ Prosecutes individuals charged with crimes; District 28

Division of Vocational Rehabilitation



670-3377 | 8 Barbetta Drive

www.drv.dhhs.state.nc.us

Provides opportunities to persons who have mental or physical disabilities that prevent them from getting and keeping a job. Services include diagnostic evaluations, counseling, rehabilitation engineering, physical/mental restoration, transportation, job placement assistance, and modifications to the vehicle/job/worksites.

Division of Workforce Solutions



251-6200 | 48 Grove St

www.ncesc.com

File and manage Unemployment Claims, Search Job Openings, Listing of Employers' Websites, Foreclosure Prevention Assistance; Homeless veterans assistance; Former Offender Initiative is designed to assist job seekers with criminal records by providing resources necessary to help former offenders overcome the barriers a criminal record may bring. JobLink Career Center provides a variety of employment and training services, programs, and referrals.

DWI Treatment Court (RHA Health Services)



250-4653 | Buncombe County Courthouse, 60 Court Plaza

www.rhahealthservices.org A voluntary court-supervised intensive treatment program for DWI offenders

Eblen Charities



255-3066 | 50 Westgate Parkway

www.eblencharities.org General family crisis assistance, rent, utilities, & prescriptions

Family Drug Treatment Court (RHA Health Services)



259-6492 | Buncombe County Courthouse, 60 Court Plaza

www.rhahealthservices.org

Serving parents & caregivers whose children have been removed from the home due to substance abuse ('SOAR Court')

Family Preservation Services



225-3100 | 1316D Patton Avenue, Asheville, NC, 28806

www.providencehumanservices.com/north-carolina.html

Offers an array of community, home and school based services for families and children across the state.

French Broad Pediatrics



348-8232 | 40 North Merrimon Avenue, Suite 117, Asheville, NC, 28804

www.frenchbroadpeds.com Offers comprehensive pediatric services, from newborn to teenagers, including services for children with special needs, behavioral care and long-term care for chronic illnesses.

Goodwill Industries of Northwest North Carolina



298-9023 | 1616 Patton Ave.

www.goodwillnwc.org/index.cfm

Skills training classes offered in partnership with Asheville-Buncombe Technical Community College. Additional services: career planning and preparation, job readiness and job placement. Re-entry program: Provides transition services for ex-offenders returning to Buncombe County after serving active prison sentences.

Haywood Street Congregation



575-2477 | 297 Haywood Street

www.haywoodstreet.org

Services include: Free clothing closet, Lunch and worship on Wednesdays, Medical respite care for persons experiencing homelessness (physician referral only), A Ministry welcoming homeless persons, and persons in recovery with mental illness and/or substance addiction

Hearts with Hands



667-1912 | 951 Sand Hill Road

www.heartswithhands.org Food assistance by appointment only

Helpmate



254-2968

www.helpmateonline.org Services include: Emergency shelter for domestic violence victims and their children in immediate danger, crisis intervention, safety planning, individual and group counseling, case management and court advocacy for domestic violence situations. To receive services call the 24-hour Hotline at 254-0516

Homeward Bound



258-1695 | 218 Patton Ave.

www.homewardboundwnc.org

A HOPE Day Center: 252-8883, 19 N. Ann Street. 7 a.m. – noon weekdays & 8 a.m. – noon weekends, Provides basic needs and referrals, and does all intake for Homeward Bound's other programs, including housing

Room in the Inn: 252-8883, 12 shelter beds for women, in partnership with local churches

Pathways to Permanent Housing 258-1695 19 N. Ann Street, Provides supportive housing services based on eligibility requirements, all intake goes through AHOPE

Women At Risk 252-2485, 218 Patton Ave. 16-week mental health/substance abuse therapy program for women at risk of jail or prison. Referrals to 252-2485 x103

Hot Springs Health Program



649-9566 | 4 centers in Madison County

www.hotspringshealth-nc.org/centers.htm

Primary care and urgent care for all ages in northern Buncombe County; Medicaid / Medicare, Health Choice, private insurance, sliding fee scale for uninsured

Housing Authority of the City of Asheville



258-1222 | 165 S. French Broad

www.haca.org

Housing Choice Voucher Program: Section 8, HOPWA, and VASH housing vouchers for rental assistance. 257-2653

Public Housing: Subsidized rental housing. 258-1222

Shelter Plus Care, Woodfin Apartments: Offers permanent housing for individuals who are homeless & disabled 255-0032

The Incredible Years Parent Training | FIRST



Series of programs focused on strengthening parenting competencies (monitoring, positive discipline, confidence) and fostering parents' involvement in children's school experiences in order to promote children's academic, social and emotional competencies and reduce conduct problems. The Parent programs are grouped according to age and FIRST is using the BASIC Early Childhood (3-5 years) training which is a 14 week class facilitated by two experienced facilitators. Contact: Janet-Price Farrell, Director of FIRST, janet@firstparentcenter.org

Irene Wortham Center



274-7518 | 916 W. Chapel Rd.

www.iwcnc.org

Day care program for children with special needs, residential services for children and adults with disabilities

JUST (Justice United in Support of Treatment) (RHA Health Services)



Jail Diversion & Re-entry Services

250-4556 | 20 Davidson Drive

www.rhahealthservices.org

Court advocacy, in-custody screening and case management for persons with mental illness, re-entry services and case management for substance abuse and mental health needs (see Buncombe County Detention Facility)

Justice Resource Center



250-4281 | 60 Court Plaza

www.buncombecounty.org

The Justice Resource Center is a structured program emphasizing supervision and treatment services to clients sentenced to the program. Program clients are non-violent felons or misdemeanants who need help with a substance abuse problem, educational skills, and/or life skills

Legal Aid of North Carolina



1-866-219-5262 | 547 Haywood Road

www.legalaidnc.org

Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity.

Literacy Council of Buncombe County



254-3442 | 31 College Place, Bldg. B, Suite 221, Asheville

www.litcouncil.com

Provides free, long-term one-on-one tutoring for adults in reading, writing, spelling, and basic math skills. Extra support for students currently preparing for the GED is also available. English for Speakers of Other Languages (ESOL) program. Computer lab.

Mountain Area Health Education Center (MAHEC) Child Care Consultants



Mountain Area Health Education Center, 121 Hendersonville Road, Asheville, NC 28803

Chrissy G. Wolfe | 424-0562, Child Care Health Consultant, Smart Start of Buncombe County chrissy.wolfe@mahec.net

Bonnie Garner | 257-4458, Registered Nurse/Continuing Education Planner/Registered Nurse Refresher Program, Smart Start of Buncombe County bonnie.garner@mahec.net

Mountain Area Health Education Center (MAHEC) Family Practice



257-4730 | 123 Hendersonville Road, Asheville, NC, 28803

<http://mahec.net/patient-information/family-health>

Offers high quality, compassionate healthcare as a foundation for training top physicians and health professionals, including family primary care, OBGYN Services and dental services. Medical home for primary care for patients of all ages where all forms of commercial insurance are accepted.

Mountain Area Health Education Center (MAHEC) OBGYN



254-2968 | 119 Hendersonville Road, Asheville, NC, 28803

<http://mahec.net/patient-information/ob-gyn-care>

Offers complete services for obstetrical and gynecological care for women, where high quality and compassion are the foundation of healthcare. Most commercial insurance are accepted

Mediation Center



251-6089 | 40 N. French Broad, Suite B

www.mediatewnc.org Family & partner mediation; family visitation; conflict resolution

Mission Hospital



213-1111 | 428 Biltmore Ave.

www.mission-health.org

- For psychiatric emergencies, call Smoky Mountain Center 24/7 1-800-849-6127 or call 911 if it is a life-threatening emergency. If involuntary psychiatric commitment is needed, call a magistrate at 250-4690.
- Emergency Department ("ER")
- Copestone - Inpatient psychiatric units, 58 beds for children (8 beds), adolescents (9 beds), adults (33 beds) and geriatrics (8 beds) 213-4055
- Structure Outpatient Services 213-4696
- Electroconvulsive Therapy 213-5970

Mobile Crisis Team (RHA Health Services)



1-888-573-1006

www.rhahealthservices.org A crisis worker will come on-site 24/7 to assist persons in a behavioral health crisis. Also access by calling Smoky Mountain Center

Mountain Area Pediatrics



254-4337 | 500 Centrepark Drive, Asheville, NC, 28805

www.mountainareapediatrics.com

Offers routine well care exams, prenatal consultation, same day sick appointments, after hours acute care, holiday appointment options, hospital follow-up, behavioral consultation and services for various chronic medical issues.

Mountain Housing Opportunities



254-4030 | 64 Clingman Ave. Suite 101

www.mtnhousing.org

Provides affordable rental housing to working, elderly & handicapped people; down payment assistance program; emergency home repair; rural home rehabilitation; self-help home ownership

Mountain Mobility



250-6750 | 2000 Riverside Drive Suite 17

www.buncombecounty.org/transportation

Provides transportation for persons with disabilities, the elderly, the general public, children, clients of some human services agencies in Buncombe County, and for DSS/Medicaid. Call to see if service is available to desired destinations.

Narcotics Anonymous (NA)



866-925-2148

www.wncna.org A group of recovering addicts who meet regularly to help each other stay clean.

National Alliance for Mental Illness (NAMI) Western Carolina



505-7353 | 356 Biltmore Ave., Suite 207; Helpline 800-451-9682

www.namiwnc.org Free support and educational programs for consumers with mental illness and family members

Neil Dobbins Crisis Stabilization Unit & Detoxification Center



253-6306 | 277 Biltmore Ave.

www.arpnc.org/neildobbins 24-hour secured facility that provides voluntary and involuntary, short-term mental health crisis stabilization and substance abuse detoxification

Nuisance Court



259-5937 | 60 Courthouse Plaza

www.nccourts.org Special court for misdemeanants who provide community service for their violations

Nurturing the Brain-Buffering Toxic Stress Training



Education to caregivers on how the brain is structured & how it functions in relation to stress and toxic stress. Caregivers learn techniques for buffering toxic stress & tools to build a child's resiliency. Caregivers learn exercises that help build the brain & will become aware of the importance of emotions and relationships in relation to optimal brain development. Focus on teaching children self-regulation, impulse control, and coping will be addressed. The goal is to support healthy early child development & learn the importance of providing children with nurturing positive experiences & stable, caring relationships. Contact: Melissa Baker, Health Improvement Specialist, melissa.baker@mahec.net

NC 211



www.nc211.org

This is a free, 24-hour phone number for access to all community services and the best place to start to locate the resources you need. You can search for all of your needs and be able to locate the appropriate services you need.

October Road



350-1000 | 119 Tunnel Road, #B, Asheville, NC, 28805

www.octoberroadinc.net Offers mental health and substance abuse treatment services.

OnTrack Financial Education and Counseling



255-5166 | 50 South French Broad Ave., Suite 227

www.ontrackwnc.org

Financial counseling, foreclosure prevention, mortgage payment assistance, debt management plans, home ownership programs, financial literacy classes, credit report reviews, free tax preparation (restricted to low-income households), reverse mortgage counseling, and the Women's Financial Empowerment Center.

Our VOICE



252-0562 | 44 Merrimon Ave. Suite 1

www.ourvoicenc.org

Crisis intervention, hospital accompaniment, law enforcement and court advocacy, and case management for persons who have experienced sexual violence. Individual and group counseling for persons who have experienced trauma of sexual violence. Services are available in English and Spanish for individuals 13 years and older. Crisis line: 255-7576.

Pisgah Institute



254-9494 | 158 Zillicoa St, Asheville, NC 28801

www.pisgahinstitute.com

Offers services through psychiatrists, doctoral level psychologists, and psychiatric nurse practitioners who address a full range of mental conditions, including consultation, medication management, and individual psychotherapies for children, adults, and families

Pisgah Legal Services



253-0406 | 62A Charlotte St.

www.pisgahlegal.org

Services Include: Legal assistance and advocacy to help low-income people in Western North Carolina meet their basic needs & improve their lives, SOAR disability program fast-tracks disability applications for persons who are homeless or at-risk for homelessness, Health insurance marketplace navigators

Play and Learn Groups | Smart Start of Buncombe County



<http://www.smartstart-buncombe.org/index.php/morenews/228-new-play-and-learn-groups>

Adult-child group time for families of children 3 months to 5 years old who are not enrolled in child care. Groups feature hands-on activities using a variety of developmentally appropriate materials, books, and learning games that focus on pre-literacy skills. Coordinator introduces families/caregivers to strategies to develop children's oral language, phonological awareness, and emergent writing skills. Families enrolled in Play and Learn Groups are encouraged to borrow the materials in the Family Resource Center based at Asheville City Schools Preschool.

Contacts: Marna Holland, 3-5 year olds, marna.holland@asheville.k12.nc.us

Grace Ragaller, 3-35 month old groups, grace.ragaller@asheville.k12.nc.us

Positive Parenting Program- Triple P



250-5110 | 205 College Street, Asheville, NC, 28801

www.triplep.net

www.buncombecounty.org/Governing/Depts/Health/ParentingSupport.aspx

Triple P (PPP) helps parents of children ages 0-12 focus their energy on teaching the skills children need to be respectful, independent, and safe, rather than just punishing them when they're not. There are different levels of Triple P, for parents who just need a few new potty-training ideas to parents struggling with severe, aggressive behaviors. Triple P reduces stress and conflict, improves behavior, and prepares children for a lifetime of success.

Contact: Deanna LaMotte, Program Coordinator; deanna.lamotte@buncombecounty.gov

Pretrial Services



250-6285 | 225 E. Chestnut Street

www.buncombecounty.org Facilitating the release of appropriate detainees in the Buncombe County Detention Facility, and providing treatment referrals and supervision for released defendants

Public Defender's Office



259-3423 | 60 Court Plaza

www.ncids.org

Defends individuals charged with crimes but who are unable to afford legal representation. State maintained program; District 28

Salvation Army



253-4723 | 204 Haywood St.

www.salvationarmy.org

Services Include: Homeless shelter for men, women and families, Breakfast program; Food pantry and clothing closet, Family crisis assistance, rent, medication, fuel and transportation, After-care program for federal offenders

Self Help Credit Union



676-2196 | 1911 Hendersonville Road

www.self-help.org

Makes competitive loans to minorities, women, rural residents, low-income families and others who cannot find traditional financing.

Sisters of Mercy Urgent Care



281-1303 | 3 locations in the Asheville area

www.urgentcares.com

Urgent care: non-life-threatening illness or injury. Private Insurance, Medicaid, Compassionate Care program for the uninsured

SMART Recovery



407-0460 | 871 Merrimon Ave.

www.smartrecovery.org

A non-religious mutual help group for all addictions. Meets Thursdays from 6 to 7pm.

Smart Start



285-9333 | 2229 Riverside Drive

www.smartstart-buncombe.org

Program provides four year olds with free educational experiences to prepare for kindergarten.

Smoky Mountain Center



1-800-849-6127 | 356 Biltmore Ave.

www.smokymountaincenter.org

Takes 24/7 referrals for mental health, developmental disability, and substance abuse services. They will assess your needs and insurance (or income) and link you to a provider of the service you need.

Call also to access urgent psychiatric services and Mobile Crisis Team Housing Coordinator

Social Security Administration



1-866-572-8361 | 800 Centre Park Drive

www.ssa.gov

Disability benefits: monthly cash benefits for those who have a physical or mental impairment that is expected to keep them from doing any substantial gainful work

RHA Behavioral Health Services



254-2700 | 90 Ashland Avenue, Asheville, NC

www.rhabebehavioralhealth.org/contact/

Various Locations in Asheville, Depending on the service.

Services include: clinical intake services and diagnostic assessment, day treatment services, short-term mental health crisis stabilization, substance abuse detoxification services, community support services, individual support services, intensive in-home services, jail diversion & reentry services, mobile crisis management & outpatient therapy

SonRise Community Outreach



734-8515 | 1543-C Patton Ave.

A non-denominational, non-religious organization that serves meals to hungry persons in the West Asheville and Candler area

Steadfast House of Asheville Buncombe Community Christian Ministry (ABCCM)



259-5365 | 30 Cumberland Avenue, Asheville, NC, 28801

www.abccm.org/steadfast-house/

Offers counseling services, homeless services, veterans services, medical services, young parenting programs, jail ministry and necessary items through a donation and thrift service.

Swannanoa Community Council



775-5595

General family crisis assistance for residents of Swannanoa; utility and fuel assistance

Swannanoa Valley Christian Ministry



669-9404 | 101 N. Ridgeway Ave., Black Mountain

www.svcministry.org

General family crisis assistance for Swannanoa, Black Mountain, Ridgecrest, and Montreat residents

16-bed shelter open November 1—March 31 when temperatures freezing

Verner Center for Early Learning



298-0808 | 2586 Riceville Road, Asheville, NC, 28805

www.vernerearlylearning.org

Offers a variety of programs which help foster holistic learning environments where young children and families thrive, such as home based and center based early childhood education.

Vista Family Health



687-8647 | 2965 Hendersonville Road, Suite 204, Arden, NC, 28791

www.mission-health.org/practice-directory/family-practices/vista-family-health

Offers high-quality, convenient family care. The providers and staff offer communication in both Spanish and English, which is vital to the practice's culture of care. Approximately one-fourth of the patient population is Spanish-speaking.

Treatment Accountability for Safer Communities (TASC)



210-0540 | 370 N. Louisiana Ave., Suite E-3

www.drugfree.nc.org Provides access to treatment for drug-involved & mentally ill offenders

Western Carolina Rescue Ministries



254-0471 | 225 Patton Ave.

www.westerncarolinarescue.org

- Emergency shelter for men, women and children
- Food boxes; Provides noon and evening meals for non-residents; Clothing closet
- Residential recovery program for men
- Job training program for residents

Western North Carolina AIDS Project (WNCAP)



252-7489 | 554 Fairview Road

www.wncap.org

HIV/AIDS and Hepatitis-C Outreach/Educational Services; HIV/AIDS Case Management; HIV/AIDS Open Support Group

Western North Carolina Community Health Services (WNCCHS)

285-0622 | 257 Biltmore Ave.

www.wncchs.org

Minnie Jones Clinic

Primary care services for the children and adults; dental services; mental health/psychiatric services. Sliding scale for those without insurance.

Comprehensive HIV Services for all ages, including women, children and youth.

Housing Opportunities for Persons with HIV/AIDS (HOPWA), standard housing through HUD grant.

Youth Mental Health First Aide Training

Offered through Smoky Mountain Center, Local (Mental Health Services) Management Entity

Training course designed to give us key skills to help adolescents (12-18) who are developing a mental health problem or experiencing a mental health crisis. It covers a range of common disorders and potential crises such as helping a young person who is having a panic attack, is contemplating suicide or is struggling with substance abuse. The training is designed to teach parents, and a broad range of professionals how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis.

Contacts: Michelle Tyler, Community Education Specialist, Michelle.Tyler@smokymountaincenter.com,

Ashley Edmonds, Community Specialist, Ashley.Edmonds@smokymountaincenter.com

You Find Services

www.youfindservices.org

This is an online directory of resources that allows parents or caregivers to search for specific services or resources for their children. This can be completed in four easy steps The website also allows for providers to post their services for free by creating a provider profile.

A BASIC DIRECTORY OF HEALTH & HUMAN SERVICES

In Buncombe County

Our mission is to partner with our community to strengthen our health, safety and self-sufficiency.



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

Call 2-1-1 for further assistance

CLICK

