

BUNCOMBE COUNTY  
HEALTH & HUMAN SERVICES  
FISCAL YEAR  
**2018**  
ANNUAL REPORT





## A MESSAGE FROM THE DIRECTOR

The health and safety of our community is interconnected with social, cultural, physical, and economic factors. In Fiscal Year (FY) 2018, Buncombe County Health and Human Services (BCHHS) continued efforts towards learning more about these factors and the challenges that our clients face so that we are better able to meet their unique needs, wherever they are in their life's journey.

Whether it is the child that learns better at school, the brother that got his degree, or the person in recovery who is showing up for their family - our goal is to create the conditions where everyone in our community can thrive. We are also working to create these same conditions inside BCHHS so that our employees are able to serve in an authentic and compassionate way. Through training, investments in evidence-based interventions and a continued focus on safety and resiliency, we strive to partner with our community in ways that best support their ability to be healthy, safe, and stable.



**Stoney Blevins**  
Health & Human Services Director

# HEALTH & HUMAN SERVICES BOARD

The Buncombe County Health & Human Services Board is made up of 24 members; 11 professionals required by State statute and 13 public/consumer advocate/representatives. Each member serves a 4 year term and has the responsibility and authority to carry out programs established in conformity with the rules and regulations of the Social Work Services Commission and under the supervision of the Department of Health & Human Services in the same manner as a county Social Work Services board.

Name	Professionals Required by Statute	Term
Susanne Swanger, Chairperson	Public/Consumer Advocate - Education	09/2012 - 08/2019
Frank Castelblanco, MSN, RN - Vice Chair	Public/Consumer Advocate	09/2012 - 08/2020
Ed Coryell	Dentist	08/2014 - 08/2020
Rick Elingburg	Employment Specialist	09/2012 - 08/2019
Ellen Frost	County Commissioner	
Johnnie Grant*	Community Leadership Development Intern	02/2017 - 01/2021
Sonya Greck	Public/Consumer Advocate - Health Systems	03/2015 - 02/2019
Jacquelyn Hallum	Public/Consumer Advocate	02/2017 - 01/2021
Yvette Jives	Public/Consumer Advocate	02/2017 - 01/2021
Rachel Keener	Public/Consumer Advocate	02/2017 - 01/2021
Stephanie Kiser, RPh	Pharmacist	09/2012 - 08/2020
Lucy Lawrence, PhD, MSW	Social Worker	02/2017 - 01/2021
David McClain, MD	Physician	09/2012 - 08/2019
Dwight Mullen	Public/Consumer Advocate	02/2017 - 01/2021
Richard Oliver, DVM	Veterinarian	09/2012 - 08/2019
Jennifer Partlow**	Optometrist	11/2017 - 08/2019 <i>**Finishing Endry Term</i>
Thomas Priester*	Community Leadership Development Intern	02/2017 - 01/2021
Jim Pitts, PhD	Public/Consumer Advocate	08/2016 - 07/2020
Ken Putnam, PE	Engineer	09/2012 - 08/2020
Candrice Thul	Psychologist	09/2012 - 08/2019
Terry Van Duyn	Public/Consumer Advocate	09/2012 - 08/2020
Jennifer Wehe-Davis, BSW	Public/Consumer Advocate	09/2012 - 08/2020
Dr. Rick Weigel, MD	Psychiatrist	09/2012 - 08/2020
Sharon West, RN, MHS	Registered Nurse	09/2012 - 08/2020
Vacant	Public/Consumer Advocate	09/2012 - 08/2019

We appreciate the guidance and support of the County Commissioners, County Manager, and Governing Boards.



Buncombe County Health & Human Services, 40 Coxe Avenue



## EXPANDED SPACE AT 40 COXE AVE

The expansion at 40 Coxe Avenue enables BCHHS to accommodate the thousands of residents that walk through our doors every year. The new space is designed to support accessible, coordinated, and efficient services with 96% of space dedicated to direct service provision. Reconfigured office areas ensure that confidential services are provided for clients. The location and services support a “Corridor of Service” with access via the bus line. Clinical Health Services will relocate back to the building in FY 2019, bringing these vital services back together under one roof.

There is a new, 8-story public parking garage that adds an additional 650 parking spaces in downtown. The County partnered with Explore Asheville Convention & Visitors Bureau to make the garage easy to find and utilize.

## STAFF SAFETY AND BUILDING SECURITY

In FY 2018 BCHHS created a dedicated staff position to ensure the safety of staff and clients whether they are in a government building or working in the community. The new program entails a stronger relationship with the Buncombe County Sheriff’s Department and includes improved security initiatives related to threat assessment protocols, incident reporting systems and alert, and notification procedures.

## ECONOMIC SERVICES

Buncombe County Public Assistance provides low-income individuals and families with assistance to support their self-sufficiency through job training and employment services, food assistance, quality health care and health care coverage, energy assistance, and other economic supports for families.

### STEP (SKILLS TRAINING AND EMPLOYMENT PROGRAM)

To support the County Commissioner’s strategic priority of building a diverse community workforce through providing pipelines to jobs and education, BCHHS continued in FY 2018 to develop the STEP program, which improves employment opportunities for recipients of public benefits.

Since the program started in November 2016, we have served 421 clients. Each client has participated in basic skill, occupational skill, or curriculum courses to obtain a degree or advance their career. Many clients also received direct employment referrals and case management services. 83 Food and Nutrition Services recipients obtained employment after receiving STEP services. 103 FNS recipients completed training that included: Nurse Aide, Clinical Massage, Business Fundamentals, Phlebotomy, Electronic Health Records, Human Services, and CDL. The average wage for these new hires was \$11.52 per hour. 63% were for full-time positions.

# FY 2018 ECONOMIC SERVICES DATA

## FOOD AND NUTRITION SERVICES (FNS)

Food and Nutrition Services (FNS) provides a safety net, keeping food on the table in tough times of hardship and recovery. Of the 14,643 households receiving FNS at the end of FY2018, 62% had children or an elder adult (60+). FNS also supports the local economy by bringing significant dollars into the community.

Number of households receiving FNS	14,643
Average days to process FNS application (State Standard: 30 days)	10 days
Dollar value of FA benefits (all FY16)	\$38,098,789
Average dollars monthly Household FA benefit	\$207

## WORK FIRST

Work First helps families get back on their feet when parents have little or no income to support their children. It provides temporary cash support for the children, job training, and employment services for parents.

Number of Work First cash recipients	292
Number of adults entering employment	14
Average entry dollars hourly wage, newly employed	\$10.00

## EMERGENCY ASSISTANCE

Emergency Assistance is a County partnership with Eblen Charities for one-time help to families in a temporary financial crisis. Payments go directly to the utility or housing company owed money. Through this charitable partnership we realize that working together to keep a family from losing their home not only helps keep that family whole – it is also a unified, effective, and less expensive community response to crisis and poverty.

Number of families served	1,347
Average benefit per household	\$296.96
Dollar value of Emergency Assistance (all FY 2018)	\$400,000
Additional funding & programs: Crisis Intervention Program, Energy Neighbors, Family Preservation, & General Assistance	\$1,344,233

## MEDICAID

Medicaid plays a vital role in insuring low-income children, pregnant mothers, and disabled or aged adults. Medical costs can be crippling, so uninsured people often put off care. If they become sick, their only option may be the Emergency Room, which drives up health costs for everyone.

As a part of Medicaid, Health Choice is an option for families just over the income limits for Medicaid coverage. Together, these two programs reduce the high personal, social, and economic costs of neglecting timely, preventive health care.

Percent of county population enrolled in Medicaid	17.7%
Number of families and children covered (children and caretakers)	34,360
Number of elderly/blind/disabled adults	15,524
Average number of days to process Adult Disability applications (Target: 90 days)	75 days
Average number of days to process Family and Children's Medicaid applications (Target: 45 days)	27 days

## COMMUNITY OUTREACH

We all appreciate convenience, efficiency, and choice. HHS designed Community Outreach to connect people with our Economic Services while a community partner is serving them. That partner site is often closer to a person's home or work – or the outreach "location" may be an agency a resident calls on the phone during evening hours. It's where clients have come for help – where they're comfortable.

Number of clients receiving services through out-post staff	3,025
Community CarePartners; Charles George VA Medical Center; MAHEC; Mission Hospital; Minnie Jones Health Center (WNCCHS); WIC West	

## CHILD CARE SUBSIDY

The Child Care Subsidy program helps low-income families overcome the barrier of affordable, quality childcare, so they can hold a job and become independent. BCHHS partners with Southwestern Child Development, an experienced regional expert in this field. Southwestern's efficient operation has maximized our use of capped annual funding from the State.

Total child care subsidy dollars	\$9,675,315
Avg. number of children served per month	1,926
Number of children on waiting list for child care	0
Avg. number of months on waiting list	0
Percentage of need met	100%
Percent of total child care dollars expended	97%

## CHILD SUPPORT

Buncombe County's Child Support unit combines investigative and legal expertise to get children cash support and other benefits from their noncustodial parent. Secure child support payments can lift a family out of poverty and avoid future reliance on economic services programs. The County partners with Veritas for this service.

Unduplicated children receiving support	9,855
Collection rate on past due support	72.83%
Total dollars collected for Buncombe	\$13,649,090

# PUBLIC HEALTH

It is the mission of the Public Health Division to promote and protect the public's health and to assure through community partnerships that all people in Buncombe County have the opportunity to make healthy choices within a healthy environment. BCHHS Public Health services provide a range of supports to our community that strengthens our ability to be healthy now and in the future.

## BUNCOMBE ON TRACK TO BE 3<sup>RD</sup> HEALTHIEST COUNTY IN NC

The County Health Rankings are released yearly by the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. Excellent clinical care, a wealth of opportunities for physical activity, and educational achievement helped the county lead the way in North Carolina, ranking 14th in the state for overall health outcomes, an 11-point gain from the previous year and 3rd overall in health factors that predict a community's overall health moving forward.

## POPULATION HEALTH

The U.S. Department of Health and Human Services (DHHS) selected partners in Buncombe County to present a webinar: *Utilizing the Collective Impact Model to Address Health Disparities*. During this webinar, BCHHS was able to highlight its use of the Collective Impact Model to inform how we invest in strategic partnerships as a key strategy to ensure programs are designed for sustainability, speak to community aspirations, and incorporate authentic community engagement.

## ACCREDITATION ACHIEVED

The mission of North Carolina Local Health Department Accreditation (NCLHDA) is to seek to improve the health of all our citizens and enhance the quality of local public health by accrediting local health departments in North Carolina. This is accomplished through the stated goals of using the accreditation process to ensure that NC local health departments have the capacity to deliver their services to all citizens and to meet the public health demands of their jurisdictions. The program strives to help improve the practice of public health in NC by developing a system that is practical, beneficial and credible, through an ongoing process with a focus on quality every day.

Accreditation has been legislatively mandated for local health departments since 2006 and is an ongoing quality improvement process that re-accredits local health departments every four years. The next accreditation visit will be in the year 2020.

## PREPAREDNESS POD SIMULATION AT UNCA

The Point of Dispensing (POD) simulation took place at UNC Asheville in partnership with the UNC Eshelman School of Pharmacy. A POD is where the public goes to pick up emergency supplies or to receive immunizations during a disaster or outbreak. The exercise established an average throughput of 265 people vaccinated per hour, roughly equal to one person every 13 seconds. This exercise and the information gathered will be used to improve the public health preparedness infrastructure.

## IMMUNIZATION COALITION

In March 2018, health staff at BCHHS partnered with Mission Children's Hospital and MAHEC to educate ninety-six community members about the worsening kindergarten immunization rate in our county, which increases the likelihood of outbreaks of vaccine-preventable disease. The Shield of Protection Immunization Coalition was formed as a result of this event. The coalition has engaged a diverse group of community members, including school and childcare administrators, healthcare providers, pharmacists, parents and media in efforts to increase immunization uptake.



Pharmacy Students with HHS Board Member, Stephanie Kiser



## FLOODING AND ENVIRONMENTAL HEALTH SAFETY

Buncombe County is home to an active recreational and industrial section of the French Broad River, famous for a large number of tubers and boaters who recreate on the river during the summer months. BCHHS continues to evaluate the response to flood and spill events along the corridor and its tributaries. In FY 2018, a cross-functional team of public health professionals focused on creating a network of partners who can aid in ensuring that citizens are better protected against these hazards.

In response to significant flooding in the eastern part of the county, BCHHS worked with the Red Cross in May of 2018 to open and staff a shelter for residents impacted by the flood.

Proper assessment of wells and septic systems, as well as cleaning and moisture removal, remain key to eliminating threats to the public's health. Environmental Health issued 2,653 septic permits, completed 3,219 septic inspections, issued 507 well permits and approved 433 well heads in FY 2018 to assure the safety of the groundwater supply and prevent contamination of surface bodies of water.

## VETERANS SERVICES

Buncombe County Veterans Service Officers act as liaisons between veterans and their families in the often very complicated and confusing process of obtaining benefits from the Department of Veterans Affairs. Veterans Service Officers assist in linking the veteran with housing, employment, and medical resources. In FY 2018, the Veterans Services Officers made over 994 points of contact with veterans in Buncombe County, either by phone, in the office, or home visits. The average accrued and grand total payments to veterans were \$312,911 (monthly).



## WIC SUCCESS

The Buncombe County Women, Infants, and Children (WIC) Nutrition Program provides a breastfeeding peer counselor to all eligible clients. This counselor supports pregnant women and new moms as they learn how to breastfeed. This successful aspect of the WIC Program improves the health and well-being of multiple Buncombe County mothers and babies. In FY 2018, the Buncombe County WIC program received two awards for the drastic increase in breastfeeding rates in our area. Thanks to the breastfeeding advocacy work, breastfeeding education and breastfeeding peer support; Buncombe County WIC participants experienced a 14.3% increase in breastfeeding at 6 weeks and a 29.9% increase in breastfeeding at 6 months.

For the second year in a row, Buncombe County WIC received the USDA's Loving Support Award of Excellence. This year we were awarded the Gold Premier designation, which is a level above last year's Gold designation. This puts the Buncombe County WIC program in an elite class: in 2018, the USDA awarded only 12 Premier Awards nationwide.

## E-WIC COMES TO BUNCOMBE COUNTY

The North Carolina WIC Program moved from a paper-based method of WIC benefit issuance to an electronic benefit transfer system called eWIC. eWIC makes it easy for clients to use their WIC funds on one convenient card when they buy healthy foods at the grocery store. WIC food benefits will now be issued into an electronic benefit account at the local WIC clinic and families will use their eWIC card and PIN to use their food benefits at the grocery store.



## FY 2018 PUBLIC HEALTH DATA

### FAMILY PLANNING SERVICES

The Family Planning Program provides confidential reproductive life planning, contraception and preconception health services for anyone of reproductive age.

Number of Family Planning clients served	1,590
Number of Family Planning clinic visits	3,019

### PREVENTIVE HEALTH SCREENING

The Breast and Cervical Cancer Control Program (BCCCP) and the WISEWOMAN program (heart health screening) provide preventive health screening and education for low income, uninsured women and transgender persons.

Number of clients screened for heart disease risk	1,048
Number of clients screened for cancer	1,159
Number of clients diagnosed with breast cancer	6
Number of clients diagnosed with precancerous or cancerous cervical changes	19

### PREPAREDNESS

Preparedness focuses on response planning, to assure our agency and our citizens are ready for public health threats from natural and human-caused hazards.

Percentage of Public Health Preparedness and Response (PHP&R) objectives met	100%
--	------

### IMMUNIZATION

Getting immunized throughout your lifetime protects you, the people you love and our community against harmful diseases. The Immunization Clinic provides a wide range of vaccines (including travel vaccines) for adults and children.

Number of immunizations given (including flu)	10,806
Percent BC HHS children fully immunized at 2 years of age	97%

### DISEASE CONTROL

Disease control services prevent epidemics and the spread of communicable diseases through ongoing prevention activities, testing and treatment services and a rapid, effective response to urgent and emerging community outbreaks.

Communicable disease investigations	3,510
Confirmed reportable diseases	2,032
Communicable disease clinic visits monthly average (HIV, STD, TB)	381

### ONSITE GROUNDWATER

Onsite groundwater services assure protection of groundwater through properly installed septic systems and permitting of new wells.

Number of septic permits issued	2,657
Average days from the date clients are ready begin work to the date of initial visit by onsite staff	5.3
Number of well permits issued	507

### FOOD AND LODGING

Food and lodging provides inspections of regulated food, lodging, nursing home, day care, and summer camp facilities to protect residents and tourist populations.

Facility inspections	4,984
Restaurants in compliance with inspection standards	99.9%
Restaurants receiving Grade "A"	99.0%

### SCHOOL HEALTH

School Health programs reduce health barriers that impact educational success. School Nurses work in our county and city schools, prioritizing students with significant health needs and identifying those at risk for serious health concerns. Nurses develop individual care plans for these students in consultation with parents, physicians, and school staff. Key to this work is health promotion and education that supports a lifetime of healthy choices.

School staff trained to give medications	896
School staff trained to provide health procedure	992
Number of Students Care Managed	223

### NURSE FAMILY PARTNERSHIP

Nurse Family Partnership (NFP) is an evidence-based nurse home-visiting program that targets low-income first-time parents. NFP partners with them from pregnancy through their child's second year. NFP's goal is to improve pregnancy outcomes, improve child health and development, and increase economic self-sufficiency.

Number of babies born FY 2018	89
Number of mothers served FY 2018	281
% of NFP babies born low birth weight (program to date)	8.67%
% of NFP children with substantiated abuse/neglect (program to date)	8%

## VETERANS SERVICES

In Buncombe County, we are answering the needs of our returning service members by connecting them to support services and providing guidance regarding employment, housing, retirement issues, and counseling.

Number of office and home visits	3,455
Number of phone calls received by Veterans Services office	8,472

## WIC NUTRITION

The Women Infants and Children (WIC) nutrition program provides education, nutritious foods, and breastfeeding support to improve the health and nutritional status of low-income women and children.

Average number of enrolled per month in WIC	3,947
---	-------

## SOCIAL WORK

BCHHS Social Work team provides mandated core services that protect our community's most vulnerable populations from abuse and neglect. Child Protective Services and Adult Protective Services work with many community partners to prevent violence and associated negative health outcomes through a variety of evidence-informed interventions and services.

### WORLD ELDER ABUSE AWARENESS DAY WALK

The World Elder Abuse Awareness Day Walk (WEAAD) was held on June 12, 2018, at Carrier Park. BCHHS, Land of Sky and several other organizations that support elders, collaborated to make the 2018 WEAAD Walk an event to remember. Over 250 people showed up for the event to show support for elders and raise awareness about elder abuse.



Student Opioid Summit



World Elder Abuse Awareness Day

## SAFE & TOGETHER DOMESTIC VIOLENCE MODEL

As part of the creation of the Family Justice Center, and to build on County efforts to coordinate a justice system that is efficient, effective, fair and protects our public safety while holistically addressing the needs of people involved in the system, BCHHS Social Work adopted the Safe and Together Domestic Violence Model. The Safe and Together Model is a child-centered model built on the concept that children are best served when we can work toward keeping them safe and together with the non-offending parent (the adult domestic violence survivor). Now, there are three specialized domestic violence teams; two of the teams focus on investigations and assessments of child maltreatment related to domestic violence, and the other team focuses on mandatory intervention with families where child maltreatment has occurred.

In FY 2018, 65 families received domestic violence-specific Family In-Home services.

## FOSTER CARE

Due to the increasing number of children coming into foster care as well as a policy change that extended the age of children in foster care to age 21, there is still a major need for foster homes. As of June 30, 2018, there were 388 children and young adults in foster care, 27 of whom were 18-21 years of age. Currently, BCHHS has 83 foster homes. 31 of these homes were licensed in FY 2018. In FY 2018, there was an average of 86 licensed foster homes, per month.

## CHILDREN'S CHAMPION AWARD

Mountain Child Advocacy Center (MCAC) selected Vanessa Rae Phillips, a BCHHS Social Worker in the Investigations Unit, as the 2018 "Children's Champion" award recipient. Geoff Sidoli, the Director of the MCAC, praised Vanessa for her great collaboration, wonderful family engagement, and thorough assessment with all the families she works with every day.



Children's Champion, Vanessa Rae Phillips

## FY 2018 SOCIAL WORK DATA

### PERMANENCY PLANNING

Permanency planning allows Social Work Services to partner with families and other community agencies to achieve timely permanence for children, whether that is safe reunification with their family, guardianship with a relative or kinship provider, or adoption.

Children up to age 21 in Foster Care	388
Average number of children in custody with Social Work Services, per month	379
Children who exited foster care to be reunified with their families remained safely in their home and did not re-enter Foster Care	96.55%

### FOSTER PARENT TRAINING AND LICENSING

Social Work Services trains, licenses, and supports families who open their home to children.

Average number of licensed foster homes, per month	86
New foster families	28

### ADOPTION ASSISTANCE

Adoption Assistance helps children achieve permanency and may provide families with help when they adopt a child from foster care.

Children receiving adoption assistance	546
Number of adoptions finalized	62

### CHILD PROTECTIVE SERVICES

Child Protective Services investigates and assesses all allegations of child abuse, neglect, or dependency.

Responses to reports of abuse, neglect, or dependency of children	3,000
Children involved	4,316
Children who did not enter foster care	96.7%

### FAMILY IN-HOME SERVICES

Family In-Home Services allows Social Workers to partner with families to strengthen their ability to safely parent their child in their own home.

Total number of families served	460
Total number of children served	1,000
Children who remain at home or with kin while receiving In-Home services (thus avoiding foster care)	95.9%

## ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services provides a timely, comprehensive, and respectful response to the needs of elders and adults with disabilities who are victims of abuse, neglect, or exploitation.

Responses to reports of abuse, neglect or exploitation of elderly and disabled	1,209
Percent of Evaluations with Mistreatment Confirmed	40%

## ADULT CARE HOME LICENSURE AND MONITORING

Adult Care Home Licensure and Monitoring is responsible for responding to complaints related to compliance with regulations and issues of resident safety. Buncombe County Health and Human Services refers areas of concern to the Department of Health and Human Services Regulation, the entity that has authority for enforcement.

Adult care homes monitored	81
Complaints investigated	204
Percent of investigations with confirmed mistreatment	33%
Average number of adults using Adult Day Care, per month	54



START Team

Courtesy: Vaya Health

# OPIOID CRISIS & RESPONSE

Addiction to opioids and overdose deaths are a public health crisis with costs to families, neighborhoods and the community. To support the Buncombe County Board of Commissioner's strategic priority of addressing opioid addiction, BCHHS has engaged in a range of interventions to help to stem the disease of opioid addiction and death.

## START: SOBRIETY TREATMENT & RECOVERY TEAM

START is a promising practice for assisting families with co-occurring substance use and child maltreatment. Buncombe County joined forces with Family Preservation Services of NC to implement the program in August 2017.

A START team is made up of three specially trained CPS social workers, three Family Preservation Services (FPS) Family Mentors who are certified peer support specialists, a CPS social work supervisor and an FPS Services Coordinator who is a licensed clinical addiction specialist. Each of these START Social Worker - Mentor teams share a caseload and work intensively with families to support a parent's journey into recovery, decrease or end separation when possible, foster positive attachments between children and parents while the parent is intensively supported through holistic wrap around services in the community.

## STUDENT OPIOID SUMMIT

Last school year the Mountain Area Health Education Center (MAHEC) School Nurses completed a study on the rate/prevalence of opioid prescriptions coming into the schools. They found that students were being given these prescriptions from dentists, orthopedists, and ER doctors. Putting that information together with the fact that non-risk 12th graders who are given an opioid are at 3 fold risk of addiction, the school nurses took action and began organizing.

They conducted focus groups at their high schools to find what information the students needed and wanted and how they wished to hear it. The students told us they wanted the facts, real life, and food! The Buncombe county Painkiller Taskforce (a coalition of prevention partners in Buncombe County) helped lay the groundwork for the first ever, Student Opioid Summit. Over 100 students from schools throughout the City of Asheville and Buncombe County attended the summit, held at Western Carolina's Biltmore Park campus.

## ABBA'S HOUSE

Abba's house is a partnership between the Western North Carolina Rescue Ministry and partner agencies such as BCHHS. Abba's House offers a 12-month residential program to support women as they take the necessary steps to find a path to recovery. Abba's House consists of 14 Mommy / Baby rooms, enrichment and parenting activities, and opportunities for fellowship with others who are on the path in recovery.

## OPIOID TOWN HALLS AND PAINKILLER PRESCRIPTION OVERDOSE EDUCATION

BCHHS partnered with MAHEC to create and facilitate a Speaker's Bureau on the current opioid crisis in our area. Medical professionals from MAHEC and community partners presented the slide decks over 200 times from Jan 2018 – July 2018. This effort reached over 3,000 participants with basic information about opioid use disorder and safer prescribing.

BCHHS, MAHEC, and Sunrise Community for Wellness and Recovery also partnered with the Buncombe County Board of Commissioners to facilitate Town Halls in all districts in Buncombe County. In total, there were 7 Town Halls where community members engaged with community leaders in robust and honest conversations around addiction and overdose deaths. These conversations were an important step in educating the public about the disease of addiction and paving the way for prevention and removal of stigma so that more people can access services.

## CONCLUSION

Our work is informed by an interplay of data, research, federal and state requirements, and feedback from our community. As these factors change, BCHHS remains committed to innovation and co-operation across program areas to offer integrated resources that are relevant and meet clients where they are in their life.

We witness extraordinary examples of strength and resiliency in our work. As one social worker said, "My joy comes when families realize their capacity to succeed, and when the possibility of obstacles or potential failures doesn't diminish their motivation."

While these challenges can seem overwhelming at times, we are hopeful that individuals and families will be strengthened through their interactions with our agency and that our collective efforts will create the conditions for long-term health and safety for the citizens of Buncombe County.



Dr. Fagan (MAHEC) Speaks at Opioid Education Event



# HEALTH & HUMAN SERVICES LEADERSHIP

## ADMINISTRATION

Stoney Blevins, HHS Director

Our overall mission at Buncombe County Health and Human Services is to keep our community strong by working to align our community resources in ways that are efficient and lead to better outcomes for our citizens. Through an integrated Health and Human Services, we give individuals and families the tools and supports they need so they are better able to make those good choices.



## HHS SUPPORT TEAM

Christina McEntee, Director

The Health and Human Services Support Team provides assistance to programmatic areas through planning, evaluation, budget development and support, quality assurance, and public information and communication.



## OPERATIONS

Rob Morrell, Director

The HHS Operations Division oversees the financial and budgetary functions of the agency. This includes oversight of HHS related contracts, operational needs of the agency, facilities maintenance, state systems, HIPAA compliance as well as Title VI compliance.



## HUMAN RESOURCES

Amy Davis, Director

Through workforce and organizational development strategies, we support a robust workforce across Health and Human Services. Human Resources partners with all HHS Divisions to implement best practices in hiring and training, support employee resilience, and maintain a safe and healthy workplace.



# PUBLIC HEALTH

Jan Shepard, Director

Dr. Jennifer Mullendore, Medical Director / Clinical Services Director

Our mission is to promote and protect the public's health and to assure through community partnerships that all people in Buncombe County have the opportunity to make healthy choices within a healthy environment.

We aim to: help people attain high quality, longer lives free of preventable disease, disability, injury and premature death, achieve health equity by elimination of disparities to improve the health of all groups, foster social and physical environments that promote good health for all, and promote quality of life, healthy development and healthy behaviors throughout all stages of life.



Jan Shepard



Dr. Jennifer Mullendore

# SOCIAL WORK SERVICES

Rebecca Smith, Director

Our mission in Adult and Child Protective Services is to partner with individuals, families, and communities to strengthen their efforts toward independence, permanence, and safety.

We aim to prevent abuse, neglect, and exploitation of vulnerable children and adults and to promote self-reliance and self-sufficiency for individuals and families.



# ECONOMIC SERVICES

Phillip Hardin, Director

Buncombe County's Economic Services provides services that help low-income families get and maintain work, support employment, promote quality health care coverage, food assistance, energy assistance, and other economic supports for families. We aim to promote self-reliance and self-sufficiency for individuals and families.



Buncombe County Commissioners Cut Ribbon at Grand Opening of 40 Cox



Economic Services Staff

## 3 EASY WAYS TO CONNECT TO SERVICES

### **Visit Our Offices:**

40 Coxe Avenue  
(Economic Services)

35 Woodfin Street  
(Social Work Services)

53 South French Broad Avenue  
(Health Services)

7 Yorkshire Street  
(WIC Program)

339 New Leicester Highway  
(WIC Program)



### **Call Us:**

Economic Services:  
(828) 250-5500

Social Work Services:  
(828) 250-5500

Public Health Services:  
(828) 250-5000



### **Visit Our Webpage:**

[www.buncombecounty.org/hhs](http://www.buncombecounty.org/hhs)

**Follow us on Facebook**  
[www.facebook.com/bchhs](http://www.facebook.com/bchhs)

