

Social Services

The Mission of the Buncombe County DSS is to provide Buncombe residents resources and services to maximize their safety, well-being and self-determination.

There are many services available here at DSS and we are required by law to ensure that those clients with language needs or those with limited English proficiency are able to access those services in a timely and effective manner.



This institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. Under the Food Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs. Access to services cannot be denied or limited to any individual due his/her limited ability to speak or read English. Some examples of limitations are:

- A delay in service
- No interpreter services available
- Vital documents not translated

Ask any worker how you can access free interpreter services.

To file a complaint of discrimination, contact USDA or HHS. Write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). Write HHS, Director, Office for Civil Rights, Room 506-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (202) 619-3257 (TTY). USDA and HHS are equal opportunity providers and employers."

**Problems? Complaints?
Suggestions?
Call Lisa Eby,
Title VI Compliance Officer at
250-5610**

Contact Information:

Website: www.buncombecounty.org

Telephone: (828) 250-5500

Mailing Address: 40 Coxe Avenue
Asheville, NC 28802

Buncombe County

Health & Human Services



Did you know?

You Are Eligible For

Free Interpreter Services





The agency ensures that effective bilingual/interpretive services are provided to serve the needs of the non-English speaking population. The provision of bilingual/interpretive services is prompt without undue delays.

At the first point of contact, each applicant/recipient is assessed to determine the individual's primary language. The following methods will be used:

- Greeters
- Bilingual Staff
- Multi-language identification card
- Telephone interpreting service

The agency provides written materials in languages other than English where a substantial number or percentage of the population eligible to be served or likely to be directly affected by the program needs services or information in a language other than English to communicate effectively.

Problems with accessing forms or documents, call Lisa Eby, 250-5610



Hearing Impaired Clients

If you are hearing impaired and come for services approach a Buncombe County DSS employee or go to the front desk to check in.

Communicate with the employee in a written format to let them know what services you need.

The Buncombe County employee will contact a sign language interpreter to assist you. **This will be at no cost to you.**

Let us know how we are doing. Fill out a comment card in your language or ask to speak to the Title VI Compliance Officer: Lisa Eby or call 828-250-5610.