McDowell County 2015 Community Health Assessment

2/29/2016

RUTHERFORD POLK MCDOWELL HEALTH DISTRICT

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McDowell County Community Health Assessment

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McDowell County 2015 CHA Executive Summary

This document was developed by the Rutherford Polk McDowell District Health Department in partnership with WNC Healthy Impact as part of a local community health assessment process.

Purpose and Process

The purpose of this Community Health Assessment is to describe the health status of the community to provide direction for the planning of disease prevention and health promotion services and activities. This report will serve as a resource for the McDowell Health Department, local hospitals, and other community organizations.

Community Collaboration

The Rutherford Polk McDowell District Health Department worked together with the McDowell Health Coalition and WNC Healthy Impact to conduct a community-wide assessment between April 2015 and December 2015. Team members worked together and independently to gather and analyze primary and secondary data. Contributing viewpoints include secondary data such as demographics, socioeconomics, health and environmental health indicators.

Core Dataset Collection

The data reviewed as part of our community's health assessment came from the WNC Healthy Impact regional core set of data and additional local data compiled and reviewed by our local CHA team. WNC Healthy Impact's core regional dataset includes secondary (existing) and primary (newly collected) data compiled to reflect a comprehensive look at health. The following data set elements and collection are supported by WNC Healthy Impact data consulting team, a survey vendor, and partner data needs and input:

- **A comprehensive set of publically available secondary data metrics with our county compared to the sixteen county WNC region as "peer"**
- **Set of maps accessed from Community Commons and NC Center for Health Statistics**
- **Telephone survey of a random sample of adults in the county**
- **Email key-informant survey includes input and direct quotes from 25 McDowell leaders.**

Data Summary Community

McDowell County has a population of 45,231 people and is 446 square miles in the Appalachian Mountains. McDowell County residents are

90.6% white and 9.4% non-white, compared to a North Carolina average of 68.5% white and 31.5% nonwhite. Five percent of the population identifies as Hispanic or Latino. Approximately 70.3% of the population in this county live in a rural area. Some may experience transportation barriers.

Unemployment is slightly higher in McDowell than in the rest of North Carolina, at 5.8% in the county as compared to 5.4% in the rest of the state. McDowell County also has a relatively large elderly population.

McDowell is consistently ranked in the lower half of counties in North Carolina for health outcomes: 22% of McDowell adults (vs.18% of NC residents and 16.9% of US residents overall) report they are in poor or fair health; 23% are current smokers (vs. 22% of NC residents and 19.6% of US residents overall); 33% of adults are obese (vs. 29% of NC residents and 27.6% of US residents overall); 31% of adults in McDowell County report no leisure time physical activity (vs. 25% of NC residents and 22.9% of US residents overall).

Health Outcomes

In 2012, the Health Priorities included reducing diabetes through healthy eating and active living, access to care, tobacco use and substance abuse.

The community focus and positive collective impact upon reducing diabetes appears to have resulted in a downward trend in the prevalence of diabetes. Another success is that more McDowell County adults and children now have health insurance.

Unfortunately, many health indicators in McDowell County have shown little improvement in the last three years since the 2012 CHA. Notable changes over the past three years include: a reduction is the median family income, an increase in residents living below the poverty level, and an increase in childhood poverty, an increase in housing costs, increases in crime and domestic violence. There was also a reduction in birth rates.

This report shows increases in the incidence of lung cancer, prostate cancer, breast cancer and colorectal cancer, rates of COPD are more than double state rates, continued high rates of poisoning deaths due to medication or drug overdoses, continued high rates of overweight and obesity. In the past three years, an alarming hike in the rates of current smoking, smoking during pregnancy and use of e-cigarettes is notable.

At-Risk & Vulnerable Populations

Throughout our community health assessment process and product, our team was focused on understanding general health status and related factors for the entire population of our county as well as the groups particularly at risk for health disparities or adverse health outcomes. In particular, for the purposes of the overall community health assessment, we aimed to understand variability in health outcomes and access of medically underserved, low-income, minority, and others experiencing health disparities.

Social Determinants of Health

Nearly 90% of key informants characterized Social Determinants of Health as a "major contributor" to local health issues. Those who rated this as a "major contributor" feel that the following contribute the most to health problems in McDowell County: Access to High Quality, Affordable Child Care, Alcohol/Drug Abuse, Dysfunctional Families, Economy, Education, Employment, Employment That Pays a Living Wage, Income/Financial Ability, Institutionalized Racism, Lack of Motivation to Change, Lack of Transportation, Learned Behaviors, Politics, Poverty, Welfare Systems.

Health Priorities

The set of data reviewed for our community health assessment process is comprehensive, though not all of it is presented in this document. From 2016-2019, the top three health priorities to address are: Tobacco Use, Built Environment and Active Living, Substance Abuse.

Next Steps

The Rutherford Polk McDowell District Health Department shared the CHA findings with McDowell Health Coalition members and other interested community leaders on four occasions in the fall of 2015: October 9, 12, 28, November 9 and December 1, 2015.

A Community Forum was held on January 14, 2016 at McDowell Technical Community College. CHA data was reviewed and evidence based strategies were explored to address the three chosen health priority areas. There were 39 people in attendance.

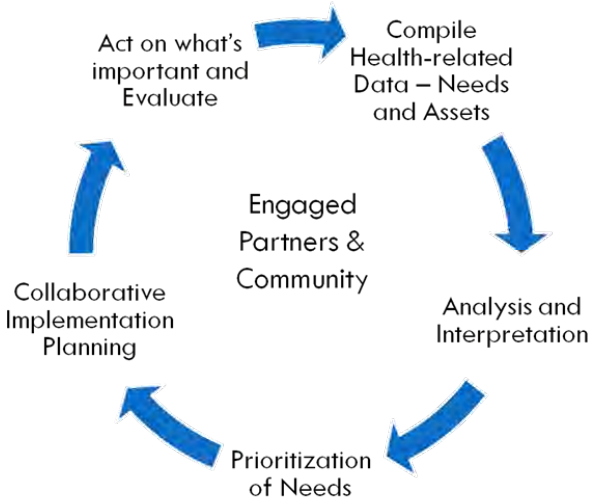
In concert with the McDowell Health Coalition, RPMHD will lead future plans for collaborative implementation/action planning and related development of strategies to improve three of the chosen priority health issues.

CHAPTER 1 – COMMUNITY HEALTH ASSESSMENT PROCESS

Purpose

Community health assessment (CHA) is an important part of improving and promoting the health of county residents. **Community-health assessment is a key step in the ongoing community health improvement process.**

A community health assessment (CHA), which is both a process and a product, investigates and describes the current health indicators and status of the community, what has changed, and what still needs to change to reach a community's desired health-related results.



Definition of Community

Community is defined as "county" for the purposes of the North Carolina Community Health Assessment Process. McDowell County is included in McDowell Hospital community for the purposes of community health improvement, and as such they were key partner in this local level assessment.

WNC Healthy Impact

WNC Healthy Impact is a partnership between hospitals and health departments in western North Carolina to improve community health. As part of a larger, and continuous, community health improvement process, these partners are collaborating to conduct community health (needs) assessments across western North Carolina www.WNCHealthyImpact.com. Our county and partner hospitals are involved in this regional/local vision and collaboration. Participating counties include: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey.

Data Collection

The set of data reviewed for our community health assessment process is comprehensive, though not all of it is presented in this document. Within this community health assessment product we share a general

overview of health and influencing factors then focus more on priority health issues identified through this collaborative process. Our assessment also highlights some of our community strengths and resources available to help address our most pressing issues.

Core Dataset Collection

The data reviewed as part of our community's health assessment came from the WNC Healthy Impact regional core set of data and additional local data compiled and reviewed by our local CHA team. WNC Healthy Impact's core regional dataset includes secondary (existing) and primary (newly collected) data compiled to reflect a comprehensive look at health. The following data set elements and collection are supported by WNC Healthy Impact data consulting team, a survey vendor, and partner data needs and input:

- **A comprehensive set of publically available secondary data metrics with our county compared to the sixteen county WNC region as "peer"**
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- **Telephone survey of a random sample of adults in the county**
- **Email key-informant survey**

See Appendix A for details on the regional data collection methodology.

Additional Community-Level Data

We locally reviewed NC DETECT data and Highway Safety data as well as PRIDE survey data for 8th graders in McDowell to learn more about specific health concerns.

In 2015, a collaboration between McDowell County, UNC-Chapel Hill Gillings School of Global Public Health and the Carolina Collaborative for Research on Work & Health produced the McDowell County Worksite Wellness Project Report. This Report provides a great deal of information about current practices at Worksites in McDowell as well as recommendations to improve employee health and wellness. The full report can be found in the Appendix A.

Health Resources Inventory

An inventory of available resources of our community was conducted through reviewing a subset of existing resources currently listed in the 2-1-1 database for our county as well as working with partners to fill in additional information. Where gaps were identified, we

partnered with 2-1-1 to fill in or update this information when applicable. See Chapter 7 for more details related to this process.

Community Input & Engagement

Including input from the community is an important element of the community health assessment process. Our county included community input and engagement in a number a ways:

- Partnership on conducting the health assessment process
- Through primary data collection efforts (survey and key informant interviews)
- In the identification and prioritization of health issues

In addition, community engagement is an ongoing focus for our community and partners as we move forward to the collaborative action planning phase of the community health improvement process. Partners and stakeholders with current efforts or interest related to priority health issues will continue to be engaged. We also plan to work together with our partners to help assure programs and strategies in our community are developed and implemented with community members and partners.

At-Risk & Vulnerable Populations

Throughout our community health assessment process and product, our team was focused on understanding general health status and related factors for the entire population of our county as well as the groups particularly at risk for health disparities or adverse health outcomes. In particular, for the purposes of the overall community health assessment, we aimed to understand variability in health outcomes and access of medically underserved, low-income, minority, and others experiencing health disparities.

Through this process, input was gathered from several individuals whose organizations work with low-income, minority populations, or other medically underserved populations.

Specific vulnerable populations that we focused on include: African America, Children, Disabled, Elderly, Hispanic/Latino, Low Income, Non-English Speaking, Single Parents, and Teen Mothers.

CHAPTER 2 – MCDOWELL COUNTY

Location and Geography

Geologically, McDowell County is located within the southern Appalachian Mountains region. The Blue Ridge Parkway follows the northwestern boundary of the county. Its highest point is Pinnacle in the Blue Ridge, 5,665 feet above sea level, also considered the southernmost tip of the Black Mountains, the highest ridge in eastern America. Much of the county lies in the Foothills (North Carolina) region of Western North Carolina.

McDowell County consists of 442 square miles with 75 percent of this area forested; 67 acres of which is Pisgah National Forest lands. McDowell County is approximately 30 minutes east of Asheville and 35 minutes west of Hickory via Interstate 40. The county is divided into eleven townships. Numerous small creeks and streams flow through the county. The Catawba River crosses the county and empties into Lake James.

The McDowell County Recreation Department operates several facilities throughout the county including the main facility in Marion which feathers a gymnasium, outdoor swimming pool and the county's only skate park. In addition, the Department maintains ball fields throughout the county and an additional outdoor pool in Old Fort. The Corpening Memorial YMCA is the local branch of the YMCA of WNC and features an indoor swimming pool, gym, fitness center, youth programs and adult fitness classes.

History

McDowell County was first formed in 1842 from parts of Burke County and Rutherford County. It was named for Joseph McDowell, a Revolutionary War leader and hero of the Battle of King's Mountain, and a member of the United States House of Representatives from 1797 to 1799.

Marion, the county seat of McDowell County, was planned and built on land selected by the first McDowell County Commissioners on March 14, 1844 at the Historic Carson House.

During the Carolina Gold Rush period of the early 19th century, the south county area was known for its gold production. Following the gold rush period, manufacturing plants began to spring up in McDowell County offering employment to many. In 1929, Union strikes faced strong

opposition from plant management and local law enforcement. Workplace violence led to difficult employee relations at local Marion manufacturing plants.

Jobs Lost

McDowell County is among many counties in North Carolina that have felt the economic impact of the 1994 North American Free Trade Agreement (NAFTA). NAFTA allows free trade between Mexico, Canada, and the U.S. In the years following NAFTA, North Carolina lost massive numbers of manufacturing, agricultural, and tobacco-related jobs, and many North Carolinians were forced into structural unemployment. Many McDowell residents experienced dramatically diminished salaries. This has had a big impact on poverty levels in McDowell County.

Although robust efforts are currently underway to increase business and tourism, so far, no other economic engine has replaced the closed manufacturing plants in McDowell County in terms of numbers employed.

Population

The McDowell County population has an equal proportion of females and males. The median age of the McDowell County population (41.6 years) is 3.1 years "younger" than WNC regional average but 4.2 years "older" than the NC average. McDowell County has lower proportions of "younger persons" and higher proportions of "older persons" than NC.

The 2008-2012 population estimates from the US Census Bureau further reveal significant characteristics of McDowell County's population.

The largest age population division is the 45 to 54 year old group, followed by the 35 to 44 year age group. It is important to note that all of the members of the 45 to 64 year old group will be in or near the senior category by the end of 2025.

A large majority of the population is white, while about 3.6% are of African descent. A growing segment of the population (5.3%) are people

County	Total Population (2010)	% Males	% Females	Median Age*	% Under 5 Years Old	% 5-19 Years Old	% 20 - 64 Years Old	% 65 Years and Older
McDowell	44,996	50.0	50.0	41.6	5.8	18.2	59.6	16.4
WNC (Regional) Total	759,727	48.5	51.5	44.7	n/a	n/a	n/a	n/a
State Total	9,535,483	48.7	51.3	37.4	6.6	20.2	60.2	12.9

Source: US Census Bureau

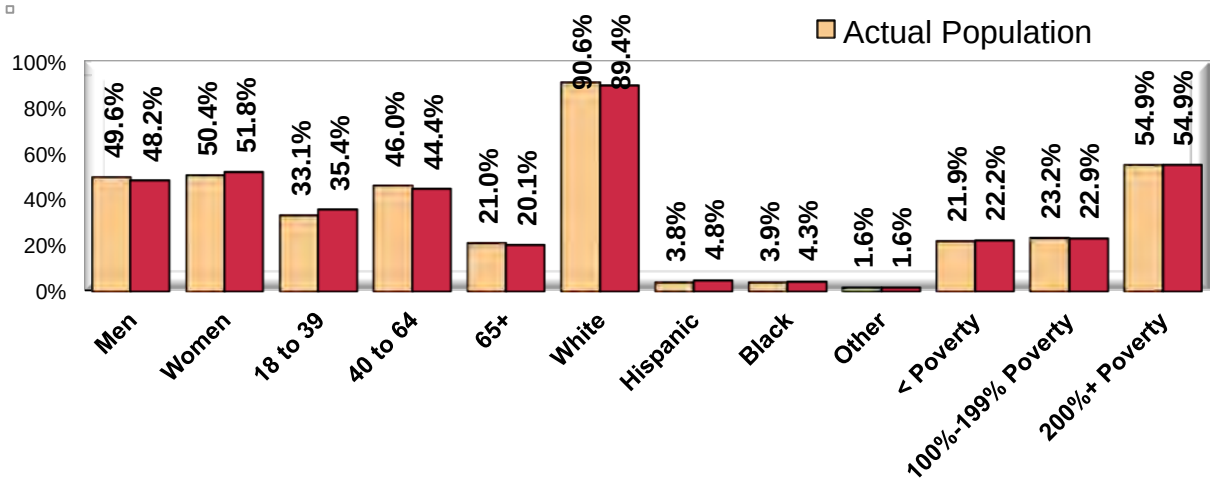
of Hispanic ancestry.

PRC Community Health Survey

Population and Sample Characteristics May 2015

To supplement the secondary core dataset, meet additional stakeholder data needs and hear from community members about their concerns and priorities, a community survey, 2015 PRC Community Health Survey was developed and implemented in 16 Counties across western North Carolina.

The following chart outlines the characteristics of the survey sample for our county by key demographic variables, compared to actual populations characteristics revealed in census data. Note that the sample consisted solely of area residents age 18 and older.



Sources:
- 2015 Census Estimates/Projections. Geolytics, Inc.
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc.

Notes:
- Hispanics can be of any race. Other race categories are non-Hispanic categorizations (e.g., "White" reflects non-Hispanic White respondents).

CHAPTER 3 – A HEALTHY MCDOWELL COUNTY

Definition of Community

Community is defined as "county" for the purposes of the North Carolina Community Health Assessment Process.

Elements of a Healthy Community

When key informants were asked to describe what elements they felt contributed to a health community in our county, they reported:

- Community Engagement in Health and Wellness
- Good Education
- Encouraging Physical Activity
- Low Obesity Levels
- Low Rate of Substance Abuse

During our collaborative action planning efforts and next steps, we will further explore these concepts and the results our community has in mind.

Community Assets

Key informants were asked to share some of the assets or "gems" they thought were important in our community. They shared the following information and ideas:

- *McDowell County's greatest asset is the natural environment…rural with mountains and lake.*
- *We live in a BEAUTIFUL area with lots of natural resources. McDowell County is a place where anyone can get outside and enjoy the fresh air, see the beautiful foothills/mountains, go fishing, swim at the lake, enjoy a nice state park, and the list goes on.*
- *The people are great; warm and friendly.*
- *The ability of local people and agencies to work together for the common good.*
- *The McDowell Health Coalition and the many projects the different subgroups work on for the community. I would also say that this is one of the most hidden gems in McDowell County for the work that is done.*

The people of McDowell County are an invaluable asset and need to be invested in. McDowell County Public Health Representative

Healthy Places Initiative in McDowell **Kate B. Reynolds Charitable Trust**

The Kate B. Reynolds Charitable Trust (The Trust) was established in 1947 and is now one of the largest private trusts in North Carolina. Its mission is to improve the quality of life and quality of health for the financially needy of North Carolina. The Trust is making a long-term commitment to improving community-wide health in McDowell County through the Healthy Places NC, initiative.

Through Healthy Places NC, efforts to improve the long-term health of McDowell County residents have been undertaken. These efforts have included: the funding of eight (8) new projects aimed at active living, healthy eating, and prevention and management of disease.

The McDowell County Schools benefited by having play areas at eight schools refurbished. Another beneficiary includes Old Fort, which partnered with the County Parks and Recreation Department to secure funding to improve Lindley Park. Additional projects included a mapping initiative to locate where playgrounds were available within the County to highlight the need for future construction of playgrounds.

In 2015, The McDowell Health Department constructed a Heart Healthy Playground in the front of its facility with financial help from The Trust, KABOOM!, McDowell Hospital and NC Women, Infants and Children (WIC) Program.

McDowell Health Coalition

McDowell County has a well organized Health Coalition that works to enhance and promote community health by facilitating community partnerships, programs, preventative measures and outreach that address prioritized health needs by working toward the following goals: promote community health by facilitating community partnerships, programs, preventative measures and outreach that address prioritized health needs by working toward the following goals: to assess the health status of the residents of McDowell County, to promote communication on health issues, to increase access to health care, to implement programs and promotions designated by the Coalition, to seek funding for McDowell County Health Coalition and its programs, to serve as a forum

through which health and health care issues may be discussed by individuals or organizations, and to improve the health of McDowell County as defined by a variety of measures (http://www.mcdowellhealthcoalition.org).

Chapter 4 – Social & Economic Factors

Income Why Is Income Important to Health?

Income allows families and individuals to purchase health insurance and medical care, but also provides options for healthy lifestyle choices. Poor families and individuals are most likely to live in unsafe homes and neighborhoods, often with limited access to healthy foods, employment options, and quality schools.

There are several income measures that can be used to compare the economic well-being of communities, among them median household income, and median family income.

The ongoing stress and challenges associated with poverty can lead to cumulative health damage, both physical and mental. Chronic illness is more likely to affect those with the lowest incomes, and children in low- income families are sicker than their high income counterparts. Low income mothers are more likely than higher income mothers to have pre-term or low birth-weight babies, who are at higher risk for chronic diseases and behavioral problems.

Income inequality is a measure of the divide between the poor and the affluent. Income inequality in our community affects how long and how well we live and is particularly harmful to the health of poorer individuals [3]. Income inequality within US communities can have broad health impacts, including increased risk of mortality, poor health, and increased cardiovascular disease risks. Inequalities in a community can accentuate differences in social class and status and serve as a social stressor. Communities with greater income inequality can experience loss of social connections, or how we relate to one another, and decreases in trust or social support and sense of community for all residents.

Communities can adopt and implement policies that help reduce and prevent poverty, now and for future generations. The greatest health improvements may be made by increasing income at the lower levels, where small increases can have the greatest impacts.

According to the federal government, poverty level was defined in 2012 as an annual income of $23,283 or less for a family of four, or $11,945

for an individual. Living below the federal poverty level creates persistent hardship.

In McDowell County during the aggregate period of 2009–2013 the Median *Household* Income was $35,297. This represents an increase of $344 since the previous aggregate period. The McDowell Median household income is $3590 below the WNC average and $11,037 below the NC state average.

In McDowell County during the aggregate period of 2009–2013 the Median Family Income was $45,874. This represents a decrese of $1369 since the previous aggregate period 2006–2010. The McDowell Median family income is $2,677 below the WNC average and $11,054 below the NC state average.

'Household' is defined as all people in a housing unit sharing living arrangements; may or may not be related. A 'Family' is defined as the householder and people living in household related by birth, marriage or adoption. All families are also households; not all households are families.

A large sector of our population is at or below the poverty level, which does not allow for a conducive culture of healthy eating and active living. They smoke, eat fast food the majority of time and are obese. All of which are feeders for diabetes. –

McDowell County Community/Business Leader

Differences in job availability; public and private investments in schools, businesses, and transportation; and historic patterns of hardship can make McDowell County more susceptible to poverty. The result is often generational with children born into poverty struggling to rise about it as they become adults.

Poverty

According to the federal government, poverty level was defined in 2012 as an annual income of $23,283 or less for a family of four, or $11,945 for an individual. Living below the federal poverty level creates persistent hardship.

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result is often generational with children born into poverty struggling to rise about it as they become adults.

Employment

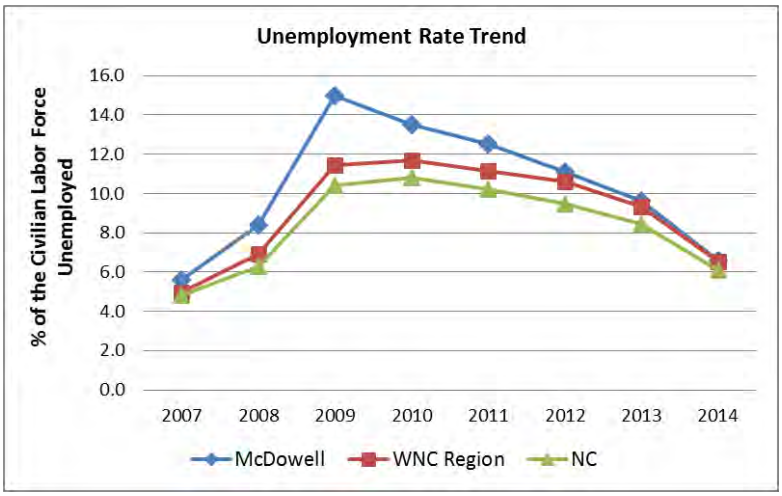
As of 2013, the three employment sectors in McDowell County with the largest proportions of workers (and average weekly wages) were:

Manufacturing: 34.51% of workforce ($753)

Retail Trade: 11.65% of workforce ($473)

Health Care and Social Assistance: 10.99% of workforce ($529).

Region-wide in 2013 the largest employment sector was Health Care and Social Assistance (18.37%) at an average weekly wage of $655 per employee. Statewide the largest employment sector also was Health Care and Social Assistance (14.48%) at an average weekly wage of $859.



The following table shows that until 2014, the unemployment rate in McDowell County was the highest among the comparator jurisdictions over the period cited.

Education

Compared to the WNC Region average, McDowell County has:

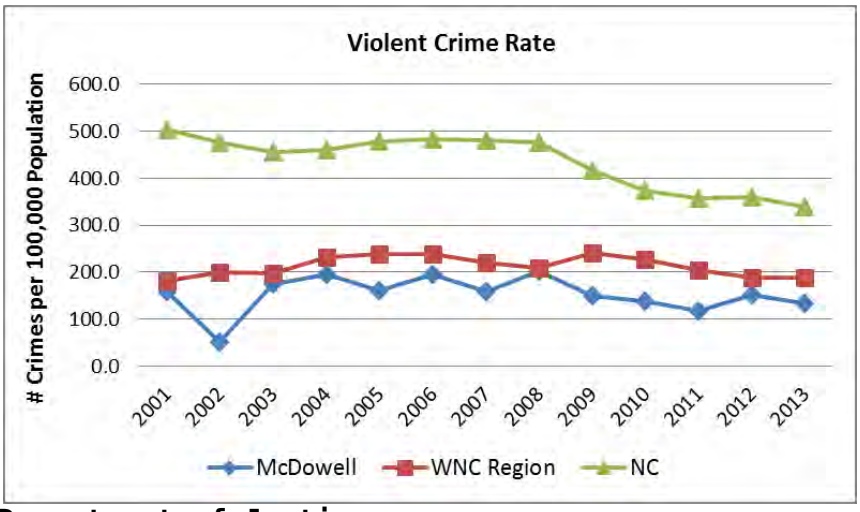
19% higher percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009-2013 Estimate)

34% lower percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009-2013 Estimate)

8% lower overall HS graduation rate (for 4-year cohort of 9th graders entering school in SY 2010-2011 and graduating in SY2013-2014 or earlier)

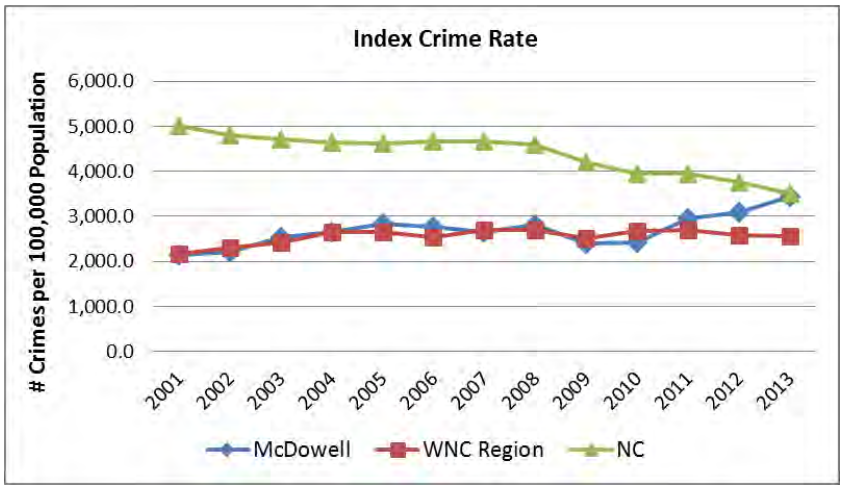
Community Safety

In FY2013–2014, 80 persons in McDowell County were identified as victims of sexual assault.



Source: Department of Justice

Index crime is the sum of all violent and property crime. The index crime rate in McDowell County was closely aligned with the comparable regional rate from 2001 through 2011. The county rate rose to exceed the regional rate in 2012 and 2013.



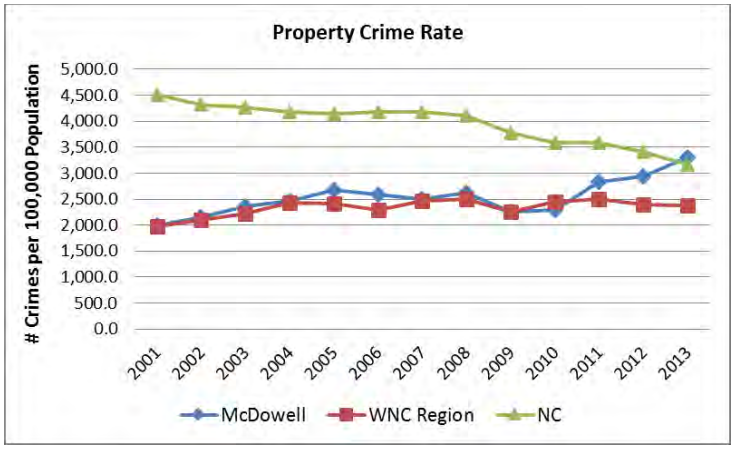
Source: Department of Justice

Violent crime includes murder, forcible rape, robbery, and aggravated assault. The violent crime rate in McDowell County was lowest among comparators throughout the period cited.

Sexual Assault The single most frequently reported specific type of sexual assault in McDowell County during the period was adult survivor of child sexual assault (78%). Regionally, the most frequently reported type was adult survivor of child sexual assault (23%); statewide the most frequently reported type was child sexual offense (26%).

State-wide and region-wide the most commonly reported offender was a relative. In McDowell County as well the most common offender was a relative.

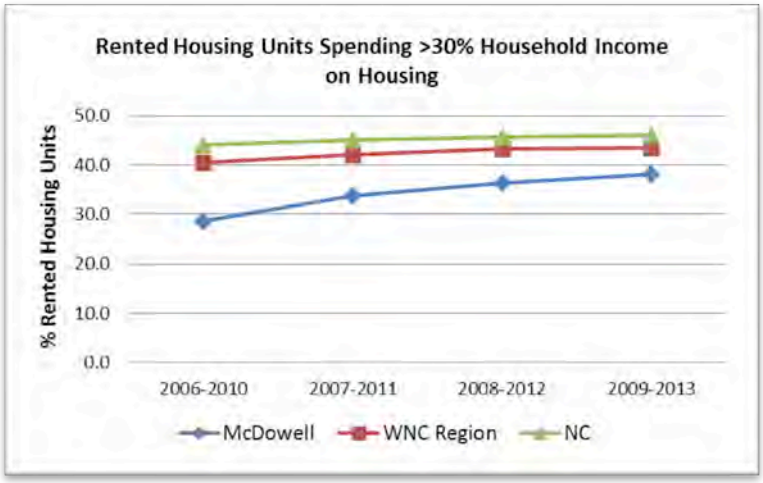
Property crime includes burglary, arson, and motor vehicle theft. The property crime rate in McDowell County exceeded the regional rate occasionally in the past, but rose to well above the regional rate in 2011, 2012 and 2013. In 2013 the county property crime rate exceeded even the state rate.



Source: NC Department of Justice

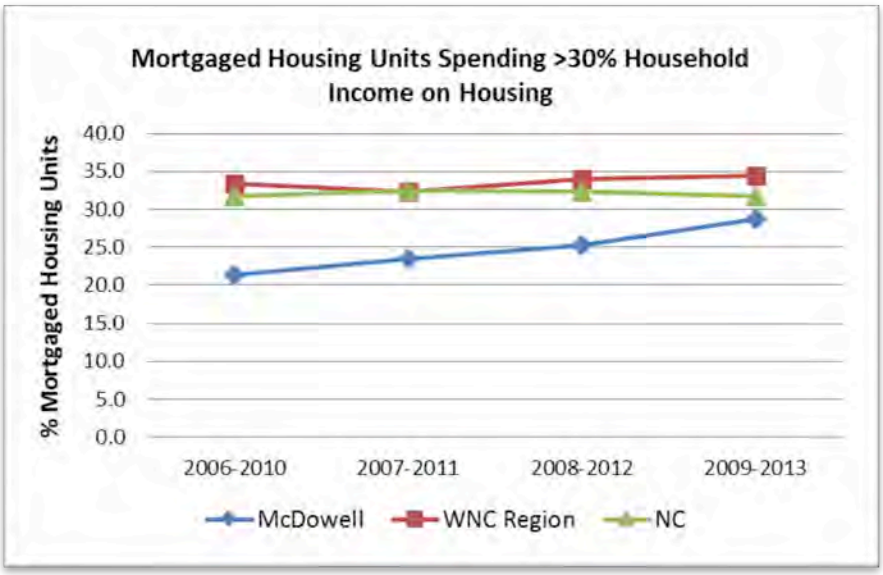
Housing

One measure of economic burden in a community is the percent of



Source: US Census Bureau

housing units spending more than 30% of household income on housing.



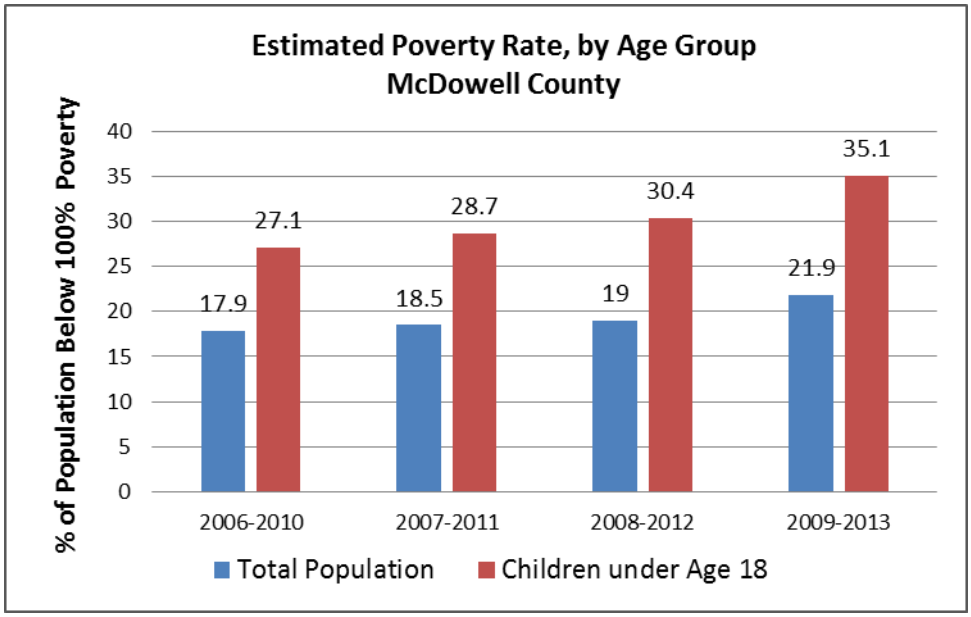
Source: US Census Bureau

The proportions of McDowell County renters and mortgagees spending above the 30% threshold increased 34% between 2006–2009 and 2009–2013.

In McDowell County over the period cited, lower proportions of renters and mortgage holders spent >30% of household income on housing than the WNC or NC averages.

In McDowell County as in much of NC, children suffer significantly and disproportionately from poverty.

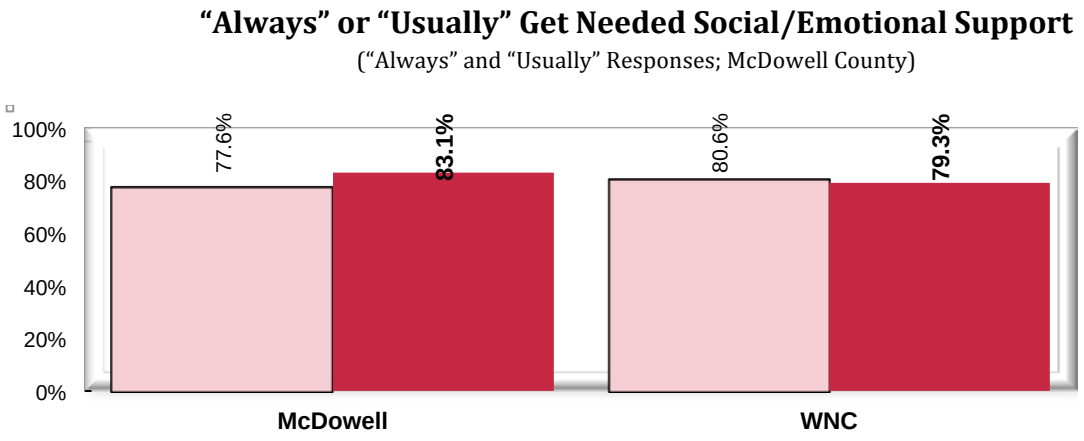
In McDowell County the estimated poverty rate among children under age 18 ranged from between 51% to 60% higher than the overall rate throughout the period cited.



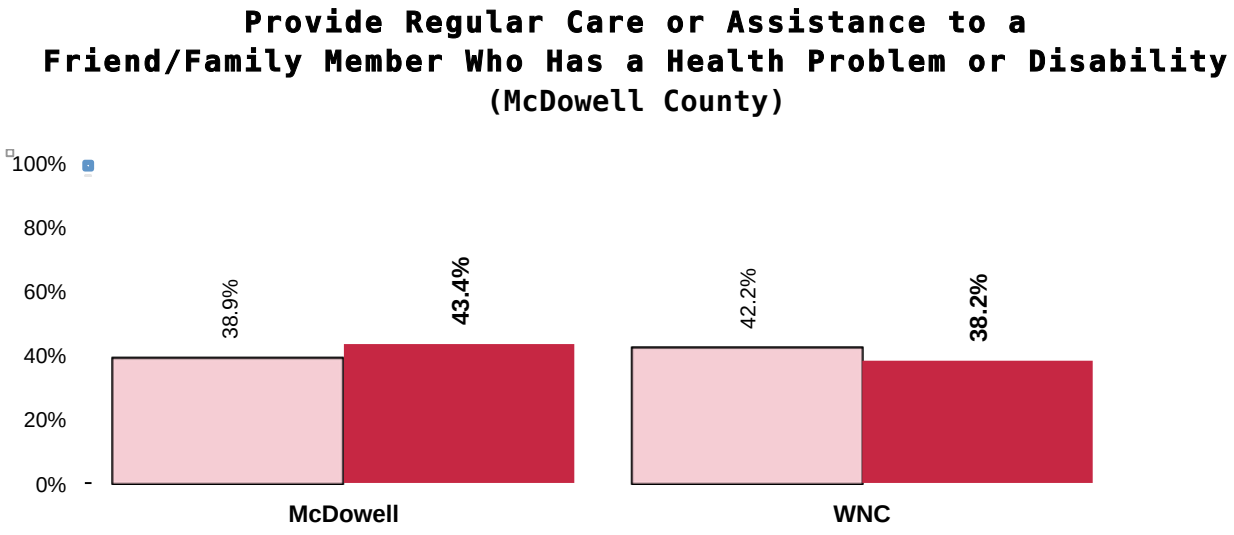
Source: US Census Bureau

Family & Social Support

The Healthy Community Survey 2015 indicates that more people feel they are getting the social and emotional help they need than in previous years.



Source: PRC Healthy Communities Survey 2015



Source: PRC Healthy Communities Survey 2015

Chapter 5 – Health Data Findings Summary

Mortality Data

This section describes the mortality for the 15 leading causes of death, as well as mortality due to four major site-specific cancers. The list of topics and the accompanying data is derived from the NC SCHS County Health Data Book. Unless otherwise noted, the numerical data are age-adjusted and represent overlapping five-year aggregate periods.

The table below compares the mean rank order of the 15 leading causes of death in McDowell County and NC for the five-year aggregate period

of 2009–2013. According to these data, people in McDowell County have a higher mortality than the population statewide for ten of the thirteen leading causes of death for which there are stable county rates. The only causes of death for which mortality rates are lower in McDowell County than in NC are Alzheimer's disease, kidney disease and septicemia.

Leading Causes of Death

Age-Adjusted Rates (2009-2013)	McDowell No. of Deaths	McDowell Mortality Rate	Rate Difference from NC
1. Diseases of the Heart	530	183.8	+8.0%
2. Cancer	535	181.5	+5.0%
3. Chronic Lower Respiratory Disease	187	63.3	+37.3%
4. Cerebrovascular Disease	144	51.6	+18.1%
5. All Other Unintentional Injuries	81	32.5	+10.9%
6. Diabetes Mellitus	94	32.4	+49.3%
7. Alzheimer's Disease	72	25.5	-11.8%
8. Pneumonia and Influenza	60	21.0	+17.3%
9. Nephritis, Nephrotic Syndrome, Nephrosis	47	16.3	-7.4%
10. Suicide	36	15.6	+27.9%
11. Unintentional Motor Vehicle Injuries	36	15.1	+10.2%
12. Chronic Liver Disease and Cirrhosis	37	12.3	+29.5%
13. Septicemia	34	11.7	-15.2%
14. Homicide	8	3.8	-34.5%
15. AIDS	0	0.0	n/a

Source: NC Center for Health Statistics

Leading Causes of Death: Gender Comparison

McDowell County Rank by Descending Overall Age-Adjusted Rate (2009-2013)	Rate Among Males	Rate Among Females	% Male Rate Difference from Females
1. Diseases of the Heart	247.7	130.5	+89.8%
2. Cancer	222.1	149.9	+48.2%
3. Chronic Lower Respiratory Disease	82.0	51.0	+60.8%
4. Cerebrovascular Disease	57.1	48.0	+19.0%
5. All Other Unintentional Injuries	32.6	32.3	+0.9%
6. Diabetes Mellitus	33.0	31.2	+5.8%
7. Alzheimer's Disease	n/a	28.7	n/a
8. Pneumonia and Influenza	23.6	20.1	+17.4%

Source: NC Center for Health Statistics

The table above show the males compare unfavorably to females in seven gender-stratified leading causes of death. Because this data shows a significant gender disparity, more local data should be reviewed to better understand utilization of preventive care such as medical check-ups and screening events

Data on life expectancy

For persons born in 2011-2013, life expectancy among comparator jurisdictions is longest overall and among all stratified groups at the state level. Life expectancy among comparators is lowest in McDowell County overall and among males, females and whites.

County	Overall	Sex		Race	
		Male	Female	White	African-American
McDowell	76.8	74.3	79.4	76.7	75.5
WNC (Regional) Arithmetic Mean	77.7	75.3	80.2	77.9	75.2
State Total	78.2	75.7	80.6	78.8	75.9

Health Status & Behaviors

The table below shows that while McDowell County mortality rates have decreased over time for three of the four major site-specific cancers, mortality has increased for colorectal cancer.

Site-Specific Cancer Trends McDowell County
Incidence: 1999-2003 to 2008-2012
Mortality: 2002-2006 to 2009-2013

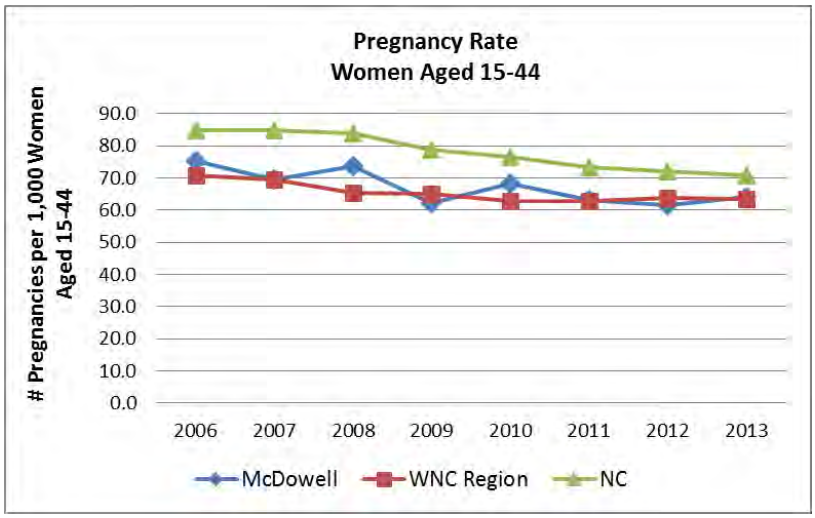
Cancer Site	Parameter	Overall Trend Direction
Lung Cancer	Incidence Mortality	▲ ▼
Prostate Cancer	Incidence Mortality	▲ ▼
Breast Cancer	Incidence Mortality	▲ ▼
Colorectal Cancer	Incidence Mortality	▲ ▲

Source: Sheila Pfaender, Public Health Consultant; based on data from NC State Center for Health Statistics

Maternal & Infant Health

Pregnancy Rates

The total pregnancy rates in WNC and NC have fallen overall since 2007, but appear to have stabilized recently. The total pregnancy rate in McDowell County was more variable, but approximated the same pattern as WNC.



Source: NC State Center for Health Statistics

The infant mortality rate in McDowell County, once higher than the state or regional averages, appears to have decreased significantly.

Teen Pregnancy & Smoking During Pregnancy

Although the corresponding graph is not shown here, the teen pregnancy rates in McDowell County, WNC and NC have fallen significantly since 2007, and appear to be falling still in each jurisdiction.

The percentage of women who smoked during pregnancy in all three jurisdictions did not improve significantly between 2008 and 2013. The 2013 figure for McDowell County was actually higher than the 2008 figure.

Among comparators, McDowell County had the highest proportion of pregnant women who smoked in every year cited. That rate was 23.6% pregnant women who smoked during pregnancy in 2013.

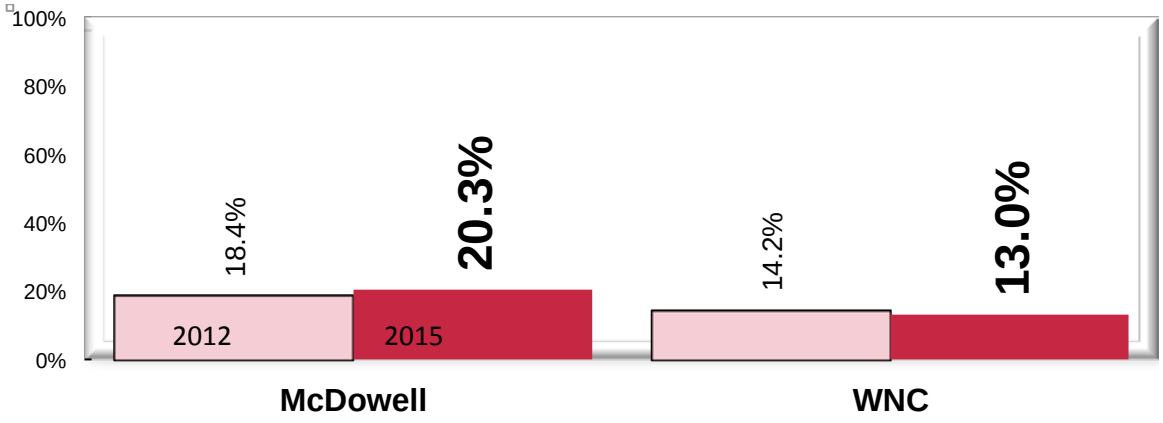
Smoking during pregnancy increases the risk of complications including: miscarriage, early delivery, low-birth weight.

Chronic Disease (including cardiovascular disease and cancer)

Heart Disease is the leading cause of death in McDowell County. The mortality rate for heart disease is 183.8. This is 8% higher than the rate in North Carolina.

According to the age-adjusted rates from the aggregate period of 2009-2013, people in McDowell County have higher mortality rant the population statewide for ten of the thirteen leading causes of death.

>7 DAYS OF POOR MENTAL HEALTH IN THE PAST MONTH (MCDOWELL COUNTY)



Sources: • PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 83]
Notes: • Asked of all respondents.

> *We have some help but not enough for community members who have mental health issues. In response, members do not get the help that is needed. It may be because they do not think that they need help or they do not have the money or they will not accept treatment. -* McDowell County Community/Business Leader

Clinical Care & Access

Access to comprehensive, quality health care services is important for the achievement of health equity and for increasing the quality of a healthy life for everyone. It impacts: overall physical, social and mental health status; prevention of disease and disability; detection and treatment of health conditions; quality of life; preventable death and life expectancy.

Access to health services means the timely use of personal health services to achieve the best health outcomes. It requires three distinct steps: 1)gaining entry into the health care system; 2) accessing a health care location where needed services are provided; 3) finding a health care provider with whom the patient can communicate and trust (DHHS 2010).

Health Insurance

The percent uninsured adults age 18–64 in WNC and NC increased between 2009 and 2010 but have decreased since. In McDowell County the percent uninsured adults was more variable, but was lower in 2013 than in 2009. The WNC Region had the highest percent uninsured among comparators in both age groups in every year cited.

In all comparator jurisdictions the age group 0–18 has a significantly lower percentage of uninsured than the adult age group, due at least partly to their inclusion in NC Health Choice.

McDowell County had the lowest proportion of uninsured youth in every year cited.

Percent of Population Without Health Insurance by Age Group

County	2009		2010		2011		2012		2013	
	0-18	18-64	0-18	18-64	0-18	18-64	0-18	18-64	0-18	18-64
McDowell County	8.8	24.0	7.5	23.8	6.7	20.9	7.3	23.8	6.3	21.9
WNC Region	**9.9**	**24.2**	**9.7**	**26.0**	**9.1**	**25.2**	**9.3**	**25.4**	**8.6**	**25.0**
State of NC	8.7	21.9	8.3	23.5	7.9	23.0	7.9	23.4	6.9	22.5

Source: US Census Bureau

Health Provider Ratios

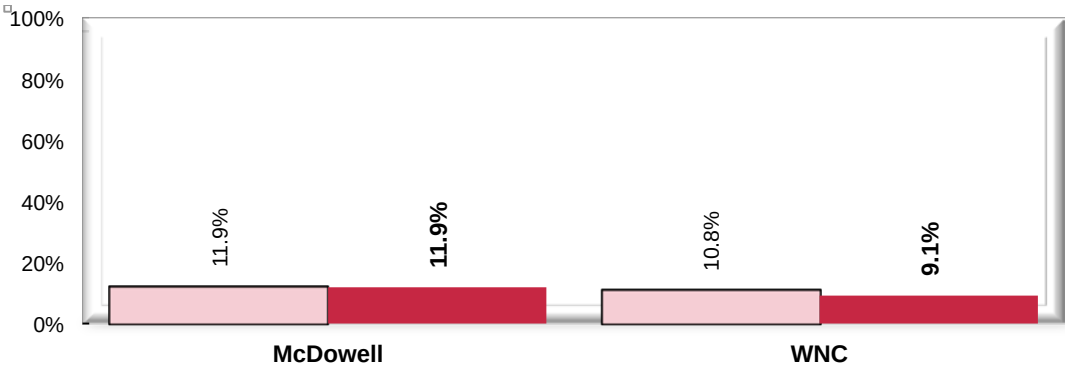
In 2012 McDowell County had the lowest ratio among comparators in every category of active health professional cited. The national ratios were highest among comparators for physicians, primary care physicians, and dentists. The state ratios were highest among comparators for registered nurses and pharmacists.

Number of Active Health Professionals per 10,000 Population

County	2012				
	Physicians	Primary Care Physicians	Dentists	Registered Nurses	Pharmacists
McDowell County	9.49	6.62	2.21	57.41	6.18
WNC (Regional) Arithmetic Mean	14.29	6.84	3.61	76.94	7.97
State Ratio	22.31	7.58	4.51	**99.56**	**10.06**
National Ratio (date)	**23.0** (2011)	**8.1** (2011)	**5.3** (2012)	91.6 (2012)	9.1 (2012)

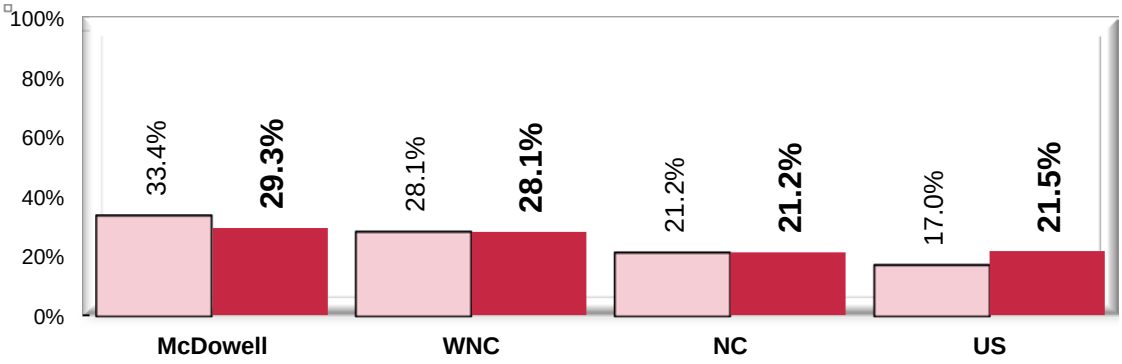
Sources: Cecil G. Sheps Center for Health Services Research, US Census Bureau, and US Bureau of Labor Statistics

Was Unable to Get Needed
Medical Care at Some Point in the Past Year
(McDowell County)



Sources: • PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 86]
• Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
• PRC National Health Surveys, Professional Research Consultants, Inc.
Notes: • Asked of all respondents.

Limited in Activities in Some Way
Due to a Physical, Mental, or Emotional Problem



Sources: • PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 86]
• Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
• PRC National Health Surveys, Professional Research Consultants, Inc.
Notes: • Asked of all respondents.

> *Lack of access to care is a key issue in the community. - McDowell County Community/Business Leader*

> *Availability and access of services in combination with the supposed stigma of accessing these types of services. - McDowell County Community/Business Leader*

At Risk Populations

Low-income, uninsured adults and children are at-risk populations tha we are focusing on.

Chapter 6 – Physical Environment

The environment in which people live and work affects their health. Contaminants in water and air can have adverse health consequences. Both short-term and chronic exposure to pollution can be serious health risks.

Air Quality

Air pollution from ozone can lead to respirator symptoms, disruption in lung function, and inflammation of airways.

Air Quality Index (AQI) Summary, McDowell County, 2014

AQI Measurements (227 days)

194 days with "good" air quality

32 days with "moderate" air quality

1 day with "unhealthy for sensitive groups" air quality

Small particulate matter (PM2.5) was present at the level of "pollutant" on all 227 monitored days.

Toxic Release Inventory (TRI), McDowell County, 2013

McDowell County ranks 60th highest among the 86 NC counties reporting TRI releases.

In 2013, 40,223 pounds of TRI releases were recorded for McDowell County. (For comparison, New Hanover County had the highest level of releases in the state: 5.2 million pounds.)

In 2013 there were four McDowell County manufacturing facilities that reported TRI releases: Baxter Healthcare Corporation in Marion; Columbia Forest Products in Old Fort; Ethan Allen Operations, Inc. in Old Fort; and Baldor Electric Company in Marion.

The TRI chemical released in highest quantity was Di(2-Ethylhexyl) Phthalate (40,160 pounds); the whole quantity was released by Baxter Healthcare.

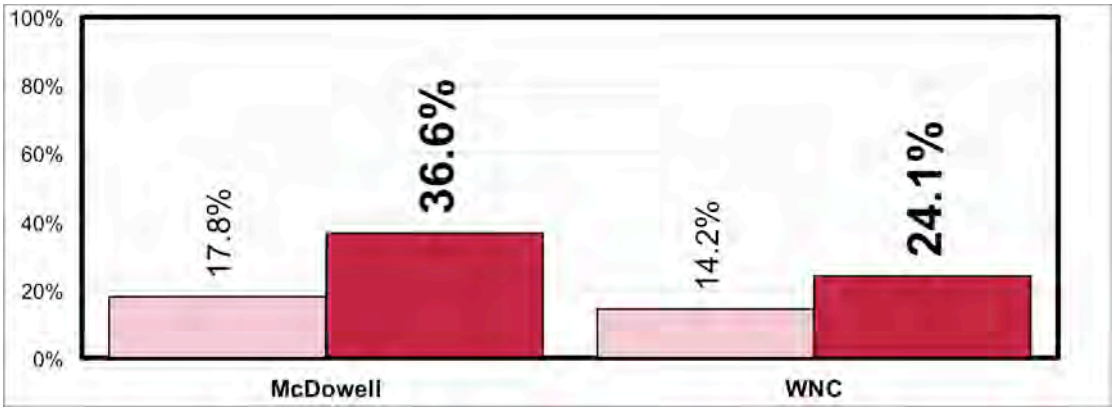
Indoor Air Quality and Secondhand Tobacco Smoke Exposure

Tobacco smoking has long been recognized as a major cause of death and disease, responsible for hundreds of thousands of deaths each year in the U.S. Smoking is known to cause lung cancer in humans and is a major risk factor for heart disease. However, it is not only active smokers who suffer the effects of tobacco smoke. Non-smokers who breathe in secondhand smoke take in nicotine and other toxic chemicals just like smokers do. The more secondhand smoke that is inhaled, the higher the level of these harmful chemicals will be in the body. (American Cancer Society 2011).

The chart below indicates that 36.6% of McDowell County Employees surveyed reported breathing someone else's cigarette smoke at the workplace during the past week. This is much higher than the self-reported rate in 2012.

Have Breathed Someone Else's Cigarette Smoke at Work in the Past Week

(Among Employed Respondents; McDowell County)



Source: PRC Healthy Communities Survey

Water

Water pollution has been linked to both acute poisoning and chronic effects. The source from which the public gets its drinking water is a health issue of great importance.

National Pollutant Discharge Elimination System (NPDES) Permits in McDowell County (2015)

There are at present 14 permits issued in McDowell County that allow municipal, domestic, or commercial facilities to discharge products of water/wastewater treatment and manufacturing into waterways.

1 is a large, municipal wastewater treatment facility

1 is a small, municipal wastewater treatment facility

1 is a water treatment plant

3 are commercial industrial facilities

8 are domestic wastewater producers

McDowell County Drinking Water *Systems* February, 2014

Community Water Systems include municipalities, subdivisions and mobile home parks. Community Water Systems are subject to water quality standards and are considered to be "safe".

- Community water systems in McDowell County serve an estimated 13,954 people, or 31% of the 2010 county population. The remaining residents are presumably served by wells or by some other source, such as springs, creeks, rivers, lakes, ponds, and cisterns.

Access to Recreational Facilities

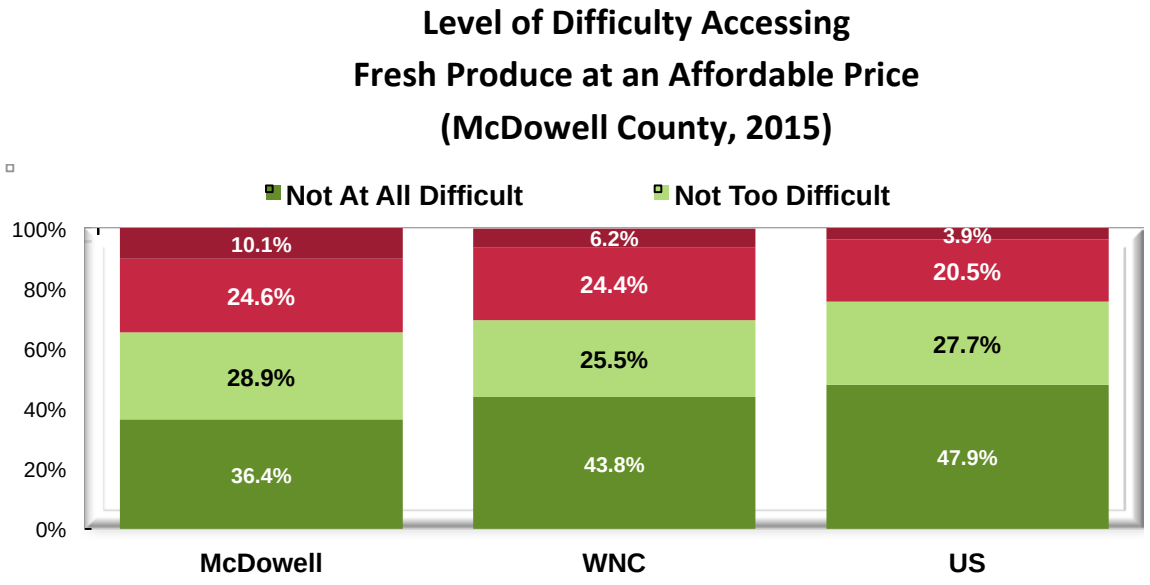
Survey respondents were asked whether they feel it is important for community organizations to explore ways to increase the public's access to physical activity spaces during off-times, as well as whether it is important for communities to improve access to trails, parks, and greenways.

Access to Healthy Food & Places

Overweight and obesity pose significant health concerns for both children and adults in McDowell County. Excess weight increases an individual's risk of developing type 2 diabetes, high blood pressure,

heart disease, certain cancers and stoke. Increased physical activity and improved nutrition are among the main factors that can help people reach and maintain a healthy weight. Having easy access to healthy affordable food is a key to improving nutrition and achieving a healthy weight status.

The graphic below reveals that 34.7% of McDowell County residents reported that is was “difficult” or “very difficult” to access fresh produce at an affordable price.



Source: PRC Healthy Communities Survey 2105

McDowell has very limited resources to aid those in emergency situations. Mental health episodes that create negative outcomes for the person could also have been preventable, not always, if there was earlier intervention by family of co-workers. - McDowell County Public Health Representative

Chapter 7– Health Resources

Health Resources

McDowell County CHA partners in the Health Department, Hospital and Health Coalition worked together to review the current Health Resources provided through the 2-1-1 community tool. The Dashboard on 211 calls and community needs can be accessed here: www.211counts.org.

2-1-1 is a health and human services referral line available 24/7 to speakers of many languages. 2-1-1- is confidential, free and accessible by phone or iPhone app. The local resource listings can be found in Appendix D. You may also call Marla Browne, 2-1-1 Director at (828) 239-1037.

Findings

We noticed some outdated information and we reported back gaps to 2-1-1 and updated information, so that community tool (2-1-1) continues to serve as the updated resource list accessible via phone and web 24/7.

Resource Gaps

There is very limited public transportation in McDowell County. This poses a gap for those needed transportation to access care and childcare for themselves and their families.

Additionally, a glaring gap exists in the underfunding of the Public Health System through local governance ad valorum taxes. The Public Health System plays a critical role as convener of partners and as advisor and implementer of community level programs and policies to enhance community health. However, the Public Health System remains woefully underfunded to perform at optimal levels.

Finally, Key Informants frequently mentioned limited access to mental health care providers.

> *Mental health is a major issue due to limited access to providers and high staff turnover in provider practices. Lack of medical coverage or lack of ability to pay deductible hinders people as well. Economic hardship of the community contributes to depression, substance abuse and lack of proper medical and mental health care. - McDowell County Community/Business Leader*

Chapter 8 – Identification of Health Priorities

Health Issue Identification

Process

To identify the significant health issues in our community, our key partners reviewed data and discussed the facts and circumstances of our community. We used the following criteria to identify significant health issues:

- County data deviates notably from the region, state or benchmark
- Significant disparities exist
- Data reflects a concerning trend related to burden, scope or severity
- Surfaced as a priority community concern

Identified Issues

The following health issues were surfaced through the above process:

Tobacco Use 1: McDowell has high rates of current smokers (29%).

Smoking During Pregnancy 2: The percentage of women who smokes during pregnancy to 23.6%.

Exposure to Secondhand Smoke 3: 36% of employed respondents say that they have breathed someone else's smoke at work during the past week.

Diabetes 4: There is a rising prevalence of diabetes in McDowell.

Overweight & Obese 5: The prevalence of adult overweight & obesity in McDowell is among the highest in the WNC region at 72%.

Substance Abuse 6: The rate of binge drinking rose significantly.

Injury Mortality 7: The rate for unintentional poisoning is 24.1% with 96% of those deaths due to medication or drug overdoses.

Healthy Eating 8: 35% of respondents said that accessing fresh produce at an affordable price was difficult or very difficult.

Poverty 9: The median household income is $35,297. That is $11,037 below the state average.

Childhood Poverty 10: Children suffer significantly and disproportionately from poverty with a rate of 35.1% in McDowell.

Priority Health Issue Identification

Process

A data presentation was given to the McDowell Health Coalition Board of Directors on October 12, 2015. Board members were given an opportunity to give feedback about key issues. Three Action Teams were given data presentations and asked to comment on their perceptions of health priorities.

On December 1, 2015, a three-county Health Prioritization Advisory Team met to determine health priorities for each county: Rutherford, Polk and McDowell.

During our group process, the following criteria were used to select priority health issues of focus for our community over the next three years:

- **Relevance – How important is this issue? We looked at the size and severity of the problem with a focus on equity. We considered the urgency and the level of community concern. Is this linked to other important issues?**
- **Impactful – What will we get out of addressing this issue? Are there available and proven strategies to improve this? Does this build on current work? Are there significant consequences of not addressing this issue now?**
- **Feasible – Can we adequately address this issue? We considered the availability of resources including staff, partners, time, and money. Can we identify easy short term wins? Do we have political capacity and will and is it ethical to address this priority? Will it be acceptable to our community?**

Identified Priorities

The following priority health issues are the final community-wide priorities for our county that were selected through the process described above:

- **Tobacco Use was selected because of high rates of lung cancer incidence and prevalence, a COPD rate of 18.8% and a current smoking rate of 29%. The Rutherford Polk McDowell District Health Department is working on Tobacco related issues in its Healthy Communities work. The McDowell Hospital has been consistently working with the Health Department and the McDowell Health Coalition to promote smoking cessation through the NC Quitline and local classes. The McDowell Technical Community College recently implemented a Tobacco Free Campus policy and other local partners are open to expanding local Tobacco Free policies wherever possible.**

- **Built Environment & Active Living was selected because there is strong desire among local partners to build upon the work already underway in this area. The data clearly indicates a need for a cultural shift toward becoming more physically active throughout the McDowell population.**

  With over 70% of McDowell County residents not at a healthy weight, increasing opportunities for physical activity is a winning strategy for working on the community level to increase rates of residents at a healthy weight.

  Playgrounds, parks and greenways are very appropriate in McDowell County where most residents espouse family values. Many faith communities are interested in motivating their members to be more active. Several local churches have installed new playgrounds with shared use agreements.

  At the worksite, recent Worksite Wellness survey showed the need for worksite health promotion. A new Worksite Health Promotion Coordinator will be hired by the McDowell Health Coalition to help to implement the interventions suggested by the recent survey. You may read the details of the survey in the appendix.

Substance Abuse was selected because there are two active Work Groups that have been diligently working on strategies to address substance abuse – one among adults and the other among youth. These Work Groups would like to build upon their existing interventions and expand into more work on the community level.

> *In McDowell County, the poor economy, lack of job opportunities, poverty, household disruption, all contribute to the problem to substance abuse. Children who are raised in homes that have been affected by drug abuse are more likely themselves to be victims of the substance abuse epidemic as well. - McDowell County Physician*

Data shows that binge drinking and illicit drug use are health risks in McDowell that need to be addressed. The rate of unintentional injury deaths due to drug overdose are very high in comparison to regional and state rates.

PRIORITY ISSUE #1 TOBACCO USE

Tobacco is the single most preventable cause of death and disease in the United States. Each year, approximately 443,000 Americans die from tobacco-related illnesses. For every person who dies from tobacco use, 20 more people suffer with at least one serious tobacco-related illness. In addition, tobacco use costs the US $193 billion annually in direct medical expenses and lost productivity. Preventing tobacco use and helping tobacco users quit can improve the health and quality of life for Americans of all ages. People who stop smoking greatly reduce their risk of disease and premature death. Benefits are greater for people who stop at earlier ages, but quitting tobacco use is beneficial at any age.

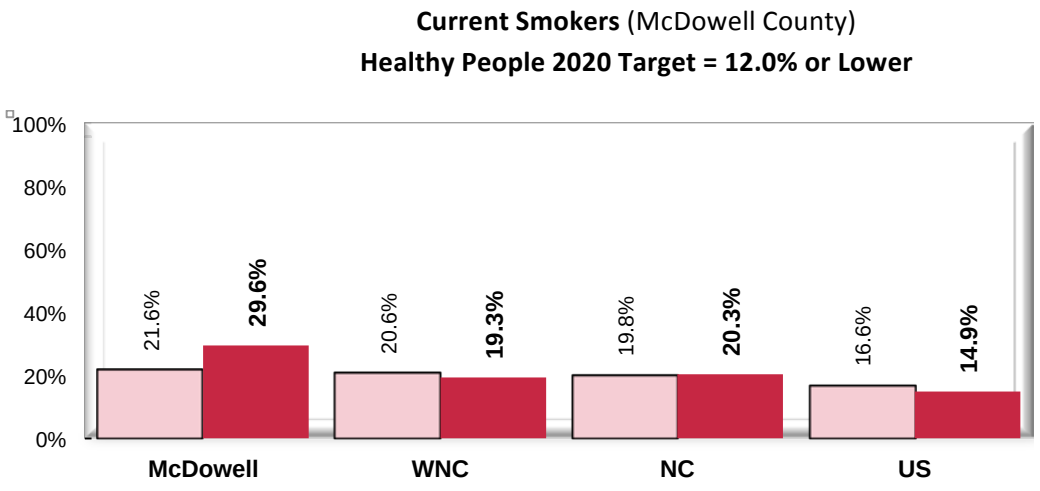
Significant disparities in tobacco use exist geographically; such disparities typically result from difference among state in smoke-free protections, tobacco prices and program funding for tobacco prevention(DHHS 2010). The reduction of Public Health Education and Health Promotion staff in 2012 due to budget cutbacks at the state level, seems to correlate with a significant increase in current smokers in McDowell in 2015 as compared to 2012 rates. The rates of using vapor products and smoking during pregnancy have been trending upward in McDowell in recent years as well.

Health Indicators

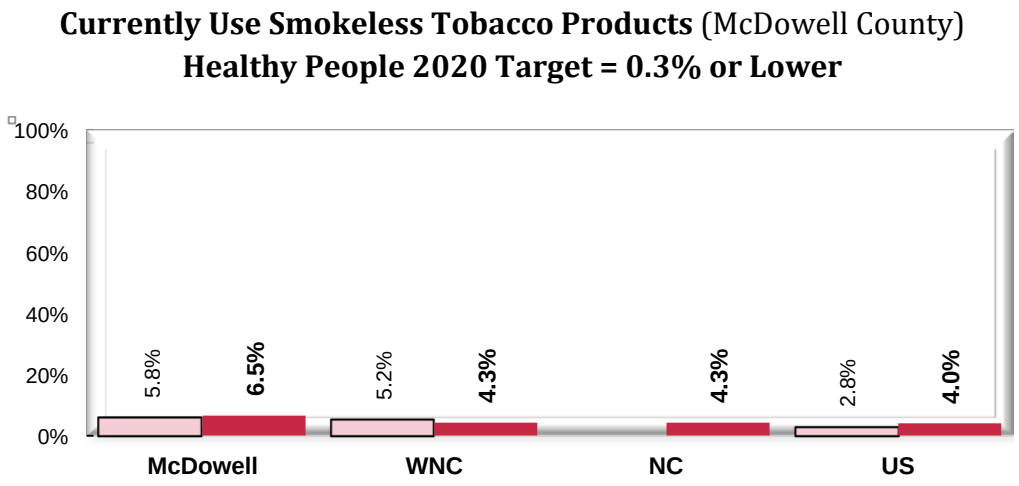
Chronic Lower Respiratory Disease is 3rd leading causes of death. Rate is 37% higher than the NC state rate. Incidence of lung cancer is trending upward. The Incidence and mortality rates of color rectal cancer are trending upward.

Tobacco and nicotine is a highly addictive substance that can cause cancer and other health ailments. It is also one of the more costly problems to employers which is passed on to other employees and consumers. This is one of the easiest items we could prevent and yet lack of policy enforcement and development, particularly around smokeless tobacco products, has aided in the rise of smokeless tobacco use. – McDowell County Public Health Representative

The rate of current smokers was 29% in 2015. 21.8% in 2012. The Healthy People 2020 Target is 12% or lower.



Source: 2015 PRC Community Health Survey



Source: 2015 PRC Community Health Survey

Electronic Nicotine Delivery Systems (ENDS)

Electronic nicotine delivery systems (ENDS) are more commonly called e-cigarettes and vapor products. The use of ENDS is rising rapidly among youth in the U.S. and in McDowell County.

In May 2015, 9.1% McDowell adults reported using ENDS. In the U.S. nearly 2.5 million middle school and high school students were ENDS users in 2014. Among high school students, that includes roughly 1 in

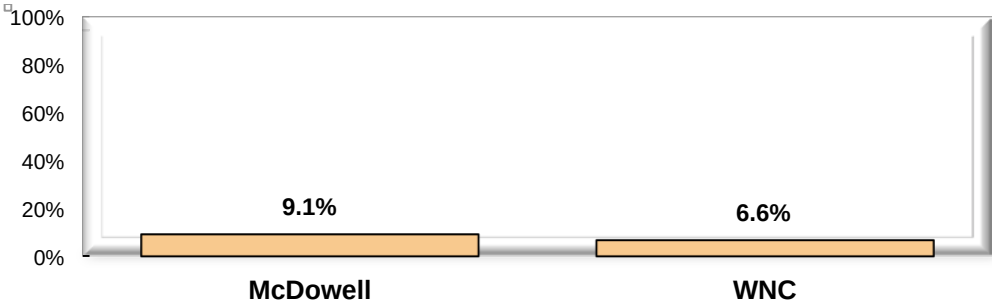
every 7 high school students reporting using ENDS within the past 30 days.

From 2011 to 2014, the use of e-cigarettes among high school students increased from 1.5% to 13.4% in the U.S. Youth use of nicotine in any form, including ENS, is unsafe. Nicotine is a highly addictive substance.

Because the adolescent brain is still developing, nicotine use during adolescence can disrupt the formation of brain circuits that control attention, learning and susceptibility to addiction.

Most adult ENDS users also smoke conventional cigarettes, which is referred to as "dual use".

Currently Use E-Cigarettes (McDowell County Adults, 2015)



Source: 2015 PRC Community Health Survey

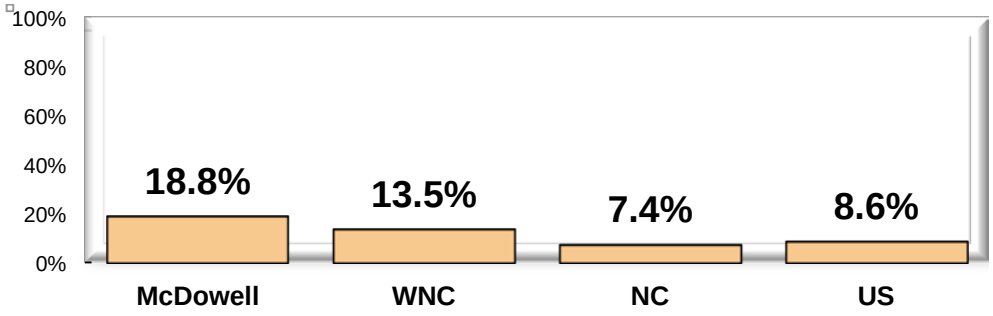
Chronic Obstructive Pulmonary Disease (COPD)

The self reported rate for Chronic Obstructive Pulmonary Disease (COPD) is 18.8% in 2015.

> Many residents of our community are tobacco users. As a result, there is a large burden of COPD in the community and amongst the children of these households, they must endure the health consequences of second hand smoke. Children are seen with wheezing, asthma and simple viral upper respiratory infections that are worsened by their exposure to tobacco products.
> *McDowell County Physician*

Prevalence of Chronic Obstructive Pulmonary Disease (COPD)

McDowell County 2015

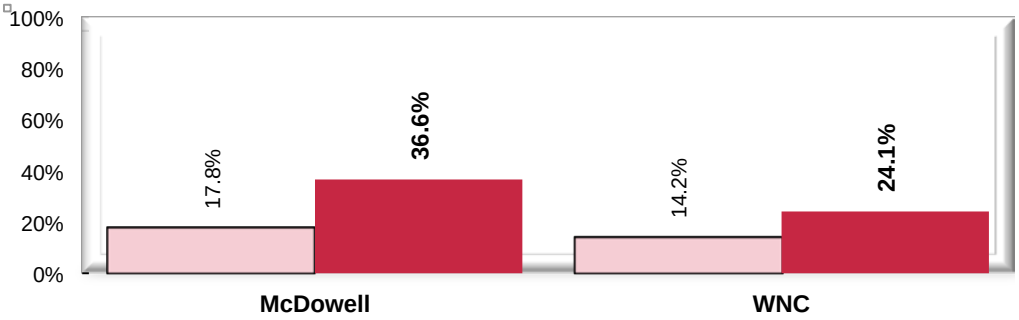


Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 23] ● Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data..2013 PRC National Health Survey, Professional Research Consultants, Inc. Notes: Asked of all respondents. Includes those have ever suffered from or been diagnosed with COPD or chronic obstructive pulmonary disease, including bronchitis or emphysema.

Among employed respondents in McDowell, 36.6% have breathed someone else's cigarette smoke at work in the past week in May 2105. That is considerably higher than the rate of 17.8% in 2012.

Have Breathed Someone Else's Cigarette Smoke at Work in the Past Week

(Among Employed Respondents; McDowell County)



Source: 2015 PRC Community Health Survey

Secondhand Smoke Data Highlights

- **61.9% Believe it is important that public walking/biking trails are 100% tobacco-free.**

"There should be a local law in my county that prohibits the use of tobacco in all indoor public places." Agree (38.2%) and strongly agree (43.7%) = 81.9% total.

Understanding the Issue - Local Conditions and Local Opinion

Tobacco use is top concern for Key Informants with 73% saying it is a major problem and 27% saying it is a moderate problem. Among those rating this issue as a "major problem," reasons frequently related to the following:

Addiction

"Tobacco and nicotine is a highly addictive substance that can cause cancer and other health ailments. It is also one of the more costly problems to employers which is passed on to other employees and consumers. This is one of the easiest items we could prevent and yet lack of policy enforcement and development, particularly around smokeless tobacco products, has aided in the rise of smokeless tobacco use." - McDowell County Public Health Representative

Respiratory Disease

"Smoking continues to be a problem in McDowell County, which leads to respiratory diseases for smokers. It also has the potential to impact others with respiratory diseases who are in close proximity to a smoker. Smoking is another poor health behavior that leads to respiratory disease that is passed down from one generation to the next. If the behavior is changed then it would lead to a reduction in the number of respiratory cases in McDowell County."

– McDowell County Community/Business Leader

"Lack of understanding in the long-term health problems associated with tobacco use." – McDowell County Other Health Provider

Culture

"This community was raised on tobacco, which was one of North Carolina's largest exports and families have been teaching each generation how to smoke."

– McDowell County Community/Business Leader

"There are still many public places in McDowell County that allow smoking and businesses are afraid to prevent people from smoking because they might lose business. It is hard to change a culture overnight." McDowell County Community/Business Leader

Easy Access to Tobacco Products

"Easy access to many different forms of tobacco promote this endemic problem in McDowell County. " McDowell County – Physician

Specific Populations At-Risk

Pregnancy Risk Factors - Smoking During Pregnancy

County	2011	2012	2013
McDowell County	**21.6**	**19.6**	**23.6**
WNC Region	20.1	19.2	19.4
State of NC	10.9	10.6	10.3

Source: NC State Center for Health Statistics, Vital Statistics Volume

Health Resources available/needed

McDowell Hospital offers smoking cessation classes. The Rutherford Polk McDowell District Health Department offers 5As Brief Cessation Counseling Training to Health Care and Human Service Providers through the Healthy Communities Program.

To establish policy changes aimed at supporting tobacco free spaces, McDowell County works closely with Karen Caldwell, MS, Regional Tobacco Control Manager, Tobacco-Free WNC Coalition, Division of Public Health, Tobacco Prevention and Control Branch, North Carolina Department of Health and Human Services.

NC Quitline Referral Program is used by the McDowell Health Department, McDowell Hospital and community partners working in substance abuse treatment and mental health treatment and counseling.

A media campaign was launched by RPMHD in 2015 to promote NC Quitline use. As funds allow, radio and television Public Service Announcements are purchased to promote smoking cessation in general and to promote use of the NC Quitline. More Tobacco Prevention Education in schools is needed. While some Tobacco Prevention Education is covered in ninth grade through the Healthful Living Curriculum, the community has expressed a need for more education throughout all grade levels.

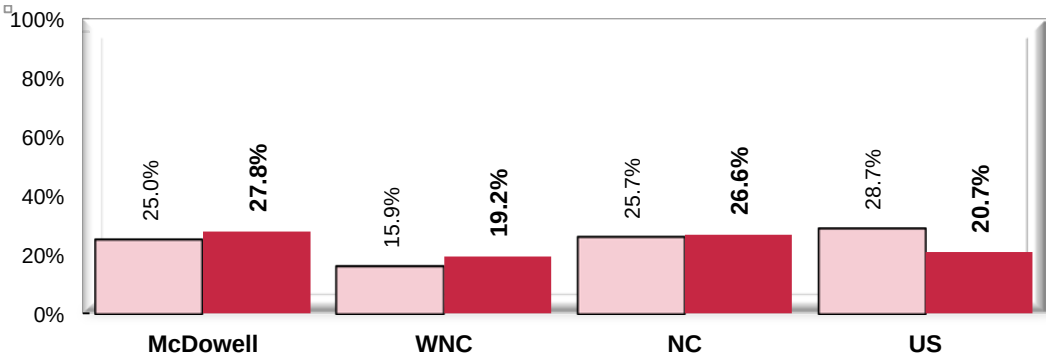
Priority Issue #2 Built Environment & Active Living

The term "built environment" refers to the human-made surrounding that provide the settling for human activity, ranging in scale from buildings and parks or green space to neighborhoods and cities. The McDowell Health Department and the McDowell Health Coalition have been working to expand opportunities to increase physical activity through the built environment. These efforts include healthy food access, community gardens, "walkability" and bikability", new playgrounds and community plans to improve recreation areas.

An increased level of physical activity among children and adults reduces the risk of many chronic diseases including diabetes, heart disease, stoke and obesity. Strategies and improvements are focused on increasing physical activity among low-income families and children especially those living in rural areas that are currently "activity deserts".

McDowell adults reporting No leisure-time physical activity in the past month = 27.8%. In 2012 it was 25%.

No Leisure-Time Physical Activity in the Past Month



Source: PRC Healthy Communities Survey 2105

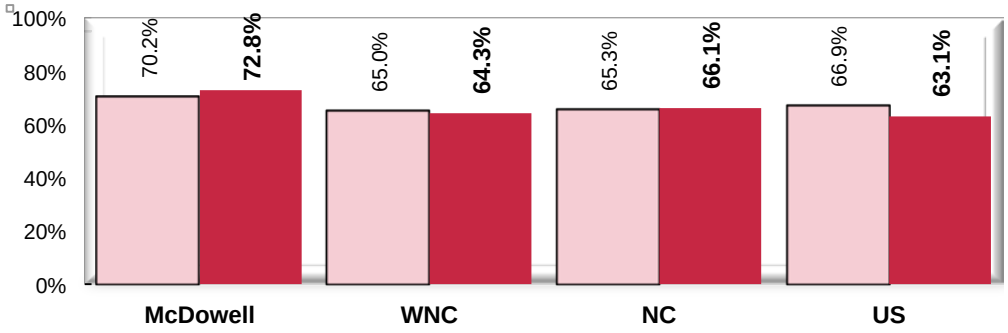
Overweight and Obesity

The recent survey data clearly indicates that overweight and obesity is a problem among adults and children in McDowell County. The prevalence of overweight and obesity in McDowell continues to rise. In 2012 70.2% of McDowell adults self-reported a body mass index placing them at overweight or obese. In 2015, that percentage rose to 72.8% percent of McDowell adults with a BMI of 25.0 or higher. This rate is the highest among comparables according to the Healthy Community Survey done in May 2015 and displayed below.

These behaviors- nutritional choices and physical activity- affect several of the major health issues in McDowell and are affected by prevention initiatives. Some of these behaviors are a result of a lack of access and/or education. In cases where access is not an issue, the culture has been normed to expect the maladaptive choices when it comes to food choices and activity choices. - McDowell County Public Health Representative.

Adult Obesity (BMI over 30) was 32% in 2005-2011. WNC was 27.1%. McDowell rates are among the highest in WNC. Adults at healthy weight (BMI between 18.5-24.9) is 24.6%. In 2012 it was 29.4%. Target is 33.9% or higher.

Adult Obesity and Overweight McDowell County 2015



Source: PRC Healthy Communities Survey 2105

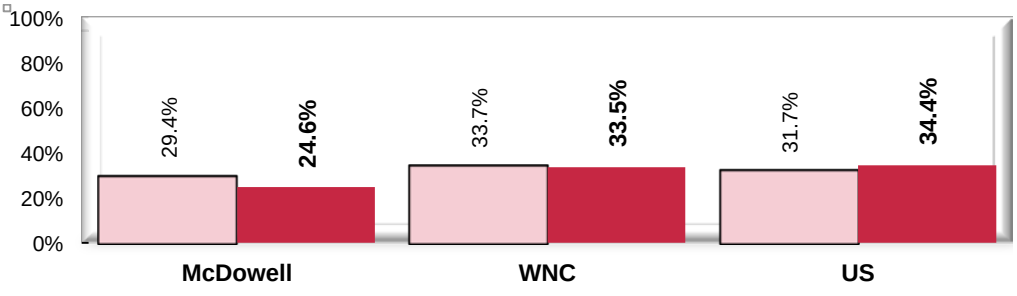
Increasing Healthy Weight Status

The percentage of McDowell adults considered to be at a healthy weight with a body mass index between 18.5 and 24 was 24.6% in May 2015 according to the Healthy Communities Survey illustrated below. This is

significantly lower than the regional rate for Healthy Weight status. The Healthy People 2020 target is 33.9% or higher.

Healthy Weight

(Percent of adults at a healthy weight with a body mass index between 18.5 and 24)



Source: PRC Healthy Communities Survey

Understanding the Issue

Specific Populations At-Risk

Income and education are related to physical activity levels. For example, individuals with the least income are the least likely to get the recommended level according to the NC State Center for Health Statistics.

For this reason, a focus on residents who experience low-income and low-education is important.

Childhood Obesity 2-4 years

There is very limited data on the prevalence of childhood obesity in McDowell County. The NC-NPASS data presented below covers only children seen in health department WIC and child health clinics and certain other facilities and programs.

According to NC-NPASS data for 2010, 12.8% of the participating children in McDowell County age 2-4 were deemed “overweight”, and an additional 9.4% were deemed “obese”. There were insufficient participants in the other age groups (5-11 and 12-18) to yield stable percentages.

Prevalence of Underweight, Healthy Weight, Overweight and Obese Children

Ages 2-4, 2010

County	Total	Underweight		Healthy Weight		Overweight		Obese	
		<5th Percentile		≥5th to <85th Percentile		≥85th to <95th Percentile		≥95th Percentile	
	#	#	%	#	%	#	%	#	%
McDowell	648	58	9.0	446	68.8	83	12.8	61	9.4
WNC (Regional) Total	6,814	316	-	4,410	-	1,139	-	949	-
WNC (Regional) Arithmetic Mean	426	20	*4.8*	276	64.5	71	*17.2*	59	*13.6*
State Total	105,410	4,935	4.7	66,975	63.5	17,022	16.1	16,478	15.6

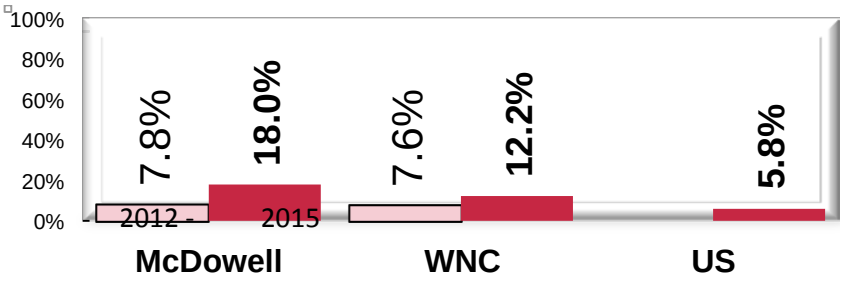
Source: NC-NPASS

Diabetes

The Prevalence of self-reported adult diabetes has been rising over time both WNC and McDowell County. In 2015, the prevalence rate was 8.3% ever diagnosed. This is lower than the self-reported rate of 9.7% in 2012 according to The PRC Healthy Communities Survey data.

The prevalence of borderline or pre-diabetes was 18% in 2015 in McDowell.

Prevalence of Borderline or Pre-Diabetes



Source: PRC Healthy Communities Survey

Food Systems Assessment

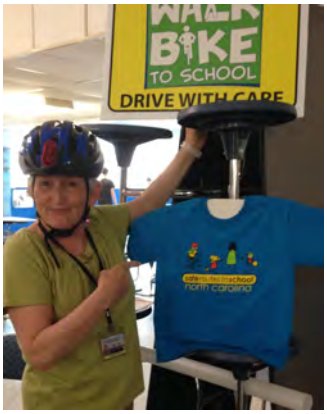
In October 2013, a group of interested individuals came together in McDowell County to discuss local food system assessments and local food policy councils. McDowell County had reached a crossroad where it order to make better decisions about our local food system, more information was necessary.

Many communities across North Carolina have performed assessments in order to better understand and overcome challenges in their local food system. In an effort to assess McDowell County's local food system, a

Community Food System Assessment was performed. An assessment is used as a tool to determine the local food system assets as well as challenges. Center for Environmental Farming Systems (CEFS) has identified food system assessments as a tool for decision-makers in food system planning.

A group of stakeholders came together in February and March 2014. The ultimate goal of the meetings was to identify goals with action items to achieve goals for our community food system. During the initial meeting, our community food system boundaries and food system assets within our community food system were defined.

In addition to the stakeholder meetings, one-on-one interviews with community stakeholders were also performed. The interviews were completed in summer 2014. Interviews were conducted with emergency food providers, farmers, food distributors, institutional food purchasers, local food vendors, local government officials, non-profits, public health experts, religious community, and restaurant owners.



Secondary data was collected for our community food system. Secondary data provided agriculture production data, food outlets, and food access.

Goals for the food system were discussed. These goals and the goals from the Local Food System Assessment were combined.

In addition to the goals, a Local Food Advisory Council is being formed with stakeholders throughout the community. A kick-off meeting was held on Friday, January 15, 2016 at the North Carolina Cooperative Extension-McDowell County Center. Molly A. Sandfoss, County Extension Director, Marion, NC 28752.

In 2014, McDowell County Government created a Comprehensive Parks and Recreation Master Plan that can be accessed from their website here: http://www.mcdowellgov.com. The Plan describes existing resources as well as plans for future improvements.

Link to Resources for Healthy Living:
link:http://www.ymcawnc.org/sites/all/themes/ymca/images/McDowellHealthCoalition.swf

Active Routes to School: Mary Smith, Region 2 Active Routes To School Coordinator E-mail: activekidswnc@gmail.com

Priority Issue #3 Substance Abuse

Substance abuse refers to a set of related conditions associated with the consumption of mind and behavior-altering substances that have negative behavioral and health outcomes. Social attitudes and political and legal responses to the consumption of alcohol and illicit drugs make substance abuse one of the most complex public health issues.

The importance of increasing prevention efforts and improving access to treatment for substance abuse cannot be overstated.

Data Highlights

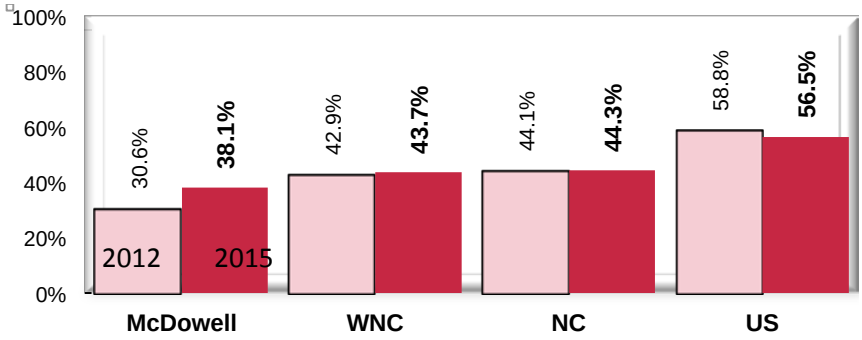
- The 5th leading cause of death in McDowell is "All Other Unintentional Injuries" which is 10.9% higher than the NC rate. ("All Other" means not by motor vehicle.)
- In the period 2009-2013, 26 McDowell residents died as a result of unintentional poisoning. The corresponding age-adjusted mortality rate is 25.1 deaths per 100,000 population by far the highest rate among comparators.
- Of the 26 unintentional poisoning deaths, 25/26 were due to medication of drug overdoses with a corresponding mortality rate of 24.1%, the highest rate among comparators.
- Methadone is a synthetic opioid usually associated with treatment for drug abuse.
- For the age group 20-39, "Unintentional injuries" was the #1 leading cause of death.
- From 2006-2013, an annual average of 6.2% of all traffic crashes in McDowell were alcohol-related. This is the same average that occurred in WNC region.
- In 2012, 20% of all fatal traffic crashes in McDowell were alcohol related.
- In 2012, the highest proportions for hospital discharges in McDowell were for:
- CVD & stroke (13%), respiratory diseases (12%), pregnancy and childbirth (10%), Injuries and poisoning (10%0, Other including mental disorders (10%).

Health Indicators Alcohol

The 2015 Community Health Survey indicates that 38.1% of McDowell County residents have had at least one alcoholic drink in the past

month compared to 30.6% in 2012. These rates have increased in the past three years, but are still the lower than state and regional rates.

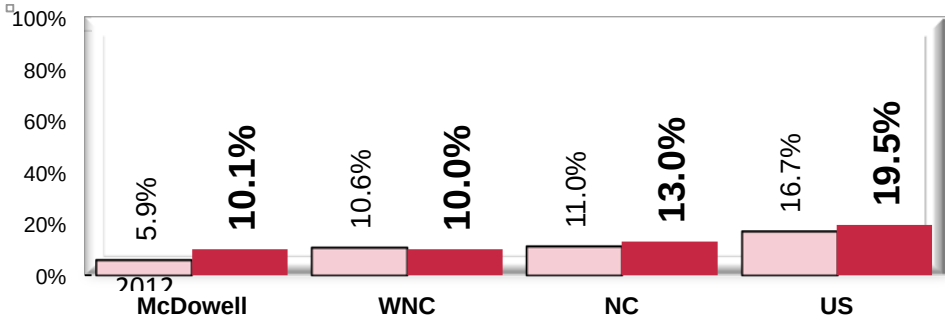
Current Drinkers (McDowell County)



Source: PRC Healthy Communities Survey 2015

In McDowell County, 10.1% self-reported binge drinking in May 2015 community survey. This rate is higher than the rate of 5.9% in 2102. The rate of self-reported binge drinking in WNC was 10% during the same period.

Binge Drinkers (McDowell County)



PRC Healthy Communities Survey 2015

Unintentional Medication/Drug Overdoses

A general characteristic of WNC is high mortality rates due to unintentional poisoning, especially by medication and drug overdose. McDowell County is one of the WNC counties with higher than regional or state average poisoning and drug overdose mortality rates. The most recent rates in McDowell County were more than 1½ times the comparable WNC rates and more than twice the state rates.

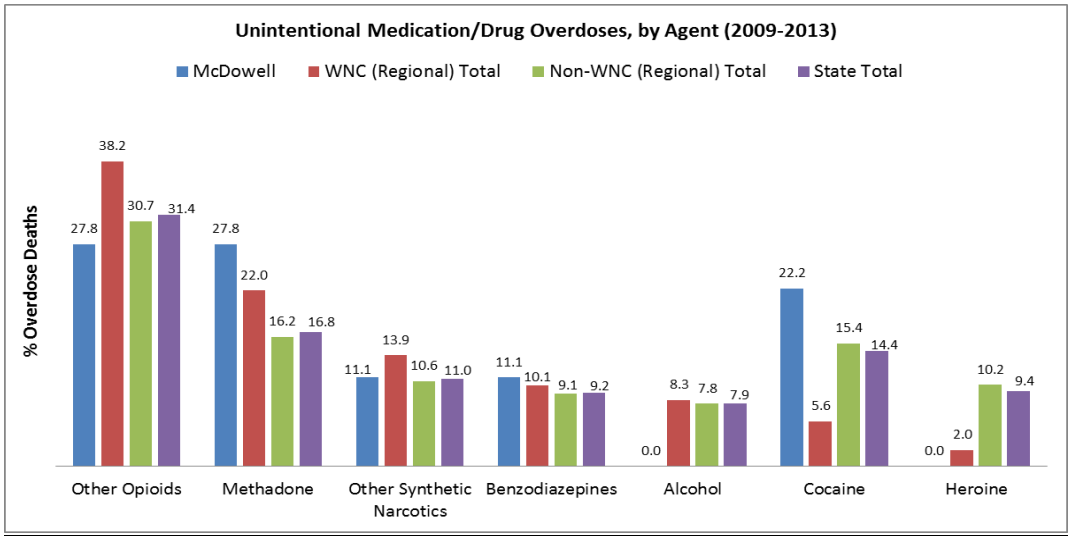
Injury Mortality - Unintentional Poisoning

County	Unintentional Poisoning Deaths for Select Locations and Percent that are Medication/Drug Overdoses (2009-2013)*			Rate of Unintentional Medication/Drug Overdose Deaths (2009-2013)**	
	#	Rate per 100,000 NC Residents	% that are Medication/Drug Overdoses	#	Rate per 100,000 NC Residents
McDowell	26	25.1	96.2	25	24.1
WNC (Regional) Total	560	14.8	90.0	506	13.3
Non-WNC (Regional) Total	4,749	10.7	91.0	4320	9.7
State Total	5,309	11.0	90.9	4826	10.0

Source: NC State Center for Health Statistics and NC DPH, Chronic Disease and Injury Section, Injury and Violence Prevention Branch

Of the 26 unintentional poisoning deaths in the county in that period, 25 (96%) were due to medication or drug overdoses. According to North Carolina Department of Public Health, Chronic Disease and Injury Section, Injury and Violence Prevention Branch and illustrated in the graph below "Other Opioids" which includes prescription pain killers (Vicodin and OxyContin, Percocet, Kadian, Avinza) and Methadone caused the highest proportions of drug overdose deaths in the period 2009–2013.

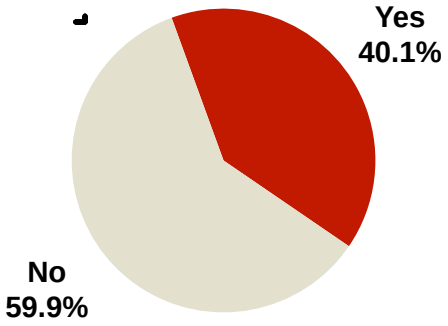
Unintentional Medication/Drug Overdoses



Source: NC DPH, Chronic Disease and Injury Section, Injury and Violence Prevention Branch

In May 2105, 60% of McDowell residents reported that they are not keeping medicine locked up so that no one else can access it. This behavior poses a threat to the medication owner and to children, family members and others who may have easy access to a potentially harmful substance. This is a behavior that could be changed through the use of medicine lock boxes.

Medicine is Kept in a Locked Place So That No One Else Can Access It



McDowell County 2015

Understanding the Issue

Substance use and abuse are major contributors to death and disability in North Carolina. Addiction to drugs or alcohol is a chronic health problem, and people who suffer from abuse or dependence are at risk for premature death, comorbid health conditions, injuries and disability. Therefore, prevention of misuse and abuse of substances is critical. Furthermore, substance abuse has adverse consequences for families, communities and society contribution to family upheaval, the state's crime rate and motor vehicle fatalities. (Healthy North Carolina 2020: A Better State of Health, NC IOM)

Specific Populations At-Risk

Youth alcohol use: Students in grades 10–12 are 1.5 times more likely to use alcohol than younger students. Young adults aged 18–25 are more likely to report illicit drug use that people of other ages. Other at-risk populations include: pregnant women abusing substances and children living in families with a history of substance abuse.

Health Resources Available

The Substance Abuse Subcommittee meets the First Friday of the Month

Time 9:00–10:30AM

Location: Marion Police Dept. Chair–Ricky Buchanan. Email: rbuchanan@mcdowellsheriff.org

Resources for Substance Abuse Treatment and Prevention Education can be found here: http://www.ymcawnc.org/sites/all/themes/ymca/images/McDowellHealthCoalition.swf

Chapter 9 – Next Steps

Sharing Findings

On January 14, 2016 a Community Forum was held at McDowell Technical Community College to present this CHA data to the Polk Community. 39 people were in attendance. Members of the McDowell Health Coalition, staff from the Rutherford Polk McDowell District Health Department and McDowell Hospital leaders were present to study and discuss the CHA data along with community members.

The event was open to the public and publicized in the local news paper as through email distributions.

McDowell Technical Community College provided refreshments. Following the data presentation, local leaders led small group discussions about how best to address three priority areas. Strategies, objectives and activities were discussed and minutes of those discussions were recorded.

Mike Conley, a reporter for the McDowell news wrote an article for the McDowell News that nicely summarizes the meeting. The news article helped to disseminate CHA data to those who could not be present.

This CHA report will be printed and distributed to 50 McDowell County Community Leaders. It will also be posted on the Rutherford Polk McDowell District Health Department website. A link can be found at *www.rpmhd.org/healthpromotion*.

This report and the Data Workbook from which the data was derived is also posted on the WNC Healthy Impact website.

Collaborative Action Planning

Collaborative action planning with hospitals and other community partners will result in the creation of a community-wide plan that outlines what will be aligned, supported and/or implemented to address the priority health issues identified through this assessment process.

Works Cited

CDC. (2015, August 19). *CDC Community Health Improvement Navigator*. Retrieved October 7, 2015, from www.cdc.gov/chinav

APPENDICES

Appendix A – Data Collection Methods & Limitations

Appendix B – Secondary Data Profile
- 2ndary Data Summary

Appendix C – County Maps

Appendix D – Survey Findings
- Community Health Survey Results

Appendix E – Key-Informant Survey Findings

Appendix F – 2-1-1 Resources

APPENDIX A – DATA COLLECTION METHODS & LIMITATIONS

Secondary Data from Regional Core

Secondary Data Methodology

In order to learn about the specific factors affecting the health and quality of life of residents of WNC, the WNC Healthy Impact data workgroup and consulting team identified and tapped numerous secondary data sources accessible in the public domain. For data on the demographic, economic and social characteristics of the region sources included: the US Census Bureau; Log Into North Carolina (LINC); NC Office of State Budget and Management; NC Department of Commerce; Employment Security Commission of NC; NC Department of Public Instruction; NC Department of Justice; NC Division of Medical Assistance; and the Cecil B. Sheps Center for Health Services Research. The WNC Healthy Impact consultant team made every effort to obtain the most current data available *at the time the report was prepared*. It was not possible to continually update the data past a certain date; in most cases that end-point was August 2015.

The principal source of secondary health data for this report was the NC State Center for Health Statistics (NC SCHS), including its County Health Data Books, Behavioral Risk Factor Surveillance System, Vital Statistics unit, and Cancer Registry. Other health data sources included: NC Division of Public Health (DPH) Epidemiology Section; NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services; National Center for Health Statistics; NC DPH Nutrition Services Branch; UNC Highway Safety Research Center; and NC DETECT. Because in any CHA it is instructive to relate local data to similar data in other jurisdictions, throughout this report representative county data is compared to like data describing the 16-county region and the state of NC as a whole. The WNC regional comparison is used as "peer" for the purposes of this assessment. Where appropriate and available, trend data has been used to show changes in indicators over time.

Environmental data was gathered from sources including: US Environmental Protection Agency; US Department of Agriculture, and NC Radon Program.

It is important to note that this report contains data retrieved **directly** from sources in the public domain. In some cases the data is very current; in other cases, while it may be the most current available, it may be several years old. Note also that the names of organizations, facilities, geographic places, etc. presented in the tables and graphs in this report are quoted exactly as they appear in the source data. In some cases these names may **not** be those in current or local usage; nevertheless they are used so readers may track a particular piece of information directly back to the source.

Data Definitions

Reports of this type customarily employ a range of technical terms, some of which may be unfamiliar to many readers. Health data, which composes a large proportion of the information included in this report, employs a series of very specific terms which are important to interpreting the significance of the data. While these technical health data terms are defined in the report at the appropriate time, there are some data caveats that should be applied from the onset.

Error

First, readers should note that there is some error associated with every health data source. Surveillance systems for communicable diseases and cancer diagnoses, for instance, rely on reports submitted by health care facilities across the state and are likely to miss a small number of cases, and mortality statistics are dependent on the primary cause of death listed on death certificates without consideration of co-occurring conditions.

Age-adjusting

Secondly, since much of the information included in this report relies on *mortality* data, it is important to recognize that many factors can affect the risk of death, including race, gender, occupation, education and income. The most significant factor is age, because an individual's risk of death inevitably increases with age. As a population ages, its collective risk of death increases; therefore, an older population will automatically have a higher overall death rate just because of its age distribution. At any one time some communities have higher proportions of "young" people, and other communities have a higher proportion of "old" people. In order to compare mortality data from one community with the same kind of data from another, it is necessary first to control for differences in the age composition of the communities being compared. This is accomplished by *age-adjusting* the data. Age-adjustment is a statistical manipulation usually performed by the professionals responsible for collecting and cataloging health data, such as the staff of the NC State Center for Health Statistics (NC SCHS). It is not necessary to understand the nuances of age-adjustment to use this report. Suffice it to know that age-adjusted data are preferred for comparing most health data from one population or community to another and have been used in this report whenever available.

Rates

Thirdly, it is most useful to use *rates* of occurrence to compare data. A rate converts a raw count of events (deaths, births, disease or accident occurrences, etc.) in a target population to a ratio representing the number of same events in a standard population, which removes the variability associated with the size of the sample. Each rate has its own standard denominator that must be specified (e.g., 1,000 women, 100,000 persons, 10,000 people in a particular age group, etc.) for that rate.

While rates help make data comparable, it should be noted that small numbers of events tend to yield rates that are highly unstable, since a small change in the raw count may translate to a large change in rate. To overcome rate instability, another convention typically used in the presentation of health statistics is *data aggregation*, which involves combining like data gathered over a multi-year period, usually three or five years. The practice of presenting data that are aggregated avoids the instability typically associated with using highly variable year-by-year data, especially for measures consisting of relatively few cases or events. The calculation is performed by dividing the sum number of cases or deaths in a population due to a particular cause over a period of years by the sum of the population size for each of the years in the same period. Health data for multiple years or multiple aggregate periods is included in this report wherever possible. Sometimes, however, even aggregating data is not sufficient, so the NC SCHS recommends that rates based on fewer than 20 events—whether covering an aggregate period or not—be considered *unstable*. In fact, in some of its data sets the NC SCHS no longer calculates rates based on fewer than 20 events. To be sure that unstable data do not become the basis for local decision-making, this report will highlight and discuss primarily rates based on 20 or more events in a five-year aggregate period, or 10 or more events in a single year. Where exceptions occur, the text will highlight the potential instability of the rate being discussed.

Regional arithmetic mean

Fourthly, sometimes in order to develop a representative regional composite figure from 16 separate county measures the consultants calculated a *regional arithmetic mean* by summing the available individual county measures and dividing by the number of counties providing those measures. It must be noted that when regional arithmetic means are calculated from *rates* the mean is not the same as a true average rate but rather an approximation of it. This is because most rates used in this report are age adjusted, and the regional mean cannot be properly age-adjusted.

Describing difference and change

Fifthly, in describing differences in data of the same type from two populations or locations, or changes over time in the same kind of data from one population or location—both of which appear frequently in this report—it is useful to apply the concept of *percent* difference or change. While it is always possible to describe difference or change by the simple subtraction of a smaller number from a larger number, the result often is inadequate for describing and understanding the *scope* or *significance* of the difference or change. Converting the amount of difference or change to a percent takes into account the relative size of the numbers that are changing in a way that simple subtraction does not, and makes it easier to grasp the meaning of the change. For example, there may be a rate of for a type of event (e.g., death) that

is one number one year and another number five years later. Suppose the earlier figure is 12.0 and the latter figure is 18.0. The simple mathematical difference between these rates is 6.0. Suppose also there is another set of rates that are 212.0 in one year and 218.0 five years later. The simple mathematical difference between these rates also is 6.0. But are these same simple numerical differences really of the same significance in both instances? In the first example, converting the 6 point difference to a percent yields a relative change factor of 50%; that is, the smaller number increased by half, a large fraction. In the second example, converting the 6 point difference to a percent yields a relative change factor of 2.8%; that is, the smaller number increased by a relatively small fraction. In these examples the application of percent makes it very clear that the difference in the first example is of far greater degree than the difference in the second example. This document uses percentage almost exclusively to describe and highlight degrees of difference and change, both positive (e.g., increase, larger than, etc.) and negative (e.g., decrease, smaller than, etc.)

Data limitations

Some data that is used in this report may have inherent limitations, due to the sample size, its geographic focus, or its being out-of-date, for example, but it is used nevertheless because there is no better alternative. Whenever this kind of data is used, it will be accompanied by a warning about its limitations.

Gaps in Available Information

- Childhood obesity data remains difficult to obtain.
- Substance Abuse Data does not reflect more recent trends in heroin use.

WNC Healthy Impact Survey (Primary Data)

Survey Methodology

Survey Instrument

To supplement the secondary core dataset, meet additional stakeholder data needs, and hear from community members about their concerns and priorities, a community survey, *2015 WNC Healthy Impact Survey* (a.k.a. 2015 PRC Community Health Survey), was developed and implemented in 16 counties across western North Carolina. The survey instrument was developed by WNC Healthy Impact's data workgroup, consulting team, and local partners, with assistance from Professional Research Consultants, Inc. (PRC). Many of the questions are derived from the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS), as well as other public health surveys; other questions were developed specifically for WNC Healthy Impact to address particular issues of interest to communities in western North

Carolina. Each county was given the opportunity to include three additional questions of particular interest to their county, which were asked of their county's residents.

Professional Research Consultants, Inc.

The geographic area for the regional survey effort included 16 counties: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey counties.

Sample Approach & Design

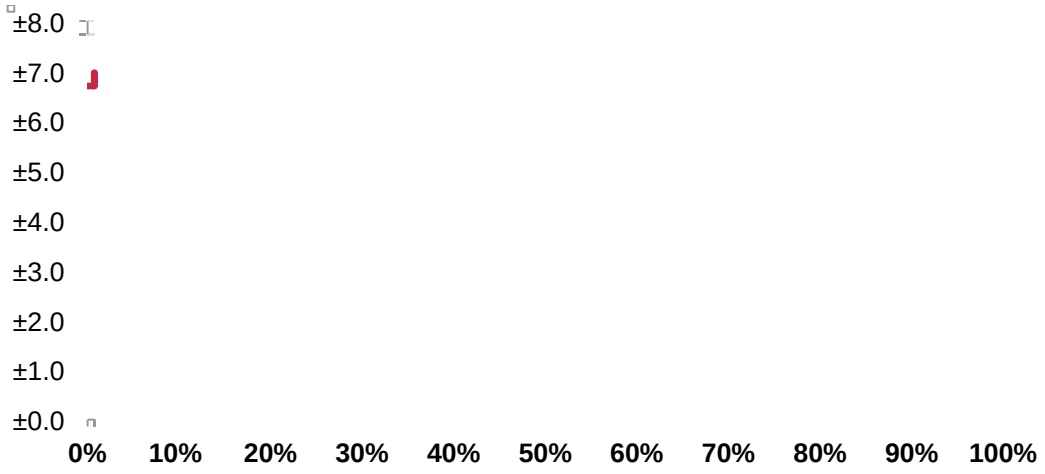
To ensure the best representation of the population surveyed, a telephone interview methodology (one that incorporates both landline and cell phone interviews) was employed. The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities.

The sample design used for this regional effort consisted of a stratified random sample of 3,300 individuals age 18 and older in Western North Carolina, with 200 from our county. All administration of the surveys, data collection and data analysis was conducted by Professional Research Consultants, Inc. (PRC). The interviews were conducted in either English or Spanish, as preferred by respondents.

Sampling Error

For our county-level findings, the maximum error rate at the 95% confidence level is ±6.9%).

Expected Error Ranges for a Sample of 200 Respondents at the 95 Percent Level of Confidence



Note: ● The "response rate" (the percentage of a population giving a particular response) determines the error rate associated with that response. A "95 percent level of confidence" indicates that responses would fall within the expected error range on 95 out of 100 trials.

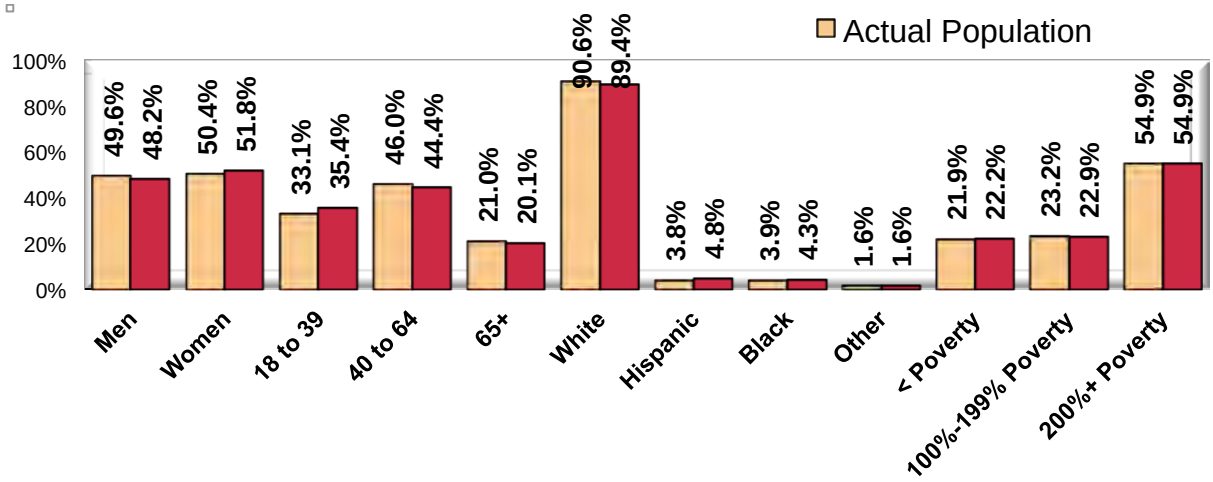
Examples:

- If 10% of the sample of 200 respondents answered a certain question with a "yes," it can be asserted that between 5.8% and 14.2% (10% ± 4.2%) of the total population would offer this response.
- If 50% of respondents said "yes," one could be certain with a 95 percent level of confidence that between 43.1% and 56.9% (50% ± 6.9%) of the total population would respond "yes" if asked this question.

Sample Characteristics

To accurately represent the population studied, PRC worked to minimize bias through application of a proven telephone methodology and random-selection techniques. And, while this random sampling of the population produces a highly representative sample, it is a common and preferred practice to apply post-stratification weights to the raw data to improve this representativeness even further. Specifically, once the raw data are gathered, respondents are examined by key demographic characteristics (namely gender, age, race, ethnicity, and poverty status) and a statistical application package applies weighting variables that produce a sample which more closely matches the population for these characteristics. Thus, while the integrity of each individual's responses is maintained, one respondent's responses may contribute to the whole the same weight as, for example, 1.1 respondents. Another respondent, whose demographic characteristics may have been slightly oversampled, may contribute the same weight as 0.9 respondents. In order to determine WNC regional estimates, county responses were weighted in proportion to the actual population distribution so as to appropriately represent Western North Carolina as a whole.

The following chart outlines the characteristics of the survey sample for our county by key demographic variables, compared to actual population characteristics revealed in census data. Note that the sample consisted solely of area residents age 18 and older.



Poverty descriptions and segmentation used in this report are based on administrative poverty thresholds determined by the US Department of Health & Human Services. These guidelines define poverty status by household income level and number of persons in the household *(e.g., the 2015 guidelines place the poverty threshold for a family of four at $23,050 annual household income or lower)*. In sample segmentation: "very low income" refers to community members living in a household with defined poverty status; "low income" refers to households with incomes just above the poverty level, earning up to twice the poverty threshold; and "mid/high income" refers to those households living on incomes which are twice or more the federal poverty level.

The sample design and the quality control procedures used in the data collection ensure that the sample is representative. Thus, the findings may be generalized to the total population of community members in the defined area with a high degree of confidence.

Benchmark Data

North Carolina Risk Factor Data

Statewide risk factor data are provided where available as an additional benchmark against which to compare local survey findings; these data are reported in the most recent *BRFSS (Behavioral Risk Factor Surveillance System) Prevalence and Trend Data* published by the Centers for Disease Control and Prevention and the US Department of Health & Human Services.

Nationwide Risk Factor Data

Nationwide risk factor data, which are also provided in comparison charts where available, are taken from the *2013 PRC National Health Survey*; the methodological approach for the national study is identical to that employed in this assessment, and these data may be generalized to the US population with a high degree of confidence.

Healthy People 2020

Healthy People provides science-based, 10-year national objectives for improving the health of all Americans. The Healthy People initiative is grounded in the principle that setting national objectives and monitoring progress can motivate action. For three decades, Healthy People has established benchmarks and monitored progress over time in order to:

- **Encourage collaborations across sectors.**
- **Guide individuals toward making informed health decisions.**
- **Measure the impact of prevention activities.**

Healthy People 2020 is the product of an extensive stakeholder feedback process that is unparalleled in government and health. It integrates input from public health and prevention experts, a wide range of federal, state and local government officials, a consortium of more than 2,000 organizations, and perhaps most importantly, the public. More than 8,000 comments were considered in drafting a comprehensive set of Healthy People 2020 objectives.

Survey Administration

With more than 700 full- and part-time interviewers who work exclusively with healthcare and health assessment projects, PRC uses a state-of-the-art, automated CATI interviewing system that assures consistency in the research process. Furthermore, PRC maintains the resources to conduct all aspects of this project in-house from its headquarters in Omaha, Nebraska, assuring the highest level of quality control.

Interviewing Protocols and Quality Assurance

PRC's methods and survey administration comply with current research methods and industry standards. To maximize the reliability of research results and to minimize bias, PRC follows a number of clearly defined quality control protocols. PRC uses a telephone methodology for its community interviews, in which the respondent completes the questionnaire with a trained interviewer, not through an automated touch-tone process.

Before going into the field in the latter half of February, PRC piloted 30 interviews across the region with the finalized survey instrument. After this phase, PRC corrected any process errors that were found, and discussed with the consulting team any substantive issues that needed to be resolved before full implementation.

PRC employs the latest CATI (computer-aided telephone interviewing) system technology in its interviewing facilities. The CATI system automatically generates the daily sample for data collection, retaining each telephone number until the Rules of Replacement are met. Replacement means that no further attempts are made to connect to a particular number, and that a replacement number is drawn from the sample. To retain the randomness of the sample, telephone numbers drawn for the sample are not discarded and replaced except under very specific conditions.

Interviewing for this study took place primarily during evening and weekend hours (Eastern Time: Monday-Friday 5pm-9pm; Saturday 10am-4pm; Sunday 2pm-9pm). Some daytime weekday attempts were also made to accommodate those for whom these times might be more convenient. Up to five call attempts were made on different days and at different times to reach telephone numbers for which there is no answer. Systematic, unobtrusive electronic monitoring is conducted regularly by supervisors throughout the data collection phase of the project.

Cell Phones

Cell phone numbers were integrated into the sampling frame developed for the interviewing system for this project. Special protocols were followed if a cell phone number was drawn for the sample to ensure that the respondent lives in the area targeted and that (s)he is in a safe place to talk (e.g., not while driving). Using this dual-mode approach yielded a sample comprised of 6% cell phone numbers and 94% landline numbers. While this proportion is lower than actual cell phone penetration, it is sufficient in supplementing demographic segments that might otherwise be undersampled in a landline-only model, without greatly increasing the cost of administration.

Minimizing Potential Error

In any survey, there exists some degree of potential error. This may be characterized as sampling error (because the survey results are not based on a complete census of all potential respondents within the population) or non-sampling error (e.g., question wording, question sequencing, or through errors in data processing). Throughout the research effort, Professional Research Consultants makes every effort to minimize both sampling and non-sampling errors in order to assure the accuracy and generalizability of the results reported.

Noncoverage Error. One way to minimize any effects of underrepresentation of persons without telephones is through poststratification. In poststratification, the survey findings are weighted to key demographic characteristics, including gender, age, race/ethnicity and income (see above for more detailed description).

Sampling Error. Sampling error occurs because estimates are based on only a sample of the population rather than on the entire population. Generating a random sample that is representative and of adequate size can help minimize sampling error. Sampling error, in this instance, is further minimized through the strict application of administration protocols. Poststratification, as mentioned above, is another means of minimizing sampling error.

Measurement Error. Measurement error occurs when responses to questions are unduly influenced by one or more factors. These may include question wording or order, or the interviewer's tone of voice or objectivity. Using a tested survey instrument minimizes errors associated with the questionnaire. Thorough and specific interviews also reduce possible errors. The automated CATI system is designed to lessen the risk of human error in the coding and data entry of responses.

Information Gaps

While this assessment is quite comprehensive, it cannot measure all possible aspects of health in the community, nor can it adequately represent all possible populations of interest. It must be recognized

that these information gaps might in some ways limit the ability to assess all of the community's health needs.

For example, certain population groups (such as the homeless, institutionalized persons, or those who only speak a language other than English or Spanish) are not represented in the survey data. Other population groups (for example, pregnant women, lesbian/gay/bisexual/transgender residents, undocumented residents, and members of certain racial/ethnic or immigrant groups) might not be identifiable or might not be represented in numbers sufficient for independent analyses.

In terms of content, this assessment was designed to provide a comprehensive and broad picture of the health of the overall community. However, there are certainly a great number of medical conditions that are not specifically addressed.

Online Key Informant Survey (Primary Data)

Online Survey Methodology

Purpose and Survey Administration

To solicit input from key informants (i.e., those individuals who have a broad interest in the health of the community) an Online Key Informant Survey was implemented. A list of recommended participants from our county was provided to PRC by WNC Healthy Impact along with those of other participating counties; this list included names and contact information for physicians, public health representatives, other health professionals, social service providers, and a variety of other community leaders. Potential participants were chosen because of their ability to identify primary concerns of the populations with whom they work, as well as of the community overall.

Key informants were contacted by email, introducing the purpose of the survey and providing a link to take the survey online; reminder emails were sent as needed to increase participation.

Online Survey instrument

In the online survey, respondents had the chance to explain what view as most needed to create a healthy community, and how they feel that environment and social determinants impact health. Key informants were also asked to specifically rate the degree to which various health issues are a problem in our county; follow-up questions asked them to describe why they identify problem areas as such, and how these might be better addressed.

Participation

In all, 27 community stakeholders took part in the Online Key Informant Survey for our county, as outlined below:

Local Online Key Informant Survey Participation		
Key Informant Type	**Number Invited**	**Number Participating**
Community/Business Leader	23	14
Other Health Provider	12	6
Physician	12	4
Public Health Representative	4	3
Social Service Provider		

Through this process, input was gathered from several individuals whose organizations work with low-income, minority populations, or other medically underserved populations.

Online Survey Limitations

The Online Key Informant Survey was designed to gather input from participants regarding their opinions and perceptions of the health of the residents in the area. Thus, these findings are based on perceptions, not facts.

To collect this data, purposive sampling (i.e., a type of non-probability sampling which targets a specific group of people) was used. Unlike the random sampling technique employed in the telephone survey, the purpose is not to make generalizations or statistical inferences from the sample to the entire population, but to gather in-depth insights into health issues from a group of individuals with a specific perspective.

2015 McDowell County Community Health Assessment

Summary of Secondary Data

August 25, 2015

Purpose of the Community Health Assessment

- Describe the health status of the community.
- Create a report that will serve as a resource for the McDowell County Health Department, local hospitals, and other community organizations.
- Provide direction for the planning of disease prevention and health promotion services and activities.

Contributing Viewpoints

Secondary Data	**Citizen and Stakeholder Opinion**
-Demographic -Socioeconomic -Health -Environmental	-Community health survey

We Take Special Notice When…

- McDowell County statistics deviate from North Carolina or regional statistics, or some other "norm".
- Trend data show significant changes over time.
- There are significant age, gender, or racial disparities.

Definitions and Symbols

- **Arrows**
  - Arrow up (▲) indicates an increase.
  - Arrow down (▼) indicates a decrease.
- **Color**
  - **Red** indicates a "worse than" or negative difference
  - **Green** indicates a "better than" or positive difference
  - **Blue** indicates a likely unstable rate or difference based on a small number of events; figures in blue should be used with great caution.
- **Bold** Type
  - Indicates the higher value of a pair, or the highest value among several.

Data Caveats

- Data citations presented among these slides are basic and rudimentary. Complete citations are available in the associated WNC Healthy Impact Data Workbook from which this data was derived.
- Most secondary data in this presentation originated from authoritative sources in the public domain (e.g., US Census Bureau, US EPA, NC State Center for Health Statistics).
- All secondary data was mined at a point in time in the recent past, and may not represent present conditions. Numbers, entity names, program titles, etc. that appear in the data may no longer be current.

Demographic Data

General Population Characteristics

- The McDowell County population has an equal proportion of females and males.
- The median age of the McDowell County population (41.6 years) is 3.1 years "younger" than WNC regional average but 4.2 years "older" than the NC average.
- McDowell County has lower proportions of "younger persons" and higher proportions of "older persons" than NC as a whole.

General Population Characteristics
2010 US Census

County	Total Population (2010)	% Males	% Females	Median Age*	% Under 5 Years Old	% 5-19 Years Old	% 20 - 64 Years Old	% 65 Years and Older
McDowell	44,996	50.0	50.0	41.6	5.8	18.2	59.6	16.4
WNC (Regional) Total	759,727	48.5	51.5	44.7	n/a	n/a	n/a	n/a
State Total	9,535,483	48.7	51.3	37.4	6.6	20.2	60.2	12.9

Source: US Census Bureau

Minority Populations

- McDowell County has lower proportions of Blacks, American Indians, Pacific Islanders and Hispanics than the WNC region and NC as a whole. The county has a slightly higher proportion of Asians than the WNC average.

Population Distribution by Race/Ethnicity
2010 US Census

County	Total Population (2010)	White	Black or African American	American Indian, Alaskan Native	Asian	Native Hawaiian, Other Pacific Islander	Some Other Race	Two or More Races	Hispanic or Latino (of any race)
		%	%	%	%	%	%	%	%
McDowell	44,996	90.6	3.8	0.4	0.8	0.0	3.2	1.2	5.3
WNC (Regional) Total	759,727	89.3	4.2	1.5	0.7	0.1	2.5	1.8	5.4
State Total	9,535,483	68.5	21.5	1.3	2.2	0.1	4.3	2.2	8.4

Source: US Census Bureau

Population Growth

- The modest rate of growth in McDowell County in the period 2000-2010 is expected to slow over the next two decades, to a rate lowest among comparators by 2030.

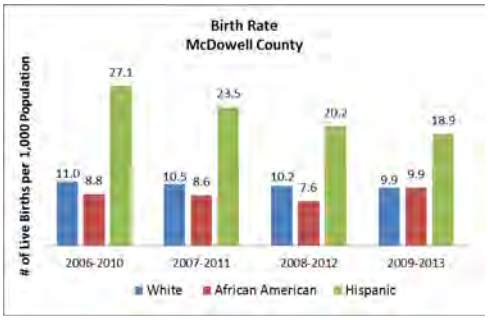
Percent Population Growth

Decade	McDowell County	WNC Region	State of NC
2000-2010	6.3	13.0	**15.6**
2010-2020	1.1	6.7	**10.7**
2020-2030	0.3	6.1	**9.5**

Sources: US Census Bureau and NC Office of State Budget and Management

Birth Rate

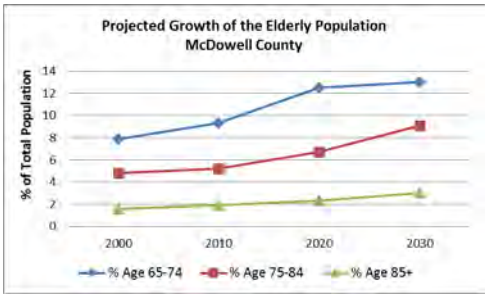
- The birth rate among Hispanics in McDowell County has been significantly higher than the comparable rate among other racial groups. Birth rates among the white and Hispanic population groups in the county appear to be falling, but the birth rate among African Americans has risen lately.



Source: NC State Center for Health Statistics

Growth of the Elderly Population

- The population in each major age group age 65 and older in McDowell County will increase between 2010 and 2030.
- The proportion of the population age 75-84 will increase by 75%, and the population age 85 and older will increase by 58%, in the period 2010-2030.
- By 2030 projections estimate that there will be more than 11,450 persons age 65+ in McDowell County.



Sources: US Census Bureau and NC State Office of Budget and Management

Family Composition

- In the 5-year period from 2009-2013, an estimated 486 McDowell County grandparents living with their minor-aged grandchildren also were financially responsible for them.
- Over the same period there were an estimated 17,252 households in McDowell County, 4,290 of them with children under 18 years of age.
- *Among the households with minor-age children*, 64% were headed by a married couple. An additional 27% were headed by a female single parent, and 9% were headed by a male single parent.

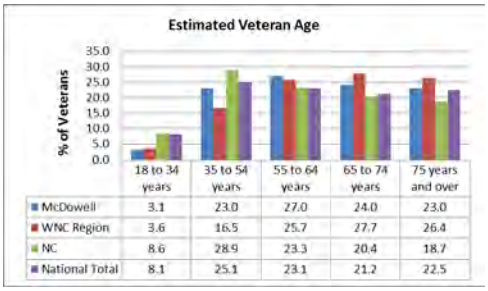
Minor-Age Children Living with Grandparents and in Single-Parent Households, 2009-2013

County	# Grandparents Living with Own Grandchildren (<18 Years)	Grandparent Responsible for Grandchildren (under 18 years)*		# Total Households	Family Household Headed by Married Couple (with children under 18 years)		Family Household Headed by Male (with children under 18 years)		Family Household Headed by Female (with children under 18 years)	
		Est. #	%		Est. #	%**	Est. #	%**	Est. #	%**
McDowell	1,117	486	43.5	17,252	2,725	15.8	422	2.4	1,143	6.6
WNC (Regional) Total	15,007	8,142	54.3	316,799	49,395	15.6	6,133	1.9	17,711	5.6
State Total	206,632	100,422	48.6	3,715,565	706,106	19.0	84,199	2.3	293,665	7.9

Source: US Census Bureau

Military Veterans

- McDowell County has a higher proportion of veterans in the 55-64 age group than the regional, state or national average.



Sources: US Census Bureau

Foreign-Born Population

- Of the estimated 1,862 foreign-born residents of McDowell County in the 2009-2013 period, the largest proportion (38.8%) entered the US between 1990 and 1999.
- Of the 723 foreign-born residents settling in McDowell County in the decade of the '90s, 484 (67%) were not US citizens when they arrived.
- Of the estimated 17,252 households in McDowell County in the 2009-2013 period, 191 (1%) were categorized as having limited skill in speaking English.

Sources: US Census Bureau

Urban-Rural Population

- The proportion of McDowell County categorized as "rural" decreased by 8% between 2000 and 2010. A higher proportion of McDowell County is "rural" than is WNC or NC as a whole.

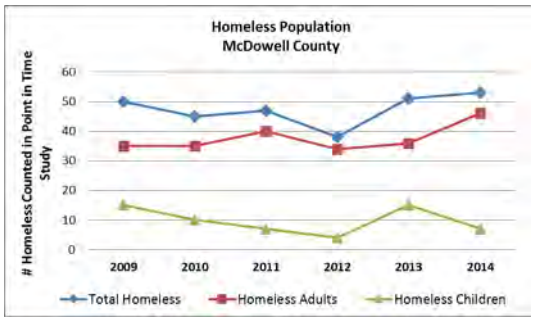
Urban/Rural Population

County	2000 Census		2010 Census	
	% Urban	% Rural	% Urban	% Rural
McDowell County	23.4	76.6	29.7	70.3
WNC Region	41.6	58.4	46.8	53.2
NC	46.7	53.3	66.1	33.9

Source: US Census Bureau

Homeless Population

- According to an annual point-in-time census of the homeless population in McDowell County, the total number of homeless persons peaked at 53 in 2014 and otherwise ranged from 38 to 51 annually over the period cited. Most of the county's homeless were adults.
- From 2009 through 2014, approximately 5% of the total homeless population was deemed "chronically homeless".
- From 2010 through 2014, 7% of all homeless adults in McDowell County were military veterans.



Sources: NC Coalition to End Homelessness

Educational Achievement

- Compared to the **WNC Region average**, McDowell County has:
  - **19% *higher*** percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009-2013 Estimate)
  - **34% *lower*** percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009-2013 Estimate)
  - **8% *lower*** overall HS graduation rate (for 4-year cohort of 9th graders entering school in SY 2010-2011 and graduating in SY2013-2014 or earlier)

Sources: US Census Bureau and Public Schools of North Carolina

Socioeconomic Data

Income

In McDowell County:

- 2009-2013 Median Household Income = $35,297
  - ▲ $344 since 2006-2010
  - $3,590 **below** WNC average
  - $11,037 **below** NC average
- 2009-2013 Median Family Income = $45,874
  - ▼ $1,369 since 2006-2010
  - $2,677 **below** WNC average
  - $11,054 **below** NC average

Household: all people in a housing unit sharing living arrangements; may or may not be related

Family: householder and people living in household related by birth, marriage or adoption.

All families are also households; not all households are families.

Source: US Census Bureau

Employment

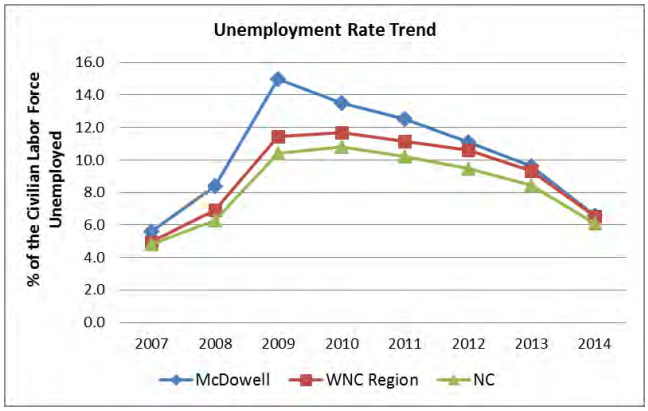
- As of 2013, the three employment sectors in McDowell County with the largest proportions of workers (and average weekly wages) were:
  - Manufacturing: 34.51% of workforce ($753)
  - Retail Trade: 11.65% of workforce ($473)
  - Health Care and Social Assistance: 10.99% of workforce ($529).

Region-wide in 2013 the largest employment sector was Health Care and Social Assistance (18.37%) at an average weekly wage of $655 per employee. Statewide the largest employment sector also was Health Care and Social Assistance (14.48%) at an average weekly wage of $859.

Source: NC Employment Security Commission

Annual Unemployment Rate

- Until 2014, the unemployment rate in McDowell County was the highest among the comparator jurisdictions over the period cited.



Source: NC Department of Commerce

Poverty

- In McDowell County, WNC and NC the total poverty rate increased in each period cited.
- The total poverty rate in McDowell County was the highest among comparators in every period cited.

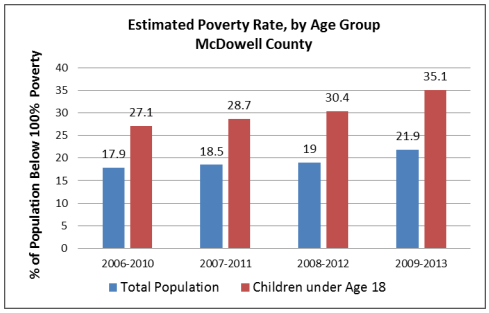
Estimated Poverty Rate

County	Percent Total Population Below 100% Poverty Level			
	2006-2010	2007-2011	2008-2012	2009-2013
McDowell County	**17.9**	**18.5**	**19.0**	**21.9**
WNC Region	15.7	16.1	16.9	18.0
State of NC	15.5	16.1	16.8	17.5

Source: US Census Bureau

Poverty and Age

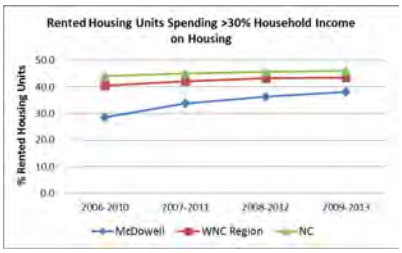
- In McDowell County as in much of NC, children suffer significantly and disproportionately from poverty.
- In McDowell County the estimated poverty rate among children under age 18 ranged from between 51% to 60% higher than the overall rate throughout the period cited.

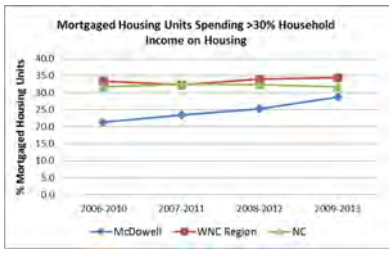


Source: US Census Bureau

Housing Cost

- One measure of economic burden in a community is the percent of housing units spending more than 30% of household income on housing.
- In McDowell County over the period cited, lower proportions of renters and mortgage holders spent >30% of household income on housing than the WNC or NC averages.
- The proportions of McDowell County renters and mortgagees spending above the 30% threshold increased 34% between 2006-2009 and 2009-2013.





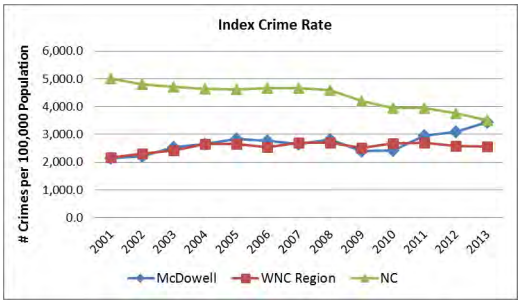
Source: US Census Bureau

Crime and Safety

Index Crime

- Index crime is the sum of all violent and property crime. The index crime rate in McDowell County was closely aligned with the comparable regional rate from 2001 through 2011. The county rate rose to exceed the regional rate in 2012 and 2013.

Index Crime Rate Trend

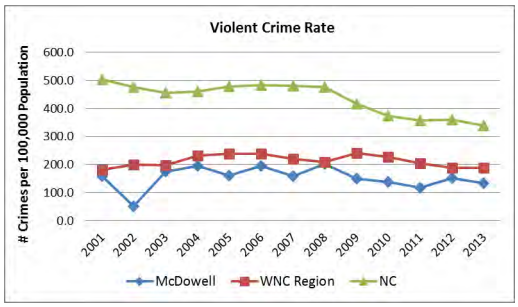


Source: NC Department of Justice

Crime and Safety
Violent Crime

- Violent crime includes murder, forcible rape, robbery, and aggravated assault. The violent crime rate in McDowell County was lowest among comparators throughout the period cited.

Violent Crime Rate Trend

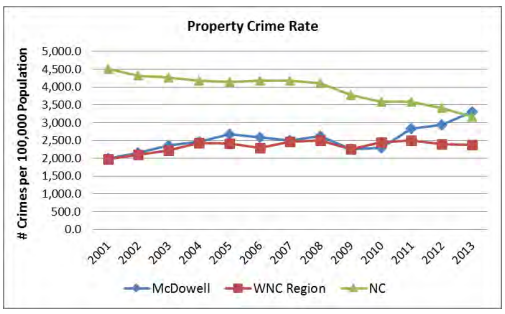


Source: NC Department of Justice

Crime and Safety
Property Crime

- Property crime includes burglary, arson, and motor vehicle theft. The property crime rate in McDowell County exceeded the regional rate occasionally in the past, but rose to well above the regional rate in 2011, 2012 and 2013. In 2013 the county property crime rate exceeded even the state rate.

Property Crime Rate Trend



Source: NC Department of Justice

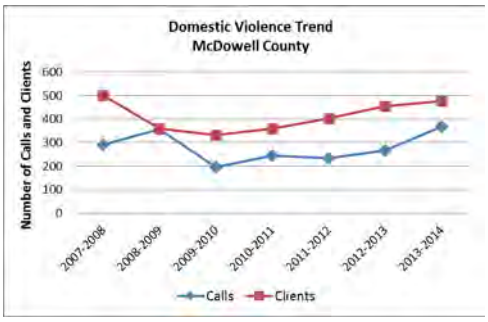
Crime and Safety
Sexual Assault

- In FY2013-2014, 80 persons in McDowell County were identified as victims of sexual assault.
- The single most frequently reported specific type of sexual assault in McDowell County during the period was adult survivor of child sexual assault (78%). Regionally, the most frequently reported type was adult survivor of child sexual assault (23%); statewide the most frequently reported type was child sexual offense (26%).
- State-wide and region-wide the most commonly reported offender was a relative. In McDowell County as well the most common offender was a relative.

Source: NC Department of Administration, Council for Women

Crime and Safety
Domestic Violence

- The number of calls in McDowell County dealing with domestic violence ranged from a low of 196 in 2009-2010 to a high of 368 in 2013-2014.
- The number of McDowell County domestic violence clients ranged from a low of 333 in 2009-2010 to a high of 502 in 2007-2008.



Source: NC Department of Administration, Council for Women

Crime and Safety

Child Abuse

- Substantiated reports of child abuse in McDowell County decreased significantly between 2006 and 2009 before increasing again in 2010.
- Between 2006 and 2012 there was one child abuse homicide in the county.

Substantiated Child Abuse Reports and Child Abuse Homicides

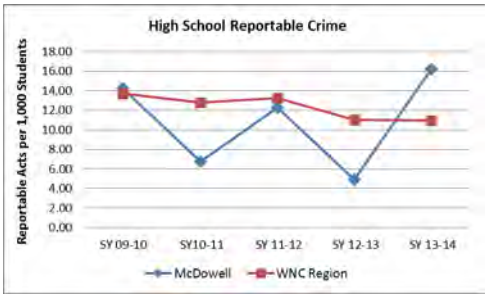
County	Reports Substantiated**					Child Abuse Homicides***						
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010	2011	2012
McDowell	280	194	106	89	111	0	0	1	0	0	0	0
WNC (Regional) Total	2,273	1,958	1,754	1,449	1,512	4	1	2	1	0	4	2
State Total	20,340	14,966	12,429	11,252	11,300	34	25	33	17	19	24	28

Source: Annie E. Casey Foundation KIDS COUNT Data Center

Juvenile Crime

High School Reportable Crime

- While the regional high school crime rate appeared relatively stable over the period cited, the rate of reportable crimes in McDowell County Schools was erratic, due likely to relatively small and highly variable numbers of events.



Source: Public Schools of North Carolina

Health Resources

Health Insurance

- The percent uninsured adults age 18-64 in WNC and NC increased between 2009 and 2010 but have decreased since. In McDowell County the percent uninsured adults was more variable, but was lower in 2013 than in 2009.
- The WNC Region had the highest percent uninsured among comparators in both age groups in every year cited.

Percent of Population *Without* Health Insurance, by Age Group

County	2009		2010		2011		2012		2013	
	0-18	18-64	0-18	18-64	0-18	18-64	0-18	18-64	0-18	18-64
McDowell County	8.8	24.0	7.5	23.8	6.7	20.9	7.3	23.8	6.3	21.9
WNC Region	**9.9**	**24.2**	**9.7**	**26.0**	**9.1**	**25.2**	**9.3**	**25.4**	**8.6**	**25.0**
State of NC	8.7	21.9	8.3	23.5	7.9	23.0	7.9	23.4	6.9	22.5

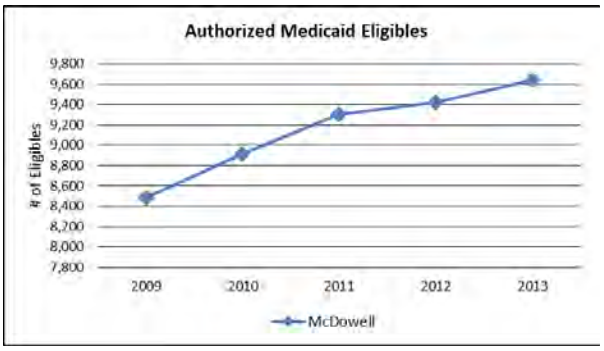
- In all comparator jurisdictions the age group 0-18 has a significantly lower percentage of uninsured than the adult age group, due at least partly to their inclusion in NC Health Choice.
- McDowell County had the lowest proportion of uninsured youth in every year cited except 2009.

Source: US Census Bureau

Medicaid Eligibility

- The total number of people in McDowell County eligible for Medicaid increased steadily between 2009 and 2013.

McDowell County Medicaid-Eligibles, 2009-2013



Source: NC Division of Medical Assistance

Health Care Practitioners

- In 2012 McDowell County had the lowest ratio among comparators in every category of active health professional cited.
- The national ratios were highest among comparators for physicians, primary care physicians, and dentists. The state ratios were highest among comparators for registered nurses and pharmacists.

Number of Active Health Professionals per 10,000 Population

	2012				
County	**Physicians**	**Primary Care Physicians**	**Dentists**	**Registered Nurses**	**Pharmacists**
McDowell County	9.49	6.62	2.21	57.41	6.18
WNC (Regional) Arithmetic Mean	14.29	6.84	3.61	76.94	7.97
State Ratio	22.31	7.58	4.51	**99.56**	**10.06**
National Ratio (date)	**23.0** (2011)	**8.1** (2011)	**5.3** (2012)	91.6 (2012)	9.1 (2012)

Sources: Cecil G. Sheps Center for Health Services Research, US Census Bureau, and US Bureau of Labor Statistics

Health Statistics

Health Rankings

- According to *America's Health Rankings* (2013)
  - NC ranked 35th overall out of 50 (where 1 is "best")
- According to *County Health Rankings* (2014) for NC, McDowell County was ranked 76th overall among the 100 NC counties.
  - McDowell County ***health outcomes*** rankings out of 100 (where 1 is best):
    - 46th in length of life
    - 90th for quality of life
  - McDowell County ***health factors*** rankings out of 100 (where 1 is best):
    - 49th for health behaviors
    - 46th for clinical care
    - 63rd for social and economic factors
    - 23rd for physical environment

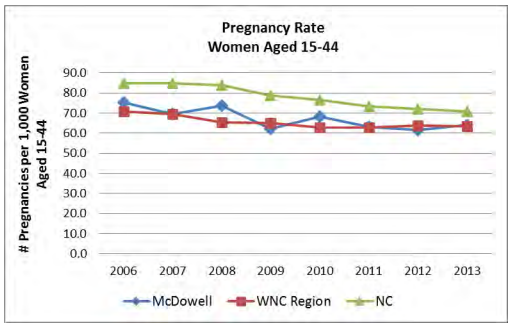
Sources: America's Health Rankings and County Health Rankings and Roadmaps websites

Maternal and Infant Health

Pregnancy Rate

Pregnancies per 1,000 Women Age 15-44

- The total pregnancy rates in WNC and NC have fallen overall since 2007, but appear to have stabilized recently.
- The total pregnancy rate in McDowell County was more variable, but approximated the same pattern as WNC.

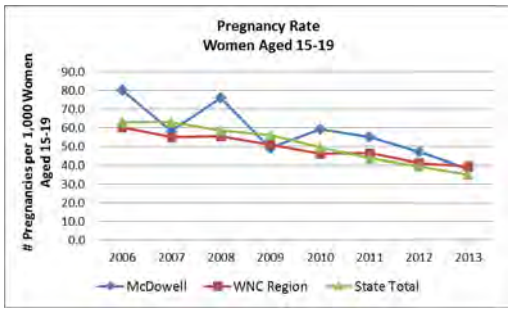


Source: NC State Center for Health Statistics

Pregnancy Rate

Pregnancies per 1,000 women Age 15-19 (Teens)

- The teen pregnancy rates in McDowell County, WNC and NC have fallen significantly since 2007, and appear to be falling still in each jurisdiction.

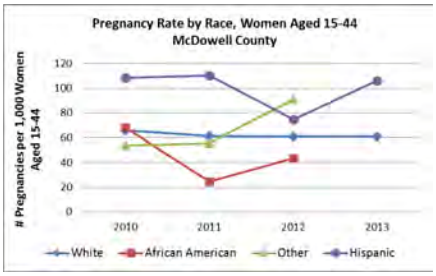


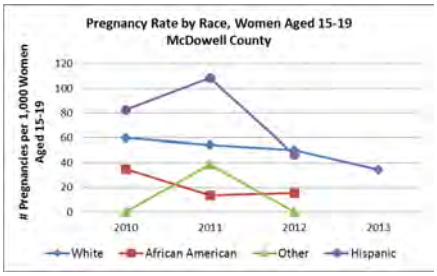
Source: NC State Center for Health Statistics

Pregnancy Rate

By Race/Ethnicity

- Among McDowell County women age 15-44 the highest pregnancy rates usually occur among Hispanics.
- Among McDowell County teens age 15-19 the racially stratified pregnancy rates for all groups except whites are unstable due to small and variable numbers of events.





Source: NC State Center for Health Statistics

Pregnancy Risk Factors

Smoking During Pregnancy

- The percentage of women who smoked during pregnancy in all three jurisdictions did not improve significantly between 2008 and 2013. The 2013 figure for McDowell County was actually higher than the 2008 figure.
- Among comparators, McDowell County had the highest proportion of pregnant women who smoked in every year cited.

County	Percent of Births to Mothers Who Smoked While Pregnant					
	2008	2009	2010	2011	2012	2013
McDowell County	**22.5**	**22.7**	n/a	**21.6**	**19.6**	**23.6**
WNC Region	20.3	19.1	n/a	20.1	19.2	19.4
State of NC	10.4	11.0	n/a	10.9	10.6	10.3

Source: NC State Center for Health Statistics, Vital Statistics Volume I

Pregnancy Risk Factors

Prenatal Care

- The percentage of women in all three jurisdictions who received early prenatal care decreased significantly between after 2010.
- McDowell County had higher percentages of early prenatal care than its comparators in 2008-2011.

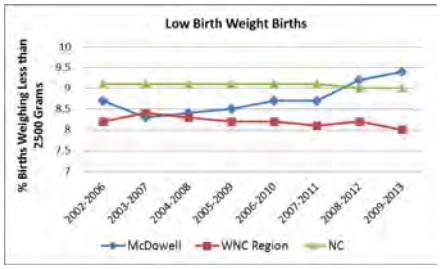
County	Percent of Pregnancies Receiving Prenatal Care in 1st Trimester					
	2008	2009	2010	2011	2012	2013
McDowell County	**84.8**	**84.0**	n/a	**76.9**	72.4	74.2
WNC Region	84.5	**84.0**	n/a	75.6	**76.5**	**75.5**
State of NC	82.0	83.3	n/a	71.2	71.3	70.3

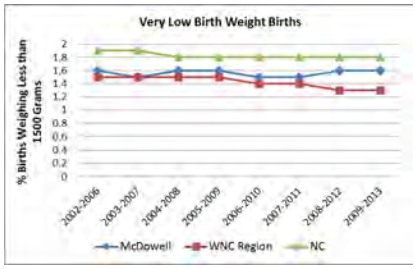
Source: NC State Center for Health Statistics, Baby Book

Pregnancy Outcomes

Low Birth Weight Births

- Throughout most of the period cited, the highest percentages of low birth weight (<5.5 lb.) and very low birth weight (<3.3 lb.) births among the comparators occurred at the state level. McDowell County had the highest proportion of low weight births in the last two periods.
- The percent of low birth weight births appear relatively stable in both WNC and NC, but appear to be rising in McDowell County.
- The percent of very low birth weight births is highest at the state level; the percentages of very low weight births in McDowell County fall between the comparable figures for WNC and NC.



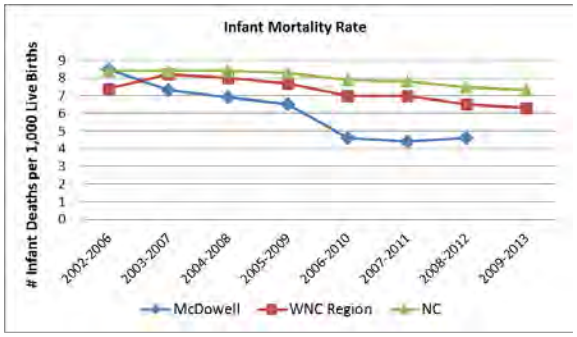


Source: NC State Center for Health Statistics

Pregnancy Outcomes

Infant Mortality

- The infant mortality rate in McDowell County, once higher than the state or regional averages, appears to have decreased significantly. It should be noted, however, that all McDowell County infant mortality rates except the first are unstable or suppressed.



Source: NC State Center for Health Statistics

Abortion

- **Women Age 15-44**
  - The number of pregnancies per 1,000 McDowell County women in this age group that ended in abortion ranged from 3.0 to 7.3 over the period 2006 through 2013. The 2013 rate was 3.8.
- **Women Age 15-19 (Teens)**
  - The McDowell County teen abortion rate in 2006 was 11.1; in 2008 it was 7.7. Between 2008 and 2013 the teen abortion rate became unstable as the number of abortions fell below threshold. Since 2008 unstable teen abortion rates have ranged from 0.8 to 3.8.

Source: NC State Center for Health Statistics

Mortality

Life Expectancy

- For persons born in 2011-2013, life expectancy among comparator jurisdictions is longest overall and among all stratified groups at the state level. Life expectancy among comparators is lowest in McDowell County overall and among males, females and whites.

Life Expectancy at Birth for Persons Born in in 2011-2013

County	Overall	Sex		Race	
		Male	Female	White	African-American
McDowell	76.8	74.3	79.4	76.7	75.5
WNC (Regional) Arithmetic Mean	77.7	75.3	80.2	77.9	75.2
State Total	78.2	75.7	80.6	78.8	75.9

Source: NC State Center for Health Statistics

Leading Causes of Death: Overall

Age-Adjusted Rates (2009-2013)	McDowell No. of Deaths	McDowell Mortality Rate	Rate Difference from NC
1. Diseases of the Heart	530	183.8	+8.0%
2. Cancer	535	181.5	+5.0%
3. Chronic Lower Respiratory Disease	187	63.3	+37.3%
4. Cerebrovascular Disease	144	51.6	+18.1%
5. All Other Unintentional Injuries	81	32.5	+10.9%
6. Diabetes Mellitus	94	32.4	+49.3%
7. Alzheimer's Disease	72	25.5	-11.8%
8. Pneumonia and Influenza	60	21.0	+17.3%
9. Nephritis, Nephrotic Syndrome, Nephrosis	47	16.3	-7.4%
10. Suicide	36	15.6	+27.9%
11. Unintentional Motor Vehicle Injuries	36	15.1	+10.2%
12. Chronic Liver Disease and Cirrhosis	37	12.3	+29.5%
13. Septicemia	34	11.7	-15.2%
14. Homicide	8	3.8	-34.5%
15. AIDS	0	0.0	n/a

Source: NC State Center for Health Statistics

Leading Causes of Death: Gender Comparison

McDowell County Rank by Descending Overall Age-Adjusted Rate (2009-2013)	Rate Among Males	Rate Among Females	% Male Rate Difference from Females
1. Diseases of the Heart	247.7	130.5	+89.8%
2. Cancer	222.1	149.9	+48.2%
3. Chronic Lower Respiratory Disease	82.0	51.0	+60.8%
4. Cerebrovascular Disease	57.1	48.0	+19.0%
5. All Other Unintentional Injuries	32.6	32.3	+0.9%
6. Diabetes Mellitus	33.0	31.2	+5.8%
7. Alzheimer's Disease	n/a	28.7	n/a
8. Pneumonia and Influenza	23.6	20.1	+17.4%
9. Nephritis, Nephrotic Syndrome, Nephrosis	28.5	n/a	n/a
10. Suicide	25.3	n/a	n/a
11. Unintentional Motor Vehicle Injuries	25.3	n/a	n/a
12. Chronic Liver Disease and Cirrhosis	17.2	n/a	n/a
13. Septicemia	n/a	11.5	n/a
14. Homicide	n/a	n/a	n/a
15. AIDS	0.0	0.0	n/a

Source: NC State Center for Health Statistics

Leading Causes of Death: Race Comparison

- Stable, racially and ethnically stratified mortality rates for McDowell County are not available.

Leading Causes of Death: Time Comparison

McDowell County Rank by Descending Overall Age-Adjusted Rate (2009-2013)-	Rank 2006-2010	Rank Change 2006-2010 to 2009-2013	% Rate Change 2006-2010 to 2009-2013
1. Diseases of the Heart	2	+1	-6.1%
2. Cancer	1	-1	-7.7%
3. Chronic Lower Respiratory Disease	3	nc	+16.6%
4. Cerebrovascular Disease	4	nc	+8.4%
5. All Other Unintentional Injuries	5	nc	-5.8%
6. Diabetes Mellitus	6	nc	+12.9%
7. Alzheimer's Disease	7	nc	-10.5%
8. Pneumonia and Influenza	9	+1	+25.0%
9. Nephritis, Nephrotic Syndrome, Nephrosis	10	+1	-1.8%
10. Suicide	11	+1	+27.9
11. Unintentional Motor Vehicle Injuries	8	-3	-16.6%
12. Chronic Liver Disease and Cirrhosis	13	+1	+48.2%
13. Septicemia	12	-1	+7.3%
14. Homicide	14	nc	n/a
15. AIDS	15	nc	n/a

Source: Sheila Pfaender, Public Health Consultant; based on data from NC State Center for Health Statistics

Leading Causes of Death – By Age

Age Group	Rank	Cause of Death in McDowell County (2009-2013)
00-19	1	Motor vehicle injuries
	2	Conditions originating in the perinatal period
	3	Cancer (all sites); congenital anomalies; all other unintentional injuries
20-39	1	All other unintentional injuries
	2	Suicide
	3	Motor vehicle injuries
40-64	1	Cancer (all sites)
	2	Diseases of the heart
	3	Chronic lower respiratory disease
65-84	1	Cancer (all sites)
	2	Diseases of the heart
	3	Chronic lower respiratory disease
85+	1	Diseases of the heart
	2	Cancer (all sites)
	3	Alzheimer's disease

Source: NC State Center for Health Statistics

Mortality Trends, 2002-2006 to 2009-2013

Leading Cause of Death in McDowell County	Overall Trend Direction
1. Diseases of the Heart	▼
2. Cancer	▼
3. Chronic Lower Respiratory Disease	▲
4. Cerebrovascular Disease	▼
5. All Other Unintentional Injuries	n/c
6. Diabetes Mellitus	▲
7. Alzheimer's Disease	▼
8. Pneumonia and Influenza	▼
9. Nephritis, Nephrotic Syndrome, Nephrosis	n/c
10. Suicide	▲
11. Unintentional Motor Vehicle Injuries	▲
12. Chronic Liver Disease and Cirrhosis	▲
13. Septicemia	▼
14. Homicide	▲
15. AIDS	▼

Source: Sheila Pfaender, Public Health Consultant; based on data from NC State Center for Health Statistics

Site-Specific Cancer Trends
McDowell County
Incidence: 1999-2003 to 2008-2012
Mortality: 2002-2006 to 2009-2013

Cancer Site	Parameter	Overall Trend Direction
Lung Cancer	Incidence	▲
	Mortality	▼
Prostate Cancer	Incidence	▲
	Mortality	▼
Breast Cancer	Incidence	▲
	Mortality	▼
Colorectal Cancer	Incidence	▲
	Mortality	▲

Source: Sheila Pfaender, Public Health Consultant; based on data from NC State Center for Health Statistics

Injury Mortality
Unintentional Falls

- From 2011 through 2013, 23 McDowell County residents died as a result of an unintentional fall.
- Of the 23 fall-related deaths, 18 (78%) occurred in the population age 65 and older.
- Of the 23 fall-related deaths, 7 (30%) occurred in the population age 85 and older.

Source: NC State Center for Health Statistics

Injury Mortality
Unintentional Poisoning

- In the period 2009-2013, 26 McDowell County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 25.1 deaths per 100,000 population, by far the highest rate among the comparators.
- Of the 26 unintentional poisoning deaths in the county in that period, 25 (96%) were due to medication or drug overdoses, with a corresponding mortality rate of 24.1, the highest rate among the comparators.

County	Unintentional Poisoning Deaths for Select Locations and Percent that are Medication/Drug Overdoses (2009-2013)*			Rate of Unintentional Medication/Drug Overdose Deaths (2009-2013)**	
	#	Rate per 100,000 NC Residents	% that are Medication/Drug Overdoses	#	Rate per 100,000 NC Residents
McDowell	26	25.1	96.2	25	24.1
WNC (Regional) Total	560	14.8	90.0	506	13.3
Non-WNC (Regional) Total	4,749	10.7	91.0	4320	9.7
State Total	5,309	11.0	90.9	4826	10.0

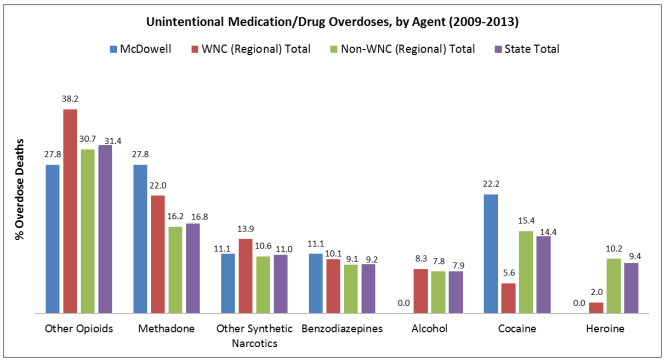
- * Codes Used: cdeath1 = X40-X49
- ** Codes Used: cdeath1 = X40-X44

Sources: NC State Center for Health Statistics and NC DPH, Chronic Disease and Injury Section, Injury and Violence Prevention Branch

Injury Mortality

Unintentional Medication/Drug Overdoses

- "Other Opioids" and Methadone caused the highest proportions of drug overdose deaths (each 27.8%) in McDowell County in the period 2009-2013.

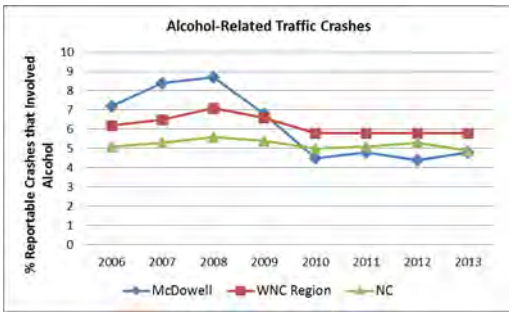


Source: NC DPH, Chronic Disease and Injury Section, Injury and Violence Prevention Branch

Vehicular Injury

Alcohol-Related Motor Vehicle Crashes

- Over the period 2006 through 2013 an annual average of 6.2% of all traffic crashes in McDowell County were alcohol-related. This is the same average proportion of alcohol-related traffic crashed that occurred in the WNC region over the same period.

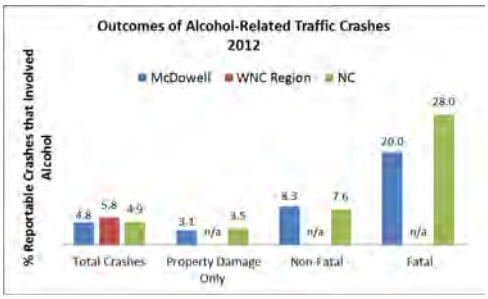


Source: NC Highway Safety Research Center

Vehicular Injury Mortality

Alcohol-Related Motor Vehicle Crashes

- In 2012, 20% of all fatal traffic crashes in McDowell County were alcohol-related.

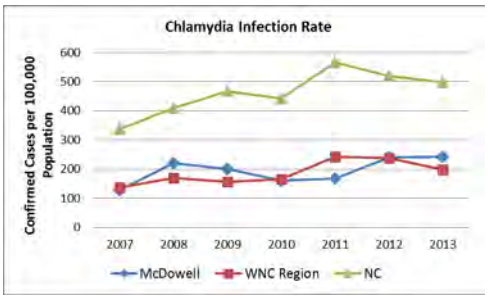


Source: NC Highway Safety Research Center

Morbidity

Sexually Transmitted Infections
Chlamydia

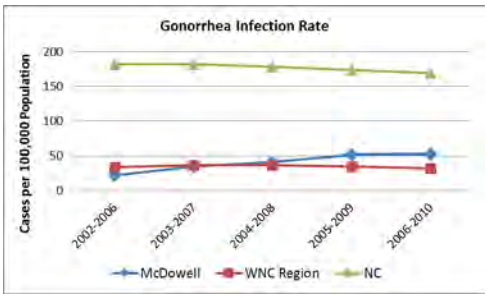
– The chlamydia infection rate in McDowell County fluctuated around the WNC regional rate throughout most of the period cited. The state rate was the highest.



Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections
Gonorrhea

– The gonorrhea infection rate in McDowell County fluctuated around the WNC regional rate throughout the period cited. The state rate was the highest.

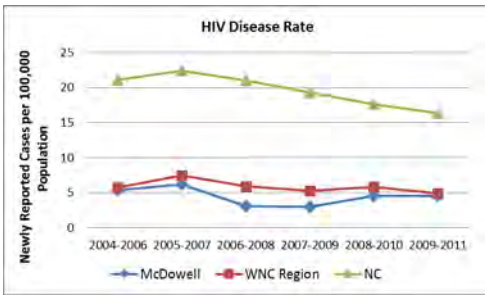


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

HIV

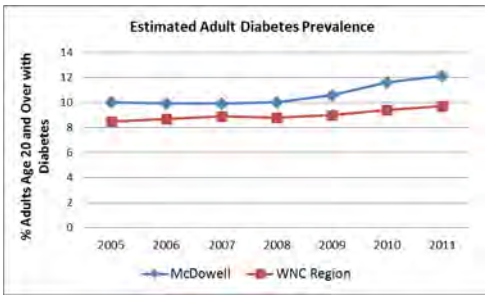
– The HIV infection rate in McDowell County was the lowest among the comparators throughout the period cited. The state rate was the highest.



Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Adult Diabetes

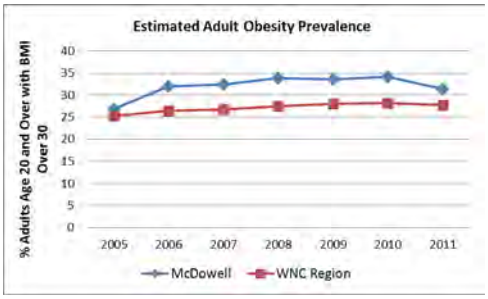
- The average self-reported prevalence of McDowell County adults with diabetes was 10.6% in the period from 2005 - 2011.
- Over the same period the WNC average was 9.0%.
- Prevalence of self-reported adult diabetes has been rising over time in both WNC and McDowell County.



Source: Centers for Disease Control and Prevention, via BRFSS

Adult Obesity

- The average self-reported prevalence of McDowell County adults considered "obese" on the basis of height and weight (BMI > 30) was 32.0% in the period from 2005-2011.
- Over the same period the WNC average prevalence was 27.1%.
- The prevalence of adult obesity has been increasing in both WNC and McDowell County until recently.



Source: Centers for Disease Control and Prevention, via BRFSS

Child Obesity

Ages 2-4

- There is very limited data on the prevalence of childhood obesity in McDowell County.
- The NC-NPASS data presented below covers only children seen in health department WIC and child health clinics and certain other facilities and programs.
- According to NC-NPASS data for 2010, 12.8% of the participating children in McDowell County age 2-4 were deemed "overweight", and an additional 9.4% were deemed "obese".
- There were insufficient participants in the other age groups (5-11 and 12-18) to yield stable percentages.

Prevalence of Underweight, Healthy Weight, Overweight and Obese Children Ages 2-4, 2010

County	Total	Underweight		Healthy Weight		Overweight		Obese	
		<5th Percentile		≥5th to <85th Percentile		≥85th to <95th Percentile		≥95th Percentile	
	#	#	%	#	%	#	%	#	%
McDowell	648	58	9.0	446	68.8	83	12.8	61	9.4
WNC (Regional) Total	6,814	316	-	4,410	-	1,139	-	949	-
WNC (Regional) Arithmetic Mean	426	20	*4.8*	276	64.5	71	*17.2*	59	*13.6*
State Total	105,410	4,935	4.7	66,975	63.5	17,022	16.1	16,478	15.6

Source: NC NPASS

Mental Health

- Between 2006 and 2013, the number of McDowell County residents served annually by the **Area Mental Health Program** *decreased* overall from 2,005 to 1,533 (▼ 24%).
- Over the same 8-year period the number of McDowell County residents served annually in **State Psychiatric Hospitals** *decreased* from 125 to 2 (▼ 98%).
- During the same 8-year period a total of **188** McDowell County residents were served in **NC State Alcohol and Drug Abuse Treatment Centers (ADATCs)**, with the number varying considerably but averaging **24** persons annually.

Source: NC Office of State Budget and Management, State Data Center, Log Into North Carolina (LINC)

Inpatient Hospital Utilization

- In 2012 the highest proportions of hospital discharges in McDowell County were for:
  - Cardiovascular and circulatory diseases : 18%
    - Heart disease: 13%
    - Cerebrovascular disease: 3%
  - Respiratory diseases: 12%
    - Pneumonia and influenza: 5%
    - COPD (excluding asthma): 3%
    - Asthma: 0.6%
  - Pregnancy and childbirth: 10%
  - Injuries and poisonings: 10%
  - Other Diagnoses (including mental disorders): 10%

Source: NC State Center for Health Statistics

Ambulatory Care Sensitive Hospital Discharge Rates, 2013

(AHRQ PQI Definitions; Discharges per 100,000 Population)

Diagnosis	McDowell	NC
All specified PQI (Prevention Quality Indicator) conditions	1,763.2	1,438.5
All chronic conditions	980.2	906.0
Diabetes: short-term complications	76.0	94.4
Diabetes: long-term complications	129.6	113.0
Diabetes: uncontrolled	11.3	13.7
Diabetes: amputations	19.7	19.1
COPD/Asthma: ages 40+	454.5	413.5
Asthma: ages 18-39	44.3	40.1
Hypertension	19.7	54.9
Heart failure	402.8	339.6
Angina	8.4	9.7
Pneumonia	439.4	267.5
Urinary tract infection	180.3	155.0
Dehydration	163.4	109.9
Appendix perforation/abscess	333.3	433.2
Acute care discharges	783.0	532.5

Source: NC State Center for Health Statistics (Special Report)

Environment

Air Quality

- **Air Quality Index (AQI) Summary, McDowell County, 2014**
  - **AQI Measurements (227 days)**
    - 194 days with "good" air quality
    - 32 days with "moderate" air quality
    - 1 day with "unhealthy for sensitive groups" air quality
    - Small particulate matter ($PM_{2.5}$) was present at the level of "pollutant" on all 227 monitored days.

Source: US Environmental Protection Agency Air Quality Index Reports

Air Quality

- **Toxic Release Inventory (TRI), McDowell County, 2013**
  - **TRI Releases**
    - McDowell County ranks 60th highest among the 86 NC counties reporting TRI releases.
    - In 2013, 40,223 pounds of TRI releases were recorded for McDowell County. (For comparison, New Hanover County had the highest level of releases in the state: 5.2 million pounds.)
    - In 2013 there were four McDowell County manufacturing facilities that reported TRI releases: Baxter Healthcare Corporation in Marion; Columbia Forest Products in Old Fort; Ethan Allen Operations, Inc. in Old Fort; and Baldor Electric Company in Marion.
    - The TRI chemical released in highest quantity was Di(2-Ethylhexyl) Phthalate (40,160 pounds); the whole quantity was released by Baxter Healthcare.

Source: US Environmental Protection Agency TRI Explorer Release Reports

Air Quality

- **Radon**
  - Western North Carolina has the highest radon levels in the state.
  - The arithmetic mean indoor radon level for the 16 counties of the WNC region is 4.1 pCi/L, **3.2 times** the average national indoor radon level of 1.3 pCi/L.
  - In McDowell County, the current average indoor radon level is 5.1 pCi/L, **24% higher** than the regional mean, and **3.9 times** the average national level.

Source: North Carolina Radon Information

Water Quality

- **McDowell County Drinking Water *Systems* February, 2014**
  - **Community Water Systems**
    - Include municipalities, subdivisions and mobile home parks
    - Community water systems in McDowell County serve an estimated 13,954 people, or 31% of the 2010 county population.
    - The fraction of the McDowell County population served by a community water system is 44% **lower** than the average for the WNC region and NC as a whole.

Sources: US Census Bureau and US Environmental Protection Agency Safe Drinking Water Information System (SDWIS)

Water Quality

- **National Pollutant Discharge Elimination System (NPDES) Permits in McDowell County (2015)**
  - There are at present 14 permits issued in McDowell County that allow municipal, domestic, or commercial facilities to discharge products of water/ wastewater treatment and manufacturing into waterways.
    - 1 is a large, municipal wastewater treatment facility
    - 1 is a small, municipal wastewater treatment facility
    - 1 is a water treatment plant
    - 3 are commercial industrial facilities
    - 8 are domestic wastewater producers

Sources: NC DENR, Division of Water Resources

Solid Waste

- **Solid Waste Disposal Rates**
  - 2013-14 Per-Capita Disposal Rate
    - McDowell County = 0.85 tons (▲ 3% since 1991-1992)
    - NC = 0.93 tons (▼ 13% since 1991-1992)
- **Landfill Capacity**
  - There is no solid waste landfill in McDowell County.

Source: NC DENR, Division of Waste Management, Solid Waste Management Annual Reports

Rabies

- The most common animal host for rabies in the WNC region and NC as a whole is raccoons.
- There were five cases of animal rabies reported for McDowell County in the period 2010 through 2014. Three of the five cases occurred in raccoons.

Animal Rabies Cases, 2010 through 2014

County	Number of Cases						Most Common Host
	2010	2011	2012	2013	2014	Total	
McDowell	1	3	1	0	0	5	Raccoon (3/5)
WNC (Regional) Total	14	20	19	17	8	78	Raccoon (40/78)
State Total	397	429	431	380	352	1,989	Raccoon (1010/1989)

Source: NC Division of Public Health, Epidemiology Section, Communicable Disease Branch, Rabies Facts and Figures

McDowell County Maps

Community Health Assessment

2015

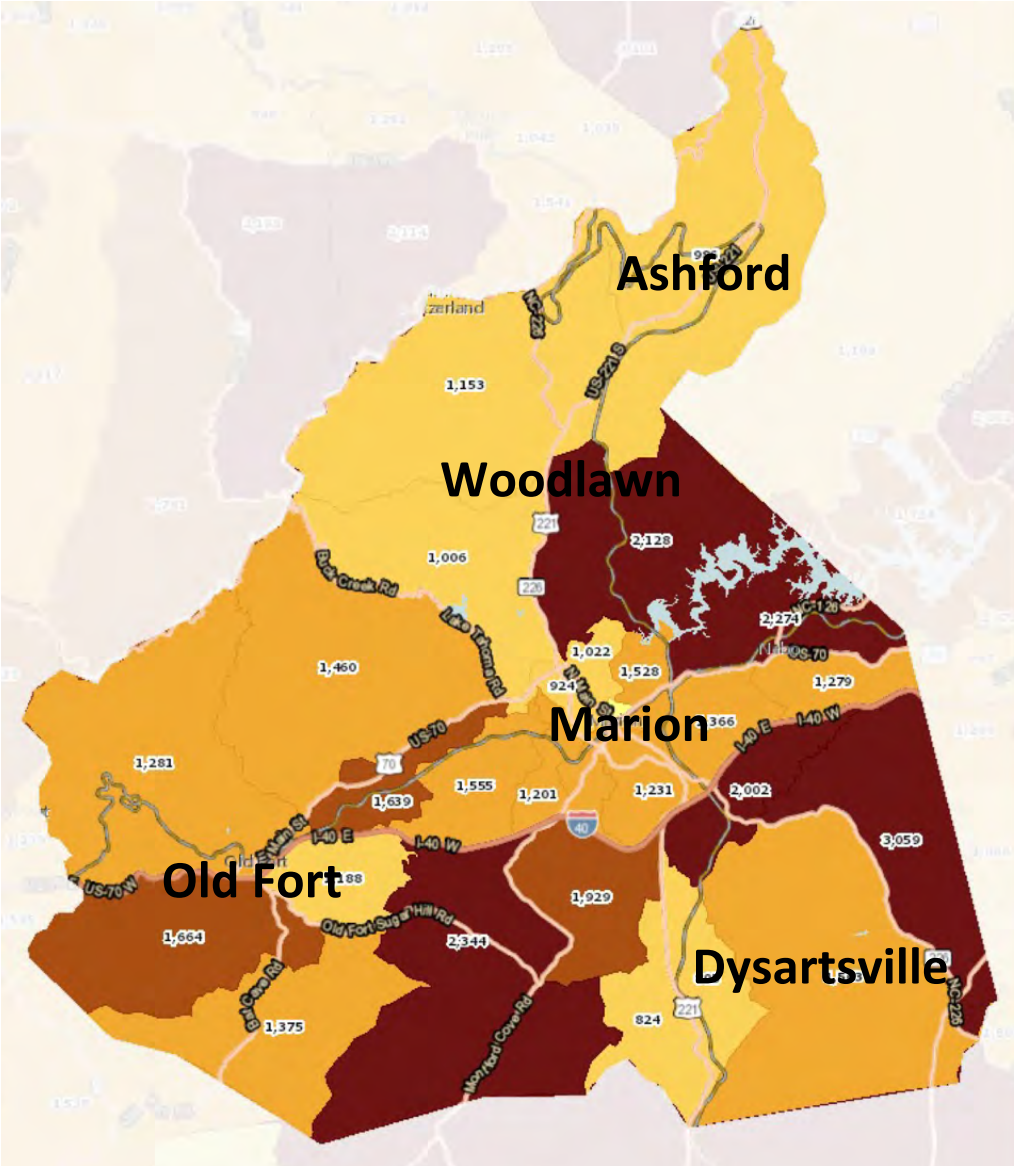
Why use maps?

- To show variation across the county (or a lack of it)
  - Using only one number or statistic to describe the entire county can hide variation across communities. Maps can show if communities are different.
- To show vulnerable populations
  - Mapping demographic information can show us where our most vulnerable populations live.
- To show masked associations
  - Maps can show where specific factors occur simultaneously.

Maps are one piece of the data puzzle

- Maps can be misleading and are best used to highlight which communities to investigate further.
  - Reliability of data decreases as it is cut into smaller and smaller pieces. Therefore, maps of census tract data have greater margins of error than county statistics.
- Maps should be supported by talking with community members or service providers specific to the community of interest to learn more about the community's needs and opportunities.

Total Population of McDowell County



Total Population, Total by Block Group, US Census 2010

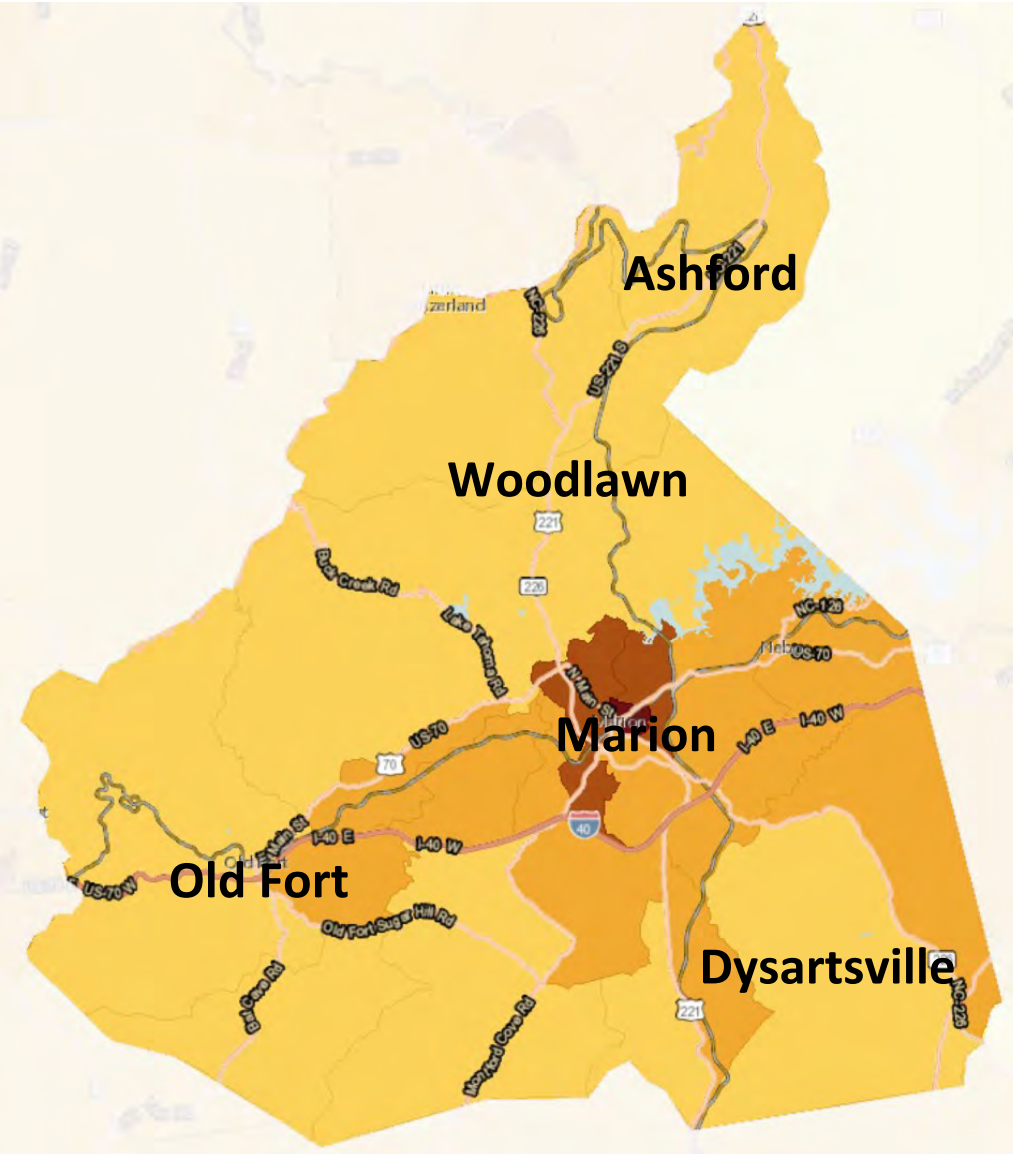
- Over 2,000
- 1,601 - 2,000
- 1,201 - 1,600
- 801 - 1,200
- Under 801

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Population Density of McDowell County



Total Population, Density (Persons per Sq Mile) by Block Group, US Census 2010

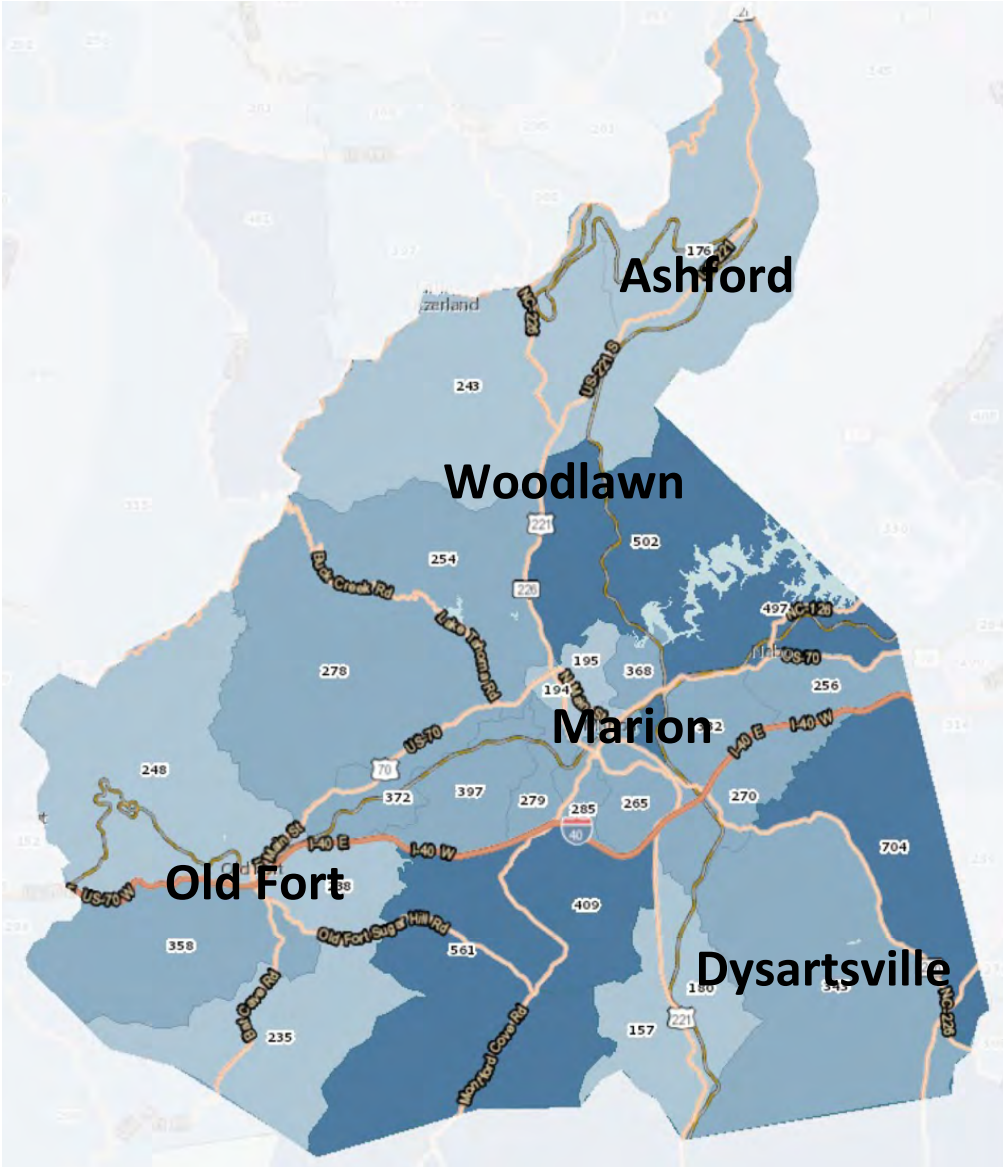
- Over 2,000
- 400.1 - 2000
- 100.1 - 400.0
- 20.1 - 100.0
- Under 20.1

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Population of Children (Age 0-17) in McDowell County



Population Age 0-17, Total by Block Group, US Census 2010

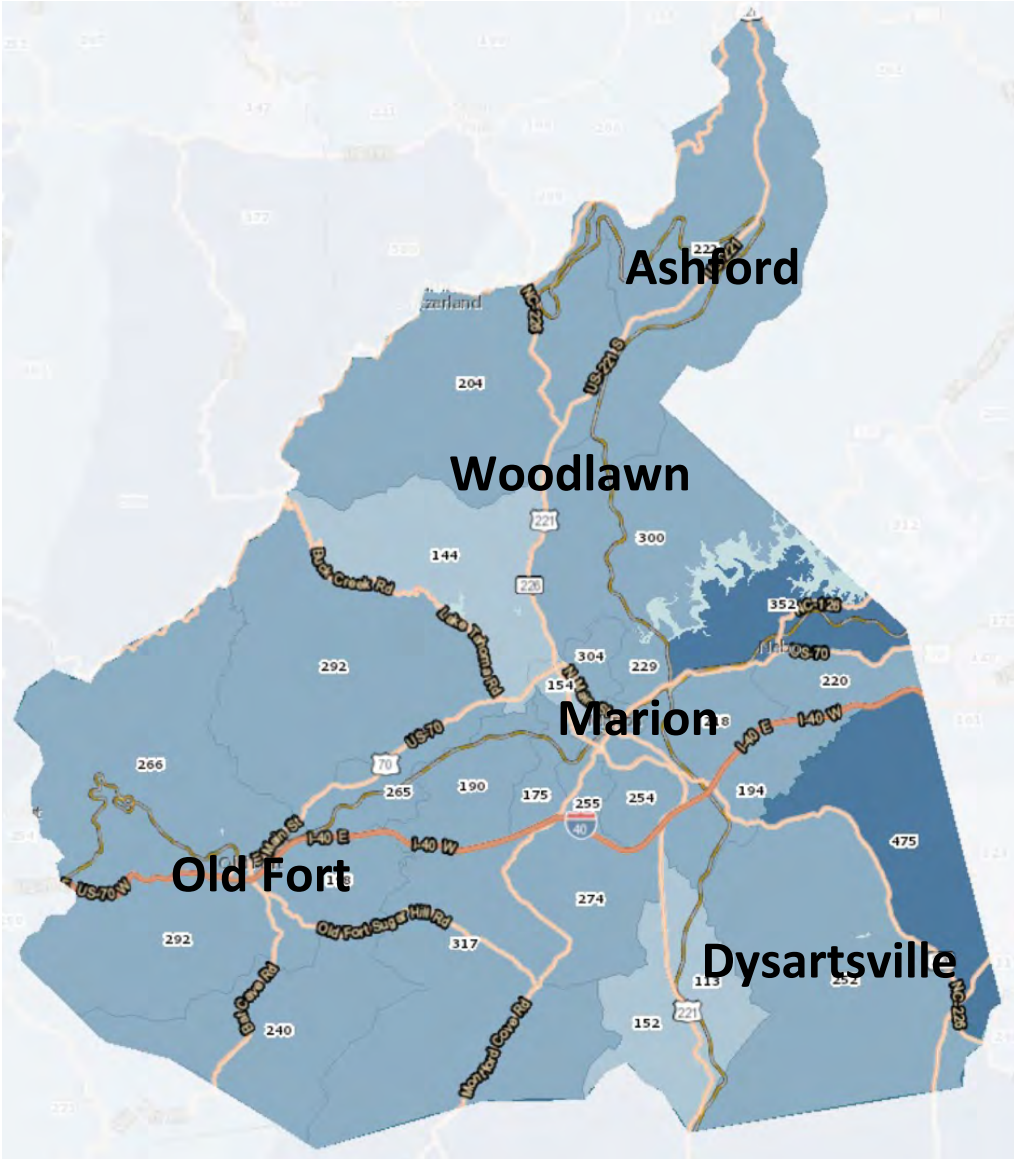
- Over 400
- 251 - 400
- 101 - 250
- Under 101
- No Population or No Data

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Population of Older Adults (Age 65+) in McDowell County



Population Age 65+, Total by Block Group, US Census 2010

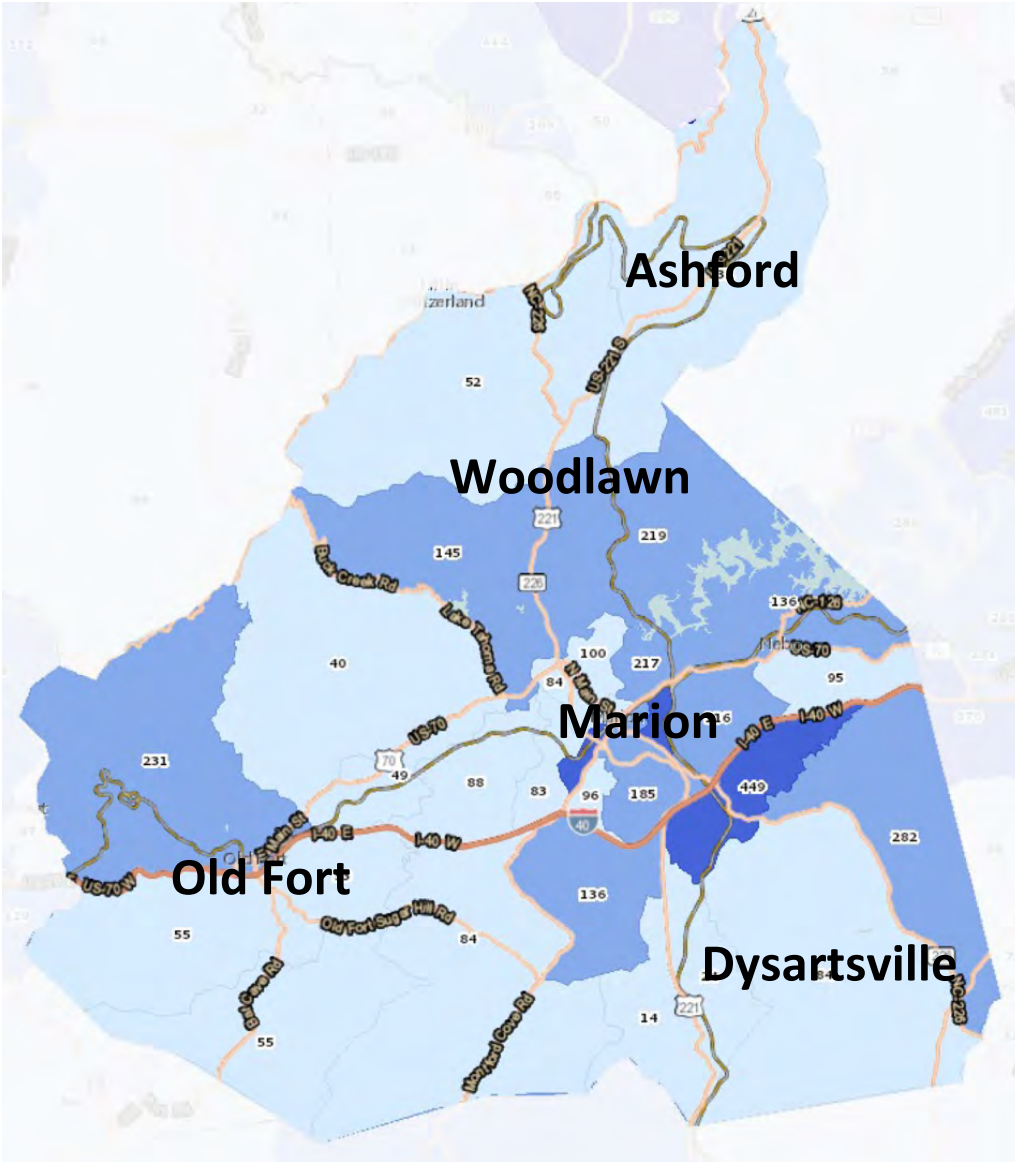
- Over 320
- 161 - 320
- 81 - 160
- Under 81
- No Population or No Data

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Population of Ethnic and Racial Minorities in McDowell County



Population, All Minority, Total by Block Group, US Census 2010

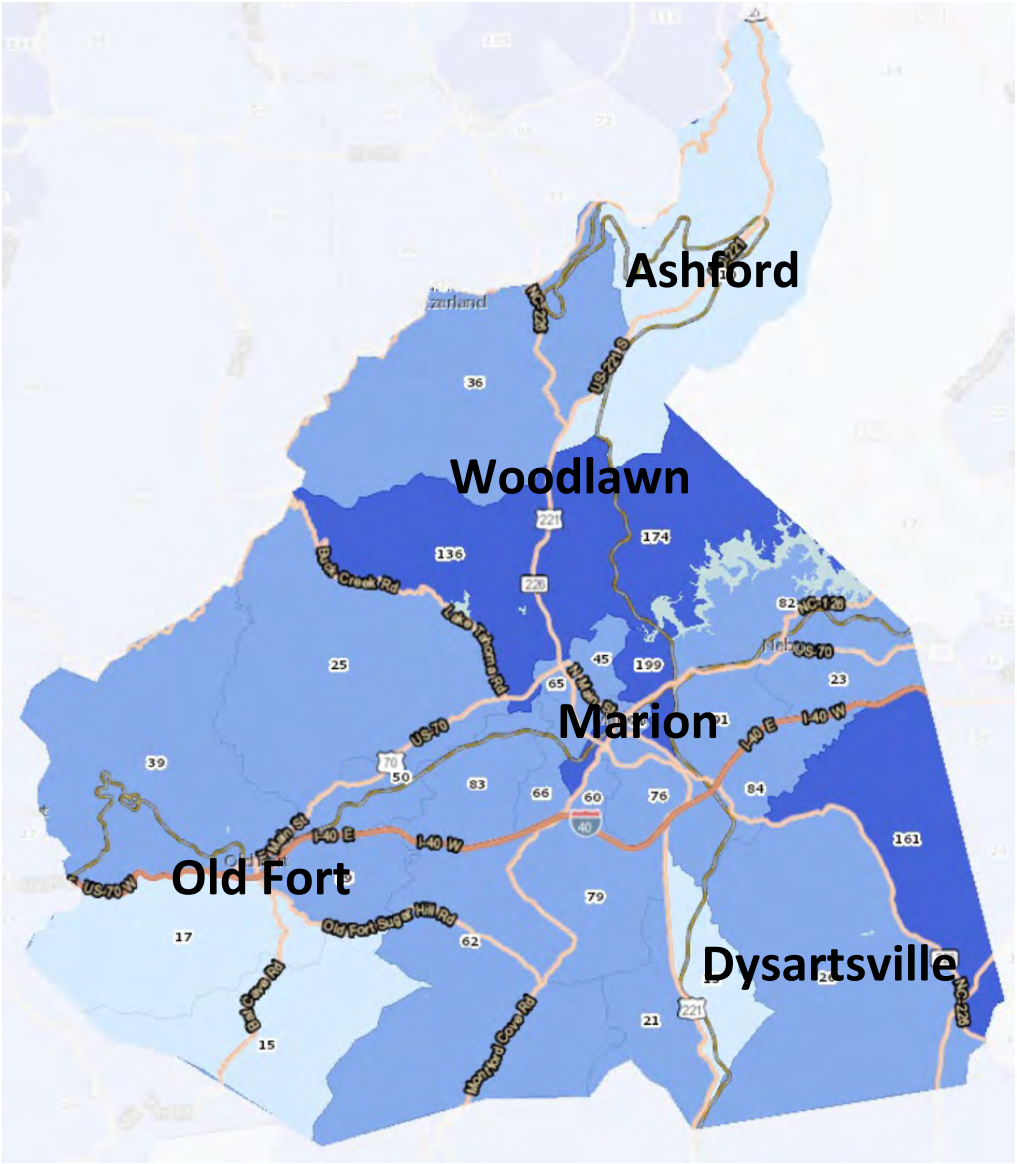
- Over 600
- 301 - 600
- 101 - 300
- Under 101
- No Population or No Data

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Population of Hispanics and Latinos in McDowell County



Population, Hispanic or Latino, Total by Block Group, US Census 2010

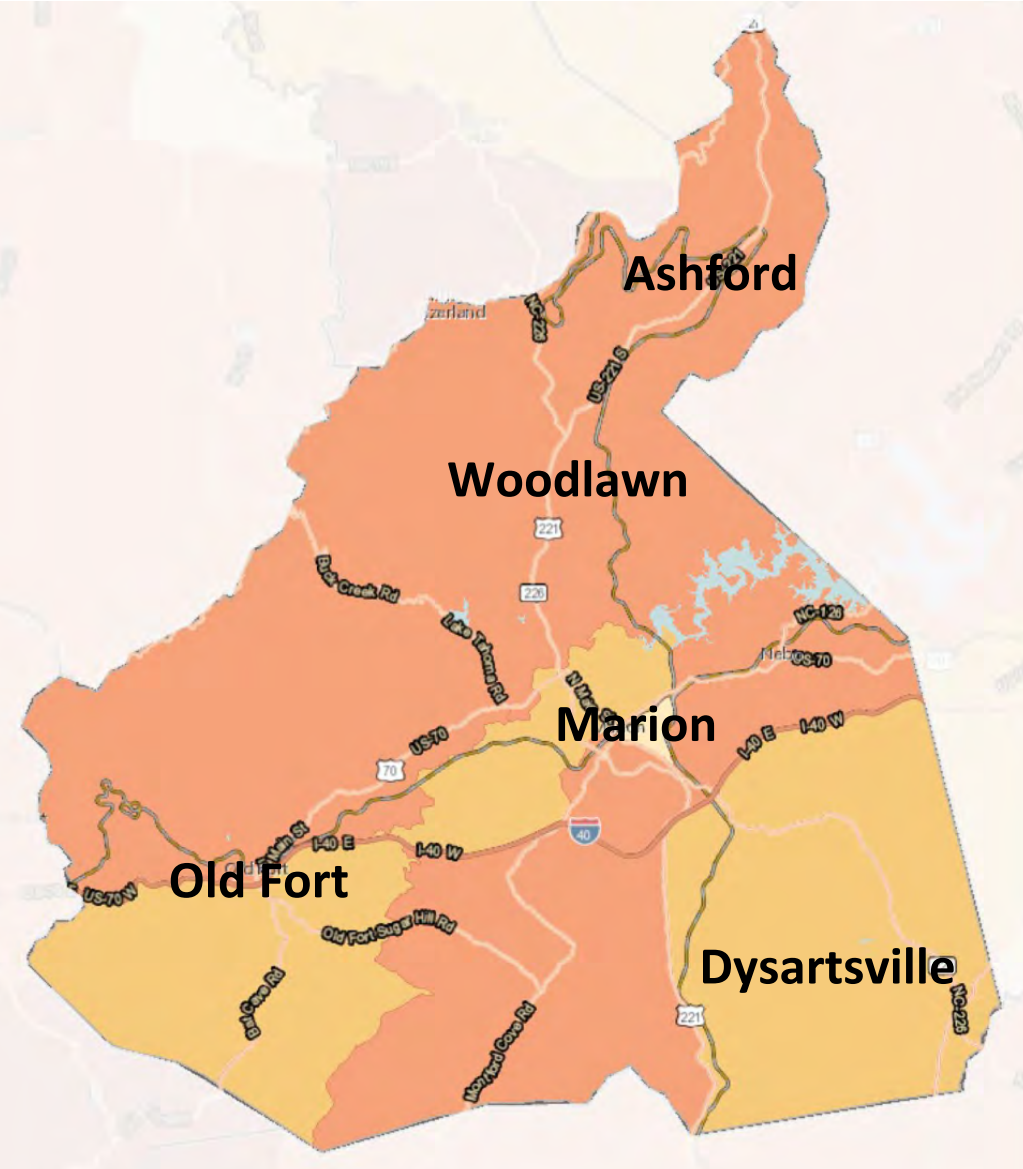
- Over 500
- 101 - 500
- 21 - 100
- Under 21
- No Population or No Data

Source: US Census 2010

Geographic Unit: Block Group

Map produced with Community Commons

Percent of the Population (25+) with a High School Diploma or Higher in McDowell County



Population with a High School Diploma or Higher, Percent by Tract, ACS 2009-13

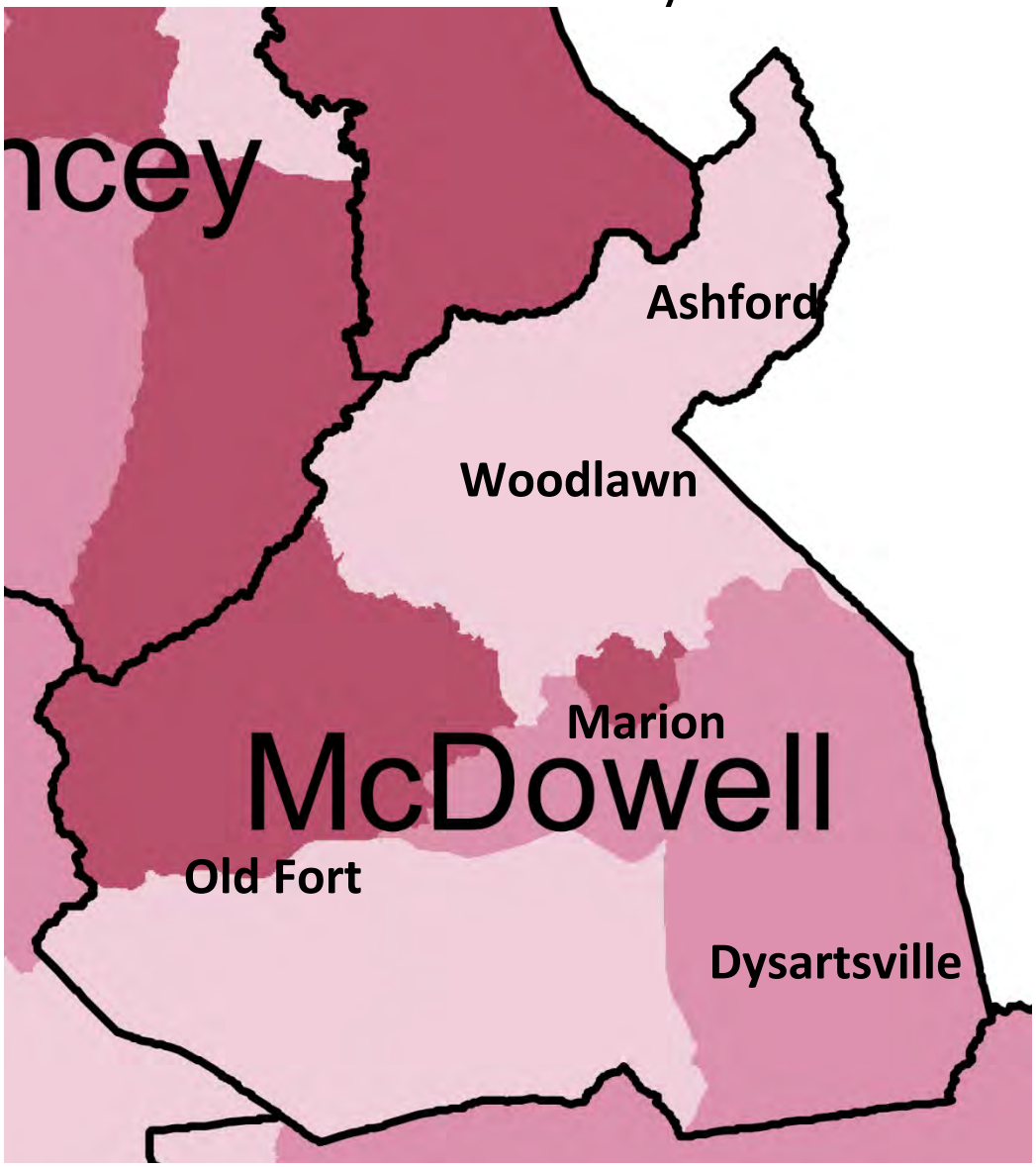
- Over 89.0%
- 82.1 - 89.0%
- 75.1 - 82.0%
- Under 75.1%
- No Data or Data Suppressed

Source: American Community Survey 2009-13

Geographic Unit: Census tract

Map produced with Community Commons

McDowell County Heart Disease Mortality Rates 2009-2013



Rate per 100,000 Population

- 60.9 - 200.6
- 200.7 - 283.2
- 283.3 - 426.1
- 426.2 - 699.8
- County Boundary

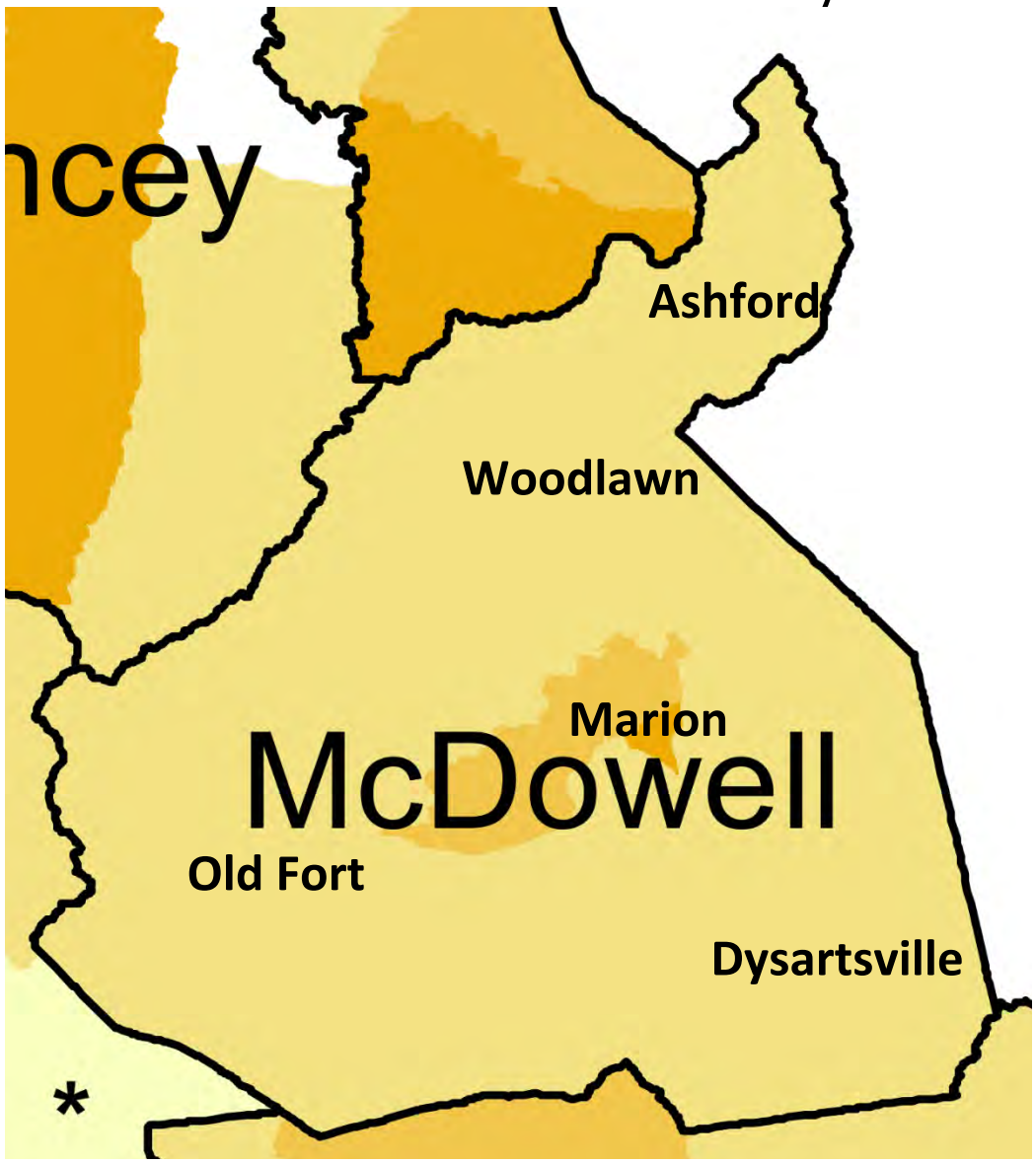
Source: NC State Center for Health Statistics 2009-13

Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted.

McDowell County Chronic Lower Respiratory Diseases Mortality Rates 2009-2013



Rate per 100,000 Population

- 9.9 - 57.5
- 57.6 - 86.7
- 86.8 - 121.1
- 121.2 - 222.9
- County Boundary

Source: NC State Center for Health Statistics 2009-13

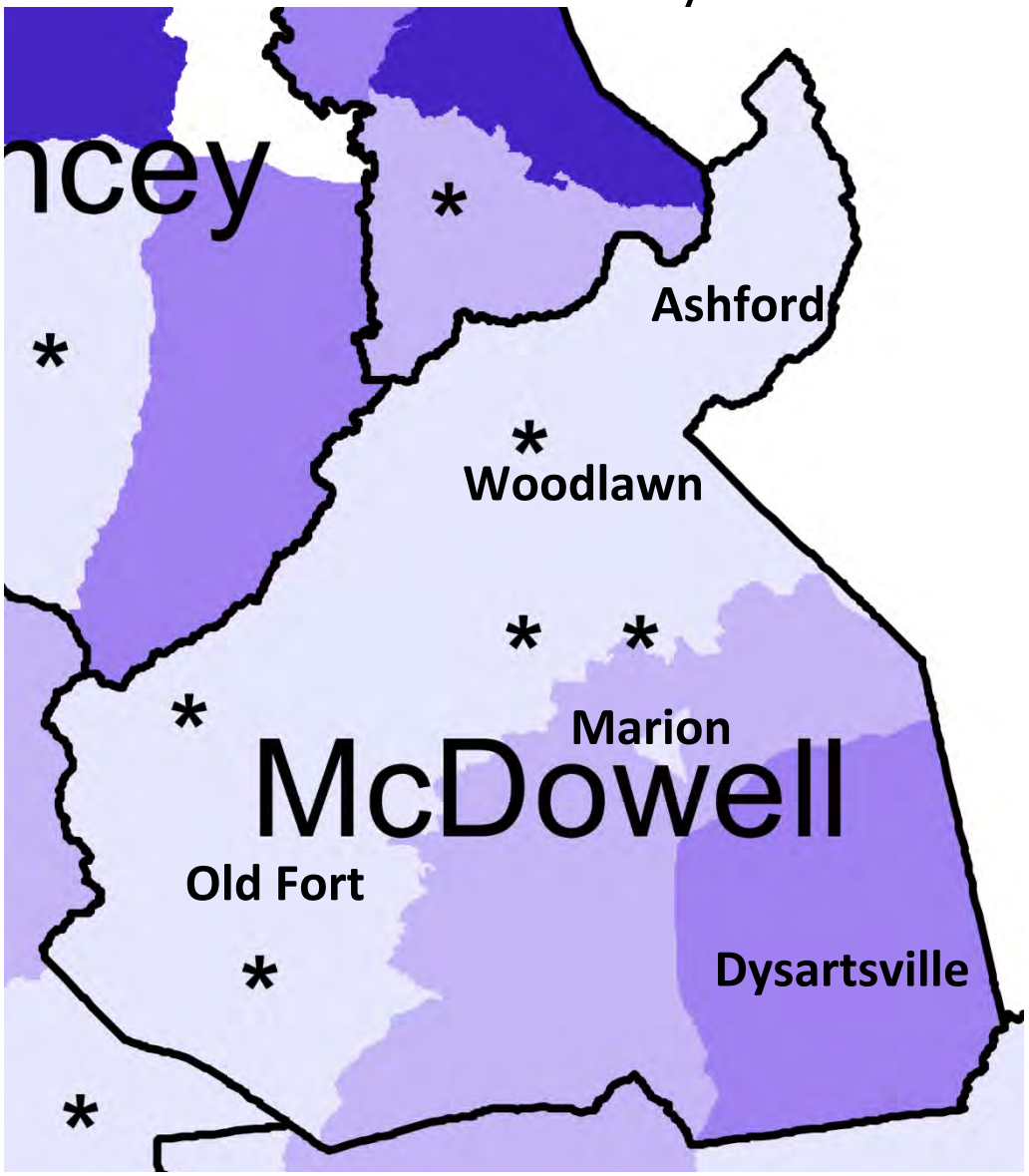
Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted.

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.

McDowell County Other Unintentional Injuries Mortality Rates 2009-2013



Rates per 100,000 Population

- 5.9 - 30.1
- 30.2 - 45.9
- 46.0 - 65.9
- 66.0 - 126.9
- County Boundary

Source: NC State Center for Health Statistics 2009-13

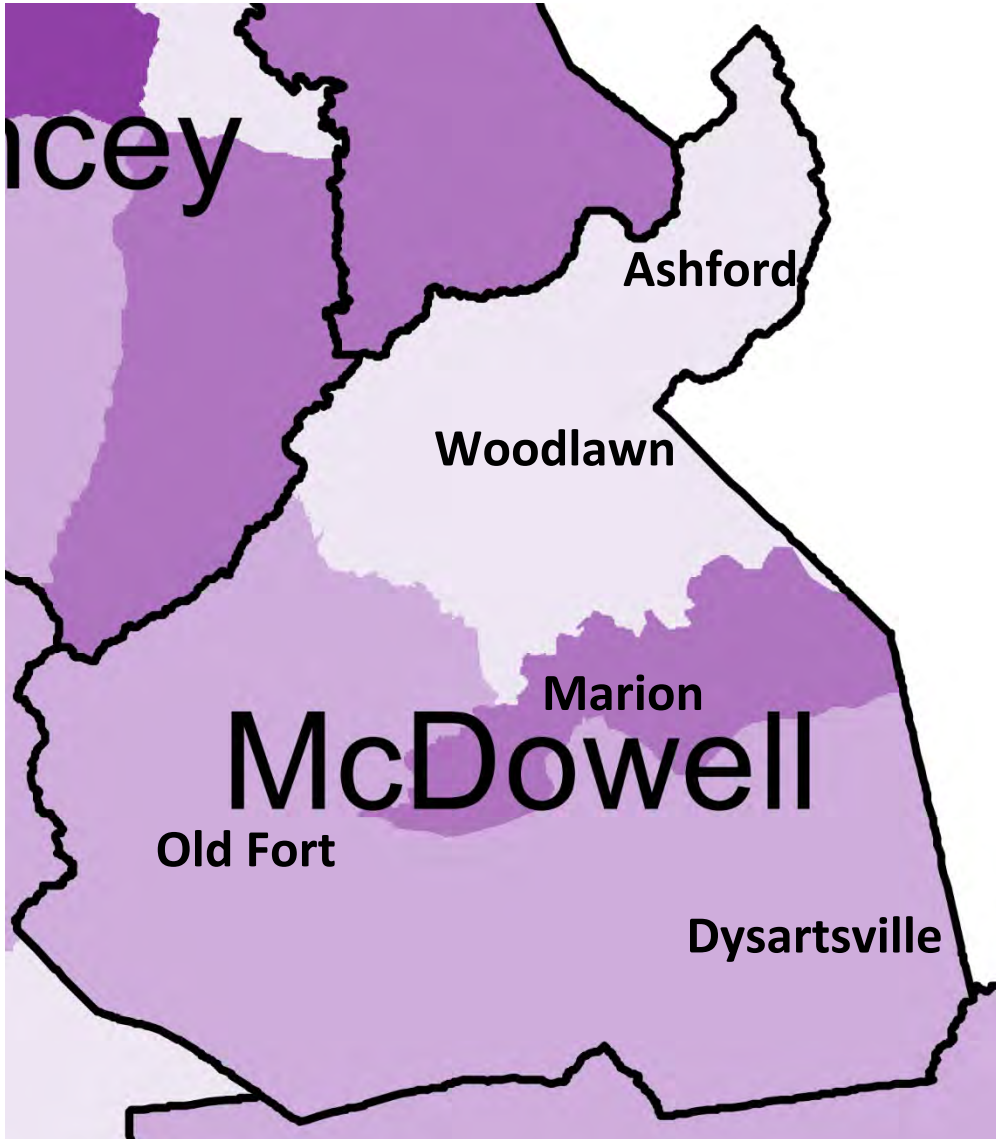
Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted. Does not include motor vehicle mortality rates.

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.

McDowell County All Cancers Mortality Rates 2009-2013



Rate per 100,000 Population

- 71.7 - 192.1
- 192.2 - 250.6
- 250.7 - 316.8
- 316.9 - 501.2
- County Boundary

Source: NC State Center for Health Statistics 2009-13

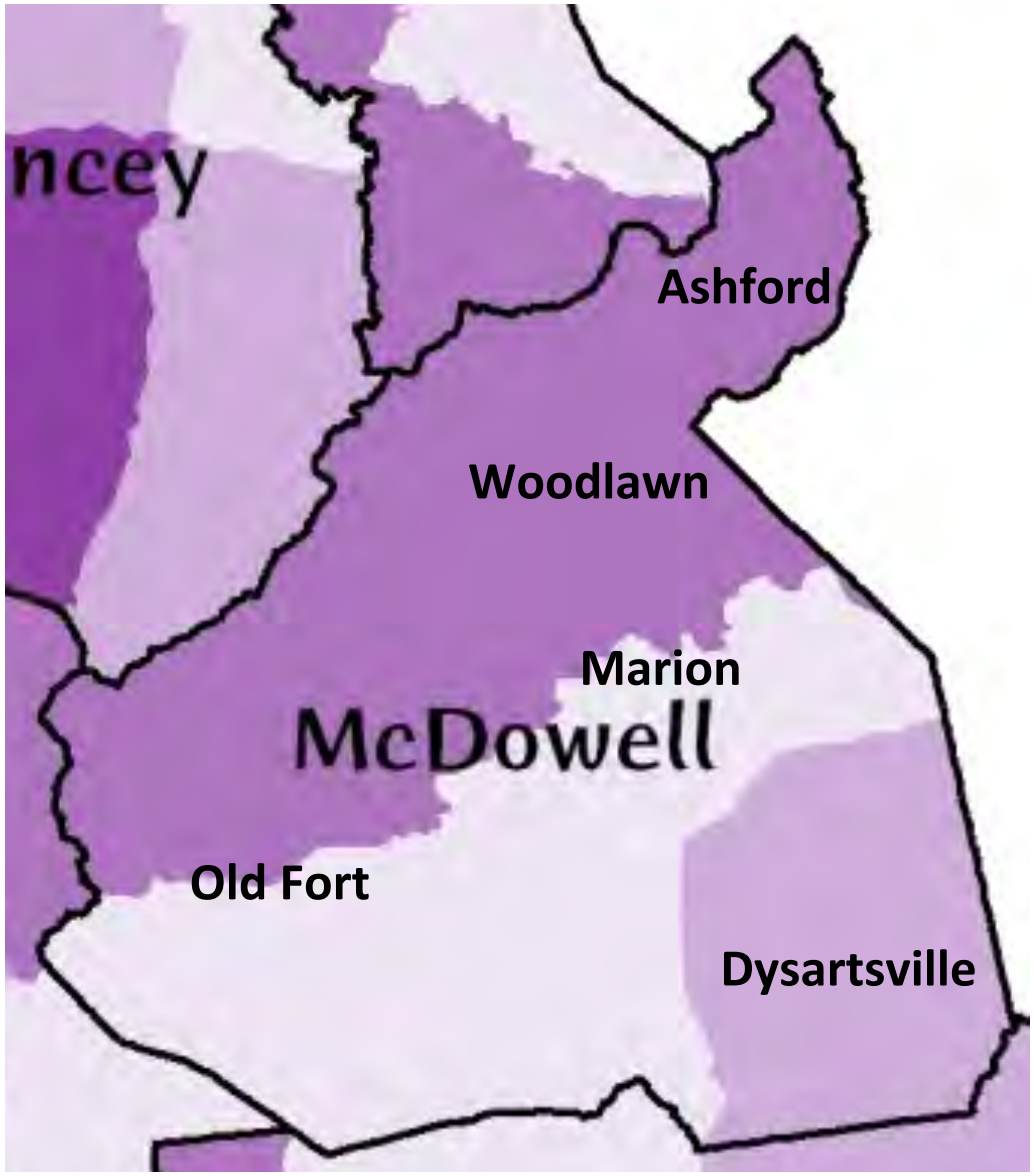
Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted.

\

McDowell County All Cancer Incidence Rates 2008-2012



Rate Per 100,000 Population

- 218.8 - 613.4
- 613.5 - 892.8
- 892.9 - 1269.2
- 1269.3 - 2277.5
- None
- County Boundary

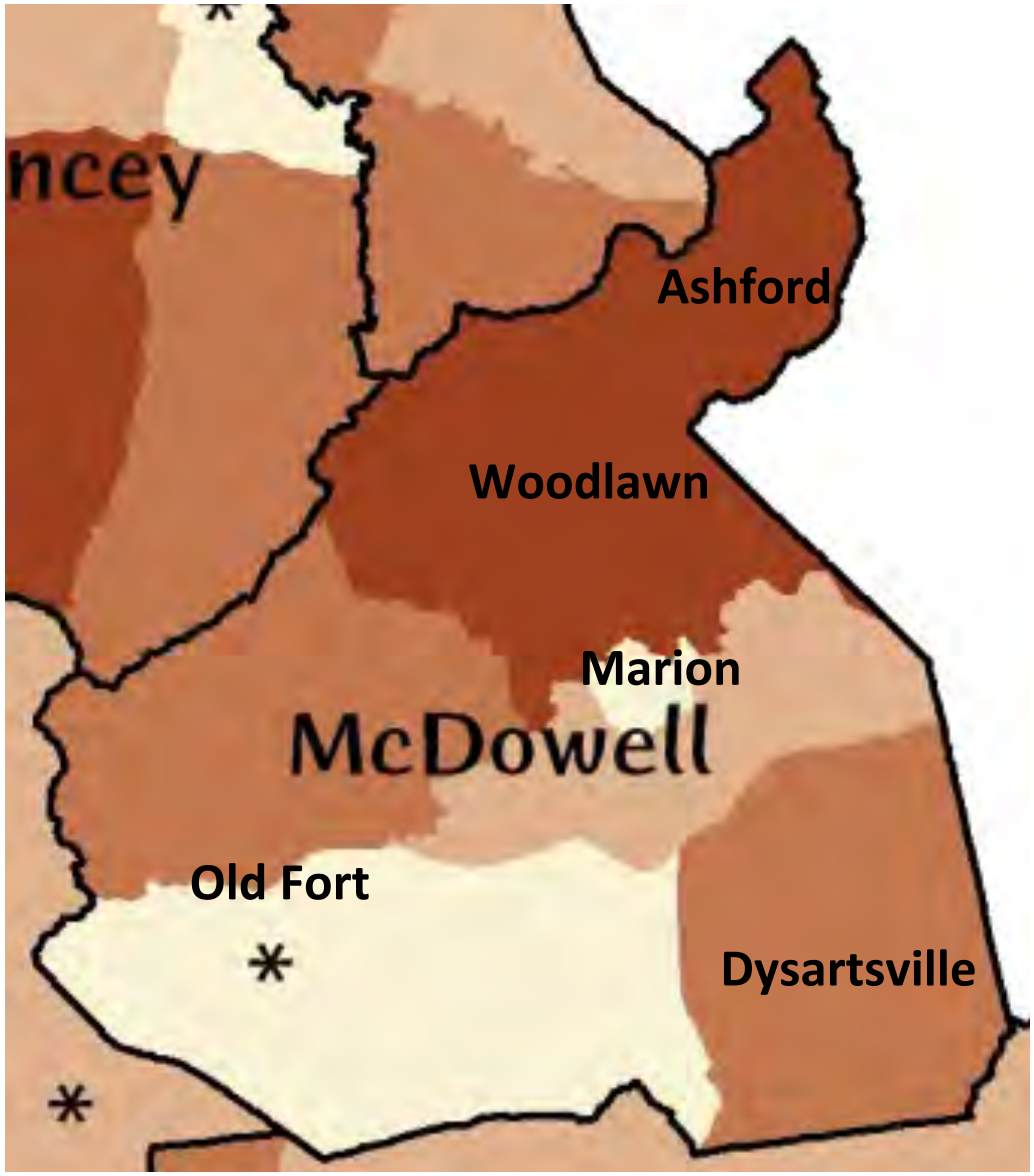
Source: NC State Center for Health Statistics 2008-12

Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted. Rates may change as information is continuously updated. Data was obtained 02/2015.

McDowell County Lung and Bronchus Cancer Incidence Rates 2008-2012



Rate per 100,000 Population

- 32.5 - 76.4
- 76.5 - 121.5
- 121.6 - 200.9
- 201.0 - 450.2
- None
- County Boundary

Source: NC State Center for Health Statistics 2008-12

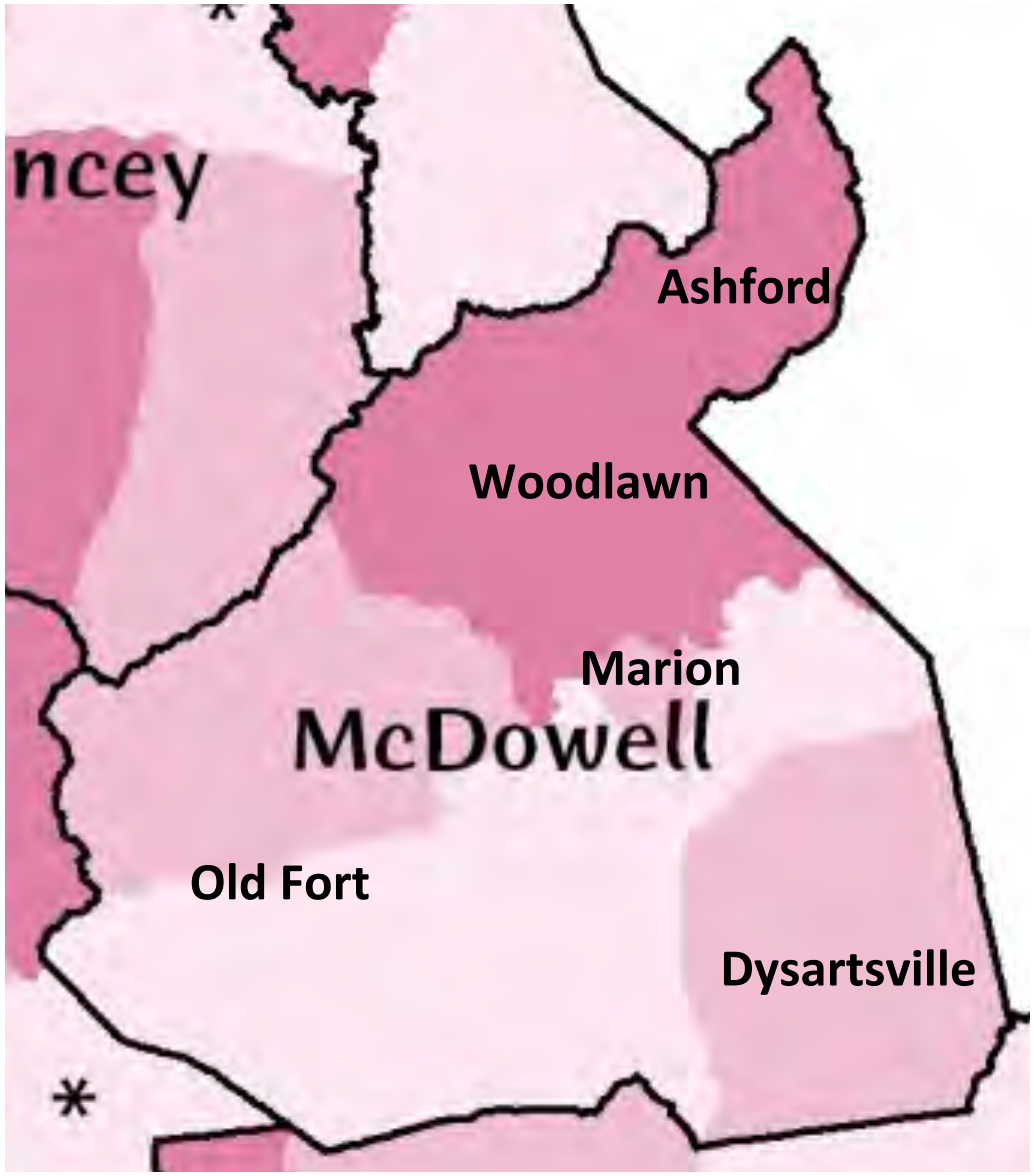
Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted. Rates may change as information is continuously updated. Data was obtained 02/2015.

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.

McDowell County Breast Cancer Incidence Rates 2008-2012



Rate per 100,000 Female Population

- 44.2 - 181.4
- 181.5 - 298.0
- 298.1 - 535.1
- 535.2 - 949.7
- None
- County Boundary

Source: NC State Center for Health Statistics 2008-12

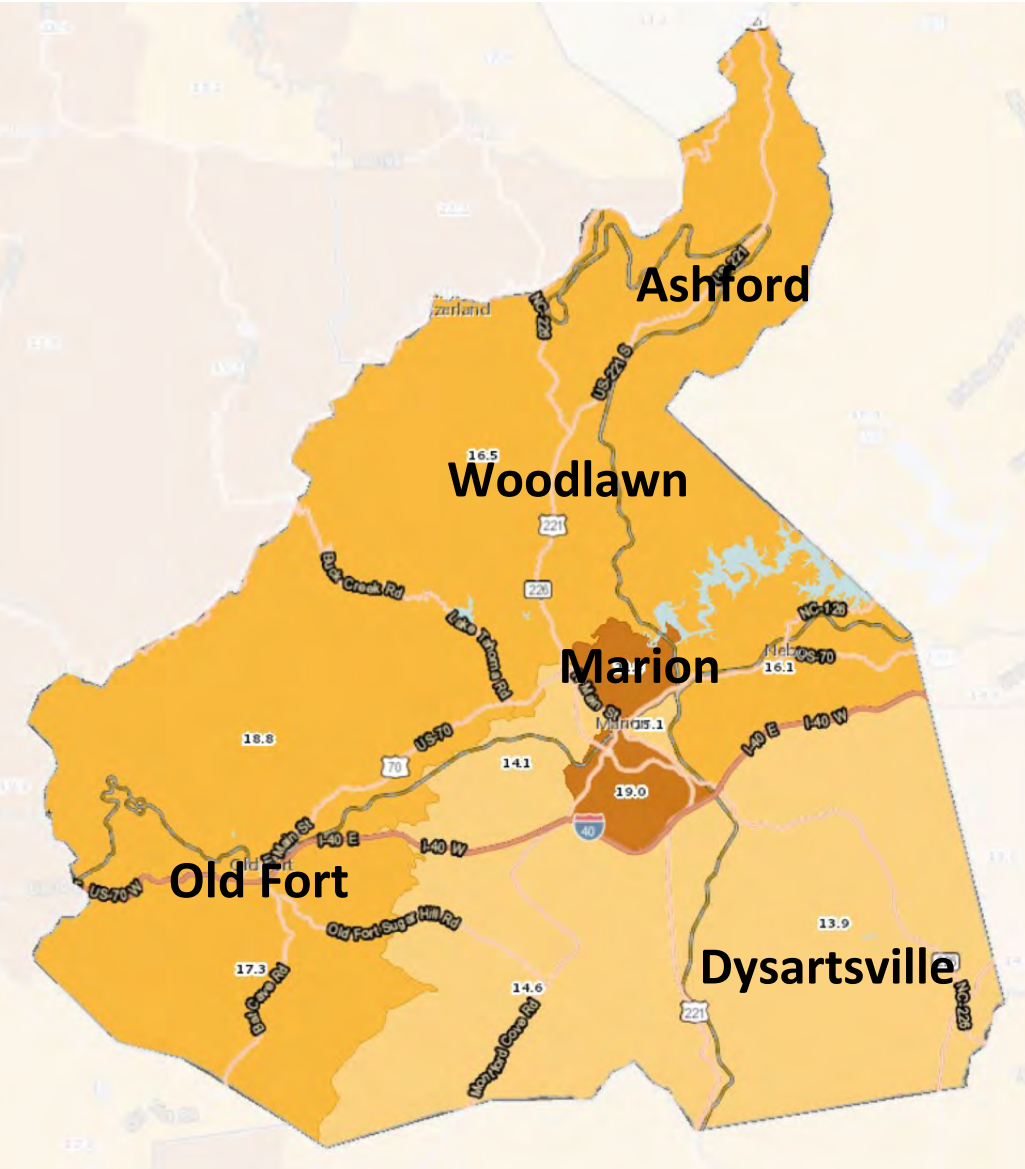
Geographic Unit: Census tract

Map produced by the NC State Center for Health Statistics

Rates are not age adjusted. Rates may change as information is continuously updated. Data was obtained 02/2015.

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.

Percent of the Population of Older Adults (Age 65+) in McDowell County



Population Age 65+, Percent by Tract, US Census 2010

- Over 19.1%
- 16.1 - 19.0%
- 13.1 - 16.0%
- Under 13.1%
- No Data or Data Suppressed

Source: US Census 2010

Geographic Unit: Census tract

Map produced with Community Commons

2015 PRC Community Health Needs Assessment

A Data-Driven Approach to Identifying Community Health Needs

McDowell County

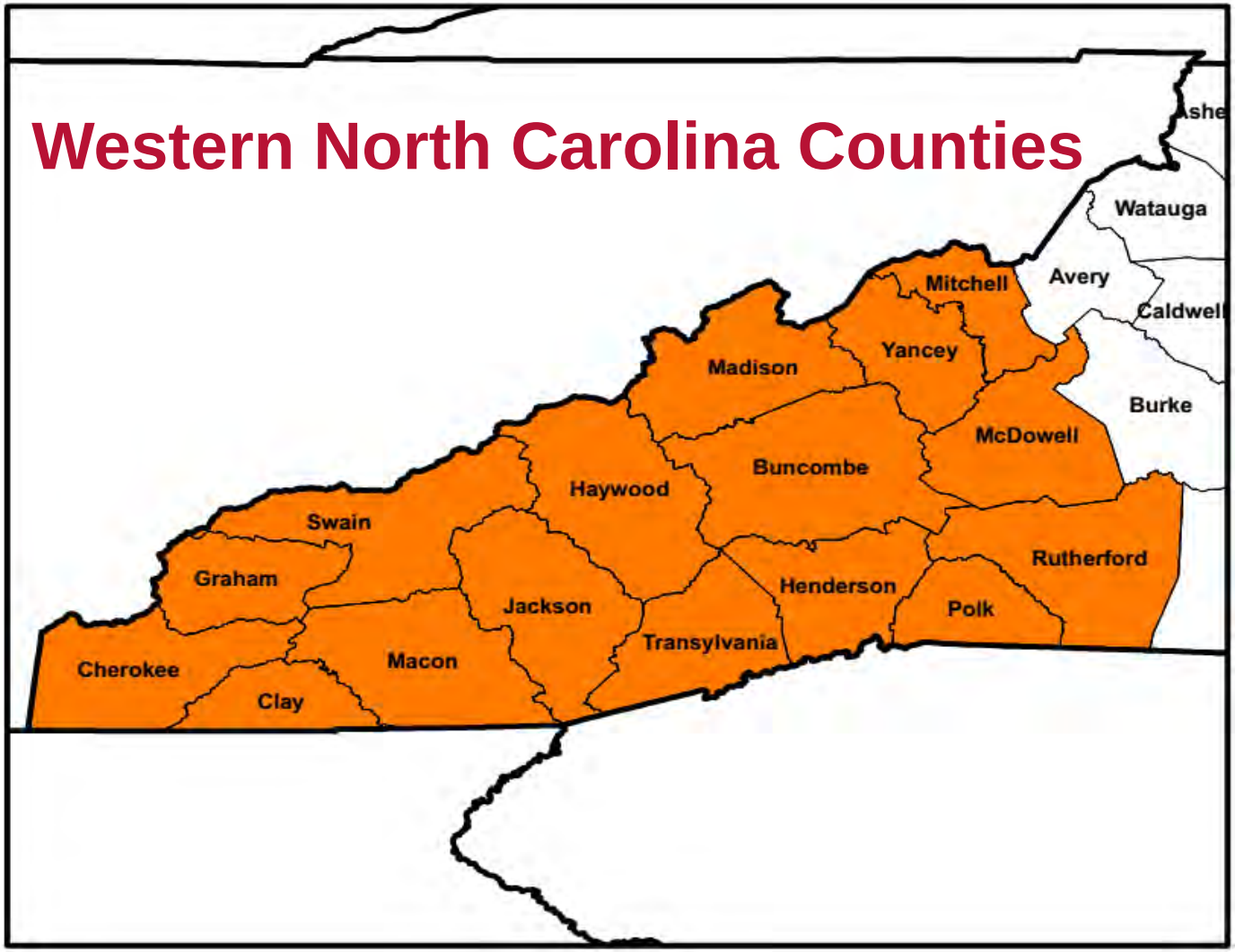
Community Health Findings

Professional Research Consultants, Inc.

Prepared for WNC Healthy Impact

By Professional Research Consultants, Inc.

Western North Carolina Counties



Methodology

- Telephone survey methodology
  - Allows for high participation and random selection
  - These are critical to achieving a sample representative of county and regional populations by gender, age, race/ ethnicity, income
  - Landline (94%) and cell phone (6%)
  - English and Spanish

Methodology

- 3,300 telephone surveys throughout WNC
  - Adults 18+
  - Gathered data for each of 16 counties
  - Weights were added to enhance representativeness of data at county and regional levels

Methodology

- Full WNC sample allows for drill-down by:
  - County
  - Age
  - Gender
  - Race/ ethnicity (White, Black, Hispanic, Native American)
  - Income (3 levels based on poverty status)
  - Other categories, based on question responses

- Individual county samples allow for drill-down by
  - Gender
  - Income (2 levels based on poverty status
  - Other categories, based on question responses

Survey Instrument

- Based largely on national survey models
  - When possible, question wording from public surveys (e.g., CDC BRFSS)
- 75 questions asked of all counties
  - Each county added three county-specific questions
  - Approximately 15-minute interviews
  - Questions determined by WNC stakeholder input

Minimizing bias

- Potential bias
  - Noncoverage error - *Underrepresentation of people without phones*
  - Sampling error - *Estimates based on only a sample*
  - Measurement error - *Responses to questions may not be completely accurate due to question wording, interviewer's tone, etc.*
- Strategies to minimize bias
  - Random selection
  - Strict adherence to administration protocols
  - Use of a tested survey instrument
  - Automated CATI system (lessens risk of human error in data entry)

Keep in mind

- Sampling levels allow for good local confidence intervals, but you should still keep in mind that error rates are larger at the county level than for WNC as a region
  - Results for WNC regional data have maximum error rate of ±1.7% at the 95% confidence level
  - Results for individual counties have maximum error rate of ±6.9% at the 95% confidence level

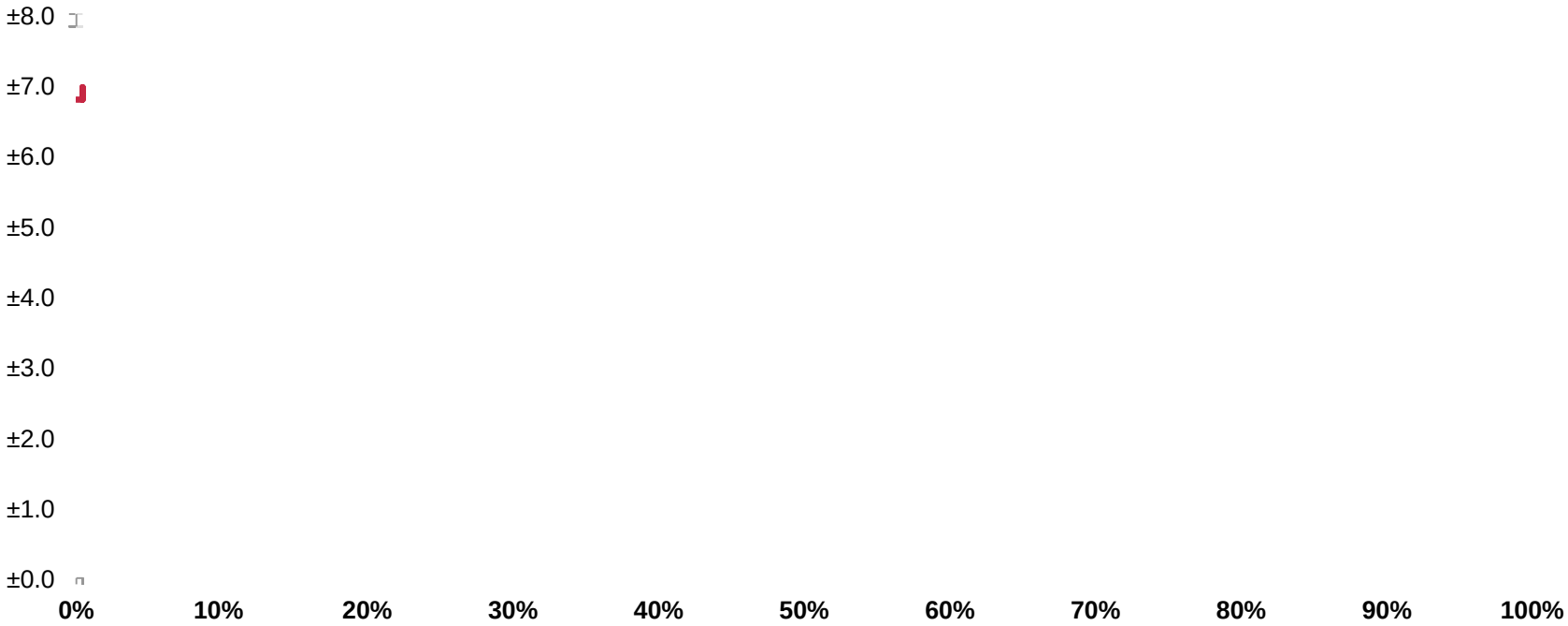
- PRC indicates in regional report when differences – between county and regional results, different demographic groups, and 2012 to 2015 – are statistically significant

Keep in mind

For more detailed information on methods, see:

- **PRC's Primary Data Collection: Research Approach & Methods document (2015)**
- **County-specific CH(N)A Templates**

Expected Error Ranges for a Sample of 200 Respondents at the 95 Percent Level of Confidence

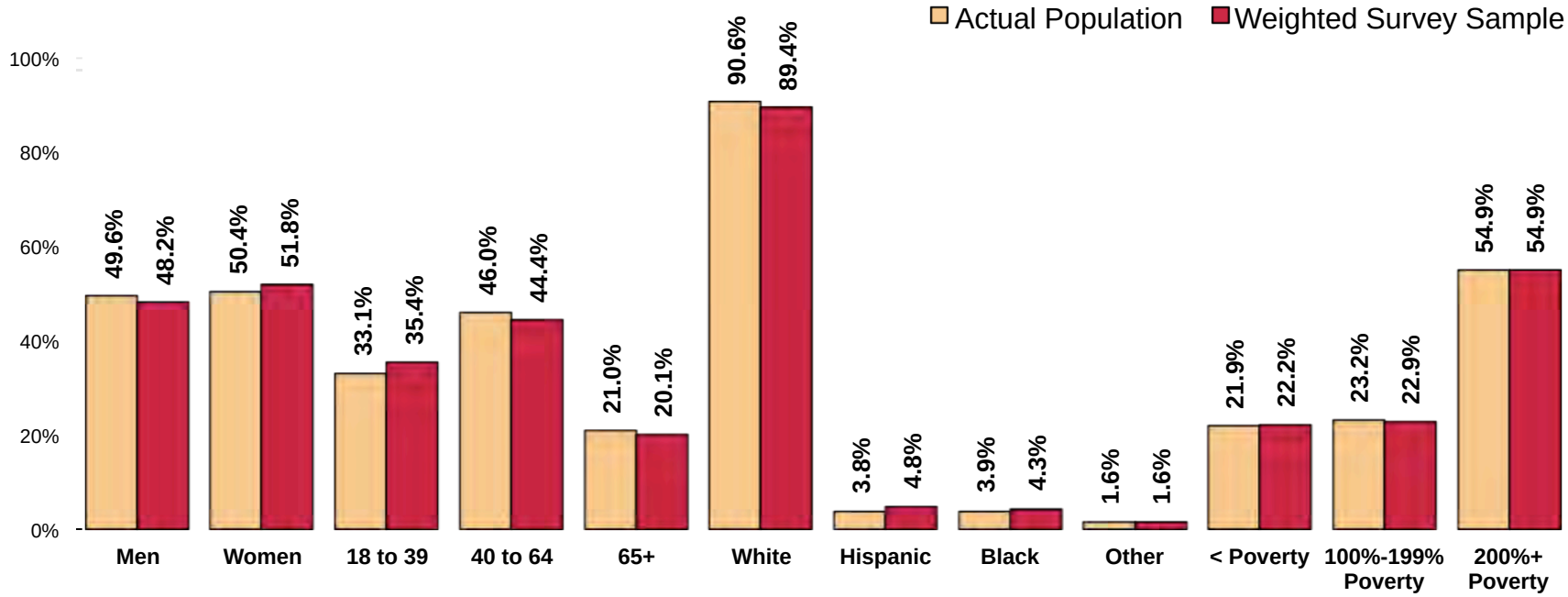


Note:
- The "response rate" (the percentage of a population giving a particular response) determines the error rate associated with that response. A "95 percent level of confidence" indicates that responses would fall within the expected error range on 95 out of 100 trials.

Examples:
- If 10% of the sample of 200 respondents answered a certain question with a "yes," it can be asserted that between 5.8% and 14.2% (10% ± 4.2%) of the total population would offer this response.
- If 50% of respondents said "yes," one could be certain with a 95 percent level of confidence that between 43.1% and 56.9% (50% ± 6.9%) of the total population would respond "yes" if asked this question.

Population & Sample Characteristics

(McDowell County, 2015)



Sources:
- 2015 Census Estimates/Projections. Geolytics, Inc.
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc.

Notes:
- Hispanics can be of any race. Other race categories are non-Hispanic categorizations (e.g., “White” reflects non-Hispanic White respondents).

Sample of Seasonal (Part-Time) Residents

(McDowell County, 2015)

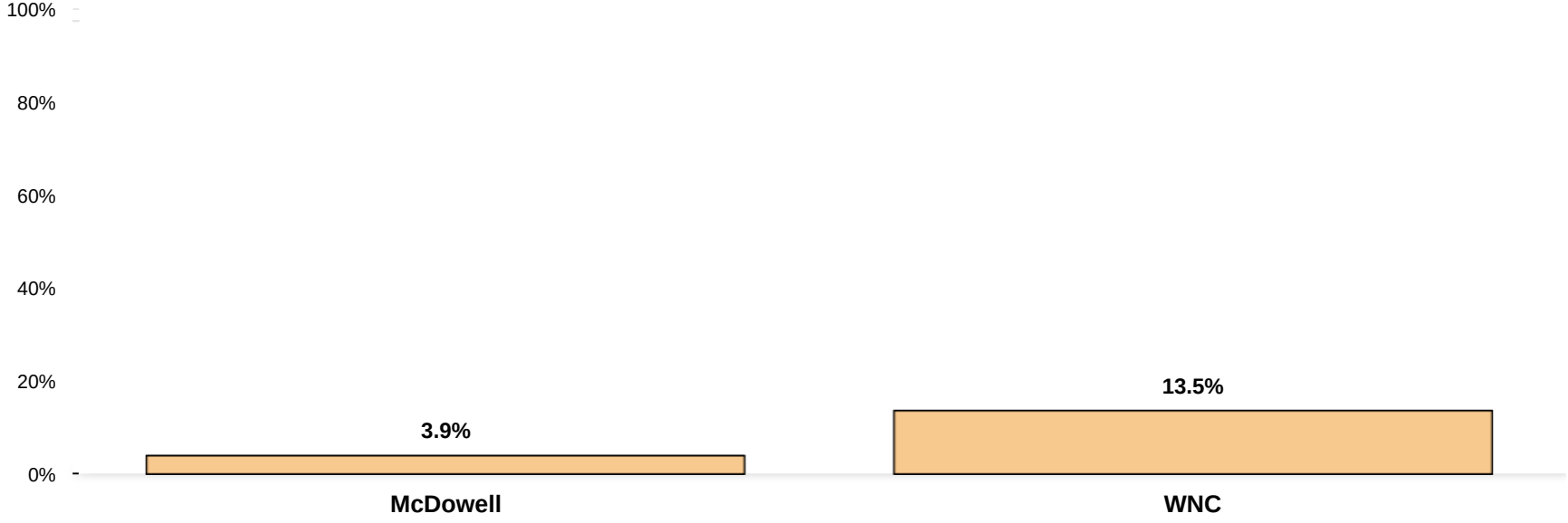
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 102]

QUALITY OF LIFE

COMMUNITY HEALTH

County is a “Fair/Poor” Place to Live

(McDowell County, 2015)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 5]
Notes: ● Asked of all respondents.

Top Three County Issues Perceived as in Most Need of Improvement

(McDowell County, 2015)

	McDowell	WNC
Economy/Unemployment	✓	✓
Nothing	✓	✓
Road Maintenance/Safety	✓	✓

Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 6]
Notes: ● Asked of all respondents.

SELF-REPORTED HEALTH STATUS

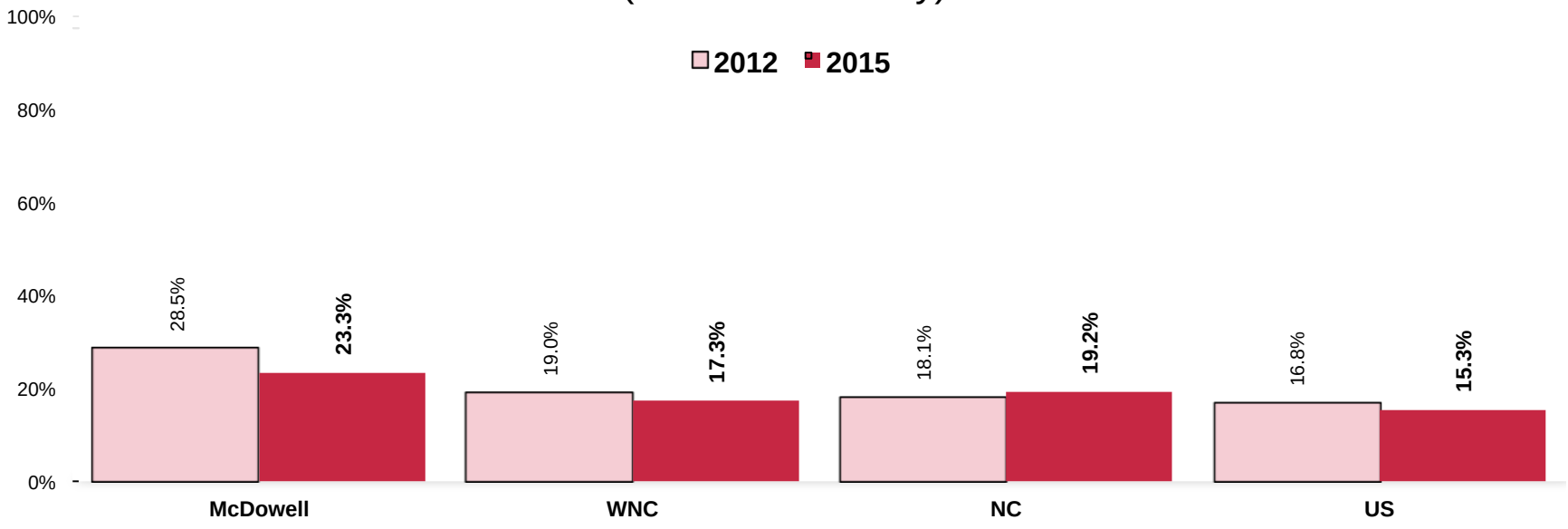
COMMUNITY HEALTH

Overall Health

COMMUNITY HEALTH

Experience “Fair” or “Poor” Overall Health

(McDowell County)

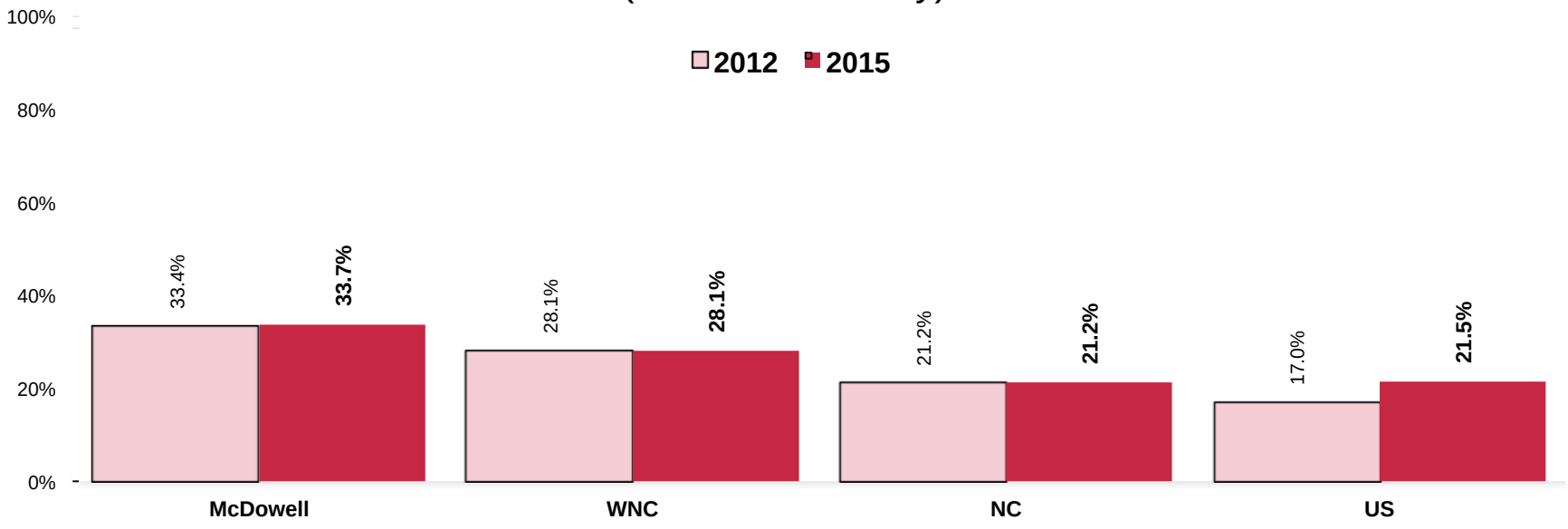


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 7]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

Limited in Activities in Some Way Due to a Physical, Mental, or Emotional Problem

(McDowell County)

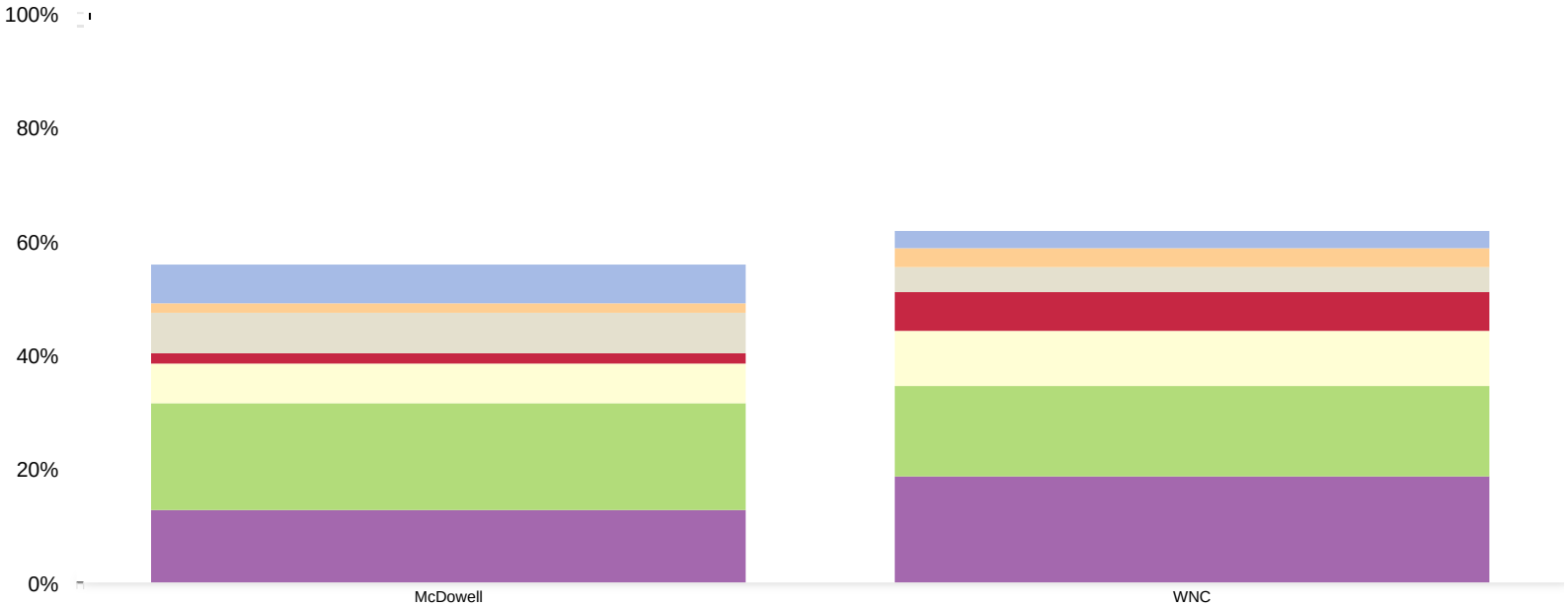


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 86]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

Type of Problem That Limits Activities

(Among Those Reporting Activity Limitations; McDowell County, 2015)



	McDowell	WNC
Other (Each <3%)	44.2	38.3
Heart Problem	6.7	3.0
Mental/ Depression	1.8	3.3
Lung/Breathing Problem	7.0	4.4
Fracture/Bone/Joint Injury	1.9	6.8
Difficulty Walking	6.9	9.7
Arthritis/Rheumatism	18.7	15.9
Back/Neck Problem	12.8	18.6

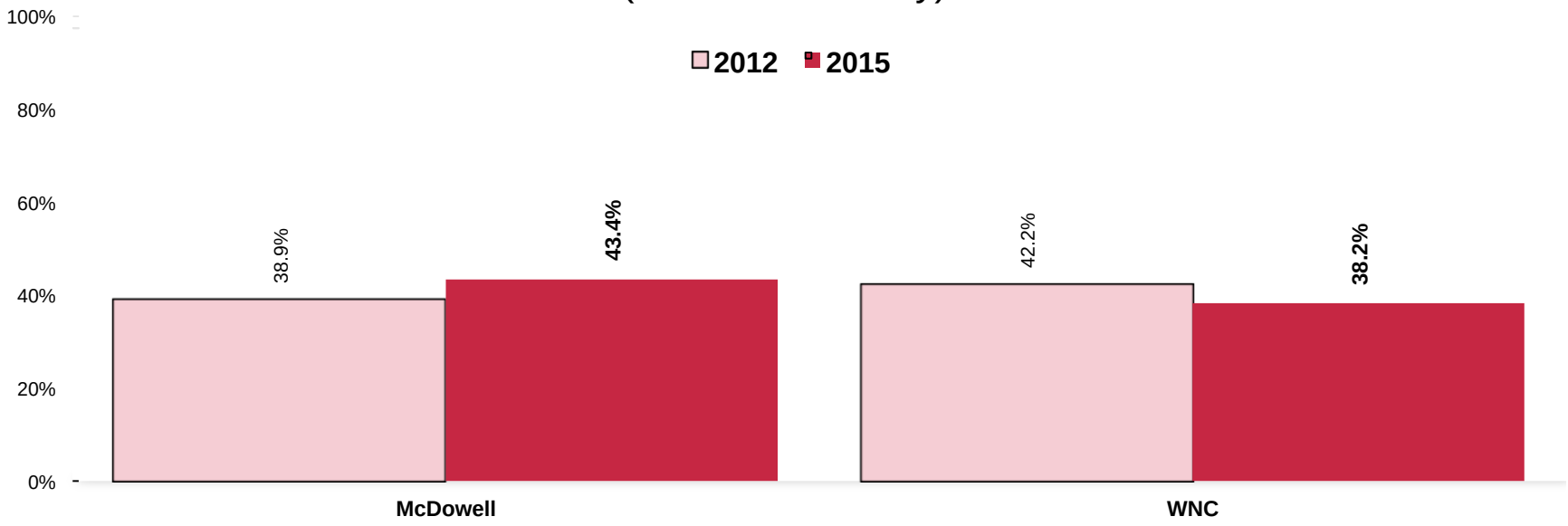
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 87]
Notes: ● Asked of those respondents reporting activity limitations.

Caregiving

COMMUNITY HEALTH

Provide Regular Care or Assistance to a Friend/Family Member Who Has a Health Problem or Disability

(McDowell County)



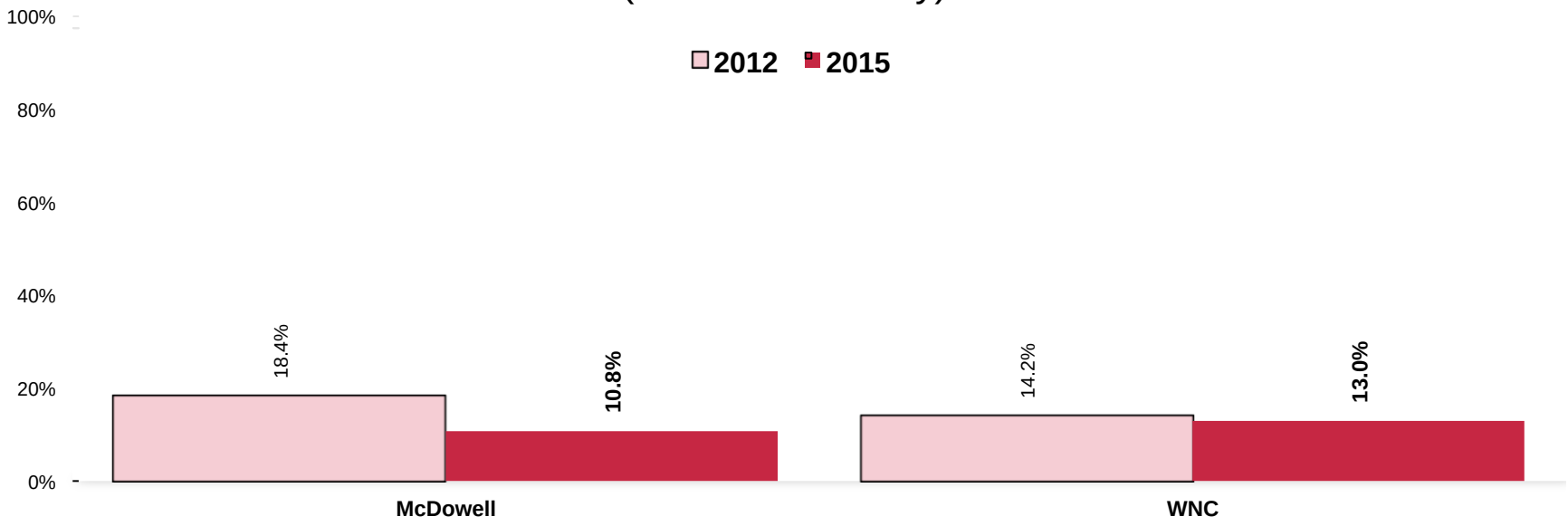
Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 89]
Notes: ● Asked of all respondents.

Mental Health
& Mental Disorders

COMMUNITY HEALTH

>7 Days of Poor Mental Health in the Past Month

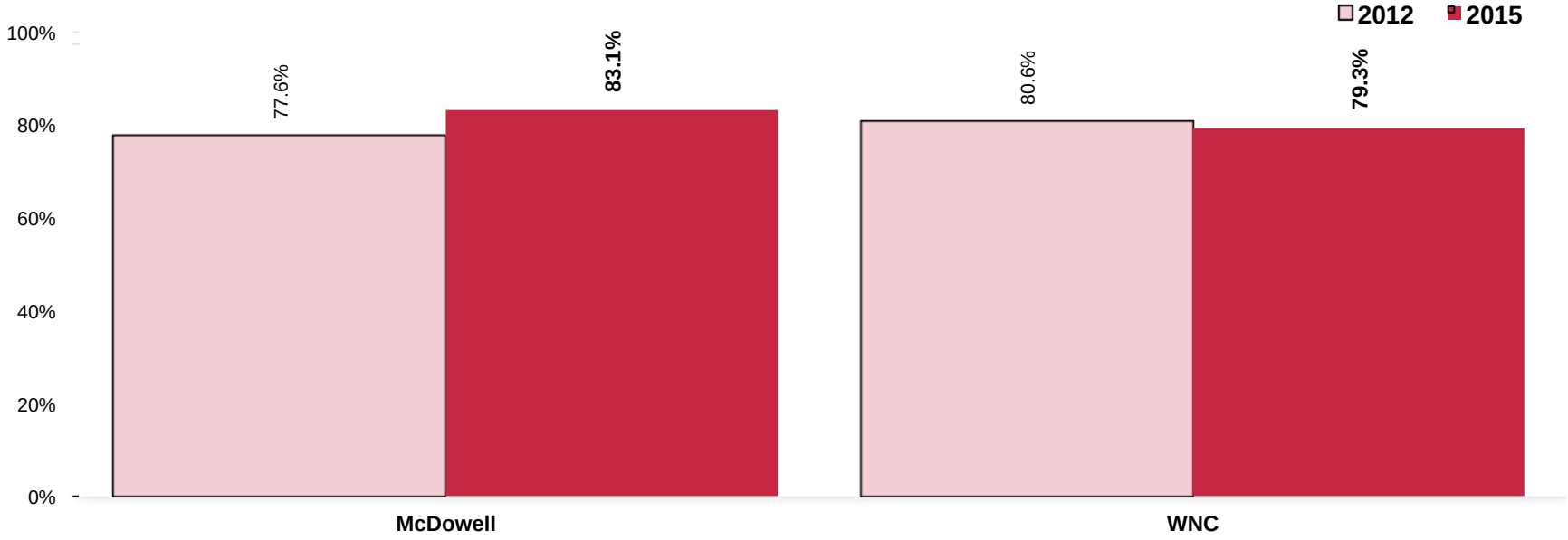
(McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 83]
Notes: ● Asked of all respondents.

“Always” or “Usually” Get Needed Social/Emotional Support

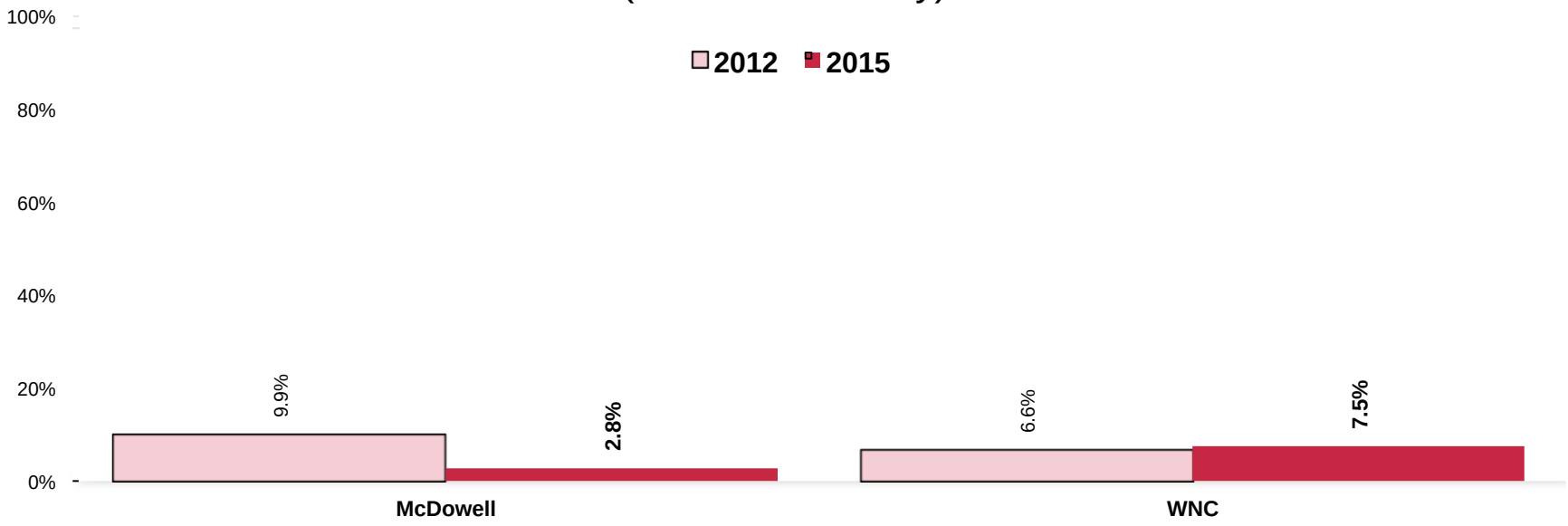
(“Always” and “Usually” Responses; McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 82]
Notes: ● Asked of all respondents.

Unable to Get Needed
Mental Health Care or Counseling in the Past Year

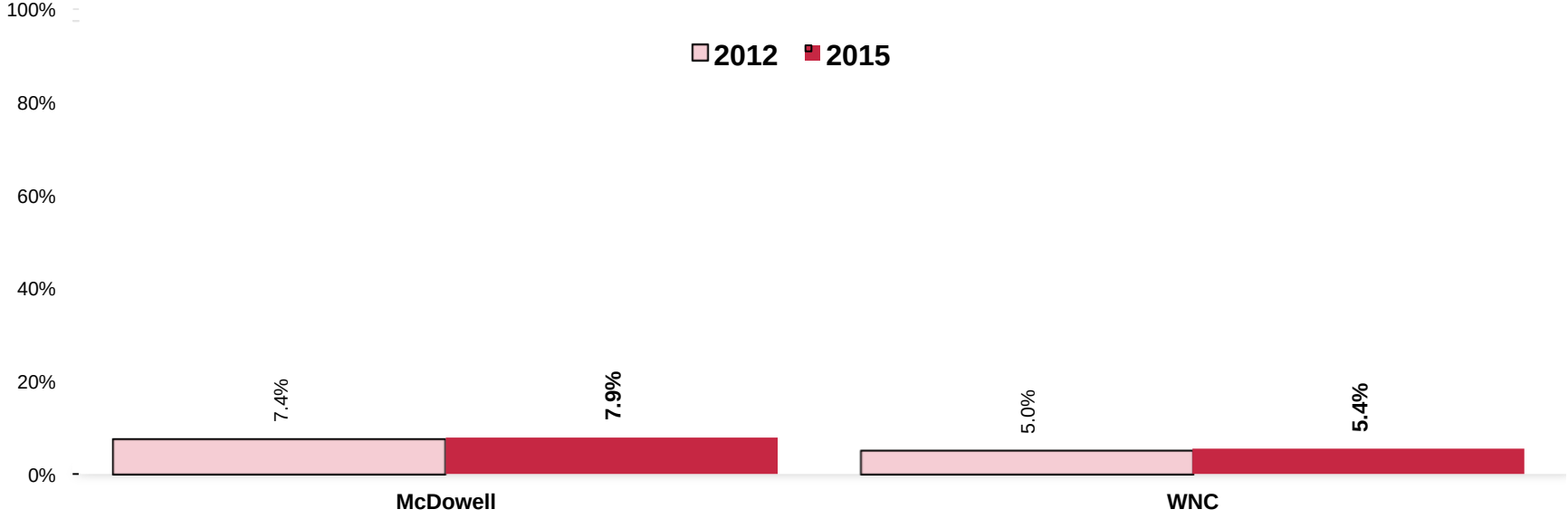
(McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 84]
Notes: ● Asked of all respondents.

Dissatisfied with Life

("Dissatisfied" and "Very Dissatisfied" Responses; McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 81]
Notes: ● Asked of all respondents.

CHRONIC CONDITIONS & INJURY

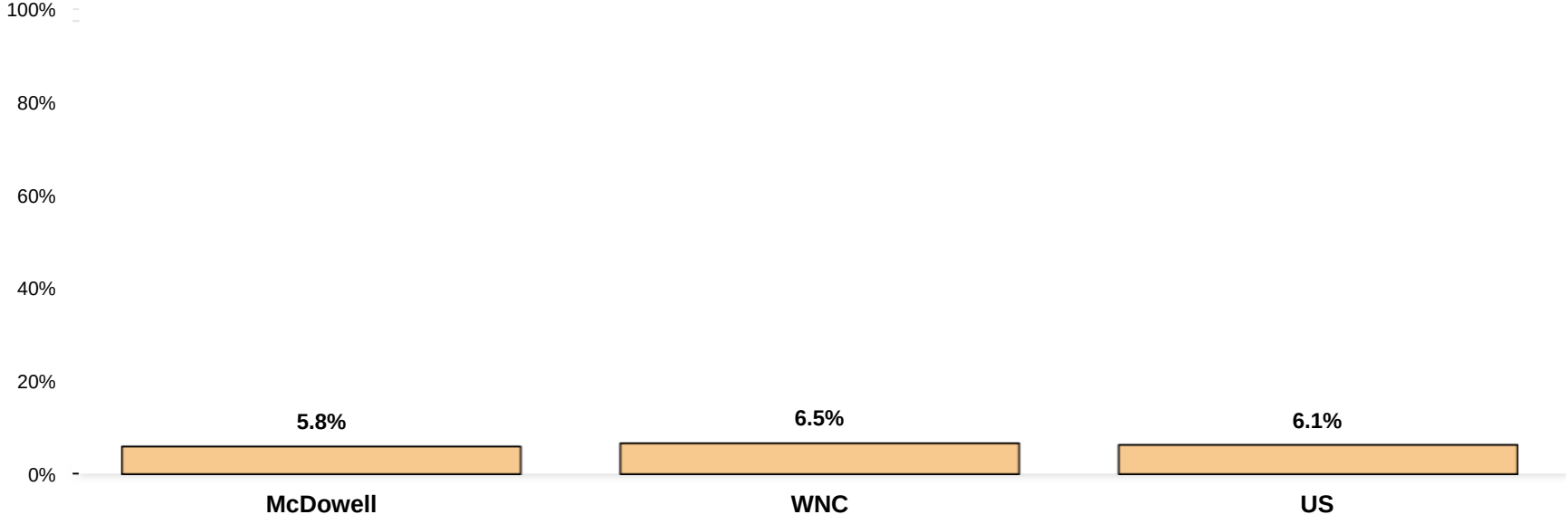
COMMUNITY HEALTH

Cardiovascular Risk

COMMUNITY HEALTH

Prevalence of Heart Disease

(McDowell County, 2015)

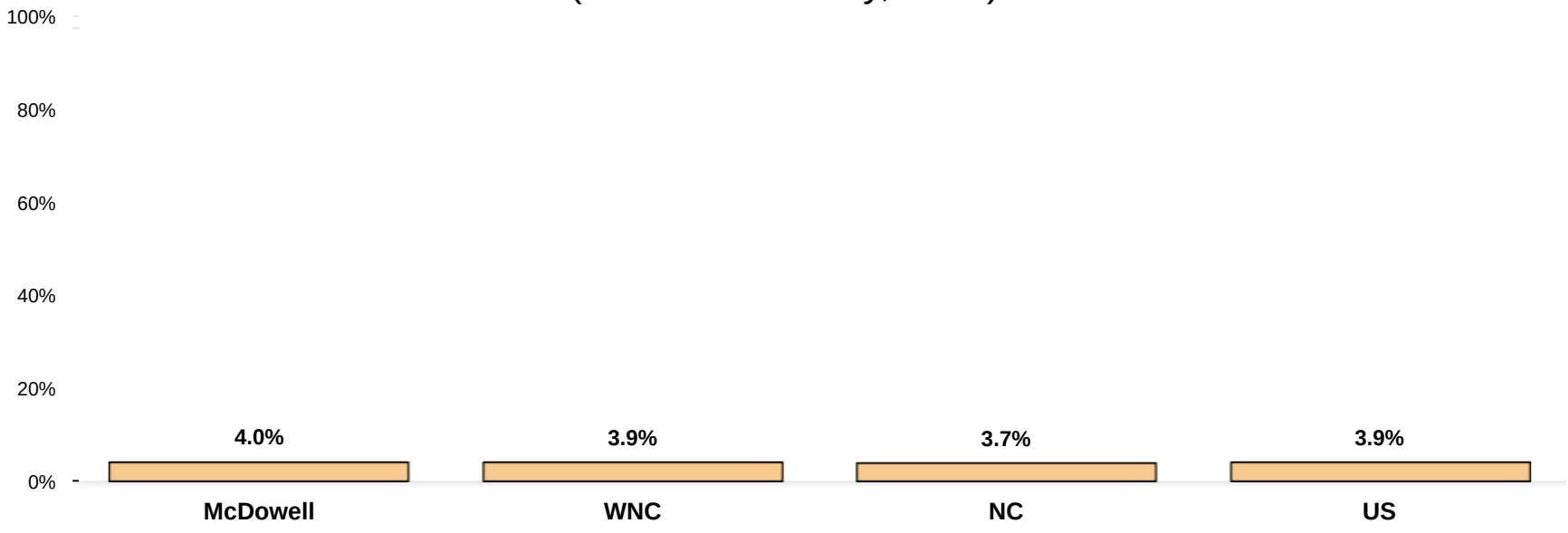


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 24]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Includes diagnoses of heart attack, angina or coronary heart disease.

Prevalence of Stroke

(McDowell County, 2015)



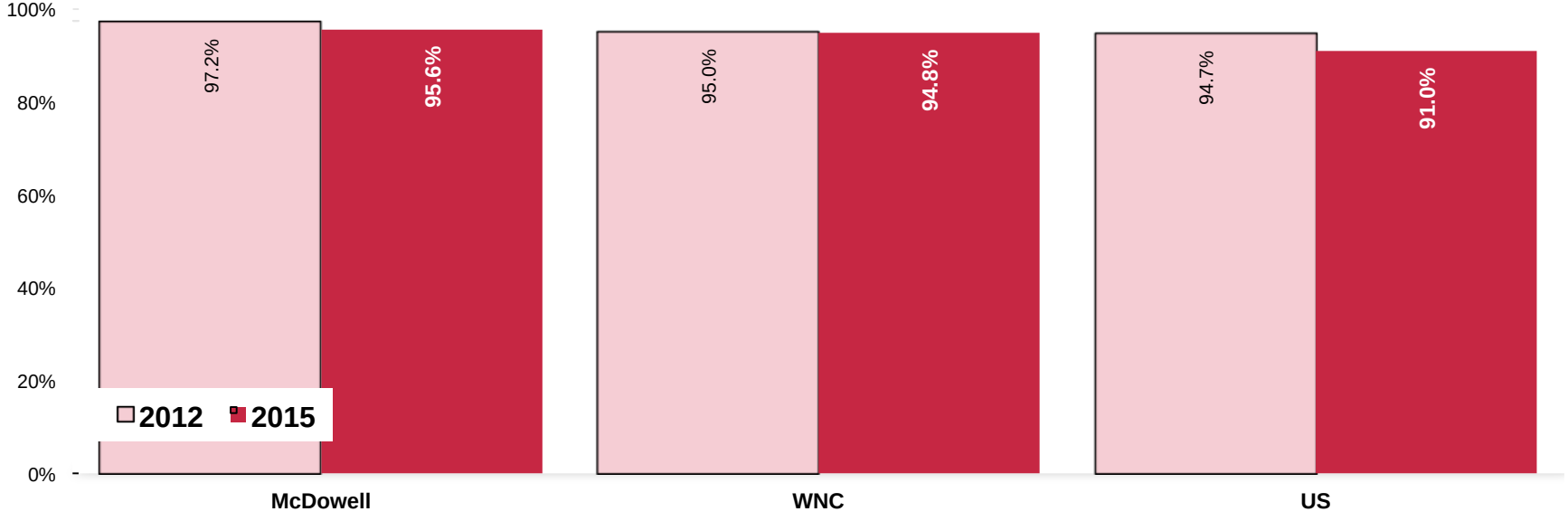
Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 25]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Includes diagnoses of heart attack, angina or coronary heart disease.

Have Had Blood Pressure Checked in the Past Two Years

(McDowell County)

Healthy People 2020 Target = 94.9% or Higher



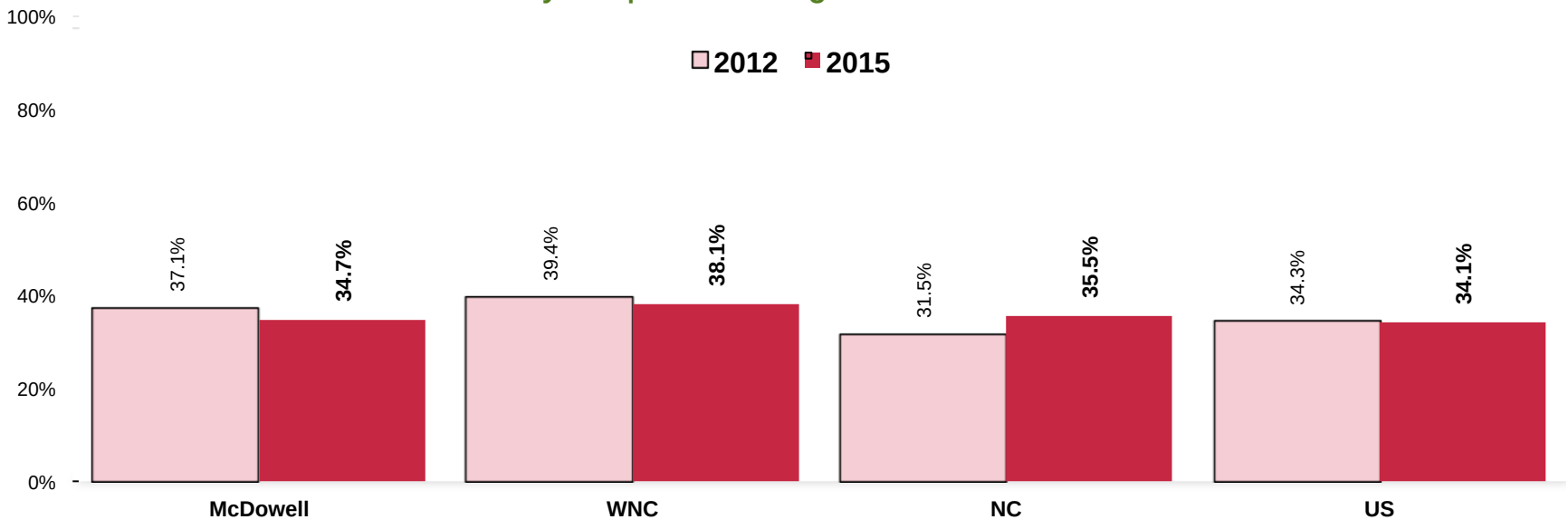
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 34]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective HDS-4]

Notes:
- Asked of all respondents.

Prevalence of High Blood Pressure

(McDowell County)

Healthy People 2020 Target = 26.9% or Lower

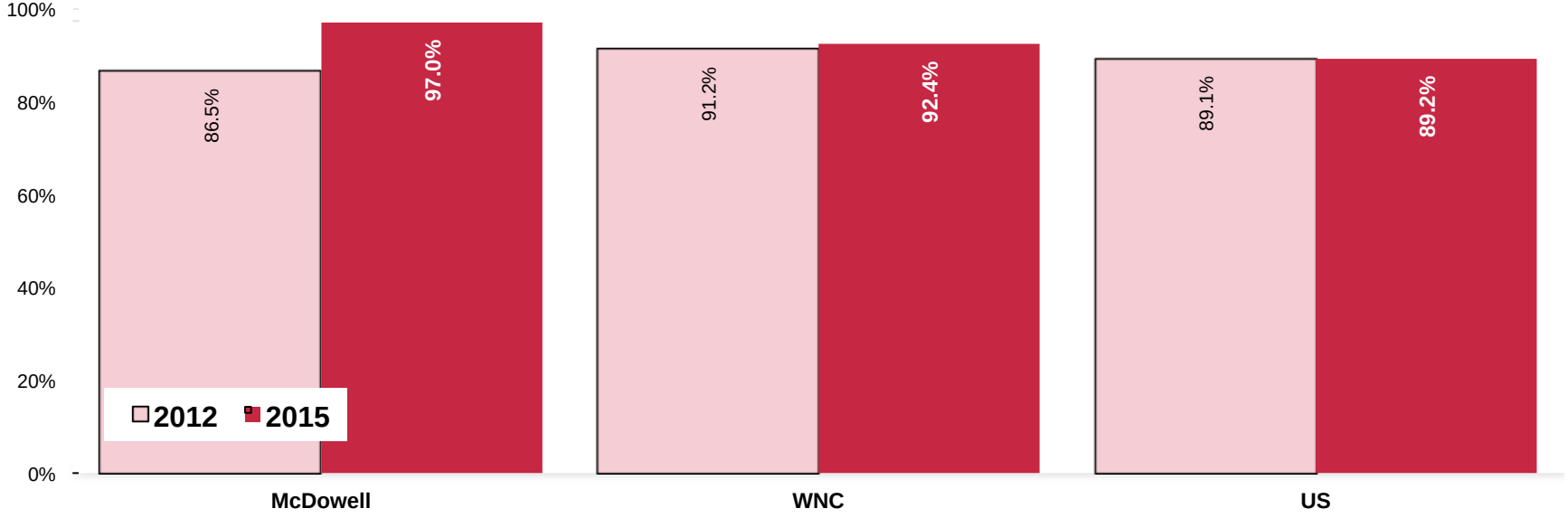


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 111]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective HDS-5.1]

Notes:
- Asked of all respondents.

Taking Action to Control Hypertension

(Among Adults with High Blood Pressure; McDowell County)



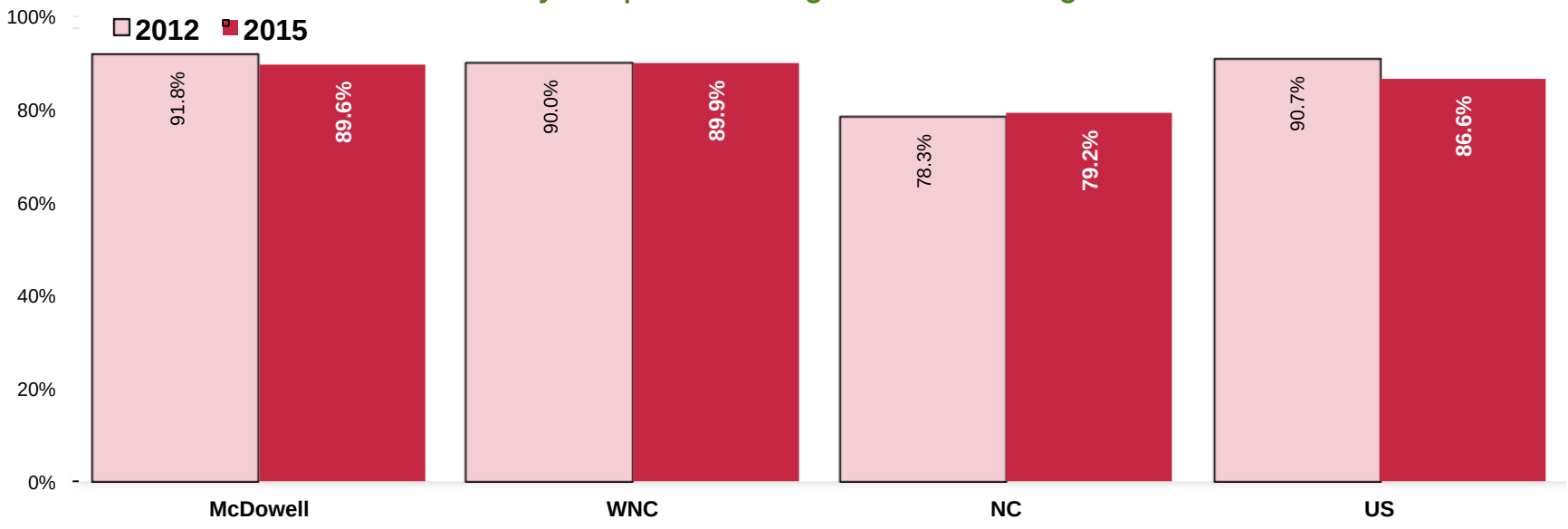
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 33]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of respondents who have been diagnosed with high blood pressure.
- In this case, the term “action” refers to medication, change in diet, and/or exercise.

Have Had Blood Cholesterol Levels Checked in the Past Five Years

(McDowell County)

Healthy People 2020 Target = 82.1% or Higher



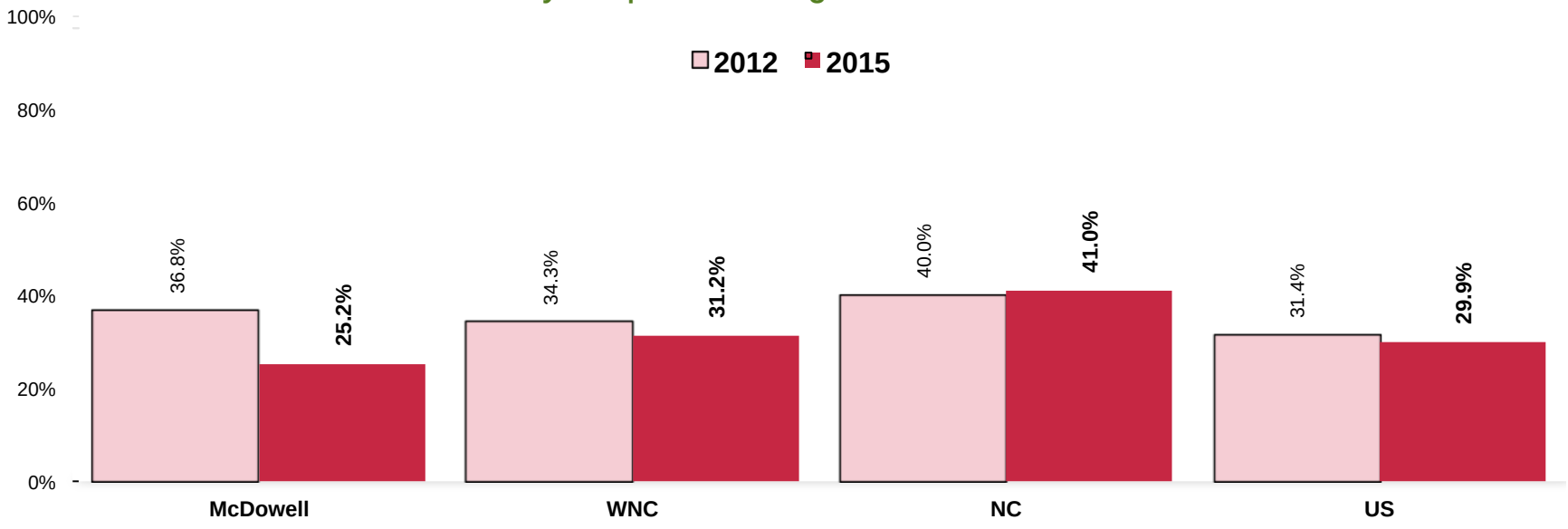
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 37]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective HDS-6]

Notes:
- Asked of all respondents.

Prevalence of High Blood Cholesterol

(McDowell County)

Healthy People 2020 Target = 13.5% or Lower

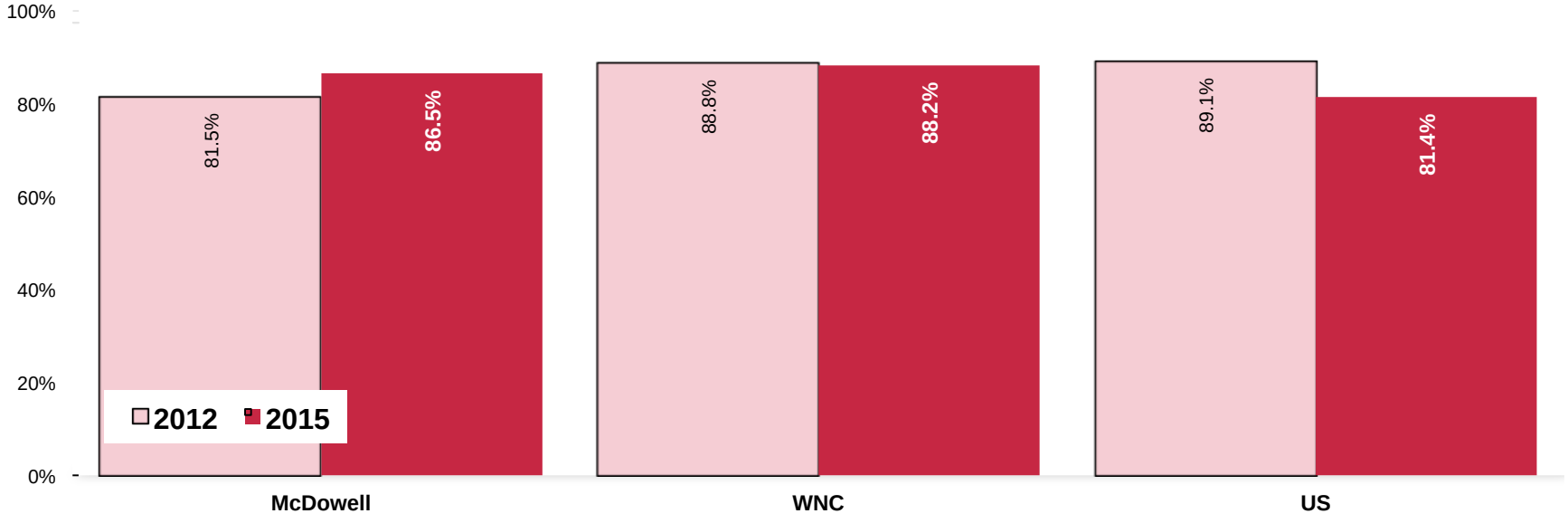


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 112]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Survey, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective HDS-7]

Notes:
- Asked of all respondents.

Taking Action to Control High Blood Cholesterol

(Among Adults with High Blood Cholesterol Levels; McDowell County)



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 36]
- PRC National Health Surveys, Professional Research Consultants, Inc.

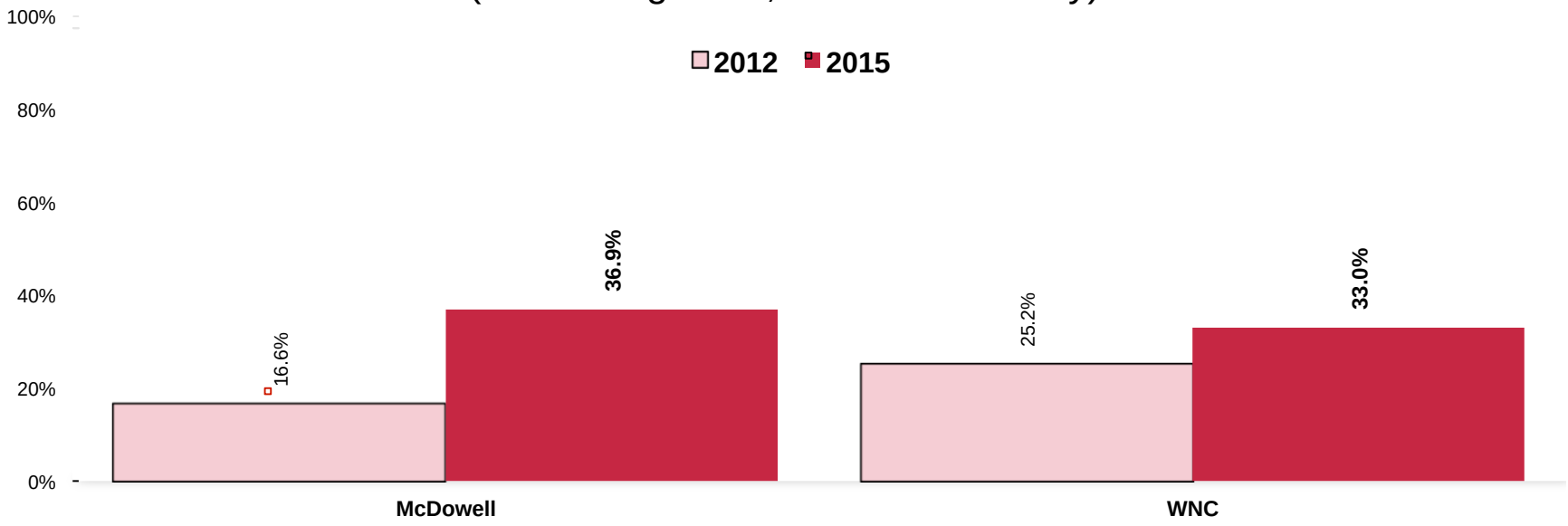
Notes:
- Asked of respondents who have been diagnosed with high blood pressure.
- In this case, the term “action” refers to medication, change in diet, and/or exercise.

Falls

COMMUNITY HEALTH

Have Fallen in the Past Year

(Seniors Age 65+; McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 88]

Notes: ● Asked of those respondents age 65+.

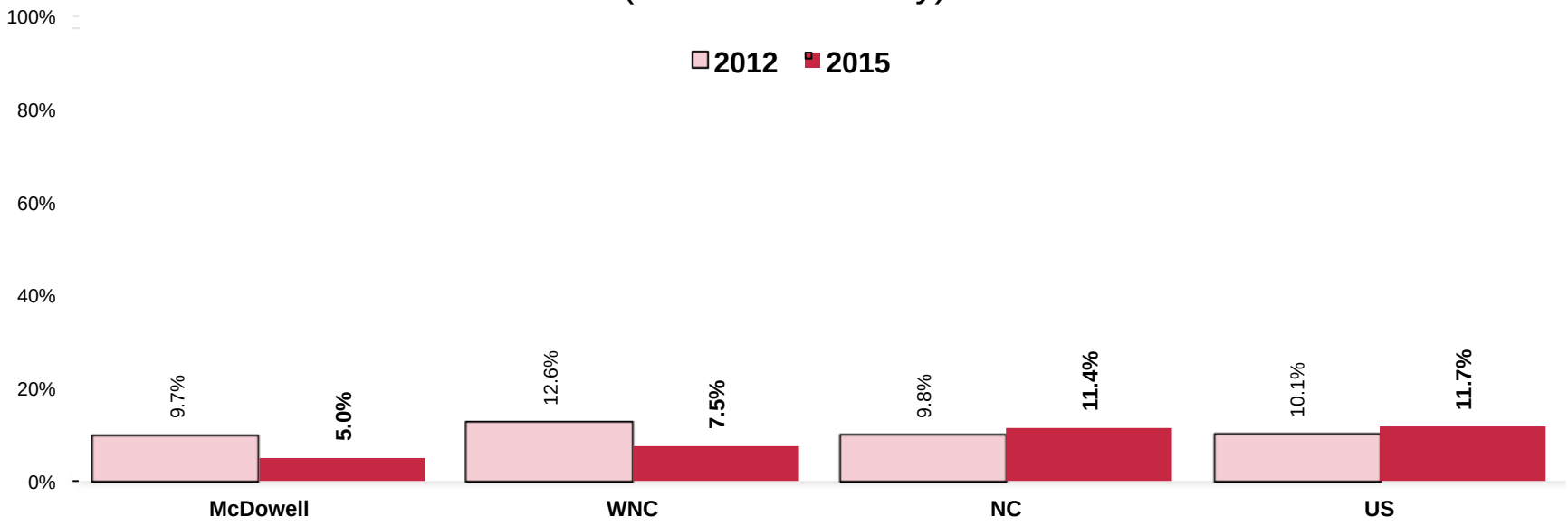
● Percentages outlined in red reflect sample sizes deemed unreliable (n<50).

Diabetes

COMMUNITY HEALTH

Prevalence of Diabetes (Ever Diagnosed)

(McDowell County)

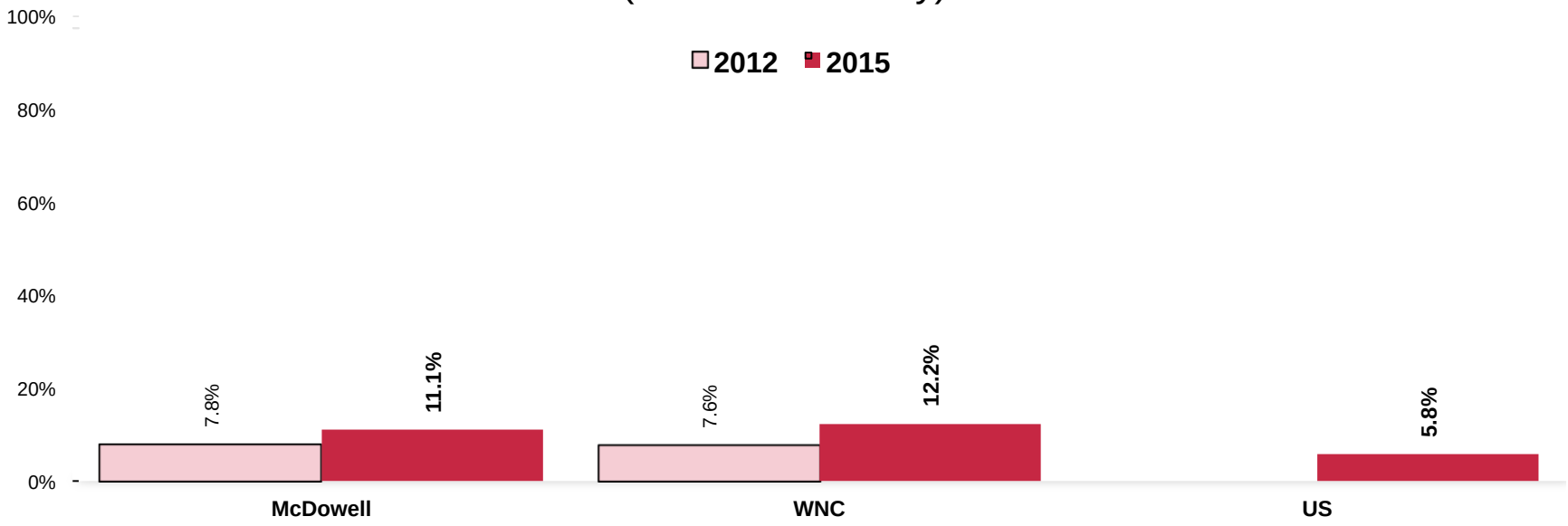


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 28]
- PRC National Health Survey, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.

Notes:
- Asked of all respondents.
- Excludes gestational diabetes (occurring only during pregnancy).

Prevalence of Borderline or Pre-Diabetes

(McDowell County)

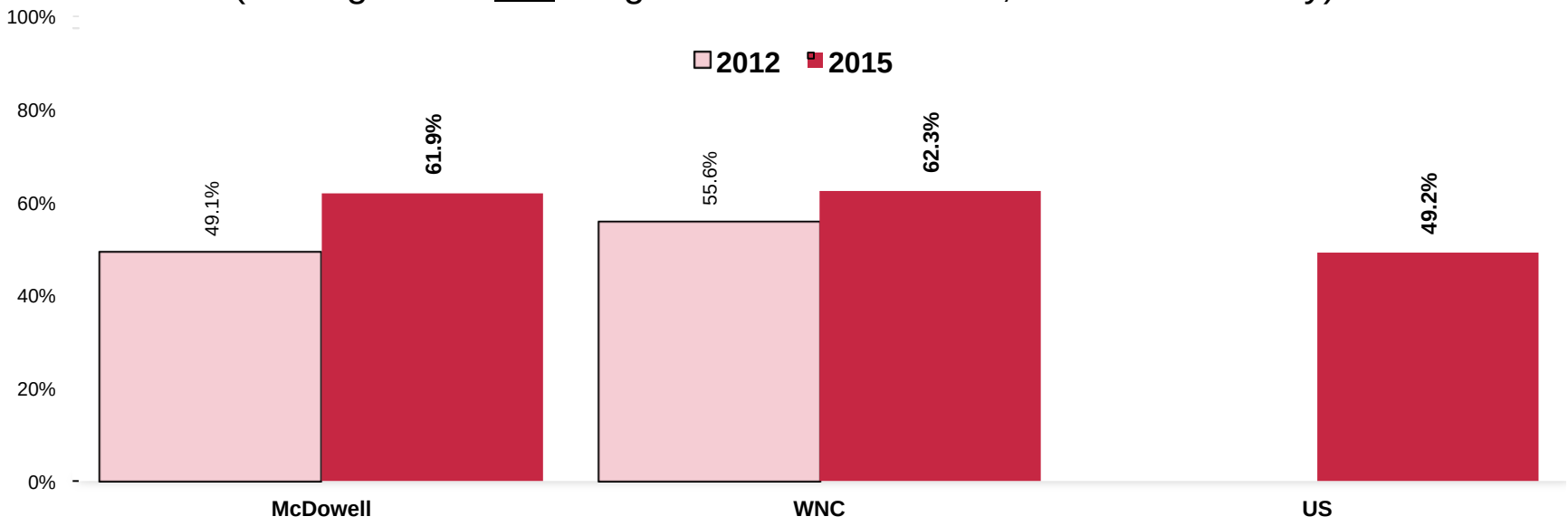


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 28]
- PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Excludes gestational diabetes (occurring only during pregnancy).

Tested for Diabetes in the Past Three Years

(Among Adults Not Diagnosed With Diabetes; McDowell County)

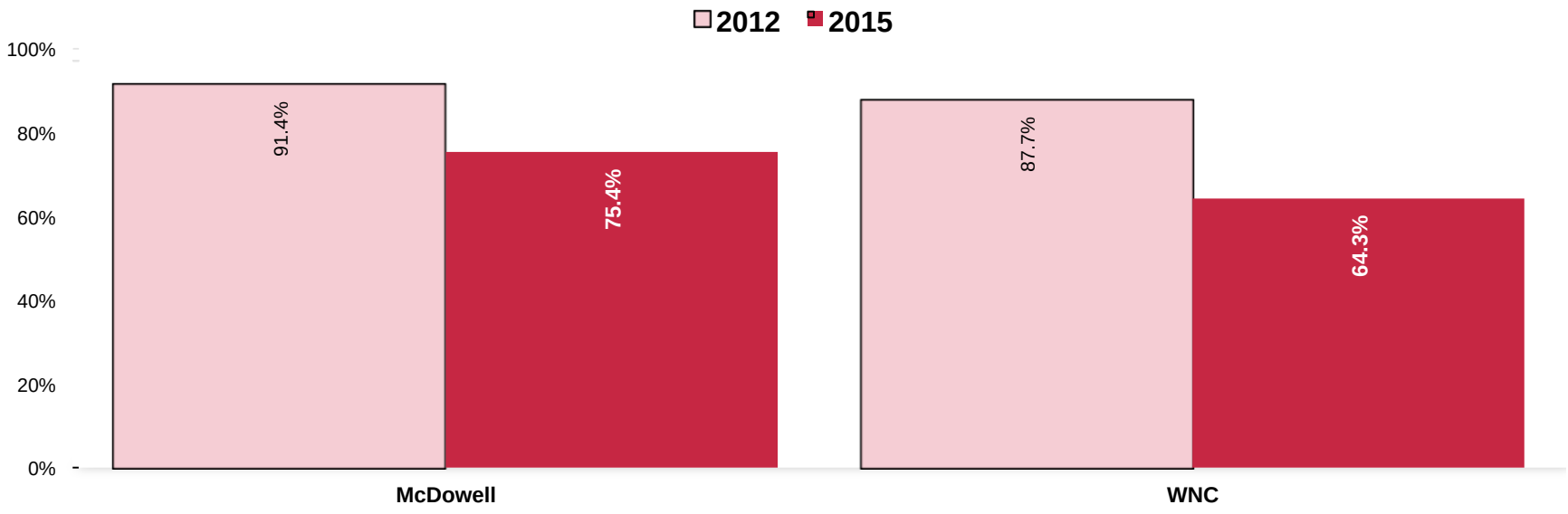


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 29]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of respondents who have never been diagnosed with diabetes; also includes women who have only been diagnosed when pregnant.

Taking Action to Control Diabetes or Pre-diabetes

(Among Adults Diagnosed With Diabetes or Prediabetes/Borderline Diabetes McDowell County)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 31]

Notes: ● Asked of respondents who have been diagnosed with diabetes or pre-diabetes/borderline diabetes.

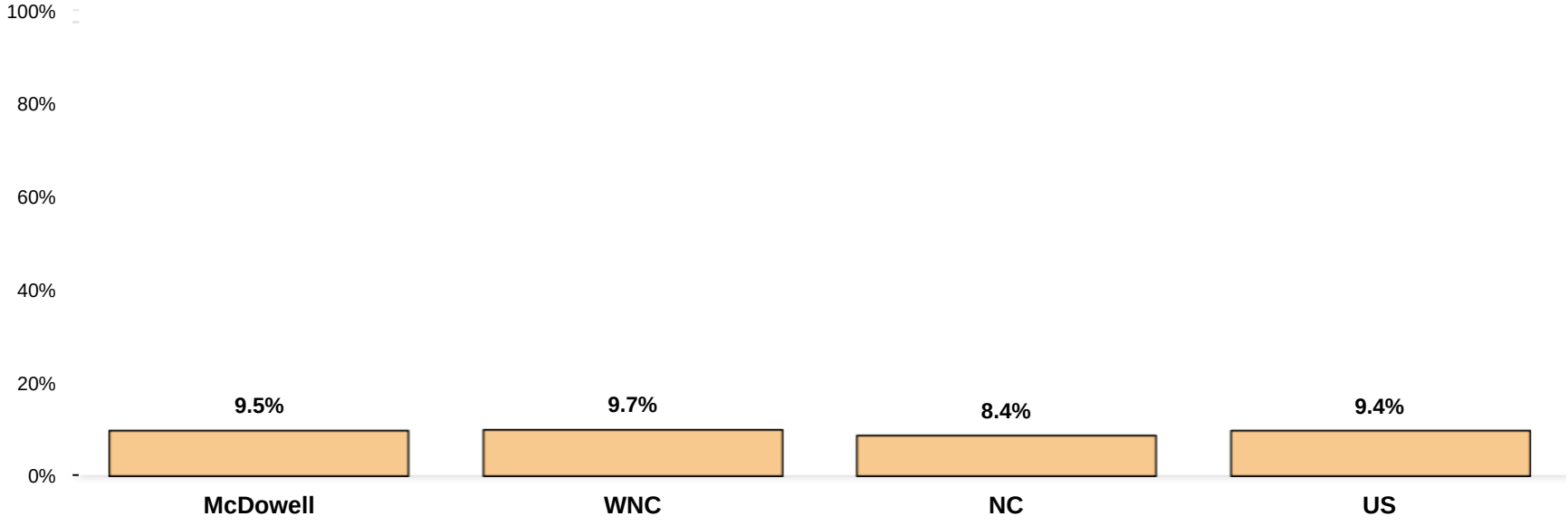
● In this case, the term “action” refers to taking natural or conventional medicines or supplements, diet modification, or exercising.

Respiratory Conditions

COMMUNITY HEALTH

Current Prevalence of Asthma

(McDowell County, 2015)

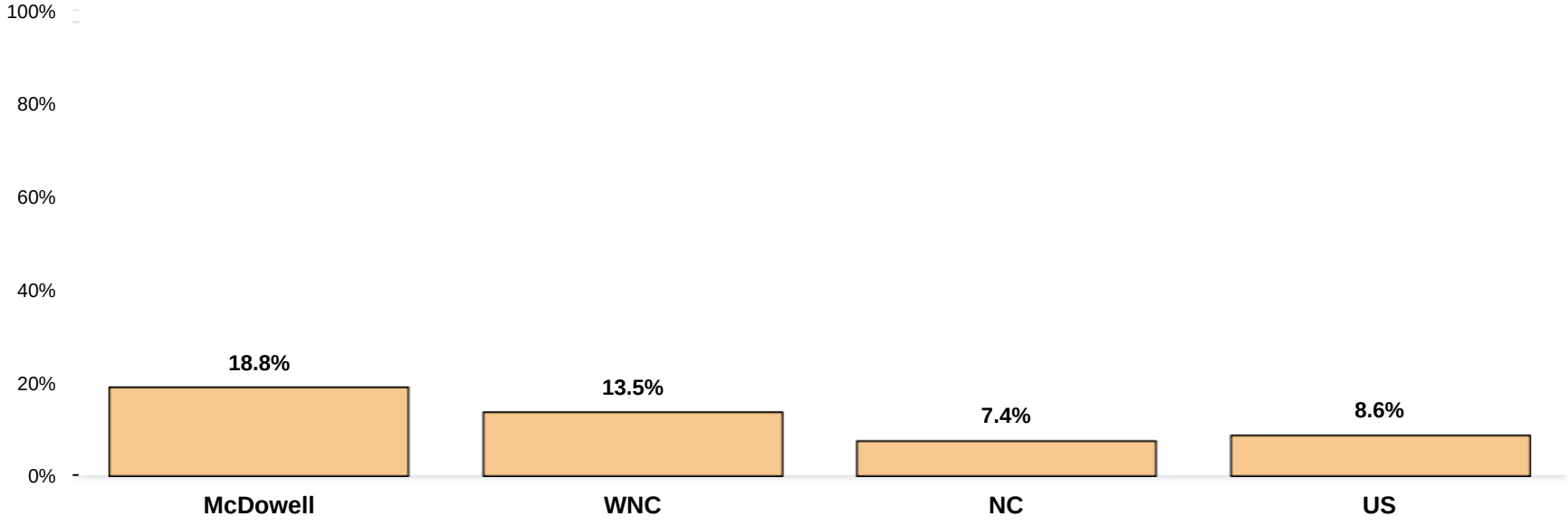


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 120]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Includes those who have ever been diagnosed with asthma and who report that they still have asthma.

Prevalence of Chronic Obstructive Pulmonary Disease (COPD)

(McDowell County, 2015)



Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 23]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Includes those have ever suffered from or been diagnosed with COPD or chronic obstructive pulmonary disease, including bronchitis or emphysema.

MODIFIABLE HEALTH RISKS

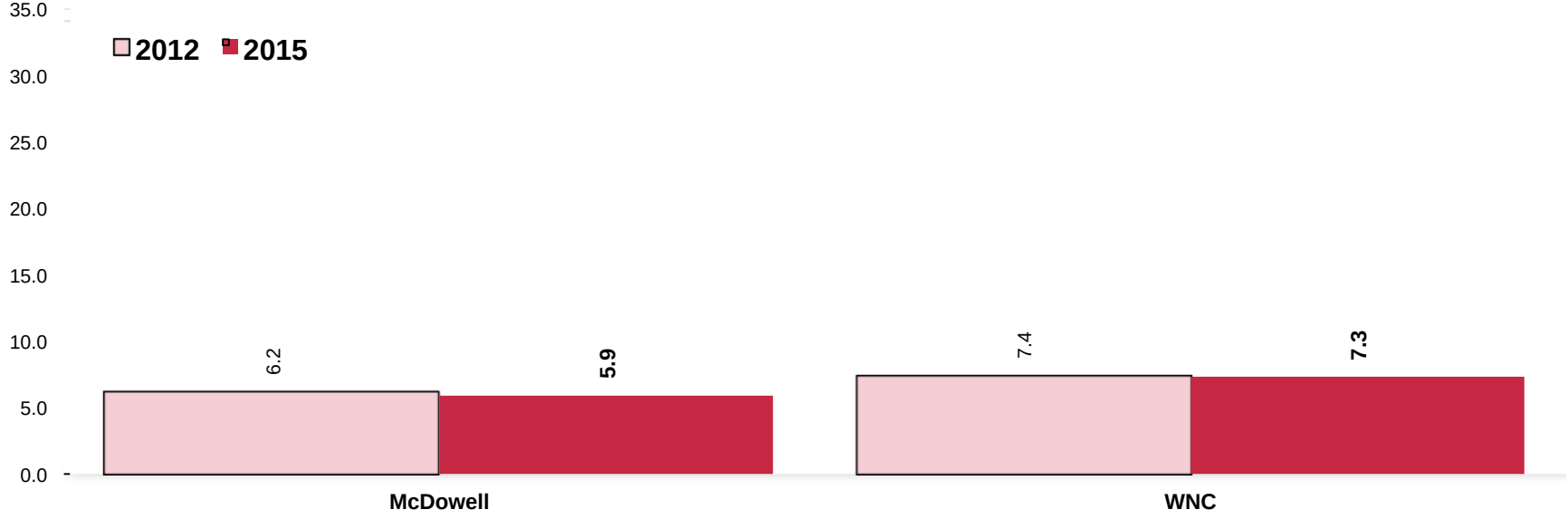
COMMUNITY HEALTH

Nutrition

COMMUNITY HEALTH

Average Servings of Fruits in the Past Week

(McDowell County)



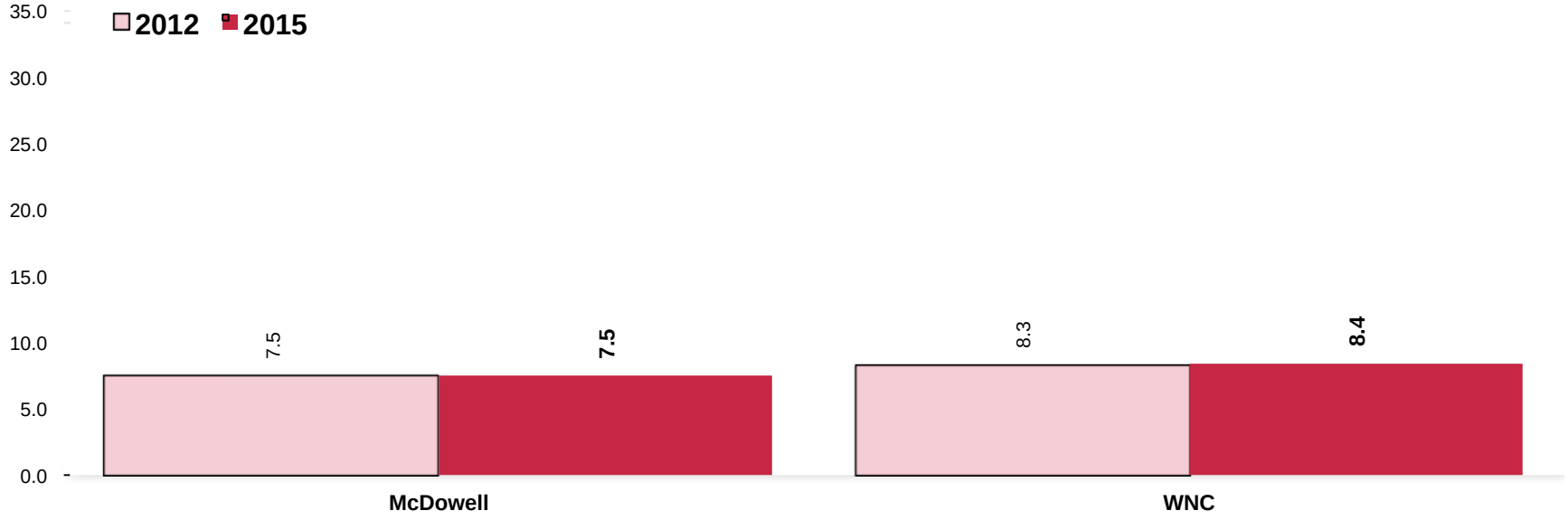
Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 63]

Notes: ● Asked of all respondents.

● For this issue, respondents were asked to recall their food intake during the previous week. Reflects 1-cup servings of fruits in the past week.

Average Servings of Vegetables in the Past Week

(McDowell County)



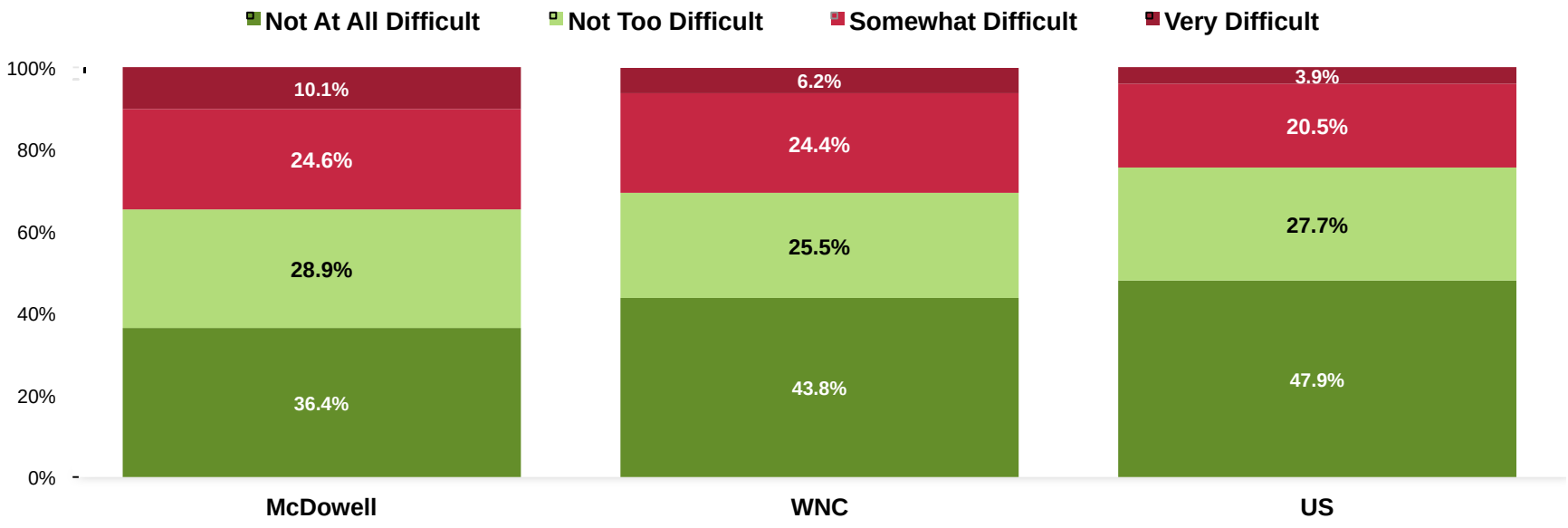
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 64]

Notes: ● Asked of all respondents.

● For this issue, respondents were asked to recall their food intake during the previous week. Reflects 1-cup servings of vegetables in the past week, excluding lettuce salad and potatoes.

Level of Difficulty Accessing Fresh Produce at an Affordable Price

(McDowell County, 2015)



Sources:
- 2015 PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 66]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

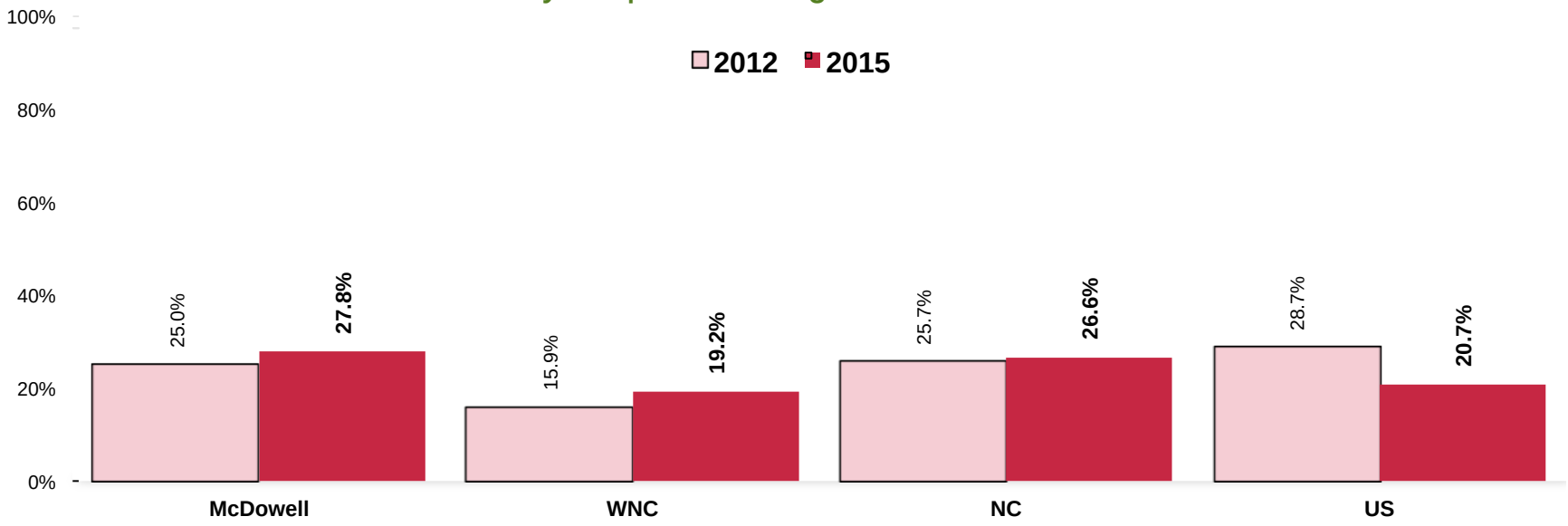
Physical Activity & Fitness

COMMUNITY HEALTH

No Leisure-Time Physical Activity in the Past Month

(McDowell County)

Healthy People 2020 Target = 32.6% or Lower

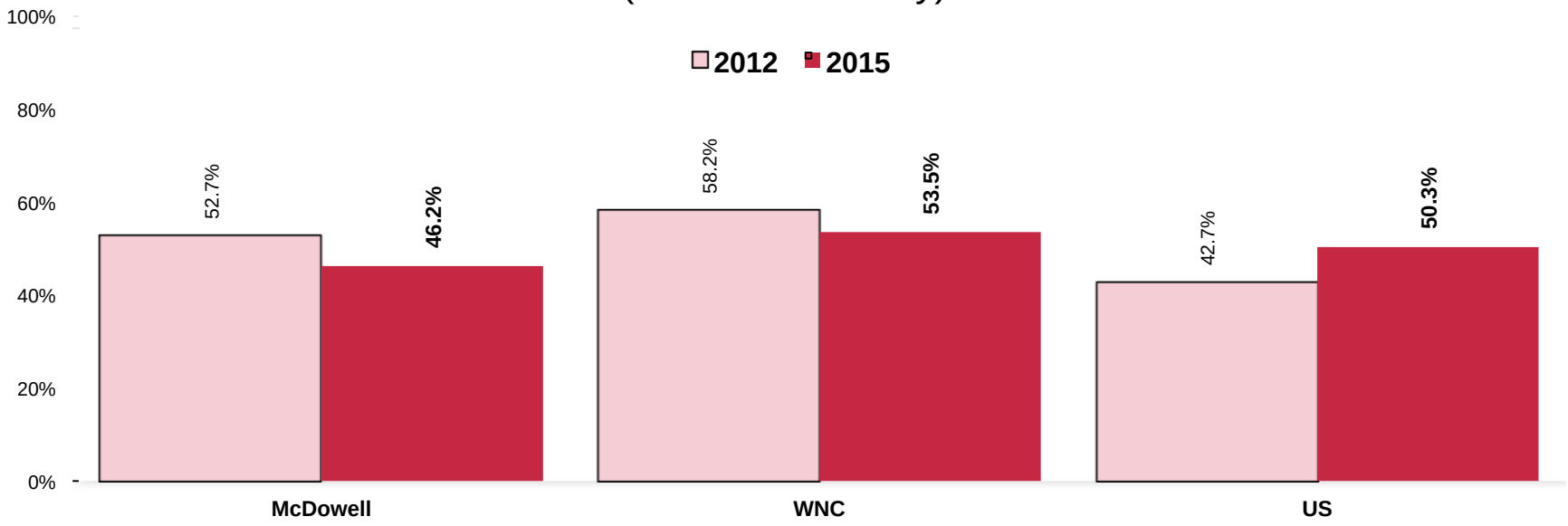


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 73]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective PA-1]

Notes:
- Asked of all respondents.

Meets Physical Activity Recommendations

(McDowell County)

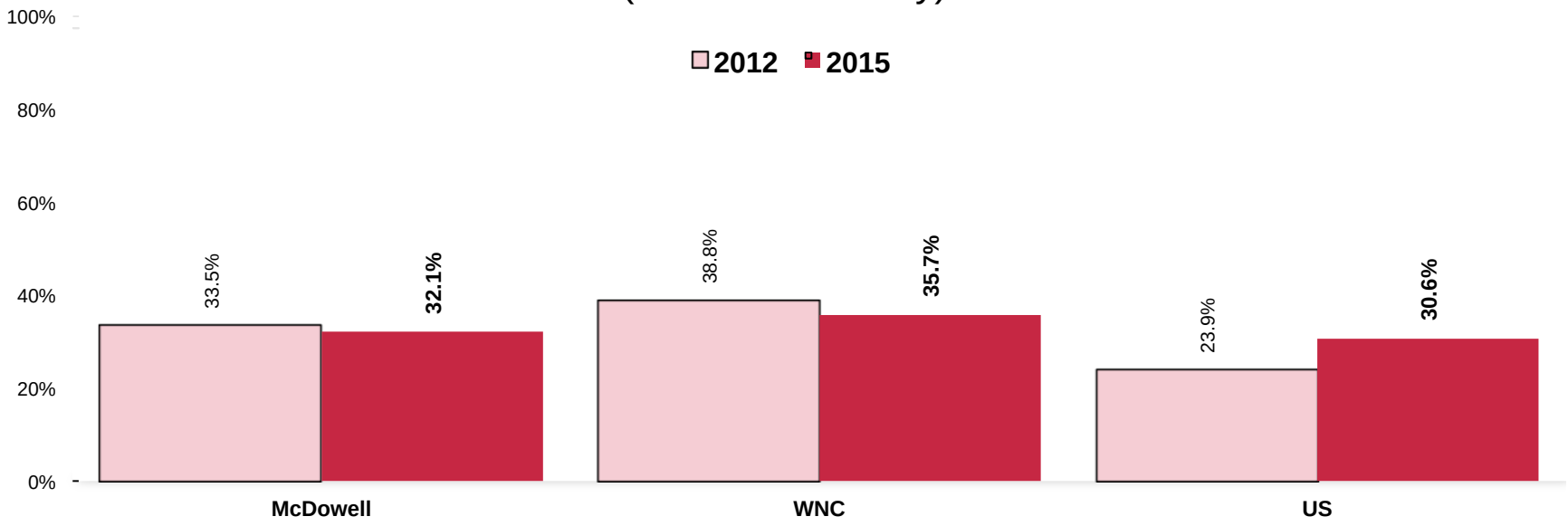


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 133]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- In this case the term “meets physical activity recommendations” refers to participation in moderate physical activity (exercise that produces only light sweating or a slight to moderate increase in breathing or heart rate) at least 5 times a week for 30 minutes at a time, and/or vigorous physical activity (activities that cause heavy sweating or large increases in breathing or heart rate) at least 3 times a week for 20 minutes at a time.

Moderate Physical Activity

(McDowell County)

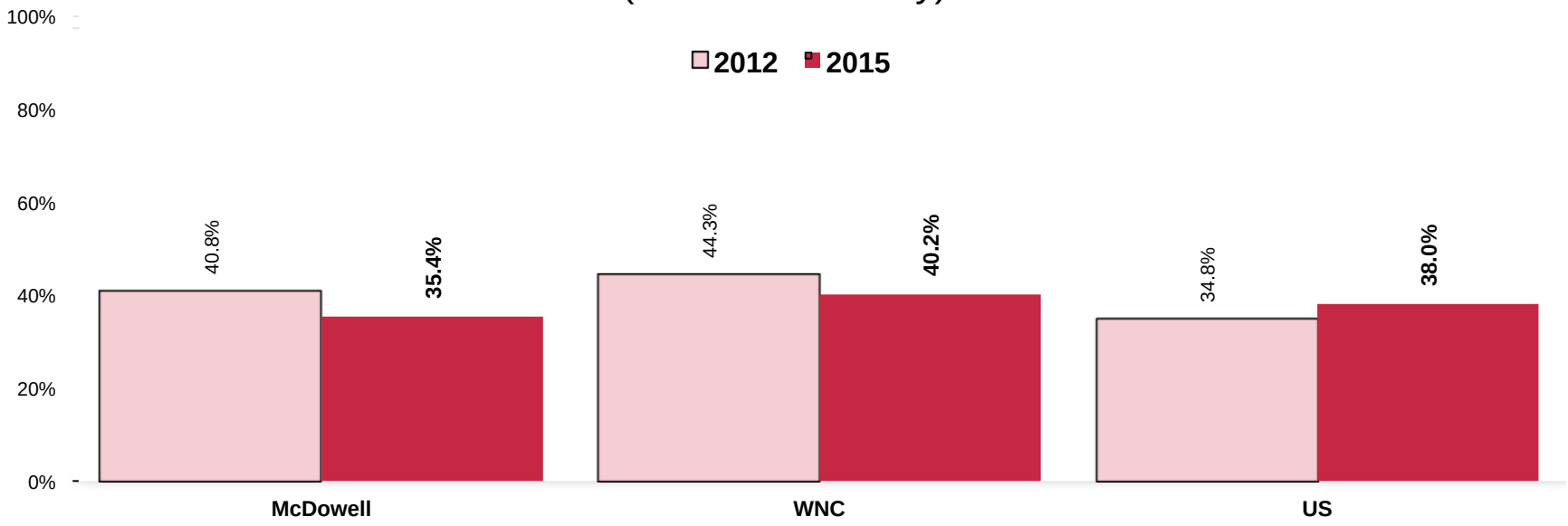


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 134]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Moderate Physical Activity: Takes part in exercise that produces only light sweating or a slight to moderate increase in breathing or heart rate at least 5 times per week for at least 30 minutes per time.

Vigorous Physical Activity

(McDowell County)

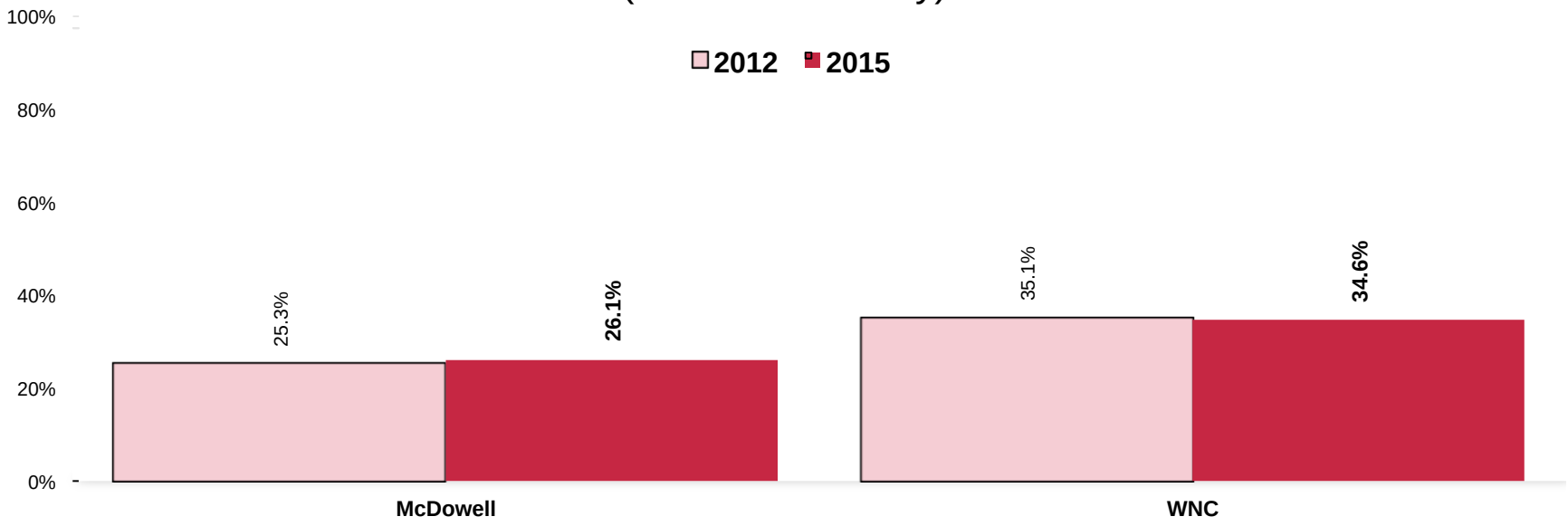


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 135]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Vigorous Physical Activity: Takes part in activities that cause heavy sweating or large increases in breathing or heart rate at least 3 times per week for at least 20 minutes per time.

Strengthening Physical Activity

(McDowell County)

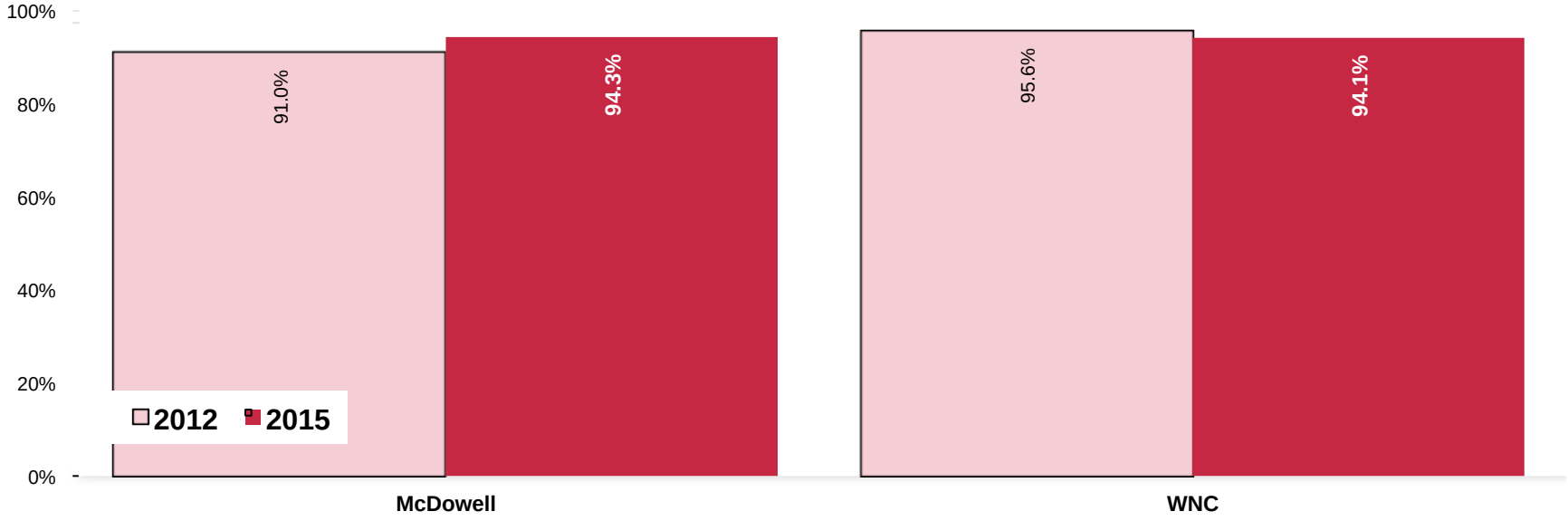


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 164]

Notes:
- Asked of all respondents.
- Strengthening Physical Activity: Takes part in physical activities or exercises that strengthen muscles at least 2 times per week.

Believe It Is Important That Community Organizations Make Physical Activity Spaces Available for Public Use After Hours

("Very Important" and "Somewhat Important" Responses; McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 77]
Notes: ● Asked of all respondents.

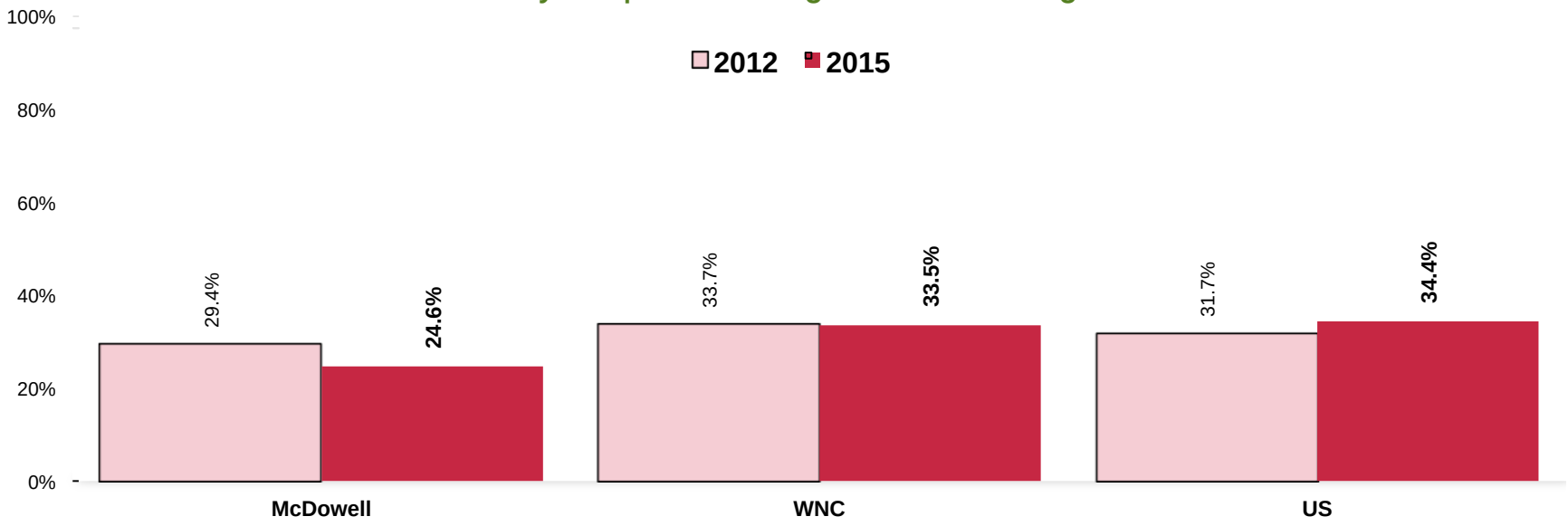
Body Weight

COMMUNITY HEALTH

Healthy Weight

(Percent of Adults With a Body Mass Index Between 18.5 and 24.9; McDowell County)

Healthy People 2020 Target = 33.9% or Higher

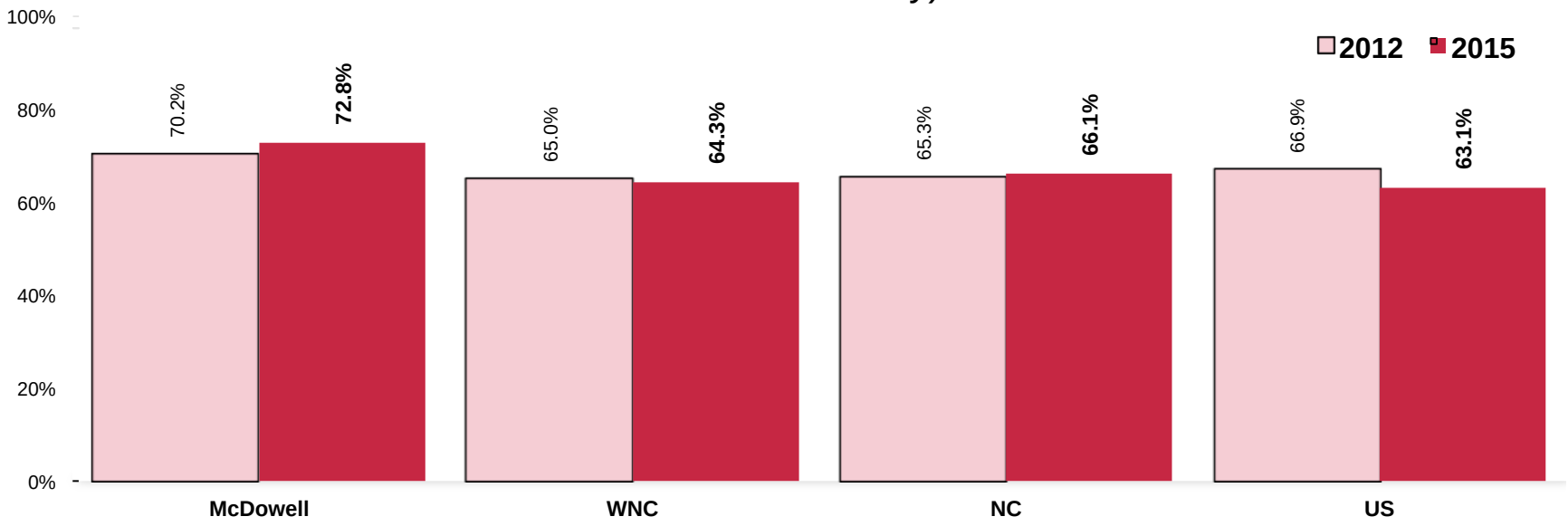


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Based on reported heights and weights, asked of all respondents.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective NWS-8]
- The definition of healthy weight is having a body mass index (BMI), a ratio of weight to height (kilograms divided by meters squared), between 18.5 and 24.9.

Prevalence of Total Overweight (Overweight or Obese)

(Percent of Overweight or/Obese Adults; Body Mass Index of 25.0 or Higher
McDowell County)



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.

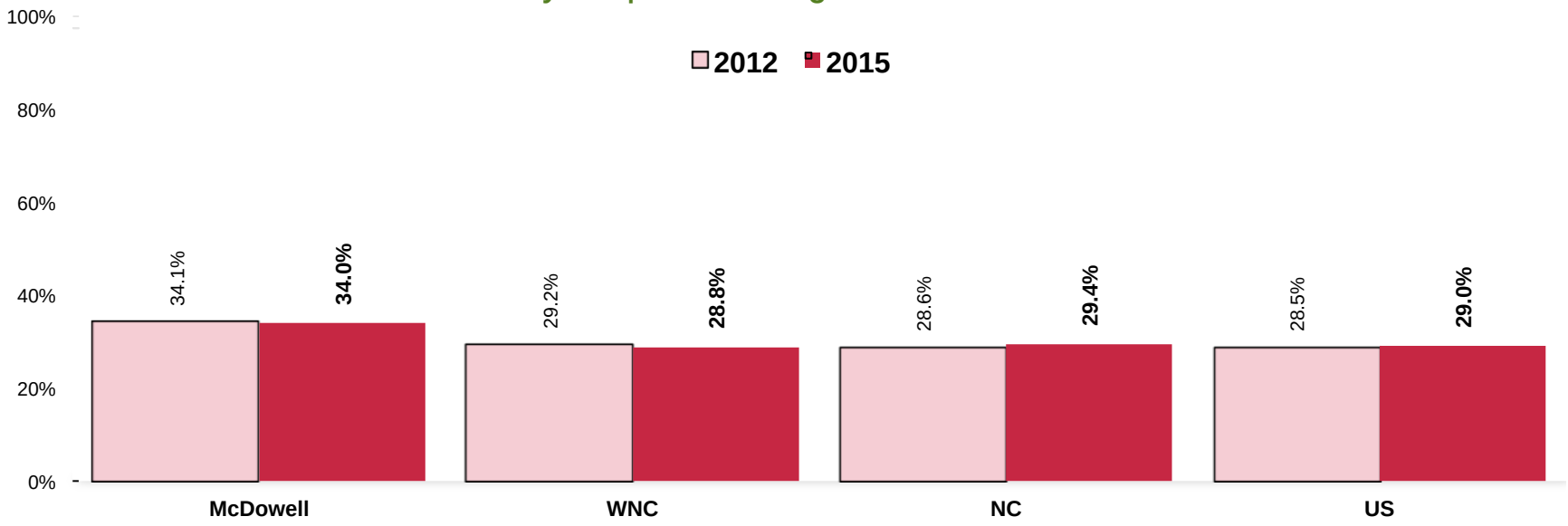
Notes:
- Based on reported heights and weights, asked of all respondents.
- The definition of overweight is having a body mass index (BMI), a ratio of weight to height (kilograms divided by meters squared), greater than or equal to 25.0, regardless of gender. The definition for

is a BMI greater than or equal to 30.0.

Prevalence of Obesity

(Percent of Obese Adults; Body Mass Index of 30.0 or Higher; McDowell County)

Healthy People 2020 Target = 30.6% or Lower



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective NWS-9]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.

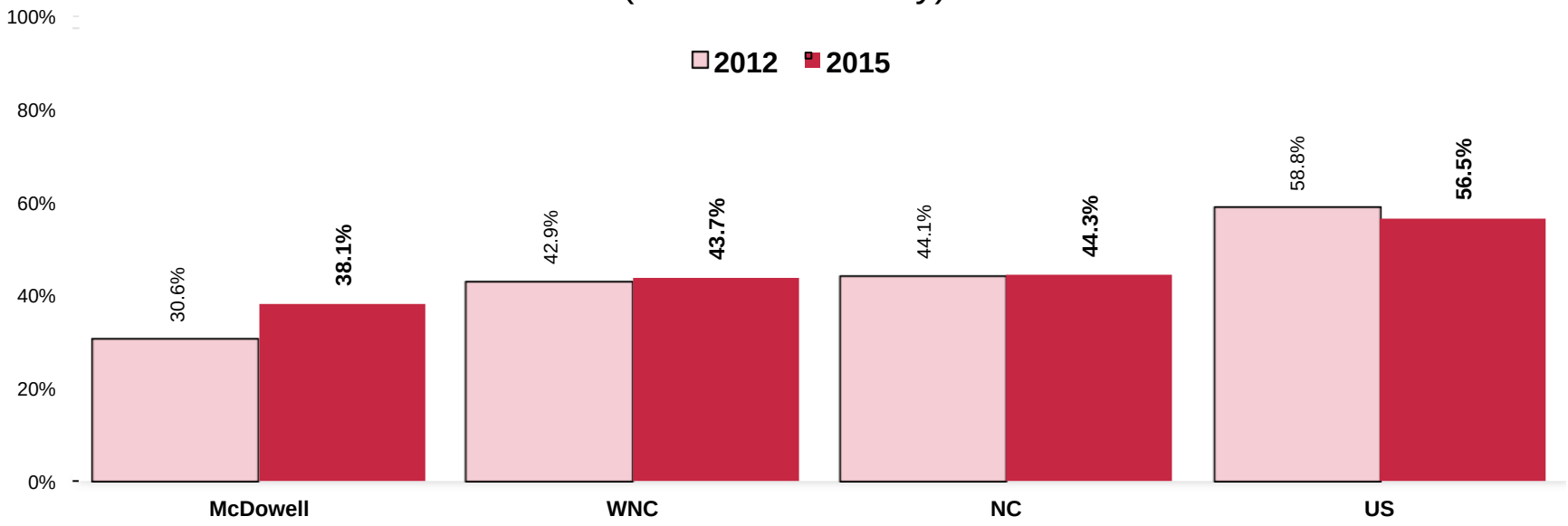
Notes:
- Based on reported heights and weights, asked of all respondents.
- The definition of obesity is having a body mass index (BMI), a ratio of weight to height (kilograms divided by meters squared), greater than or equal to 30.0, regardless of gender.

Substance Abuse

COMMUNITY HEALTH

Current Drinkers

(McDowell County)

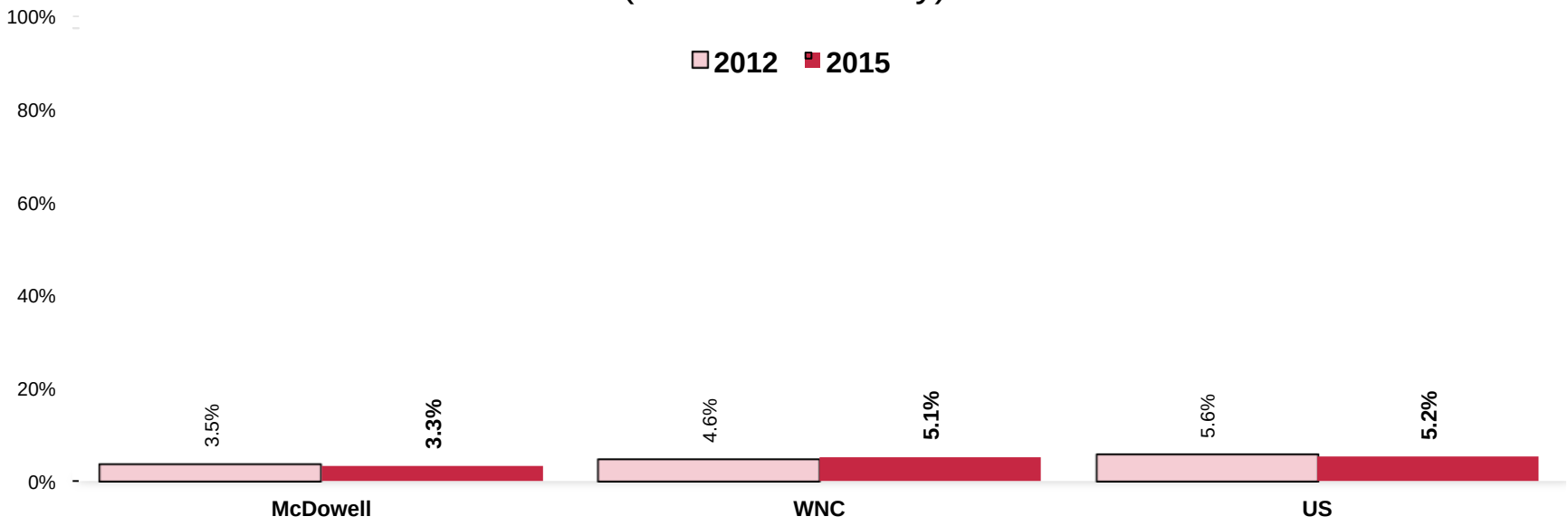


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 146]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Current drinkers had at least one alcoholic drink in the past month.

Chronic Drinkers

(McDowell County)



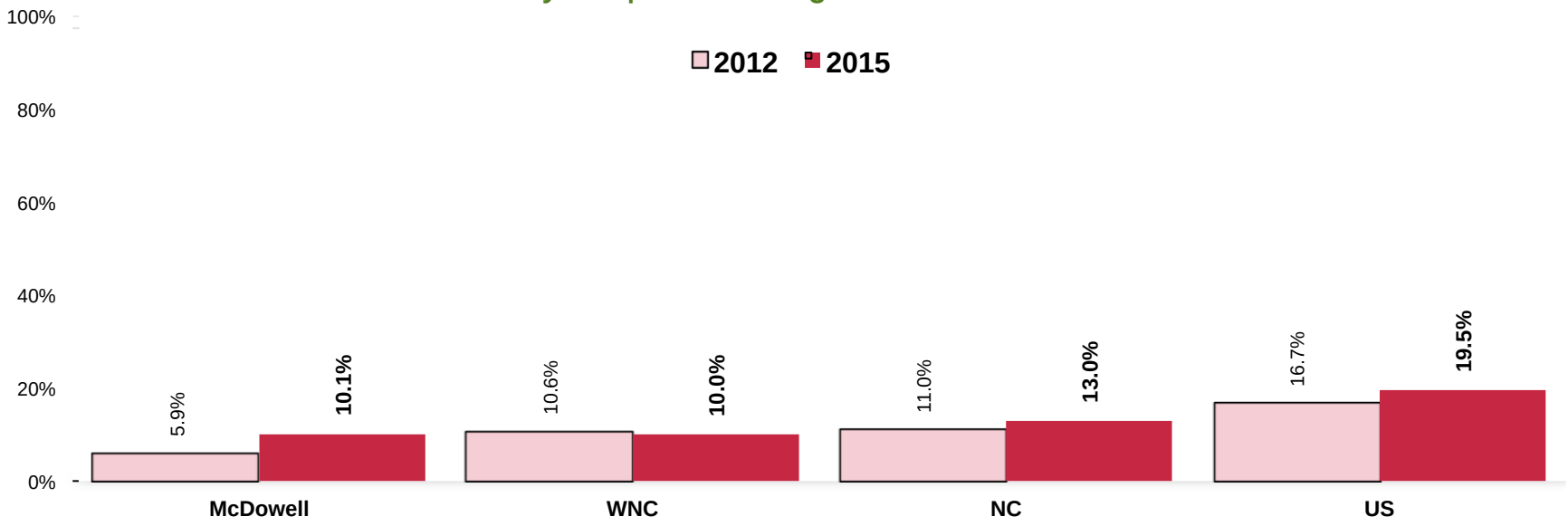
Sources:
- PRC Community Health Survey, Professional Research Consultants, Inc. [Item 147]
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.
- Chronic drinkers are defined as having 60+ alcoholic drinks in the past month.

Binge Drinkers

(McDowell County)

Healthy People 2020 Target = 24.3% or Lower



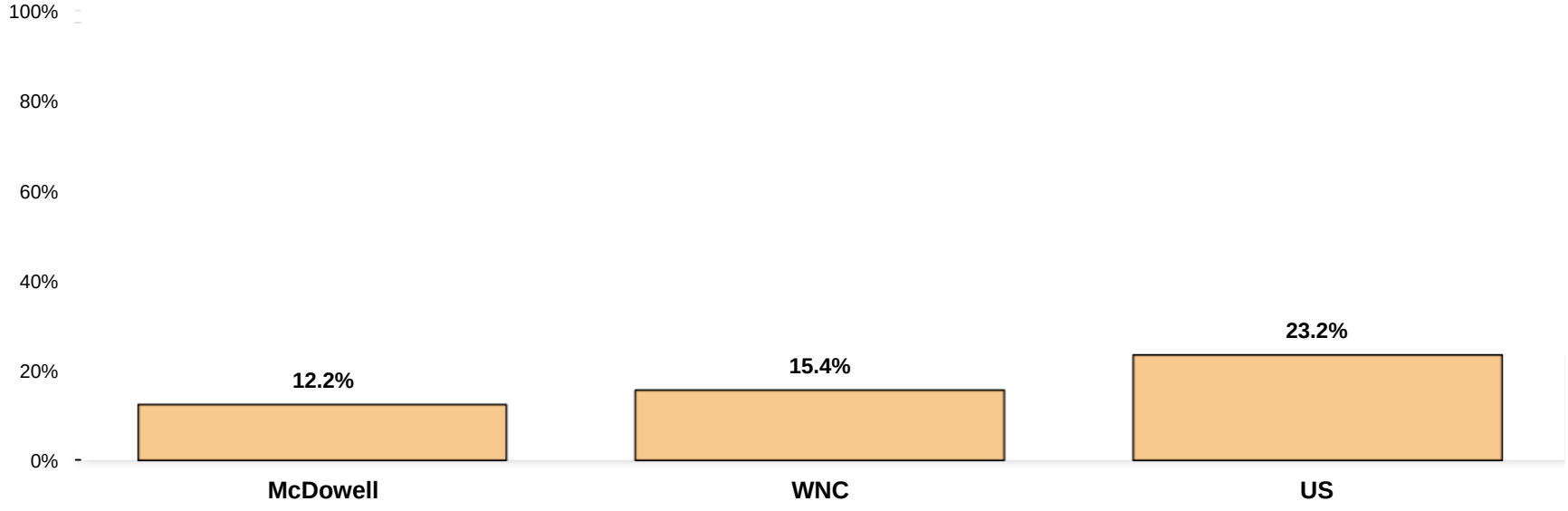
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 148]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective SA-14.3]

Notes:
- Asked of all respondents.
- Binge drinkers are defined as those consuming 5+ alcoholic drinks on any one occasion in the past 30 days; * note that state and national data reflect different thresholds for men (5+ drinks) and women (4+ drinks).

Excessive Drinkers

(McDowell County, 2015)

Healthy People 2020 Target = 25.4% or Lower

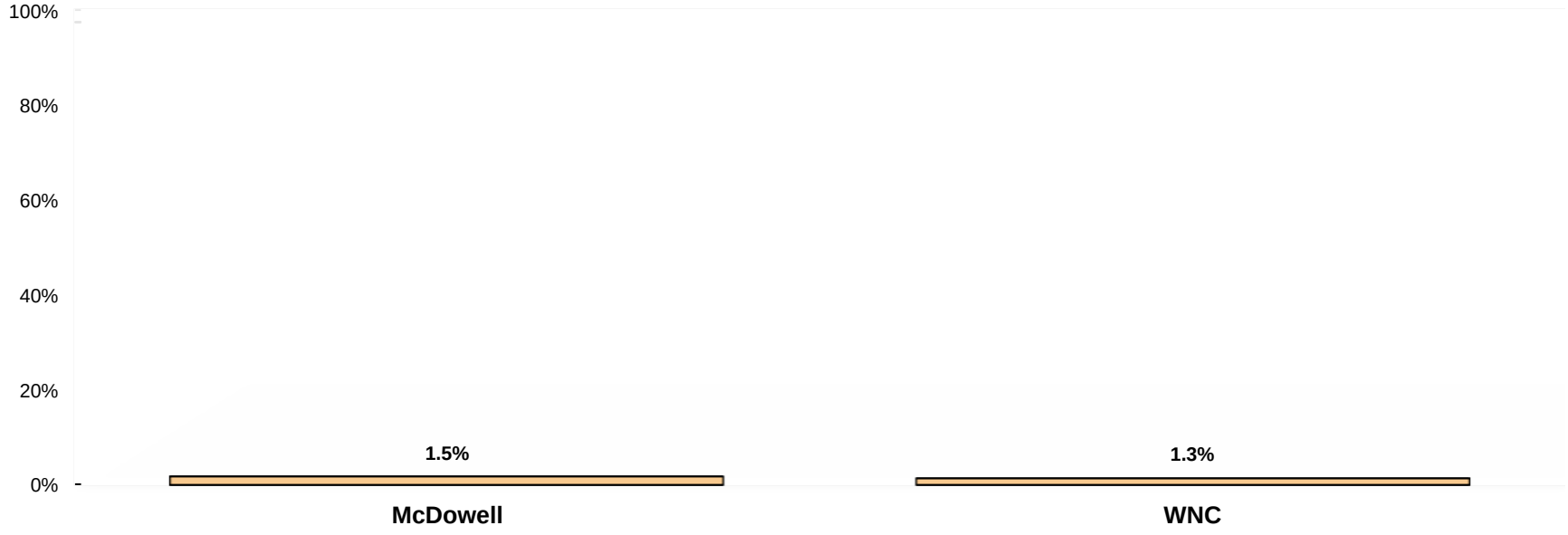


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 150]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective SA-15]

Notes:
- Asked of all respondents.
- Excessive drinking reflects the number of persons aged 18 years and over who drank more than two drinks per day on average (for men) or more than one drink per day on average (for women) OR who drank 5 or more drinks during a single occasion (for men) or 4 or more drinks during a single occasion (for women) during the past 30 days.

Have Taken a Prescription Drug in the Past Month That Was Not Prescribed

(McDowell County, 2015)



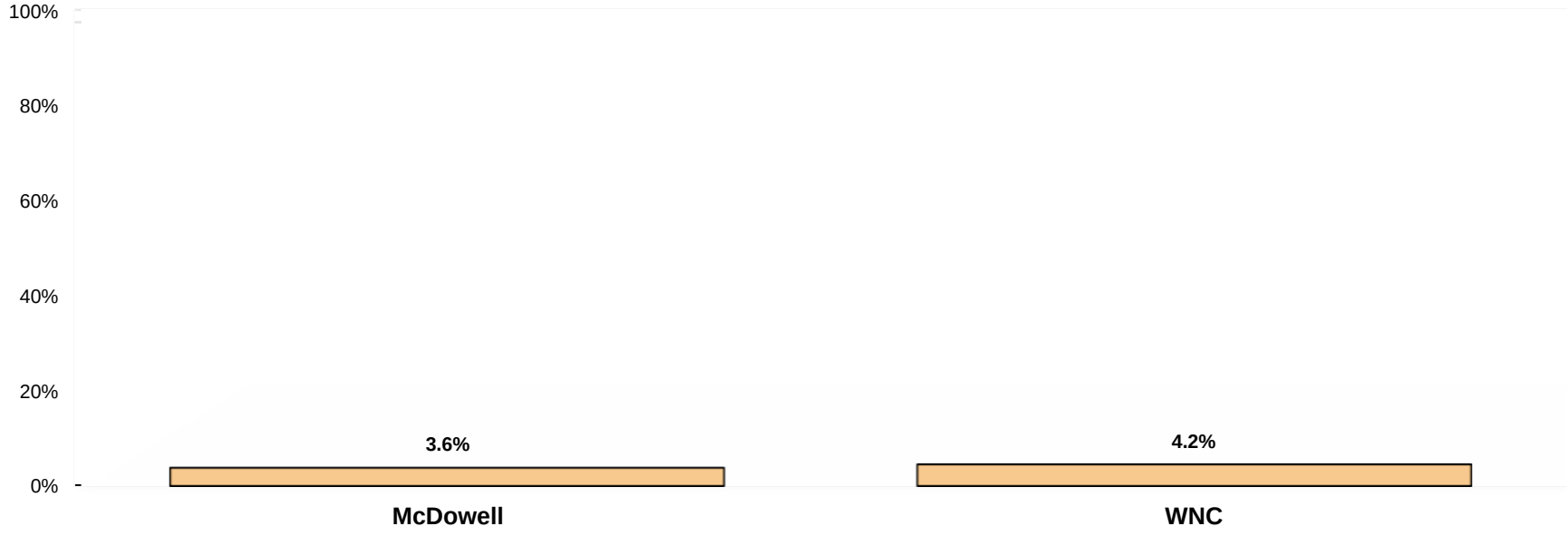
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 58]

Notes: ● Asked of all respondents.

● Includes reported use of a prescription drug not prescribed to the respondent.

Have Ever Shared a Prescription Medication With Someone Else

(McDowell County, 2015)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 59]
Notes: ● Asked of all respondents.

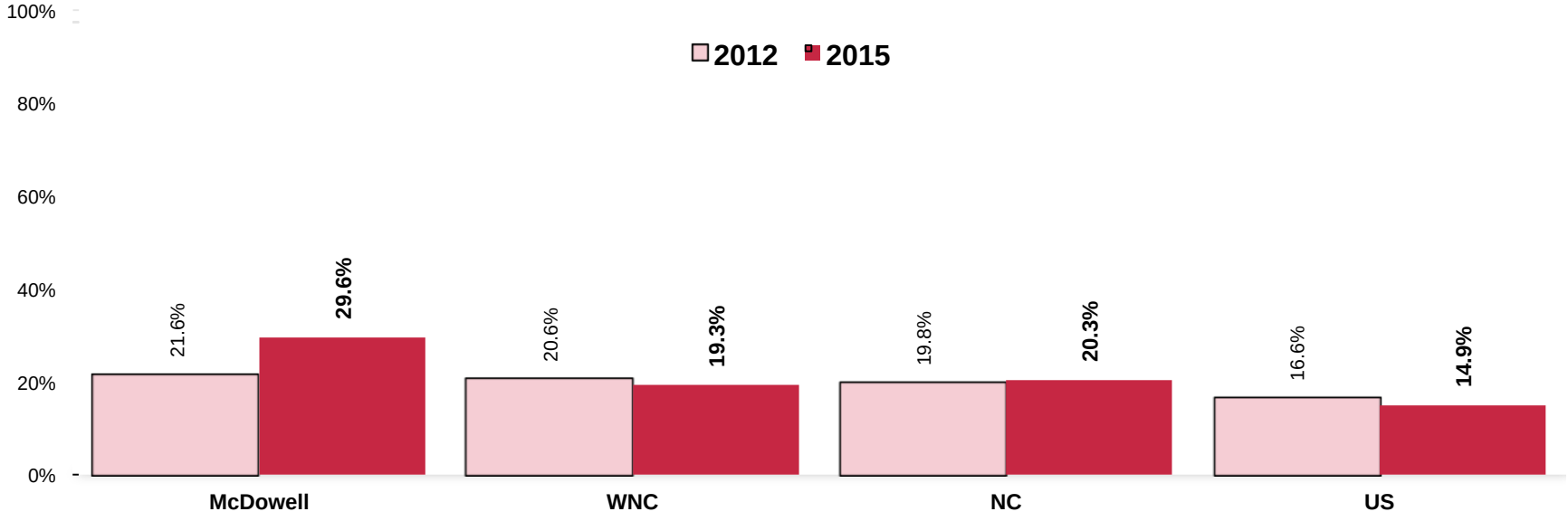
Tobacco Use

COMMUNITY HEALTH

Current Smokers

(McDowell County)

Healthy People 2020 Target = 12.0% or Lower



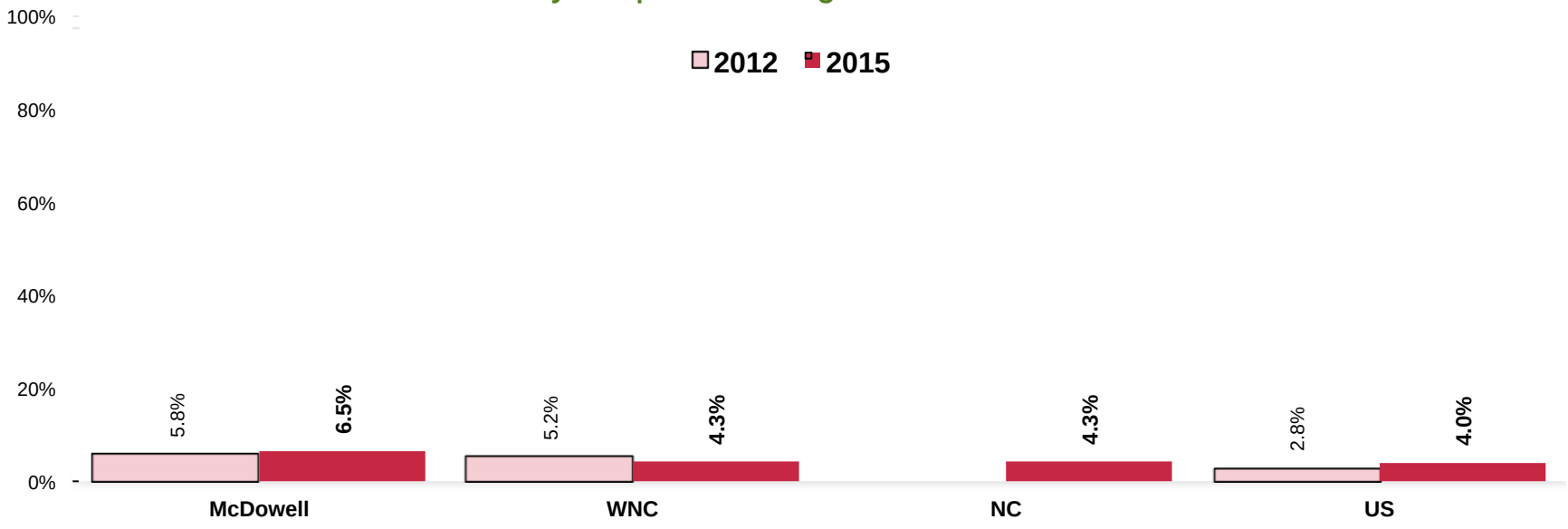
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 45]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective TU-1.1]

Notes:
- Asked of all respondents.
- Includes regular and occasional smokers (everyday and some days).

Currently Use Smokeless Tobacco Products

(McDowell County)

Healthy People 2020 Target = 0.3% or Lower

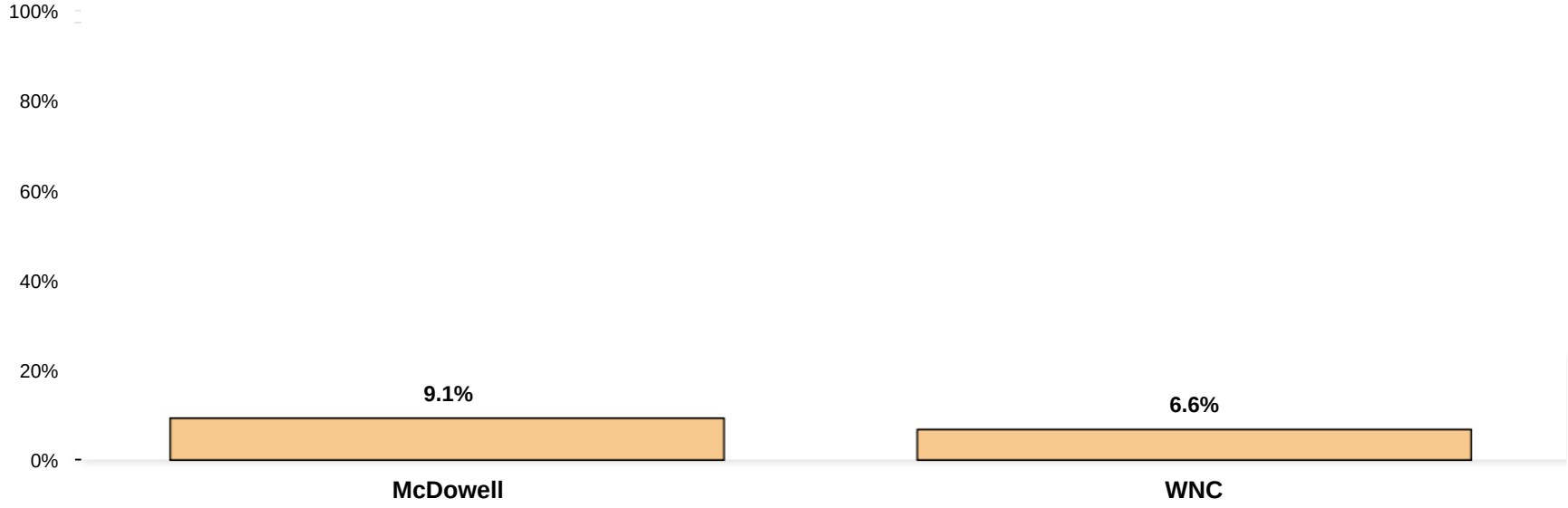


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 46]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective TU-1.2]

Notes:
- Asked of all respondents.
- Includes regular and occasional users (everyday and some days).

Currently Use E-Cigarettes

(McDowell County, 2015)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 47]

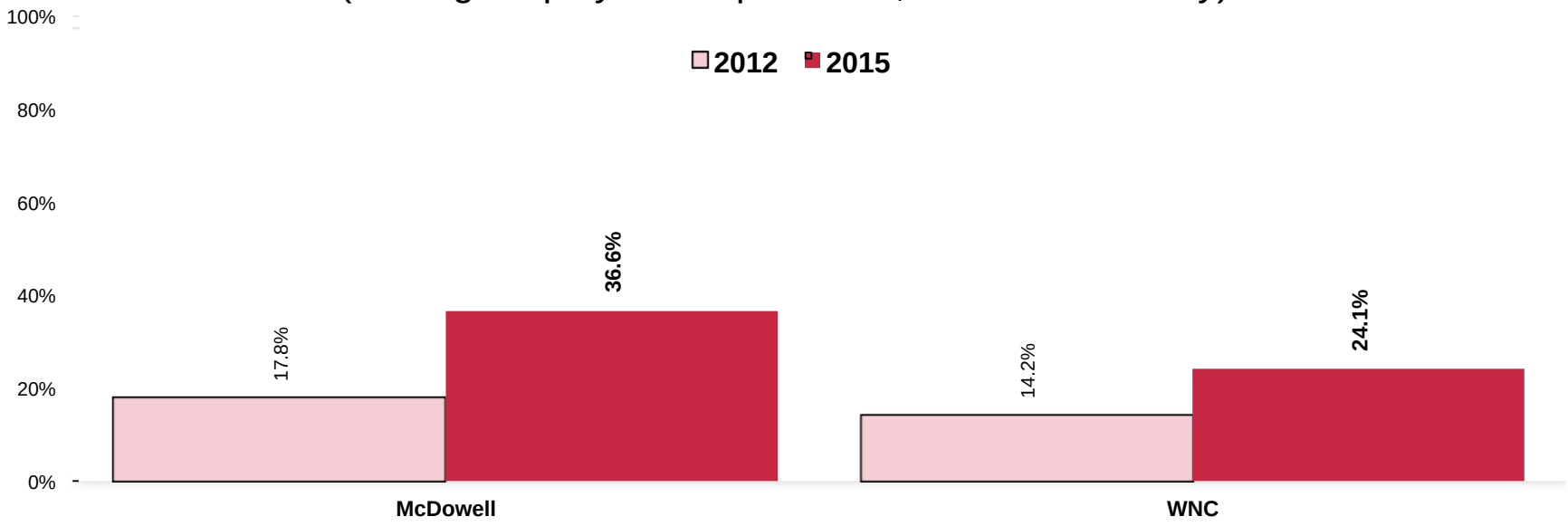
Notes: ● Asked of all respondents.

● Electronic cigarettes (or e-cigarettes) are battery-operated devices that simulate traditional cigarette smoking, but do not involve the burning of tobacco. The cartridge or liquid "e-juice" used in these devices produces vapor and comes in a variety of flavors.

● Includes regular and occasional use (everyday and some days).

Have Breathed Someone Else's Cigarette Smoke at Work in the Past Week

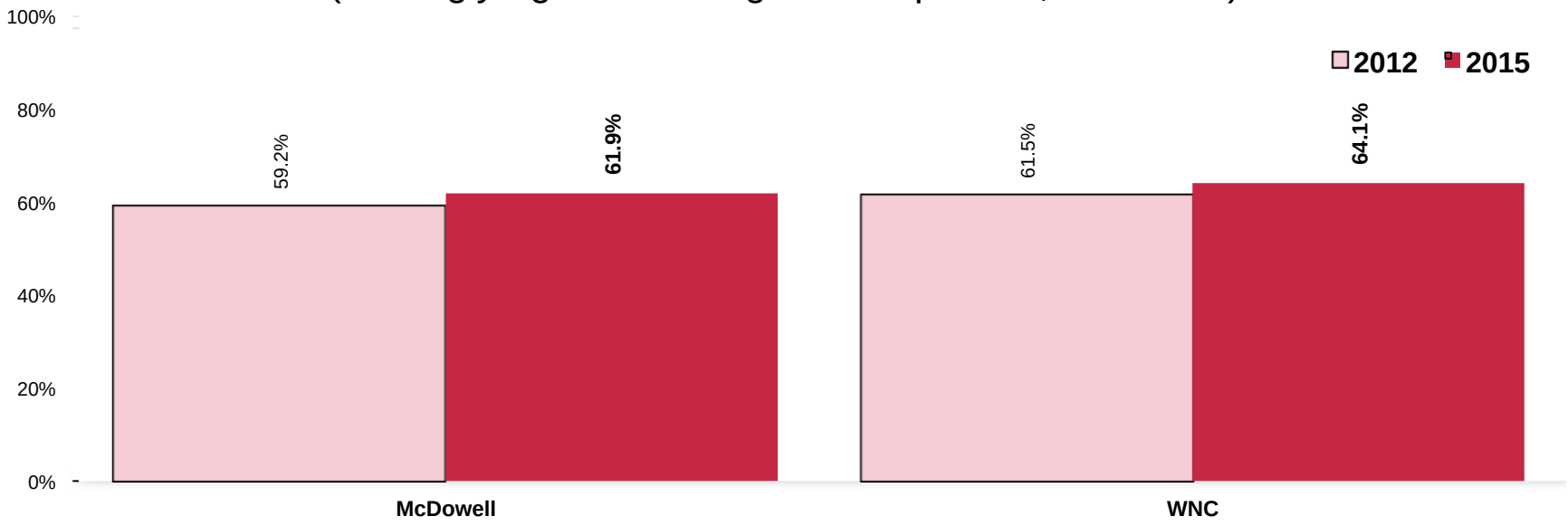
(Among Employed Respondents; McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 49]
Notes: ● Asked of employed respondents.

Believe It Is Important That Public Walking/Biking Trails Are 100% Tobacco-Free

("Strongly Agree" and "Agree" Responses; McDowell)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 50]

Notes: ● Asked of all respondents.

● Includes "very important" and "somewhat important" responses.

ACCESS TO HEALTHCARE SERVICES

COMMUNITY HEALTH

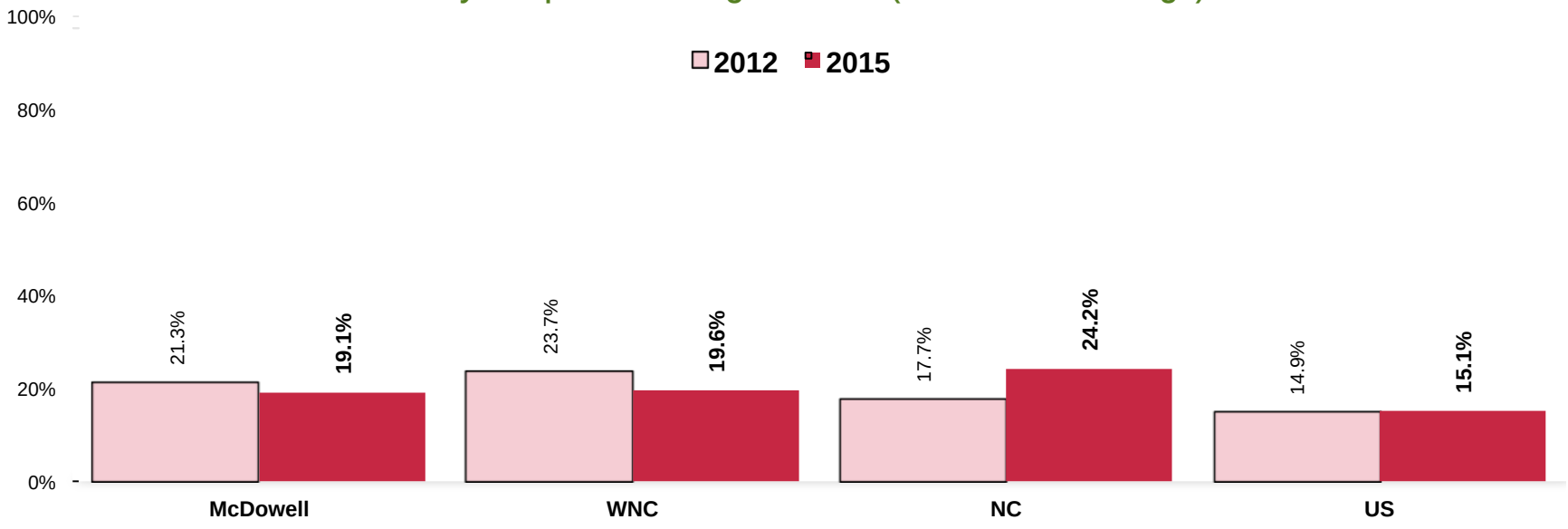
Health Insurance Coverage

COMMUNITY HEALTH

Lack of Healthcare Insurance Coverage

(Among Adults Age 18-64; McDowell County)

Healthy People 2020 Target = 0.0% (Universal Coverage)



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 165]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective AHS-1]

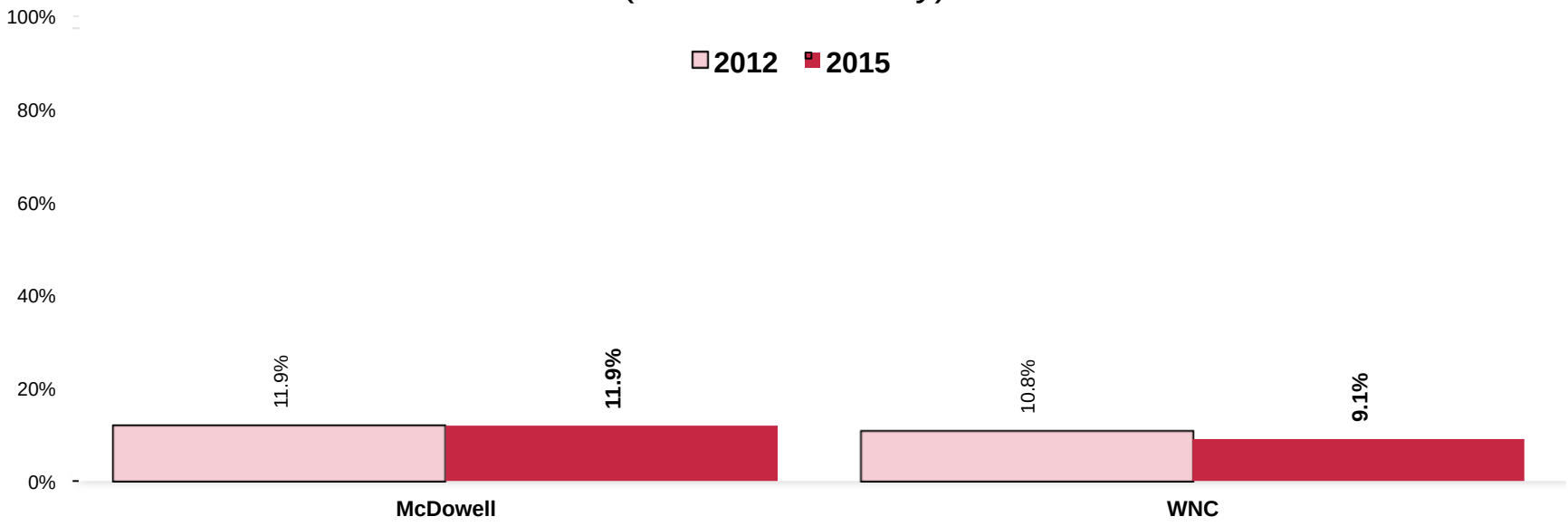
Notes:
- Reflects adults under the age of 65.
- Includes any type of insurance, such as traditional health insurance, prepaid plans such as HMOs, or government-sponsored coverage (e.g., Medicare, Medicaid, Indian Health Services, etc.).

Difficulties Accessing Healthcare Services

COMMUNITY HEALTH

Was Unable to Get Needed Medical Care at Some Point in the Past Year

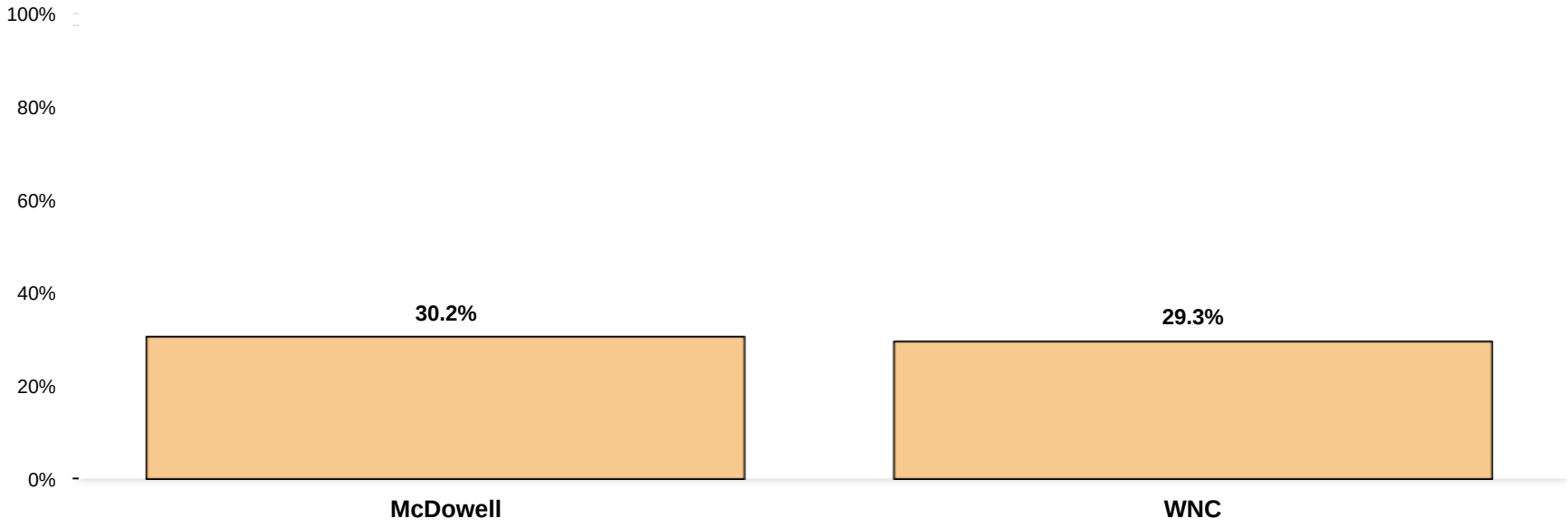
(McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 8]
Notes: ● Asked of all respondents.

Healthcare Provider Has Helped to Connect With a Community Resource (Classes, Coaching) to Educate About Condition

(McDowell County, 2015)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 39]
Notes: ● Asked of those respondents who have been diagnosed with COPD, heart disease, stroke, asthma, diabetes/pre-diabetes, hypertension, and/or high blood cholesterol.

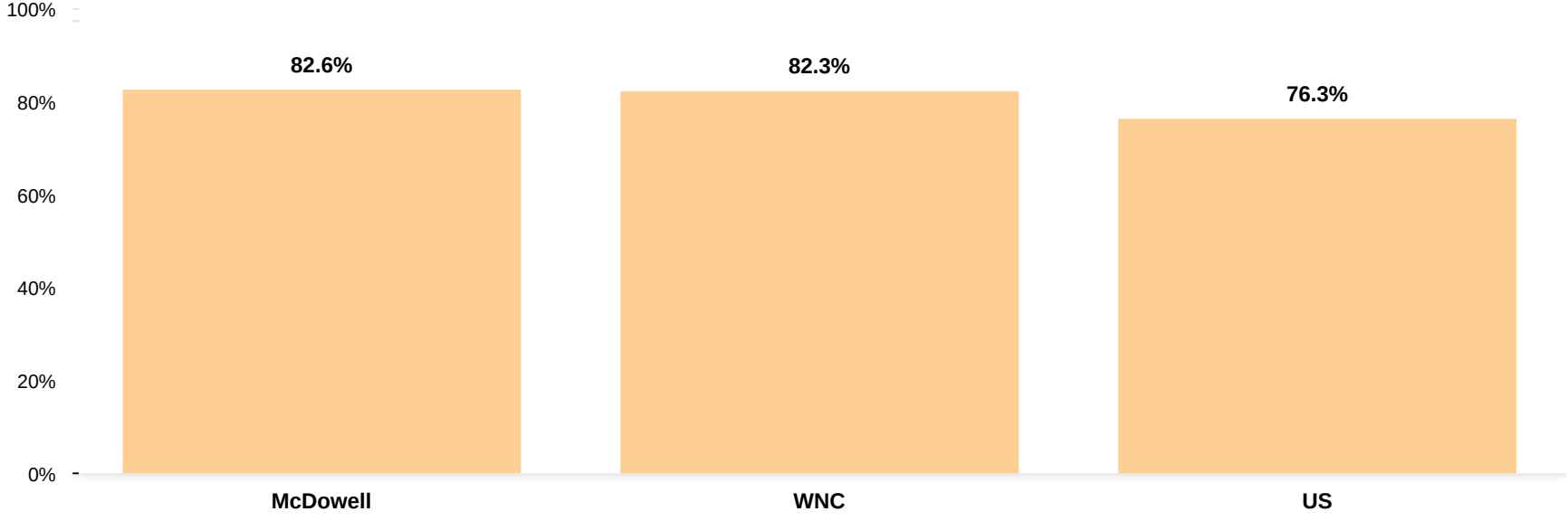
Primary Care Services

COMMUNITY HEALTH

Have a Specific Source of Ongoing Medical Care

(McDowell County, 2015)

Healthy People 2020 Target = 95.0% or Higher

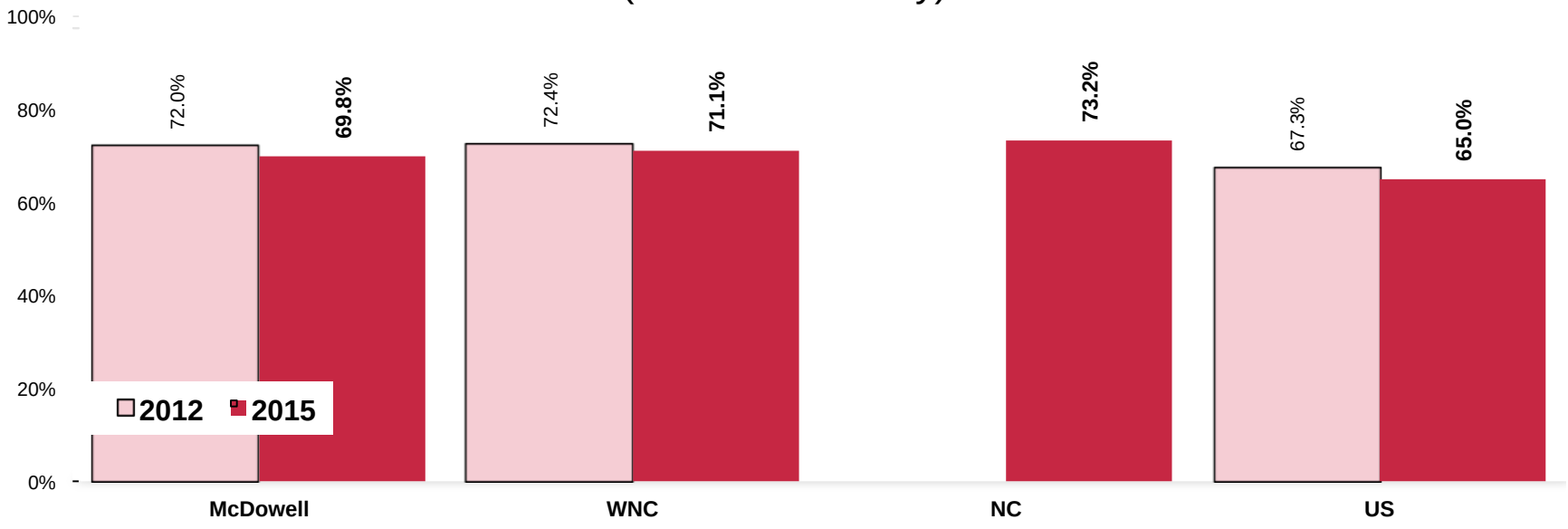


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 152]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective AHS-5.1]

Notes:
- Asked of all respondents.

Have Visited a Physician for a Checkup in the Past Year

(McDowell County)



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 19]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National Health Surveys, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

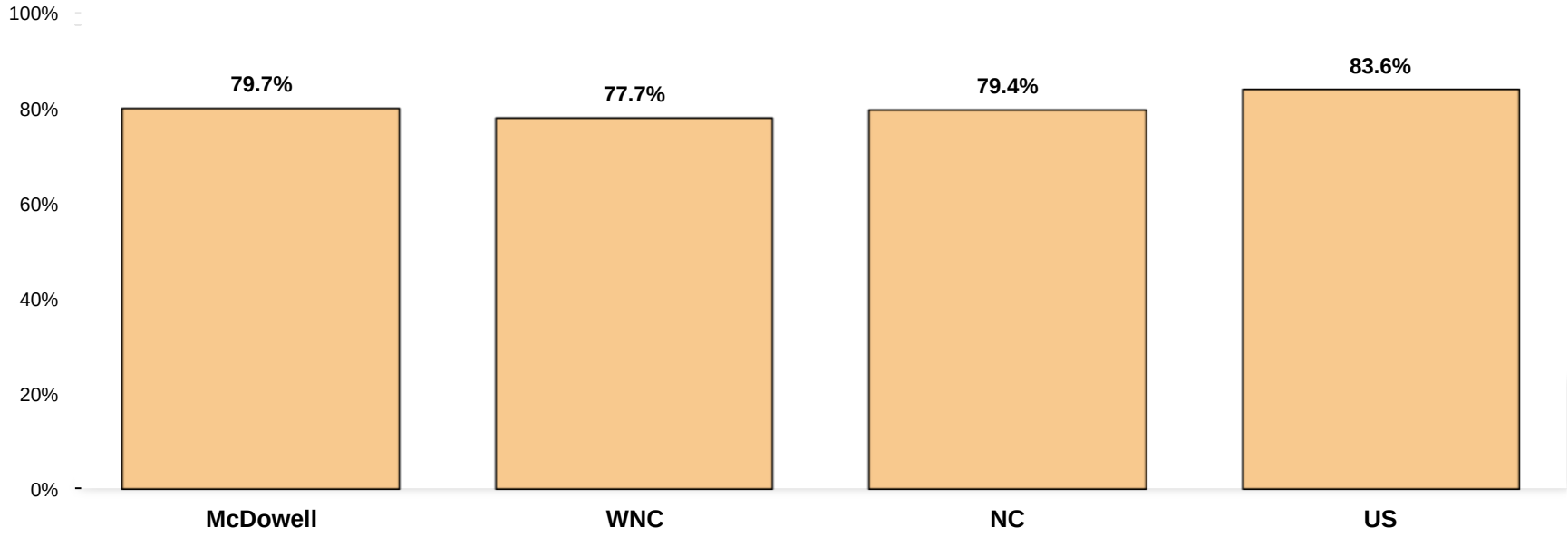
Preventive Screenings

COMMUNITY HEALTH

Have Had a Mammogram in the Past Two Years

(Among Women Age 50-74; McDowell County, 2015)

Healthy People 2020 Target = 81.1% or Higher [All Ages]



Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 115]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective C-17]

Notes:
- Reflects female respondents 50-74.
- *Note that state data reflects all women 50 and older (vs. women 50-74 in local, US, and Healthy People data).

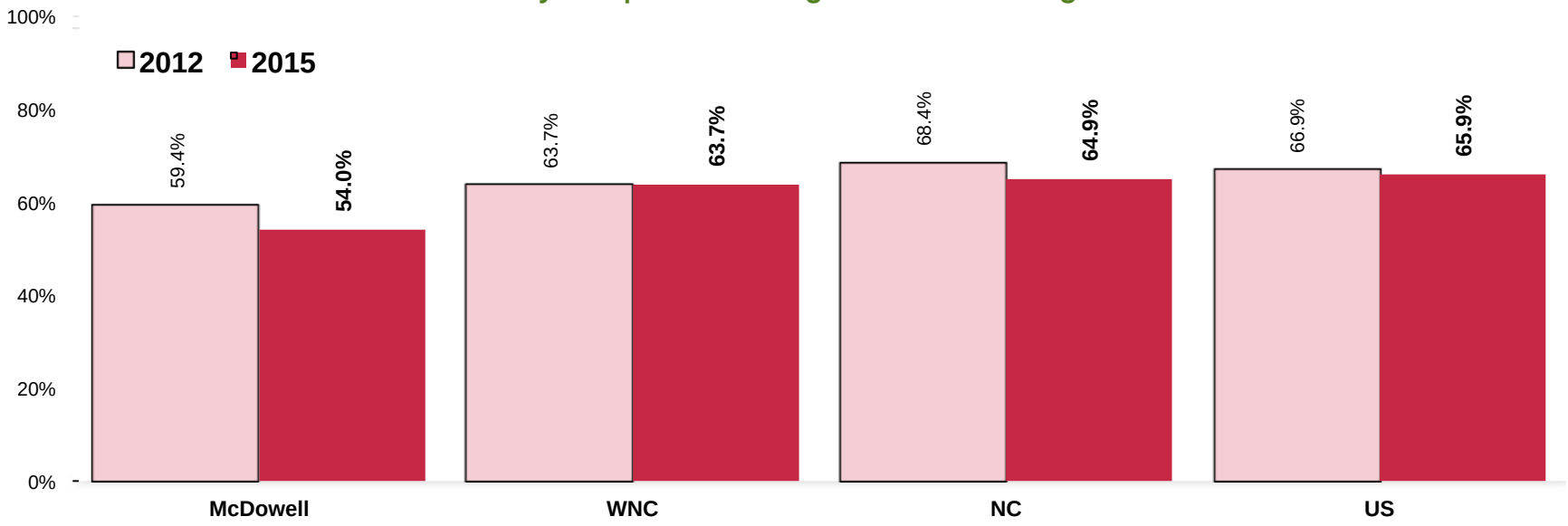
Oral Health

COMMUNITY HEALTH

Have Visited a Dentist or Dental Clinic Within the Past Year

(McDowell County)

Healthy People 2020 Target = 49.0% or Higher



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 21]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective OH-7]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.

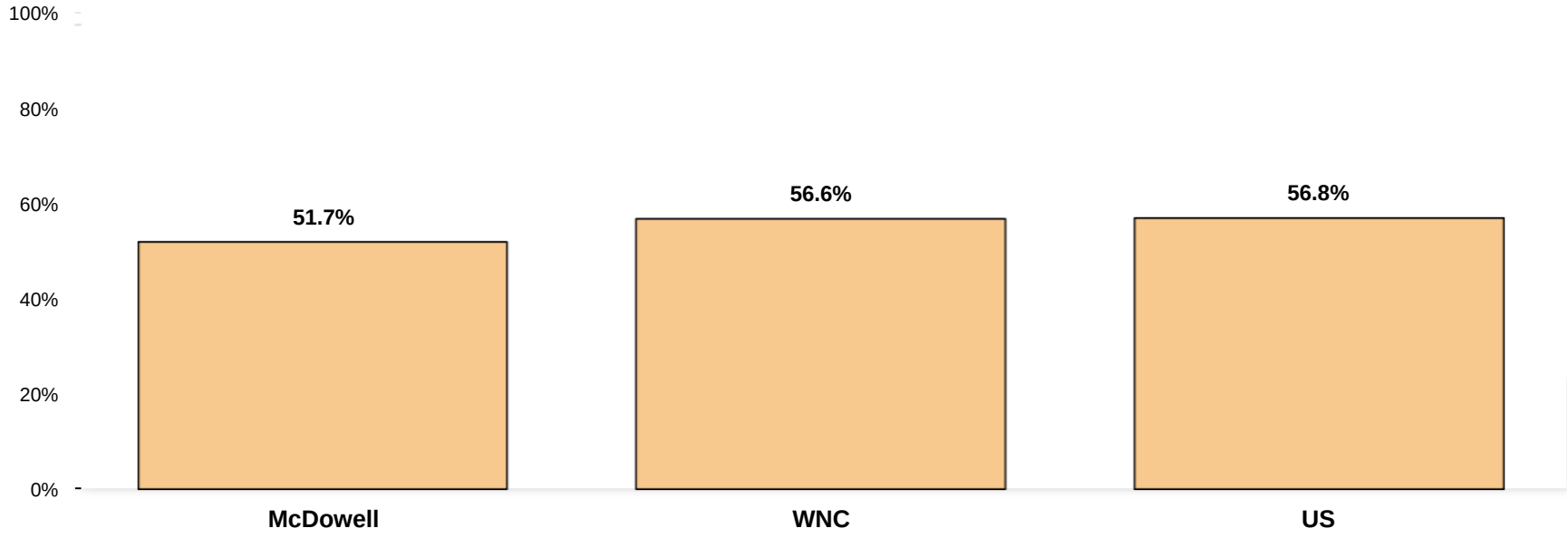
Notes:
- Asked of all respondents.

Vision Care

COMMUNITY HEALTH

Had an Eye Exam in the Past Two Years During Which the Pupils Were Dilated

(McDowell County, 2015)



Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 20]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

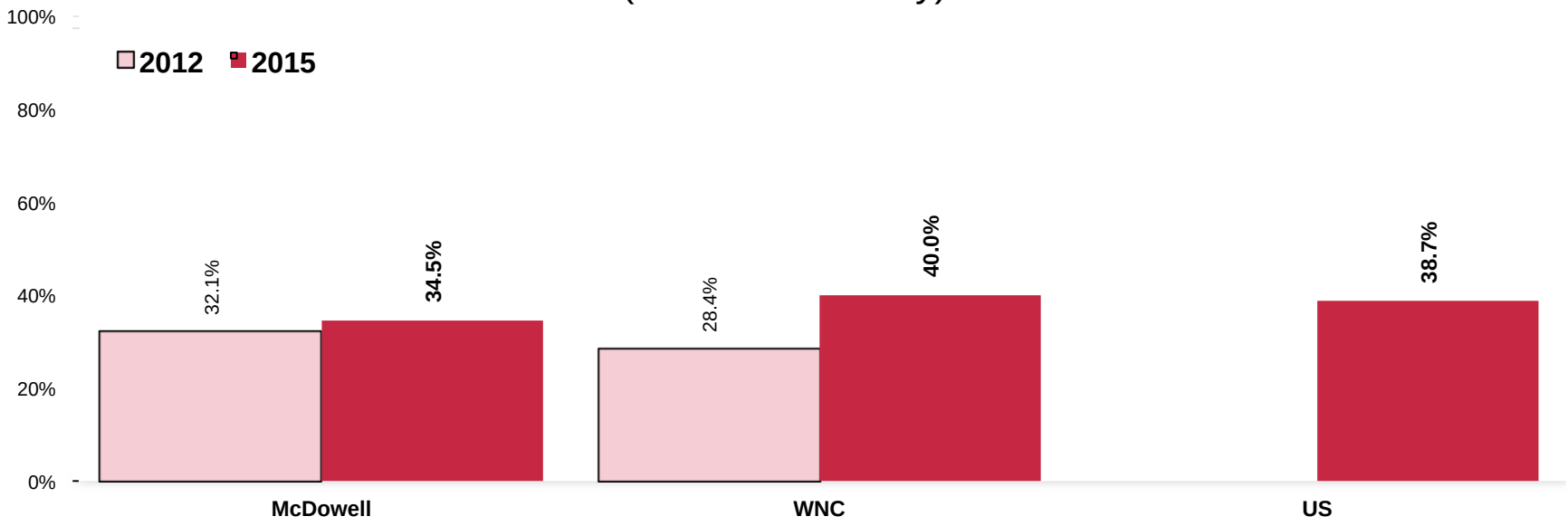
Notes:
- Asked of all respondents.

Health Education & Outreach

COMMUNITY HEALTH

Rely on Physicians for Most Healthcare Information

(McDowell County)

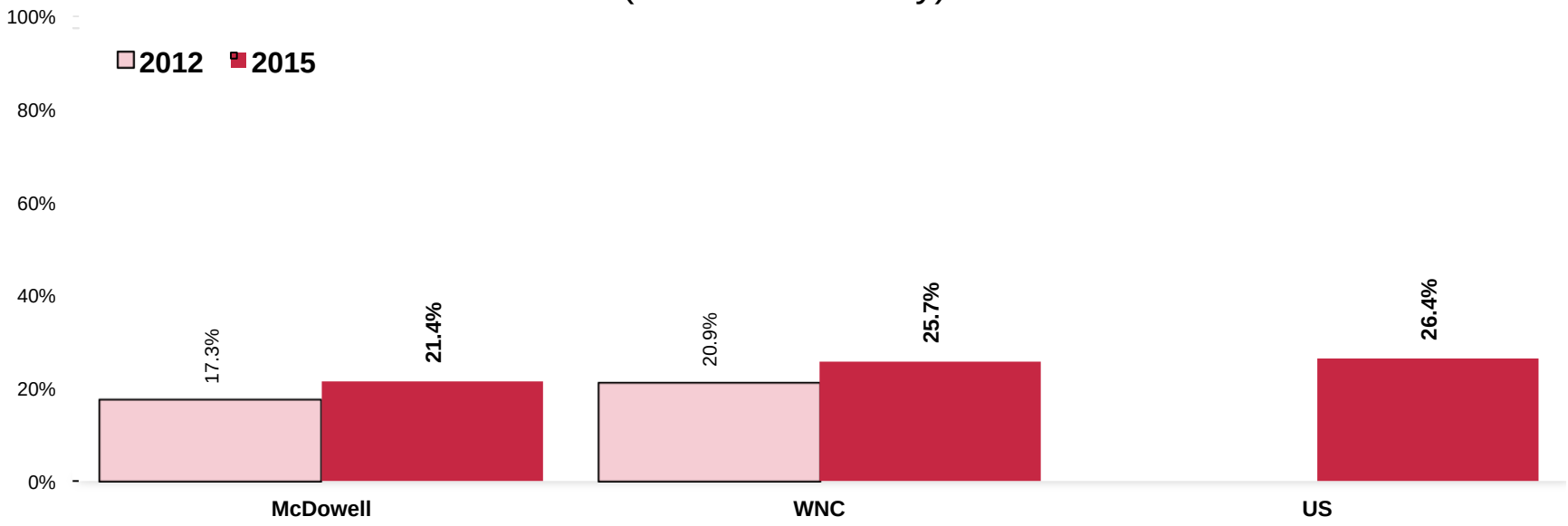


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 90]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

Rely on the Internet for Most Healthcare Information

(McDowell County)



Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 90]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

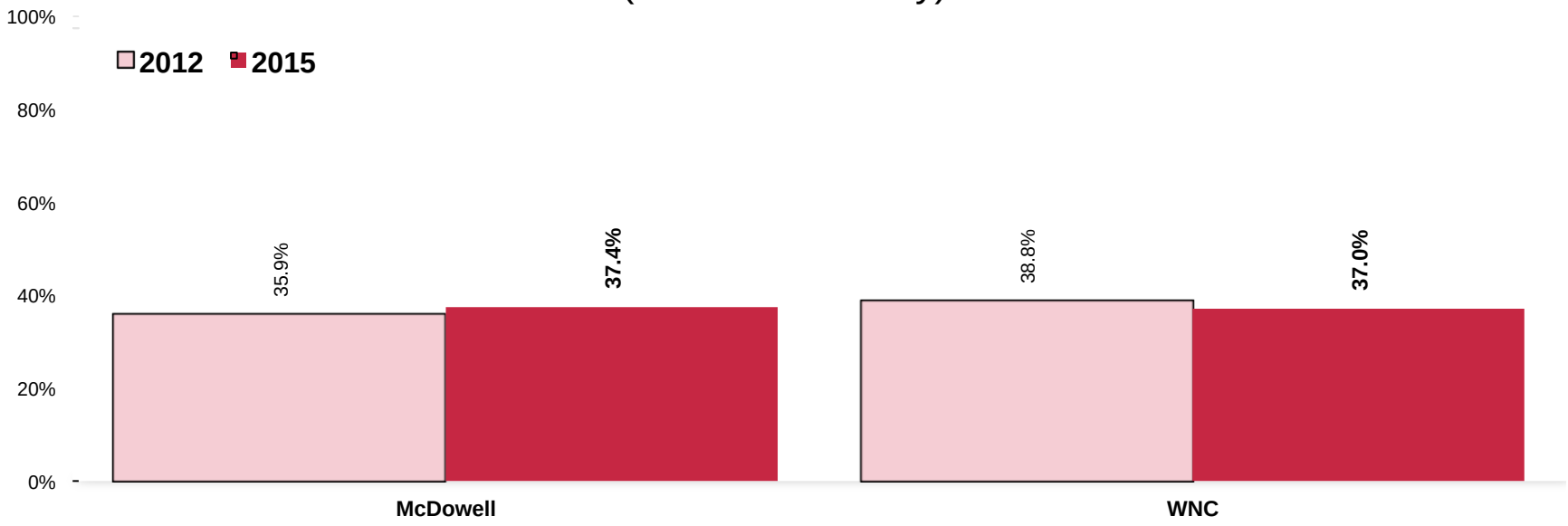
Notes:
- Asked of all respondents.

Advanced Directives

COMMUNITY HEALTH

Have Completed Advance Directive Documents

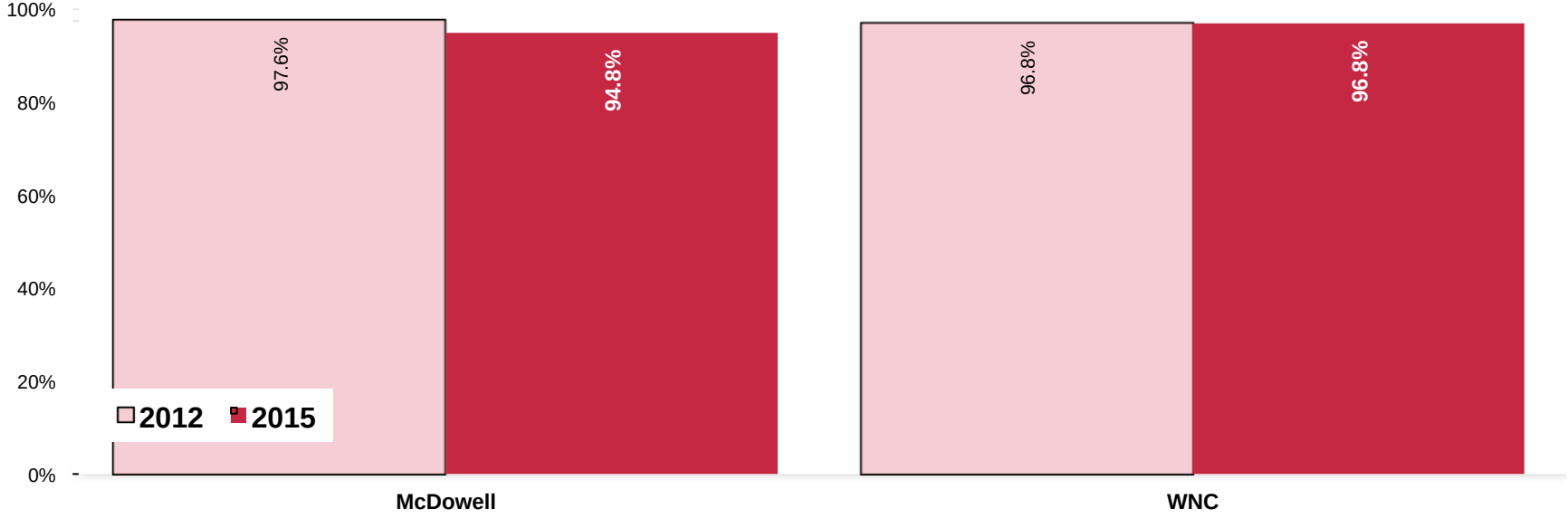
(McDowell County)



Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 104]
Notes: ● Asked of all respondents.

Have Communicated Healthcare Decisions to Family or Doctor

(Among Respondents With Advance Directive Documents; McDowell County)



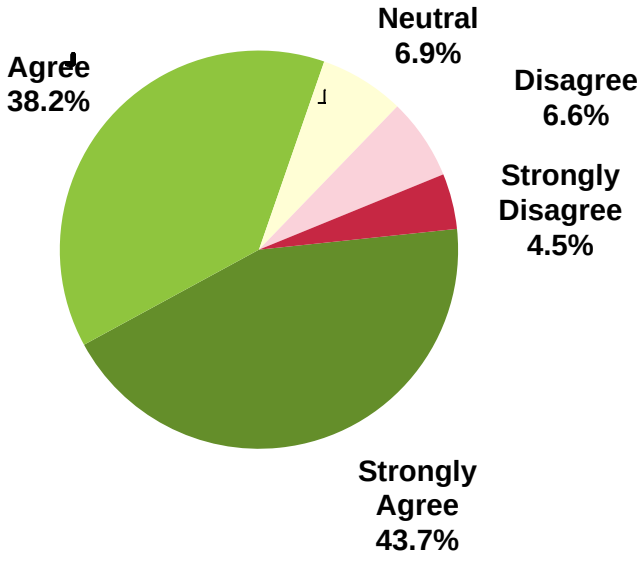
Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 105]
Notes: ● Asked of respondents with completed advance directive documents.

COUNTY-SPECIFIC QUESTIONS

COMMUNITY HEALTH

“There should be a local law in my county that prohibits the use of tobacco in all indoor public places.”

(McDowell County, 2015)

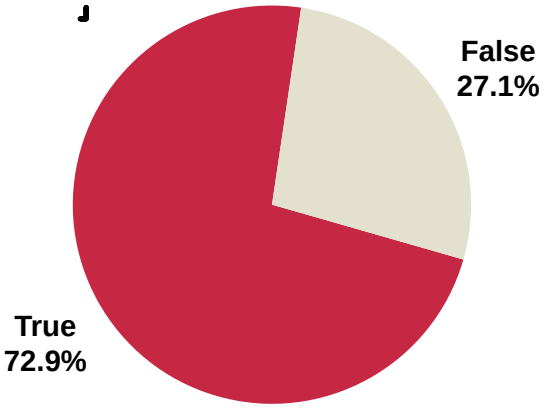


McDowell County

Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 51]
Notes: ● Asked of all respondents.

True or False: “Most electronic cigarettes contain nicotine.”

(McDowell County, 2015)

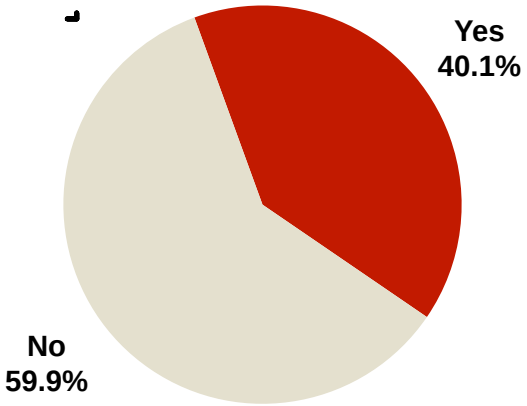


McDowell County

Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 48]
Notes: ● Asked of all respondents.

Medicine is Kept in a Locked Place So That No One Else Can Access It

(McDowell County, 2015)



McDowell County

Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 60]
Notes: ● Asked of all respondents.

Community Stakeholder Input

2015 PRC Online Key Informant Survey

McDowell County, NC

Prepared for:

WNC Healthy Impact

By:

Professional Research Consultants, Inc.
11326 P Street Omaha, NE 68136-2316
www.PRCCustomResearch.com

2015-0631-02
© October 2015

Professional Research Consultants, Inc.

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Introduction

Professional Research Consultants, Inc.

Methodology

To solicit input from key informants, those individuals who have a broad interest in the health of the community, an Online Key Informant Survey was implemented. A list of recommended participants was provided to PRC by WNC Healthy Impact, who compiled lists submitted by 13 of the 16 WNC counties; this list included names and contact information for physicians, public health representatives, other health professionals, social service providers, and a variety of other community leaders. Potential participants were chosen because of their ability to identify primary concerns of the populations with whom they work, as well as of the community overall.

Key informants were contacted by email, introducing the purpose of the survey and providing a link to take the survey online; reminder emails were sent as needed to increase participation.

Participation

In all, 27 community stakeholders took part in the Online Key Informant Survey, as outlined below:

McDowell County Online Key Informant Survey Participation		
Key Informant Type	**Number Invited**	**Number Participating**
Community/Business Leader	23	14
Other Health Provider	12	6
Physician	12	4
Public Health Representative	4	3
Social Service Provider	0	0

Participating Organization	Populations Served		
	Low-Income Residents	Minority Populations	Medically Underserved
City of Marion	✓	✓	✓
Health Coalition	✓		✓
McDowell County Chamber of Commerce			
McDowell County Commissioner	✓		✓
McDowell County Health Coalition	✓	✓	✓
McDowell County Schools	✓	✓	✓
McDowell Hospital	✓	✓	✓
McDowell Pediatrics	✓	✓	✓
McDowell Senior Center	✓	✓	✓
McDowell Technical Community College	✓	✓	✓
Morganton Eye Physicians	✓	✓	✓
NC State Extension-McDowell County Center	✓	✓	
Rutherford Polk McDowell District Health Department	✓	✓	✓
WNC Healthy Impact	✓	✓	✓
YMCA of Western North Carolina	✓	✓	✓

Through this process, input was gathered from several individuals whose organizations work with low-income, minority populations, or other medically underserved populations.

Minority populations represented:

- African American
- Asian
- Children
- Disabled
- Elderly
- Females
- Hispanic/Latino
- Hmong Population
- Low Income
- Non-English Speaking

- Non-White Races
- Single Parents
- Teen Mothers

Medically underserved populations represented:

- African American
- At Risk of Falls
- Behavioral Health
- Cancer Survivors
- Children
- Chronic Disease
- Diabetic/Pre-Diabetic
- Disabled
- Elderly
- Hispanic/Latino
- Lacking Transportation
- Low Income
- McDowell Hospital
- Medicaid
- Mentally Ill
- Non-English Speaking
- Obese
- Pregnant Women
- Primary Care Needs
- Rural Areas
- Schools
- Undocumented
- Unemployed
- Uninsured/Underinsured
- Young Adults

In the online survey, respondents had the chance to explain what view was most needed to create a healthy community, and how they feel that the physical environment and social determinants impact health. Key informants were also asked to specifically rate the degree to which various health issues are a problem in their own county; follow-up questions asked them to describe why they identify problem areas as such, and how these might be better addressed. Results of their ratings, as well as their verbatim comments, are included throughout this report as they relate to the various other data presented.

NOTE: These findings represent qualitative rather than quantitative data. The Online Key

Informant Survey was designed to gather input from participants regarding their opinions and perceptions of the health of the residents in the area. Thus, these findings are based on perceptions, not facts.

Perceptions of Community

Professional Research Consultants, Inc.

Characteristics of a Healthy Community

"What are the MOST IMPORTANT characteristics of a healthy community?"

Key informants could list up to 3 responses.

Key informants characterized a healthy community as containing the following ***(number in parenthesis identifies number of total mentions):***

- Community Engagement in Health and Wellness (5)
- Good Education (5)
- Encouraging Physical Activity (4)
- Access to Preventive Health Care (2)
- Economic Development (3)
- Employment Opportunities (3)
- Low Obesity Levels (3)
- Low Rate of Substance Abuse (3)
- Collaborative Giving to Support to the "Have-Nots" (2)
- Healthy Economy (2)
- Access to Health Care (1)
- Access to Primary Care Physicians (1)
- Affordable Health Care (1)
- Appropriate Policies in Place to Promote Healthy Living (1)
- Caring and Supportive Community Providers (1)
- Children Thriving in School at all Age Levels (1)
- Community Resources (1)
- Community-Wide Support of Health Services (1)
- Decline in Diabetes (1)
- Diet/Nutrition (1)
- Educational Opportunities (1)
- Embracing the Idea of Behavior Change (1)
- Families Spending Time Together (1)
- Fewer Trips to the Emergency Room (1)
- Health Education (1)
- Healthy Dining Options (1)
- Healthy Residents (1)
- Low Drop-Out Rate (1)
- Low or No Domestic Violence (1)
- Low Population of Chronic Disease (1)
- Low Poverty Rates (1)
- Low Rate of Tobacco Use (1)
- Number of Underinsured/Uninsured (1)
- Outdoor Activities (1)

- Policies in Place That Discourages Tobacco Use (1)
- Policy That Impacts Health Choices (1)
- Safe, Roads, Bridges and Sidewalks (1)
- Walkability (1)

Community's Greatest Gem/Asset

Key informants characterized McDowell County's greatest "gem" or asset as the following:

Natural Environment

McDowell County's greatest asset is the natural environment...rural with mountains and lake. Plenty of opportunity to enjoy close to home. – McDowell County Community/Business Leader

Proximity to Mountains and Lakes to promote outdoor activity as well as current greenways - McDowell County Physician

The natural environment - McDowell County Community/Business Leader

Our natural environment and recreation opportunities - McDowell County Other Health Provider

Beauty of area as well as good water, etc. - McDowell County Other Health Provider

Natural beauty of the environment. - McDowell County Physician

We live in a BEAUTIFUL area with lots of natural resources. McDowell County is a place where anyone can get outside and enjoy the fresh air, see the beautiful foothills/mountains, go fishing, swim at the lake, enjoy a nice state park, and the list goes on. - McDowell County Community/Business Leader

Geography and natural beauty - McDowell County Public Health Representative

Location

Buncombe County as a neighbor. We need to embrace it. Other great assets include Lake James, mountains, the Y and Jack Frost - McDowell County Community/Business Leader

Location- We are in the right place for all the states around us. - McDowell County Community/Business Leader

Location, outdoor activities, people - McDowell County Other Health Provider

Location: access to outdoor activities. Hiking, mountain biking, fishing, golf, cycling are just a few activities that people have at their doorstep to could be used to improve the quality of life - McDowell County - McDowell County Other Health Provider

Geographical location near the mountains. - McDowell County Community/Business Leader

People

The people of McDowell County. They are an invaluable and need to be invested in. - McDowell County Public Health Representative

Its people - McDowell County Physician

Our people. A core group of concerned individuals with a vision to improve things for our county. - McDowell County Community/Business Leader

The people are great; warm and friendly – McDowell County Physician

Population size, geography, deliberate effort to work collaboratively to improve health - McDowell County Other Health Provider

Collaboration

The collaborative effort by community leaders to assist in creating resources that assist with a healthy lifestyle. Greenways, parks, etc. - McDowell County Community/Business Leader

The ability of local people and agencies to work together for the common good. - McDowell County Community/Business Leader

The McDowell Health Coalition and the many projects the different subgroups work on for the community. I would also say that this is one of the most hidden gems in McDowell County for the work that is done. - McDowell County Community/Business Leader

Low Taxes

Low taxes, good quality of life and caring people - McDowell County Community/Business Leader

Requirements for Quality of Life

"What are the MOST IMPORTANT issues that must be addressed to improve the quality of life?"

Key informants could list up to 3 responses.

Key informants characterized the following as issues that must be addressed in order to improve the quality of life in McDowell County *(number in parenthesis identifies number of total mentions)*:

- Education (12)
- Transportation (4)
- Affordable Housing (4)
- Employment (4)
- Education About Health and Wellness (3)
- More/Better Outdoor Recreation Areas (3)
- Access to Healthcare (2)
- Culture (2)
- Encourage Health Living Lifestyle (2)
- Poverty (2)
- Values (2)
- Being Non-Judgmental of Others (1)
- Better Restaurants (1)
- Domestic Violence (1)
- Economy (1)
- Employers Assisting Employees in Their Education (1)
- Empowering Individuals to Take Control of Their Lives (1)
- Investment in Human Capital (1)
- Land Management (1)
- Neighborhoods (1)
- Prayer in Schools and Government (1)
- Recruit Businesses That Require High Education Level (1)
- Remove Welfare as a Lifestyle Option (1)
- Sense of Community (1)

Evaluation of Health Issues

Professional Research Consultants, Inc.

Ranking of Health Issues

Online key informants were asked to rate each of the following health issues as a "major problem," "moderate problem," "minor problem," or "no problem at all" in McDowell County. The table below illustrates these responses.

Evaluation of Health Issues				
Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Substance Abuse	84.0%	16.0%	0.0%	0.0%
Diabetes	83.3%	12.5%	4.2%	0.0%
Mental Health	80.0%	16.0%	4.0%	0.0%
Heart Disease & Stroke	78.3%	21.7%	0.0%	0.0%
Tobacco Use	76.0%	24.0%	0.0%	0.0%
Nutrition, Physical Activity, & Weight	72.0%	28.0%	0.0%	0.0%
Cancer	39.1%	52.2%	8.7%	0.0%
Respiratory Diseases	33.3%	50.0%	16.7%	0.0%
Oral Health	25.0%	58.3%	16.7%	0.0%
Sexually Transmitted Disease & Unintended Pregnancy	16.7%	66.7%	16.7%	0.0%
Injury & Violence	16.0%	48.0%	32.0%	4.0%
Access to Health Care Services	8.0%	68.0%	24.0%	0.0%
Maternal & Infant Health	4.2%	75.0%	20.8%	0.0%
Infectious Diseases & Foodborne Illness	0.0%	20.8%	75.0%	4.2%

Perceptions of Health Issues

Online Key Informant Survey participants rating any of the aforementioned health issues as "major problems" in McDowell County were further asked to give reasons for their perceptions. These are outlined, by health issue, in the following sections.

Access to Health Care Services

Over two-thirds of key informants characterized *Access to Health Care Services* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Access to Health Care Services	**8.0%**	**68.0%**	**24.0%**	**0.0%**

Type of Care Most Difficult to Access

Key informants (who rated this as a "major problem") most often identified mental health care as the most difficult to access in McDowell County.

	Most Difficult to Access	Second-Most Difficult to Access	Third-Most Difficult to Access	Total Mentions
Mental Health Care	50.0%	0.0%	50.0%	2
Chronic Disease Care	50.0%	0.0%	0.0%	1
Primary Care	0.0%	50.0%	0.0%	1
Specialty Care	0.0%	50.0%	0.0%	1
Dental Care	0.0%	0.0%	50.0%	1

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Lack of Insurance

> *We have a large sector of community members who are at or below the poverty level and do have health insurance, transportation and other means to get access to care. - McDowell County Community/Business Leader*

Lack of Transportation

> *Transportation. Affordability, rural area. Population not educated to the serious nature of the issue. - McDowell County Other Health Provider*

Cancer

Most key informants characterized *Cancer* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Cancer	**39.1%**	**52.2%**	**8.7%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Tobacco Use

> *High rate of tobacco use, high rate of consumption of low quality foods, lack of access to health care. - McDowell County Other Health Provider*
>
> *Tobacco rates are higher in McDowell than the state and Western region, there may be other lifestyle choices that lead to higher rates. - McDowell County Other Health Provider*

Lifestyle Choices

> *Lack of nutritional knowledge, high rate of tobacco use. - McDowell County Community/Business Leader*
>
> *Failure to take care of ourselves. We smoke, are lazy, and eat bad all the time. - McDowell County Community/Business Leader*

Leading Cause of Death

> *It is one of our leading causes of death and the types of cancer primarily affecting our community are largely preventable. - McDowell County Community/Business Leader*

Statistics

> *I think that I have seen data sometime that indicates that cancer is a problem. - McDowell County Community/Business Leader*

Diabetes

The majority of key informants characterized *Diabetes* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Diabetes	**83.3%**	**12.5%**	**4.2%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Nutrition, Physical Activity, and Weight

Obesity, lack of physical activity, lack of healthy eating. - McDowell County Other Health Provider

High rate of consumption of low quality foods. Apathy when it comes to utilizing recreation areas. Lack of education for diabetes prevention. Lack of access to health care. - McDowell County Other Health Provider

Poor diet choices, overweight, inadequate resources for provision of health care. - McDowell County Physician

Because of diet and lifestyle choices. Diabetes creates severe impacts on affected individuals and drives up health care costs. - McDowell County Community/Business Leader

Lack of nutritional and exercise knowledge and application. - McDowell County Community/Business Leader

Exercise and diets are not factors in our citizens' lives. - McDowell County Community/Business Leader

Poor diet and lack of exercise are major issues. Also, lack of compliance on medications and blood sugar management. - McDowell County Other Health Provider

Comorbidities

This disease has consequences beyond health of the individual. The cost alone can be such a burden that individuals find it hard to survive financially. This disease also affects employability, those who cannot regulate their disease are often unable to work creating larger problems. Most importantly it can be preventable, type II, and therefore could mitigate other health issues like heart disease and obesity. - McDowell County Public Health Representative

Diabetes is a contributor to many other chronic disease states but can be prevented through modification of lifestyle. - McDowell County – Physician

It leads to other serious medical conditions; results in higher rate of sick days due to complications in turn reduces productivity and impacts local economic prosperity, often associated by lifestyle choices that are passed down to future generations making behavioral change more difficult; increasing financial burden on the healthcare system. - McDowell County Community/Business Leader

Lack of Education

People do not understand that Type 2 diabetes in not always a permanent diagnosis. For the few that are participating in wellness programs for diabetes the majority of the community is not participating in any program or positive change of habits to change their personal situation. - McDowell County Community/Business Leader

Heredity and eating habits. - McDowell County Community/Business Leader

Poverty

A large sector of our population is at or below the poverty level, which does not allow for a conducive culture of healthy eating and active living. They smoke, eat fast food the majority of time and are obese. All of which are feeders for diabetes. - McDowell County Community/Business Leader

Non-Compliance with Treatment

The number of diagnosed as well as lack of compliance to medications and diet. Also, the cost. - McDowell County Other Health Provider

Data/Statistics

Data that indicates. - McDowell County Community/Business Leader

Lack of Diagnosis

> *Often left undiagnosed and untreated. - McDowell County Other Health Provider*

Lifestyle Choices

> *Again, preventable. - McDowell County Community/Business Leader*

Heart Disease & Stroke

More than three-fourths of key informants characterized *Heart Disease & Stroke* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Heart Disease & Stroke	**78.3%**	**21.7%**	**0.0%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Nutrition, Physical Activity and Weight

> *Due to diet and lack of activity. - McDowell County Other Health Provider*
>
> *Eating habits and lack of exercise. - McDowell County Physician*
>
> *Linked to lack of diet and exercise. We must deal with root causes. - McDowell County Community/Business Leader*
>
> *Obesity, nutrition habits. - McDowell County Physician*
>
> *Poor diet and lack of physical activity are likely the primary reasons. Heart disease and stroke are a major problem because they drive up health care costs and prevent people from being productive and active members of society. - McDowell County Community/Business Leader*
>
> *Much like type II diabetes these two could be mostly preventable as they relate to obesity. Because of the high prevalence of these problems more resources are allocated to resolving them. McDowell is a rural community with very limited resources, these resources could be used to affect change in diseases which were less preventable like cancer. - McDowell County Public Health Representative*
>
> *It is one the top three health problems in McDowell County and is often the result of poor health behaviors. - McDowell County Community/Business Leader*

Tobacco Use

> *Smoking and obesity seem to be epidemic in the community. - McDowell County Other Health Provider*
>
> *High rate of tobacco use, substance abuse, lack of access to health care, apathy when it comes to utilization of recreation areas, lack of access to health care. - McDowell County Other Health Provider*
>
> > *We have a lot of people who still use tobacco products, are overweight and do not exercise. - McDowell County Community/Business Leader*
>
> *Tobacco use rates are high, dietary intake and high saturated fats, sedentary lifestyles. - McDowell County Other Health Provider*
>
> *In addition to poor nutrition there is a major issue with tobacco use in our community that*

> *contributes to heart disease and strokes. - McDowell County Community/Business Leader*

Lifestyle Choices

> *Lifestyle choices. - McDowell County Public Health Representative*
>
> *Same reason, we smoke, we eat bad, and we don't exercise. - McDowell County Community/Business Leader*

Comorbidities

> *They are a part with diabetes. - McDowell County Community/Business Leader*

Heredity

> *Heredity and lifestyle. - McDowell County Community/Business Leader*

Infectious Diseases & Foodborne Illnesses

A majority of key informants characterized *Infectious Diseases & Foodborne Illnesses* as a "minor problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Infectious Diseases & Foodborne Illnesses	**0.0%**	**20.8%**	**75.0%**	**4.2%**

Injury & Violence

The largest share of key informants characterized *Injury & Violence* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Injury & Violence	**16.0%**	**48.0%**	**32.0%**	**4.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Prevalence of Substance Abuse

> *Unfortunately the high substance abuse, low education and poverty of our community play large factors towards this issue. - McDowell County Community/Business Leader*
>
> *Substance abuse, unemployment. - McDowell County Physician*

Culture

> *Poor economy. - McDowell County Physician*

Maternal & Infant Health

Three-fourths of key informants characterized *Maternal & Infant Health* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Maternal & Infant Health	**4.2%**	**75.0%**	**20.8%**	**0.0%**

Top Concerns

No comments were received among those rating this issue as a "major problem."

Mental Health

The majority of key informants characterized *Mental Health* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Mental Health	**80.0%**	**16.0%**	**4.0%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Access Barriers

> *Access to a continuum of care to prevent crisis or to get involved in after crisis. - McDowell County Physician*
>
> *McDowell has very limited resources to aid those in emergency situations. Mental health issues often present at a climactic stage because of another issue regarding mental health, which is stigma. Mental health episodes that create negative outcomes for the person could also have been preventable, not always, if there was earlier intervention by family of co-workers. - McDowell County Public Health Representative*
>
> *We have some help but not enough for community members who have mental health issues. In response, members do not get the help that is needed. It may be because they do not think that they need help or they do not have the money or they will not accept treatment. - McDowell County Community/Business Leader*
>
> *Lack of access to health care, apathy, lack of education with regards to mental health. - McDowell County Other Health Provider*
>
> *Lack of access to care is a key issue in the community. - McDowell County Community/Business Leader*
>
> *Mental health is a major issue due to limited access to providers and high staff turnover in provider practices. Lack of medical coverage or lack of ability to pay deductible hinders people as well. Economic hardship of the community contributes to depression, substance abuse and lack of proper medical and mental health care. - McDowell County Community/Business*

Leader

Availability and access of services in combination with the supposed stigma of accessing these types of services. - McDowell County Community/Business Leader

Mental health is a problem because many that have mental health issues do not find the care they need or can afford. - McDowell County Community/Business Leader

Lack of Resources

Such limited services available. We need our own mental health hospital here. Mental health is not funded well. - McDowell County Other Health Provider

Due to lack of options and resources. People with issues end up wandering the streets and at times become issues for law enforcement and the general public. We need access to better facilities locally and in the region. - McDowell County Community/Business Leader

Mental health places a strain on the health care system by tying up Emergency Rooms that could otherwise be used to treat other life threatening emergencies. It places a strain on local government budgets and reduces the number of law enforcement on the street and responding to other emergencies because an officer must be assigned to the patient 24 hours a day until admitted into a proper facility which could take weeks to several months. It impacts the social and mental wellbeing of family, friends and others close to the patient, lost productivity at work for the patient, family, and/or friends. Financial burden on the health care system. - McDowell County Community/Business Leader

Lack of Providers

There is a huge burden of mental health disease in this county but very few professionals are available to help set the needs of this population. Depression, anxiety, traumatic stress disorder resulting from unstable households are poorly addressed within the primary care model of health. These diseases are not meant to be treated in these primary care homes but this is oftentimes unavoidable. - McDowell County Physician

State Funding

The greater state and national system is broken. I believe that the economic status impacts this as well along with substance abuse. - McDowell County Physician

Environment/Family

Community members are stressed and depressed because of their environment, and we do not have enough mental health resources to assist. - McDowell County Community/Business Leader

Co-Occurrence

Proximity to the state hospital in Morganton. Substance abuse. - McDowell County Physician

Poverty

Poverty, lack of education, substance abuse, family dynamics. - McDowell County Other Health Provider

Incest

Incest. - McDowell County Public Health Representative

Nutrition, Physical Activity, & Weight

Over two-thirds of key informants characterized *Nutrition, Physical Activity & Weight* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Nutrition, Physical Activity, & Weight	72.0%	28.0%	0.0%	0.0%

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Lifestyle Choices

Lifestyle choices and values, poverty, lack of education. - McDowell County Other Health Provider

These behaviors- nutritional choices and physical activity- affect several of the major health issues in McDowell and are affected by prevention initiatives. Some of these behaviors are a result of a lack of access and/or education. In cases where access is not an issue, the culture has been normed to expect the maladaptive choices when it comes to food choices and activity choices. - McDowell County Public Health Representative

Bad habits with little motivation for change. - McDowell County Public Health Representative

These are problems mainly due to the choices that people make. There are healthy food alternatives, although they generally cost more, making cost an issue. There are numerous trails, sidewalks, greenways and parks for people to use, but they must make the effort. Lack of proper nutrition and physical activity, as well as obesity, directly lead to major health problems that prevent people from being productive and drive up health care costs that are eventually borne by the public to a large degree. - McDowell County Community/Business Leader

Activity is not a regular part of people's lifestyle, lack of inexpensive healthy foods. Farmers Markets are great, but small and limited choices and dates. People do not know how to cook healthy quickly. People want quick, so they go to fast food. - McDowell County Other Health Provider

Lack of proper nutrition education any form of physical exercise beyond their normal daily activities. - McDowell County Community/Business Leader

Poor diet. - McDowell County Other Health Provider

Culture

Many community members live the way that they were brought up as a child. We live in an area that endorses "southern cooking" with lots of fried foods and very few raw or fresh vegetables. Access to parks, walking tracks, greenways, etc. has been limited. We do not have public transportation, and sitting in front of the TV is just easier. McDowell County's culture is not one for putting healthy eating and active living high on its priority list. - McDowell County Community/Business Leader

Lack of a community culture to support healthy habits. - McDowell County Physician

It is generation to generation. We don't take the necessary steps to better ourselves. - McDowell County Community/Business Leader

Co-Occurrences

They all lead to much more serious health problems that over time will lead to chronic disease, cardiovascular disease and other illnesses that are life threatening. Poor nutrition and lack of physical activity are poor life choices that are often carried from one generation to the next and

contribute to much larger community health problems such as poor community values and little civic pride, decline in economic prosperity which leads to a reduction in overall tax base that results in a reduction of services which further impacts quality of life which leads to the difficulty of local government attracting new residents, new business and industry, or visitors to the community. - McDowell County Community/Business Leader

Root cause of the majority of major problems facing our community. - McDowell County Community/Business Leader

Access to Affordable Healthy Foods

Access to fast food, education on health choices and impacting personal choice. - McDowell County Physician

High rates of consumption of low quality foods, lack of nutrition education, apathy with recreation utilization. - McDowell County Other Health Provider

Lack of Education

Benefits of nutrition and exercise not routinely communicated and reinforced. - McDowell County Community/Business Leader

Lack of education on the benefits of proper nutrition and exercise and the long term benefits of those. Also, lack of motivation is a factor. - McDowell County Other Health Provider

Oral Health

Over half of key informants characterized *Oral Health* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Oral Health	**25.0%**	**58.3%**	**16.7%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Access and Cost

Money is the big reason with the dental bus. With some time, this may get better. - McDowell County Community/Business Leader

Need more dentists. - McDowell County – Physician

Lack of Education

Residents of our community have limited health knowledge of importance of dental health and when dental disease sets in, few have the financial resources to address the consequences of improper dental habits. The children of these households are at risk for dental disease and suffer from the same issues as their parents. I treat so many children whose parents do not follow advice to stop encouraging poor oral habits. - McDowell County Physician

Co-Occurrences

High rates of substance abuse, lack of access to care, lack of education of dental health, apathy. - McDowell County Other Health Provider

Respiratory Diseases

The greatest share of key informants characterized *Respiratory Diseases* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Respiratory Diseases	**33.3%**	**50.0%**	**16.7%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Tobacco Use

Smoking. - McDowell County Community/Business Leader

Due to smoking. These diseases also prevent being from being productive and active and incur significant health care costs. - McDowell County Community/Business Leader

Smoking. - McDowell County Public Health Representative

Smoking. - McDowell County Community/Business Leader

Unsure, likely tobacco use. - McDowell County Other Health Provider

Smoking, obesity and genetics are major problems for this community. - McDowell County Other Health Provider

Many residents of our community are tobacco users. As a result, there is a large burden of COPD in the community and amongst the children of these households, they must endure the health consequences of second hand smoke. Children are seen with wheezing, asthma and simple viral upper respiratory infections that are worsened by their exposure to tobacco products. - McDowell County Physician

Smoking continues to be a problem in McDowell County which leads to respiratory diseases for smokers. It also has the potential to impact others with respiratory diseases who are in close proximity to a smoker. Smoking is another poor health behavior that leads to respiratory disease that is passed down from one generation to the next. If the behavior is changed then it would lead to a reduction in the number of respiratory cases in McDowell County. Respiratory disease also has the same community impacts described in previous responses. - McDowell County Community/Business Leader

Sexually Transmitted Disease & Unintended Pregnancy

Two-thirds of key informants characterized *Sexually Transmitted Disease & Unintended Pregnancy* as a "moderate problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Sexually Transmitted Disease & Unintended Pregnancy	**16.7%**	**66.7%**	**16.7%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Lack of Sex Education in Schools

> *Lack of serious role models and education, both are very important, for our students in schools. These programs are seldom well funded, therefore our children will find it difficult to break the cycle of our community. - McDowell County Other Health Provider*
>
> *Poor education of the consequences of being sexually active, especially if engaging in unprotected intercourse. - McDowell County Other Health Provider*

Teen Pregnancy Prevalence

> *Teen pregnancy is a significant health issue. - McDowell County Physician*
>
> *We have the highest rate of teen pregnancies in the state of North Carolina. I don't know why this is but I believe that we are not doing a good job of educating our young teens about these issues, whether it is in the home, church or school. In my opinion, it is the culture of the county that does not allow for change. - McDowell County Community/Business Leader*

Substance Abuse

A majority of key informants characterized *Substance Abuse* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Substance Abuse	**84.0%**	**16.0%**	**0.0%**	**0.0%**

TOP CONCERNS

Among those rating this issue as a "major problem," the greatest barriers to accessing substance abuse treatment are viewed as:

Lifestyle Choices

> *Because of poor choices that people make, unwillingness to use available resources, resources not being known or available. Substance abuse incurs significant health care costs and prevents people from being productive. - McDowell County Community/Business Leader*
>
> *Poor health choices, people want to change how they feel and drugs will do that, despair, poor mental health, money for distributers of illegal drugs, because addiction is a disease and alcoholism. - McDowell County Other Health Provider*
>
> *Culture does not value healthy lifestyles. - McDowell County Public Health Representative*
>
> *High school dropout rate, unemployment rate and poor understanding of the short and long term effects of substance abuse. - McDowell County Other Health Provider*
>
> *There is such a wide range of different substances being abused from tobacco, alcohol, illicit drugs and prescription drugs. The belief that taking prescription medications as the only form of pain management is an outdated method that still currently prevails in our community. - McDowell County Community/Business Leader*

Poverty

> *Substance abuse is an issue due to poverty, untreated mental and physical health issues and*

difficulty getting affordable (or free) treatment. A system of close follow up, halfway houses perhaps that provide those in recovery with support. Finding appropriate housing and job skills that will earn them enough money to support themselves, so that they won't feel like they must seek and sell as a means to support themselves. - McDowell County Community/Business Leader

In McDowell County, the poor economy, lack of job opportunities, poverty, household disruption, all contribute to the problem to substance abuse. Children who are raised in homes that have been affected by drug abuse are more likely themselves to be victims of the substance abuse epidemic as well. - McDowell County Physician

Poor economy. - McDowell County Physician

Economics, parental modeling in families. - McDowell County Physician

Lack of Treatment Facilities/Programs

Substance abuse can lead to homelessness, unemployment, crime, and death, user or intended by-stander. In addition, substance misuse can also be an indication of mental health issues, as cause or an effect. - McDowell County Public Health Representative

Lack of Entertainment

McDowell County has very little for people to do for entertainment. So, instead of getting out and walking on the greenway, riding bikes on trails, etc., many have chosen to turn to drugs. And apparently drugs are readily available. - McDowell County Community/Business Leader

Over Prescribing of Controlled Substances

Substance abuse is an issue because too many caregivers are quick to prescribe pills in lieu of pain management and healthy living. - McDowell County Community/Business Leader

Prevalence of Prescription Drugs

Mostly medication abuse, young adults are lacking economical resources for mental health, activity healthy living, resulting in poor choices. - McDowell County Other Health Provider

Self-Medicating

Same as mental health. I think they are commonly linked in this community. - McDowell County Community/Business Leader

Prevalence/Incidence

High rates of substance abuse. - McDowell County Other Health Provider

Nationwide Problem

I wish I knew. I am guessing this is a national issue. - McDowell County Community/Business Leader

Unemployment

Unemployment. - McDowell County Physician

Lack of Education

Lack of education, rampant use, easy access to prescription drugs. - McDowell County Community/Business Leader

Most Problematic Substances

Key informants (who rated this as a "major problem") most often identified methamphetamines/other amphetamines, opioid analgesics, and alcohol as the most problematic substances abused in McDowell County.

	Most Problematic	Second-Most Problematic	Third-Most Problematic	Total Mentions
Methamphetamines or Other Amphetamines	38.1%	20.0%	10.5%	14
Opioid Analgesics (e.g. Oxycodone, Hydrocodone, Percocet, Fentanyl, Methadone)	23.8%	25.0%	10.5%	12
Alcohol	14.3%	30.0%	5.3%	10
Prescription Medications (NOT including Opioid Analgesics)	9.5%	20.0%	15.8%	9
Marijuana	4.8%	5.0%	21.1%	6
Cocaine or Crack	4.8%	0.0%	10.5%	3
Over-The-Counter Medications	4.8%	0.0%	10.5%	3
Synthetic Drugs (e.g. Bath Salts, K2/Spice)	0.0%	0.0%	10.5%	2
Heroin	0.0%	0.0%	5.3%	1

Tobacco Use

More than three-fourths of key informants characterized *Tobacco Use* as a "major problem" in McDowell County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Tobacco Use	**76.0%**	**24.0%**	**0.0%**	**0.0%**

Top Concerns

Among those rating this issue as a "major problem," reasons frequently related to the following:

Prevalence/Incidence

> *Continue to see high incidence of tobacco use. - McDowell County Physician*
>
> *Smoking continues to be a problem in McDowell County, which leads to respiratory diseases for smokers. It also has the potential to impact others with respiratory diseases who are in close proximity to a smoker. Smoking is another poor health behavior that leads to respiratory disease that is passed down from one generation to the next. If the behavior is changed then it would lead to a reduction in the number of respiratory cases in McDowell County. Respiratory disease also have the same community impacts described in previous responses. - McDowell County Community/Business Leader*
>
> *A significant segment of the population still choose to smoke, despite 50 years of education demonstrating clearly that tobacco use causes cancer. There is clearly a disconnect between the public service announcements and educational efforts and what the public, especially youth, seem to truly understand about the effects of tobacco use. Better, more targeted education and restrictions are needed. - McDowell County Community/Business Leader*

High rates of tobacco use. - McDowell County Other Health Provider

The high use of tobacco in our community is disproportionate to the size of our community. Although other areas have seen large drops in the use of tobacco, McDowell County usage continues on a high level leading to additional health issues for the smoker/user and those around them including family members and co-workers. - McDowell County Community/Business Leader

Culture

This community was raised on tobacco, which was one of North Carolina's largest exports and families have been teaching each generation how to smoke. - McDowell County Community/Business Leader

It is the "cool" thing to do. The culture is such that three and four generations have used tobacco and it is expected. There are still many public places in McDowell County that allow smoking and businesses are afraid to prevent people from smoking because they might lose business. It is hard to change a culture overnight. - McDowell County Community/Business Leader

Social groups and cultural norms have a huge part in promoting tobacco experimentation. Easy access to many different forms of tobacco promote this endemic problem in McDowell County. - McDowell County – Physician

Lack of family support and expectations. - McDowell County Community/Business Leader

Always has been, see parents as role models. - McDowell County Other Health Provider

Generation to generation. - McDowell County Community/Business Leader

Lack of Resources and Education

Poorly educated regarding health choices, bad parental and peer examples. - McDowell County Physician

Lack of understanding in the long term health problems associated with tobacco use. - McDowell County Other Health Provider

Ignorance. - McDowell County Public Health Representative

Addiction

Tobacco and nicotine is a highly addictive substance that can cause cancer and other health ailments. It is also one of the more costly problems to employers which is passed on to other employees and consumers. This is one of the easiest items we could prevent and yet lack of policy enforcement and development, particularly around smokeless tobacco products, has aided in the rise of smokeless tobacco use. - McDowell County Public Health Representative

Lifestyle

Poor health choices, addiction, policy. - McDowell County Other Health Provider

Contributors to Health Issues

Online key informants were asked to indicate whether they believe physical environment and social determinants of health are each a "major contributor," "moderate contributor," "minor contributor," or "not a contributor at all" to local health issues.

Physical environment *includes factors such as air and water quality, and pollution and hazards inside homes. It also includes elements of the built environment, such as bike paths and sidewalks.*

Social determinants of health *are economic and social conditions that influence the health of people and communities. It includes social and economic policies, education, income and poverty, racial discrimination, employment status, and more.*

Evaluation of Contributors to Health Issues

Health Issue	Major Contributor	Moderate Contributor	Minor Contributor	Not a Contributor At All
Physical Environment	4.4%	56.5%	39.1%	0.0%
Social Determinants of Health	87.0%	8.7%	4.4%	0.0%

Physical Environment

More than one-half of key informants characterized Physical Environment as a "moderate contributor" to local health issues.

Those rating this as a "major contributor" identified the following as the greatest contributors to health problems in McDowell County:

- Handicapped Accessible Parks
- Lack of Affordable and Quality Housing
- Lack of Bike Paths/Sidewalks
- Poorly Designed Community Separating Land Uses

Social Determinants of Health

The vast majority of key informants characterized Social Determinants of Health as a "major contributor" to local health issues.

Those who rated this as a "major contributor" feel that the following contribute the most to health problems in McDowell County:

- Access to High Quality, Affordable Child Care
- Alcohol/Drug Abuse
- Dysfunctional Families
- Economy
- Education
- Employment That Pays a Living Wage
- Institutionalized Racism

- Lack of Motivation to Change
- Learned Behaviors
- Politics
- Poverty
- Welfare Systems

Local Data & Resources

Professional Research Consultants, Inc.

Additional Local Data & Information

Key informants were aware of the following recent data collection efforts about the health issues, needs, or assets in McDowell County:

- Aging in Place Plan - January 2015 McDowell Senior Center
- County Health Assessment Rutherford Polk McDowell Health Department
- Fhases Software Company
- McDowell County Worksite Wellness Project
- NC Health Assessment
- RSP Report for McDowell Health Coalition
- UNC-Chapel Hill - Workplace Wellness in McDowell County
- Workplace Data Assessment

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Local Resource Guides & Directories

Key informants included the following as examples of health-related resource guides or directories created or used by their agency:

- CCNC Health Informatics
- County Health Rankings and Road Maps
- Fhases Health Data
- NC Center for Health Statistics
- Online Local Food Guide
- Polk-Rutherford-McDowell Community Health Assessment
- Population Health Program Guide
- Worksite Wellness Resource Guide

Agency	Program	Agency/Program Description	County - Physical Address	Telephone Number	Physical Address
AARP American Association for Retired Persons North Carolina	General Information AARP American Association for Retired Persons North Carolina	Provides literature and educational programs on long term care, Medicare, Medicaid, managed care, and independent living. For consumer fraud, volunteers provide information, publications, and educational programs on telemarketing fraud. Pharmacy Service Order talk with pharmacist 800-456-2277 Price quotes 800-456-2226 TTY 800-933-4327 Financial Services Investment Program 800-322-2282 TTY 800-634-9454 Insurance from ITT Hartford Auto Insurance 800-932-9922 Homeowner inquiries 800-423-4114 TTY 800-553-6148 Group Health Insurance Members service 800-523-5800 TTY 800-232-7773 Life Insurance Information 800-795-9990 Credit Card service from Bank One Information 800-283-3310 TTY 800-685-6099 Motoring plan from Amoco Information 800-555-1121	Wake	919-755-9757	225 Hillsborough Street
Advanced Home Care - Western North Carolina	Advanced Home Care - Western North Carolina	Health care service offering home infusion services as well as DME equipment, and respiratory equipment. Infusion services include antibiotics, pain therapy, total nutrition, injections. Respiratory care services include aerosol, ventilators, CPAP, BiPAP, and trach care. DME equipment includes walkers, hospital beds, bathroom accessories, wheelchairs, scooters, and lift chairs. Other aids for daily living needs include canes, crutches, reachers, and commodes.	Buncombe	828-285-0239	120 Sweeten Creek Road

ALS Association - Western North Carolina	Asheville Area Caregiver Support Group, ALS Association - Western North Carolina	A support group for caregivers of people with ALS. Meetings provide peer support, allowing you to learn first hand from others who are dealing with ALS, and allow caregivers to share their experiences with each other. Facilitator is Pamela Brown.	Buncombe	877-257-7401 x703	23 Edwin Place
ALS Association - Western North Carolina	Resource/Support Group, ALS Association - Western North Carolina	A support group for people with ALS and caregivers of people with ALS. Meetings involve peer support and resources. A speaker comes quarterly to provide information relevant to living with ALS. Facilitator is Pamela Brown.	Buncombe	877-257-7401 x703	23 Edwin Place
ALS Association - Western North Carolina	Telephone Resource Support Group, ALS Association - Western North Carolina	The Telephone Resource Support Group is a conference call format that serves the needs of persons with ALS (PALS), (Lou Gehrig's Disease), families and friends. Calls provide peer support, allow you to learn firsthand from others who are dealing with ALS and allow PALS and caregivers to share their experiences with each other. Led by group facilitator Pamela Brown, members can expect to receive information about ALS; information from expert speakers, and fellowship with others facing ALS. Please see website for telephone support group dates.	Wake	877-257-4701 x703	Confidential
American Cancer Society - Western North Carolina	Loan/Gift Items, American Cancer Society - Western North Carolina	Various supplies available through the American Cancer Society office including wigs, head covertings, mastectomy bras and prosthesis.	Buncombe	828-254-6931	120 Executive Park
American Cancer Society - Western North Carolina	Look Good...Feel Better, American Cancer Society - Western North Carolina	Trained volunteer cosmetologists teach women how to cope with skin changes and hair loss using cosmetics and skin care products donated by the cosmetic industry.	Buncombe	800-227-2345	120 Executive Park

American Kidney Fund	American Kidney Fund	American Kidney Fund provides direct financial assistance to low-income kidney patients in need and education to those who are at-risk for kidney disease. Assists with transportation to dialysis, medications, special diet, kidney donor expenses, and other treatment essentials. Also provides specialty programs to help patients afford treatment during emergency travel and recover from natural disasters. -HIPP (Health Insurance Premium Program): Through the Health Insurance Premium Program (HIPP), the American Kidney Fund pays Part B Medicare, Medigap, commercial, and COBRA premiums for dialysis patients who have insufficient income and savings. These premium payments allow patients to continue their health insurance coverage, enabling access to physician care and medical treatment. -Safety Net Program: The patient must be a dialysis patient or a kidney transplant recipient. Transplant patients may be no more than five years post-transplant. The patient must not be covered for the requested expense by other program or insurance. Financial assistance by the American Kidney Fund is considered "last resort" funding. Safety Net Grants are not provided for hospital bills, medical bills, physician's services, dialysis treatment costs or transplantation surgery. These expenses are usually covered by health insurance and/or governmental programs. The patient must demonstrate financial need on the patient application. Financial need will be assessed based on numerous factors including household income, reasonable expenses and liquid assets.	Montgomery	800-638-8299	11921 Rockville Pike
American Liver Foundation	American Liver Foundation	Facilitate, advocate, and promote education support and research for the prevention, treatment, and cure of liver disease. The national ALF Helpline is available to answer questions about liver disease and liver wellness. This resource provides emotional support to patients at their point of crisis and information on local resources including physician referrals.	New York	800-465-4837	39 Broadway
American Sleep Apnea Association	American Sleep Apnea Association	The CPAP Assistance Program (CAP) provides an equipment package of CPAP, AutoCPAP or BiLevel as prescribed, mask, tubing, filters and carrying case. A.W.A.K.E. Support Group Locator: www.sleepapnea.org/support/a.w.a.k.e.-network-map/us-support-groups/north-carolina.html	Lyon	888-293-3650 x1	117 3rd Street

Arthritis Foundation	Arthritis Foundation Aquatics Program Mecklenburg	The Arthritis Foundation offers information and tools to help people live a better life with arthritis. Whether it's advice from medical experts to specialized arthritis self-management or exercise classes, the Arthritis Foundation has your solution. Offers aquatic exercise for those who suffer from arthritis at the following locations Duke University Center for Living 919-660-6660 Downtown Family YMCA 919-667-9622 Durham YMCA Lakewood 919-493-4502 Garner Road Family YMCA 919-834-2448 Pullen Aquatic Center 919-847-2179	Wake	919-460-8095	Glenaire Continuing Care Retirement Community
ASAP (Appalachian Sustainable Agriculture Project)	Growing Minds, ASAP (Appalachian Sustainable Agriculture Project)	Growing Minds, ASAP's Farm to School Program, works to connect farms and schools and give children positive experiences with healthy foods. Farm to School components include farm field trips, nutrition education, school gardens, and local food in cafeterias.	Buncombe	828-236-1282	306 West Haywood Street
Asheville Aphasia Group	Asheville Aphasia Group	Mutual Support group that shares information and solutions on latest research/treatments, provides support for people with Aphasia and their caregivers and identifies services available. Also provides speech therapy with retired Speech/Language/Pathologists and graduate students from Western Carolina University.	Buncombe	828-684-9619	789 Merrimon Avenue
Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Buncombe	800-728-9817	100 Edgewood Road

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McDowell County 2-1-1 Health Listings (3.5.2015).xls Geography Served - McDowell

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Asheville Mountain Area Red Cross	Health and Safety Services, Asheville Mountain Area Red Cross	Provides several types of training. CPR: Adult, child, infant, CPR/professional rescue; First Aid; Wilderness First Aid basic level; Water Safety: Lifeguard, Swimming, Small Craft Safety; preventing disease transmission; blood borne pathogens; HIV/AIDS (ACTSMART); oxygen administration; automated external defibrillator training; babysitter's training; healthy back promotion; pet First Aid. Instructor Candidate Training (to teach classes) is also offered.	Buncombe	800-728-9817	100 Edgewood Road

Asheville Mountain Area Red Cross	Health and Safety Services, Asheville Mountain Area Red Cross	Provides several types of training. CPR: Adult, child, infant, CPR/professional rescue; First Aid; Wilderness First Aid basic level; Water Safety: Lifeguard, Swimming, Small Craft Safety; preventing disease transmission; blood borne pathogens; HIV/AIDS (ACTSMART); oxygen administration; automated external defibrillator training; babysitter's training; healthy back promotion; pet First Aid. Instructor Candidate Training (to teach classes) is also offered.	Haywood	800-728-9817	1668 Brown Avenue
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McDowell County 2-1-1 Health Listings (3.5.2015).xls Geography Served - McDowell

Asheville Mountain Area Red Cross	McDowell County Chapter, Asheville Mountain Area Red Cross	Provides assistance for immediate emergency disaster-caused needs such as food, clothing, or shelter through emergency services if disaster victim does not have other resources. Offers training courses and planning/preparedness in case of disaster/emergencies. Response for single-family emergencies (house fires) and local and national emergencies. Helps community based military members and their families cope with separation. Blood donation services. Provides several types of training: Health and Safety classes; First Aid, CPR; Lifeguard training; Swimming and Water Safety.	Mcdowell	828-652-6531	39 North Garden Street
Asheville Pregnancy Support Services	Asheville Pregnancy Support Services	Asheville Pregnancy Support Services reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Buncombe	828-252-1306	1710 Old Haywood Road
Asheville Pregnancy Support Services	Asheville Pregnancy Support Services	Asheville Pregnancy Support Services reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Madison	828-252-1306	105 Chestnut Street
Asheville TEACCH Center Western Region	Asheville TEACCH Center Western Region	Provides the following services to children, adolescents, and adults with autism and their families: diagnostic evaluations to make or rule out a diagnosis of autism; extended diagnostic sessions with families to help them learn more about autism and how children with autism learn; consultation to programs that serve children and adults with autism; training opportunities to educate professionals about autism and strategies for teaching children with autism; and social groups and other support groups related to the needs of people with autism and their families.	Buncombe	828-251-6319	31 College Place

Asheville-Buncombe Technical Community College	Dental Programs, Asheville-Buncombe Technical Community College	Dental Hygiene Clinic offers cleanings, X-rays, fluoride, initial periodontal therapy, dental sealants, education, and oral cancer exams. This clinic operates all year. Allied Dental Clinic offers savings on dental treatment and offers routine dental cleaning, periodontal (deep) cleaning, dental x-rays. Staffed with a Dentist, Dental Hygienist, Dental Assistants and Front Office staff. First visit is a 45 minute screening (evaluation) appointment. The cleaning appointments are 2 1/2 hours long and could require more than one visit. The fee for a routine cleaning is $25.00, periodontal (deep cleaning) $40.00, each additional visit is $5.00. X-ray fees are FMS (full mouth series) $30.00, Panorex $35.00 and BWX (bitewing) $15.00. The clinic is by appointment only and the payment is cash or check only. For additional information call 828-398-7255 or email kpruett@abtech.edu.	Buncombe	828-254-1921 x255	340 Victoria Road
Assistance with Glasses and Eye Exams, Lions Clubs International	Assistance with Glasses and Eye Exams, Lions Clubs International	Assists people statewide with obtaining glasses or eye exams.	Buncombe	828-712-9049	84 English Drive
Autism Society of North Carolina - Asheville Regional Office	Autism Support Group, Autism Society of North Carolina - Asheville Regional Office	Support group for individuals with autism and their family members, professionals, or any interested persons. Call for information. Bilingual Advocate available at 800-442-2762.	Buncombe	828-236-1547 x14	306 Summit Street
Bakersville Community Medical Clinic, Inc	340B Pharmacy - Bakersville Community Medical Clinic, Inc	Offers discounts on prescriptions at two local pharmacies for low income and/or uninsured self-pay and sliding scale patients. Locations are at Bakersville Pharmacy in Bakersville, NC and Hospital Drive Pharmacy in Spruce Pine, NC.	Mitchell	828-688-2104	86 North Mitchell Avenue
Bakersville Community Medical Clinic, Inc	Diabetes Self-Management for Uninsured - Bakersville Community Medical Clinic, Inc	A diabetes self-managment program for uninsured patients. Located in Bakersville, NC.	Mitchell	828-688-2104	86 North Mitchell Avenue

Bakersville Community Medical Clinic, Inc	Migrant Farmwork Program - Bakersville Community Medical Clinic, Inc	Provides health care to all local and seasonal or migrant farmworkers in the area. Health center is located in Downtown Bakersville, NC.	Mitchell	828-688-2104	86 North Mitchell Avenue
Bethany Christian Services - Buncombe County	Pregnancy Care and Counseling, Bethany Christian Services - Buncombe County	Pro-life agency which helps women who have unplanned pregnancies chose between parenting and adoption through pregnancy counseling. Provides counseling to young people with unplanned pregnancies and their families, and guidance in decision-making concerns for the child and the future. For women who choose adoption, the agency can place the child, and provide financial and medical support to the birth mother. For women who choose to parent, the agency provides referrals, and help in obtaining housing, financial assistance, medical care, parenting skills, and other needs.	Buncombe	828-651-8600	142 Airport Road
Blue Ridge Community Health Services	Blue Ridge Health Center, Blue Ridge Community Health Services	BRCHS is a federally qualified health center offering comprehensive health care services: Family Medicine, Prenatal, Pediatric Medicine (including School Health), Behavioral Health (adult/child), Dental Services (adult/child), Pharmacy, Radiology, Laboratory Services, Food Pantry, Outreach and Health Education.	Henderson	828-692-4289	2579 Chimney Rock Road

Blue Ridge Community Health Services	Hendersonville Family Health Center, Blue Ridge Community Health Services	A family medicine practice offers comprehensive health care to families and specializes in wellness, geriatrics, pediatrics, family counseling, and obstetrical care.	Henderson	828-696-1234	709 North Justice Street
Brain Injury Association of North Carolina - Asheville Resource Center	Brain Injury Association of North Carolina - Asheville Resource Center	Acts as the liaison between the community and families and survivors with brain injury, helping to link people with the resource and support. Maintains a resource library that contains brochures, articles, and books, all of which can be mailed. Facilitates a support group with WNC Brain Injury Support Network that meets monthly on the 4th Tuesday of each month from 6:00 p.m. - 7:30 p.m. at Foster Seventh-Day Adventist Church on 375 Hendersonville Road.	Buncombe	828-277-4868	68 Sweeten Creek Road
Buncombe County Health and Human Services	Health Insurance Marketplace Assistance, Buncombe County Health and Human Services	Partnering with the Asheville Blue Cross and Blue Shield of NC Store. Offers education about the Affordable Care act and how to sign up. Can answer questions, send rate quotes, walk through HealthCare.gov, can explain plan benefits, and assist in selecting a plan that fits the individual's needs. Also assists with determining eligibility for Special Enrollment Periods (SEP) to apply outside of Open Enrollment. The Open Enrollment is from November 15, 2014 to February 15, 2015.	Buncombe	828-250-5011	1854 Hendersonville Road

Buncombe County Health and Human Services	Health Insurance Marketplace Assistance, Buncombe County Health and Human Services	Partnering with the Asheville Blue Cross and Blue Shield of NC Store. Offers education about the Affordable Care act and how to sign up. Can answer questions, send rate quotes, walk through HealthCare.gov, can explain plan benefits, and assist in selecting a plan that fits the individual's needs. Also assists with determining eligibility for Special Enrollment Periods (SEP) to apply outside of Open Enrollment. The Open Enrollment is from November 15, 2014 to February 15, 2015.	Buncombe	828-250-5011	40 Coxe Avenue
Buncombe County Health and Human Services	Health Insurance Marketplace Assistance, Buncombe County Health and Human Services	Partnering with the Asheville Blue Cross and Blue Shield of NC Store. Offers education about the Affordable Care act and how to sign up. Can answer questions, send rate quotes, walk through HealthCare.gov, can explain plan benefits, and assist in selecting a plan that fits the individual's needs. Also assists with determining eligibility for Special Enrollment Periods (SEP) to apply outside of Open Enrollment. The Open Enrollment is from November 15, 2014 to February 15, 2015.	Buncombe	828-250-5011	509 Biltmore Avenue
Burke County United Way	American Heart Association - Charlotte	Provides community programs, public health education, professional education, public education and information to reduce the problem of heart disease. Also supports medical research.	Mecklenburg	704-374-0632	1229 Greenwood Cliff

Burke County United Way	NC Division of Services for the Deaf and the Hard of Hearing - Morganton Regional Center	The Regional Center provides services in the communities for the Deaf, Hard of Hearing, and Deaf-Blind. The center is open to customers and their families, to professionals, and to individuals seeking information or assistance for the Deaf, hard of hearing and blind population. Consultations are available to discuss availability for individuals who have hearing loss or speech impairment to receive telecommunications equipment. Must meet income eligibility guidelines and be a resident of North Carolina. Assists in coordinating sign language interpreting services (American Sign Language).	Burke	800-999-8915	107 Foothills Drive
Burke County United Way	Turning Point Services	Turning Point Services, Inc. (TPS) is a private company that offers training and assistance to people with developmental disabilities. TPS provides many types of support and training in community settings across more than 40 counties in North Carolina. In addition, we have residential, day, and vocational programs in Western North Carolina. TPS has been approved to offer services in the CAP-MR/DD waiver, and has contracts with Vocational Rehabilitation and Local Management Entities for services outside the CAP waiver. Turning Point Services is accredited by CARF, Inc. for Community Employment Services and Community Services Coordination. The list of services we can offer include Targeted Case Management, Personal Care, Respite Care, Supported Employment, Individual/Caregiver Training & Education, Specialized Consultative Services, Residential Supports, Day Supports, Home and Community Supports, Apartment Living Programs, Residential Programs (Group Living and Family Living), Adult Day Programs, Adult Developmental Vocational Programs, Personal Assistance, and Developmental Therapy. TPS maintains many local offices in our service areas. Please contact the office closest to you for more information and assistance with access to help.	Burke	828-433-4719	1001 South Sterling Street
Burke-Morganton Senior Center	Seniors' Health Insurance Information Program, Burke-Morganton Senior Center	Counselors fourth Wednesday of each month. They assist clients in dealing with insurance carriers on disputed claims, provide counseling on the types and cost of supplemental insurance available in North Carolina, and can help the client in dealing with medicare-medicaid problems. Call for an appointment.	Burke	828-430-4147	501 North Green Street
CarePartners Health Services	Arthritis Support Group, CarePartners Health Services	Support for those who suffer from arthritis, their loved ones and/or family members.	Buncombe	828-779-9910	68 Sweeten Creek Road
CarePartners Health Services	Burn Survivor Support Group, CarePartners Health Services	Open to anyone who has survived a severe burn; Support group meets in Buncombe County but is open to anyone who wishes to attend.	Buncombe	828-277-4800	68 Sweeten Creek Road

CarePartners Health Services	CarePartners Home Health Services, CarePartners Health Services	Provides home health care, nursing, physical therapy, occupational therapy, and speech therapy. Works in collaboration with area hospitals and physicians to assure that the transition to home care is smooth for both patient and family. Services are provided in Buncombe, Henderson, Haywood, Transylvania, Madison, McDowell, Mitchell, and Yancey Counties.	Buncombe	828-252-2255	68 Sweeten Creek Road
CarePartners Health Services	CarePartners Orthotics and Prosthetics, CarePartners Health Services	Full service orthotics and prosthetics; includes biweekly amputee clinics and mobile lab service, which travels around Western North Carolina. Visits include evaluation, fabrication, fitting and instruction and adjustments and repairs. Also provides custom Cranial Remolding helmets for babies.	Buncombe	828-254-3392	One Doctor's Drive

CarePartners Health Services	CarePartners Outpatient Rehabilitation Services, CarePartners Health Services	Provides outpatient rehabilitative services to 10 years old to adults with physical, cognitive, and developmental needs. Services include physical therapy, speech therapy, occupational therapy, medical rehabilitation, and aquatic rehabilitation. Vocational services and neuropsychology (counseling and behavioral services as related to rehabilitation) are available to rehabilitation patients. Outpatient clinic satellites are located in East, South, North, and West Buncombe County. Specialty services include: -Orthotics and prosthetics - customized bracing and artificial limbs. -Constraint-Induced Movement Therapy (CIMT) - a technique to increase ability and use of a stroke survivor's weaker arm and hand. -Lee Silverman Voice Treatment (LSVT) - for individuals who have difficulties with voice and speech. -Lymphedema treatment - therapy to reduce swelling from lymphedema that can cause discomfort and difficulty performing daily activities. -VitalStim - therapy for swallowing problems (dysphasia). -SaeboFlex - a revolutionary device that improves hand movement for stroke survivors. -Vestibular training - therapy for dizziness and balance problems. -Driver's evaluation - for those whose driving ability has been impaired by disability or aging. -Work injury and employee support - helping employees prevent injury or get back to work after injury. -Wheelchair/Seating and Mobility Clinic - customized wheelchair fittings. -Anodyne therapy - uses infra-red light to help improve circulation and reduce pain, stiffness and muscle spasms. -Aquatic therapy - physical therapy in one of two warm-water pools. -Incontinence - a medication-free treatment program designed for women with bladder control problems. -Wii Physical Therapy - using a popular video game system to help patients make improvements. -Golf Biometrics Clinic - specialized program of strength training, stretching and posture adjustment to help golfers avoid injury and improve their swing and handicap. -Upper Extremity Amputee Program - focuses on the restoration of function after an upper extremity amputation	Buncombe	828-274-6179	68 Sweeten Creek Road
CarePartners Health Services	Driver Evaluation, CarePartners Health Services	In-clinic and on-the-road driver evaluation of people who have had disabling illnesses or accidents, such as head injuries, stroke, spinal cord injury, etc. Led by occupational therapists specializing in driver evaluation.	Buncombe	828-274-6179	68 Sweeten Creek Road
CarePartners Health Services	Essential Tremor Support Group, CarePartners Health Services	Support group for individuals and their family who experience tremors.	Buncombe	828-298-4085	68 Sweeten Creek Road

CarePartners Health Services	Outpatient Clinic East, CarePartners Health Services	Outpatient Rehabilitation Satellite. Services include physical, speech/occupational therapy, medical rehabilitation, and vocational services.	Buncombe	828-686-3529	2358 US Highway 70
CarePartners Health Services	Parkinson Support Group, CarePartners Health Services	Asheville Chapter of the American Parkinson Disease Association. Provides support to Parkinson's patients, their caregivers, and any interested party through programs, updates on therapies, coping skills, and sharing of experiences.	Buncombe	828-277-4886	68 Sweeten Creek Road
CarePartners Health Services	Post Polio Support Group, CarePartners Health Services	Support group for individuals whose lives have been affected by Polio.	Buncombe	828-329-6618	105 Fairview Road
CarePartners Health Services	Spinal Cord Injury Support Group, CarePartners Health Services	Support group for those affected by spinal cord injuries. Meets on the 3rd Thursday of each month in the rehab hospital family room.	Buncombe	828-274-9567 x4813	68 Sweeten Creek Road
CarePartners Health Services	Stroke Support Group, CarePartners Health Services	Meetings are open to anyone who has survived a stroke and/or their family members or caregivers. This group meets in the auditorium on the outpatient campus of CarePartners.	Buncombe	828-274-9567 x4314	68 Sweeten Creek Road
Catholic Charities - Western Regional Office	Pregnancy Support, Catholic Charities - Western Regional Office	Offers emotional support, crisis assistance and counseling as needed during pregnancy and after birth. Services are offered to pregnant women, the named father, and other family members to assist them in making plans for the child's future. This is pro-life counseling. Philosophy is that services are provided in a professional, caring, and non-judgmental manner.	Buncombe	704-370-3222	50 Orange Street

Centers for Disease Control and Prevention	National Prevention Information Network, Centers for Disease Control and Prevention	The CDC National Prevention Information Network (NPIN) is the U.S. reference and referral service for information on HIV/AIDS, viral hepatitis, sexually transmitted diseases (STDs), and tuberculosis (TB). NPIN collects, catalogs, processes, and electronically disseminates materials and information on HIV/AIDS, viral hepatitis, STDs, and TB to organizations and people working in those disease fields in international, national, state, and local settings.	Dekalb	800-458-5231	1600 Clifton Road
Centers for Disease Control and Prevention	Pandemic flu Website and Sick Bird Reporting, Centers for Disease Control and Prevention	Provides comprehensive government-wide information on pandemic and seasonal Flu. In the event of a pandemic, it will be the authoritative site for U.S. Government information on the Pandemic.	Dekalb	800-232-4636	1600 Clifton Road
Centro Unido Latino Americano	Centro Unido Latino Americano	Centro Unido Latino Americano aims at creating a community where people are empowered, respected and equipped to serve as active members of society. Offers the following main programs: - Farmworker Health Program: The North Carolina Farmworker Health Program (NCFHP) is a statewide Migrant Health Voucher Program within the Office of Rural Health and Community Care, NC DHHS. NCFHP works with local agencies to provide care throughout the state to meet the needs of smaller densities of farmworkers. NCFHP program pays for these services, both medical and dental care, and free interpreting. Centro Unido Latino Americano hosts this program through the Toe River representation. - Translation Services: Translation and localization of marketing collateral and outreach program materials. Other solutions are available to meet specific needs. - Support and information on immigration laws, deferred action issues, immigration executive action, and citizenship questions, providing legal referrals with bilingual services and low-cost representation for immigration cases through an independent lawyer. - Preguntale (Ask): Outreach for the right source of information to satisfy community inquiries as needed, e.g. business set up process. Information about bilingual service providers, e.g. therapists, lawyers, doctors, etc. - Organization of cultural programs which aim to enrich the community with a supportive and familiar environment for expression of traditions, language use and interaction. - General guidance on social issues.	Mcdowell	828-652-0727	79 Academy Street

Charles George Veterans Affairs Medical Center	Emergency Department, Charles George Veterans Affairs Medical Center	Medical facility providing emergency services to anyone with a clinical emergency. Services intended primarily for military veterans enrolled in Veterans Health Program.	Buncombe	828-298-7911 x2506	1100 Tunnel Road
Charles George Veterans Affairs Medical Center	Geriatrics and Extended Care, Charles George Veterans Affairs Medical Center	Provides an array of services that are both institutional and community based delivering health care, personal care and social support services via an interdisciplinary team to veterans with multiple and chronic medical problems, functional disabilities, cognitive impairments and weakened social support systems.	Buncombe	828-298-7911 x3127	1100 Tunnel Road
Charles George Veterans Affairs Medical Center	Health Care for Homeless Veterans, Charles George Veterans Affairs Medical Center	Walk-in clinic is available for veterans experiencing homelessness or is at risk of becoming homeless. While at the clinic, patients will have the opportunity to speak with one of the Social Workers in the program and learn more about resources that may be available based on eligibility.	Buncombe	828-298-7911 x5335	1100 Tunnel Road
Charles George Veterans Affairs Medical Center	Home Based Primary Care, Charles George Veterans Affairs Medical Center	Interdisciplinary and comprehensive health care services established to provide medical, nursing, psychosocial, dietetic and rehabilitative services in veterans' homes in conjunction with family and community support.	Buncombe	828-298-7911 x5703	1100 Tunnel Road
Charles George Veterans Affairs Medical Center	Hospitalization, Charles George Veterans Affairs Medical Center	Hospitalization program provided to eligible, honorably discharged veterans who should go in person with DD214 forms, or have their physician call the VA hospital's admitting physician.	Buncombe	828-298-7911 x2509	1100 Tunnel Road

Charles George Veterans Affairs Medical Center	Outpatient Care, Charles George Veterans Affairs Medical Center	Provides out-patient clinical services and ambulatory care to honorably discharged veterans of any United States military service branch.	Buncombe	828-298-7911 x2509	1100 Tunnel Road
Charles George Veterans Affairs Medical Center	Outpatient Care, Charles George Veterans Affairs Medical Center	Provides out-patient clinical services and ambulatory care to honorably discharged veterans of any United States military service branch.	Macon	828-298-7911 x2509	647 Wayah Street
Charles George Veterans Affairs Medical Center	Outpatient Care, Charles George Veterans Affairs Medical Center	Provides out-patient clinical services and ambulatory care to honorably discharged veterans of any United States military service branch.	Rutherford	828-298-7911 x2509	374 Charlotte Road
Children's Developmental Services Agency - Morganton	Children's Developmental Services Agency - Morganton	Local Children's Developmental Services Agencies (CDSAs) are available to help families, caregivers, and professionals serve children with special needs through the Infant Toddler Program. Offers the Childhood Apraxia of Speech (CAS) Family Support Group in McDowell. Childcare and food provided. Meets 3rd Thursday of the month, 2013 5:00 p.m. - 6:30 p.m. Call to register. A child with a developmental delay is not developing like other children his age. The delay can be in one or more of the following areas: thinking and learning; moving, seeing, hearing and health; understanding and using sounds, gestures and words; responding to and developing relationships; taking care of one's self when doing things like feeding or dressing. A child with an established condition has a diagnosed health condition that will very likely cause a developmental delay. This includes: genetic disorders, such as Down Syndrome or cystic fibrosis; congenital infections, such as HIV and rubella; central nervous system disorders, such as cerebral palsy and epilepsy; hearing loss; vision problems; autism.	Burke	828-433-5171	145 West Parker Road

Community Alternatives Program for Children - C and B Support Services	Community Alternatives Program for Children - C and B Support Services	The Community Alternatives Program for Children (CAP/C) provides home and community based services to medically fragile children who, because of their medical needs are at risk for institutionalization in a nursing home. Examples of children who may be eligible for CAP/C include children with ventilators, tracheotomies, feeding tubes, severe seizures, and those children who need help with activities such as bathing, dressing, grooming, and toileting when the child, for medical reasons, is not able to do or learn to do those tasks independently.	Buncombe	828-654-0644	One Town Square Boulevard
Community Care of Western North Carolina	Care Management, Community Care of Western North Carolina	Care managers assist clients enrolled in one of CCWNC's care management programs with healthcare management needs. Care managers coordinate services for patients with their primary care provider (physician). They are primarily responsible for helping patients with high risk conditions or needs, assisting the patient's physician in disease management education and/or follow-up, helping patients coordinate their care or access needed services, and collecting data on process and health outcome measures.	Buncombe	828-259-3879	53 South French Broad Avenue
Consumer Education Services Inc.	CESI Housing Counseling Services	The HUD Certified CESI Homeownership Center exists to provide housing opportunities, customized housing counseling services and personal finance training designed to educate and empower citizens, thus creating sustainable households, vibrant communities and increased wealth. The CESI Homeownership Center provides an extensive program of counseling, and educational services, and ongoing support, including Pre purchase Counseling Mortgage Delinquency and Default Resolution Counseling Reverse Mortgage Counseling Rental Counseling Homebuyer Education Workshops Delinquency Resolution Foreclosure Prevention Workshops Post Purchase Education Workshops.	Wake	877-829-0851	3700 Barrett Drive
Corpening Memorial YMCA	Diabetes Prevention Program, Corpening Memorial YMCA	The YMCA's Diabetes Prevention Program is a 12 month program that cuts the risk of getting type 2 diabetes in half and gives the tools and access to a healthy lifestyle.	Mcdowell	828-659-9622	348 Grace Corpening Drive

Corpening Memorial YMCA	LIVESTRONG, Corpening Memorial YMCA	LIVESTRONG at the YMCA is a 12 week program for cancer survivors focusing on holistic growth in spirit, mind, and body - regaining quality of life in a small, support-group type setting.	Mcdowell	828-659-9622	348 Grace Corpening Drive
Crossnore School	Crossnore Academy, Crossnore School	Emergency care services, and long-term out-of home placement for children aged 2-18.	Avery	828-733-4305 x52	100 DAR Drive
Cystic Fibrosis Patient Assistance Foundation	Cystic Fibrosis Patient Assistance Foundation	Helps patients and their family members living with cystic fibrosis afford the medications and devices they need to manage their disease.	Montgomery	888-315-4154	6931 Arlington Road

Department of Social Services, Burke County	Adult Services - Burke County	A variety of services are provided by the agency to assist frail, elderly or disabled adults to remain in the community and function effectively. If this is not possible, help is provided in finding the most appropriate alternative and monitoring provision of care to the adult in institutional care. Assist elderly folks Our emphasis continues to be helping individuals to remain in their home as long as possible, and to enhancing the life of elderly and disabled adults. Services include- * CAP/DA, CAP/C & Personal Care * Placement Services- Rest Home/Nursing Home * Services for the Blind * Adult Protective Services (New Referrals) * High Risk/Ongoing-In-Home Social Work * Guardianship * Adult Care Case Management * In-Home Aide * Facilities-Licensure & Monitoring * Payee-SSA Benefits * Information & Referral	Burke	828-764-9600	700 East Parker Road
DisAbility Partners - Asheville Office	Independent Living Skills Training, DisAbility Partners - Asheville Office	Offers independent living skills classes regularly to promote awareness, self-advocacy, rights and responsibilities of persons with disabilities, money management, arts and crafts, information technology, communication with others, basic social skills, self-esteem, eating well, goal-setting and more. Classes are based on consumer request and vary regularly.	Buncombe	828-298-1977	108 New Leicester Highway

DisAbility Partners - Asheville Office	Peer Counseling and Advocacy, DisAbility Partners - Asheville Office	Staff members with disabilities who have learned to live independently and be self-advocates act as role models to help persons learn to reach their independent living goals. Staff can assist the consumer in identifying areas of need and resources to learn self-advocacy skills in areas of medical, legal, employment and social areas to live independently. Social activities are held monthly to develop and support peer relationships.	Buncombe	828-298-1977	108 New Leicester Highway
Duke HomeCare and Hospice	Duke Home Infusion	Home infusion therapy is the administration of intravenous through a vein medication, such as antibiotics and chemotherapy, to patients in their own homes. Small, portable pumps which allow medication to be administered to the patient through an IV intravenous line make it possible for many patients to go about their normal daily activities while receiving their medicine.	Durham	919-620-3853	4321 Medical Park
Early Intervention Program for Children Who Are Deaf or Hard of Hearing	Early Intervention Program for Children Who Are Deaf or Hard of Hearing	The Early Learning Sensory Support Program for Children with Hearing Impairments is a service provider for children who are enrolled in the Infant-Toddler Program/Children's Developmental Services Agency (CDSA). Services are provided to children who are deaf, hard of hearing, or deaf/blind, ages birth to three, and their families with emphasis on language and communication skill development. Itinerant teachers licensed in the area of hearing impairment provide family-centered intervention in a child's most natural environment with a primary caregiver. Teachers work with the CDSA to ensure that children receive appropriate Early Intervention Services.	Burke	828-781-4979	517 West Fleming Drive
Easter Seals UCP - Western North Carolina	Easter Seals UCP - Western North Carolina	Services provided to individuals with a developmental disability diagnosis includes developmental therapy; personal assistance; personal care and respite. Also provides CAP I/DD services (Community Alternatives Program) that include home and community support; personal care; residential services, and supportive employment.	Buncombe	828-350-1111	305 Stone Ridge Boulevard
Easter Seals UCP North Carolina and Virginia, Inc.	Equipment Provision Easter Seals UCP North Carolina and Virginia, Inc.	Provides grant funds, this program purchases durable medical equipment not available through another funding source to people with disabilities. Example of equipment include wheelchairs, leg, braces, orthotics, orthopedic shoes, prosthetics, and hearing aids. Clients must meet eligibility criteria, and complete and application. There is a waiting list period due to limited funds.	Wake	919-783-8898	2315 Myron Drive
Easter Seals UCP North Carolina and Virginia, Inc.	Individual and Family Support	Offers in home and community based services for children and adults with disabilities and their families. Services include personal care, habilitative training, community based supports, supported living, respite care, and alternative family living.	Wake	919-783-8898	2315 Myron Drive
Easy Reference Phone Numbers	Healthcare Hospitality Network	A referral service providing information about facilities offering lodging for families and/or patients during medical treatment away from home	Multnomah	800-542-9730	Confidnetial

Environmental Protection Agency - Region 4	Environmental Protection Agency - Region 4	The mission of EPA is to protect human health and the environment. Region 4 Serves Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and 6 Tribes. Safe Drinking Water Hotline: Provides general and technical information on the quality of drinking water and referrals to other organizations when appropriate. Does not give site-specific info on local water quality. Right-To-Know Hotline: Provides up-to-date information on several EPA programs. Also responds to requests for relevant publications and information resources.	Fulton	800-241-1754	61 Forsyth Street South West
EyeCare America	Diabetes EyeCare Program, EyeCare America	Promotes annual, dilated eye exams for people with diabetes. Raises awareness of diabetic eye disease, including diabetic retinopathy. Provides free diabetic eye disease educational materials and facilitates access to eye care, at no out-of-pocket expense to patient. Those eligible receive a comprehensive, medical eye exam and up to one year of treatment for any condition diagnosed during the initial exam.	San Francisco	877-887-6327	655 Beach Street
EyeCare America	Glaucoma EyeCare Program, EyeCare America	Promotes early detection and treatment of glaucoma. Raises awareness of glaucoma risk factors (family history, race, age) provides free glaucoma educational materials and facilitates access to medical eye care.	San Francisco	877-887-6327	655 Beach Street
EyeCare America	Seniors EyeCare Program, EyeCare America	Formerly known as the National Eyecare Project, the Seniors EyeCare program ensures that every senior has access to medical eye care and promotes annual, dilated eye exams. Raises awareness about age-related eye disease including cataracts, provides free eye care educational materials and facilitates access to eye care, at no out-of-pocket expenses for eligible seniors. Eligible seniors receive a comprehensive medical eye exam and treatment for any disease diagnosed at the time of initial visit for up to one year.	San Francisco	877-887-6327	655 Beach Street
Farmworker Program, Toe River Health District	Diabetes Education, Farmworkers Program	One-on-one & group diabetes education, blood sugar labs (A1C), reduced cost diabetes medications and testing supplies, eye and foot care, diabetic dental care, referrals for emotional care.	Mitchell	828-208-0215	31 Cross Street

First In Families of North Carolina	FIF Life Line Project	First In Families is to help people with disabilities and their families to believe in their dreams, achieve their goals and give back to others. FIF offers direct family support to people with an Intellecutal, Developmental Disability and, or Traumatic Brain Injury according to their self defined needs. The goal of FIF staff is to help you find what you need within the community and link you and, or your family member to those resources. This creates a partnership involving you, FIF and the community.	Durham	919-251-8368	3109 University Drive
Florence Crittenton Services	Sarah's House Mother/Child Program, Florence Crittenton Services	24-hour residential care and supervision for adolescent mothers and infants who are in foster care and need placement together.	Mecklenburg	704-372-4663	1300 Blythe Blvd.
Foothills Industries of McDowell County	Innovation, Foothills Industries of McDowell County	The Innovation (formerly CAP) service is a special Medicaid community care funding source designed to give persons with intellectual/developmental disabilities a cost-effective alternative to care in an intermediate care facility. The goal is to allow individuals to return to and/or live in the community with as much independence as possible. The wide array of services and supports are designed to recognize the dignity of each individual and to enhance the quality of life, allowing each person to maximize independence, productivity, and talent according to his/her preferences.	Mcdowell	828-652-4088	300 Rockwell Drive
GHA Autism Supports	Family Support Network - GHA Autism Supports	The Family Support Network serves as an outlet for families with special needs to meet with one another, while supporting the initiatives of GHA Autism Supports.	Stanly	704-982-9600	213 North Second Street

GHA Autism Supports	Wilmington Office, GHA Autism Supports	GHA Autism Supports is a private, non-profit organization that provides community services to meet the unique needs of individuals with Autism Spectrum Disorder. Services include Residential, Vocational, and Job Services Programming.	New Hanover	910-619-1449	105 North Sixth Street
Gluten Intolerance Group of Asheville	Gluten Intolerance Group of Asheville	Provides support to persons with gluten intolerance, including celiac disease, dermatitis herpetiformis and gluten sensitivities to live healthy lives. Holds monthly meetings that offer a variety of opportunities for current and relevant information through restaurant outings, potlucks, speakers, and product tastings. There is also a bi-monthly, informative newsletter and weekly emails available with the latest gluten free information from research to recipes. Contact may be made by email to the director at any time for information and direction for further services.	Buncombe	828-274-8532	53 Cedar Hill Drive
Handi-Care, Inc.	Community Alternatives Program for Disabled Adults (CAP/DA)	Provided in conjunction with Burke County Department of Social Services and the Council of Government Services (COG). Provides private duty assistance for elderly persons in their home and assists them with ADL's. (shower, bathing, house work) Best to call office to see what programs work the best.		828-437-8429	104 Main Street

Hearing Loss Association of America - Asheville Chapter	Hearing Loss Association of America - Asheville Chapter	Support and advocacy group that usually meets on the 3rd Saturday of the month in Seymour Hall on the CarePartners Campus on 68 Sweeten Creek Road in Asheville. Offers discussion and arranges speakers to present during this meeting.	Buncombe	828-665-8699	68 Sweeten Creek Road
Hearing Loss Association of America - Asheville Chapter	Hearing Loss Association of America - Asheville Chapter	Support and advocacy group that usually meets on the 3rd Saturday of the month in Seymour Hall on the CarePartners Campus on 68 Sweeten Creek Road in Asheville. Offers discussion and arranges speakers to present during this meeting.	Buncombe	828-665-8699	Five Oak Court
Helios Warriors	Helios Warriors	Offers complementary and alternative therapies for veterans in need. Some services include acupuncture, chiropractic, massage therapy, cranial sacral therapy, energy work, nutrition consultation, and talk therapy.	Buncombe	828-299-0776	251 Haywood Street

Hospice of McDowell County	Hospice Palliative Care, Hospice of McDowell County	Hospice palliative care including routine nurse visits, pain and symptom management, CNA services, medical social worker services, that include individual and family counseling, grief support, bereavement counseling, child grief loss support, chaplain services, and volunteer services.	Mcdowell	828-652-1318	575 Airport Road
Hospice of Rutherford County	Hospice Services, Hospice of Rutherford County	Hospice of Rutherford County is a non-profit providing Hospice and Palliative care to residents of McDowell and Rutherford counties. Takes admissions 24 hours a day 7 days a week in addition to providing crisis care, physician and nurse practitioner visits, care in skilled nursing and assisted living facilities, an 18 -suite Hospice House, care is provided regardless of ability to pay and staff is certified.	Rutherford	828-245-0095	372 Hudlow Road
Hospice of Rutherford County	Hospice Services, Hospice of Rutherford County	Hospice of Rutherford County is a non-profit providing Hospice and Palliative care to residents of McDowell and Rutherford counties. Takes admissions 24 hours a day 7 days a week in addition to providing crisis care, physician and nurse practitioner visits, care in skilled nursing and assisted living facilities, an 18 -suite Hospice House, care is provided regardless of ability to pay and staff is certified.	Rutherford	828-245-0095	374 Hudlow Road

Irene Wortham Center	Adult Day Activity Center, Irene Wortham Center	Provides activities that promote an optimal level of independence in daily living and offers socialization and interaction on an individual and group level. Activities include art and music therapy, cooking lessons, and inclusive community activities such as: concerts, festivals, and volunteer opportunities. Continuing education courses are provided daily under the guidance of Asheville-Buncombe Technical Community College	Buncombe	828-274-7518	916 West Chapel Road
JDRF - Greater Western Carolinas Chapter	JDRF - Greater Western Carolinas Chapter	Supports and encourages research for Type 1 Diabetes. The research has three primary objectives: restoring normal blood sugar levels, avoiding and reversing diabetes-related complications, and preventing diabetes and its recurrence.	Mecklenburg	704-561-0828	205 Regency Executive Park Drive
La Leche League International	La Leche League of Asheville, La Leche League International	Group is for anyone who is interested in learning more about breastfeeding and related aspects of child care, not just for moms who are having difficulties. Babies welcome. Telephone help also available 24 hours. Meeting location: 1st Congregational Church, Oak Street, downtown Asheville. Call a Leader for directions.	Buncombe	828-303-6352	30 Fox Run Drive
Land of Sky Area Agency on Aging	Project C.A.R.E., Land Of Sky Area Agency on Aging	Project C.A.R.E. (Caregiver Alternatives to Running on Empty) uses a family consultant model to provide consumer-directed respite care and comprehensive support to caregivers. The goal of the program is to increase quality, access, choice, and use of respite and support services to low-income rural and minority families caring for a person with dementia at home. Through the integration of dementia-capable services and the development of family-centered and caregiver-focused community care networks.	Buncombe	828-251-6622	339 New Leicester Highway
Leukemia and Lymphoma Society - Western North Carolina	Leukemia and Lymphoma Society - Western North Carolina	This group is for people living with Leukemia, Lymphoma, Multiple Myeloma, Myelodysplastic Syndrome, Primary Amyloidosis, or any blood cancer and also their caregivers who live in the Western North Carolina area.	Buncombe	828-213-4656	21 Hospital Drive
Liberty Corner Enterprises	Liberty Corner Enterprises	Discovery Program: Provides residential treatment services for adults with developmental disabilities and mental illness, and adults with physical disabilities or deaf and blind Day Supports: Provides community-based, person-centered services that is tailored to fit each individual as they become involved in the community. Residential Supports: Provides services and supports to assist people to live in a home of their choice. Supported Employment: Assists with job placement and maintaining employment through long term follow up.	Buncombe	828-254-9917	147 Coxe Avenue

LifeShare Of The Carolinas	LifeShare Of The Carolinas	LifeShare Of The Carolinas is a federally designated, not-for-profit organ, eye, and tissue recovery organization with two offices; Asheville and Charlotte. Works with the United Network for Organ Sharing (UNOS), which maintains the national computerized transplant waiting list. Coordinators serve as a liaison between donor families and organ/tissue recipients. Also provides public education on organ, eye or tissue donation.	Buncombe	828-665-0107	1200 Ridgefield Boulevard
MANNA FoodBank	MANNA FoodBank	MANNA FoodBank solicits food from industries and individuals locally and through Feeding America, the nation's largest domestic hunger relief organization. Distributes food to private not-for-profit and religious agencies serving the sick, needy, and children in 16 Western North Carolina counties. MANNA FoodBank only distribute food to individuals or families seeking emergency food assistance on a one time basis and then refers them to 2-1-1 and a listing of MANNA's partner agencies closest to them. MANNA solicits stores and distributes food and groceries to certified charitable [501(c) (3) tax exempt] agencies involved in feeding the needy. MANNA Packs for Kids Program, MANNA's weekend take-home food program, provides supplemental food items and, as available, fresh fruits and vegetables to school-identified youth distributed weekly during the school year. The program serves more than 4,000 children per week in 135 schools across the sixteen county service region. Also conducts the Fresh Produce Program with helps Buncombe County families living in participating Asheville housing projects to have access to fresh food.	Buncombe	828-299-3663	627 Swannanoa River Road
Maxwell M. Corpening Jr. Memorial Foundation	Maxwell M. Corpening Jr. Memorial Foundation	Offers help with education expenses, utilities (electric, gas, water, and utility deposits), heat, wood, rent, and medical costs. Offers help with low cost dental exams and expenses, eye exams or glasses, if applicants bring in estimates. Also able to assist with low cost car repairs or tires if applicants brings in an estimate from a local business.	Mcdowell	828-659-9622	348 Grace Corpening Drive

McDowell County Department of Social Services	Adult Placement Services, McDowell County Department of Social Services	Assists aging or disabled individuals and their caregivers in locating adult care homes or nursing care facilities suitable to their needs when they are unable to remain in the current living situation; assists in the process of completing financial applications and medical evaluations; supports the individual and family members through the transition; helps to monitor when new levels of care or needed and what other more appropriate residential settings are better equipped to meet those changing needs.	Mcdowell	828-652-3355	486 Spaulding Road
McDowell County Department of Social Services	Community Alternatives Program for Disabled Adults, McDowell County Department of Social Services	Program's goal is to enable individuals to remain in their homes or to return home from a nursing facility, and live as independently as possible.	Mcdowell	828-652-3355	486 Spaulding Road
McDowell County Department of Social Services	Emergency Assistance, McDowell County Department of Social Services	Provides one-time cash assistance on a case-by-case basis to help in emergencies that might cause harm to families. May include utility payments, rental payments or deposits, appliance or vehicle repairs, or medical costs.	Mcdowell	828-652-3355	145 East Court Street
McDowell County Department of Social Services	In Home Aide, McDowell County Department of Social Services	Assist elderly adults with personal care and/or housekeeping.	Mcdowell	828-652-3355	486 Spaulding Road
McDowell County Department of Social Services	Medication Assistance, McDowell County Department of Social Services	Assistance available to help low income individuals with filling their prescribed medications. Medications are obtained from the manufacturer and sent to the prescribing doctor's office. Can take 6 to 8 weeks to be filled.	Mcdowell	828-652-3355	145 East Court Street

McDowell County Department of Social Services	Safe Surrender, McDowell County Department of Social Services	A public awareness campaign to educate the public about a law that makes it legal for a woman in North Carolina to surrender a newborn to a responsible adult without fear of criminal prosecution. The purpose of the law is to prevent a postpartum woman who is distraught from endangering her baby. Any responsible adult can receive a newborn under the age of 7 days. They must then keep the baby safe and warm and call 9-1-1 for an ambulance. They may also notify law enforcement and Child Protective Services. A baby may be surrendered to "any responsible adult". The law names health care providers, law enforcement, or emergency medical services worker, but could be any adult who will protect the baby until help arrives. Any father who believes a surrendered infant may be his can contact the Child Protective Services in his county.	Mcdowell	828-659-0640	145 East Court Street
McDowell County Department of Social Services	Services for the Blind, McDowell County Department of Social Services	Services are designed to prevent blindness and restores sight if possible, and to help people who have lost their sight develop their maximum individual capabilities.	Mcdowell	828-659-0844	486 Spaulding Road
McDowell County Department of Social Services	Special Assistance In-Home, McDowell County Department of Social Services	Special Assistance In-Home assistance as an alternative to adult care home placement.	Mcdowell	828-652-3355	486 Spaulding Road
McDowell County EMS	McDowell County EMS	Provides emergency medical service and ambulance services to citizen and visitors of McDowell County. Provides public education on injury prevention and disease management. Provide free child safety seat inspections at Marion EMS Station.	Mcdowell	828-652-3241	41 South Garden Street
McDowell Hospital	Diabetes Support Group, McDowell Hospital	Diabetes support group for anyone affected by diabetes.	Mcdowell	828-659-5157	100 Spaulding Road
McDowell Hospital	Hospital, McDowell Hospital	Acute care hospital that provides emergency room medical/surgical, mother/baby, physical therapy, cardiac/pulmonary rehab and cancer care. Full laboratory and radiology services available.	Mcdowell	828-659-5000	430 Rankin Drive

McDowell Hospital	Hugs for Life Cancer Support Group, McDowell Hospital	Cancer support group is for anyone whose life is affected by cancer.	Mcdowell	828-659-5000	430 Rankin Drive
McDowell Hospital	McDowell Urgent Care, McDowell Hospital	Primary care walk-in clinic in Marion. Services include: Routine physicals; Health screenings and wellness care; Management of ongoing health conditions such as diabetes, hypertension and cholesterol; Preventive care; Flu clinic and shots during flu season; Immunizations; Women's care; Nutrition and exercise counseling; Smoking cessation; Routine lab tests.	Mcdowell	828-652-1400	472 Rankin Drive
McDowell Hospital	Patient Care Coordination, McDowell Hospital	Assists low-income, uninsured residents of McDowell County to access and establish primary care.	Mcdowell	828-659-5000	472 Rankin Drive
McDowell Hospital	Rehabilitation Services, McDowell Hospital	Delivers physical therapy, occupational therapy and speech therapy. Uses diverse types of therapy and structured exercise to prevent injury, improve strength, increase mobility, reduce pain and build skills. Offers inpatient services, outpatient services, community wellness pool classes, massage therapy, sports medicine, and orthotic, prosthetic and wheelchair clinic at McDowell Hospital, Corpening Memorial YMCA, and McDowell High School.	Mcdowell	828-652-8300	430 Rankin Drive
McDowell Hospital	Taking Control of Type 2 Diabetes, McDowell Hospital	The YMCA of Western North Carolina's Corpening Memorial YMCA and McDowell Hospital are partnering to offer this type 2 diabetes control program. It is a supportive one-year program designed to improve the health of individuals with type 2 diabetes and lessen their risk of developing complications. One-year family membership to the YMCA included with this program. Participants will be assigned a Healthy Living coach.	Mcdowell	828-659-5157	348 Grace Corpening Drive
McDowell Pregnancy Care Center	McDowell Pregnancy Care Center	Christian organization offering free pregnancy tests, educational materials on prenatal, parenting, abstinence, and alternatives to abortion. Offers baby items such as formula, baby food, maternity and baby clothing, diapers, and wipes. All services are free and confidential.	Mcdowell	828-652-7676	40 South Main Street
McDowell Senior Center	A.C. "Bud" Hogan Community Center, McDowell Senior Center	Services primarily geared for ages 60+; include congregate meals, home delivered meals, transportation, legal services, in-home aide service referral, Medicare SHIIP program (Senior Health Insurance Information Program), Title V Older Workers program information, veterans services, exercise classes, arts and crafts classes, Senior Games, blood pressure screenings, shopping and point of interest trips, volunteer opportunities (all ages).	Mcdowell	828-668-4867	909 East Main Street

McDowell Senior Center	Marion Senior Center, McDowell Senior Center	Services primarily geared for ages 60+ include congregate meals, home delivered meals, transportation, legal services, in-home aide service referral, Medicare SHIIP program (Senior Health Insurance Information Program), Title V Older Workers program information, veterans services, computer lab, exercise classes, arts and crafts classes, Senior Games, shopping and point of interest trips, volunteer opportunities (all ages). Fall Prevention: Free clinics offering fall risk and balance assessments, blood pressure screenings and other screenings, lunch and learns, and exercise classes. Heat Relief: Provides free fans during the summer months for individuals 60 years and older or adults with disabilities. Call for more information.	Mcdowell	828-659-0821	100 Spaulding Road
Medical Equipment Loan Closet - Piney Mountain United Methodist Church	Medical Equipment Loan Closet - Piney Mountain United Methodist Church	Provides medical equipment to loan for 6 months at time for free. Some of the items available are wheelchairs, walkers, crutches, canes, shower chairs, lifts, CPAP, beds.	Buncombe	828-667-3031	14 Piney Mountain Church Road
MemoryCare	Haywood Satellite Clinic, MemoryCare	Provides comprehensive evaluation of older adults with memory impairment, and establishment of a health management plan, working closely with the primary care physician of the client. Also provides support and education for caregivers of older adults with memory impairment. Can also provider services for Durable Power of Attorney for Health Care.	Haywood	828-771-2219	81 Elmwood Way
MemoryCare	Memory Loss Education, MemoryCare	Provides community education on the causes and effects of memory loss, specialized training for physicians and nurses and a lending library for the public on issues affecting older adults.	Buncombe	828-771-2219	100 Far Horizons Lane
MemoryCare	MemoryCare Services, MemoryCare	Provides comprehensive evaluation of older adults with memory impairment, and establishment of a health management plan, working closely with the primary care physician of the client. Also provides support and education for caregivers of older adults with memory impairment. Can also provider services for Durable Power of Attorney for Health Care.	Buncombe	828-771-2219	100 Far Horizons Lane

MemoryCare	Yancey/Mitchell/Madison Satellite Clinic, MemoryCare	Satellite clinic housed in the Hospice of Yancey County. Provides comprehensive evaluation of older adults with memory impairment, and establishment of a health management plan, working closely with the primary care physician of the client. Also provides support and education for caregivers of older adults with memory impairment. Can also provider services for Durable Power of Attorney for Health Care.	Yancey	828-771-2219	856 George's Fork Road
Mission Hospital	Breast Program, Mission Hospital	A comprehensive program for breast cancer patients. Offers: Teaching before and after the breast surgery; A breast cancer resource center including internet access/lending library; Prosthesis and bra fittings; A free breast cancer support group called In Good Company. Support Group meetings are held 2nd and 4th Thursday of each month at 5:30 p.m. - 7:00 p.m. Call before attending support group.	Buncombe	828-213-2508	21 Hospital Drive
Mission Hospital	Breastfeeding Center, Mission Hospital	The Mission Breastfeeding Center provides guidance to mothers before and after delivery either by phone or by consultation in the office. Also has access to breastfeeding resources, rental equipment, nursing bras and breastfeeding supplies for mothers. Staff are Internationally Board Certified Lactation Consultants.	Buncombe	828-213-1103	Two Medical Park Drive
Mission Hospital	Cornerstone Diabetes Support Group, Mission Hospital	Aims to provide a supportive network to individuals with diabetes and their families and friends, as well as provide education and advocacy for the management of diabetes. Meeting time: 3rd Wednesday of the month, 3:30 p.m. - 5:00 p.m. Location: See street address. Park in front of building and enter on the same level as the parking lot.	Buncombe	828-213-4700	One Hospital Drive
Mission Hospital	Diabetes Center, Mission Hospital	Diabetes care and education program for inpatients and outpatients. The program serves individuals with diabetes, whether newly diagnosed, starting insulin or insulin pump therapy, or those who need update of self-care information. Provides education for people who live and work with diabetes to optimize self care of the disease. The service provides comprehensive programming beginning with an individual assessment to determine learning needs.	Buncombe	828-213-4700	One Hospital Drive
Mission Hospital	Emergency Department, Mission Hospital	Provides 24 hour care for medical emergencies and trauma. Medical advise can not be provided by telephone.	Buncombe	828-213-1111	509 Biltmore Avenue

Mission Hospital	Family Support Network of WNC, Mission Hospital	Provides resources, information, and support for parents of children with special needs such as: physical, mental, developmental disability, hearing or visual impairment, premature birth, and other health or learning related disorders; Assists parents in securing additional resources for older children; Houses a library specific to children with special needs. Below is a list for all support groups provided through FSN; childcare provided with RSVP to kate.glance@msj.org or call 828-213-9787. No groups meet in December. - Buncombe County Family Group Night, for families of children with special needs (groups for children with or without diagnoses as well): 1st Tuesday of the month; 5:30 p.m. - 7:30 p.m. at Mission Children's Reuter Outpatient Clinic, 11 Vanderbilt Park Drive, Asheville -Madison County Family Group: 4th Monday of each month, 5:30 p.m. – 7:30 p.m. at the Madison County NC Cooperative Extension center at 258 Carolina Lane, Marshall -Transylvania County Family Group: 4th Thursday, monthly, 5:30 p.m. - 7:30 p.m. Transylvania Parks & Recreation, 1078 Ecusta Road, Brevard -Henderson County Family Group: 3rd Monday, monthly, 5:30 p.m. - 7:30 p.m., Saint Gerard House - 620 Oakland Street, Hendersonville	Buncombe	828-213-0033	11 Vanderbilt Park Drive
Mission Hospital	Fullerton Genetics Center, Mission Hospital	Offers evaluation, diagnosis, and counseling for families and individuals who may be affected by genetic disorders. Facility offers a resource library for professionals, families, and the public. Call if concerned about genetic family history, child's development, or want to learn more about genetics.	Buncombe	828-213-0022	Nine Vanderbilt Park Drive
Mission Hospital	Heart Failure and Device Support Group - Asheville Cardiology Associates, Mission Hospital	Sponsored by Asheville Cardiology Associates and Mission; Provides free monthly presentations by health care professionals for patients and families living with heart failure and/or a cardiac device implant (ICD and/or bi-ventricular pacemaker); A Heart Failure case management nurse attends meetings. Held at Asheville Cardiology Associates on Five Vanderbilt Park Drive (2nd Floor, ACA Board Room) on the 1st Tuesday of every month from 2:00 p.m. – 4:00 p.m.	Buncombe	828-274-6000 x319	Five Vanderbilt Park Drive
Mission Hospital	Low Vision Center, Mission Hospital	Provides evaluations for people with low vision to determine whether optical visual aids, such as magnifiers and telescopes, will enhance a person's visual functioning. Also provides rehabilitative teaching services at the clinic, and sponsors a peer support group.	Buncombe	828-213-4370	240 Sardis Road

Mission Hospital	Low Vision Support Group, Mission Hospital	Monthly support group meetings for adults with low vision or who are blind. The meeting programs include group discussions of coping strategies, and speakers with information on resources relevant to people with vision loss. Usually meets the fourth Friday of every month (except July), from 10:00 a.m. - 11:30 a.m. To confirm the date of the next meeting or if you have any questions please call Judy at 828-213-4377. Can sometimes provide transportation for people living within the city limits.	Buncombe	828-213-4375	Five Oak Street
Mission Hospital	Medical Assistance Counseling, Mission Hospital	Evaluates patients and families for possible Medicaid medical bill assistance for help with their medical bills incurred as a result of admission or outpatient services to Mission Hospitals. Counselor also advises of possible assistance available from other agencies. Works with families through Medicaid application process if needed and appeals if denied (in some cases). Medicaid workers on site. If Medicaid is denied, consumers are referred to Mission Customer Service for payment plans and possible discounts.	Buncombe	828-213-1111	261 Asheland Avenue
Mission Hospital	Mission Children's Hospital, Mission Hospital	Provides complete medical facilities and services for children and adolescents, as well as support, education, and comfortable amenities for their families. Services are provided in the hospital or on an outpatient basis, depending on the needs of the child and family. Services include dental services, developmental and behavioral assessment and treatment for Autism and other issues, and weight management.	Buncombe	828-213-1111	11 Vanderbilt Park Drive
Mission Hospital	Mission Children's Hospital, Mission Hospital	Provides complete medical facilities and services for children and adolescents, as well as support, education, and comfortable amenities for their families. Services are provided in the hospital or on an outpatient basis, depending on the needs of the child and family. Services include dental services, developmental and behavioral assessment and treatment for Autism and other issues, and weight management.	Buncombe	828-213-1111	21 Hospital Drive
Mission Hospital	Mission Children's Hospital, Mission Hospital	Provides complete medical facilities and services for children and adolescents, as well as support, education, and comfortable amenities for their families. Services are provided in the hospital or on an outpatient basis, depending on the needs of the child and family. Services include dental services, developmental and behavioral assessment and treatment for Autism and other issues, and weight management.	Buncombe	828-213-1111	509 Biltmore Avenue
Mission Hospital	Mission Spine Center, Mission Hospital	Works with patients with back and neck pain. Offers treatment by neurosurgeons, orthopedic specialists, physiatrists, pain interventionalists and physical therapists.	Buncombe	828-274-2225	Seven Vanderbilt Park Drive
Mission Hospital	Mission Spine Center, Mission Hospital	Works with patients with back and neck pain. Offers treatment by neurosurgeons, orthopedic specialists, physiatrists, pain interventionalists and physical therapists.	Haywood	828-274-2225	490 Hospital Drive

Mission Hospital	Mission Spine Center, Mission Hospital	Works with patients with back and neck pain. Offers treatment by neurosurgeons, orthopedic specialists, physiatrists, pain interventionalists and physical therapists.	Macon	828-274-2225	120 Riverview Street
Mission Hospital	MotherToBabyNC Pregnancy Exposure Riskline - Fullerton Genetics, Mission Hospital	Fullerton Genetics Center at Mission Hospital hosts a toll-free phone number where: individuals can ask questions about pregnancy exposures such as alcohol, drugs, and medications and their effects on the baby; callers can be referred to pregnancy registries (to learn more about certain medications and vaccines), drug treatment facilities, and the NC Family Health Resource Line; information can be provided on medications during lactation. The program also provides free outreach education, as well as information on the diagnosis and treatment of fetal alcohol spectrum disorders (FASD) and other alcohol-related disorders.	Buncombe	800-532-6302	11 Vanderbilt Park Drive
Mission Hospital	NC Preconception Health Campaign, Mission Hospital	Provides best practice training sessions and workshops to address the following: Healthy weight; Tobacco cessation (healthcare provider training on 5A's); Folic acid and birth defects; Reproductive life planning, Early prenatal care and establishing a medical home for non-pregnant women; The Affordable Care Act - Services that Support Women in Childbearing Age; 39 Weeks - Healthy Babies are Worth the Wait. Free multivitamins are distributed to low-income, non-pregnant women of child-bearing age through health departments, community centers and safety net agencies who reach at-risk populations. Also provides a High School curriculum called Healthy Before Pregnancy. This curriculum is designed for school groups or any teen group that meets regularly. (Girl Scouts, church youth groups, after-school programs, teen parent mentor groups, etc.). This curriculum meets the criteria for the North Carolina Standard Course of Study (SCOS). Conducts Community Ambassadors Training for anyone in the community who enjoys public speaking and wishes to help spread the message about the importance of taking folic acid for all women. Attend a one-to two-hour training session where volunteers are given all the necessary materials to be able to give brief presentations (15-20 minutes) to other groups in the community (peers, church groups, high school/college classes, fitness centers, sports teams, etc.) Taking Folic Acid prior to conception can prevent up to 70 percent of neural tube birth defects. Though it is a simple thing women can do, they must hear the message. Community Ambassadors receive a $30 stipend per presentation.	Buncombe	828-213-0031	11 Vanderbilt Park Drive

Mission Hospital	Nutrition Therapy Services, Mission Hospital	Provides nutrition counseling for weight management (including weight gain and weight loss for adults), hypertension, high cholesterol, high triglycerides, gastrointestinal disorders, malnutrition, and hypoglycemia.	Buncombe	828-213-4700	One Hospital Drive
Mission Hospital	Prenatal Education Series, Mission Hospital	Provides classes and educational series for parents-to-be and new parents on pregnancy, breast feeding, birth preparation, parenting preparation, and all aspects of baby care and safety. Classes offered in several formats including weekend classes. Also has Online Childbirth Classes available.	Buncombe	828-213-8561	11 Vanderbilt Park Drive
Mission Hospital	Prenatal Education Series, Mission Hospital	Provides classes and educational series for parents-to-be and new parents on pregnancy, breast feeding, birth preparation, parenting preparation, and all aspects of baby care and safety. Classes offered in several formats including weekend classes. Also has Online Childbirth Classes available.	Buncombe	828-213-8561	509 Biltmore Avenue
Mission Hospital	Prenatal Education Series, Mission Hospital	Provides classes and educational series for parents-to-be and new parents on pregnancy, breast feeding, birth preparation, parenting preparation, and all aspects of baby care and safety. Classes offered in several formats including weekend classes. Also has Online Childbirth Classes available.	Buncombe	828-213-8561	Two Medical Park Drive
Mission Hospital	Rehabilitation, Physical Therapy and Sports Medicine, Mission Hospital	Offers rehabilitation through Physical Therapy and Speech Therapy to recover from illness, injury, or surgery. Provides physical therapy, speech therapy, sports medicine, a fitness center, and wellness programs. Unique programs include therapy for pelvic floor dysfunction, manual lymph drainage, a runners clinic and a bicycle performance program.	Buncombe	828-213-0850	151 Weaver Boulevard North Satellite Clinic

Mission Hospital	Rehabilitation, Physical Therapy and Sports Medicine, Mission Hospital	Offers rehabilitation through Physical Therapy and Speech Therapy to recover from illness, injury, or surgery. Provides physical therapy, speech therapy, sports medicine, a fitness center, and wellness programs. Unique programs include therapy for pelvic floor dysfunction, manual lymph drainage, a runners clinic and a bicycle performance program.	Buncombe	828-213-0850	534 Biltmore Avenue
Mission Hospital	Sleep Center, Mission Hospital	Provides diagnosis and treatment for sleep-related disorders such as sleep apnea.	Buncombe	828-213-4670	Five Vanderbilt Park Drive
Mission Hospital	Wound Healing and Hyperbaric Center, Mission Hospital	Provides comprehensive wound care to Western North Carolina and surrounding areas. Cares for people with vascular, diabetic, pressure, surgical, traumatic, orthopedic, burn, and arterial wounds. Provides services such as Hyperbaric Oxygen Therapy, High Risk Diabetic Foot Care, Manual Lymph Drainage, and wound ostomy/continence care.	Buncombe	828-213-4600	One Hospital Drive
Mission Rathbun House	Mission Rathbun House	Provides lodging free of charge, to families, caregivers, and outpatients seeking medical treatment in the Asheville area. Must live outside of Buncombe County.	Buncombe	828-251-0595	121 Sherwood Road
Mountain Area Health Education Center	Dental Health Center, Mountain Area Health Education Center	To provide preventative, restorative and major dental care with the exception of oral surgery and orthodontics. Open to new patients.	Buncombe	828-252-4290	123 Hendersonville Road
Mountain Area Health Education Center	MAHEC Family Health Center at Cane Creek, Mountain Area Health Education Center	A practice site of faculty and residents in MAHEC Family Practice Residency Program. Practice offers comprehensive care to families in the region and specializes in wellness, geriatrics, pediatrics, family counseling, and obstetrical care.	Henderson	828-628-8250	1542 Cane Creek Road
Mountain Area Health Education Center	MAHEC Family Health Center at Lake Lure, Mountain Area Health Education Center	A practice staffed by two physicians. Practice offers comprehensive care to families in the region and specializes in newborn, pediatric and adult care, well child check-ups, wellness and prevention exams, same day sick appointments, chronic disease management, and family planning.	Rutherford	828-625-4400	146 Nesbitt Ridge

Mountain Area Health Education Center	MAHEC OB/GYN Specialists, Mountain Area Health Education Center	Services include routine obstetrics, general gynecology, comprehensive high-risk obstetrics, breast health, and behavioral medicine services provided by a multi-disciplinary staff including Ob/Gyn physicians and residents, maternal-fetal medicine specialists, nurse midwives, nutritionists, and social workers. Wednesday afternoon clinic specifically for teens that allows them to come in after school. Teens routinely see the same providers for prenatal and postpartum care, including follow-up for birth control care. Also on site are BabyLove Maternity Care Coordinators, Nutritionists, Social Workers, and WIC staff. Case management services provided here for the Department of Health to pregnant and postpartum women eligible for Medicaid insurance or low income in order to increase their access to health care and social service systems. Priority risk criteria that affect pregnant women and their families are also addressed.	Buncombe	828-771-5500	119 Hendersonville Road
Mountain Area Pregnancy Services	Mountain Area Pregnancy Services	Reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Madison	828-680-1230	105 Chestnut Street
National Abortion Federation Hotline	National Abortion Federation Hotline	The NAF Hotline is available to answer any questions about abortion, unintended pregnancy, or related issues. The Hotline is free, anonymous, and offers services to everyone, regardless of their individual situation. Services include information about pregnancy and abortion; confidential, non-judgmental support; referrals to abortion providers in the caller's area (1-877-257-0012); referrals to funding sources; help in understanding state abortion restrictions; case management and limited financial assistance for women in difficult situations.	District Of Columbia	800-772-9100	1660 L Street North West
National Multiple Sclerosis Society - Greater Carolinas Chapter	Information and Referral, National Multiple Sclerosis Society - Greater Carolinas Chapter	Offers information on Multiple Sclerosis and can provide information on local support groups.	Guilford	800-344-4867	2211 West Meadowview Road
National Multiple Sclerosis Society - Greater Carolinas Chapter	Information and Referral, National Multiple Sclerosis Society - Greater Carolinas Chapter	Offers information on Multiple Sclerosis and can provide information on local support groups.	Mecklenburg	800-344-4867	9771 Southern Pine Boulevard

National Multiple Sclerosis Society - Greater Carolinas Chapter	Information and Referral, National Multiple Sclerosis Society - Greater Carolinas Chapter	Offers information on Multiple Sclerosis and can provide information on local support groups.	Wake	800-344-4867	3101 Industrial Drive
National Multiple Sclerosis Society - Greater Carolinas Chapter	Support Groups - WNC, National Multiple Sclerosis Society - Greater Carolinas Chapter	For individuals who have MS, their families, and support persons. Buncombe County Meetings: Evening meeting: 1st Tuesday of the month, 6:00 p.m. - 8:00 p.m. at Grove Arcade conference room (call for further directions). "A Place for Us" Self-Help Group - Asheville: Please call for details about time, date and location. Group leaders are Leslie and Marci and they are trained volunteers. Henderson County Meeting: Social Group 3rd Thursday of each month, 9:30 a.m. at Denny's restaurant, 1550 Four Seasons Boulevard Hendersonville.	Buncombe	800-344-4867	Confidential
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Client Self-Help Groups - National Multiple Sclerosis Society, Greensboro	Chapter maintains a client self-help group listing for the 15 county service area. Call for meeting dates, times and locations.	Guilford	800-344-4867	2211 West Meadowview Road
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Educational Programs - National Multiple Sclerosis Society, Greensboro	Educational programs available regarding MS for clients, family members and the general public. Educational programs about MS are also available for physicians, nurses, and allied health professionals.	Guilford	336-299-4136	2211 West Meadowview Road
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Health Programs - National Multiple Sclerosis Society, Greensboro	Variety of programs offered to maintain physical and emotional health for those with MS and their families/caregivers. Physical health programs may include MS specific aquatics, Tai chi, and yoga. Emotional health programs include short-term counseling groups, peer support, and self-help groups. Family and social support programs include caregiver programs and family day and/or retreat weekends.	Guilford	800-344-4867	2211 West Meadowview Road
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Medical Equipment Loan and Assisted Purchase, Greater Carolinas Chapter MS Society, Greensboro	Medical equipment loan and assisted purchase for individuals and families living with MS. Primarily for scooters, wheelchairs and walkers. Dependent on availability of equipment.	Guilford	800-344-4867	2211 West Meadowview Road
NC Cooperative Extension - Burke County	Expanded Foods & Nutrition Extension Program	The program focuses on families with children 0-5 years old. Children in child care centers or family care homes learn the basics of good nutrition, and each child makes their own snacks. Mothers of newborns are supported with breastfeeding education through hospitals, in-home visits and phone contact.		(828)439-4468	700 East Parker Road

NC Cooperative Extension - McDowell County	NC Cooperative Extension - McDowell County	The McDowell County Center gives residents easy access to the resources and expertise of NC State University and NC A&T State University. Through educations programs, publications, and events, Cooperative Extension agents deliver unbiased, research-based information to McDowell County citizens. They answer questions on a wide array of topics: Agriculture and Natural Resources, Pest Management, 4-H and Youth Development, Horticulture, water quality, waste management, wildlife management, collaborative problem-solving, McDowell Youth Foundation, Forest Resources, and Family Consumer Sciences.	Mcdowell	828-652-8104	60 East Court Street
NC Department of Insurance Western Regional Office	NC Department of Insurance Western Regional Office	Provides liaison between all types of insurance companies and customers, regulates rates, and handles consumer complaints and fraud reporting. Smart NC: A program to help anyone with questions about finding, keeping, or using health insurance. Helps to file complaints or appeals with health insurance company; identify enrollment opportunities for health insurance coverage; Understand rights and responsibilities regarding health insurance coverage; Request an external review if health insurance claim was denied; Learn about health insurance-related issues. www.ncdoi.com/smart/	Buncombe	828-318-0250	537 College Street
NC Division of Services for the Blind - Asheville District Office	Deaf/Blind Services Program, NC Division of Services for the Blind - Asheville District Office	Deaf-Blind Specialists provide services to meet the unique needs of persons who have hearing impairments in addition to blindness. These services help individuals to live independently in their homes and communities. Community Outreach Services might include: assessment of needs; referral, advocacy and support services; and consultation, education and training for the consumer, family members and other service providers. Some individuals who are deaf and blind participate in the Rehabilitation Center Program, a residential service that provides one-on-one training. Training includes daily living skills, adaptive technology, communication, safe travel, homemaking, industrial arts, recreation, personal and social adjustment and use of community resources. The Rehabilitation Center is located on the campus of the Governor Morehead School in Raleigh.	Buncombe	828-251-6732	50 South French Broad Avenue

NC Division of Services for the Blind - Asheville District Office	Independent Living Program, NC Division of Services for the Blind - Asheville District Office	Independent Living Rehabilitation Services can assist blind and visually impaired individuals in achieving their goal of independence through the provision of a wide array of services including: individual in-home daily living skills training and group learning classes in community based "mini-center" programs.	Buncombe	828-251-6732	50 South French Broad Avenue
NC Division of Services for the Blind - Asheville District Office	Medical Eye Care Program - NC Division of Services for the Blind - Asheville District Office	Eligible participants may receive help with glaucoma medications, eye drops for acute infections, cataract surgery when visual acuity is severely affected, laser surgery for diabetes and retinal tears, and emergency eye related surgeries.	Buncombe	828-251-6732	50 South French Broad Avenue

NC Division of Vocational Rehabilitation - Western Regional Office	Independent Living, NC Division of Vocational Rehabilitation - Western Regional Office	Assists with a variety of services to persons with severe disabilities to increase independence and access in one's home and community. Depending upon an individual's eligibility and financial need, services may include home modifications such as ramps and bathroom accessibility, vehicle modifications, purchase of durable medical equipment and other aids or devices necessary to decrease/prevent institutionalization, guidance and counseling, rehabilitation engineering, personal assistance services, and housing information.	Buncombe	828-670-3377	Eight Barbetta Drive

North Carolina Marketplace In-Person Assistance	North Carolina Marketplace In-Person Assistance	Make an appointment for face-to-face help in enrolling in the new insurance marketplace. Call this number to make an appointment with a certified health insurance navigator, who can help you learn about health insurance plans and financial assistance to pay for health insurance, and fill out an application for insurance with you. More information is available at www.healthcare.gov. You can also call the federal toll-free call center at 1-800-318-2596 to complete an application by phone or get answers to your questions about the marketplace, or to get the phone number of the in-person assister nearest you. The open enrollment period runs November 15, 2014 - February 15, 2015. In order to have health insurance coverage as of January 1, 2015 you must enroll by December 15, 2014. Special Enrollment Period is a time outside of the open enrollment period during which you and your family have a right to sign up for health coverage. In the Marketplace, you qualify for a special enrollment period 60 days following certain life events that involve a change in family status or loss of other health coverage. Job-based plans must provide a special enrollment period of 30 days. Here are some examples of qualifying life events: Marriage or divorce; Having a baby; adopting a child, or placing a child for adoption or foster care; Moving your residence; gaining citizenship; leaving incarceration; losing other health coverage	Buncombe	855-733-3711	Call to make an appointment in your area
North Carolina Problem Gambling Program	NC Problem Gambling Treatment Program	Treatment for Problem Gambling. Toll Free Helpline for Crisis Counseling 24 Hours.	Wake	877-718-5543	325 North Salisbury Street
North Carolina State Veterans Home - Black Mountain	North Carolina State Veterans Home - Black Mountain	Nursing care for veterans: Long term care, short term care, memory support unit, bariatric beds, hospice.	Buncombe	828-257-6800	62 Lake Eden Road
Pardee Hospital	Breast Friends Forever Too, Pardee Hospital	This support group is designed for women who have been diagnosed with breast cancer and anyone they would like to bring along, recognizing the effects of cancer on the survivor as well as their support system.	Henderson	828-698-7334	807 North Justice Street
Pardee Hospital	Breast Friends Forever, Pardee Hospital	Support group for women who have been diagnosed with breast cancer. Dinner offered during meeting.	Henderson	828-698-7334	807 North Justice Street

Pardee Hospital	Cancer Services, Pardee Hospital	Provides treatment and diagnostic services, including surgery, medical oncology, radiation oncology, high-tech radiology, laboratory diagnostic support, cancer rehab program, breast care navigation, clinical treatment and symptom management trials, and general cancer navigator. Also available are community education, cancer screenings, support groups, and holistic patient/family support. Between Friends at Pardee Too: This group is open to anyone that is a caregiver to a cancer patient or a caregiver to a survivor. Meets at the Pardee Signature Care Center at the Blue Ridge Mall. Meets on the 1st Thursday of the Month 5:30 a.m. - 7:30 p.m. To RSVP, contact Leann Noakes 828-698-7317. Between Friends at Pardee: Support group for anyone that has been treated or is currently undergoing cancer treatment. Meets at the Pardee Signature Care Center at the Blue Ridge Mall. Meets on the 3rd Thursday of the Month 5:30 a.m. - 7:30 p.m. To RSVP, contact Leann Noakes 828-698-7317.	Henderson	828-696-1341	800 North Justice Street
Pardee Hospital	Hospital, Pardee Hospital	Pardee Hospital is a not-for-profit community hospital. Affiliated with UNC Health Care.	Henderson	828-696-1000	800 North Justice Street
Pardee Hospital	Maternity and New Parent Classes, Pardee Hospital	Art of Breastfeeding: An education class to help new moms get off to a good start with breastfeeding basics. Fathers are also welcome. Childbirth 101: A 2 session class designed to prepare expectant parents for the challenges of birth. Classes cover the labor and delivery process, relaxation, breathing patterns, birth options, positioning, and comfort measures. Tour of maternity Unit. Bring 2 pillows, a blanket. Infant Care: The basics of infant care including newborn characteristics, feeding, bathing, cord care, diapering and swaddling. Infant CPR and Choking: Classes taught once a quarter.	Henderson	866-790-9355	800 North Justice Street
Pardee Hospital	PardeeSelect Medical Staff Directory, Pardee Hospital	A free printed publication offered as a community service. Also offers a website to help pair patients with the best referral. It contains information about the medical staff (physicians and allied health providers) who have admitting privileges at Pardee Hospital. Free copies are available at the Pardee Signature Care Center in the Blue Ridge Mall and at the information desk at Pardee Hospital. Up-to-date information is available at www.pardeeselect.org and www.pardeehospital.org.	Henderson	828-694-1000	800 North Justice Street

Pardee Hospital	Sleep Center, Pardee Hospital	Diagnoses and treats problems that can interfere with restful, restorative sleep. Consultations and overnight sleep studies are covered by most insurance plans as outpatient diagnostic procedures. Self-referrals accepted. Sleep disorders include Sleep Apnea, Insomnia, Narcolepsy, and Restless Leg Syndrome to name a few.	Henderson	828-696-1085	800 North Justice Street
Pardee Hospital	Women and Children's Center, Pardee Hospital	Family-centered birthing in a private, single-room. One birth suite with queen size bed for low risk mothers. Maternity care unit with a special care nursery with remote and centralized fetal monitoring. Water labor and hydrotherapy are also available. Education classes include instruction on childbirth education, newborn care, breastfeeding, hospital tours, and infant CPR and choking. Offers massage services. Offers consultations with board certified lactation consultants. The Women and Children's Center also cares for women who have had breast or gynecological surgeries and offers inpatient pediatric services.	Henderson	828-696-4230	800 North Justice Street
Pardee Signature Care Center	Alpha 1 Antitrypsin Deficiency Testing, Pardee Signature Care Center	Free blood test to determine a potential proclivity to COPD, emphysema, or uncontrolled asthma. Results will be mailed in approximately two weeks. Appointment required.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Blood Pressure Screening, Pardee Signature Care Center	Free opportunity for blood pressure screening. Counseling and information regarding diet and lifestyle available as needed.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Breathe Free Support, Pardee Signature Care Center	Support for those with emphysema, COPD, uncontrolled asthma, lung disease, smoking cessation, or other breathing difficulties.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Celiac Support Group, Pardee Signature Care Center	Support for those with Gluten Intolerance. Education and diet suggestions are offered.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Cholesterol Screening, Pardee Signature Care Center	This screening provides a complete lipid profile (Total Cholesterol, HDL,LDL, Triglycerides). Requires only a finger stick, results are available immediately. Fasting after midnight required. Call for an appointment.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Diabetes Support Group, Pardee Signature Care Center	Provides education and support for those dealing with diabetes and their families. Special speakers at one meeting each month.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Fibromyalgia Support Group, Pardee Signature Care Center	Fibromyalgia Support Group for those suffering from Fibromyalgia and their loved ones.	Henderson	828-692-4600	1800 Four Seasons Boulevard

Pardee Signature Care Center	Glucose Screening, Pardee Signature Care Center	This quick finger stick test indicates the blood sugar level. Fasting is required (nothing after midnight) and please drink plenty of water prior to screening. Pre-registration is required.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Kidney Smart, Pardee Signature Care Center	This new class is being provided free of charge by an educator from DaVita Kidney Center and is focused on topics such as causes of chronic kidney disease and how kidneys function. These classes will also focus on what treatment choices are available, how medications, diet and exercise work together to keep you healthy, and assistance with insurance questions.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Myasthenia Gravis Support Group, Pardee Signature Care Center	For those diagnosed with Myasthenia Gravis and their loved ones. The group offers education, sharing, fellowship, and support. Guest speakers occasionally. Pre-registration not required.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Skin Cancer Screening, Pardee Signature Care Center	Free opportunity to see if exposure to the sun may have led to the development of a skin cancer. The screening is conducted by a local dermatologist. Appointment required.	Henderson	828-692-4600	1800 Four Seasons Boulevard
Pardee Signature Care Center	Vision Screening, Pardee Signature Care Center	Vision screenings that check for distance, macular degeneration, depth perception and acuity. Does not screen for glaucoma or cataracts. Bring any prescription eyeglasses to the screening if applicable.	Henderson	866-790-9355	1800 Four Seasons Boulevard
Park Ridge Health	Pathway of Hope, Park Ridge Health	Program is for women with emotional, behavioral, or psychiatric challenges. Addresses stress management, grief and loss, communication skills, and crisis management. Works on self-esteem and aftercare planning. Provides group and individual therapy, psychiatric evaluation, medication management, and discharge planning. Participants live at home while attending this voluntary program.	Henderson	828-681-2227	50 Hospital Drive
Park Ridge Health	Women's Services, Park Ridge Health	Ob-Gyn Services at Park Ridge Park Health offers complete obstetrics, gynecology and women's health services for women of all ages. Routine gynecological care includes: Yearly exams with PAP smears, Family planning visits, Diagnosis and treatment of gynecological problems; Other services include: Free Pregnancy tests from Park Ridge Women's Services, Maternity care, Infertility care, Urinary incontinence, Pelvic prolapse care, Minimally invasive surgery, On-site ultrasound, On-site laboratory, Bilingual staff, On-site Medicaid application, Certified Midwife.	Henderson	828-698-9934	2605 Chimney Rock Road
Park Ridge Health	Women's Services, Park Ridge Health	Ob-Gyn Services at Park Ridge Park Health offers complete obstetrics, gynecology and women's health services for women of all ages. Routine gynecological care includes: Yearly exams with PAP smears, Family planning visits, Diagnosis and treatment of gynecological problems; Other services include: Free Pregnancy tests from Park Ridge Women's Services, Maternity care, Infertility care, Urinary incontinence, Pelvic prolapse care, Minimally invasive surgery, On-site ultrasound, On-site laboratory, Bilingual staff, On-site Medicaid application, Certified Midwife.	Henderson	828-698-9934	50 Hospital Drive

Partnership for Children of the Foothills	Healthy Smiles - Dental Screening, Partnership for Children of the Foothills	Healthy Smiles is an oral health program for children birth through age five. It provides free dental screenings in child care and community settings with a contracted dentists from Mission Children's Hospital (in McDowell) and Collins Dental Center (in Polk and Rutherford counties). Education and outreach is provided to young children, parents, teachers, and expecting moms. Restorative dental services, gas vouchers to get to dental appointments, and case management are provided. Restorative dental services are also available for children in kindergarten. Children are served in McDowell, Rutherford, and Polk counties. Dental Assistants are housed in the Rutherford-Polk-McDowell Health District offices at 408 Spaulding Road in Marion and 221 Callahan Koon Road in Spindale.	Mcdowell	828-652-6811 x330	54 College Drive
Partnership for Children of the Foothills	Healthy Smiles - Dental Screening, Partnership for Children of the Foothills	Healthy Smiles is an oral health program for children birth through age five. It provides free dental screenings in child care and community settings with a contracted dentists from Mission Children's Hospital (in McDowell) and Collins Dental Center (in Polk and Rutherford counties). Education and outreach is provided to young children, parents, teachers, and expecting moms. Restorative dental services, gas vouchers to get to dental appointments, and case management are provided. Restorative dental services are also available for children in kindergarten. Children are served in McDowell, Rutherford, and Polk counties. Dental Assistants are housed in the Rutherford-Polk-McDowell Health District offices at 408 Spaulding Road in Marion and 221 Callahan Koon Road in Spindale.	Rutherford	828-652-6811 x330	338 Withrow Road
Partnership for Children of the Foothills	Healthy Smiles - Restorative Services, Partnership for Children of the Foothills	Restorative oral health services: keeping children out of pain and free of infection, serving children with immediate needs, assisting children who have never been seen by a dentist, and providing funds for transportation to dental appointments. Every effort will be made for an approved applicant to be treated by the regional dentist of his/her choice.	Mcdowell	828-659-0460	54 College Drive
Partnership for Prescription Assistance	Partnership for Prescription Assistance	Offers assistance with finding patient assistance programs from pharmaceutical companies for prescription medications.	New York	888-477-2669	Confidential

Pathways of the Heart	Pathways of the Heart	Support group held at the Biltmore United Methodist Church for women with cancer. Please call Facilitator for more detailed information before attending the group. This is facilitated by a Licensed Clinical Social Worker. This is not a drop-in support group.	Buncombe	828-299-0394	376 Hendersonville Road
Planned Parenthood South Atlantic - Asheville Health Center	Planned Parenthood South Atlantic - Asheville Health Center	Services Provided: Women's Health Care: Birth Control, Prescriptions available without an exam, Refills available by mail, Reproductive health checkups, Breast exams, Pap tests, Cervical cancer screenings, Mammogram referrals, Vaginal infection testing and treatment, Morning-After Pill (Emergency Contraception); Pregnancy Planning Services, Pregnancy testing, Pregnancy options and referrals (adoption, abortion), Fertility awareness education; STI Testing, Treatment and Vaccines, STI prevention, including: Condoms, HPV vaccine (Gardasil), STI/safe sex education, STI Testing (Available without a physical exam and available for walk-ins), Chlamydia and gonorrhea testing, Rapid HIV Testing; LGBTQ Services: Education, resources, services referral, transgender support, hormone replacement therapy; General Health Care for Men and Women: Routine physical exams for men and women aged 13 and older, Anemia testing, Cholesterol screening, Vaccinations (including Flu and Tetanus), Urinary tract infection testing and treatment, Thyroid screening, Treatment of cold and flu viruses, Physicals for school and work; Men's Health Care: Reproductive health checkups, Testicular exams, Erectile dysfunction referrals, Male infertility screenings and referrals, Jock itch exams and treatment. There may be endowment funds available to assist with the cost of an abortion but the person should contact Planned Parenthood for more information.	Buncombe	828-252-7928	68 McDowell Street
Rowan County United Way	Veterans Administration Medical Ctr., W. G. Hefner Center	Hospital providing medical services for military veterans.	Rowan	(704)638-9000	VA Medical Center
RPM District Health Department - McDowell County	Care Coordination for Children (CC4C), RPM District Health Department - McDowell County	Assisting families with children birth to 5 years old, following medical and developmental growth. Linking to effective and efficient services, which may be needed.	Mcdowell	828-652-6811	408 Spaulding Road

RPM District Health Department - McDowell County	Child Health, RPM District Health Department - McDowell County	Provides child heath physicals for children; Kindergarten physicals, daycare physicals, well child check-ups.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Communicable Disease, RPM District Health Department - McDowell County	Communicable disease program offers some testing and treatment along with disease surveillance and outbreak control.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Environmental Health, RPM District Health Department - McDowell County	Provides on-site waste water and water protecting services (private only), food and lodging sanitation inspections, child care and school sanitation inspections, public swimming pool inspections, and tattoo parlor inspections; Childhood lead prevention	Mcdowell	828-652-2921	408 Spaulding Road
RPM District Health Department - McDowell County	Family Planning, RPM District Health Department - McDowell County	Provides counseling and education regarding family planning and reproductive health to clients of reproductive age. Services include physical exam, pap test, breast exam, HIV/STD testing, pre-conceptual counseling, multivitamins with folic acid, emergency contraception, pregnancy testing, immunizations, birth control supplies	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Immunization Department, RPM District Health Department - McDowell County	Immunizations for children, adolescents, and adults.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	NC Breast and Cervical Cancer Control (BCCCP), RPM District Health Department - McDowell County	Clinical breast exam, mammograms, pap smears, diagnostic testing if results or abnormal. Referrals to treatment. For women 40-64 years old, uninsured or under-insured, without Medicare Part D or Medicaid.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Nurse Family Partnership, RPM District Health Department - McDowell County	Program for women having their first baby. Clients will be visited by a registered nurse in their homes throughout the pregnancy and continue to visit until the baby is 2 years old.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Postpartum Home Visit, RPM District Health Department - McDowell County	Provides postpartum home visits to mothers and their newborn babies.	Mcdowell	828-652-6811	408 Spaulding Road

RPM District Health Department - McDowell County	Preschool Dental Program, RPM District Health Department - McDowell County	Screens children 0-6 with a visual dental screening. If that child has any dental needs, they help find a dentist with funding to get dental work completed and help with gas money.	Mcdowell	828-652-6811 x330	408 Spaulding Road
RPM District Health Department - McDowell County	Sexually Transmitted Infections/HIV, RPM District Health Department - McDowell County	Provides STD (sexually transmitted disease) testing and treatment. HIV testing also available.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - McDowell County	Tuberculosis Control, RPM District Health Department - McDowell County	Tuberculosis testing, treatment, and prophylaxis. Evaluation of positive TB cases including contact investigation.	Mcdowell	828-652-6811	408 Spaulding Road
RPM District Health Department - Rutherford County	Environmental Health, RPM District Health Department - Rutherford County	Provides on-site waste water and water protecting services (private only), food and lodging sanitation inspections, child care and school sanitation inspections, public swimming pool inspections, and tattoo parlor inspections; Childhood lead prevention	Rutherford	828-287-6317	221 Callahan Koon Road
RPM District Health Department - Rutherford County	Healthy Smiles, RPM District Health Department - Rutherford County	Health Smiles provides help to children ages 0-5 years old who need a dental care home. Can help with financial assistance.	Rutherford	828-287-6016	221 Callahan Koon Road
RPM District Health Department - Rutherford County	Maternity Services, RPM District Health Department - Rutherford County	Maternity services: Provides pre-natal care to eligible patients.	Rutherford	828-287-6100	221 Callahan Koon Road
Rutherford Regional Health System	Carolina Home Care, Rutherford Regional Health System	Provides nursing, home health aide, medical social services, physical therapy, speech therapy, and occupational therapy.	Rutherford	828-245-3575	2270 US Highway 74A

Rutherford Regional Health System	In Home Care for Adults and Companion Services, Rutherford Regional Health System	In Home Care for Adults services include: Assistance with bathing, dressing, feeding, walking/transferring, going to the bathroom. When need for personal care is met, then additional services including meal preparation, light housekeeping may be provided. Companion Services include: Personal care, meal preparation, laundry, housekeeping, companion.	Rutherford	828-245-3575	2270 US Highway 74A
Rutherford Regional Health System	Rutherford Wound Care and Hyperbarics, Rutherford Regional Health System	Provides wound care and hyperbaric oxygen therapy (HBO).	Rutherford	828-351-6000	112 Sparks Drive
Safety and Health Council	Safety Programs, Safety and Health Council	Offers on site and off site OSHA compliance training for the workplace. Also offers a number of safety certificates for individuals. Type of Courses: MESH (Manager of Environmental Safety and Health), OSHA, and Annual NC Safety Congress and Annual Meeting in November.	Mecklenburg	704-644-4200	2709 Water Ridge Parkway
Safety and Health Council	Safety Programs, Safety and Health Council	Offers on site and off site OSHA compliance training for the workplace. Also offers a number of safety certificates for individuals. Type of Courses: MESH (Manager of Environmental Safety and Health), OSHA, and Annual NC Safety Congress and Annual Meeting in November.	Wake	704-644-4200	3739 National Drive
SAGE - Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders	SAGE - Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders	National Resource Center on LGBT Aging that provides education resources available through their website or telephone, in English and Spanish, regarding the lesbian, gay, bisexual and transgender elder communities.	New York	212-741-2247	305 7th Avenue

Shriners Hospital	Shriners Hospital	Acute care children's hospital with more than 20 orthopedic treatment specialties: Cerebral Palsy; Scoliosis and other spinal abnormalities; Clubfoot and other problems of the foot; Limb deficiencies and prosthetic restoration; Myelodysplasia; Pediatric Sports Injuries.	Greenville	864-271-3444	950 West Faris Road
Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership	Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership	Smiles Change Lives provides access to essential orthodontic treatment for qualified children from low-income families.	Jackson	888-900-3554	2405 Grand Boulevard

Social Security Administration - Asheville Office	Medicare Hotline, Social Security Administration - Asheville Office	Has info on Medicare including general questions, how to replace Medicare card or report change of address, Medicare coverage, claims info, medical programs, Medicare publications, and info on managed care.	Buncombe	800-633-4227	800 Centre Park Drive
The NC Radon Program - North Carolina Department of Health and Human Services	The NC Radon Program - North Carolina Department of Health and Human Services	The NC Radon Program offers education presentations to the public, such as schools, citizens groups, real estate agents, home inspectors and home builders. Maintains a website to provide citizens with information on radon and those who can test and mitigate. Works closely with home builders to understand the radon resistant techniques in new construction (RRNC), so they can build more houses in North Carolina with radon resistant features; will also work very closely with school district officials to promote the idea of testing existing school buildings and building more new schools with radon resistant techniques. Provides free short-term test kits for expecting mothers. The month of January is Radon Action Month and they give free test kits until supplies run out.	Wake	828-712-0972	Confidential

The North Carolina AgrAbility Partnership	The North Carolina AgrAbility Partnership	A federally-funded grant program through the U.S. Department of Agriculture National Institute for Food Safety (USDA-NIFA). Mission is to educate and assist farmers, ranchers, and farm workers engaged in production agriculture who are living with disabilities. Provides direct services to farmers, ranchers, farm workers and their family members engaged in production agriculture: provides information on resources relevant to an individual's needs, and/or conducting on-site farm assessments to determine barriers to completing tasks and meeting occupational goals on the farm; Can recommend assistive technologies (equipment/tools/devices), modified work practices, and/or other adaptive solutions to reducing disability-related limitations; Can refer individuals to other service providers (e.g., rehabilitation, educational, financial) for potential assistance specific to the individual's needs; Provides educational opportunities through trainings and professional development sessions for rural health care professionals, allied health and agricultural engineering degree students, cooperative extension and staff to organizations who may be assisting farmers with disabilities. Does not provide funding.	Wake	336-430-2970	127 D.S. Weaver Labs
The Outreach Center	Exercise and Nutrition Program	The Outreach Center provides free weight control, exercise classes and nutrition education. The goal is to assist clients so that they can improve their health and fitness levels. Many area doctors refer their pre-diabetic patients to The Exercise and Nutrition Program.	Burke	828-439-8300	510 E. Fleming Drive
The Starkey Hearing Foundation	The Starkey Hearing Foundation	The program provides hearing aids to low income individuals who have no other resources to acquire hearing aids. All applicants must meet the financial criteria, complete the application process and be approved for assistance. Call the office to discuss eligibility.	Hennepin	800-328-8602	6700 Washington Avenue South
Trans-Positive Support	Trans-Positive Support	TransHealth Coordinators and WNCAP (Western North Carolina AIDS Project) are offering an HIV + peer support network. "TransPositive Support" focuses on the empowerment of transgender, gender non-conforming and intersexed people with HIV + status. Offers support with obtaining housing, job discrimination, accessing respectful and compassionate healthcare along with leadership and community building and outreach training.	Buncombe	828-242-9022	554 Fairview Road

Treatment, Healing, and Education Center for Disordered Eating	Treatment, Healing, and Education Center for Disordered Eating	A resource/referral/educational center with free support groups offered weekly. Provides information on a national level for treatment facilities, educational resources, and workshops for and about eating disorders. Also provides a referral/information service to local therapists and physicians who treat disordered eating problems. Adult Eating Disorder Support Group meets Wednesdays from 7:00 p.m. - 8:00 p.m. Family Support Group for loved ones, parents, and friends meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m. Teen Support Group for teens ages 15-17 years old and currently working with a therapist meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.	Buncombe	828-337-4685	297 Haywood Street
United Way of Central Carolinas	Adolescent Pregnancy Prevention Campaign of NC	PURPOSE: To promote and support a cooperative approach among the public, private, and volunteer sectors toward the end of preventing adolescent pregnancy in North Carolina. SERVICES: 1. Technical assistance, consultation, support, guidance, and resources to existing and start-up local councils in all counties 2. bi-monthly meetings open to interested persons,3. training for professionals and volunteers; 4. monitoring and advocacy for legislative actions that impact teen pregnancy, sexuality, and child-bearing; 5. community awareness programs for clubs and organizational meetings; 5. Extensive library of books, pamphlets, videos on subject and 6. a catalyst for prevention models throughout the state. Foster strategies that focus on prevention.	Durham	919-226-1880	3708 Mayfair Street
United Way of Central Carolinas	Arthritis Foundation	PURPOSE: To support research through grants; to educate the general public and the health care professionals about arthritis and its treatment; and to offer programs and services for people who suffer from arthritis SERVICES: Support groups for people with arthritis, self-help courses for people with arthritis and their families, aquatics programs in a variety of heated pool across the county, public education forums, speakers bureau, information and referral service, educational literature, legislative advocacy	Mecklenburg	(704)529-5166	4530 Park Rd., Suite 230

McDowell County 2-1-1 Health Listings (3.5.2015).xls Geography Served - McDowell

United Way of Central Carolinas	Disability Rights & Resources	Guards the civil rights of people with disabilities by empowering people to live as they choose. Services: -Advocacy; Peer Mentoring; Independent Living Skills -Travel Training: On-hands training on how to use Charlotte Area Transit System and Lynx light rail for people who want to live independently -Social Security denial appeals -Workshops	Mecklenburg	704-537-0550	5801 Executive Center Drive
United Way of Central Carolinas	Epilepsy Foundation of North Carolina, Inc.	Non-profit with multiple affiliated organizations throughout the United States that has led the fight against seizures. Programs include training programs in seizure recognition and first aid for school personnel, police officers, first responders and other community members and public servants. Services: Works to prevent, control and cure epilepsy through community services; public education; federal and local advocacy; and supporting research into new treatments and therapies.	Forsyth	800-451-0694	Wake Forest University Health Science
United Way of Central Carolinas	Living Bank, The	PURPOSE: An independent non-profit public interest foundation that registers organ donors. SERVICES: Educational information about organ and whole body donations and referrals to other agencies, including financial aid.	Harris	713-961-9431	4545 Post Oak Place Dr., Suite 340

United Way of Central Carolinas	NC MedAssist	Provides free prescription medications to qualifying low-income North Carolina residents.	Mecklenburg	866-331-1348	601 East 5th Street
United Way of Central Carolinas	North Carolina Assistive Technology Program (NCATP)	PURPOSE: Provides assistive technology services statewide to people of all ages and abilities. Make everyday activities easier and increase independence with assistive technology. SERVICES: FREE - Assistive technology hands-on demonstration centers; assistive technology equipment loan program; assistive technical assistance; assistive technology training; group presentations; outreach and awareness activities on assistive technology; funding specialist available to help identify funding resources, develop funding strategies and obtain assistive technology. OTHER USEFUL ASSISTIVE TECHNOLOGY RESOURCES: (1) Buy or sell used assistive equipment - go to the exchange post on Partnerships in Assistive Technology's website: www.pat.org or call 919-872-2298 (Voice/TTY); (2) Questions about disability rights or disability rights related to assistive technology services in North Carolina contact Sonya Clark at 877-235-4210 (Voice/TTY).	Mecklenburg	919-233-7075	5501 Executive Center Drive
United Way of Central Carolinas	Quick Deck	PURPOSE: Provide temporary ramps and decks for handicap access to individuals and companies. SERVICES: Rent temporary ramps and decks to individuals, Hospice patients and companies.	Stanly	(704)888-0328	137 Pine Forest Dr.
United Way of Central Carolinas	Sudden Infant Death Syndrome - SIDS Alliance	PURPOSE: To provide counseling and support to SIDS parents; to promote research concerning SIDS; and to educate the public about SIDS SERVICES: Parent support services including telephone counseling; parent-to-parent contacts; referrals to other professional services; educational programs for the public that include literature and films; support of medical research into the cause, and prevention of SIDS through fundraising activities.	Harford	443-640-1049	2105 Laurel Bush Rd., Suite 201

United Way of Davie County	SHIIP, North Carolina Department of Insurance	Helps senior citizens and Medicare eligible adults with Medicare, Medicare supplements, Medicare+Choice, Medicare fraud and abuse and long term care insurance questions. Creates educational materials for consumers' use. Offers prescription Drug assistance for individuals and married couples.	Wake	800-443-9354	111 Seaboard Avenue
United Way of Greater Greensboro	Make-A-Wish Foundation Central and Western North Carolina	Foundation grants the wishes of children with life-threatening medical conditions.	Guilford	704-339-0334	7025 Albert Pick Road
United Way of Greater Greensboro	Make-A-Wish Foundation Central and Western North Carolina	Foundation grants the wishes of children with life-threatening medical conditions.	Mecklenburg	704-339-0334	1131 Harding Place
United Way of Greater Greensboro	National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	The mission of the National Multiple Sclerosis Society is to mobilize people and resources to drive research for a cure and to address the challenges of everyone affected by MS. Chapter serves people living with multiple sclerosis in a 97-county area in North Carolina and provides a variety of programs for people with MS, their families, and medical professionals. Services offered include information and referral, emergency financial assistance, case management, lending library, counseling, respite care, equipment loan, local support groups, educational seminars, peer support, advocacy, family programs, etc.	Guilford	336-299-4136	2211 West Meadowview Road

United Way of Lee County	Florence Crittenton	Florence Crittenton Services is home to young women and adolescents from throughout the Carolinas who need a safe and healthy environment through the delivery of their baby. Our services include: A Safe Place to Live, Counseling, Medical and Health Care, Education Services, Vocational Training, Spiritual Enrichment, Parenting Support, Early Child Development Education, Adoption Support, Mother-Infant Residential Foster Care Program, Non-Pregnant Foster Residential Faster Program, and Aftercare Services.	Mecklenburg	704-372-4663	1300 Blythe Boulevard
United Way of Mitchell County	Bakersville Community Medical Clinic, Inc	A local Federally Qualified Health Center providing primary care services on a sliding fee scale for low income patients, a 340-B Pharmacy program, Migrant Farmworker Program, and Diabetes Self Managment Program for the uninsured. Also provides behavioral health counseling, chiropractic services and nutrition services. Located in Downtown Bakersville and has a satellite clinic in Spruce Pine, NC.	Mitchell	828-688-2104	86 N. Mitchell Ave
United Way of Mitchell County	Celo Health Center	Primary care for all ages, and obstetrics.	Yancey	828-675-4116	116 Seven Mile Ridge Road
United Way of Mitchell County	Farmworker Program, Toe River Health District	Essential medical and dental care, Interpretation and Transportation, and access to pharmaceuticals through their 340-B program to farmworkers and their families. Provides health education related to pesticides, chronic illness and health in general; case management.	Mitchell	828-208-0215	31 Cross Street
United Way of Pitt County	Ronald McDonald House of Eastern North Carolina	The Ronald McDonald House provides low-cost short-term housing for families who have a child at Children's Hospital in Greenville, NC. Families who reside outside 30 miles from the Children's Hospital may stay at the house. Families are typically referred to the House by social workers or local physician offices.	Pitt	252-847-5435	529 Moye Blvd

United Way of Randolph County	Randolph Hospital	Cancer services 336-626-0033 Diabetes Center 336-625-9400 Maternity Services 336-629-8817 Cardiac Services 336-629-5151 Home Health 336-629-8896 Rehabilitation Services 336-629-8886 Lifeline 336-629-8889 Volunteers 336-629-8889 Emergency Services 336-625-5151.	Randolph	(336)625-5151	364 White Oak Street
United Way of Sampson County	The Royal Home	The Royal Home provides assistance to young women who are pregnant and unmarried. Women living at the home must enroll in school or work, and they're required to attend church. A counselor gives lessons in childbirth, parenting and other life skills. The women are also counseled in the pros and cons of keeping the baby or adoption.	Sampson	910-525-5554	109 Clinton Street
United Way of the Cape Fear Area	Easter Seals UCP of North Carolina	Offers variety of programs designed to enhance the quality of life for people with disabilities and their families: Inclusive developmental preschool serving children with and without developmental needs. Serves children ages 0-5, year-round program. Information and referral. Benefit planning, and assistance to individuals receiving social security. Government policy. Medical equipment assistance.	New Hanover	919-782-5486	5171 Glenwood Ave
United Way of the Greater Triangle	American Diabetes Association	We lead the fight against the deadly consequences of diabetes and fight for those affected by diabetes. We fund research to prevent, cure and manage diabetes. We deliver services to hundreds of communities. We provide objective and credible information. We give voice to those denied their rights because of diabetes.	Wake	919-743-5400	2418 Blue Ridge Road

United Way of the Greater Triangle	American Sexual Health Association	ASHA believes that sexual health includes far more than avoiding disease or unplanned pregnancy. We also believe that having a sexually tramsmitted infection or unwanted pregnancy does not prevent someone from being or becoming a sexually healthy. We hope you will explore our site to learn more about some other ways to actively engage in your own sexual health. Being Sexually Health means understanding that sexuality is a natural part of life and involves more than sexual behavior. Recognizing and respecting the sexual rights we all share. Having access to sexual health information, education, and care. Making an effort to prevent unintended pregnancies and STD's and seek care and treatment needed. Being able to experience sexual pleasure, satisfaction, and intimacy when desired. Being able to communicate about sexual health with others including sexual partners and healthcare providers. Areas of Interest Herpes, HPV, HIV/AIDS, Vaccine Information, STD/STI, Healthcare Providers, Women's Health, Gay and Lesbian Health, Sexual and Reproductive Health, Sexual Assault and Advocacy, Minority Health and Adolescents Teens Information.	Durham	919-361-8400	1005 Slater Road
United Way of the Greater Triangle	Caramore Community	Rehabilitation program for persons with severe mental illnesses. actively participants in recovery, stabilization of their mental illnesses, and to overcoming functional limitations of being able to hold a job and live independently. Services include Work adjustment, Preplacement, Job Placement, Job Coaching, Group Home and Apartment Living, and Transitional Relocation Services, vocational training, and self esteem building.	Orange	919-967-3402	550 Smith Level Road
United Way of the Greater Triangle	Duke Eye Center Touchable Art Gallery	Arts & Health partners with local artists to enrich the environment of care with musical performances and visual art exhibits. Arts & Health maintains several galleries for showcasing works of art by individual artists and groups.	Durham	919-684-0401	2351 Erwin Road
United Way of the Greater Triangle	NC Division of Services for the Deaf and Hard of Hearing	Also communication support, Information and Referral, workshops, training and outreach. Services are geared to meet the very specific needs of Hard of Hearing individuals in achieving equal access, effective communication and a better quality of life. What services are povided Advocacy and Consultation. Staff at the regional centers assist Deaf, Hard of Hearing and Deaf-Blind individuals in achieving equal access, reasonable accommodations and effective communication in a variety of areas in their communities. Referrals are made with the Employment Security Commission ESC, the United States Department of Justice and other state and federal agencies.	Wake	800-851-6099 xTTY	DSDHH Administrative Office

Verner Center for Early Learning	Rainbow in My Tummy, Verner Center for Early Learning	Rainbow in My Tummy is a comprehensive nutrition program where is the goal is to enable Early Care and Education centers to increase the quality of nutritious foods served to young children. Rainbow In My Tummy staff provide consultation, assessments, menus, recipes, and training to child care providers to implement Rainbow In My Tummy in their centers.	Buncombe	828-298-0808	2586 Riceville Road
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Buncombe	828-252-7489	554 Fairview Road
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Cleveland	828-252-7489	315 East Grover Street
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Jackson	828-252-7489	26 West Sylva Shopping Area
Western North Carolina AIDS Project	HIV/AIDS Support Group, Western North Carolina AIDS Project	Monthly support group for people living with HIV/AIDS. Free and confidential.	Buncombe	828-252-7489	554 Fairview Road
Western North Carolina Brain Injury Support Network	Western North Carolina Brain Injury Support Network	This group is for brain injury survivors, their families, friends and caregivers. Professionals in the field and students are also welcome to attend. Typically has a speaker every other month and a discussion based meeting the other months. Those attending are welcome to bring food or drinks to share with the group. Also has at least two social gatherings a year that will be held at a park for (for annual picnic) or at a restaurant around the winter holidays. Meets monthly on the 4th Tuesday of each month from 6:00 p.m. - 7:30 p.m. at Foster Seventh-Day Adventist Church on 375 Hendersonville Road.	Buncombe	828-337-0208	375 Hendersonville Road

Western North Carolina Brain Tumor Support	Western North Carolina Brain Tumor Support	An adult support group for brain tumor patients, survivors, their families, and caregivers. WNC Brain Tumor Support (BTS) recognizes that individuals and families respond uniquely to the trauma that a brain tumor imposes on their lives. WNC BTS strives to provide educational and emotional support in order to assist them in their journey in obtaining the best possible state of physical, mental, and spiritual health. Meets the 3rd Thursday of every month, 6:15 p.m. - 8:00 p.m. Location: MAHEC, 121 Hendersonville Road, Asheville, NC 28803	Buncombe	828-691-2559	121 Hendersonville Road
Western North Carolina Community Health Services	HIV Specialty Care, Western North Carolina Community Health Services	A comprehensive health maintenance/disease management system for persons with HIV/AIDS living in the eighteen western most counties of North Carolina. Available services include HIV counseling and testing, primary and specialty medical care, behavioral health, laboratory and diagnostic services, and dental care.	Buncombe	828-285-0622	257 Biltmore Avenue
Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Focus on Literacy	Focus on Literacy is a one of a kind project designed to enhance the core literacy skills of students with visual impairments by providing greater access to independent learning outside of the classroom setting. Focus on Literacy provides optical aids and specialty low vision eye exams,free of charge, to any school-age child with a documented visual impairment that resides in any of North Carolina's 100 counties. Focus on Literacy addresses the needs of students by directing the placement of appropriate assistive devices,such as video magnifiers,for in-home use. The technology that supports the independence of each student in the classroom is generally cost prohibitive for the home setting. Equipped with the appropriate tools,however, program participants have the opportunity to independently access print to read for pleasure or for completing school assignments. This groundbreaking concept exists through the generous contributions of both private and public donors;any student in N.C. who is visually impaired is eligible to participate.	Forsyth	336-245-5691	7730 North Point Drive
Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Mobile Low Vision Care	Serves blind and visually handicapped people who are at least 18 years old through work evaluation, vocational training, and employment. Must be referred by NCDHR-Services for the Blind. Persons are employed on site (no outside job placement). Performs a lot of Dept of Defense contracts. No upper age limit.	Forsyth	336-245-5691	7730 North Point Drive
Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Recycle for Sight	Recycle for Sight. Community Low Vision Center is proud to redistribute donated magnifiers to individuals who are visually impaired, free of charge Supported through partnership with the North Carolina Lions Foundation,this program helps countless people be self-sufficient.	Forsyth	336-245-5691	7730 North Point Drive

Address Line2	City	State	Zip	Website	Contact Name	Contact Title	Contact Email	Contact Telephone Number
Suite 440	Raleigh	NC	27601	www.aarp.org	Robert Jackson	State Director	gtanner@aarp.org	919-755-9757
	Asheville	NC	28803	www.advhomecare.org	Dennis Nowak	Branch Manager	dennis.nowak@advhomecare.org	

	Asheville	NC	28801	http://webnc.alsa.org/site/PageNavigator/NC_8_SupportGroups.html	Pamela Brown	Support Group Facilitator	pbrown@catfishchapter.org	877-257-7401 x703
	Asheville	NC	28801	http://webnc.alsa.org/site/PageNavigator/NC_8_SupportGroups.html	Pamela Brown	Support Group Facilitator	pbrown@catfishchapter.org	877-257-7401 x703
	Raleigh	NC	27603	http://webnc.alsa.org/site/PageNavigator/NC_8_SupportGroups.html	Pamela Brown	Support Group Facilitator	pbrown@catfishchapter.org	877-257-7401 x703
Building 1	Asheville	NC	28801	www.cancer.org	Contact	Community Manager		
Building 1	Asheville	NC	28801	www.cancer.org	Contact	Mission Delivery Manager		

Suite 300	Rockville	MD	20852	www.kidneyfund.org	Email Contact		helpline@kidneyfund.org	
Suite 2700	New York	NY	10006	www.liverfoundation.org	Yoshiaki Otake	Director, Support Services	yotake@liverfoundation.org	212-668-1000 x1194
	Tracy	MN	56175	www.donatedcpap.org	Anna Snyder	CPAP Assistance Program Coordinator	manager@donatedcpap.org	888-293-3650

4000 Glenaire Circle	Cary	NC	27511	www.arthritis.org/north-carolina	Mella Matheson	Senior Director of Operationa/HRIS	mmatheson@arthritis.org	919-705-1795
	Asheville	NC	28801	www.growing-minds.org	Emily Jackson		emily@asapconnections.org	828-236-1282
Grace Covenant Presbyterian Church	Asheville	NC	28804	www.ashevilleaphasia.org	Edna Tipton		ednatip@aol.com	828-684-9619
	Asheville	NC	28804	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201

Haywood County Red Cross	Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
Henderson and Transylvania County Red Cross	Hendersonville	NC	28792	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201

McDowell County Red Cross	Marion	NC	28752	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
Polk County Red Cross	Columbus	NC	28722	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
	Asheville	NC	28804	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201

McDowell County 2-1-1 Health Listings (3.5.2015).xls Geography Served - McDowell

Haywood County Red Cross	Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
Henderson and Transylvania County Red Cross	Hendersonville	NC	28792	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
McDowell County Red Cross	Marion	NC	28752	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201
Polk County Red Cross	Columbus	NC	28722	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201

	Marion	NC	28752	www.redcross.org/nc/asheville	Mary McCoyle	Volunteer McDowell County Chapter		828-652-6531
	Asheville	NC	28806	www.preginfo.org	Deb Wood	CEO	ceo@preginfo.org	828-252-1306
	Mars Hill	NC	28754	www.preginfo.org	Deb Wood	CEO	ceo@preginfo.org	828-252-1306
Building D, Suite 306	Asheville	NC	28801	www.teacch.com	Pat Greene	Secretary	patricia_greene@med.unc.edu	

Rhododendron Building	Asheville	NC	28801	www.abtech.edu	Karen Pruett	Dental Lab Manager	kpruett@abtech.edu	828-398-7255
Sand Hill Lions Club; Local sites will vary; Call for more information.	Candler	NC	28715	www.lionsclubs.org	George Suggs	Past District Governor	gesuggs@aol.com	828-712-9049
	Asheville	NC	28803	www.autismsociety-nc.org	Greta Byrd		gbyrd@autismsociety-nc.org	828-236-1547 x1504
	Bakersville	NC	28705		Charles Shelton	President/CEO	shelton@bakersville.com	828-688-2104
	Bakersville	NC	28705		Cody McKinney	CFO	info@bakersvilleclinic.org	828-688-2104

	Bakersville	NC	28705		Cody McKinney	CFO	info@bakersvilleclinic.org	828-688-2104
	Arden	NC	28704	www.bethany.org	Dahlene Morse	State Director		
	Hendersonville	NC	28793	www.brchs.com	Jennifer Henderson	Chief Executive Officer	jhender@brchs.com	

Suite B	Hendersonville	NC	28791	www.brchs.com	Misty Nelson	Practice Manager		828-696-1234
	Asheville	NC	28803	www.bianc.net	Karen Keating	Resource Coordinator	karen.keating@bianc.net	828-277-4868
Suite C	Asheville	NC	28803	www.wnchealthinsurance.com	Marisa Blake	Educational Outreach and Authorized Agent	marisa@wnchealthinsurance.com	828-348-2583

	Asheville	NC	28801	www.wnchealthinsurance.com	Marisa Blake	Educational Outreach and Authorized Agent	marisa@wnchealthinsurance.com	828-348-2583
Mission Hospital, 2nd Floor	Asheville	NC	28801	www.wnchealthinsurance.com	Marisa Blake	Educational Outreach and Authorized Agent	marisa@wnchealthinsurance.com	828-348-2583
Suite 109	Charlotte	NC	28204	www.americanheart.org	Nikki Liberatore	Office Manager	nikki.lliberatatore@heart.org	704-208-5522

	Morganton	NC	28655	http://dsdhh.dhhs.state.nc.us/	Cynthia A. Harmon	Hard of Hearing Services Specialist		
	Morganton	NC	28655	www.turningpointservicesinc.com	Genevieve Pugh	Executive Director	genevieve.pugh@turningpointservicesinc.com	828-433-4719
	Morganton	NC	28655		Phillip Adams	Director	padams@vistatech.net	
	Asheville	NC	28803	www.carepartners.org	Madeline Dillingham, MHA/MBA, RN		info@carepartners.org	828-779-9910
	Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org	

	Asheville	NC	28803	www.carepartners.org	Pam Tidwell	Executive Director	info@carepartners.org	
	Asheville	NC	28803	www.carepartners.org	Kent Ballard	Director	info@carepartners.org	

	Asheville	NC	28803	www.carepartners.org	Kathy Price	Executive Director	info@carepartners.org	
	Asheville	NC	28803	www.carepartners.org	Kathy Price	Director	info@carepartners.org	
	Asheville	NC	28803	www.carepartners.org	Rita Lyda		info@carepartners.org	828-298-4085

	Swannanoa	NC	28778	www.carepartners.org	John Carzoli	Clinical Manager	info@carepartners.org	
Seymour Conference Room	Asheville	NC	28803	www.apdaparkinson.org	Lisa Laney, MSW	Support Group Leader	info@carepartners.org	828-277-4886
	Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org	
	Asheville	NC	28803	www.carepartners.org	Pam Griffin		info@carepartners.org	828-274-9567 x4813
	Asheville	NC	28803	www.carepartners.org	Robin Smith	Program Coordinator		828-274-9567 x4314
	Asheville	NC	28801	www.ccdoc.org	Mishaun Mitchell	Social Worker		704-370-3222

	Atlanta	GA	30333	www.cdcnpin.org	Email Contact		info@cdcnpin.org	
	Atlanta	GA	30333	www.cdc.gov/flu/pandemic	Email Contact		cdcinfo@cdc.gov	
	Marion	NC	28752		Gabriela Mendez	Board of Directors Secretary	infocula@gmail.com	828-652-0727

	Asheville	NC	28805	www.asheville.va.gov	Dennis Mehring		dennis.mehring@va.gov	
	Asheville	NC	28805	www.asheville.va.gov	Lisa Thompson	Administrative Officer, Geriatrics and Extended Care	Kimberly.Morris2@va.gov	828-298-7911 x3127
Building 14	Asheville	NC	28805	www.asheville.va.gov	Allison Bond	Homeless Program Coordinator	allison.bond@va.gov	828-298-7911 x5506
	Asheville	NC	28805	www.asheville.va.gov	Barbara St. Hillaire	HBPC Program Coordinator	Barbara.StHilaire@va.gov	828-298-7911 x5715
	Asheville	NC	28805	www.asheville.va.gov	Health Administration Service	Admissions and Eligibility		828-298-7911 x2509

	Asheville	NC	28805	www.asheville.va.gov	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025
Franklin Community Based Outpatient Clinic	Franklin	NC	28734	www.asheville.va.gov	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025
Rutherford County Community Based Outpatient Clinic	Rutherfordton	NC	28139-2916	www.asheville.va.gov	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025
Unit A	Morganton	NC	28655	www.beearly.nc.gov	Wilson Hamer	Hickory Office	wilson.hamer@dhhs.nc.gov	828-267-6464

Suite 265	Asheville	NC	28803	www.candbsupportservices.com	Robin Cuellar		rcuellar@candbsupportservices.com	
Suite 300	Asheville	NC	28801	www.communitycarewnc.org	Amy Ray	Patient Outreach Coordinator	aray@ccwnc.org	
	Raleigh	NC	27609	http://cesihousing.org	Sheryl Merritt	Program Manager	housing@cesisolutions.org	919-861-6003
	Marion	NC	28752	www.ymcawnc.org	Meghan Merritt	Diabetes Prevention Program Director	mmerritt@ymcawnc.org	828-659-9622

	Marion	NC	28752	www.ymcawnc.org	Will Ross	Healthy Living Director- Aquatics and Wellness	wross@ymcawnc.org	
	Crossnore	NC	28616	www.crossnoreschool.org/	Dr. Phyllis Crain	Executive Director/CEO	pcrain@crossnoreschool.org	
2nd Floor	Bethesda	MD	20814	www.cfpaf.org	Resource Data Contact		parc@cff.org	

	Morganton	NC	28655		Rebecca Finney	Adult Services Director	rebecca.finney@burkenc.org	828-764-9664
	Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org	

	Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org	
	Durham	NC	27704	www.dhch.duhs.duke.edu	Diana Russell	Director of Home Health	dhchinfo@notes.duke.edu	919-620-3853
	Morganton	NC	28655	www.earlylearning.nc.gov/PreKindergarten/EarlyIntervention/EarlyInterventionProg.asp	Terry Smith	Administrative Assistant	terry.smith@esdb.nc.gov	
	Asheville	NC	28804	www.nc.eastersealsucp.com	Christopher Robbins	Program Manager for Asheville ESUCP Community	christopher.robbins@eastersealsucp.com	
	Raleigh	NC	27607	www.nc.eastersealsucp.com	Tamara Stafford	Program Manager	info@nc.eastersealsucp.org	919-783-8898
	Raleigh	NC	27607	www.nc.eastersealsucp.com	Pam Scott	Program Supervisor	info@nc.eastersealsucp.org	919-783-8898
	Gresham	OR	97030	www.nahhh.org	Email Contact		helpinghomes@nahhh.org	

Sam Nunn Atlanta Federal Center	Atlanta	GA	30303	www2.epa.gov/about epa/about-epa-region-4-southeast	Sherry Maddox	Regional Web Manager	maddox.sherry@epa mail.epa.gov	404-562-8031
	San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Director	pubserv@aao.org	877-887-6327
	San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Manager	pubserv@aao.org	800-391-3937
	San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Manager	pubserv@aao.org	877-887-6327
Suite 92	Spruce Pine	NC	28777		Silvia Peterson	Farmworker Outreach Coordinator	silvia.peterson@trhd .dst.nc.us	828-208-0215

Suite 100	Durham	NC	27707	http://www.fifnc.org	Krysta Gougler Reeves	Resource Consultant	krysta@fifnc.org	919-251-8368
	Charlotte	NC	28236-6392	www.fcsnc.org	Diane Thompson	Program Administrator	dthompson@fcsnc.org	704-372-4663
	Marion	NC	28752	www.foothillsindustries.com	Donnita Silver	Director of Services	dsilver@foothillsind.com	828-652-4088
	Albemarle	NC	28001	www.ghaautismsupports.org	Dawn Allen	CEO	dawnallen@ghainc.org	704-982-9600

	Wilmington	NC	28401	www.ghaautismsupports.org	Ginger Longino		vlongino@ec.rr.com	910-619-1449
	Asheville	NC	28803	www.ashevillegig.org	Sheila Horine	Director	gig.asheville@gluten.net	828-274-8532
	Drexel	NC	28619		Michael Queen	Director	mike@handi-care.net	828-437-8429

CarePartners, Seymour Hall	Asheville	NC	28803	www.nchearingloss.org/asheville.htm	Ann Karson	President	hlaa.asheville@gmail.com	
	Candler	NC	28715	www.nchearingloss.org/asheville.htm	Ann Karson	President	hlaa.asheville@gmail.com	
Suite D	Asheville	NC	28801	www.helioswarriors.org	Ashley Pool	Director	helioswarriorswnc@gmail.com	

	Marion	NC	28752	www.hospiceofmcdowell.org	Kit Cosgrove	Executive Director	ccosgrove@hospiceofmcdowell.org	828-652-1318
Hospice House	Forest City	NC	28043	www.hospiceofrutherford.org	Myra Byars		mbyars@hospiceofrutherford.org	
	Forest City	NC	28043	www.hospiceofrutherford.org	Myra Byars		mbyars@hospiceofrutherford.org	

	Asheville	NC	28803	www.iwcnc.org	Jennifer Kelley	Director of Programs	jkelley@iwcnc.org	828-274-7518 x157
Suite 102	Charlotte	NC	28217	www.jdrf.org	Carol Yates	Office Manager	cyates@jdrf.org	704-625-4078
	Fairview	NC	28730	www.lllofnc.org	Susan Mooney		susanannemooney@gmail.com	
Suite 140	Asheville	NC	28806	www.landofsky.org/projectcare	Nancy Hogan	Family Consultant, Western NC Project C.A.R.E. (Caregiver Alternatives to Running on Empty)	nancy@landofsky.org	
Mission Hospital SECU Cancer Center	Asheville	NC	28801	www.lls.org	Leslie Verner	RN, BSN, OCN Group Facilitator	leslie.verner@msj.org	828-213-4656
	Asheville	NC	28801	www.libertycornerent.com	Brad Alexander	Executive Director	balexander@libertycornerent.com	828-254-9917

Suite 150	Asheville	NC	28803	www.lifesharecarolinas.org	Debbie Gibbs	Public Relations Manager	debbie.m.gibbs@lifesharecarolinas.org	704-512-3062
	Asheville	NC	28805	www.mannafoodbank.org	Cindy Threlkeld	Executive Director	cthrelkeld@mannafoodbank.org	828-299-3663
	Marion	NC	28752		Terri Laws	Corpening Foundation - Administrative Assistance	tjlaws7@yahoo.com	

	Marion	NC	28752	www.mcdowellcountyncdss.org	Miriam Early	Adult Services Supervisor	miriam.early@mcdowellcountyncdss.org	828-659-0847
	Marion	NC	28752	www.mcdowellcountyncdss.org	Carole Markum	CAP	carole.markum@mcdowellcountyncdss.org	828-659-0843
	Marion	NC	28752	www.mcdowellcountyncdss.org	Eileen Irish	Supervisor	eileen.irish@mcdowellcountyncdss.org	
	Marion	NC	28752	www.mcdowellcountyncdss.org	Donna Shelton	In Home Aide	donna.l.shelton@mcdowellcountyncdss.org	828-659-0849
	Marion	NC	28752	www.mcdowellcountyncdss.org	TBA	Supervisor		828-659-0629

	Marion	NC	28752	www.mcdowellcountyncdss.org	Cindy Reel		cindy.reel@mcdowellcountyncdss.org	828-659-0617
	Marion	NC	28752	www.mcdowellcountyncdss.org	Sandy Freeman	Services for the Blind - Burke		828-764-9704
	Marion	NC	28752	www.mcdowellcountyncdss.org	Donna Shelton	SA-IH	donna.l.shelton@mcdowellcountyncdss.org	828-659-0849
	Marion	NC	28752	www.mcdowellems.com	William Kehler	Director	wkehler@mcdowellems.com	828-652-3241
McDowell Senior Center	Marion	NC	28752	www.mcdhospital.org	Kimberly Freeman	Nurse Clinician	kimberly.freeman@msj.org	828-659-5157
	Marion	NC	28752	www.mcdhospital.org	Debbie Barlowe	Quality Director	Debbie.Barlowe@msj.org	828-659-5341

	Marion	NC	28752	www.mcdhospital.org	Karen Hicks	Hugs For Life Cancer Support Group		828-659-5000
	Marion	NC	28752	www.mcdowellhospital.org/our-services/physician-practices/health-plus	Debbie Barlowe	Quality Director	Debbie.Barlowe@msj.org	828-659-5341
	Marion	NC	28752	www.mcdhospital.org	Lanie Honeycutt	Resource Navigator	ResourceNavigator@msj.org	828-659-5289
	Marion	NC	28752	www.mcdowellhospital.org/our-services/physical-therapy	Debbie Barlowe	Quality Director	Debbie.Barlowe@msj.org	828-659-5341
Corpening YMCA	Marion	NC	28752	www.mcdowellhospital.org/our-services/diabetes-center	Kimberly Freeman	Diabetes Education - McDowell Hospital	kimberly.freeman@msj.org	828-659-5157
Suite 110	Marion	NC	28752	www.mpccnc.org	Denise McCormick	Director	info@mpccnc.org	828-652-7676
	Old Fort	NC	28762-6701	www.mcdowellseniorcenter.org	Cheryl Woody	Site Manager	cwoody@mcdowellseniorcenter.org	828-668-4867

	Marion	NC	28752	www.mcdowellseniorcenter.org	Weyland Prebor	Senior Center Director	help@mcdowellseniorcenter.org	828-659-0821
	Candler	NC	28715	www.pineymountainumc.org	Ron Hartman	Pastor	pastor@pineymountainumc.org	828-667-3031
	Waynesville	NC	28786	www.memorycare.org	Suzann Coker	Program Assistance	office@memorycare.org	828-771-2219
	Asheville	NC	28803	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219
	Asheville	NC	28803	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219

Hospice of Yancey County	Burnsville	NC	28714	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219
Mission Cancer Center	Asheville	NC	28801	www.mission-health.org	Denise Steuber, RN	Nurse Navigator	Denise.Steuber@msj.org	828-213-2508
Suite 201	Asheville	NC	28803	www.missionchildrens.org/hospital-services/breastfeeding-center	Joni Lisenbee		joni.lisenbee@msj.org	
Suite 3200	Asheville	NC	28801	www.mission-health.org	Anne Senechal		anne.senechal@msj.org	828-213-4639
Suite 3200	Asheville	NC	28801	www.mission-health.org	Stephanie Kiser, RPH	Director		
	Asheville	NC	28801	www.mission-health.org/contact/maps-directions/main-campuses-services/emergency-department	Contact			828-213-1111

	Asheville	NC	28803	www.missionchildrens.org/education-outreach/family-support-network	Kate Glance	Family Resource Specialist	kate.glance@msj.org	828-213-9787
	Asheville	NC	28803	www.mission-health.org	Kelly Tison		kelly.tison@msj.org	
	Asheville	NC	28803	www.asheville.cardiologydomain.com	Leslie Council	Education and Marketing	leslie.council@msj.org	828-274-6000 x319
	Asheville	NC	28806	www.mission-health.org/centers-and-services/support-services/rehabilitation-therapy/occupational-therapy/low-vision-services	Sue Ponder	Practice Specialist	sue.ponder@msj.org	

First Baptist Church, Room 221	Asheville	NC	28801	www.mission-health.org/centers-and-services/support-services/rehabilitation-therapy/occupational-therapy/low-vision-services	Judy Davis	Low Vision Technician	crsjld@msj.org	828-213-4377
	Asheville	NC	28801	www.mission-health.org	Donna Clark Coggins	Manager, K-Z Sections	donna.coggins@msj.org	828-651-4980
Reuter Outpatient Center	Asheville	NC	28803	www.missionchildrens.org	Contact			
SECU Cancer Center; 2nd Floor	Asheville	NC	28801	www.missionchildrens.org	Contact			
Mission Children's Hospital	Asheville	NC	28801	www.missionchildrens.org	Contact			
Mission Spine and Back Pain Center	Asheville	NC	28803	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org	
Mission Spine and Back Pain Center at Clyde Outpatient Care Center	Clyde	NC	28721	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org	

Mission Spine Center at Angel Medical Center	Franklin	NC	28734	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org	
	Asheville	NC	28803	www.MotherToBabyNC.org	Kelly Tison		kelly.tison@msj.org	
	Asheville	NC	28803	www.everywomannc.com	Steffie Duginske	Western Regional Coordinator	steffie.duginske@msj.org	828-213-0031

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	Asheville	NC	28803	http://womens.mission-health.org/	Chalayne Love	Prenatal Education Coordinator	chalayne.love@msj.org	828-213-8086
	Asheville	NC	28801	http://womens.mission-health.org/	Chalayne Love	Prenatal Education Coordinator	chalayne.love@msj.org	828-213-8086
Mission Breast Feeding Center	Asheville	NC	28801	http://womens.mission-health.org/	Chalayne Love	Prenatal Education Coordinator	chalayne.love@msj.org	828-213-8086
	Weaverville	NC	28787	www.mission-health.org	Mike Heilig	Manager	mike.heilig@msj.org	

Main Clinic with Fitness Center	Asheville	NC	28801	www.mission-health.org	Mike Heilig	Manager	mike.heilig@msj.org	
Suite 302	Asheville	NC	28803	www.mission-health.org	Calvin Gardner	Director	calvin.gardner@msj.org	
Suite 4100	Asheville	NC	28801	www.mission-health.org	Shawn Beane	Program Manager	shawn.beane@msj.org	828-213-4602
	Asheville	NC	28803	www.rathbuncenter.org	Caryl Dean	Housing Manager	caryl.dean@msj.org	
	Asheville	NC	28803	www.mahec.net	Michelle Morgan		michelle.morgan@mahec.net	
	Fletcher	NC	28732	www.mahec.net	Stephen D. Hulower	Director of Family Medicine		
	Lake Lure	NC	28746	www.mahec.net	Dr. Grey Tilden			

	Asheville	NC	28803	www.mahec.net	Kim Palmer	Practice Manager		828-771-5414
	Mars Hill	NC	28754	www.mtnpregnancy.com	Jill Derrick	Director of Client Services; Contact for Volunteer Opportunities	ed@preginfo.org	828-252-1306
Suite 450	Washington	DC	20036	www.prochoice.org	Vicki Saporta	President and CEO	naf@prochoice.org	
Suite 30	Greensboro	NC	27407	www.nationalmssociety.org/chapters/nct/index.aspx	Email Contact		nct@nmss.org	
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Suite 30	Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Mark Scheerer	Chapter Services Manager	mark.scheerer@nmss.org	336-299-4136
Suite 30	Greensboro	NC	27407-3408	www.nationalmssociety.org/ncc	Constance McClary	Chapter Services Manager	constance.mcclary@nmss.org	200-344-4867
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	Asheville	NC	28801	www.ncdoi.com	Kirby Rhash	Western Regional Office Communications Specialist	kirby.rhash@ncdoi.gov	828-251-6483
Suite 153	Asheville	NC	28801	www.dhhs.state.nc.us/dsb	Rowan Lischerelli	Deaf-Blind Consultant	rowan.lischerelli@dhhs.nc.gov	828-251-6732

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	Asheville	NC	28806	www.ncdhhs.gov/dvrs/pwd/ils.htm	Kathryn McIntyre	Unit Manager	kathryn.mcintyre@dhhs.nc.gov	828-670-3377

	Asheville	NC	28801	www.healthcare.gov	Jaclyn Kiger	Pisgah Legal Services	jaclyn@pisgahlegal.org	828-253-0406
	Raleigh	NC	27699	http://www.dhhs.state.nc.us/mhddsas/problemgambling/	Smith Worth	Agency Administrator	problemgambling@dhhs.nc.gov	919-733-0696
	Black Mountain	NC	28711	www.uhs-pruitt.com	Tonia Holderman	Director of Admissions	tholderman@uhs-pruitt.com	828-257-6861
	Hendersonville	NC	28791	www.pardeehospital.org	Kristy Capps, RN III, BSN, CBPN-IC	Breast Care Navigator	kristy.capps@pardeehospital.org	
	Hendersonville	NC	28791	www.pardeehospital.org	Kristy Capps, RN III, BSN, CBPN-IC	Breast Care Navigator	kristy.capps@pardeehospital.org	

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	Hendersonville	NC	28791	www.pardeehospital.org	Pardee Hospital		info@pardeehospital.org	
	Hendersonville	NC	28791	www.pardeehospital.org	Contact			
	Hendersonville	NC	28791	www.pardeeselect.org	Contact			

	Hendersonville	NC	28791	www.pardeehospital.org	Robin Williams, RPSGT	Lead Technologist	robin.williams@pardeehospital.org	828-696-1085
	Hendersonville	NC	28791	www.pardeehospital.org	Lynn Blythe	Nurse Leader		
Blue Ridge Mall	Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	Judy.Bolster@pardeehospital.org	828-692-4600
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Blue Ridge Mall	Hendersonville	NC	28792	www.pardeehospital.org/calendar/index.php	Judy Bolster	Manager		828-692-4600
3rd Floor	Hendersonville	NC	28791	www.parkridgehealth.org	Linda Riley	Intake Coodinator		828-681-2227
Office of Kelly Thompson, FNP, CNM	Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102
Suite 4A	Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102

Azalea Building #4, Room 12	Marion	NC	28752	www.pfcfoothills.org	Amanda Crisp	Preschool Dental Coordinator		828-652-6811 x330
	Forest City	NC	28043	www.pfcfoothills.org	Amanda Crisp	Preschool Dental Coordinator		828-652-6811 x330
Azalea Building #4, Room 12	Marion	NC	28752	www.pfcfoothills.org	Cathy Brooks	Director of Program and Planning	cathy@pfcfoothills.org	828-625-4008
	New York	NY	10101	www.pparx.org	Contact			

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	Asheville	NC	28801	www.ppsat.org	Caitlin Owens	Health Center Manager	caitlin.owens@ppsat.org	828-252-7928 x6215
1601 Brenner Ave.	Salisbury	NC	28144		Kaye Green	Director		704-638-9000 x3344
	Marion	NC	28752	www.rpmhd.org	Debra Pittman	RN CC4C	dpittman@rpmhd.org	828-659-6605

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	Marion	NC	28752	www.rpmhd.org	Brooke Waycaster	RN, BSN	bwaycaster@rpmhd.org	
	Marion	NC	28752	www.rpmhd.org	Brooke Waycaster	RN, BSN	bwaycaster@rpmhd.org	
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	Marion	NC	28752	www.rpmhd.org	Brooke Waycaster	RN, BSN	bwaycaster@rpmhd.org	

	Marion	NC	28752	www.rpmhd.org	Amanda Crisp	Preschool Dental Coordintor	acrisp@rpmhd.org	
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	Marion	NC	28752	www.rpmhd.org	Brooke Waycaster		bwaycaster@rpmhd.org	
	Spindale	NC	28160	www.rpmhd.org	Susan Robinson	Environmental Health Program Director	srobinson@rpmhd.org	
	Spindale	NC	28160	www.rpmhd.org	Traci Crowder		jhiggins@rpmhd.org	828-287-6016
	Spindale	NC	28160	www.rpmhd.org	Rhonda Guffey	Program Director		
Suite 345	Forest City	NC	28043	www.myrutherfordregional.com	Marsha Baker	Administrative Director	marsha.baker@rutherfordregional.com	828-245-3575

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Suite 120	Charlotte	NC	28217-4586	www.safetync.org	Bobby Williams	Controller	bobbyw@safetync.org	
Cumberland Building, Suite 125	Raleigh	NC	27612	www.safetync.org	Bobby Williams	Controller	bobbyw@safetync.org	
Floor 6	New York	NY	10001	www.sageusa.org	Hilary Meyer		hmeyer@sageusa.org	212-741-2247

	Greenville	SC	29605	www.shrinershospitalsforchildren.org/en/Locations/greenville	Randy Romberger	Hospital Administrator		864-271-3444
Suite 300	Kansas City	MO	64108	www.smileschangelives.org	Melanie Johnston		marketing@smileschangelives.org	

	Asheville	NC	28805	www.medicare.gov	Email			
	Raleigh	NC	27699	www.ncradon.org	Phillip Ray Gibson	WNC Radon Program Coordinator	phillip.gibson@dhhs.nc.gov	828-712-0972

Box 7625 - NCSU	Raleigh	NC	27695	www.ncagrability.org	Michele Proctor	MID, Project Coordinator	coordinator@ncagrability.com	336-430-2970
	Morganton	NC	28655	www.theoutreachcenter.org	Holly Johnson	Executive Director	outreach@hci.net	
	Eden Prairie	MN	55344	www.starkeyhearingfoundation.org	Joanita Stelter		Joanita_Stelter@starkey.com	
Western North Carolina AIDS Project	Asheville	NC	28803	www.transhealthcoordinators.org	Jennifer Barge	Director	transhealth@rocketmail.com	828-669-3889

	Asheville	NC	28801	www.thecenternc.org	Elaine O'Barr	Director	thecenternc@gmail.com	828-337-4685
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	Houston	TX	77027	www.livingbank.org	Lisa Whitaker	CEO/President	info@livingbank.org	

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North Carolina Department of Insurance	Raleigh	NC	27601	www.ncdoi.com/SHIIP/	Kim Shuskey		kim.shuskey@co.davie.nc.us	
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	Spruce Pine	NC	28777	http://www.trhd.dst.nc.us/	Silvia Peterson	Farmworker Program Coordinator	silvia.peterson@trhd.dst.nc.us	828-208-0215
	Greenville	NC	27834	http://www.rmhenc.org	Cathy Ahlschlager	Community Outreach Director	rmhcathy@suddenlinkmail.com	252-847-5435

	Asheboro	NC	27203	www.randolphhospital.org	Steve Eblin	President		
	Salemburg	NC	28385	theroyalhome.org/	John Wheeler	Director	fch.jcw@gmail.com	910-525-5554
Suite 100	Wilmington	NC	28405	nc.eastersealsucp.com	Agency Email		info@nc.eastersealsucp.com	
Suite 260	Raleigh	NC	27607	http://www.diabetes.org	Paulette Becoat	Events Manager	pbecoat@diabetes.org	919-743-5400 x3254

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	Carrboro	NC	27510	www.caramore.org	David Chapman	President/CEO	dchapman@caramore.org	919-967-3402 x106
	Durham	NC	27705	http://www.dukehealth.org/patients_and_visitors/volunteer_services/programs	Sharon Swanson	Program Coordinator	sharon.swanson@duke.edu	919-684-6223
Woodoak Building, GL-3, 1100 Navaho Drive	Raleigh	NC	27609	www.ncdhhs.gov/dsdhh	Linda Harrington	Acting Director	angela.trull@ncmail.net	919-890-0859

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	Asheville	NC	28803	www.wncap.org	Michael Harney	Health Educator	wncap@wncap.org	828-252-7489
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	Sylva	NC	28779	www.wncap.org	Michael Harney	Health Educator	wncap@wncap.org	828-252-7489
	Asheville	NC	28803	www.wncap.org	Chris Winebrenner	Volunteer Services	wncapvolunteer@wncap.org	828-252-7489
Foster Seventh-Day Adventist Church	Asheville	NC	28803	www.bianc.net	Karen Keating	Resource Coordinator - Brain Injury Association of North Carolina	karen.keating@bianc.net	828-277-4868

MAHEC	Asheville	NC	28803	www.wncbraintumor.org	George Plym	Founder/Leader	wncbts@bellsouth.net	828-691-2559
	Asheville	NC	28801	www.wncchs.org	Scott Parker	Ryan White Cooridinator	wparker@wncchs.org	828-285-0622 x2406
	Winston Salem	NC	27106-3310	http://bit.ly/ABPFfacebook	Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691
	Winston Salem	NC	27106-3310		Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691
	Winston Salem	NC	27106-3310	http://bit.ly/ABPFfacebook	Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691

Provider Hours	Provider Program Fees	Provider Intake / Application Process	Provider Eligibility	Provider Languages	2-1-1 URL
Monday - Friday, 9:00 a.m. - 5:00 p.m.	Vary.	Phone call.	50 years old and over.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3250
Monday - Friday, 8:00 a.m. - 5:30 p.m.	Accepts Medicaid, Medicare, Some Private insurance; Self pay accepted	Call for scheduling after referral	Must have prescription for some equipment (when billing insurance)	Interpreter service provided	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=9940

4th Wednesday of the month, 6:00 p.m. - 7:30 p.m.; Groups will be held the 3rd Wednesday of the month during November and December	None	Phone call; Walk-in	Be a family member and/or caregiver of someone with ALS		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24886
4th Friday of the month, 1:00 p.m. - 2:30 p.m.; For November and December, meetings will be held the 3rd Friday of the month.	None	Phone call; Walk-in	Be a family member and/or caregiver of someone with ALS or someone with ALS		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31564
Please see event information at www.catfishchapter.org/events/telephone als-resourcesupport-group	None	Contact Pamela Brown for more information about joining this group	No Restrictions; Available Statewide		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24887
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone call	Anyone who needs but can't afford these items		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12976
Toll-Free Number: 24 hours per day, 7 days per week, 365 days per year; Call to check for class times and locations Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Call Toll-Free number to register for classes and for class information	Women who are currently undergoing cancer treatment		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12977

Monday - Friday, 9:00 a.m. - 3:00 p.m.	Varies	Apply online with GMS (Grant Managment System) https://gms.kidneyfund.org/GMSexternal/NotAuthenticated/Login.aspx	Kidney patients of dialysis or recent transplant recipients; see description for more information	Spanish; Other languages by request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10183
Monday - Friday, 9:00 a.m. - 7:00 p.m.	None	Phone call	No Restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10306
Monday - Friday, 8:30 a.m. - 4:00 p.m.	One-time fee of $100 per applicant to cover cost of shipping and application processing	Request application by phone, email, or print online	Diagnosed sleep apnea patients who have no insurance, high insurance deductibles, or who may be going through financial hardship		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=33105

Monday - Friday, 9:00 a.m. - 5:00 p.m.	Varies, please call individual location.	Contact individual location.	Open to public.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3284
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Visit website; Phone call	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19980
Call Edna Tipton or visit website for full schedule	None	Phone call	No restrictions; Support group meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20971
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279

Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279

Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278

Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278

Monday - Friday, 8:30 a.m. - 12:00 p.m.	Call for details	Phone Call	McDowell County residents	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26299
Monday, 10:00 a.m. - 5:00 p.m.; Tuesday, Wednesday, 9:00 a.m. - 5:00 p.m.; Thursday, 9:00 a.m. - 5:00 p.m.; Friday, 9:00 a.m. - 1:00 p.m.; Last appointment taken 1 hours before closing	None	Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk-ins accommodated as schedule allows. www.mtnpregnancy.com Mountain Area Pregnancy Services	Pregnant women; Expecting fathers; Serves Western North Carolina		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10433
Monday, 10:00 a.m. - 5:00 p.m.; Tuesday, Wednesday, 9:00 a.m. - 5:00 p.m.; Thursday, 9:00 a.m. - 5:00 p.m.; Friday, 9:00 a.m. - 1:00 p.m.; Last appointment taken 1 hours before closing	None	Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk-ins accommodated as schedule allows. www.mtnpregnancy.com Mountain Area Pregnancy Services	Pregnant women; Expecting fathers; Serves Western North Carolina		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10433
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Varies; Call for Details	Phone call; In person; Referral; Mail	Autistic and related communications disordered children and adults who are North Carolina residents	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10454

Monday - Friday, 8:30 a.m. - 4:30 p.m.	Reduced fees; Full-time A-B Tech students pay half regular price	Phone call	Age 3 years and up		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10484
Monday - Friday, 8:00 a.m. - 8:00 p.m.	Varies depending on income; Call for more information	Phone call to receive application or for referral to local charter contact	Picture ID; Income verification; Will help anyone in North Carolina to get in contact with their local charter if necessary		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32490
Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.; Group times vary, call for more information	None	Phone call first	Support group for individuals with autism and their family members, professionals, or any interested persons	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12971
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding scale according to patient's household income.	Must apply in person at the clinic. Please contact a staff member for more information.	Sliding fees are based on patient household income, as compared to the federal poverty guidelines. Please contact a staff member for more information.	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31681
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding fee scale based on patient's househould income.	Must apply in-person at the clinic. Please call the office to speak with a staff member for more information.	Sliding fees are based on patient household income, as compared to the federal poverty guidelines. Please contact a staff member for more information.	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31682

Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding fee scale based on patient's household income.	Must apply in-person at the clinic. Please call the office to speak with a staff member for more information.	Sliding fees are based on patient household income, as compared to the federal poverty guidelines. Please contact a staff member for more information.	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31683
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Walk in; Phone call	Women who have unplanned pregnancies seeking guidance and considering adoption	Will accommodate speakers of other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10501
Family and Pediatric Medicine: Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 5:00 p.m.; 24 hour on-call staff; Behavioral Health: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Dental Services: Monday - Friday, 8:00 a.m. - 5:00 p.m.; closed 11:45 a.m. - 12:45 p.m. for lunch; Tuesday, 8:00 a.m. - 8:00 p.m.; Pharmacy Services; Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 5:00 p.m.	Sliding Scale based on income; Medicaid/Medicare and most private insurance accepted; No one turned away for inability to pay	Appointments: Phone call; In person; Referral; Walk-In		Spanish Medical Interpreters; Phone Interpreter for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27665

Monday - Friday, 8:00 a.m. - 5:00 p.m.	Accepts Medicaid, Medicare, private insurance	Phone call for appointment	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30287
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Support Group: 4th Tuesday of the month, 6:00 p.m. - 7:30 p.m	None	Phone Call to leave message	People with brain injury and their families		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29664
Blue Cross and Blue Shield of NC Store: Monday - Friday, 9:00 a.m. - 6:00 p.m.; Buncombe County Health and Human Services: 40 Coxe Avenue: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Mission Hospital: Monday - Friday, 9:00 a.m. - 5:00 p.m.; WNCCHS: Tuesday, Thursday, 9:00 a.m. - 5:00 p.m.;	No fee to work with the agent; The individual will be responsible for any plans that are purchased	Over the phone, in person, or online	No restrictions to work with an agent; There are income guidelines to qualify for government subsidies; Documents Needed: Social Security Number and estimated annual income. The Marketplace may need further verification, more documentation may be needed once the application is processed.	Spanish; Russian	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32536

Blue Cross and Blue Shield of NC Store: Monday - Friday, 9:00 a.m. - 6:00 p.m.; Buncombe County Health and Human Services: 40 Coxe Avenue: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Mission Hospital: Monday - Friday, 9:00 a.m. - 5:00 p.m.; WNCCHS: Tuesday, Thursday, 9:00 a.m. - 5:00 p.m.;	No fee to work with the agent; The individual will be responsible for any plans that are purchased	Over the phone, in person, or online	No restrictions to work with an agent; There are income guidelines to qualify for government subsidies; Documents Needed: Social Security Number and estimated annual income. The Marketplace may need further verification, more documentation may be needed once the application is processed.	Spanish; Russian	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32536
Blue Cross and Blue Shield of NC Store: Monday - Friday, 9:00 a.m. - 6:00 p.m.; Buncombe County Health and Human Services: 40 Coxe Avenue: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Mission Hospital: Monday - Friday, 9:00 a.m. - 5:00 p.m.; WNCCHS: Tuesday, Thursday, 9:00 a.m. - 5:00 p.m.;	No fee to work with the agent; The individual will be responsible for any plans that are purchased	Over the phone, in person, or online	No restrictions to work with an agent; There are income guidelines to qualify for government subsidies; Documents Needed: Social Security Number and estimated annual income. The Marketplace may need further verification, more documentation may be needed once the application is processed.	Spanish; Russian	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32536
Monday - Friday, 8:30 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=521

Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone; In Person	North Carolina residents; income requirements for some programs	Deaf Accessible	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13901
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	Turning Point Services, Inc is a private Non-profit organization that accepts payment from federal and state government funds: CAP Medicaid and State Funds	Please call our 1-800 number or our local office closest to you. We will be happy to explain all of the services we offer and direct you to the appropriate LME for referral.	Diagnosis of Developmental Disability		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=18608
Monday - Friday, 8:00 a.m. - 4:00 p.m.	None		Must be a resident of Burke County and 55 years old		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=729
2nd Tuesday of month, 1:30 p.m. - 2:30 p.m.	None	Phone call; Attend meeting	No restrictions; Support group meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10851
1st Saturday of the month, 2:00 p.m. - 4:00 p.m.	None	Phone Call or email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31372

Monday - Friday, 8:00 a.m. - 5:30 p.m.	Accepts private pay, Medicare, Medicaid, private insurance; Fees vary	Physician referral; Phone call; Home visit	Referral from physician; Resident of Buncombe, Haywood, Henderson, McDowell, Madison, Transylvania, Mitchell or Yancey counties; Must be homebound status	Spanish; Others by arrangement	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10831
Monday - Friday, 9:00 a.m. - 5:00 p.m.	Accepts private pay, Medicare, Medicaid, private insurance	Phone call; Referral	Prescriptions needed for all services; Insurance cards	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10838

Monday - Friday, 8:00 a.m. - 6:00 p.m.; Flexible/evening hours can be arranged	Accepts private pay, Medicare, Medicaid, private insurance	Phone call for appointment	Must have doctors order for treatment	Interpreters by arrangement	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10830
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary depending on services	Physician referral	Individuals with a disabling injury and a prescriptions from a doctor	Interpreters available by arrangement	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10839
1st Thursday of every month, 6:00 p.m. - 7:00 p.m. in the Seymour Auditorium	None	Phone call; In person	Support meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13857

Monday - Friday, 8:00 a.m. - 5:00 p.m.	Accepts private pay, Medicare, Medicaid, private insurance	Phone call	Must have doctors orders for treatment		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10850
1st Tuesday of the month, 10:30 a.m. - 12:00 p.m.	$20 per year per family membership	Phone call	Anyone who has Parkinson's, cares for someone with Parkinson's, or any interested party; Support group meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10834
2nd Saturday of every month, 1:00 p.m. - 3:00 p.m.	None	Phone call; In person	No restrictions; Located in Buncombe County but serves all surrounding counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13855
3rd Thursday of the month, 11:00 a.m. - 12:00 p.m.	None	Phone call; In person	No restrictions; Physically located in Buncombe County but open residence of all counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13849
Meetings are held on the second Monday of the month, 12:15 p.m. - 1:00 p.m.; Due to the occasional date or room change, please call ahead if this is your first time attending or you are not on the email list for this group.	None	Phone call; Due to the occasional date or room change, please call ahead if this is your first time attending or you are not on the email list for this group.	Open to anyone who has suffered a stroke, and/or their family members/caregivers; Support group meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10841
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10871

Monday - Friday, 8:00 a.m. - 8:00 p.m.	None	Phone call	No restrictions	Spanish; Deaf accessible	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10879
Website available 24 hours per day, 7 days per week, 365 days per year	None	Phone call; Online	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10881
Monday, Wednesday, 10:00 a.m. - 1:00 p.m.; Friday, 9:00 a.m. - 5:00 p.m.	Interpretation and Translation: Call for more information; All other programs are free	Walk-In or by Appointment; No appointment necessary unless it is for Immigration Counseling	No Restrictions; Exceptions: Farmworker Health Program has special eligbility criteria, call for more information	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25961

24 hours per day, 7 days per week, 365 days per year	Eligible Veterans covered by Federal Government; All others self-pay; Third party insurance	Phone call	Honorably discharged veterans of any U.S. military service branch	Other languages by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11751
Monday - Friday, 8:00 a.m. - 4:30 p.m.	None	Phone call; Referral	Honorably discharged, eligible veteran of any branch of the U.S. military; Income verification; Picture ID; Social Security card	Other languages by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11752
Walk-In Clinic Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m; Veteran Crisis Line: 24 hours per day, 7 days per week, 365 days per year	Varies	Walk-In	Serves veterans with issues of housing and homelessness and who are currently receiving services from the VA or have VA ID card. If unsure about eligibility, call or walk-in for more information. VA Outreach Specialists will also be at AHOPE on Tuesday mornings starting at 8:00 a.m. at 19 North Ann Street, Asheville and will be available to discuss programs and eligibility.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32492
Monday - Friday, 8:00 a.m. - 4:30 p.m.	None	Phone call; Referral	Honorably discharged veterans enrolled in primary care at the Asheville VAMC; Income Verification; Picture ID; Social Security Card	Other languages by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11746
Monday - Friday, 8:00 a.m. - 4:30 p.m.	None	In person	Honorably discharged veteran; DD214 forms or physician phone call; Income verification; Picture ID; Social Security card	Other languages by arrangement. Call 828-296-4490.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11747

Monday - Friday, 8:00 a.m. - 4:00 p.m.	None	Call for an appointment	Documentation of honorable discharge of any U.S. military service branch; Income verification; Picture ID; Social Security card	Other languages available by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11750
Monday - Friday, 8:00 a.m. - 4:00 p.m.	None	Call for an appointment	Documentation of honorable discharge of any U.S. military service branch; Income verification; Picture ID; Social Security card	Other languages available by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11750
Monday - Friday, 8:00 a.m. - 4:00 p.m.	None	Call for an appointment	Documentation of honorable discharge of any U.S. military service branch; Income verification; Picture ID; Social Security card	Other languages available by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11750
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Evaluation services at no cost to families	Contact your CDSA to make a referral. You can refer your child to the ITP by phone, fax, letter, or in person at your CDSA office.	Serves Burke, Caldwell, Catawba, Alexander, McDowell Counties; A child and family may receive supports and services if the child is: up to three years old and; has certain levels of developmental delay or an established condition.	All services are provided in the families natural language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26187

Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.	Medicaid	Phone Call; Basic information will be taken and sent to the NC Division of Medical Assistance	Medically fragile children birth to age 21; At risk for institutionalization due to their medical needs; Medicaid eligible.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30260
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Must be enrolled in Carolina Access II Medicaid or Health Choice to be eligible for services and referred for services through client's primary care physician	Enrolled in CA II Medicaid program or Health Choice; Clients must be referred to program by their Primary Care provider	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24946
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Please call 877-829-0851.	Please call 877-829-0851.	Varies according to program.	English and Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32772
Monday - Friday, 5:00 a.m. - 9:00 p.m.; Saturday, 8:00 a.m. - 6:00 p.m.; Sunday, 1:00 p.m. - 6:00 p.m.	Vary	Phone Call to Diabetes Prevention Program Director	Overweight with 2 or more of the following: High blood pressure, elevated cholesterol, have a parent/sibling with diabetes, had gestational diabetes, 45 years or older, high fasting glucose (100-125 mg/dL), HgA1c between 5.7-6.4%		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26466

Monday - Friday, 5:00 a.m. - 9:00 p.m.; Saturday, 8:00 a.m. - 6:00 p.m.; Sunday, 1:00 p.m. - 6:00 p.m.	None	Self Referral or Physician referral; Contact Sadie Simpson for referral form	Cancer survivors		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25896
Monday - Friday, 8:30 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=338
Monday - Friday, 8:30 a.m. - 5:30 p.m.	None	Phone Call; Online at www.cfpaf.org/ProgramDetails/ApplyNow/; Will take 10 to 15 business days ro proccess application. Applicant will be notified od decision by phone call and letter.	Cystic fibrosis diagnosis; Household income must not exceed 400% of the Federal Poverty Level (or 500% if there is more than one CF patient in the household); Must use an FDA approved medication or paired drug delivery device for the nebulized treatment of cystic fibrosis related pulmonary disease, or an FDA approved medication for the treatment of pancreatic insufficiency related to cystic fibrosis; Must be a permanent resident of the United States		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31913

Monday - Friday, 8:00am - 5:00pm.	None	Call	None	Interpreters available upon request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=667
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call to request appointment	Persons with disabilities; The Asheville Office serves Buncombe, Henderson, Madison, McDowell, Polk, Rutherford, and Transylvania Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12707

Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call to request appointment	Persons with disabilities; The Asheville Office serves Buncombe, Henderson, Madison, McDowell, Polk, Rutherford, and Transylvania Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12709
Monday - Friday, 8:00 a.m. - 6:00 p.m. Sunday, 8:00 a.m. - 4:00 p.m. On Call 24 hours per day, 7 days per week, 365 days a year.	Medicare, Medicaid and most private insurance covers the cost of services. Call for specific information	Call 919-620-3853 and ask for the referral center.	Physician must order services.	Translators available at no cost.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26912
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Call Mandy Hice, Intake Coordinator, 828-448-9353	Services provided to children ages birth to three years; Itinerant staff is located in home duty assignments	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26457
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Referral from the LME (Smoky Mountain Center)	Developmental disability diagnosis; Referral from LME (Smoky Mountain Center)		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=18873
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Free.	Please call office.	Low moderate income, NC residents.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3401
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; please call.	Please call.	Family members with disabilities.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3404
					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17024

Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone Call; Online	No restriction		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11103
Helpline available 24 hours per day, 7 days per week, 365 days per year	No cost to uninsured. Medicare and private insurance billed with no balance due.	Please call one of the helplines for information.	U.S. citizen or legal residents, age 65 or older, have not seen an ophthalmologist in three years or more, have diabetes and do not have eye care insurance through an HMO or have VA benefits.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8621
Helpline is open 24 hours per day, 7 days per week, 365 days per year	Free for uninsured. Medicare or private insurance is billed; individuals billed balance.	Please call the helpline. Referral letter will be mailed three weeks after initial call.	US citizens or legal residents who have not had an eye exam in 12 months or more. Callers who are at a increased risk for glaucoma. Do not have eye care insurance through and HMO or the VA.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8619
Helpline available 24 hours per day, 7 days per week, 365 days per year	Free for uninsured. Medicare or private insurance is billed with balance waived.	Please call. Referral letter will be mailed three weeks after initial call.	US citizens or legal residents 65 years of age and older who have not seen an ophthalmologist in 3 or more years. Callers may not belong to an HMO or have VA benefits.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8618
Monday through Friday: 8:30am - 2:30pm After hours as needed	None	Please call for appointment and eligibility.	Must be a farmworker (Migrant & seasonal).	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31632

Monday - Friday, 9:00 a.m. - 5:00 p.m.	None.	Call the office for an application.	A person of any age with an Intellecutal, Developmental Disability and, or a Traumatic Brain Injury whose household income does not exceed $65,000 after taxes.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32112
Office: Monday - Friday, 9:00 a.m. - 5:00 p.m.		Must be referred by DSS	Single female adolescents in legal custody of the Department of Social Services (ages 14-21) with willingness to participate in all program requirements. Agreement to participate in vocational and/or educational programming. Cannot consider those who require a secured setting, are dangerous to themselves or others, or have severe developmental disabilities and/or neurological impairment.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=15495
Monday - Friday, 8:00 a.m. - 4:00 p.m.	Medicaid funded	Phone Call to Foothills Industries or MCO/LME	Must have an Intellectual/Developmental Disability (I/DD) diagnosis; Medicaid Card, Social Security Card, Psychological evaluation; additional documentation may be required; Consumers whose Medicaid home is within the catchment area of local MCO's with Smoky Mountain Center and Partners BHM.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26645
Office Hours, Monday - Friday, 8:00 a.m. - 4:30 p.m.	None		Family member with Autism.	GHA provides person-centered services based on individualized need.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30870

Monday - Friday, 8:00 a.m. - 4:30 p.m.	Interested indivuduals must receive or be eligible to receive Medicaid supported services (Intermediate Care Facility/Mental Retardation - ICF/MR, Innovations, Community Alternative Program/Mental Retardation- CAP/MR). Private pay situations must be reviewed on a case by case basis.	Please reference www.ghaautismsupports.org for specific information regarding accessing services, or contact our administrative office at 704-982-9600.	Individuals must have a confirmed diagnosis of Autism Spectrum Disorder.	GHA provides person-centered services based on individualized need.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25807
Meetings are the 4th Tuesday of the month, see website for details; Email anytime	None	Sign up on website	Interested in information about Gluten Intolerance, Celiac Disease and/or a gluten free diet		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19691
Monday - Thursday, 8:00 AM - 5:00 PM & Friday, 8:00 AM -	Vary	Must apply at Burke County Department of Social Services	Varies		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=664

Monthly Meeting: usually meets on 3rd Saturday of the Month, 10:30 a.m. in Seymour Hall on the CarePartners Campus on 68 Sweeten Creek Road in Asheville; May not meet in October	Free to attend group. To become a member, HLAA fees are $35 annually ($45 for a couple, $20 for a student). Veterans have a choice of preferential memberships and can receive the first year free.	Walk-in or call or email for more information	For those with any degree of hearing loss and their partners and significant family members or friends, and for people providing services to this population. Open to anyone who is able to reach the meeting, no matter what county they live in.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=33027
Monthly Meeting: usually meets on 3rd Saturday of the Month, 10:30 a.m. in Seymour Hall on the CarePartners Campus on 68 Sweeten Creek Road in Asheville; May not meet in October	Free to attend group. To become a member, HLAA fees are $35 annually ($45 for a couple, $20 for a student). Veterans have a choice of preferential memberships and can receive the first year free.	Walk-in or call or email for more information	For those with any degree of hearing loss and their partners and significant family members or friends, and for people providing services to this population. Open to anyone who is able to reach the meeting, no matter what county they live in.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=33027
Tuesday, Thursday, Friday, 10:00 a.m. - 5:00 p.m.; Sunday, 12:00 p.m. - 5:00 p.m.; Hours may vary	Sliding scale based on income - call for details	Call to schedule a free appointment for initial intake	Services are offered to military veterans and their spouses. At the first visit, veterans must bring materials proving they serviced in the military.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25292

Monday - Friday, 8:00 a.m. - 5:00 p.m.; On-call medical staff available 24 hours per day, 7 days per week, 365 days per year	Accepts Medicare, Medicaid, Private Insurance, VA benefits. No one is denied care based on inability to pay or available insurance.	Admission requires a physicians certification and Hospice's Medical Directors approval.	When physician has exhausted curative treatment and estimates that the disease process will leave the patient with 6 months or less to live. Covering all of McDowell County which includes these communities: Ashford, Dysartsville, Greenlee, Lake James, Moffitt Hill, Old Fort, Providence, Wild Acres, Bolin Knob, Garden Creek, Hankins, Lake Tahoma, Nebo, Pilot Mountain, Sugar Hill, Davis Town, Glenwood, Jacktown, Little Switzerland, North Cove, Pleasant Gardens, Vein Mountain	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25901
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Intake and Facility Hours: 24 hours per day, 7 days per week, 365 days per year	Vary, call for more information	Phone Call	Serves McDowell and Rutherford Counties	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28516
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Intake and Facility Hours: 24 hours per day, 7 days per week, 365 days per year	Vary, call for more information	Phone Call	Serves McDowell and Rutherford Counties	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28516

Monday - Friday, 7:00 a.m. - 5:00 p.m.	Accepts Medicaid; Private pay; CAP	Phone call; In person; Referral	Ages 18 and up; Male, female		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11391
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call	For anyone seeking information for Type 1 Diabetes		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11399
Meeting Times: 2nd Tuesday of the month, 10:00 a.m.	None	Phone call; Attend meeting	Pregnant and nursing women; Nursing babies and toddlers welcome	Call the 800 number for Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11411
Call for Appointment; Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.	Call for details	Phone call; Email	Call for details; Serves 34 counties in Western North Carolina	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29510
Meetings are the 2nd Monday of the month, 4:00 p.m. - 6:00 p.m.	None	Phone call for registration; Please check in at the registration desk on 1st floor of Cancer Center for room location of support group.	People with blood cancers and their caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11430
Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.	No cost to participant; Accepts Medicaid, Medicare, Special Assistance (a Social Security benefit)	Phone call; Email	Adults with developmental disability diagnosis or physical disability; Social Security Card and birth certificate required	American Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11434

Office Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m.; 24 Line 800-932-4483: 24 hours a day, 7 days a week, 365 days a year		Call or more information; To register as a donor of for additional information, visit www.lifesharecarolinas.org.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11441
Office Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m.	Food Bank for Agencies: Maintenance handling fee per pound; call for more information MANNA Packs for Kids Program: None	Food Bank for Agencies: Agency must apply to become member; MANNA Packs for Kids Program: Make contact with school administration so the program participant may be added to the school list	Food Bank for Agencies: Certified charitable [501(c)(3) tax exempt] agencies involved in feeding the needy; MANNA Packs for Kids Program: Ages 18 and under; school counselor or social worker works with partnering school to identify program participants; Distributed during school hours per school calendar		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11701
By Appointment Only: Tuesday, 1:30 p.m. - 4:15 p.m.; To make an appointment, contact the YMCA during these hours: Monday - Friday, 5:00 a.m. - 9:00 p.m.; Saturday, 8:00 a.m. - 6:00 p.m.; Sunday, 1:00 p.m. - 6:00 p.m.	None	Call the YMCA to make an appointment; Application can be picked up from the YMCA; Have application completed before the appointment time.	Long term resident of McDowell County; Cannot have received money from the foundation within the last 12 months; Valid ID with McDowell County address		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25905

Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone call; screening; assessment	Aging or disabled individuals	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25729
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Free within the Medicaid cost limit	Phone call	18 years of age and older; Medicaid eligible; require nursing home level of care as determined through Medicaid's prior approval process; services needed to remain safely at home within the Medicaid cost limit; this option chosen over institutional care	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25699
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	In person	Must have a child in the home; Income limit at 200% of poverty level; Proof of income; proof of emergency need and cost; Dependent on fund availability	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26300
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call; waiting list can be accessed by calling the Senior Center	60 years old and older who receive Medicare (If Medicaid eligible, would not qualify)	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25706
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone Call	McDowell County residents; uninsured or Medicaid/Medicare recipients; meet income guidelines	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25644

24 hours per day, 7 days per week	None	Phone call; after hours, call the Sheriff's Office and ask to speak with the on-call social worker.	Postpartum mothers with infants less than 7 days old	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25510
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Sandy Freeman is in the McDowell County DSS office on Tuesdays.	Vary	Phone call	Visually impaired; call for specific, varying eligibility guidelines	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25705
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call	Medicaid eligible; income below the federal poverty level; must be able to reside safely in home with program's additional support services	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25704
24 hours per day, 7 days per week for Emergencies; Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call 9-1-1 for emergencies; Call Main Office number for child safety seat inspections	McDowell County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25987
1st Monday of the month at the McDowell Senior Center, 1:00 p.m. - 2:00 p.m.	None	Walk-In	Anyone affected by diabetes and their caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31699
24 hours per day, 7 days per week, 365 days per year	Vary; Accepts Medicaid, Medicare, private insurance, major credit cards	Phone call; In person	No restrictions; Picture ID required	Interpreter services provided for multiple languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29162

2nd Thursday of the Month, 6:00 p.m.	None	Phone call; In person	Anyone whose life is affected by cancer	Interpreter services provided for multiple languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29206
Monday - Sunday, 7:00 a.m. - 11:00 p.m.	Vary; Accepts Medicaid, Medicare, private insurance, self pay	Walk-in services are available 7 days a week for minor illnesses or injuries; Phone call to make appointments for physicals and chronic disease management	No restrictions	Interpreter services provided for multiple languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30209
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Pick up application at Health Plus and submit it in order to make an appointment with the resource navigator	McDowell County residents; Ages 18-64; Household income under 200% of the Federal Poverty Level; uninsured; income and residency verification required	Spanish as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29163
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary; Accepts public and private insurance, and self-pay	Phone Call	May need a doctor referral for some services		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31664
Office Hours: Monday - Friday, 8:00 a.m - 5:00 p.m.; Class times vary	Accepts public and private insurance; support options for uninsured patients; no one is turned away for inability to pay	Referral from physician; Forms can be picked up at the YMCA or the hospital	Diagnosed with Type 2 diabetes in the last 5 years		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31698
Monday - Thursday, 9:00 a.m. - 5:00 p.m.; Friday, 9:00 a.m. - 2:00 p.m.	None	Call for appointment	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25785
Monday - Friday, 8:30 a.m. - 1:30 p.m.	Some services may have a fee. Contact senior center for more information.	For Congregate Meals, Transportation and Home Delivered Meals persons must complete paperwork to use these services. For all other services please contact the center for more information.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25815

Monday - Friday, 8:00 a.m. - 4:00 p.m.; Tuesday Evenings, 5:30 p.m. - 8:00 p.m.	Some services may have a fee. Contact senior center for more information.	Phone Call; In Person	Serves McDowell County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25802
By appointment only	None	Call and leave a message on the voicemail for *3 with name, telephone number, and what kind of equipment is needed, and you will be contacted to set up an appointment.	No Restrictions; serves Buncombe and surrounding counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30305
Asheville Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.; Haywood Clinic: Tuesday, Thursday, 8:30 a.m.- 4:30 p.m. By appointment only	Accepts Medicare, private insurance	Call Asheville Office for appointment; Physician referral	Geriatric patient age 65 and up	Interpreter services as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29252
Monday - Friday, 8:30 a.m. - 4:30 p.m.	Vary	Phone call; Visit library	No restrictions	Interpreter services as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11696
Monday - Friday, 8:30 a.m. - 4:30 p.m.	Accepts Medicare, private insurance	Referral by phone; Physician referral	Geriatric patient age 65 and up	Interpreter services as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11694

Clinic Hours: Monday, 8:30 a.m. - 4:00 p.m.	Accepts Medicare, private insurance	Physician referral	Geriatric patient age 65 and up	Interpreter services as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24904
Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.; Support group usually meets on the 3rd Thursday of each month, 5:30 p.m. - 7:00 p.m.	None	Phone call; Make appointments for breast cancer education and support session, or prosthesis/bra fitting	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11724
Monday - Friday, 8:30 a.m. - 4:30 p.m.	Insurance accepted; Fees vary according to service provided	Call for appointment	Mothers who are breastfeeding	Spanish; Russian; Translator service available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11714
Meeting is 3rd Wednesday of the month, 3:30 p.m. - 5:00 p.m.	None	Phone call	Persons with diabetes and their family/friends		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11727
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Evening classes are offered	Accepts Medicaid, Medicare, private insurance, private pay	Referral from physician	Person with diabetes	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11711
24 hours per day, 7 days per week, 365 days per year	Accepts Medicaid; Medicare; private insurance; private pay	Go to the Emergency Department	No Restrictions	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11722

Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.; See description for group times	None	Phone call; Referral; Mail	Parents of children with special needs (developmental/mental health diagnosis); Includes premature birth, genetic disorders	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11760
Monday - Friday, 7:30 a.m. - 4:30 p.m.	Vary	Phone call	No restrictions	Interpreters available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11718
1st Tuesday of every month, 2:00 p.m. – 4:00 p.m.; If A-B Tech cancels classes because of weather, this group will also be canceled.	None	Call for meeting information or Walk-in	Patients and families living with heart failure and/or a cardiac device implant		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20695
Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.	Vary according to services; Accepts private insurance, but Medicare does not cover many services offered- financial aid may be available to those who qualify	Phone call	Persons with low vision (vision cannot be corrected by glasses, contacts, or normal means); 4 years old and up; Must have seen a regular eye doctor in the last 12 months	Language and sign language interpreters may be available through Mission's interpretative services	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11716

4th Friday of every month, 10:00 a.m. - 11:30 a.m.; Does not meet in July	None	Phone call	Age 21 and up	Sign language interpreters and assistive listening devices may be available with prior arrangements.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11756
Monday - Friday, 8:00 a.m. - 6:00 p.m.	None	Phone call to the appropriate worker (assigned by patient's last name); Referral; Apply in person; Mail; Documentation required depends on program	Some programs have income restrictions, or require illness/disability		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11763
24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
24 hours per day, 7 days per week, 365 days per year					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
24 hours per day, 7 days per week, 365 days per year					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788

24 hours per day, 7 days per week, 365 days per year					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
Monday - Friday, 9:00 a.m. - 4:00 p.m.	None	Phone call	No restrictions; Riskline serves all of North Carolina	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11766
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Weekends or weeknights as needed	None	Phone call or by referral	All women in childbearing ages, but men are included and welcome to receive education as well; Serves Alleghany, Alexander, Catawba, Ashe, Watauga, Caldwell, Burke, Rutherford, Polk, McDowell, Avery, Mitchell, Yancey, Buncombe, Henderson, Madison, Haywood, Transylvania, Jackson, Swain, Macon, Clay, Graham, and Cherokee Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30444

Monday - Friday, 8:00 a.m. - 5:00 p.m.; Evening group sessions offered for weight management	Call for information; Insurance may not cover the cost of weight loss programs	Phone call; MD referral required for all appointments	Adults who need a weight-loss program or nutrition consultations; Social Security Card required;		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11735
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Classes available evenings and weekends	Varies from $20 to $55	Register Online at https://store.mission-health.org/womens/	See description		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11715
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Classes available evenings and weekends	Varies from $20 to $55	Register Online at https://store.mission-health.org/womens/	See description		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11715
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Classes available evenings and weekends	Varies from $20 to $55	Register Online at https://store.mission-health.org/womens/	See description		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11715
Main Clinic: Monday - Friday 7:30 a.m. - 6:00 p.m.; North Satellite Clinic - Weaverville: Hours Vary; South Satellite Clinic Asheville Racquet Club: Hours Vary; My Care Plus-Candler, Monday - Friday, 8:00 a.m. - 4:30 p.m	Accepts most insurance including Medicare and Medicaid and self-pay	Please call One-Call Scheduling 828-213-2222 to make an appointment	Check with insurance carrier to verify benefits and clarify their requirements.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=21097

Main Clinic: Monday - Friday 7:30 a.m. - 6:00 p.m.; North Satellite Clinic - Weaverville: Hours Vary; South Satellite Clinic Asheville Racquet Club: Hours Vary; My Care Plus-Candler, Monday - Friday, 8:00 a.m. - 4:30 p.m	Accepts most insurance including Medicare and Medicaid and self-pay	Please call One-Call Scheduling 828-213-2222 to make an appointment	Check with insurance carrier to verify benefits and clarify their requirements.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=21097
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary; accepts insurance	Phone call; Referral	No restrictions	Interpreter service available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11740
Monday - Friday, 8:00 a.m. - 4:30 p.m.	Accepts Medicare, Medicaid, private insurance, self-apy	Phone call; Self/physician referral	All ages with wounds, ostomies; Picture ID required	Interpreter service available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11721
Daily, 7:00 a.m. - 10:00 p.m.; Emergencies taken 24 hours a day	None; Donations accepted	Guests are accommodated on a first come, first serve basis upon referral by a doctor or a hospital in Buncombe County; No reservations accepted	Referrals accepted from: hospitals, chaplain/patient services, physician, clergy, or clinics; Must live outside of Buncombe County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11433
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:00 p.m. - 1:00 p.m.	Accepts Medicaid; Self-pay patients pay in full at time of service	Phone call	No restrictions; Social Security Card required		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11684
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:00 p.m. - 1:00 p.m. for lunch	Accepts children and OB Medicaid; Private insurance	Phone call	No restrictions	Spanish (limited)	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11683
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:30 p.m. - 1:30 p.m. for lunch	Accepts private insurance, self-pay, Medicare, and limited Medicaid	Phone call	No restrictions	Spanish (limited)	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32815

Monday - Friday, 8:30 a.m. - 4:00 p.m.	Sliding scale; Accepts Medicaid, private insurance	Phone call;	Female; Teen clinic serves 13-19 year olds	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11676
Tuesday - Thursday, 9:00 a.m. - 5:00 p.m.	None	Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk-ins accommodated as schedule allows.	Pregnant women; Expecting fathers; Serves Western North Carolina		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32532
Hotline Hours: Monday - Friday, 7:00 a.m. - 11:00 p.m.; Saturday - Sunday, 9:00 a.m. - 9:00 p.m.	None	Phone call	No restrictions	Spanish, French	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11843
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933

Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
See description	None	Phone call to group leader before attending	For individuals who have MS, their families, and support persons		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11934
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None.	Call for self-help group listings.	People with MS and adult family members.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8881
Monday-Friday, 9:00am-5:00pm.	Fees vary; many programs are free.	Pre-registration is requested for all educational programs. Call to register or for more information.	No restrictions.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8878
Monday-Friday, 9:00am-5:00pm.	Vary; many programs are free.	Pre-registration is requested for all health programs. Register online if possible at www.nationalmssociety.org/nct or call 800-344-4867 to register or for more information.	People with MS and their families/caregivers.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8879
Monday-Friday, 9:00am-5:00pm.	None.	Financial assessment form must be completed to see if client qualifies for assistance for a long-term loan.	Must be chapter client and live in service area.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5637
Monday - Friday, 8:00 AM - 5:00 PM	Varies	Call	Varies		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=740

Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed for lunch, 12:00 p.m. - 1:00 p.m.	Vary	Phone Call; Email; Letter; In Person	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26147
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call; Email	NC resident; Western Regional Office serves all counties west of I-77.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11936
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Contact social worker; DSB or VR Rehab Counselor	Vision and hearing limitations which interfere with routine life functions; Vision and hearing evaluation; The Asheville District Office serves Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Interpreter and translation services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11054

Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Contact Asheville office for referral to appropriate Independent Living Counselor	Blind or visually impaired, based on eye report documentation; The Asheville District Office serves Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties	Interpreter and translation services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20840
Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Contact Services for the Blind for referral to appropriate Social Worker for the Blind; The Asheville District Office serves Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Based on income and visual acuity; uninsured or under-insured	Interpreter and translation services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20843

Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone call	Has a significant disability; the disability severely limits ability to live independently; and receipt of services will significantly improve ability to live independently. The financial resources of eligible individuals will be considered for the delivery of some services provided under the IL program. Some services are available to eligible individuals without regard to their financial need. Serves Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, and Transylvania counties	Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13476

Appointment times will vary; Call Center Available Monday - Friday, 9:00 a.m. - 5:00 p.m.	The appointment and working with the in person assister will be free; plan costs will vary	Call to make an in-person appointment	Serving all of North Carolina; Visit this link to see if you can enroll outside of Open Enrollment: www.healthcare.gov/how-can-i-get-coverage-outside-of-open-enrollment/	Language Line services available for appointments when needed for languages other than English	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31190
24 hours per day, 7 days per week, 365 days per year.	Free to all problem gamblers and any affected significant other.	Call the Toll Free Helpline for immediate assistance 1-877-718-5543	None.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20285
Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	Private pay, Medicaid, Medicare, private insurance	Call Director of Admissions	North Carolina resident; veteran; 18 years or older; Proof of residency, Social Security Card, Medicare or Medicaid card, and honorable discharge papers from the military		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27078
Meets the 2nd Tuesday of the month, 5:30 p.m. - 7:00 p.m.	None	Phone Call	Group is open to any woman who has or has had breast cancer and to anyone in their support system		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25365
Meets the 4th Thursday of every month from 5:30 p.m. - 7:30 p.m.	Small charge for dinner (if ordered)	Call for dinner reservation	Group is open to any woman who has or has had breast cancer		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20747

24 hours per day, 7 days per week, 365 days per year; Call for support group times	Accepts Medicare, Medicaid, private insurance, self-pay	Referral; Support Groups: Call for more information about support groups	Adults only for treatment; No restrictions for support groups	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12148
24 hours per day, 7 days per week, 365 days per year	Accepts Medicare, Medicaid, major credit cards	Apply in person	No Restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12192
To register, call 24 hours per day, 7 days per week, 365 days per year	None	Phone Call	No Restrictions	Some classes in Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20749
Business Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.; Website is available 24 hours per day, 7 days per week, 365 days per year	None	Copies available at the Pardee Health Education Center or Hospital; Website	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12178

Monday - Friday, 8:00 a.m. - 4:00 p.m.	Insurance accepted; Call for information about program fees	Phone call; Self-referrals and Physician-referrals accepted	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12180
24 hours per day, 7 days per week, 365 days per year	Accepts Medicare, Medicaid, private insurance, major credit cards	Referral	Women of any age; Pediatrics assists Male or female from birth to adolescence	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12149
First Thursday of the month, 9:00 a.m. - 11:00 a.m.	None	Phone call for appointment	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23658
Monday, Wednesday, Friday, 9:30 a.m. - 10:30 a.m.	None	Walk-in; No registration required	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19572
2nd Wednesday of each month, 12:30 p.m. - 2:00 p.m.	None	Phone Call; Walk-In	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25332
4th Wednesday of the month, 3:30 p.m. - 5:00 p.m.	None	Walk-in	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19573
2nd and 4th Thursday, 9:00 a.m. - 10:00 a.m.	$20 fee for screening	Phone call to register	Fasting period required		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19569
1st and 3rd Wednesday of the month, 10:00 p.m. - 11:30 p.m.	None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19568
2nd Monday of the month, 2:00 p.m. - 3:00 p.m.	None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19567

3rd Thursday of the month, 9:00 a.m. - 10:00 a.m.	$4 fee for screening	Phone call to register	Fasting required before appointment		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19566
Fourth Tuesday of every month, 9:30 a.m. - 11:00 a.m.	None	To register call DaVita Kidney Center at 828-255-2839 and ask for Dana or Sandra.	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32469
3rd Wednesday of the month, 1:00 p.m. - 3:00 p.m.	None	Phone call; In person; Pre-registration not required	For those diagnosed with Myasthenia Gravis and their loved ones		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19560
Screenings occur once a year, usually in May of June; Call for current dates	None	Phone call to register	For those who have not seen a dermatologist in the past year		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19553
This program is temporarily out of resources.	None	Call to make appointment	No restrictions; Must call ahead to make an appointment		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20789
Monday - Friday, 9:00 a.m. - 12:00 p.m. or 9:00 a.m. - 3:00 p.m.	Accepts Medicaid, Medicare and private insurance. Discount for self pay patients.	Call intake to apply	Women 18 years and older with emotional, behavioral, or psychiatric challenges	Spanish interpreter available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30264
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance	Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance	Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842

Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.	None	Children must receive an oral health screening by the Healthy Smiles program. Children in Kindergarten who have not received an oral health screening by the Healthy Smiles program, may still be referred for restorative services and gas vouchers.	Children birth through five, underserved kindergarteners may be eligible for restorative oral health services and gas vouchers; residents of McDowell, Rutherford and Polk counties	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26165
Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.	None	Children must receive an oral health screening by the Healthy Smiles program. Children in Kindergarten who have not received an oral health screening by the Healthy Smiles program, may still be referred for restorative services and gas vouchers.	Children birth through five, underserved kindergarteners may be eligible for restorative oral health services and gas vouchers; residents of McDowell, Rutherford and Polk counties	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26165
Office Hours: Monday - Thursday; By Appointment Only	Parents must agree to make a $10 co-pay to the contracted dentist. Treatment costs that exceed the grant award shall be the responsibility of the child's parent(s).	Call the Partnership for an application or print online	Children age birth through 18 at time of application; McDowell County residents; child must not qualify for Medicaid or Health Choice; family must qualify at or below 250% of the federal poverty rate; Income verification - most recent paychecks; Medicaid denial letters may be requested. Unable to do routine wisdom teeth extraction.	Translation services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26159
Call Center: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Website available 24 hours per day, 7 days per week, 365 days per year	None	Call or visit website for more information	Lower-income, uninsured or under-insured individuals	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13736

Tuesday, 2:00 p.m. - 3:30 p.m.	None	Call first before joining the group	For women living with cancer		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=18604
Monday, Thursday, 12:00 p.m. - 7:00 p.m.; Wednesday, 9:00 a.m. - 3:00 p.m.; Friday, 9:00 a.m. - 1:00 p.m.; Saturday, 10:00 a.m. - 2:00 p.m	Sliding scale rates for individuals without insurance; Accepts Medicaid, private insurance, major credit cards	Call or visit the website to make appointment; Pregnancy testing, emergency contraception, and STI Testing on a walk-in basis	Men and women age 13 or older	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12238
			Must be a veteran of US military service, eligible to receive veteran benefits.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2325
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone Call	McDowell County residents; Children ages birth to 5 years old	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25874

Monday - Friday, 8:30 a.m. - 5:00 p.m.	Sliding Scale; Accepts Medicaid	Phone call for appointment	McDowell County residents; Children birth to 21	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25875
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Call for more information	Phone Call; Walk-In; No appointment necessary	McDowell County residents	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25869
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Varies, check website for details	In person; Mail	McDowell County residents	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30190
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Sliding Scale; Accepts Medicaid and some private insurance; Self pay	Phone call to make appointment	McDowell County residents; Social security card and income verification required	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25872
Monday - Friday, 8:30 a.m. - 4:30 p.m.	Some vaccines are free, others will have a fee; Accepts Medicaid, Blue Cross/Blue Shield, Private Pay; No Sliding Scale	Walk-in	McDowell County residents; Bring immunization card	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25873
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone Call to make appointment	McDowell and Burke County residents; women 40-64 years old, uninsured or under-insured, without Medicare Part D or Medicaid; Social Security Care and income verification required	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25871
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call or referral	First time mothers who are McDowell County residents and meet income guidelines	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30191
Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Appointment times vary	None	Phone Call	McDowell County residents; Newborns and their mothers	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25876

Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Walk in	McDowell, Polk, and Rutherford County residents; Ages 0-6; income verification and picture ID for parents or guardians	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25929
Monday - Friday, 8:30 a.m. - 4:00 p.m.	None	In Person	McDowell County residents	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25868
Monday - Friday, 8:30 a.m. - 5:00 p.m.	TB Test has fee; other service are free	In person; No appointment necessary	McDowell County residents	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25870
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Varies, check website for details	In person; Mail	Rutherford, Polk, and McDowell Counties	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28357
Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone Call	Rutherford, Polk, and McDowell County residents; ages 0-5	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28358
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Accepts Medicaid; Sliding Scale for non-Medicaid patients	In person or call to make an appointment	Rutherford County and McDowell County residents who are pregnant, have medicaid or insurance that does not have prenatal care or not eligible to receive care at a private provider.	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28360
Monday - Friday, 8:00 a.m. - 4:30 p.m.	Vary	Physician Referral	Serves Rutherford, Polk, Cleveland, McDowell, Burke, and Henderson Counties and needs a Physician Referral		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29937

Monday - Friday, 8:00 a.m. - 4:30 p.m.	In Home Care for Adults: Accepts Medicaid; Companion Services: $18 per hour, Monday - Friday, 7:00 a.m. - 5:00 p.m.; $23 per hour, After hours, weekends, and holidays; Self pay, limited insurance coverage.	In Home Care for Adults: Authorization of attending physician; Companion Services: Call for more information	In Home Care for Adults: Must need hands on assistance with at least two of the following: bathing, dressing, feeding, walking/transferring, going to the bathroom, or have bladder or bowel incontinence; Companion Services: 3 hour minimum in Rutherford County, 6 hour minimum in Polk, McDowell, Cleveland counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29469
Monday - Friday, 8:00 a.m. - 4:00 p.m.	Vary; Accepts Medicare, Medicaid, and third party insurance	Phone Call	Needs a physician written referral order		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29966
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Training offered at other times	Vary; Call for more information	Phone call; Website	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444
Monday - Friday, 8:00 a.m. - 5:00 p.m.; Training offered at other times	Vary; Call for more information	Phone call; Website	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call or visit website www.lgbtagingcenter.org or www.sageusa.org	LGBT Elders and families	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29758

Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	Care and services are provided regardless of the patients' ability to pay	For information about a completed application or for other questions, e-mail patientreferrals@shrinenet.org, or call 800-237-5055	Children up to age 18 with orthopedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for care and receive all services in a family-centered environment, regardless of the patients' ability to pay	Spanish, Russian, and French	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12434
Monday - Friday, 9:00 a.m. - 6:30 p.m. (8:00 a.m. – 5:30 p.m. CST)	$30 Application fee and $600 program fee if approved for treatment through Smiles Change Lives.	Submit a complete application packet including the most recent year's tax return (or SSI award letter) and SCL Dental Referral Form. Depending on program demand, it could take 3 to 24 months to complete the application process and/or be assigned to an orthodontic provider. Applicants will be assigned to the closest screening location. Applicants are screened on a first-come, first-served basis. Applications and additional information can be found at www.smileschangelives.org.	Be 10-18 years of age; Have no more than four (4) baby teeth; Have "good" dental hygiene (as certified by the child's general dentist); Have no unfilled cavities; Not be wearing braces currently; Have a total household income at or below 200% of the Federal Poverty Level (200% of the Federal Poverty Level can be determined by visiting www.smileschangelives.org/financial) Be willing to pay the $30 application fee and the $600 program administration fee (per child)		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23625

Asheville Office Hours: Monday, Tuesday, Thursday, Friday, 9:00 a.m. - 3:00 p.m.; Wednesday, 9:00 a.m. - 12:00 p.m. National Office Hours: Monday - Friday, 7:00 a.m. - 7:00 p.m. or automated information available 24 hours per day, 7 days per week, 365 days per year	None	Phone call; to find doctors accepting medicare, visit www.medicare.gov or call 800-MEDICARE	The Asheville Office serves Buncombe, Haywood, Madison, McDowell, Mitchell, and Yancey Counties	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12346
Monday - Friday, 8:00 a.m. - 5:00 p.m.	No fees for services. Test kits are approximately $5.	Phone call	North Carolina residents	Some materials available in Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27431

Vary	None	Phone Call; Website contact page; Email	North Carolina farmers, ranchers, and farmworkers engaged in production agriculture who are living with disabilities	Translator Services Available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30482
		Call			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17923
Monday - Friday, 9:00 a.m. - 5:00 p.m.	There is a fee of $125 per hearing aid provided. Call the office to discuss eligibility.	Phone call; Ask operator for the "Hear Now" program.	Call for eligibility requirements; Determined by income, household size, and assets		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12483
1st and 3rd Monday of the month, 1:00 p.m.	None	Email Jennifer Barge at transhealth@rocketmail.com to register	Transgender	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29850

By appointment only; Answering machine available 24 hours per day, 7 days per week, 365 days per year Adult Eating Disorder Support Group: Meets Wednesday, 7:00 p.m. - 8:00 p.m.; Family Support Group for loved ones, parents, and friends meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.; Teen Support Group: Meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.	None	Phone Call or Email to schedule appointment; Support Groups: Phone call or walk-in to attend meeting	No Restrictions; For Teen Support Group: Attendees must be 15-17 yrs old and be in Treatment currently with a therapist.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12459
Monday - Friday, 9:00 a.m. - 5:00 p.m.	Free check out for materials. [within North Carolina]	Telephone, e-mail.	No restrictions.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14408
Monday - Friday, 9:00 a.m. - 5:00 p.m.	Do not need to be a member to receive free information. $20.00 membership includes 6 issues of the magazine "Arthritis Today"		No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14010

Monday - Friday, 8:00 a.m. - 5:00 p.m.	Most services are available at no cost; some services are provided on a fee-for-service basis; fees vary by service provided.	Call for an appointment.	A person with a disability; family member of someone with a disability; any business or employer interested in disability issues.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14188
Monday - Friday, 8:00 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14103
Monday - Thursday, 7:30 a.m. - 4:30 p.m.	No fees	Registration form	No Restriction. Call for more information.	Spanish, Russian, French.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14296

Office Hours: Monday - Friday, 8:00 a.m - 4:30 p.m.; Pharmacy Hours: Monday, Thursday, 10:00 a.m. – 5:30 p.m.; Tuesday, 1:00 p.m. - 5:30 p.m.; Wednesday, 1:00 p.m. – 5:30 p.m.; Friday, 9:00 a.m. – 2:00 p.m.	None.	Phone Call or In Person; Clients are screened during initial interview. Need to provide proof of income, proof of county residency (such as utility bill) and written prescriptions from a physician. Need to have last year's tax return and the past 30-days pay stubs. Can also mail or fax application that can be found www.medassist.org/images/pdfs/MedAssist%20Application%20English.pdf	North Carolina resident of any age who fall below 200% of Federal Poverty Level and have no prescription coverage.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14069
Monday - Friday, 8:30 a.m. - 5:00 p.m.	Some services are free for consumers if there is no funding source. Fee based assistive technology and assistive technology and augmentation communication evaluations are available and are funded through various agencies.	Call for an appointment.	No restrictions.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14624
Monday - Friday, 8:00 a.m. - 4:00 p.m.	Set up fee starts at $200; monthly rental fee starts at $50; take down fee starts at $200.	Call Lee Bagwell (864-552-0182) for job quotations.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14780
24 hours, 7 days a week - Bilingual Crisis Counselors Available	No fees charged.	Call.	Open to all persons interested in SIDS, Stillbirth, Miscarriage.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14459

Monday - Friday 8:00 a.m. - 5:00 p.m.	None	Phone Call	Helps any North Carolina resident regardless of age who has Medicare or are about to enroll in Medicare		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13731
Monday-Friday, 9:00am-5:00pm.	No fees charged.	Parent or guardian can call, email, or visit website to request a wish. Child's physician must certify that the child has a life-threatening medical condition.	Children between the ages of 2 and 1/2 and 18. Child's physician must determine medical eligibility based on Make-A-Wish criteria. Must not have received a wish from another wish-granting organization. Child does NOT have to have a terminal medical condition to be granted a wish.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5217
Monday-Friday, 9:00am-5:00pm.	No fees charged.	Parent or guardian can call, email, or visit website to request a wish. Child's physician must certify that the child has a life-threatening medical condition.	Children between the ages of 2 and 1/2 and 18. Child's physician must determine medical eligibility based on Make-A-Wish criteria. Must not have received a wish from another wish-granting organization. Child does NOT have to have a terminal medical condition to be granted a wish.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5217
Monday-Friday, 9:00am-5:00pm.	Most services are free of charge. Minimal fee for some programs.	Call for information.	People with MS, their families, and medical professionals.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5232

					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27710
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding fee scale according to patient household income for uninsured patients.	Must apply in-person at the clinic. Please call the office to speak with a staff member for more information.	Sliding fees are based on patient household income, as compared to the federal poverty guidelines. Please contact a staff member for more information.	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31679
Monday - Friday, 8:30 a.m. - 4:00 p.m. Closed 12:00 p.m. - 1:00 p.m.			English and Spanish		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24936
Monday - Friday, 8:00 a.m. - 4:30 p.m., in different access points. Please call to make an appointment or for hours in Spruce Pine.	None	Walk in during service hours at access point- Phone call	Must work or have worked in agriculture in the last 2 years, 51% of income in the household needs to be from agriculture work, FARM OWNERS AND/OR THEIR DEPENDENTS ARE NOT ELIGIBLE FOR SERVICES.	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25157
Families are free to check-in and check-out during business hours between 7:00 a.m.-9: 00p.m. seven days a week.	$10 per family per night.	Must be referred by a social worker at Children's Hospital in Greenville, or by a local doctor.	Families who reside outside 30 miles from the Children’s Hospital may stay at the house.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29258

Visiting hours are 11am-8:30pm daily		Call.		English, Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=6493
	Contact for specifics.	Contact for specifics.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28079
Monday - Friday, 9:30 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13250
Monday - Friday, 8:30 a.m. - 8:00 p.m.	Please call.	Please call.	Those affected by diabetes.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2478

Office hours - Monday - Sunday, 8:00 a.m. - 8:00 p.m. Hotline - 24 hours per day, 7 days per week, 365 days per year.	None.	None.	ASHA offer tools and resources for men, women, parents, health professionals, and the media.	Spanish and may other lauguages.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29087
Monday - Friday, 8:00 a.m. -4:00 p.m.	3rd party funding up to 100% is available.	Call, write, email or have referral contact.	18+ years, interested in stabilizing their mental illnesses and overcoming limitations of holding a job and individual living.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8080
Monday - Friday, 9:00 a.m. - 4:00 p.m.	Free.	None.	Persons with vision loss, physical disability or a cognitive disability and anyone that is interested in art.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32791
Monday - Friday, 8:00 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2651

Monday - Friday, 8:30 a.m. - 5:30 p.m.	Varies based on degree of consulting	Email; Phone call	Must apply for grants or pay for consulting fees		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24096
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Call to schedule a program, schedule HIV test, or to get answers to general questions.	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12804
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Call to schedule a program, schedule HIV test, or to get answers to general questions.	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12804
Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Call to schedule a program, schedule HIV test, or to get answers to general questions.	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12804
Every 1st and 3rd Tuesday, 6:00 p.m. - 7:00 p.m.	None	Call the main office in Asheville	HIV positive adults	Spanish; Sign language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12815
Support Group meets the 4th Tuesday of the month, 6:00 p.m. - 7:30 p.m; Meeting is cancelled for weather in the event that AB Tech cancels evening classes	None	Please call or email for up to date information about what we will be doing on any particular month	People with brain injury and their families and caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32784

3rd Thursday of month, 6:15 p.m. - 8:00 p.m.	None	Walk-In; Phone call; Referral; Email	Adult brain tumor patients, survivors, their families, and caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12746
Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding scale; Accepts Medicaid; Medicare	Phone call	HIV positive; residents of the 18 western NC counties	Spanish, Russian	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12795
Monday - Thursday from 8:00 am - 4:00 pm	Free	Clients may apply on site or by phone	School Children,K-12	We have on call inerpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32178
M-F, 8:00am-4pm	Based on your income	Clients may apply on site or by phone	No limits	We have on call interpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32166
Monday - Thursday from 8:00 am - 4:00 pm	Refundable Deposit	Clients may apply on site or by phone	20+	We have on call interpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32176