

Polk County 2015 Community Health Assessment

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**Polk
County
Community
Health
Assessment**

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WNC**HEALTHY**IMPACT

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POLK COUNTY 2015 CHA EXECUTIVE SUMMARY

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 Polk Health Department, local hospitals, and other community organizations.

Community Collaboration

The Rutherford Polk McDowell District Health Department worked together with the PF3 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 20 Polk Community Leaders.

Data Summary Community

Polk County is located in the western region of North Carolina, nestled in the foothills of the Blue Ridge Mountains, bordering South Carolina. The land area of the county is 237.16 square miles.

According to the 2010 US Census Polk County's total population is 20,520 with 52% female and 47.9% male. The median age of the Polk County Population at 49.1% is 4.4 years "older" than the WNC regional average and 11.7% "older" than the NC average.

Health Outcomes

In 2012 the Health Priorities included: Access to care, Tobacco, Substance abuse and Healthy Living.

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.

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

In Polk County poverty rates have increased steadily over recent years. The total poverty rate was 16.7% in the period of 2009-2013, but the rate of childhood poverty was significantly higher at 24.8%. Children suffer from poverty disproportionately in Polk County.

Tobacco Use

While rates of current smokers decreased slightly from 2012 to 2015, reported rates of secondhand smoke exposure at worksites increased. Smoking during pregnancy occurs in 15.9% of Polk pregnancies. Lung cancer mortality and incidence is strongly trending upward in Polk.

Mental Health

Several recent suicides coupled with high rates of injury mortality due to overdose from drugs or medications have become a concern to many in Polk County. Many local leaders feel it is important to increase access to mental health and substance abuse services.

Access to Care

In 2102, the percent of uninsured adults in Polk was 25%. In 2015, that rate decreased to 18%. However, among children in Polk County, the rate

of uninsured has been steadily rising to its current rate of 11.2% children uninsured.

Populations at risk

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.

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. 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. The three top health priorities to address currently are:

Health Priority 1: Tobacco

Health Priority 2: Healthy Eating and Active Living

Health Priority 3: Mental Health

Next Steps

The Rutherford Polk McDowell District Health Department shared the CHA findings with Polk PF3 Health Coalition members and Saint Luke's Hospital Staff on October 28, 2105. The Polk Kiwanis Club reviewed CHA data on January 6, 2016.

A Community Forum was held on January 19, 2016 at Isothermal Community College, Polk Campus. CHA data was reviewed and evidence based strategies were explored to address the three chosen health priority areas. There were 69 people in attendance.

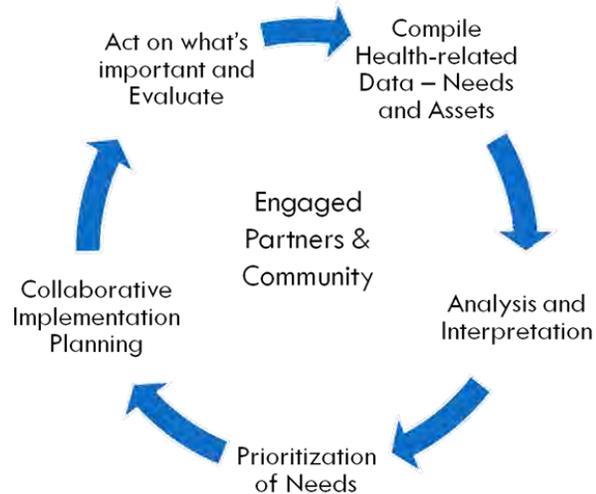
In concert with the Polk PF3 Health Coalition, RPMHD will lead future plans for collaborative implementation/action planning and related development of strategies to improve three of the chosen priority health issues.

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. Polk county is included in Saint Luke's 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.

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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.

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.

Specific vulnerable on include: African Disabled, Elderly, Income, Non-English teen mothers.



populations that we focused American, Children, Hispanic/Latino, Low Speaking, single parents,

CHAPTER 2 – POLK COUNTY

DEMOGRAPHIC AND SOCIOECONOMIC PARAMETERS

Polk County is located in the western region of North Carolina, nestled in the foothills of the Blue Ridge Mountains, bordering South Carolina. The land area of the county is 237.16 square miles. The total area is 0.31% water. The county's largest body of water is Lake Adger, located about 5 miles north of Columbus. Forested land comprises 77.6% of the county compared to 62% for NC. Total land acreage is 152,512 acres. Polk County's terrain varies from lowlands and foothills. There is one significant river running through the county, the Green River. The highest elevation in the county is Tryon Peak in Mill Spring at 3280 feet.

Adjacent Counties include: Rutherford County, NC, to the north and east, Spartanburg County, SC, to the southeast, Greenville County, SC to the southwest, and Henderson County to the west. The county is divided into six townships: Columbus, Cooper Gap, Green Creek, Saluda, Tryon, White Oak.

Polk County became one of the first counties in the state to complete a plan through the North Carolina Agricultural Development and Farmland Preservation Trust Fund (ADFPTF) to for local agricultural development and farmland preservation plans, i.e. a strategic approach to the future of local agriculture. The percent of county land in farms is 20.2%. Farmers grow crops, vegetables, fruits, nut berries, greenhouse and nursery items, and limited livestock.

Geography

Polk County is a beautiful county located in the central Blue Ridge Mountains and foothills. The mountain slopes of the region experience a climatic phenomenon known as the "Thermal Belt". This is due to a temperature inversion which results in a belt, rather indefinite in width, wherein the frosts of the valley – or the freezes of the higher altitudes– do not occur. Botanically, the area is rich in native flora. The thermal belt moderates the year round temperatures resulting in cooler summers and warmer winters. This phenomenon allows for a longer growing season and greater food growing potential than surrounding counties.

History

The Cherokee Indians first arrived in the Smoky Mountain region in about 1000 A.D. and are believed to have been a breakaway group of New England's Iroquois.

By 1540, some 47 years after Columbus discovered the New World, Hernando De Soto had arrived in the mountain country near Polk County, where he found the Cherokee Tribe already in an advanced state of civilization.

The area was a fine place in which to live, as the first white settlers quickly learned. Several decades before the Revolution a sprinkling of families had set down their roots in the mountain coves in the midst of the Cherokee hunting lands.

Although Cherokee Indians did exist peacefully with early settlers, continued land acquisition by settlers eventually forced the Cherokee people from their homelands.

The discovery of gold in the mountains of northern Georgia and Polk County sealed the Cherokees' fate and in 1830, president Andrew Jackson signed the Removal Act, mandating the removal of all native peoples east of the Mississippi River. This was known as the Trail of Tears. With the removal of all native peoples and the "gold rush", Polk County was well prospected. White settlers came to establish farms and plantations. The number of African American slaves in the county is not known.

The original formation of Polk County took place in 1847 and the area was named in honor of the late Colonel William Polk of American Revolutionary War fame.

Polk was scarcely six years old and had just begun to function in the family of North Carolina counties when the Civil War intervened. In the ensuing four years of conflict (1861-1865) her economy, as in other counties in the state, was severely taxed. At the end of the war, Polk residents were in dire straits. Polk County did not recover from paralyzing lethargy following the Civil War until about 1900.

During the administration of Governor Charles Brantley Aycock, 1901-1905, there was an awakening along educational lines. One of Polk County's first major schools, still used today, was the Stearns School in Columbus, made possible by Mr. Frank Stearns who settled in Columbus from Cleveland, Ohio. Mr. Stearns gave land and funds to help build the school which had a major influence on education in the area. Hundreds of

children from the mountains went to Stearns School in the days when there was a dearth of school facilities.

Descendants of many of the original families helping to establish and settle Polk County still live here.

The past two decades have seen an influx of retirees into the county who relocate from all parts of the United States drawn by the horses, the beauty and the climate. When aggregate income data is reviewed, the relative affluence of the newcomers gives a false picture of the true extent of poverty among long-established residents. Polk County is designated as a Tier Two County when in fact, there are many pockets of dire poverty within the county.

Population

Understanding the growth patterns and age, gender and racial/ethnic distribution of the population in Polk County will be keys in planning the allocation of health care resources for the county in both the near and long term.

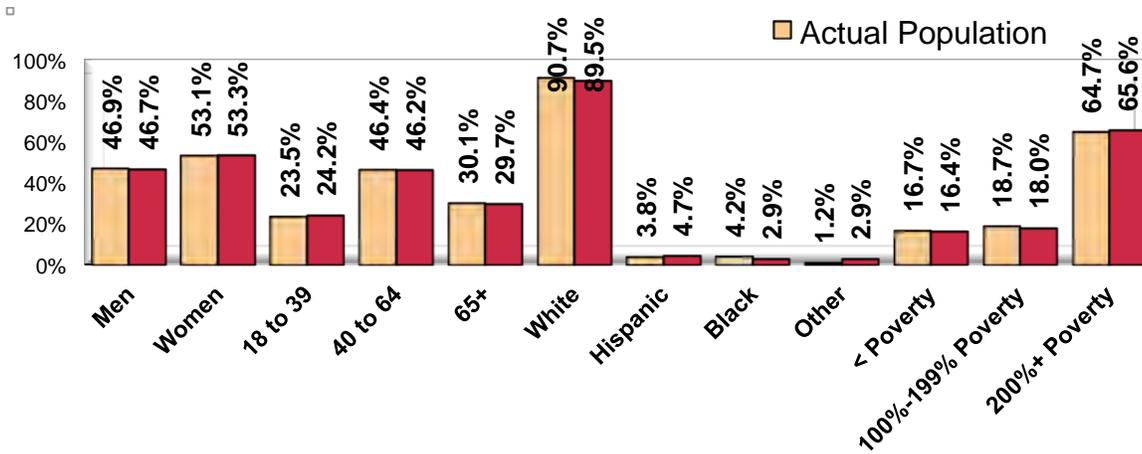
PRC Community Health Survey May 2015

Population and Sample Characteristics

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.

Current Population (Stratified by Gender, Age, and Race/Ethnicity)



- 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).

General Population Characteristics

According to the 2010 US Census Polk County's total population is 20,520 with 52% female and 47.9% male. The median age of the Polk County Population at 49.1% is 4.4 years "older" than the WNC regional average and 11.7% "older" than the NC average.

Polk County has lower proportions of "younger persons" and higher proportions of "older persons" than NC as a whole. This, and the projected growth over the next two decades of the population over the age of 65, fit with the regional characteristic of a significantly large population of senior citizens and issues that accompany that characteristic.

Polk County is truly a rural county with an average of 77 people per square mile compared to 167 people per square mile for North Carolina.

CHAPTER 3 – A HEALTHY POLK COUNTY

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:

- Access to health care, preventive care and affordable care
- Access to health foods
- Sense of belonging and an engaged community
- Opportunities for physical activity and outdoor activities



Polk's greatest gems are the mountains, the uninhabited spaces and the rural way of life.

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

We also asked key informants to share some of the assets or “gems” they thought were important in our community. They shared the following information and ideas:

“Lots of great and well-meaning folks here that can act as resources for others.”

“Many philanthropic organizations and retirees who offer their time and money to help make Polk County a better place.”

CHAPTER 4 – SOCIAL & ECONOMIC FACTORS

Income: *Why Is Income Important to Health?*

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.

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. 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.

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.

In WNC and NC the total poverty rate increased in each period cited. In Polk County the rate increased between each of the last three periods.

Estimated Poverty Rate

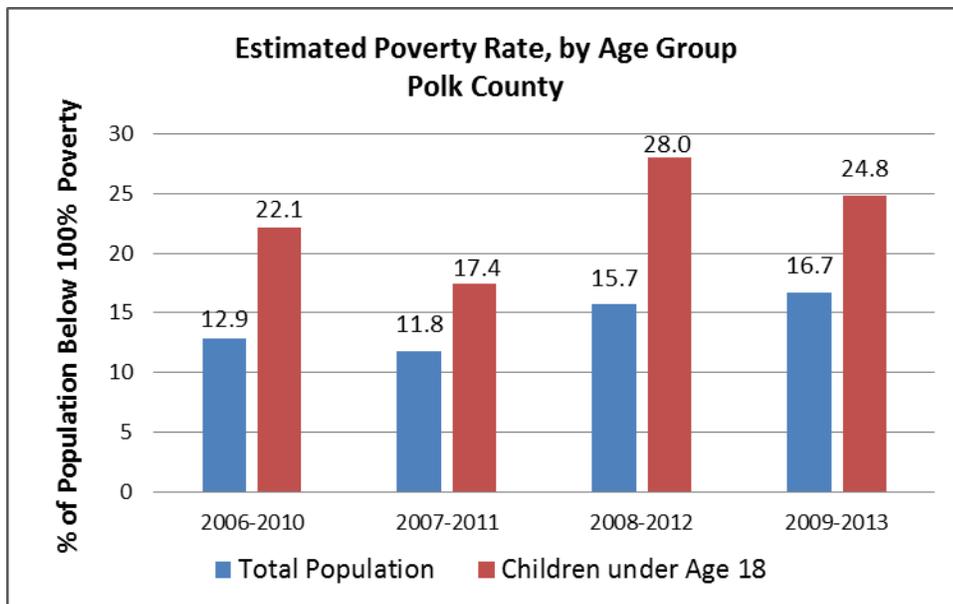
County	Percent Total Population Below 100% Poverty Level			
	2006-2010	2007-2011	2008-2012	2009-2013
Polk County	12.9	11.8	15.7	16.7
WNC Region	15.7	16.1	16.9	18.0
State of NC	15.5	16.1	16.8	17.5

Source: US Census Bureau

Poverty and Age

In Polk County as in much of NC, children suffer significantly and disproportionately from poverty. While the total poverty rate in Polk County is 16.7% living below 100% of poverty, the poverty rate of children under age 18 is 24.8%.

In Polk County the estimated poverty rate among children under age 18 ranged from between 47% to 78% higher than the overall rate throughout the period cited.



Source: US Census Bureau

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 in Polk County:

2009–2013 Median Household Income = \$44,745

\$5,858 above WNC average

\$1,589 below NC average

2009–2013 Median Family Income = \$53,909

\$5,358 above WNC average

\$3,019 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.

Employment

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

Health Care and Social Assistance: 32.00% of workforce (\$584)

Administrative and Waste Services: 11.06% of workforce (\$350)

Accommodation and Food Services: 9.78% of workforce (\$249).

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

Education

Compared to the WNC Region average, Polk County has:

- 6% *lower* percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009–2013 Estimate from the US Census Bureau and Public Schools of NC.)
- 27% *higher* percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009–2013 Estimate from the US Census Bureau and Public Schools of NC.)
- 1% *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

Index crime is the sum of all violent and property crime. The index crime rate in Polk County was lowest among comparators throughout the period cited according to the NC Department of Justice.

Violent crime includes murder, forcible rape, robbery, and aggravated assault. The violent crime rate in Polk County was lowest among comparators throughout the period cited from 2009–2013.

Property crime includes burglary, arson, and motor vehicle theft. The property crime rate in Polk County was lowest among comparators throughout the period cited (2009–2013).

In FY2013–2014, 10 persons in Polk County were identified as victims of sexual assault. The single most frequently reported specific type of sexual assault in Polk County during the period was adult rape (80%). 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 Polk County the most common offender was a boy- or girl-friend.

The number of calls in Polk County dealing with domestic violence ranged from a low of 2,037 in 2007-2008 to a high of 2,452 in 2013-2014. The number of Polk County domestic violence clients ranged from a low of 117 in 2007-2008 to a high of 254 in 2008-2009.

(Source: NC Department of Administration, Council for Women)

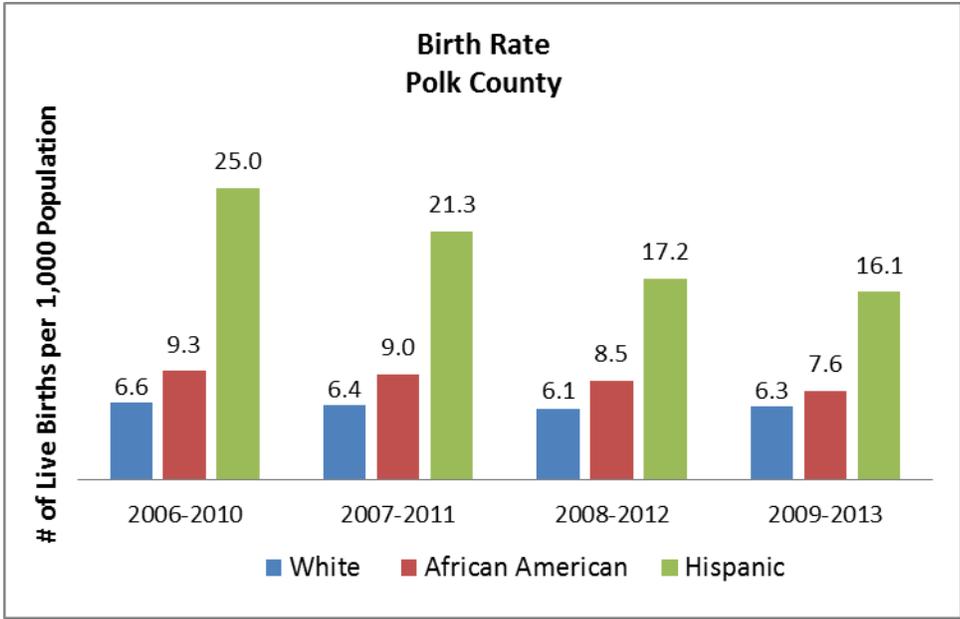
Housing

One measure of economic burden in a community is the percent of housing units spending more than 30% of household income on housing.

In Polk County over the period cited the proportion of renters spending over threshold fell from the highest among comparators to the lowest. Over the same period, consistently higher proportions of mortgage holders spent more than 30% of household income on housing than the WNC or NC averages.

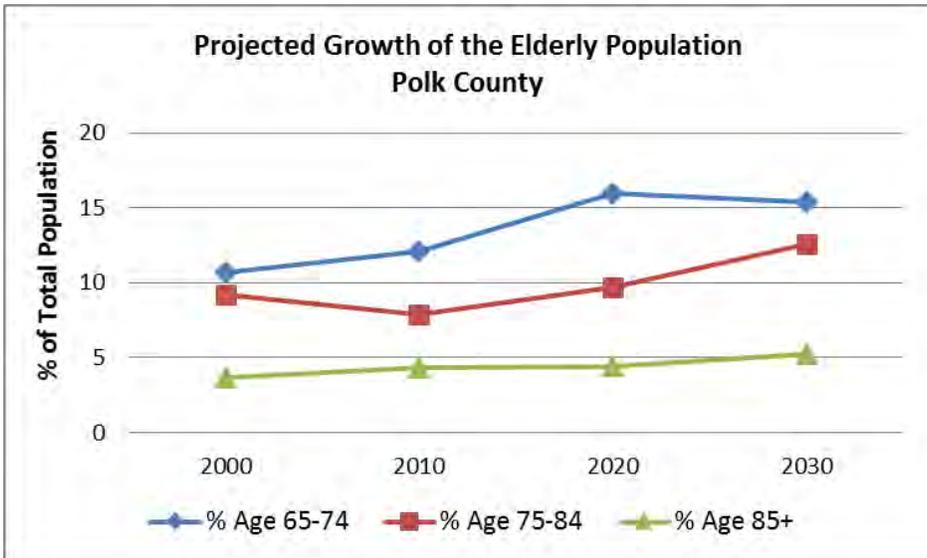
Birth Rate, Family & Social Support

The birth rate among Hispanics in Polk County has been significantly higher than the comparable rate among other racial groups. Birth rates have fallen over time among all racially and ethnically stratified group represented in the chart.



Growth of the Elderly Population

The population in each major age group age 65 and older in Polk County will increase between 2010 and 2030. The proportion of the Polk County population age 75-84 will increase by 59% and the population age 85 and older will increase by 21% in the period 2010-2030. By 2030 projections estimate that there will be more than 7,200 persons age 65+ in Polk County.



SOURCES: US CENSUS BUREAU AND NC STATE OFFICE OF BUDGET AND MANAGEMENT

In terms of future health resource planning it will be important to understand how this segment of the population, a group that utilized health care services at a higher rate than other age groups, is going to change in the coming years.

Based on these population projects, Polk County providers may want to consider if there are sufficient health and human services resources (or plans in place for developing them) adequate to meet the needs of 7,000+ senior in 2030.

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 Databook. Unless otherwise noted, the numerical data are age-adjusted and represent overlapping five-year aggregate periods.

Leading Causes of Death: Overall Polk County

According to the data table below, people in Polk County have lower mortality than the population statewide for eight of the nine leading causes of death for which there are stable county rates. The only cause of death for which the mortality rate is higher in Polk County than in NC is unintentional non-motor vehicle injuries.

Leading Causes of Death: Overall Polk County

Age-Adjusted Rates (2009-2013)	Polk No. of Deaths	Polk Mortality Rate	Rate Difference from NC
1. Cancer	280	150.3	-13.3%
2. Diseases of the Heart	289	135.2	-20.5%
3. Chronic Lower Respiratory Disease	87	40.7	-11.7%
4. All Other Unintentional Injuries	52	36.8	+25.6%
5. Cerebrovascular Disease	75	34.6	-20.8%
6. Alzheimer's Disease	64	25.3	-12.5%
7. Pneumonia and Influenza	38	17.5	-2.2%
8. Diabetes Mellitus	36	17.0	-21.6%
9. Unintentional Motor Vehicle Injuries	11	12.9	-5.8%
10. Nephritis, Nephrotic Syndrome, Nephrosis	22	11.3	-35.8%
11. Suicide	13	10.5	-13.9%
12. Septicemia	16	9.1	-34.1%
13. Chronic Liver Disease and Cirrhosis	11	8.0	-15.8%
14. Homicide	1	1.7	-70.7%
15. AIDS	0	0.0	n/a

Source: NC State Center for Health Statistics

Significance of Color in table above:

- 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.

Data on life expectancy

For persons born in 2011–2013, life expectancy among comparator jurisdictions is longest overall and among all stratified groups in Polk County.

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

County	Overall	Sex		Race	
		Male	Female	White	African-American
Polk	80.2	78.6	81.6	80.2	77.8
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

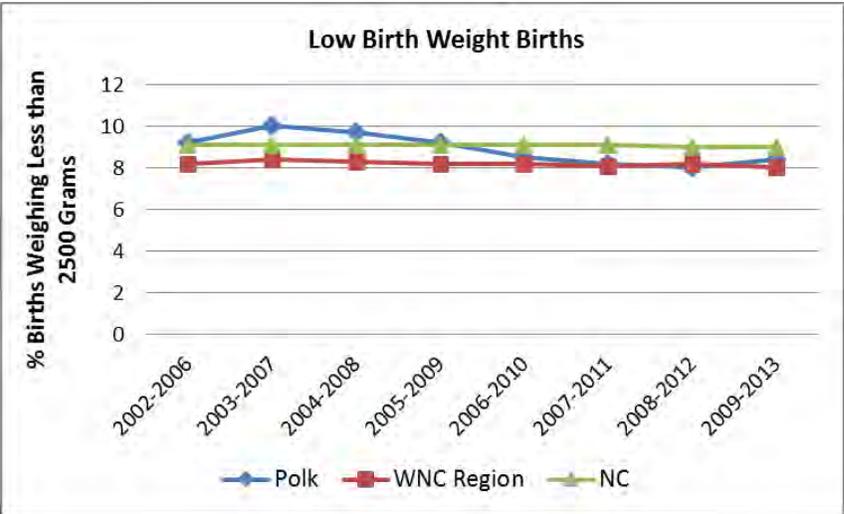
Statistics

Health Status & Behaviors

Maternal & Infant Health

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. Polk County had the highest proportion of low weight births in the first three periods.

The percent of low birth weight births appear relatively stable in both WNC and NC, but appears to have fallen in Polk County. The percent of very low birth weight births is highest at the state level. Although unstable, the percentages of very low weight births in Polk County appear to be decreasing, according to the NC State Center for Health Statistics.



Source: NC State Center for Health Statistics.

Pre-natal Risk Factors: Smoking During Pregnancy

Smoking during pregnancy is an unhealthy behavior that may have negative effects on both the mother and the fetus. Smoking can lead to fetal and newborn death, and contributes to low birth weight and pre-term delivery.

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

Among comparators, in every year cited the WNC region had the highest proportion of pregnant women who smoked.

County	Percent of Births to Mothers Who Smoked While Pregnant					
	2008	2009	2010	2011	2012	2013
Polk County	14.4	16.0	n/a	16.9	13.7	15.9
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 Vol 1.

The WNC region in general has very high percentages of women who smoke during pregnancy. Polk County is perhaps on the “low end” of

the region’s smoking-while-pregnant spectrum, but it is troubling that the percent of Polk County women who smoked while pregnant was higher in 2013 than in 2008.

Polk County investigators may wish to explore the health issue of smoking further, referring especially to data from the WNC Community Health Survey and other polling instruments of its type. It also would be interesting to assess the behaviors of youth regarding age of onset of smoking and perpetuation of smoking behaviors.

The dangers of smoking in general – and especially smoking when pregnant – are generally well-known. Perhaps focus groups conducted among pregnant women might shed light on why the behavior continues in the face of risk.

Chronic Disease (including cardiovascular disease and cancer)

Polk County mortality rates have decreased over time for three of the four major site-specific cancers, increasing only for prostate cancer.

Cancer is a term for diseases in which abnormal cells divide without control and can invade nearby tissues. Cancer cells can also spread to other parts of the body through the blood and lymph systems.

The graph below reveals that lung cancer incidence in Polk County increased dramatically in recent years. Lung cancer is linked to tobacco use.

Site Specific Cancer Trends Polk 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	▼ ▼
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Source: Sheila Pfaender, Public Health Consultant: based on data from NC State Center for Health Statistics.

Heart Disease

Heart disease is an abnormal organic condition of the heart and it is the number one killer in the US. It is also a major cause of disability.

The self-reported prevalence of heart disease including Heart Attack, Angina, Coronary Disease was 6.2% in 2015 according to the PRC Healthy Communities Survey. This rate is close to rates in the WNC region and NC State.

Chronic Obstructive Pulmonary Disease (COPD)

The self-reported prevalence of COPD (lung disease) was 13.9% in 2015 according to the PRC Community Health Survey. While this rate is comparable to rates in the WNC region, it is significantly higher than rates in NC State and in the US. COPD is typically a result of tobacco use. It is not curable.

Injury & Violence – Injury Mortality – Unintentional Injury

In the period 2009–2013, 18 Polk County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 17.9 deaths per 100,000 population, the highest rate among the comparators.

Of the 18 unintentional poisoning deaths in the county in that period, 17 (94%) were due to medication or drug overdoses, with a corresponding mortality rate of 16.9, the highest rate among the comparators.

Injury Mortality – Unintentional Injury

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
Polk	18	17.9	94.4	17	16.9
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

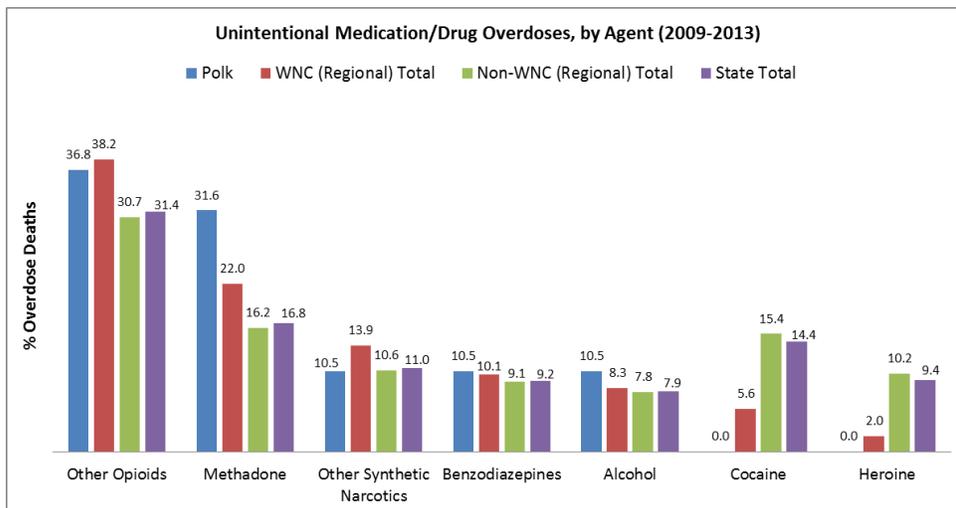
Substance Abuse

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.

Among key informants, substance abuse was considered a “major” or “moderate” problem among all respondents. Key informants most often identified alcohol, opioid analgesics and methamphetamines as the most problematic substances abused in Polk County.

Illicit drugs use includes use of illegal substances or of prescription drugs taken without a physician’s order.

“Other Opioids” caused the highest proportion of drug overdose deaths (36.8%) in Polk County in the period 2009–2013.



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

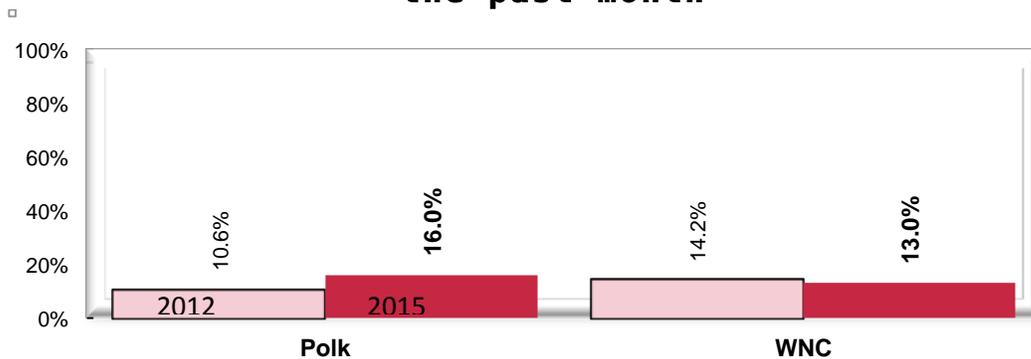
Mental Health

Mental health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people and the ability to adapt to change and to cope with challenges. Mental health is essential to personal well-being, family and interpersonal relationships and the abilities to contribute to the community or society.

Mental disorders are among the most common causes of disability. The resulting disease burden of mental illness is among the highest of all diseases.

In 2015 PRC Healthy Communities Survey respondents were asked “Now thinking about your mental health, which includes stress, depression and problems with emotions, for how many of the past 30 days were your mental health not good?”

Experienced more than 7 days of poor mental health during the past month



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

Ranking of Health Issues – Key Informants

Online key informants were asked to rate health issues. 72.2% of Polk key informants ranked Mental Health as a “major problem” while 27.8% ranked Mental Health as a moderate problem. Key informants tend to agree that it is difficult to access mental health and substance abuse treatment in Polk County.

Oral Health

In 2015, 66% of Polk County residents surveyed, reported having a dental examination within the past year. This is consistent with the self-reported rate in 2012. This rate exceeds the Healthy People 2020 goals. (PRC Healthy Community Survey May 2015)

Clinical Care & Access

Health Insurance

Polk County adults without health insurance reached 25% in 2013. That rate decreased to 18.4% in 2015 according to the PRC Healthy Communities Survey.

However, among children, the rate of children lacking healthcare insurance at 11.2% is significantly higher than comparable regional

percentages. Polk County had the highest proportion of uninsured youth 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
Polk County	10.4	22.9	12.0	25.2	9.3	23.4	10.6	24.0	11.2	25.0
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 Polk County had the lowest ratio among comparators in every category of active health professionals cited except dentists. 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. (Cecil G. Sheps, Center for Health services Research, US Census Bureau, and US bureau of Labor Statistics.)

At Risk Populations

The following groups experience higher health risks: children, especially low-income and uninsured children, minority groups such as African Americans and Latinos, older adults, those with low-educational attainment and non-English speaking individuals. Our work focuses on reaching these groups with culturally competent messages and interventions.

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.

Radon

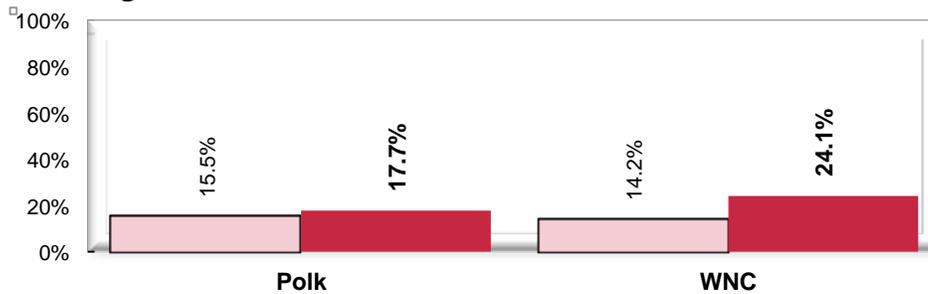
- Western North Carolina has the highest radon levels in the state.
- The arithmetic mean indoor radon level for the 16 counties of the WNC region is 4.1 pCi/L, 3.2 times the average national indoor radon level of 1.3 pCi/L.
- In Polk County, the current average indoor radon level is 3.7 pCi/L, 10% lower than the regional mean, but 2.8 times the average national level.

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 chemical 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 17.7% of Polk County Employees reported breathing someone else's cigarette smoke at the workplace during the past week. This is higher than the self-reported rate in 2012.

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



Source: PRC Healthy Communities Survey 2015. Question asked to employed Polk residents.

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.

Polk County Drinking Water Systems February, s2014

Community Water Systems are subject to water quality standards and are considered to be "safe".

- These Community Water Systems include municipalities, subdivisions and mobile home parks. Community water systems in Polk County serve an estimated 8,528 people, or 42% of the 2010 county population. The remaining Polk residents are presumably served by wells or by some other source, such as springs, creeks, rivers, lakes, ponds, and cisterns.

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

There are at present 11 permits issued in Polk 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
- 2 are small, municipal wastewater treatment facilities
- 1 is a commercial industrial facility
- 7 are domestic wastewater producers

Sources: NC DENR, Division of Water Resources

Access to Healthy Food & Places

Overweight and obesity pose significant health concerns for both children and adults in Polk County. Excess weight increases an individual's risk of developing type 2 diabetes, high blood pressure, heart disease, certain cancers and stroke. Increased physical activity and improved nutrition are among the main factors that can help people reach and maintain a healthy weight.

Almost 25% of Polk County residents reported that it was “difficult” or “very difficult” to access fresh produce at an affordable price. A recent report by Groundswell International offers the following snapshot:

According to a recent report by the “Grow Food Where People Live Project”, Polk County has many interconnected challenges that hinder people's ability to make a decent living and provide healthy food for themselves and their families:

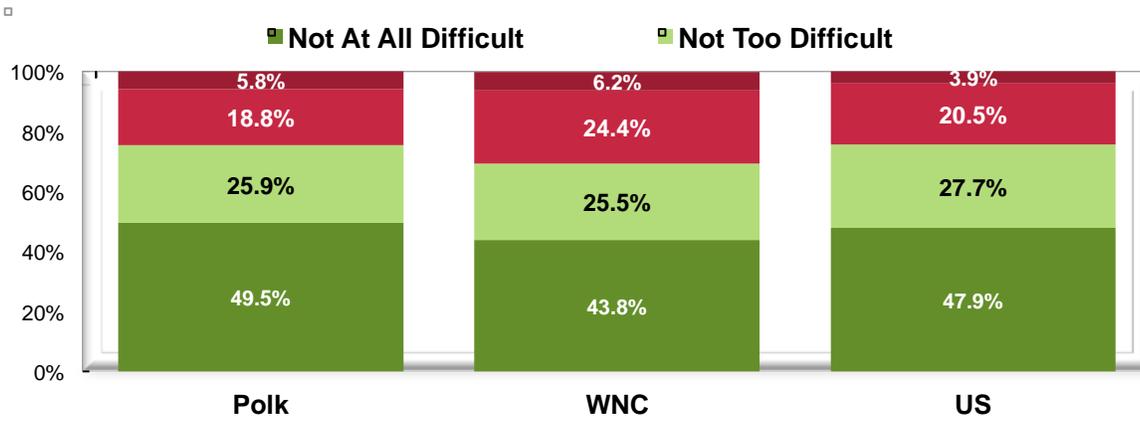
- **Loss of farm livelihoods:** In the second half of the 20 century, small-scale farming, the Just between 2007 and 2012, Polk County alone lost 19 farms, decreasing the total farms in the County from 309 to 290. (USDA, 2012) Also, less than 11% of Polk County farms sold directly to local consumers in 2012, and their total sales amounted to under \$50,000. (ASAP, 2014)
- **Deskilling of rural people:** As farms and farm livelihoods disappeared, people also lost many basic life skills they could use to feed themselves and generate extra income. Today, many families that have earned their livings from manufacturing and service jobs for multiple generations no longer know how to grow, preserve, or even cook their own food. Moreover, the farmers who have those skills are aging, and as they do, we lose our capacity to reskill people who want to return to farming livelihoods or just learn to be more self-reliant.
- **Generational poverty:** More than a quarter of Polk County's children and adolescents live in poverty (USDA, 2013), and more than 50% do not have enough to eat (NC Cooperative Extension, 2014). In many cases these children are the second or third generation to live in poverty, and, as a result, they are caught in a downward spiral of food insecurity, ill health, and learned helplessness – when no one in a family possesses and can transmit the intellectual, social, and cultural capital necessary to change their impoverished condition, children become trapped and the cycle is perpetuated.



You can read the full Groundswell International report on Polk County here:

<http://www.groundswellinternational.org/wp-content/uploads/Groundswell-International-Grow-Food-Where-People-Live-December-2015-Report.pdf>

Level of Difficulty Accessing Fresh Produce at an Affordable Price (Polk 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.

CHAPTER 7– HEALTH RESOURCES

Health Resources

Process

Polk 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. You can access the full 2-1-1 Report here: www.211counts.org.

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. Polk Wellness needs to be removed from the 2-1-1 data base since they are now “Polk Health”.

Reproductive health services available at the Health Department in Polk are very limited. While pregnancy testing is done, maternity patients are referred out of county for care. There is a gap mental health services for adults and children.

Resource Gaps

There are no Pediatricians in Polk County. Polk County’s Health Coalition is coordinated by volunteers with no dedicated paid staff serving in the role as Coordinator or Director of the PF3 Health Coalition. Although the volunteer Board of Directors has done an outstanding job in keeping the work of the PF3 Health Coalition relevant, paid staff would ensure success and sustainability of actions and health improvements planned.

CHAPTER 8 – IDENTIFICATION OF HEALTH ISSUES

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

A data presentation was given to the Polk PF3 Health Coalition Board of Directors in October, 2015. Board members were given an opportunity to give feedback about key issues.

The St. Luke's Hospital Board reviewed the CHA data and reflected upon their top concerns. The Foothills Health Network Board did as well.

The PF3 Health Coalition further discussed their work that is currently underway and the community's capacity to address new issues.

Identified Issues

The following health issues surfaced among the key leaders in Polk County as they reviewed the current CHA data:

- **Reduce Current Smokers 1:** Current Smokers make up 14.1% of Polk adults.
- **Reduce smokeless tobacco use 2:** Smokeless tobacco is used by 3% of adults and an unknown number of youth.
- **Reduce e-cigarette use 3:** Vapor products are used by 6.4% of Polk adults and their use is on the rise among teens.
- **Reduce smoking during pregnancy 4:** 15.9% of Polk women are smoking during pregnancy.
- **Reduce secondhand smoke at the worksite 5:** 17.7% of workers surveyed said they breathed someone else's smoke at the workplace.

- **Child Overweight and Obesity rates among 2–4 year olds are 15.1% and 15.6% respectively 6: Increase the number of children entering kindergarten at the healthy weight.**
- **Overweight and Obese adults rate is 63.6% 7: Increase Healthy Eating to reduce overweight and obesity**
- **Prevalence of High Blood Pressure is 38.1%8: Increase Healthy Eating and Physical Activity to reduce chronic disease**
- **High rates of recent suicides 9: Get more MH information and resources into doctors offices**
- **A need to increase access to mental health care for uninsured 10: Group therapy for those who do not have Medicaid or no insurance are hard to find and expensive. Identify funding sources/grants that could pay for someone to provide group therapy.**
- **Poverty rates and childhood poverty rates 11: A need to educate and engage local political leaders.**



Priority Health Issue Identification

Process

On December 1, 2015, a three-county Health Prioritization Advisory Team met to determine health priorities for each county in the Rutherford Polk McDowell Health District: 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, Healthy Eating and Active Living, Mental Health.

Tobacco Use was selected because of high rates of lung cancer incidence and prevalence, and a current smoking rate of 14% with an additional 6.4% reporting e-cigarette use. The Rutherford Polk McDowell District Health Department is working on Tobacco related issues in its Healthy Communities work. Saint Luke's Hospital has been consistently working with the Health Department and the PF3 Health Coalition to promote smoking cessation through the NC Quit Line (1-800-QUIT NOW) and local classes.

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. – Polk County Public Health Representative

Healthy Eating & 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 Polk population.

With over 63% of Polk 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 Polk 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.

“Southern eating habits of fried foods, lots of red eat and sweet tea being the norm in many families and public gathering. Not enough fruits and veggies. Lack of physical activity in all age groups.”

Mental Health was selected because data shows that inpatient hospital utilization for mental disorders is relatively high. 16% of Polk adults reported experiencing more than 7 poor mental health during the past month. Coupled with the lack of mental health providers, and several recent cases of suicide locally, mental health is perceived as a “major problem” by the majority of active partners working in concert through the local Polk PF3 Health Coalition.

Data shows that illicit drug use and overdose deaths are health risks in Polk that needs to address. The rate of unintentional injury deaths due to drug overdose are very high in comparison to regional and state rates.

Work to increase access to mental health care and to reduce rates of prescription drug abuse and misuse is ongoing. A desire to build upon this current work was expressed by community partners in the PF3 Health Coalition.

The schools need mental health services to take care of the many issues faced by our youth in their daily lives. It is a problem in our county because the need for services far exceeds the availability of affordable services. The police are stretched thin and sometimes have to handle people who need mental health treatment options, not police.



Priority Issue #1 Tobacco

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 rates of using vapor products and smoking during pregnancy have been trending upward in Polk in recent years as well. More Polk County workers report exposure to secondhand smoke at the worksite in recent years.

Health Indicators

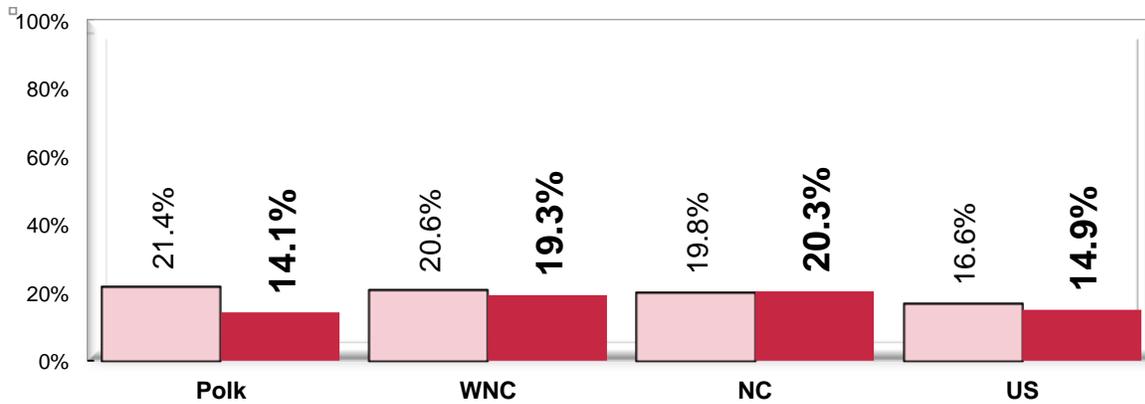
Chronic Lower Respiratory Disease is 3rd leading causes of death. The Incidence of lung cancer is dramatically trending upward. This may portend increased lung cancer mortality rates in the future. The Incidence and mortality rates of prostate cancer are trending upward.

Data Highlights

Among adults in Polk County, 14% currently report being current smokers, 3% report using smokeless tobacco and 6.4% report using e-cigarettes.

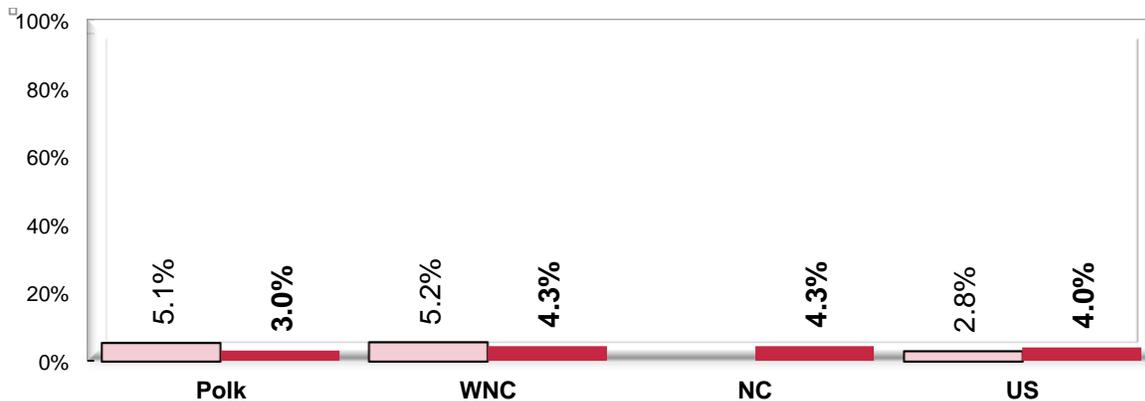
Current Smokers (Polk County)

Healthy People 2020 Target = 12.0% or Lower



Source: PRC Healthy Communities Survey 2015

**Currently Use Smokeless Tobacco Products
(Polk County)
Healthy People 2020 Target = 0.3% or Lower**



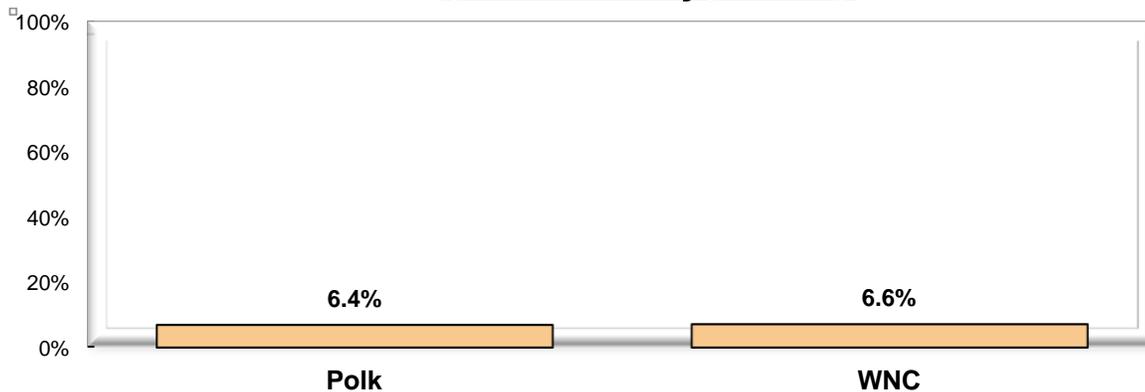
Source: PRC Healthy Communities Survey 2015

Vapor Products and E-cigarettes

Electronic cigarettes, or e-cigarettes, are battery-powered devices that heat cartridges containing flavored liquid nicotine and other additives that deliver nicotine to the user in the form of an aerosol or “vapor”. Trends of e-cigarette use are being studied for their effects on population health, particularly the impact on young people and tobacco users who want to quit.

It is illegal for e-cigarettes to be marketed as a smoking cessation aid. E-cigarette vapor is created with either propylene glycol, which is a known irritant and asthma trigger, or vegetable glycerin. While these products are generally considered safe for humans, they have not been studied for use while heated or over a long period of frequent exposure.

Currently Use E-Cigarettes (Polk County, 2015)



Source: PRC Healthy Communities Survey 2015

Understanding the Issue

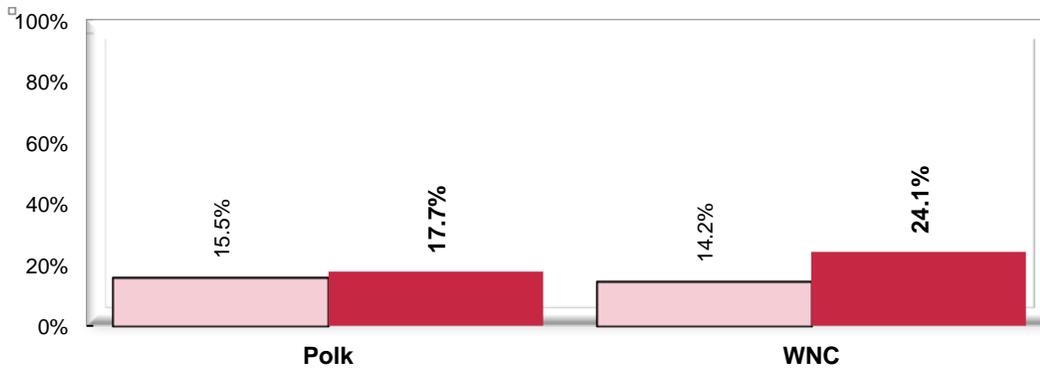
Key Informant quotes:

“Polk County has a significant population of smokers compared to other rural areas. Smoking cessation classes and interventions are usually declined.”

“Not enough has been done to prevent teens from beginning to smoke.”

Exposure to secondhand smoke at the worksite

**Cigarette Smoke at work in the past week
(Among Polk County Employed survey respondents)**



Source: PRC Healthy Communities Survey 2015.

Specific Populations At-Risk

Smoking During Pregnancy

Maternal health is an important predictor of newborn health and well-being, and addressing women’s health is essential to improving birth outcomes. Many factors affect women’s health, including individual health behaviors such as smoking during pregnancy. Women who smoke during pregnancy are more likely to have a baby who is pre-mature or has a low birth weight.

The percentage of women who smoked during pregnancy in all three jurisdictions did not improve significantly between 2008 and 2013. The 2013 figure for Polk County was 15.9 which is higher than the 2008 figure.

County	Percent of Births to Mothers Who Smoked While Pregnant					
	2008	2009	2010	2011	2012	2013
Polk County	14.4	16.0	n/a	16.9	13.7	15.9
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

Health Resources available/needed

A Maternal Child Health Coalition is forming in 2016 being led by the Rutherford Polk McDowell District Health Department. Community and Clinical collaborative efforts will be made in Polk County to reduce smoking during pregnancy. An education campaign among health care providers and WIC Counselors is planned.

Nicotine Support Group offered at St. Luke's Hospital

A Nicotine Support Group has been started at St. Luke's Hospital for anyone who has stopped smoking recently, quit several years ago, or most importantly, for those who are still struggling with nicotine addiction.

The support group features a new format in smoking cessation and support with weekly meetings facilitated by credentialed respiratory therapists with more than 50 years of experience.

Using the 12-step concept of Nicotine Anonymous and The American Lung Association Program, participants can focus on the reasons why they smoke and solutions for quitting for good.

Many people have quit smoking using this format; it's widely known that if a person will attend a minimum of five meetings, it could be the start of a new smoke-free life.

The support group will meet at 7 p.m. each Thursday at St. Luke's Hospital. For information, call 894-9001 or 817-2481.

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, Polk 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 Polk Health Department, WIC and Maternity Clinic, St. Luke's 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 increase awareness about health risks of smoking and 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.

Tobacco Prevention Education in schools is a resource that 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 Healthy Eating & Active Living



The Rutherford Polk McDowell Health Department and the Polk Fit, Fresh and Friendly 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, stroke 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”.

In an effort to reduce chronic diseases such as diabetes and heart disease, Healthy Eating and Active Living has been a priority area for Polk County for several years. In 2012, Healthy Eating and Active Living was one of three chosen health priorities. Related activities and interventions been launched by a subcommittee called “Polk Fit”.



Through the efforts of Polk Fit and Polk Recreation, there are now more places to be active in Polk County and more awareness of how to access those places. Improvements to local food systems and markets continue to take place, making fresh local produce more available and affordable.

Data Highlights

The following data points helped to inform the Healthy Eating and Active Living priority.

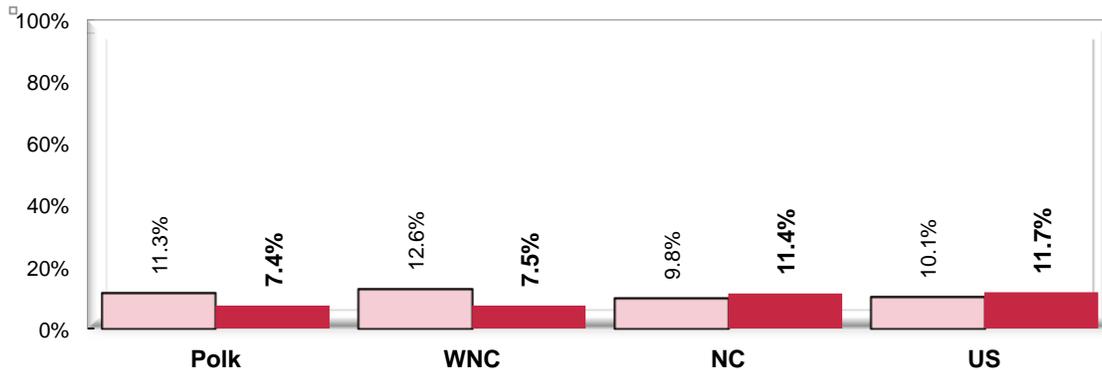
- Average serving of vegetables in the past week was 8.7% in 2015.
- Average serving of fruits in past week was 7.5% in 2015.
- Level of difficulty accessing fresh produce at an affordable price was somewhat difficult and/or very difficult for 24.6% in 2015. This is better than the region.
- Prevalence of Pre-diabetes in 2015 is 12.8%. 6.7% in 2012.
- Prevalence of diabetes self-reported was 7.8% 2005-2011. This is lower than the region but appears to be rising.
- No leisure time physical activity in the past month is 25.7% in 2015. 6.8% in 2012.
- Meets physical activity recommendations 49.4% in 2015. 45.7% in 2012.
- Believe that it is important that community organizations make physical activity spaces available for public use after hours – 94.7% say “very important and somewhat important.”
- Healthy Weight 34.1% in 2015. 37.4% in 2012. Target is 33.9% so we met that target for adults.
- Prevalence of total overweight and obese (BMI 25 or higher) is 63.6% in 2015. 60.5% in 2012.
- Prevalence of obesity is 24.4% in 2015 and 27.6% in 2012. Target is 30.6% or lower.
- Childhood overweight ages 2-4 is 15.1%, this is lower than the region and state rates. Childhood obesity ages 2-4 is 15.6% which is the same as the state rate.

Health Indicators

Diabetes

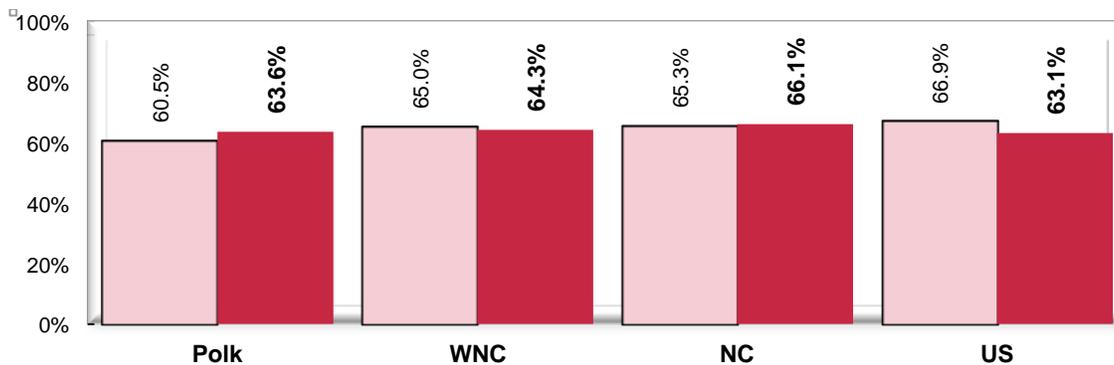
Reducing rates of diabetes was a priority in 2012. After three years of focused collective impact, diabetes rates have dropped in Polk. Polk County partners worked together to improve the local food system, to add nutrition programs and physical activity events to the public especially at-risk populations such as low-income and children.

**Prevalence of Diabetes (Ever Diagnosed)
(Polk County)**



Source: PRC Healthy Communities Survey 2015

**Prevalence of Total Overweight (Overweight or Obese)
(Percent of Overweight or/Obese Adults; Body Mass Index of 25.0 or
Higher; Polk County)**



Source: PRC Healthy Communities Survey 2015

Childhood Overweight and Obesity

- There is limited data on the prevalence of childhood obesity in Polk 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.

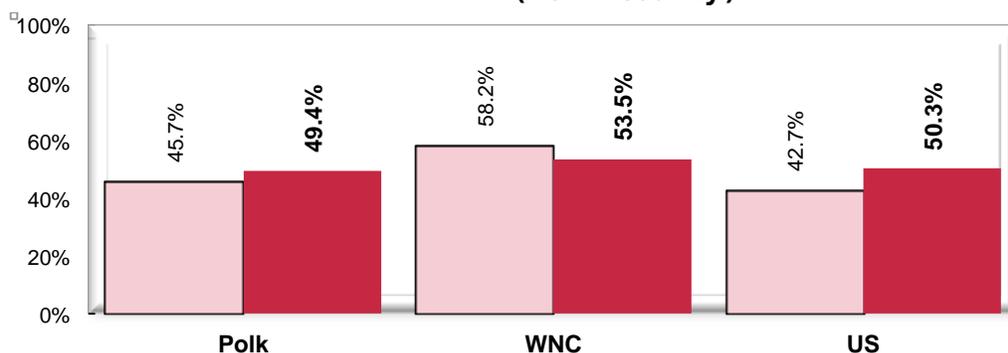
- According to NC-NPASS data for 2010, 15.1% of the participating children in Polk County age 2–4 were deemed “overweight”, and an additional 15.6% were deemed obese”.
- Numbers of participants in other age groups (5–11 and 12–18) were insufficient to yield stable percentages.

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	
	#	#	%	#	%	#	%	#	%
Polk	179	5	2.8	119	66.5	27	15.1	28	15.6
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 PASS

Meets Physical Activity Recommendations (Polk County)



Source: PRC Healthy Communities Survey 2015

Understanding the Issue

Related Key Informant Quotes:

“Data shows that too many adults and children are overweight or obese and physically inactive. There is a long way to go to improve the infrastructure and culture around diet. We may have lost the war to increase physical activity to fear and screen time.”

“Lack of easy access to affordable fresh produce and lack of knowledge about how to prepare healthy meals and process produce. Lack of team sports and individual sports opportunities in all parts of the community.”

“Reliance on heavily processed foods.”

Specific Populations At-Risk

Low-income adults and children are at greater risk for poor nutrition and transportation barriers to physical activity.

Health Resources available/needed

A behavioral health assessment is needed to assess why people aren't eating healthy especially low-income.

Resources needed include improvements to infrastructure, shared use agreements and related policies, more Activities and Programs. Transportation to activities is needed (specifically rural school age youth getting to activities offered after school)

Other resources needed include: more sidewalks and safer walking areas, more walking trails and paths, School policies to increase Physical Education, education and awareness about Healthy Eating and Active Living including gardening education.

Campaign to limit soft drink consumption.

<http://www.521almostnone.com/almost-none-sugary-drinks/>

“Grow Food Where People Live” is a new initiative in Polk lead by Groundswell International. This community gardening and orcharding program was successfully launched in 2015 by several cooperating Polk County partners. After the first successful installation of food producing landscape at a low-income multi-unit housing community, more gardens were installed throughout Polk County. You can read more about “Grow Food” here: <http://www.groundswellinternational.org/wp-content/uploads/Groundswell-International-Grow-Food-Where-People-Live-December-2015-Report.pdf>





Priority Issue #3 Mental Health

Mental health, an integral component of individual health, is important throughout the lifespan. People with poor mental health may have more difficulty with relationships, succeeding in school or work. Overall well-being is tied to mental health.

Depression is linked to lower productivity in the workplace. Depression is also a leading cause of suicide. Anxiety, depression, and substance abuse are associated with an increased use of health care

services.

Data Highlights

The number of poor mental health days within the past 30 days is used as one measurement of a person's health-related quality of life. Poor mental health includes stress, depression, and other emotional problems. Poor mental health can prevent a person from engaging in daily activities, such as self-care, school, work, and recreation.

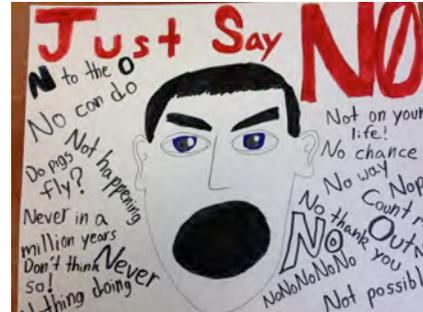
Other related data highlights include:

- 16% of Polk residents said they had more than 7 days of poor mental health in the past month in 2015. It was 10.6% in 2012. WNC rate is 13% in 2015.
- 17.2% experience "Fair" or "Poor" overall health in 2015. This is an improvement since 2012 rate of 23.2%. 17.2% rate is equal to the WNC regional rate for 2015 and better than the state rate of 19.2%.
- 79.9% "always" or "usually" get needed social/emotional support in 2015. This is slightly lower than 2102 rate of 81.8% and on par with regional rates.
- 6.5% were unable to get needed mental health care or counseling in the past year (2015).
- In 2012 the proportions of hospital discharges in Polk County for: Other Diagnoses (including mental disorders) was 10%.
- Between 2006 and 2013, the number of Polk County residents served annually by the Area Mental Health Program increased overall from 691 to 705 (p 2%).

20 local stakeholders took part in the Key Informant Interview Survey which ranks Mental Health as the number one health issue to address in

Polk County. 72.2% of Key Informants said mental health was a major problem and 28% said it was a moderate problem.

Mental health care was ranked most difficult to access by 42% of Key Informants and second most difficult to access by 36% of Key Informants.



Key Informant Quotes

“Given the paucity of providers and their ability to truly impact the issue, Polk Count suffers from what I would call under-identification and under-treatment of mental health issues. Service providers are poorly funded, rely on the billable hour to meet basic needs, wade through seas of bureaucratic paperwork to gain permission to access patients. Triage is then what we are doing and true, ongoing treatment is not prevalent in many cases.”

“The schools need mental health services to take care of the many issues faced by our youth in their daily lives.:

“It is a problem in our county because the need for services far exceeds the availability of affordable services. The police are stretched thing and sometimes have to handle people who need mental health treatment options, not police.”

“There is stigma attached to going for services. Everyday stresses in our world are hard on just about everyone.”

Health Indicators

Below are inpatient hospital utilization rates for Polk County residents entering any hospital system. In 2012 the highest proportions of hospital discharges in Polk County residents were for:

- Cardiovascular and circulatory diseases: 15%
- Injuries and poisonings: 11% – 94% of unintentional poisonings were due to medication or drug overdoses, linking this issue closely with Mental Health.
- Heart disease: 11%
- Digestive system diseases: 11%
- Respiratory diseases: 11%
- Other Diagnoses (including mental disorders): 10%
- Pneumonia and influenza: 6%

- COPD (excluding asthma): 3%
- Cerebrovascular disease: 3%
- Asthma: 0.2%
- Chronic liver disease and cirrhosis: 0.1%

This data reveals that mental disorders, substance abuse injuries and cirrhosis of the liver are a burden on the health care system in Polk.

Injury Mortality and Unintentional Poisoning

In the period 2009–2013, 18 Polk County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 17.9 deaths per 100,000 population, the highest rate among the comparators.

Of the 18 unintentional poisoning deaths in the county in that period, 17 (94%) were due to medication or drug overdoses, with a corresponding mortality rate of 16.9, the highest rate among the comparators.

Injury Mortality and 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
Polk	18	17.9	94.4	17	16.9
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

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

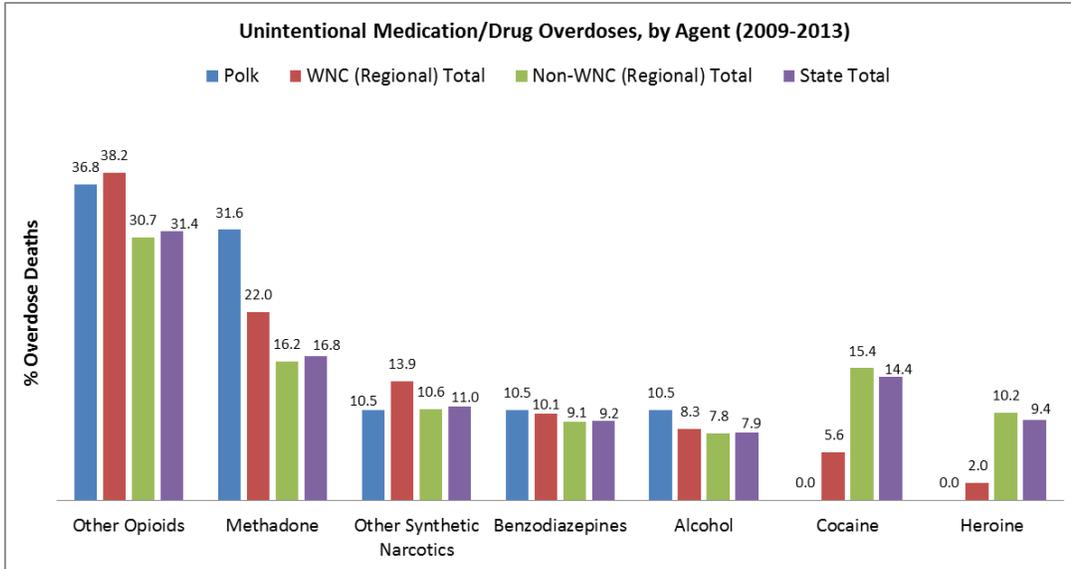
* Codes Used: cdeath1 = X40–X49

** Codes Used: cdeath1 = X40–X44

Substance abuse and mental health issues are closely related.

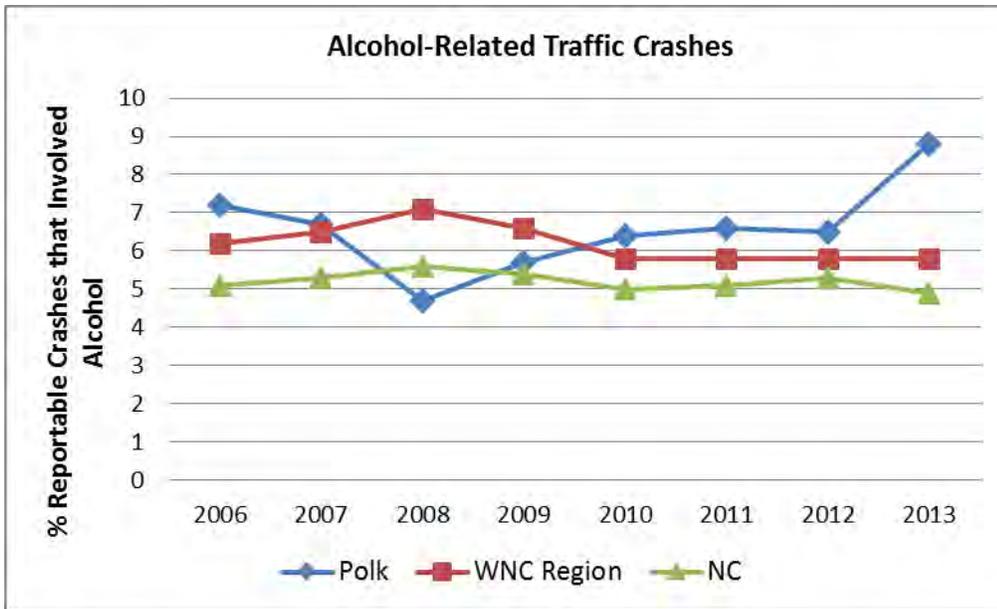
The table below reveals that “Other Opioids” caused the highest proportion of drug overdose deaths (36.8%) in Polk County in the period 2009–2013.

Injury Mortality Unintentional Medication/Drug Overdoses



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

Over the period 2006 through 2013 an annual average of 6.6% of all traffic crashes in Polk County were alcohol-related. This is a higher average proportion of alcohol-related traffic crashes than occurred in the WNC region over the same period (6.2%).



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

Understanding the Issue

Key Informant Interviews with Polk Community leaders revealed that 100% of the Informants rate mental health issues as a major (72.2%) or moderate (27.8%) problem.

The greatest share of key informants said that mental health care services was the most difficult service to access. Substance abuse treatment was also rated most difficult to access by 25% of key informants in Polk County.

The quote below came from a key informant and was repeated many times during the key informant survey by various key informants.

“Not enough mental health and substance abuse services available.”

The top concerns that surfaced as reasons mental health needs to be addressed as a health priority include:

Limited number of providers, limited services, lack of insurance, lack of transportation, lack of mental health and substance abuse resources.



“There is a significant number of people without insurance – they may be unable or unwilling to purchase insurance in the healthcare market place. Furthermore, many of those who do have insurance cannot afford to use it due to high deductibles and co-pays. “

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 than 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/needed

During the Polk CHA Community Forum on January 19, 2016, these items were identified as unmet needs:

- Group therapy for those who do not have Medicaid or no insurance are hard to find and expensive. Identify funding sources/grants that could pay for someone to provide group therapy
- There is a need for Chronic Pain Management, Cognitive Behavior Therapy to address
- Need more education around medications, side effects, discontinuing use.
- Inform people about peer support—people with lived experience, who have completed certifications and are at a certain place in recovery, guide others on their recovery path
- Not enough psychiatrists in the county to manage meds
- Very few inpatient beds
- St Luke’s ability to handle psychiatric problems is limited.
- Collaboration between providers could be improved.
- Transportation
- Get more MH information and resources into doctors offices
- More Health Education is needed on every level and starting in elementary schools.
- Gaps in Behavioral Health services for those who do not qualify for Medicaid or State funds or who have private insurance.

Resources:

Family Preservation Services offers a variety of services that start with a personal assessment. Services range from outpatient MH/SU services to enhanced services. Children and adult available. Tanya Morrow is the contact.

RHA-Mobile Crisis Management-Available to anyone no matter the insurance source. This is crisis response aimed at hospital diversion. Getting someone to the services at the appropriate level of care at the time it is needed instead of using the ED. RHA has provided drug education in the past. A Developmental Assets Training Program was given to many groups working with youth Polk including the Early College and a Pastors Group.

Polk has a Mental Health Advisory Board that informs the Commissioners about emerging issues. There is also a Mental Health Task Force which MHAB is combining efforts with. The Task Force will tackle projects. Becky Brodar, St. Luke's Hospital is the contact person.

Smoky Mt. Center oversees a network of providers who provide Behavioral Health services. One can call Smoky for referral to services. Smoky also has a community outreach team that is involved in community education around topics pertinent to Behavioral Health. Marilyn Kaylor is contact (see below for contact information).

Marilyn Kaylor, Community Outreach Specialist
Community Collaboration Department
Smoky Mountain LME/MCO
200 Ridgefield Court
Asheville, NC 28806

828-225-2785 x5908

Marilyn.Kaylor@smokymountaincenter.com

There are free courses for family members about MH through NAMI. There is also a free MH support group in Tryon.

Chapter 9 – Next Steps

Sharing Findings

On January 19, a Community Forum was held at Isothermal Community College – Polk Campus to present this CHA data to the Polk Community. 69 people were in attendance. Members of the PF3 Health Coalition, Health Department and St. Luke’s Hospital staff provided refreshments and facilitation for discussion in small groups following the data presentation.

Michael O’Hearn wrote a piece for the Tryon Daily Bulletin that nicely summarizes the meeting. A copy of their article can be found here:

<http://www.tryondailybulletin.com/2016/01/20/health-forum-looks-at-community-data-on-obesity-exercise-tobacco-mental-health/>

This CHA report will be printed and distributed to 50 Polk 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 (*Slides – PDF 2/page or other preferred presentation*)

Appendix C – County Maps (*Slides – PDF 2/page or other preferred presentation, may decide not to include these if you have inserted maps of interest within your document*)

Appendix D – Survey Findings

- WNC Healthy Impact Survey Instrument
- Community Health Survey Results (*Slides if preferred – PDF 2/page or ways to share this information*)

Appendix E – Key-Informant Survey Findings (*insert findings as applicable and preferred. You may have already integrated what you wanted to include throughout the report*)

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

Because Polk is small county in terms of population, some numbers were suppressed or deemed unstable.

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.



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

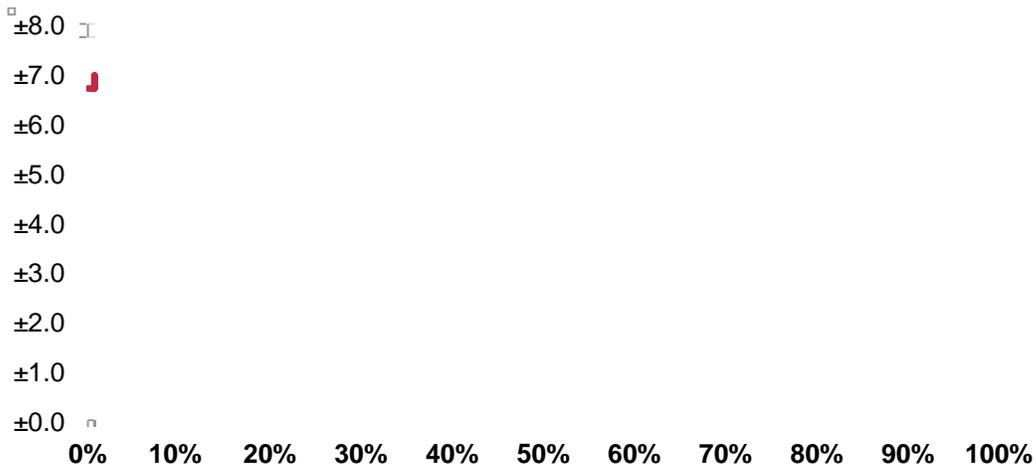
To ensure the best representation of the population surveyed, a telephone interview methodology (one that incorporates both landline and cell phone interviews) was employed. The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities.

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 $\pm 6.9\%$.

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:

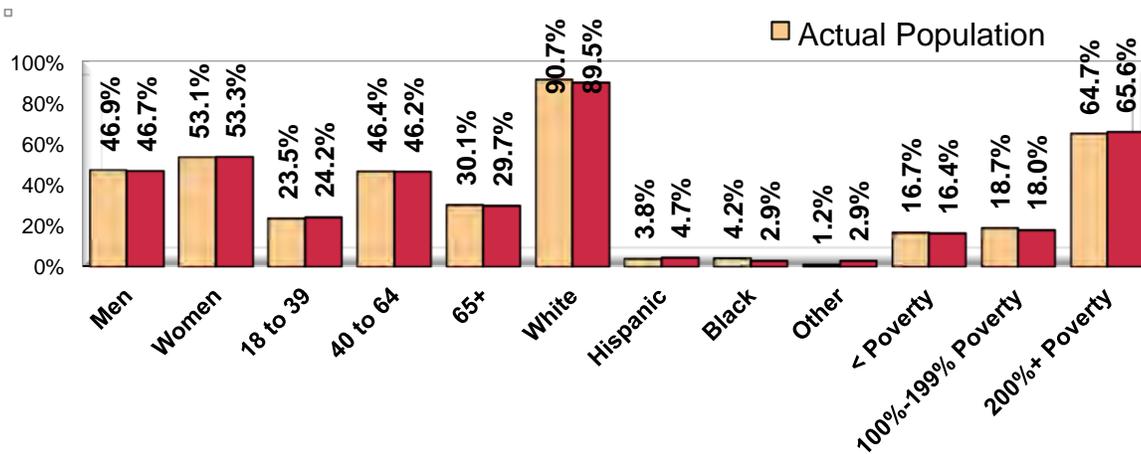
● If 10% of the sample of 200 respondents answered a certain question with a "yes," it can be asserted that between 5.8% and 14.2% ($10\% \pm 4.2\%$) of the total population would offer this response.

● If 50% of respondents said "yes," one could be certain with a 95 percent level of confidence that between 43.1% and 56.9% ($50\% \pm 6.9\%$) 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, 20 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	20	8
Other Health Provider	16	8
Physician	4	0
Public Health Representative	7	3
Social Service Provider	3	1

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
Polk 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 Polk 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

- Demographic
- Socioeconomic
- Health
- Environmental

Citizen and Stakeholder Opinion

- Community health survey

We Take Special Notice When...

- Polk 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 Polk County population has a higher proportion of females than males.
- The median age of the Polk County population (49.1 years) is 4.4 years “older” than WNC regional average and 11.7 years “older” than the NC average.
- Polk 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)	% Pop Change 2000 to 2009	% Males	% Females	Median Age*	% Under 5 Years Old	% 5-19 Years Old	% 20 - 64 Years Old	% 65 Years and Older
Polk	20,510	11.9	47.9	52.1	49.1	4.5	16.7	54.4	24.3
WNC (Regional) Total	759,727	13.0	48.5	51.5	44.7	n/a	n/a	n/a	n/a
State Total	9,535,483	18.5	48.7	51.3	37.4	6.6	20.2	60.2	12.9

Source: US Census Bureau

Minority Populations

- Polk County has lower proportions of American Indians, Asians, and Pacific Islanders than the WNC region and NC as a whole. The county has a slightly higher proportion of African Americans and Hispanics 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)
		%	%	%	%	%	%	%	%
Polk	20,510	90.8	4.5	0.4	0.3	0.0	2.6	1.4	5.5
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

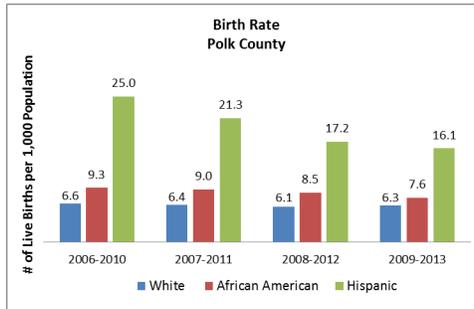
- The double-digit rate of growth in Polk County in the period 2000-2010 is expected to slow over the next two decades, to a rate lowest among comparators by 2030.

Decade	Percent Population Growth		
	Polk County	WNC Region	State of NC
2000-2010	10.7	13.0	15.6
2010-2020	3.1	6.7	10.7
2020-2030	2.6	6.1	9.5

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

Birth Rate

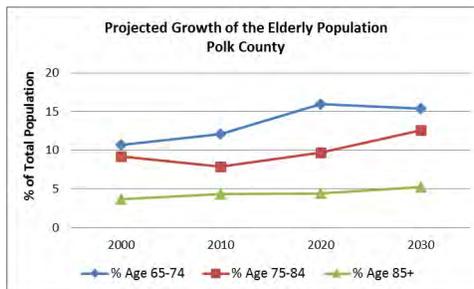
- The birth rate among Hispanics in Polk County has been significantly higher than the comparable rate among other racial groups. Birth rates have fallen over time among all racially and ethnically stratified group represented in the chart.



Source: NC State Center for Health Statistics

Growth of the Elderly Population

- The population in each major age group age 65 and older in Polk County will increase between 2010 and 2030.
- The proportion of the Polk County population age 75-84 will increase by 59% and the population age 85 and older will increase by 21% in the period 2010-2030.
- By 2030 projections estimate that there will be more than 7,200 persons age 65+ in Polk 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 116 Polk County grandparents living with their minor-aged grandchildren also were financially responsible for them.
- Over the same period there were an estimated 8,788 households in Polk County, 1,725 of them with children under 18 years of age.
- *Among the households with minor-age children, 73% were headed by a married couple. An additional 17% were headed by a female single parent, and 10% were headed by a male single parent.*

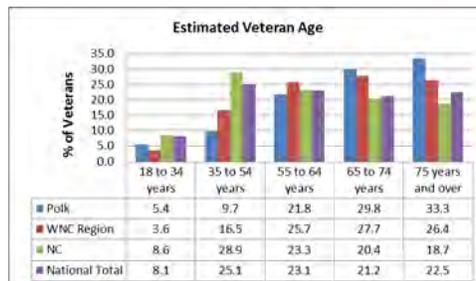
Minor-Age Children Living with Grandparents and in Single-Parent Households, 2009-2013

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. #	%*
Polk	219	116	53.0	8,788	1,266	14.4	174	2.0	285	3.2
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

- Polk County has higher proportions of veterans in the 65-74 and 75-and-older age groups than the regional, state or national averages.



Sources: US Census Bureau

Foreign-Born Population

- Of the estimated 909 foreign-born residents of Polk County in the 2009-2013 period, the largest proportion (38.7%) entered the US between 2000 and 2009.
- Of the 352 foreign-born residents settling in Polk County in the first decade of the 2000s, 312 (87%) were not US citizens when they arrived.
- Of the estimated 8,788 households in Polk County in the 2009-2013 period, 105 (1%) were categorized as having limited skill in speaking English.

Sources: US Census Bureau

Urban-Rural Population

- The proportion of Polk County categorized as “rural” increased by 2% between 2000 and 2010. A higher proportion of Polk County is “rural” than is WNC or NC as a whole.

County	Urban/Rural Population			
	2000 Census		2010 Census	
	% Urban	% Rural	% Urban	% Rural
Polk County	9.1	90.9	7.7	92.3
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

- No annual point-in-time census of the homeless population was conducted in Polk County in the period from 2009 through 2014.

Sources: NC Coalition to End Homelessness

Educational Achievement

- Compared to the **WNC Region average**, Polk County has:
 - **6% lower** percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009-2013 Estimate)
 - **27% higher** percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009-2013 Estimate)
 - **1% 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 Polk County:

- 2009-2013 Median Household Income = \$44,745
 - ▲ \$1,053 since 2006-2010
 - \$5,858 **above** WNC average
 - \$1,589 **below** NC average
- 2009-2013 Median Family Income = \$53,909
 - ▼ \$1,937 since 2006-2010
 - \$5,358 **above** WNC average
 - \$3,019 **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

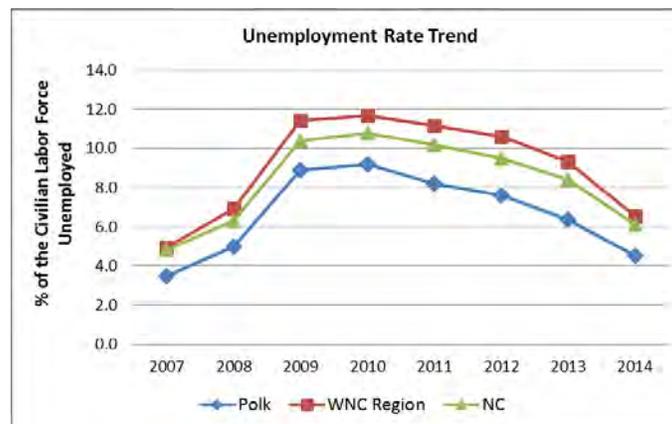
- As of 2013, the three employment sectors in Polk County with the largest proportions of workers (and average weekly wages) were:
 - Health Care and Social Assistance: 32.00% of workforce (\$584)
 - Administrative and Waste Services: 11.06% of workforce (\$350)
 - Accommodation and Food Services: 9.78% of workforce (\$249).

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

- The unemployment rate in Polk County was the lowest among the comparator jurisdictions over the period cited.



Source: NC Department of Commerce

Poverty

- In WNC and NC the total poverty rate increased in each period cited. In Polk County the rate increased between each of the last three periods.
- The total poverty rate in WNC was the highest among the comparators in every period cited.

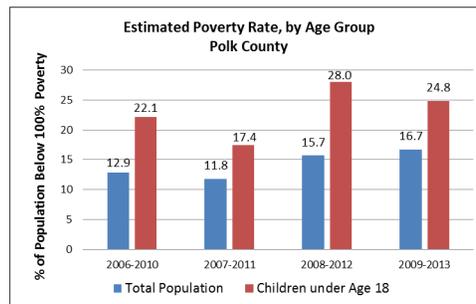
Estimated Poverty Rate

County	Percent Total Population Below 100% Poverty Level			
	2006-2010	2007-2011	2008-2012	2009-2013
Polk County	12.9	11.8	15.7	16.7
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

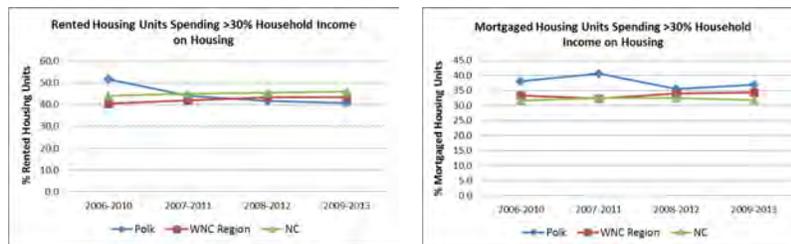
- In Polk County as in much of NC, children suffer significantly and disproportionately from poverty.
- In Polk County the estimated poverty rate among children under age 18 ranged from between 47% to 78% higher than the overall rate throughout the period cited.



Source: US Census Bureau

Housing Costs

- One measure of economic burden in a community is the percent of housing units spending more than 30% of household income on housing.
- In Polk County over the period cited the proportion of renters spending over threshold fell from the highest among comparators to the lowest. Over the same period, consistently higher proportions of mortgage holders spent >30% of household income on housing than the WNC or NC averages.

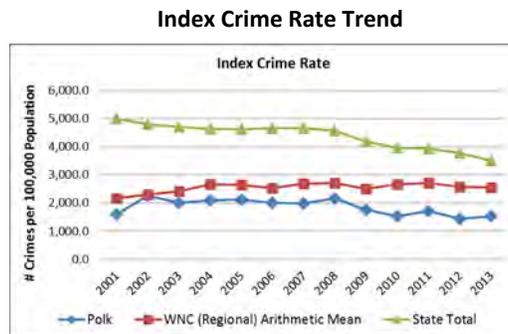


Source: US Census Bureau

Crime and Safety

Index Crime

- Index crime is the sum of all violent and property crime. The index crime rate in Polk County was lowest among comparators throughout the period cited.



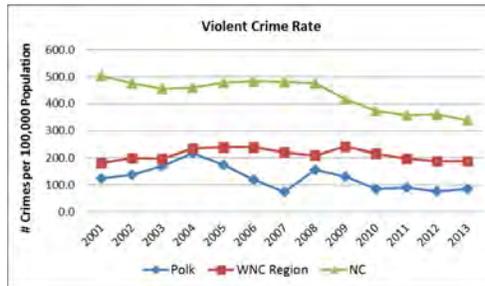
Source: NC Department of Justice

Crime and Safety

Violent Crime

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

Violent Crime Rate Trend



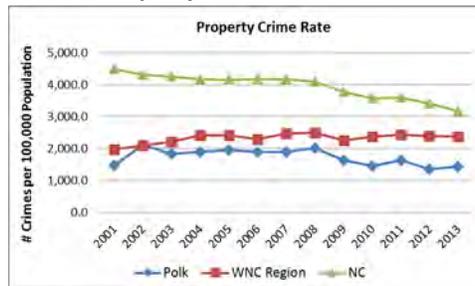
Source: NC Department of Justice

Crime and Safety

Property Crime

- Property crime includes burglary, arson, and motor vehicle theft. The property crime rate in Polk County was lowest among comparators throughout the period cited.

Property Crime Rate Trend



Source: NC Department of Justice

Crime and Safety

Sexual Assault

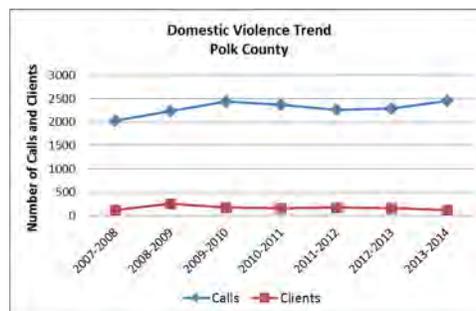
- In FY2013-2014, 10 persons in Polk County were identified as victims of sexual assault.
- The single most frequently reported specific type of sexual assault in Polk County during the period was adult rape (80%). Regionally, the most frequently reported type was adult survivor of child sexual assault (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 Polk County the most common offender was a boy- or girl-friend.

Source: NC Department of Administration, Council for Women

Crime and Safety

Domestic Violence

- The number of calls in Polk County dealing with domestic violence ranged from a low of 2,037 in 2007-2008 to a high of 2,452 in 2013-2014.
- The number of Polk County domestic violence clients ranged from a low of 117 in 2007-2008 to a high of 254 in 2008-2009.



Source: NC Department of Administration, Council for Women

Crime and Safety

Child Abuse

- Substantiated reports of child abuse in Polk County have decreased significantly since 2006.
- Between 2006 and 2012 there were no child abuse homicides in the county.

Substantiated Child Abuse Reports and Child Abuse Homicides

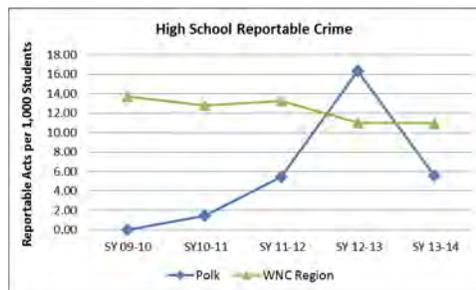
County	Reports Substantiated**					Child Abuse Homicides***						
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010	2011	2012
Polk	52	14	1	3	0	0	0	0	0	0	0	0
WNC (Regional) Total	2,273	1,958	1,754	1,449	1,512	4	1	2	1	0	4	2
State Total	20,340	14,966	12,429	11,252	11,300	34	25	33	17	19	24	28

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 Polk County Schools was highly erratic, due likely to small and highly variable numbers of events.



Source: Public Schools of North Carolina

Health Resources

Health Insurance

- The percent uninsured adults age 18-64 peaked in all comparator jurisdictions in 2010.
- The WNC Region had the highest percent uninsured adults among comparators 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
Polk County	10.4	22.9	12.0	25.2	9.3	23.4	10.6	24.0	11.2	25.0
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

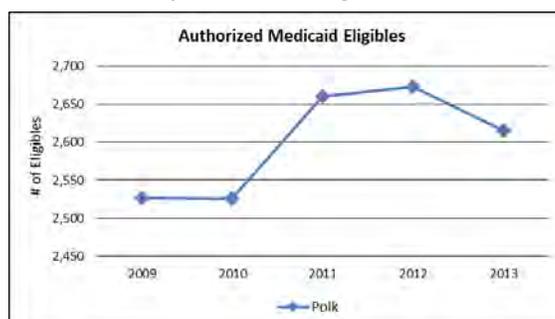
- In all comparator jurisdictions the age group 0-18 has a significantly lower percentage of uninsured than the adult age group, due at least partly to their inclusion in NC Health Choice.
- Polk County had the highest proportion of uninsured youth among comparators in every year cited.

Source: US Census Bureau

Medicaid Eligibility

- The total number of people in Polk County eligible for Medicaid increased between 2010 and 2012 before falling again in 2013.

Polk County Medicaid-Eligibles, 2009-2013



Source: NC Division of Medical Assistance

Health Care Practitioners

- In 2012 Polk County had the lowest ratio among comparators in every category of active health professional cited except dentists.
- 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
Polk County	13.82	6.42	4.44	68.11	6.91
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, Polk County was ranked 31st overall among the 100 NC counties.
 - Polk County ***health outcomes*** rankings out of 100 (where 1 is best):
 - 30th in length of life
 - 35th for quality of life
 - Polk County ***health factors*** rankings out of 100 (where 1 is best):
 - 6th for health behaviors
 - 32nd for clinical care
 - 20th for social and economic factors
 - 57th for physical environment

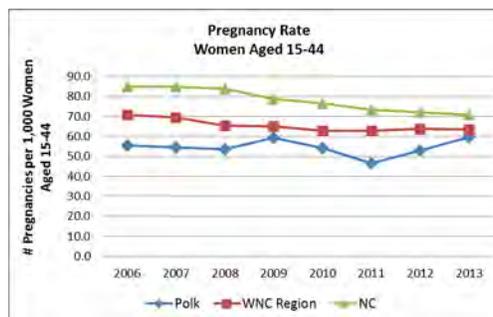
Sources: America's Health Rankings and County Health Rankings and Roadmaps websites

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 Polk County was more variable, and appears to be rising of late.

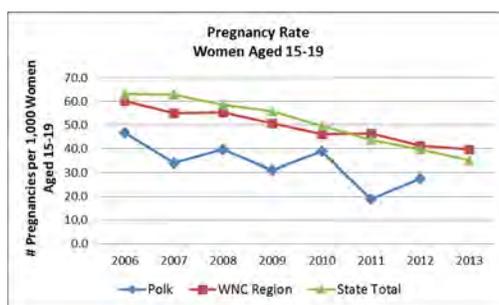


Source: NC State Center for Health Statistics

Pregnancy Rate

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

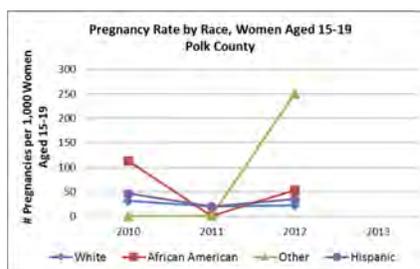
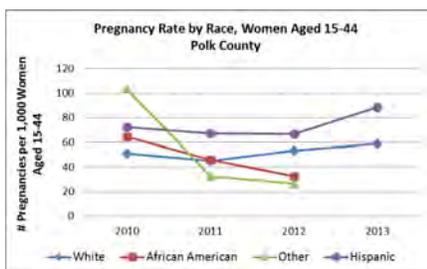
- The teen pregnancy rates in Polk County, WNC and NC have fallen significantly since 2007, and appear to be falling still. Note that the erratic rates for Polk County can be attributed to small and variable numbers of events.



Source: NC State Center for Health Statistics

Pregnancy Rate By Race/Ethnicity

- Among Polk County women age 15-44 the highest pregnancy rates occur most frequently among Hispanics.
- Among Polk 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 Polk County was actually higher than the 2008 figure.
- Among comparators, in every year cited the WNC region had the highest proportion of pregnant women who smoked.

County	Percent of Births to Mothers Who Smoked While Pregnant					
	2008	2009	2010	2011	2012	2013
Polk County	14.4	16.0	n/a	16.9	13.7	15.9
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.
- The WNC region had higher percentages of early prenatal care than its comparators in 2008-2012. Polk County had the highest percentage in 2013.

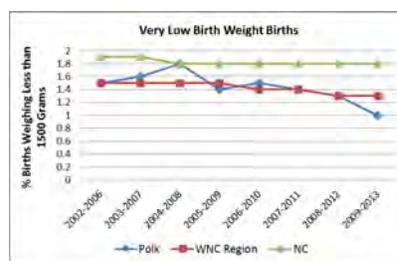
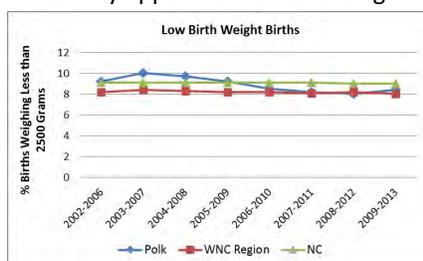
County	Percent of Pregnancies Receiving Prenatal Care in 1 st Trimester					
	2008	2009	2010	2011	2012	2013
Polk County	78.4	83.4	n/a	75.0	76.3	79.5
WNC Region	84.5	84.0	n/a	75.6	76.5	75.5
State of NC	82.0	83.3	n/a	71.2	71.3	70.3

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. Polk County had the highest proportion of low weight births in the first three periods.
- The percent of low birth weight births appear relatively stable in both WNC and NC, but appears to have fallen in Polk County.
- The percent of very low birth weight births is highest at the state level. Although unstable, the percentages of very low weight births in Polk County appear to be decreasing.

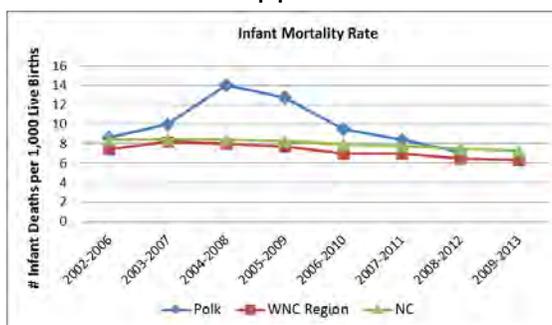


Source: NC State Center for Health Statistics

Pregnancy Outcomes

Infant Mortality

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



Source: NC State Center for Health Statistics

Abortion

- **Women Age 15-44**
 - The number of pregnancies per 1,000 Polk County women in this age group that ended in abortion ranged from 2.8 to 7.9 over the period 2006 through 2013. The 2013 rate was suppressed.
- **Women Age 15-19 (Teens)**
 - The Polk County teen abortion rate in 2006 was 9.7; in 2012 it was 3.7, and in 2013 it was suppressed. Teen abortion rates in Polk County were unstable throughout the entire period from 2006 through 2013.

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 in Polk County.

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

County	Overall	Sex		Race	
		Male	Female	White	African-American
Polk	80.2	78.6	81.6	80.2	77.8
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: Gender Comparison

Rank by Descending Overall Age-Adjusted Rate (2009-2013)	Polk County	Rate Among Males	Rate Among Females	% Male Rate Difference from Females
1. Cancer		185.4	126.0	+47.1%
2. Diseases of the Heart		175.1	106.8	+64.0%
3. Chronic Lower Respiratory Disease		49.6	33.1	+49.8%
4. All Other Unintentional Injuries		45.0	28.3	+59.0%
5. Cerebrovascular Disease		39.2	28.6	+37.1%
6. Alzheimer's Disease		n/a	27.9	n/a
7. Pneumonia and Influenza		n/a	16.0	n/a
8. Diabetes Mellitus		n/a	n/a	n/a
9. Unintentional Motor Vehicle Injuries		n/a	n/a	n/a
10. Nephritis, Nephrotic Syndrome, Nephrosis		n/a	n/a	n/a
11. Suicide		n/a	n/a	n/a
12. Septicemia		n/a	n/a	n/a
13. Chronic Liver Disease and Cirrhosis		n/a	n/a	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 Polk County are not available.

Source: NC State Center for Health Statistics

Leading Causes of Death: Time Comparison

Rank by Descending Overall Age-Adjusted Rate (2009-2013)-	Polk County Rank 2006-2010	Rank Change 2006-2010 to 2009-2013	% Rate Change 2006-2010 to 2009-2013
1. Cancer	1	nc	-10.1%
2. Diseases of the Heart	2	nc	-7.1%
3. Chronic Lower Respiratory Disease	3	nc	-6.2%
4. All Other Unintentional Injuries	4	nc	-3.4%
5. Cerebrovascular Disease	5	nc	-3.9%
6. Alzheimer's Disease	6	nc	-21.4%
7. Pneumonia and Influenza	8	+1	+11.5%
8. Diabetes Mellitus	7	-1	-17.5%
9. Unintentional Motor Vehicle Injuries	10	+1	n/a
10. Nephritis, Nephrotic Syndrome, Nephrosis	9	-1	n/a
11. Suicide	11	nc	n/a
12. Septicemia	12	nc	n/a
13. Chronic Liver Disease and Cirrhosis	13	nc	n/a
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 Polk County (2009-2013)
00-19	1	Septicemia; congenital anomalies; homicide
20-39	1	All other unintentional injuries
	2	Motor vehicle injuries
	3	Cancer (all sites); chronic liver disease and cirrhosis; suicide
40-64	1	Cancer (all sites)
	2	Diseases of the heart
	3	All other unintentional injuries
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 Polk County	Overall Trend Direction
1. Cancer	▼
2. Diseases of the Heart	▼
3. Chronic Lower Respiratory Disease	▼
4. All Other Unintentional Injuries	▲
5. Cerebrovascular Disease	▼
6. Alzheimer's Disease	▼▼
7. Pneumonia and Influenza	▲
8. Diabetes Mellitus	▲
9. Unintentional Motor Vehicle Injuries	▼
10. Nephritis, Nephrotic Syndrome, Nephrosis	▼
11. Suicide	▼▼
12. Septicemia	▲▲
13. Chronic Liver Disease and Cirrhosis	▲
14. Homicide	▼▼▼
15. AIDS	▼

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

Site-Specific Cancer Trends Polk 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, 9 Polk County residents died as a result of an unintentional fall.
- Of the 9 fall-related deaths, 8 (89%) occurred in the population age 65 and older.
- Of the 9 fall-related deaths, 7 (78%) occurred in the population age 85 and older.

Source: NC State Center for Health Statistics

Injury Mortality Unintentional Poisoning

- In the period 2009-2013, 18 Polk County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 17.9 deaths per 100,000 population, the highest rate among the comparators.
- Of the 18 unintentional poisoning deaths in the county in that period, 17 (94%) were due to medication or drug overdoses, with a corresponding mortality rate of 16.9, the highest rate among the comparators.

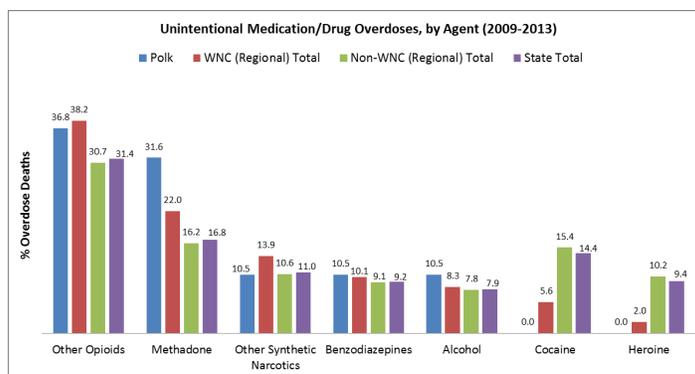
County	Unintentional Poisoning Deaths for Select Locations and Percent that are Medication/Drug Overdoses (2009-2013)*			Rate of Unintentional Medication/Drug Overdose Deaths (2009-2013)**	
	#	Rate per 100,000 NC Residents	% that are Medication/Drug Overdoses	#	Rate per 100,000 NC Residents
Polk	18	17.9	94.4	17	16.9
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

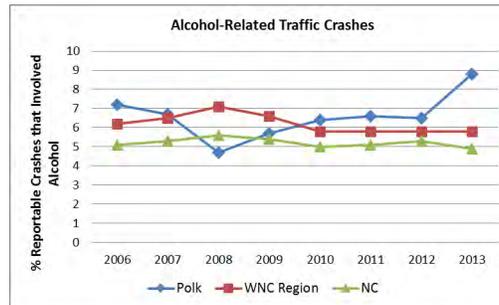
- “Other Opioids” caused the highest proportion of drug overdose deaths (36.8%) in Polk County in the period 2009-2013.



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

Vehicular Injury ***Alcohol-Related Motor Vehicle Crashes***

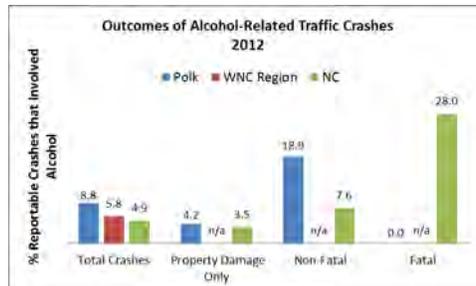
- Over the period 2006 through 2013 an annual average of 6.6% of all traffic crashes in Polk County were alcohol-related. This is a higher average proportion of alcohol-related traffic crashes than occurred in the WNC region over the same period (6.2%).



Source: NC Highway Safety Research Center

Vehicular Injury Mortality ***Alcohol-Related Motor Vehicle Crashes***

- In 2012 none of the *fatal* traffic crashes in Polk County were alcohol-related.

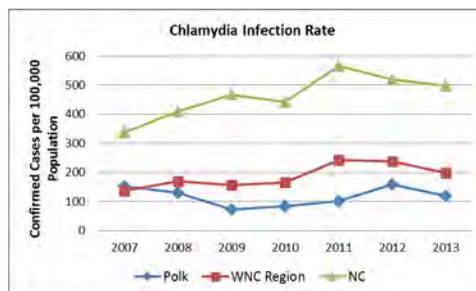


Source: NC Highway Safety Research Center

Morbidity

Sexually Transmitted Infections Chlamydia

- The chlamydia infection rate in Polk County was the lowest among the comparators throughout most of the period cited. The state rate was the highest.

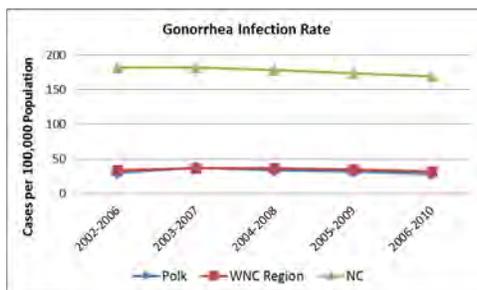


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

Gonorrhea

- The gonorrhea infection rate in Polk County mirrored the WNC regional rate throughout the period cited. The state rate was the highest. Note that racially stratified county rates for chlamydia infection were unstable.

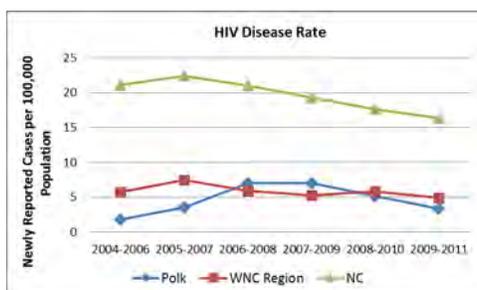


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

HIV

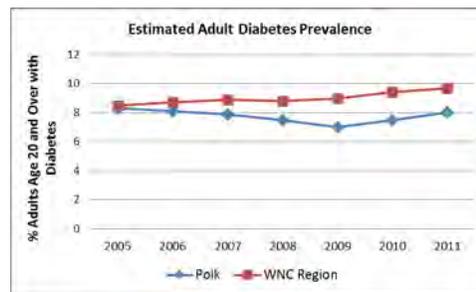
- The state rate for HIV incidence has fallen steadily since 2005-2007; the regional rate has been consistently below the state rate and has not changed significantly over time. The HIV infection rate in Polk County is unstable due to small and varying numbers of new cases.



Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Adult Diabetes

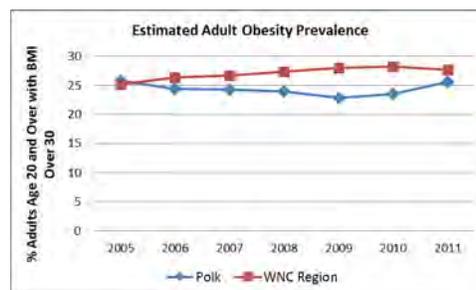
- The average self-reported prevalence of Polk County adults with diabetes was 7.8% in the period from 2005 - 2011.
- Over the same period the WNC average was 9.0%.
- Prevalence of self-reported adult diabetes has been rising recently in both WNC and Polk County.



Source: Centers for Disease Control and Prevention, via BRFSS

Adult Obesity

- The average self-reported prevalence of Polk County adults considered “obese” on the basis of height and weight (BMI > 30) was 24.3% 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 WNC until recently. The prevalence in Polk County appears to be rising.



Source: Centers for Disease Control and Prevention, via BRFSS

Child Obesity Ages 2-4

- There is limited data on the prevalence of childhood obesity in Polk 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, 15.1% of the participating children in Polk County age 2-4 were deemed “overweight”, and an additional 15.6% were deemed obese”.
- Numbers of participants in other age groups (5-11 and 12-18) were insufficient 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	
		#	%	#	%	#	%	#	%
Polk	179	5	2.8	119	66.5	27	15.1	28	15.6
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 Polk County residents served annually by the **Area Mental Health Program** *increased* overall from 691 to 705 (▲ 2%).
- Over the same 8-year period the number of Polk County residents served annually in **State Psychiatric Hospitals** *decreased* from 22 to 0.
- During the same 8-year period a total of **66** Polk County residents were served in **NC State Alcohol and Drug Abuse Treatment Centers (ADATCs)**, with the number varying considerably but averaging **8** 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 Polk County were for:
 - Cardiovascular and circulatory diseases : 15%
 - Heart disease: 11%
 - Cerebrovascular disease: 3%
 - Respiratory diseases: 11%
 - Pneumonia and influenza: 6%
 - COPD (excluding asthma): 3%
 - Asthma: 0.2%
 - Digestive system diseases: 11%
 - Chronic liver disease and cirrhosis: 0.1%
 - Injuries and poisonings: 11%
 - 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	Polk	NC
All specified PQI (Prevention Quality Indicator) conditions	1,254.5	1,438.5
All chronic conditions	618.3	906.0
Diabetes: short-term complications	35.7	94.4
Diabetes: long-term complications	53.5	113.0
Diabetes: uncontrolled	11.9	13.7
Diabetes: amputations	0.0	19.1
COPD/Asthma: ages 40+	268.2	413.5
Asthma: ages 18-39	26.5	40.1
Hypertension	5.9	54.9
Heart failure	291.3	339.6
Angina	5.9	9.7
Pneumonia	344.8	267.5
Urinary tract infection	220.0	155.0
Dehydration	71.3	109.9
Appendix perforation/abscess	0.0	433.2
Acute care discharges	636.1	532.5

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

Environment

Air Quality

- **Air Quality Index (AQI) Summary, Polk County, 2014**
 - **AQI Measurements**
 - Measurements are not available because there is no air quality monitoring station in Polk County.

Source: US Environmental Protection Agency Air Quality Index Reports

Air Quality

- **Toxic Release Inventory (TRI), Polk County, 2013**
 - **TRI Releases**
 - There are no facilities in Polk County on record as currently releasing TRI chemicals.

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 Polk County, the current average indoor radon level is 3.7 pCi/L, **10% lower** than the regional mean, but **2.8 times** the average national level.

Source: North Carolina Radon Information

Water Quality

- **Polk County Drinking Water Systems February, 2014**
 - **Community Water Systems**
 - Include municipalities, subdivisions and mobile home parks
 - Community water systems in Polk County serve an estimated 8,528 people, or 42% of the 2010 county population.
 - The fraction of the Polk County population served by a community water system is 24% **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 Polk County (2015)**
 - There are at present 11 permits issued in Polk 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
 - 2 are small, municipal wastewater treatment facilities
 - 1 is a commercial industrial facility
 - 7 are domestic wastewater producers

Sources: NC DENR, Division of Water Resources

Solid Waste

- **Solid Waste Disposal Rates**
 - 2013-14 Per-Capita Disposal Rate
 - Polk County = 1.10 tons (▲ 75% since 1991-1992)
 - NC = 0.93 tons (▼ 13% since 1991-1992)

- **Landfill Capacity**
 - Polk County’s municipal solid waste and construction and demolition waste transported out of the county. There is no solid waste landfill in Polk 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 six cases of animal rabies reported for Polk County in the period 2010 through 2014. Three of the six cases occurred in foxes.
- The six cases in Polk County represented 8% of the total WNC rabies cases over the period cited.

Animal Rabies Cases, 2010 through 2014

County	Number of Cases					Total	Most Common Host
	2010	2011	2012	2013	2014		
Polk	1	2	3	0	0	6	Fox (3/6)
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

Polk County Maps

Community Health Assessment
2015

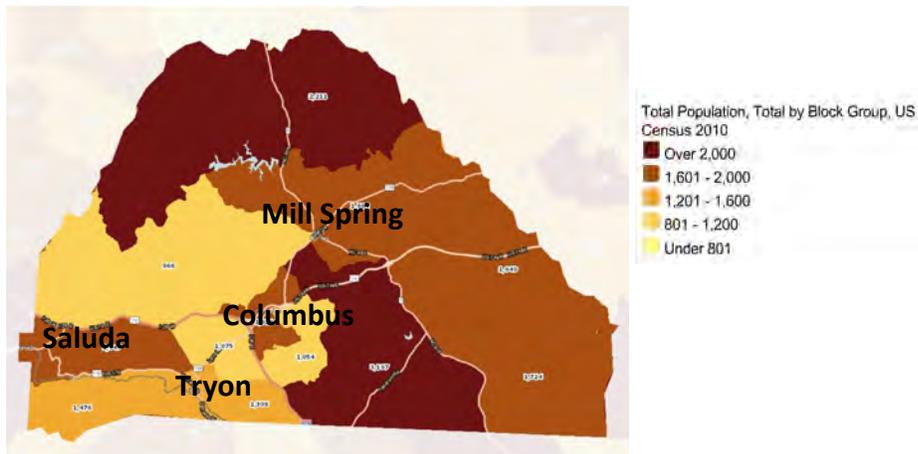
Why use maps?

- 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 Polk County

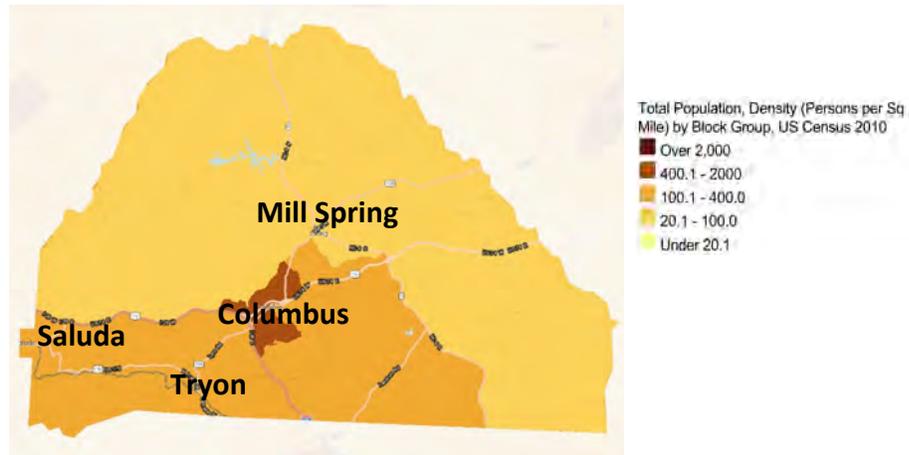


Source: US Census 2010

Geographic Unit: Block Group

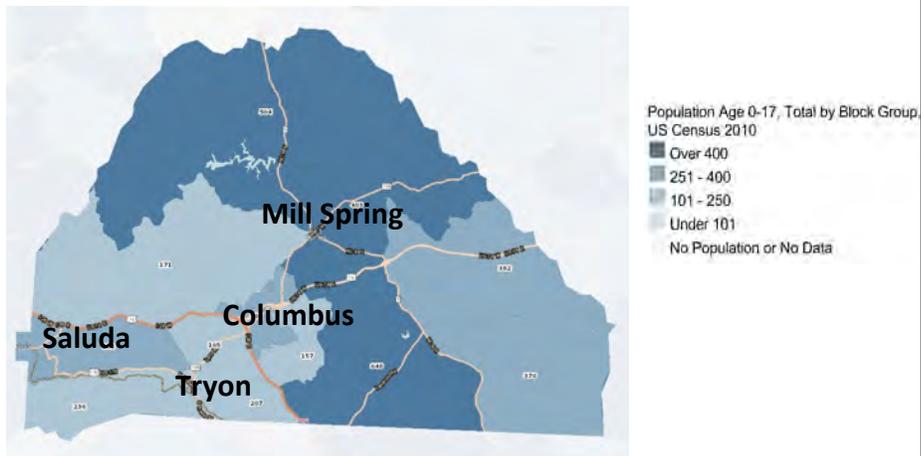
Map produced with Community Commons

Population Density of Polk County



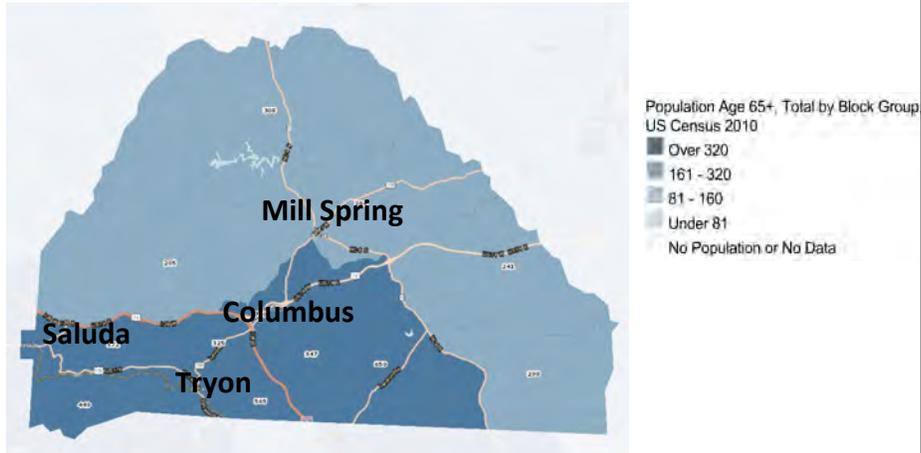
Source: US Census 2010
Geographic Unit: Block Group
Map produced with Community Commons

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



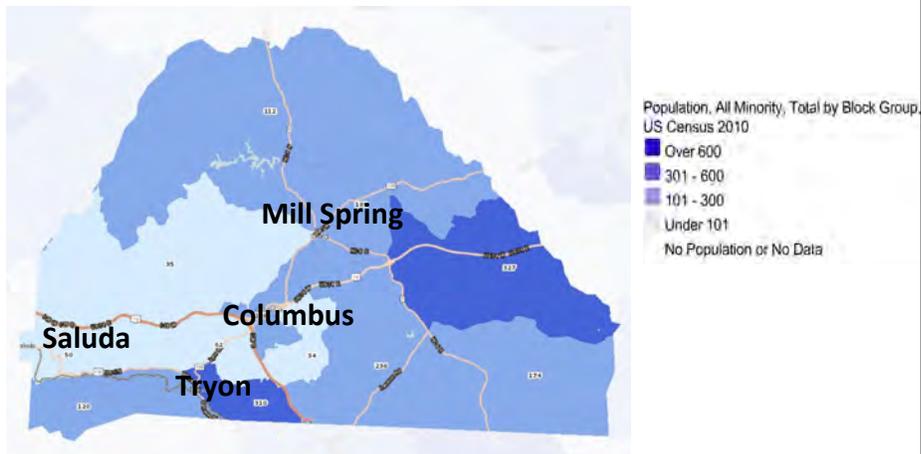
Source: US Census 2010
Geographic Unit: Block Group
Map produced with Community Commons

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



Source: US Census 2010
Geographic Unit: Block Group
Map produced with Community Commons

Population of Ethnic and Racial Minorities in Polk County



Source: US Census 2010
Geographic Unit: Block Group
Map produced with Community Commons

Population of Hispanics and Latinos in Polk 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 Polk County

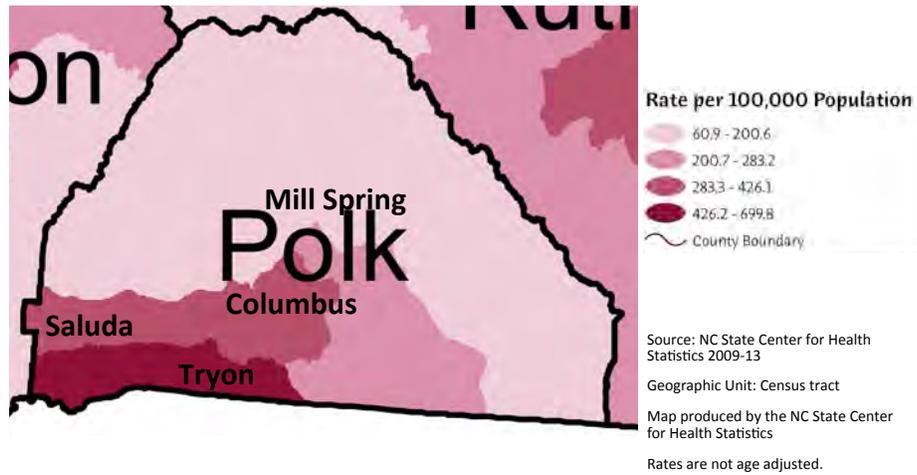


Population with a High School Diploma or Higher, Percent by Tract, ACS 2009-13

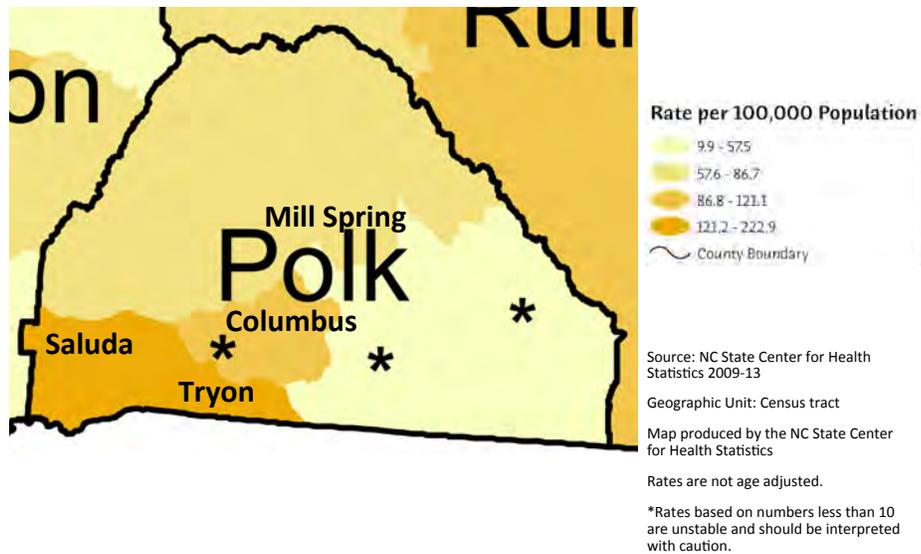
- Over 89.0%
- 82.1 - 89.0%
- 75.1 - 82.0%
- Under 75.1%
- No Data or Data Suppressed

Source: American Community Survey 2009-13
Geographic Unit: Census tract
Map produced with Community Commons

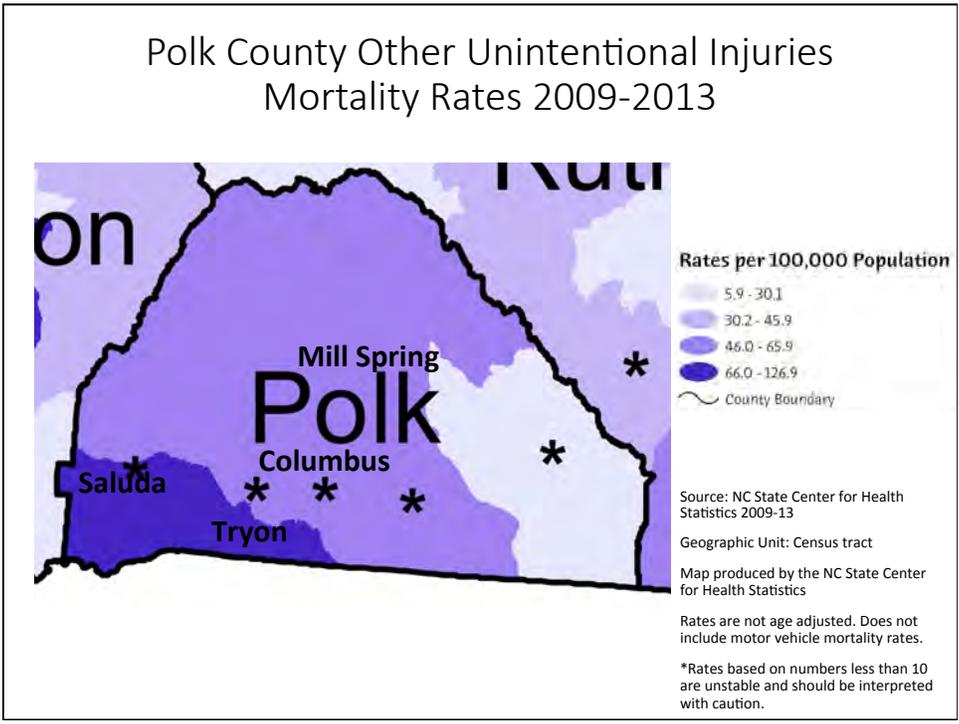
Polk County Heart Disease Mortality Rates 2009-2013



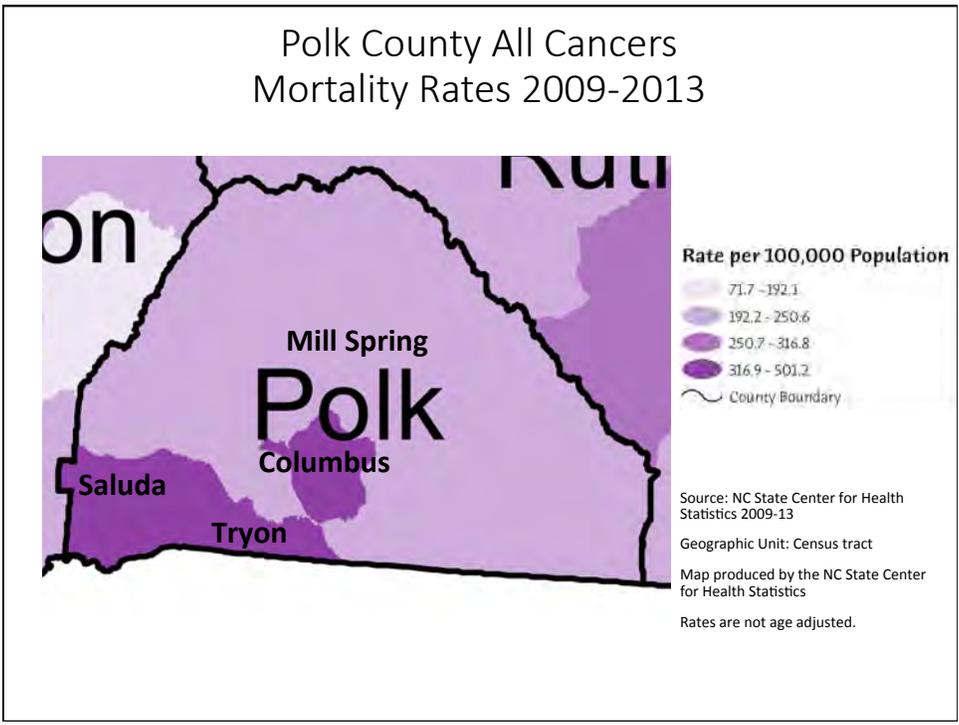
Polk County Chronic Lower Respiratory Diseases Mortality Rates 2009-2013



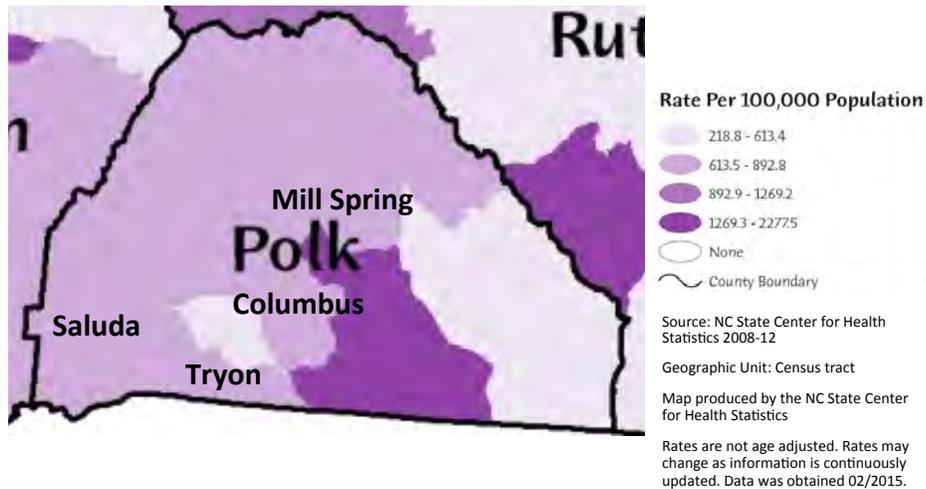
Polk County Other Unintentional Injuries Mortality Rates 2009-2013



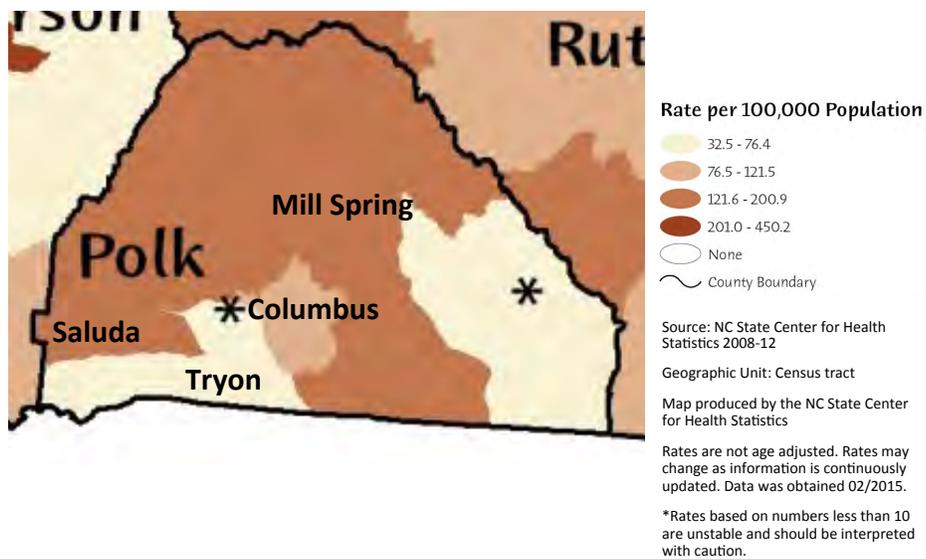
Polk County All Cancers Mortality Rates 2009-2013



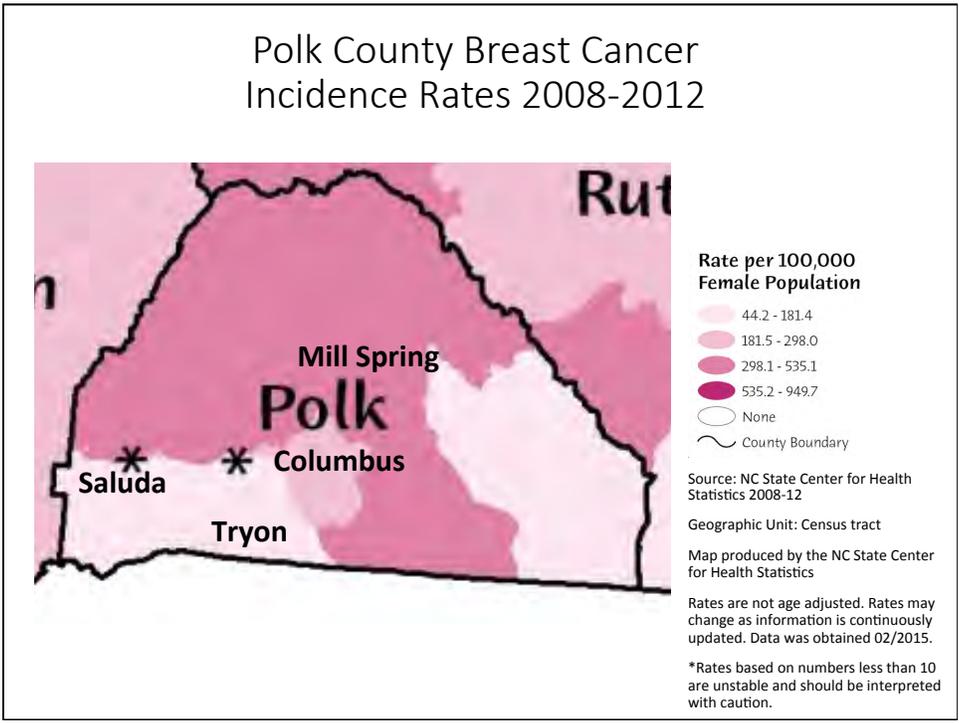
Polk County All Cancer Incidence Rates 2008-2012



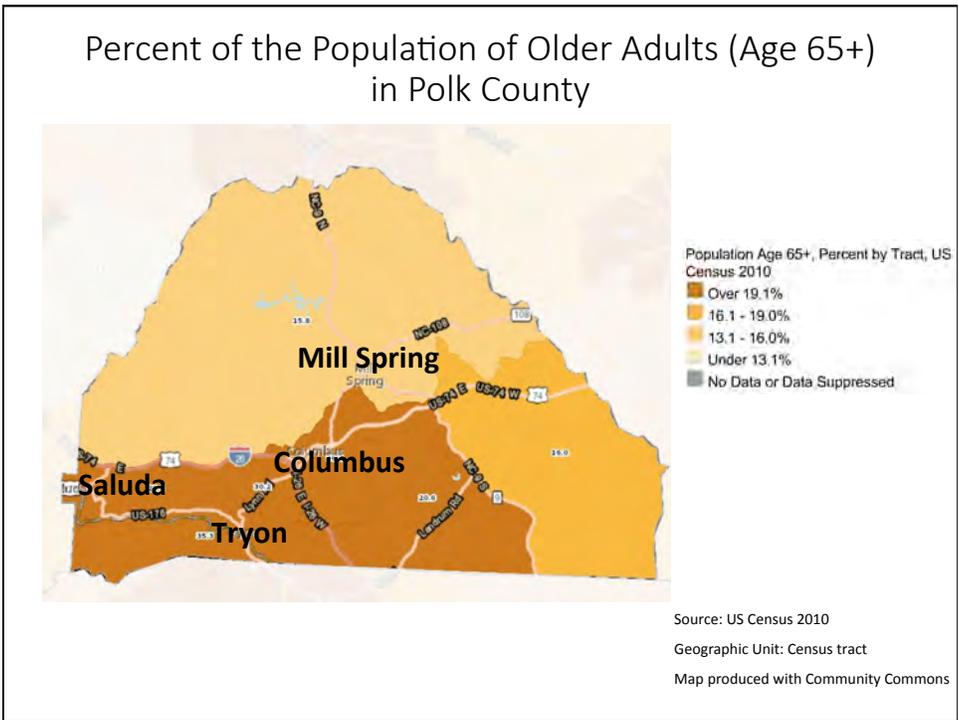
Polk County Lung and Bronchus Cancer Incidence Rates 2008-2012



Polk County Breast Cancer Incidence Rates 2008-2012



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



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

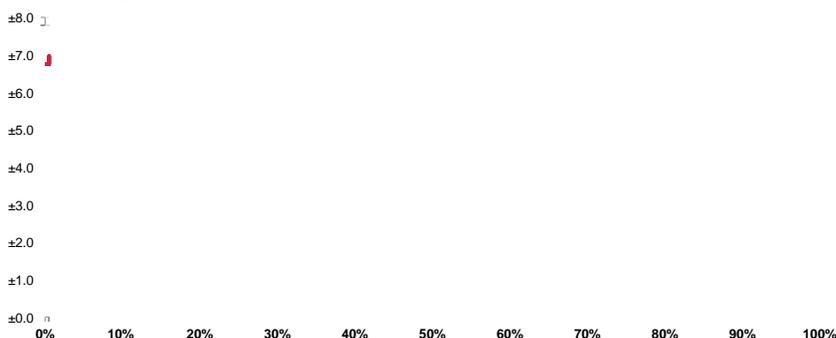
- Sampling levels allow for good local confidence intervals, but you should still keep in mind that error rates are larger at the county level than for WNC as a region
 - Results for WNC regional data have maximum error rate of $\pm 1.7\%$ at the 95% confidence level
 - Results for individual counties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

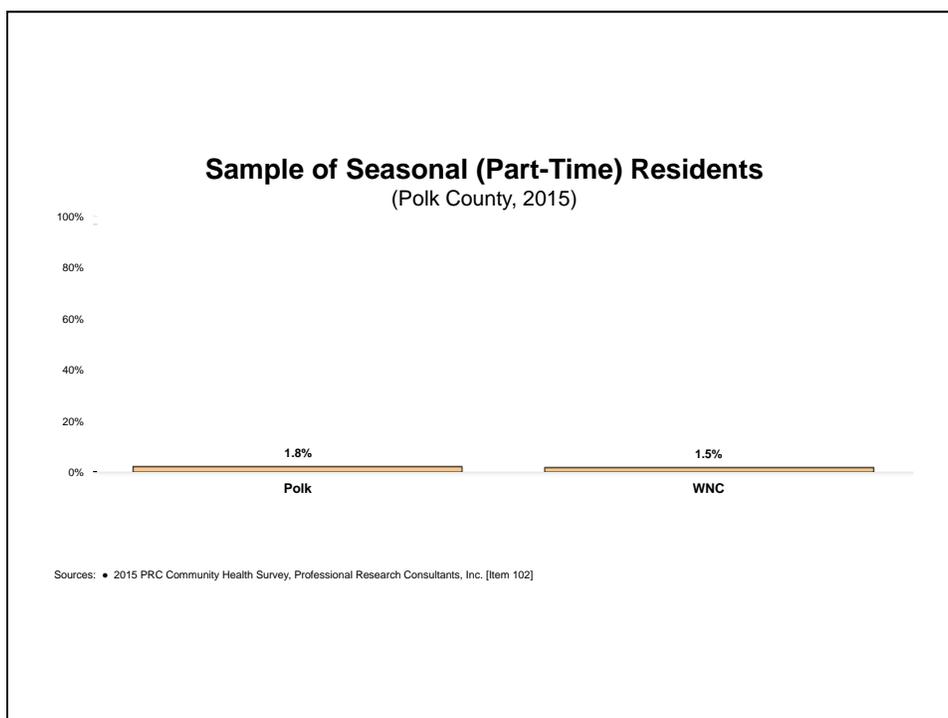
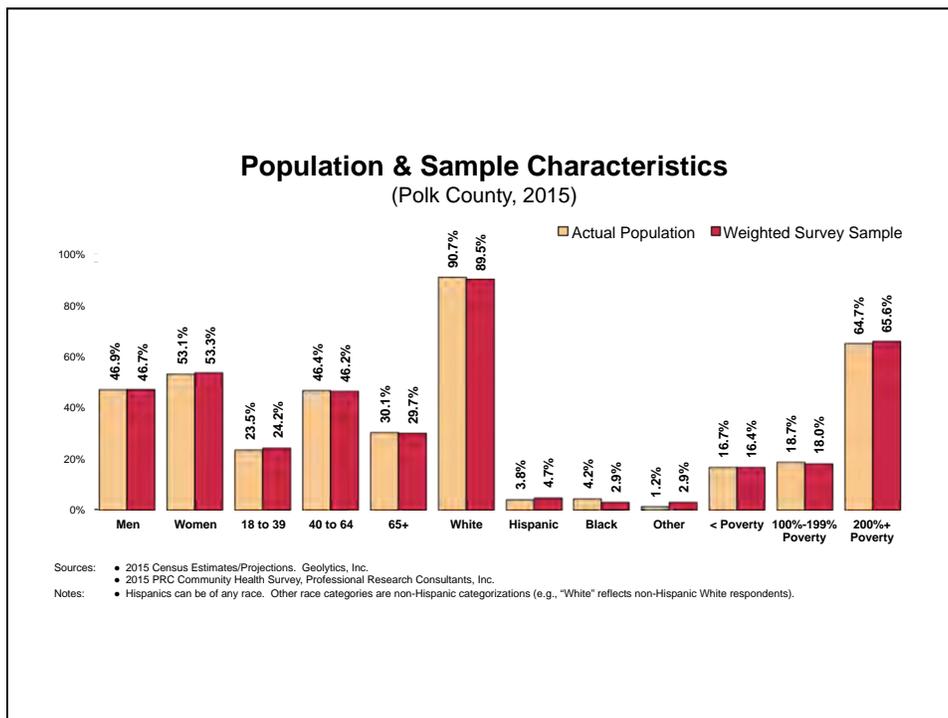


Note:

- 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.



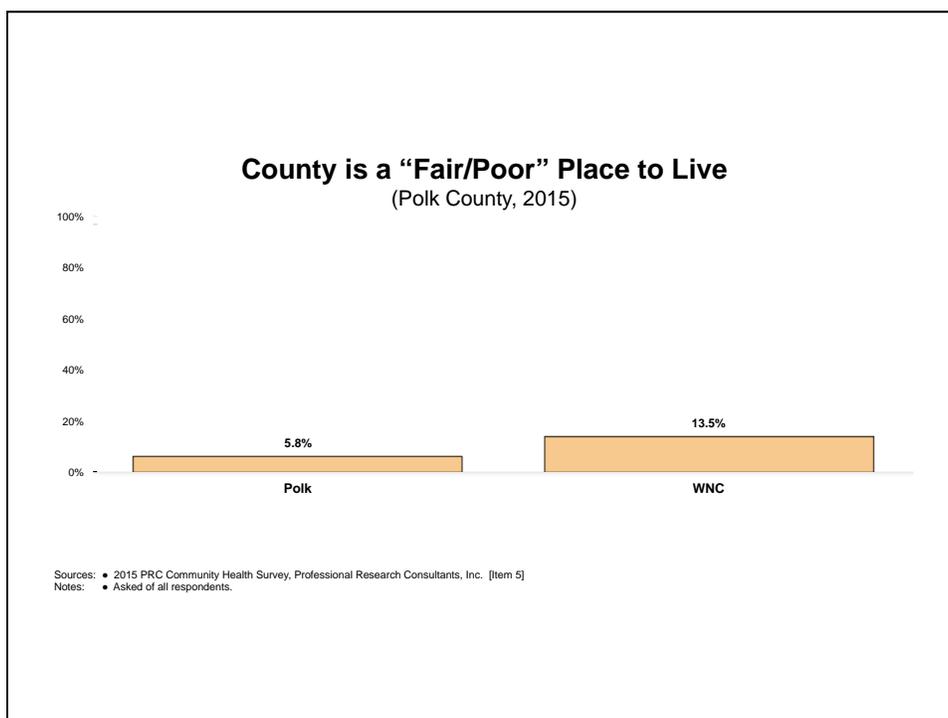
2015 PRC Community Health Needs Assessment

QUALITY OF LIFE



COMMUNITY HEALTH

Professional Research Consultants, Inc. 13



Top Three County Issues Perceived as in Most Need of Improvement (Polk County, 2015)

	Polk	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

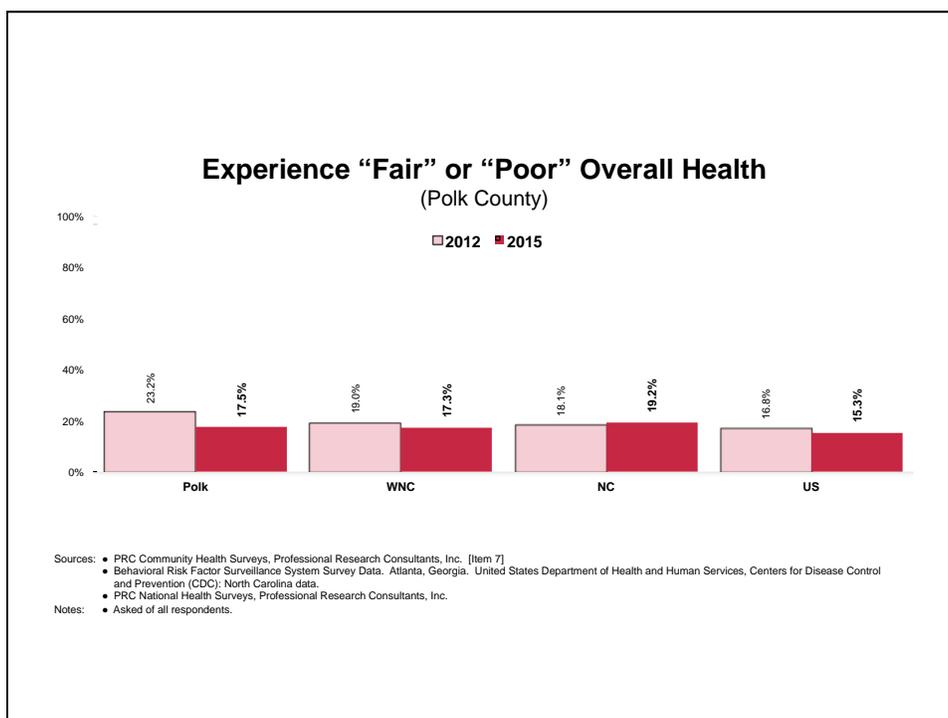
2015 PRC Community Health Needs Assessment

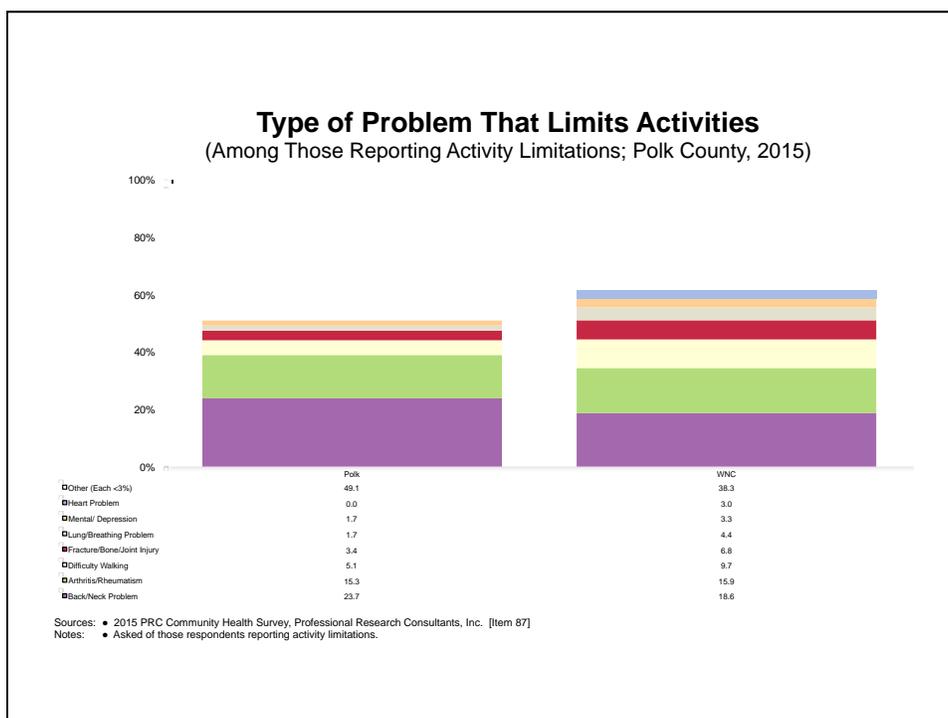
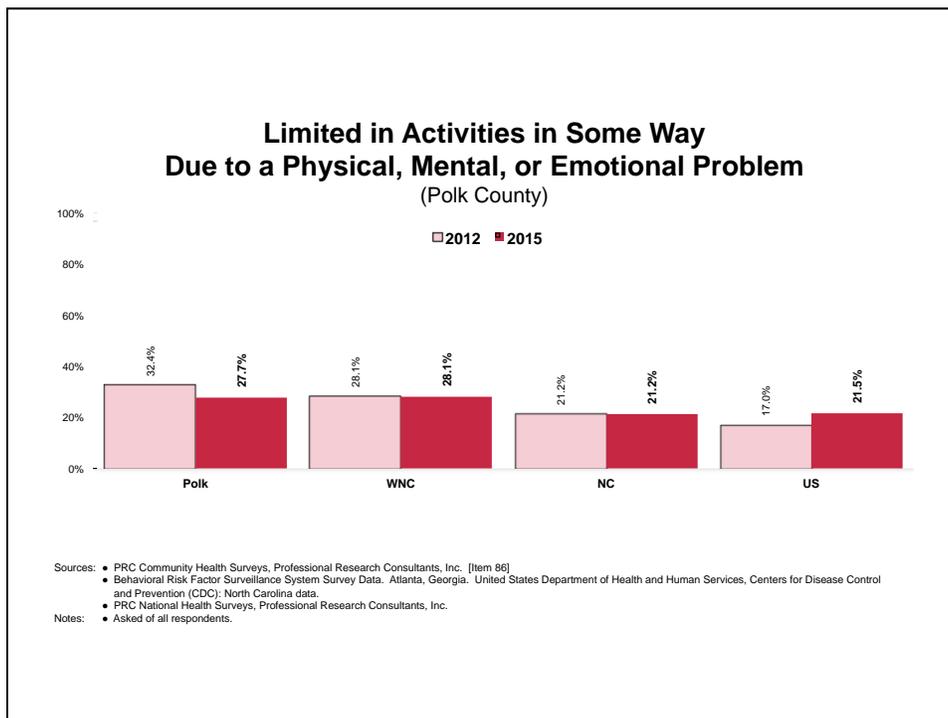
Overall Health



COMMUNITY HEALTH

Professional Research Consultants, Inc. 17





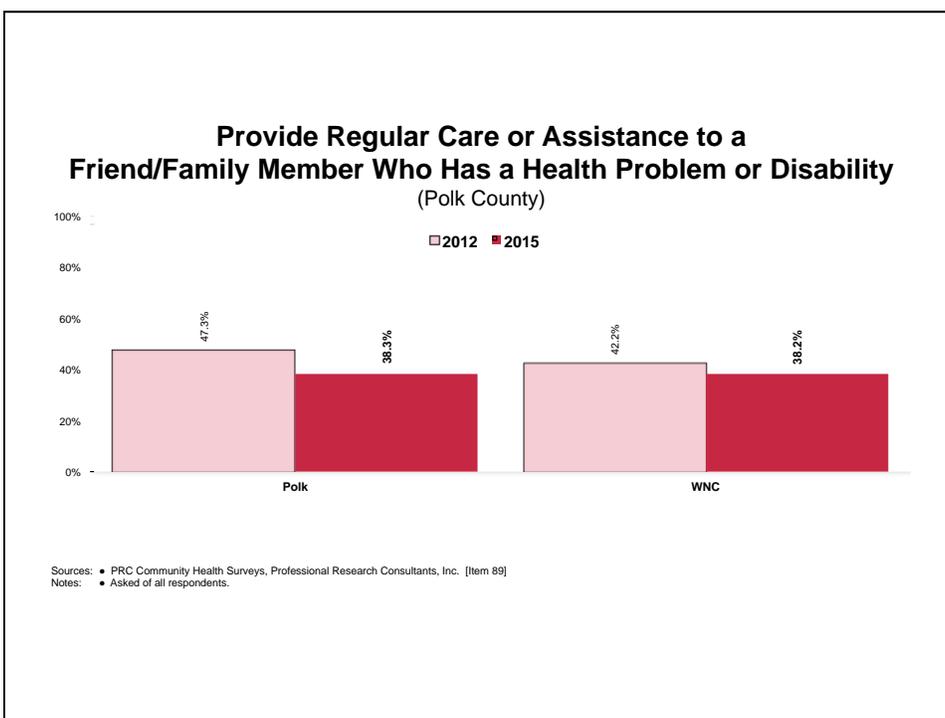
2015 PRC Community Health Needs Assessment

Caregiving



COMMUNITY HEALTH

Professional Research Consultants, Inc. 21



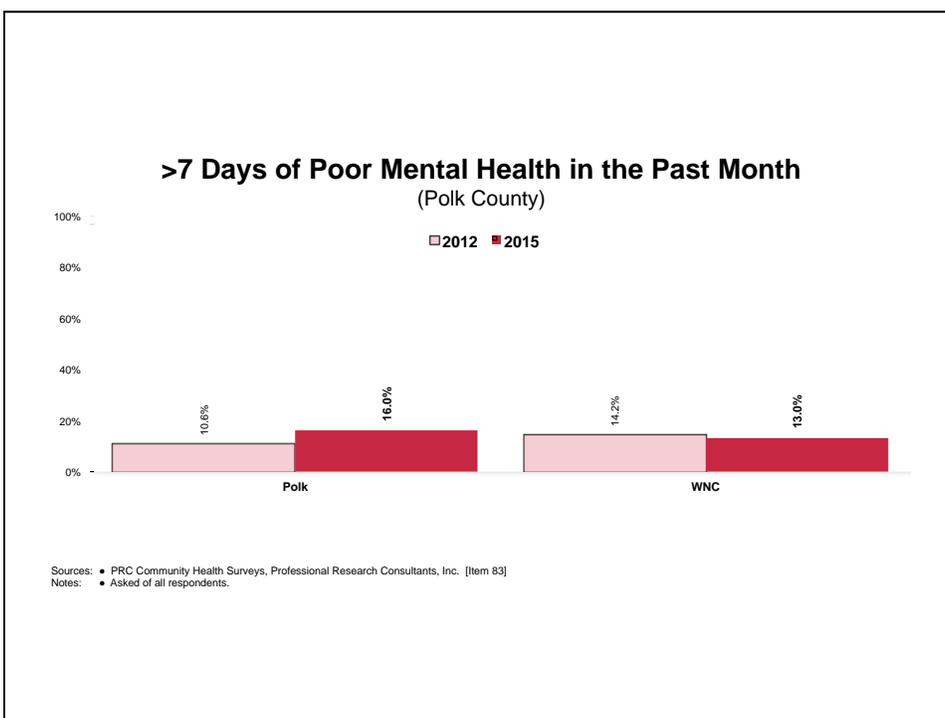
2015 PRC Community Health Needs Assessment

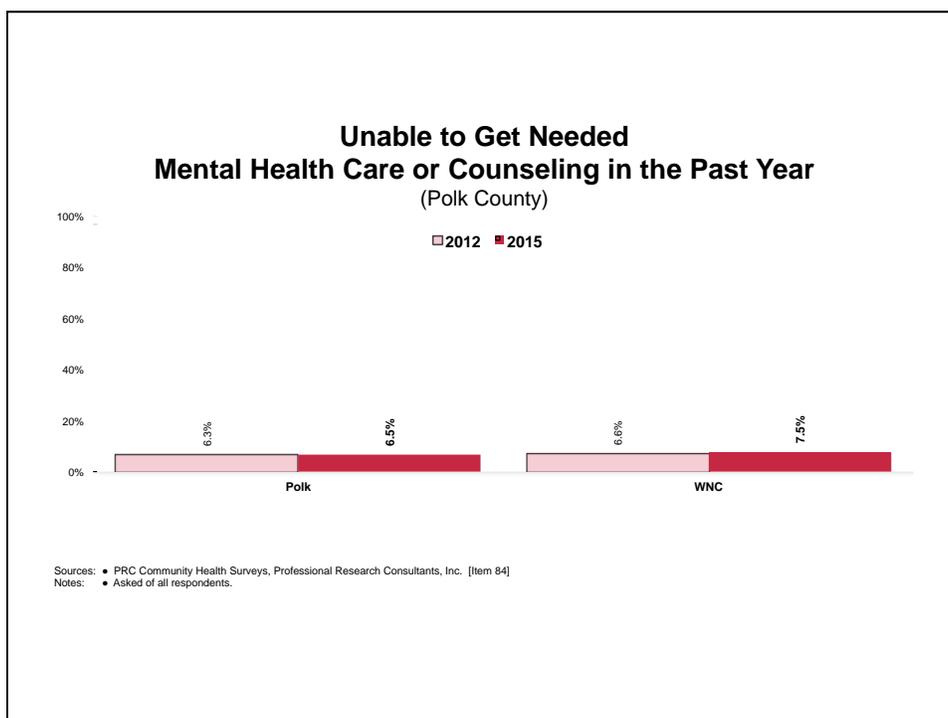
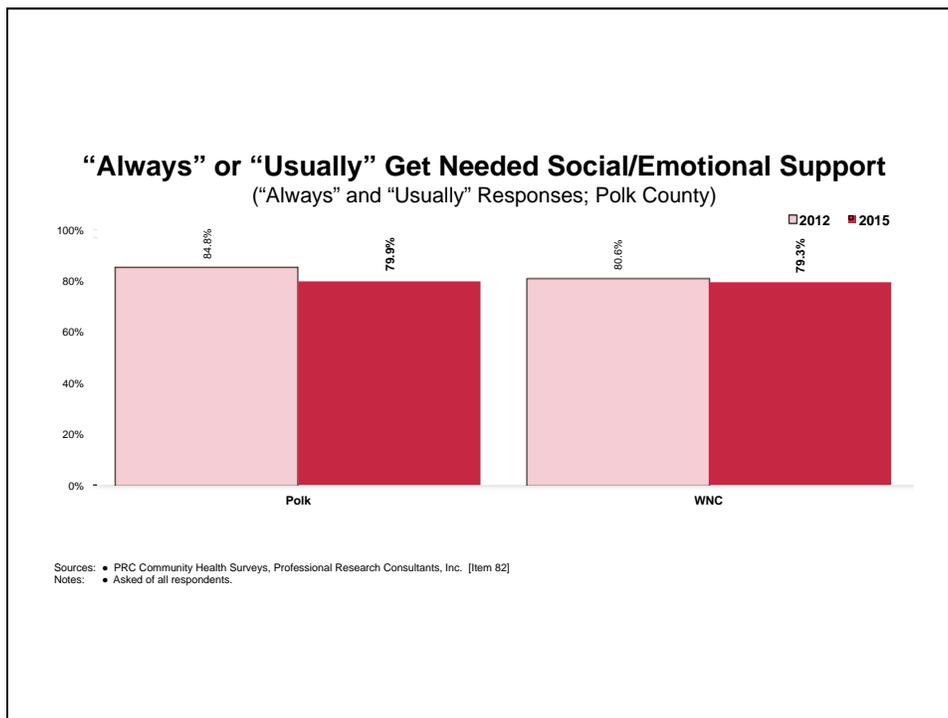
Mental Health & Mental Disorders

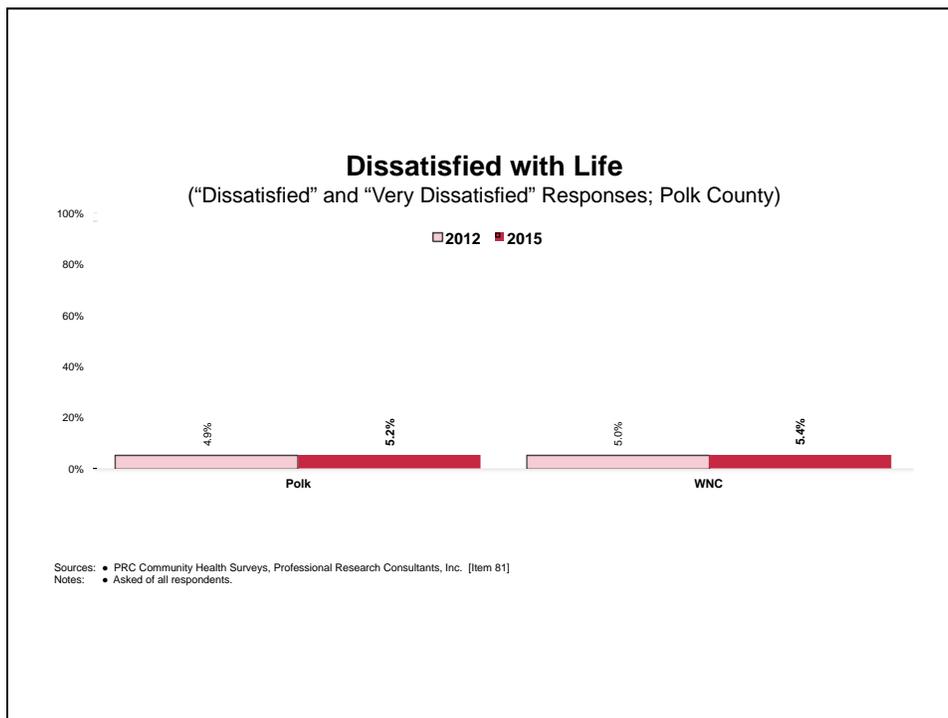


COMMUNITY HEALTH

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2015 PRC Community Health Needs Assessment

CHRONIC CONDITIONS & INJURY



COMMUNITY HEALTH

Professional Research Consultants, Inc. 28

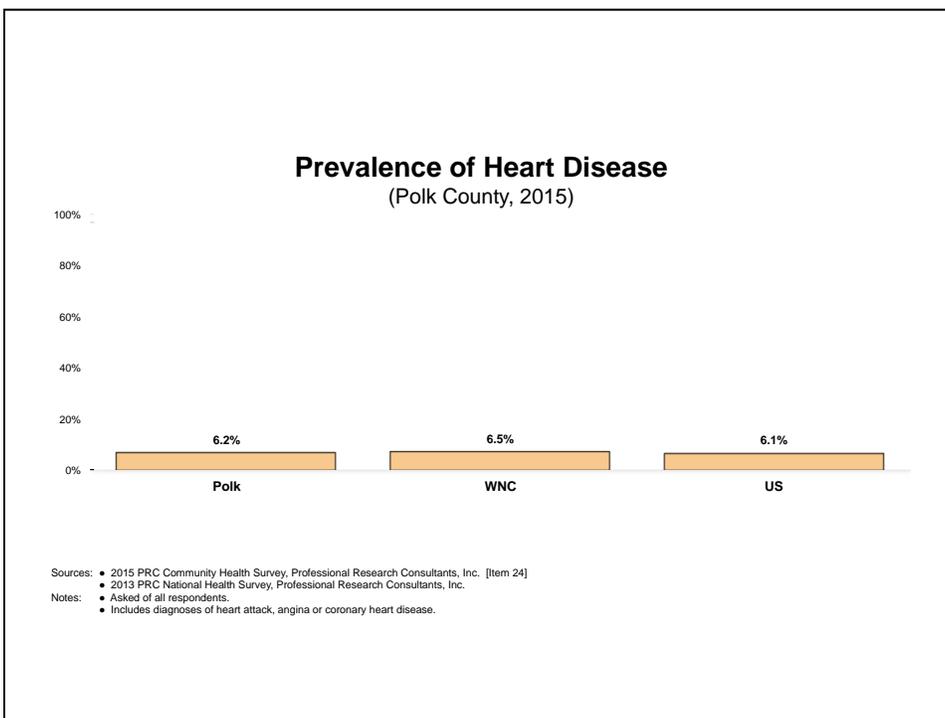
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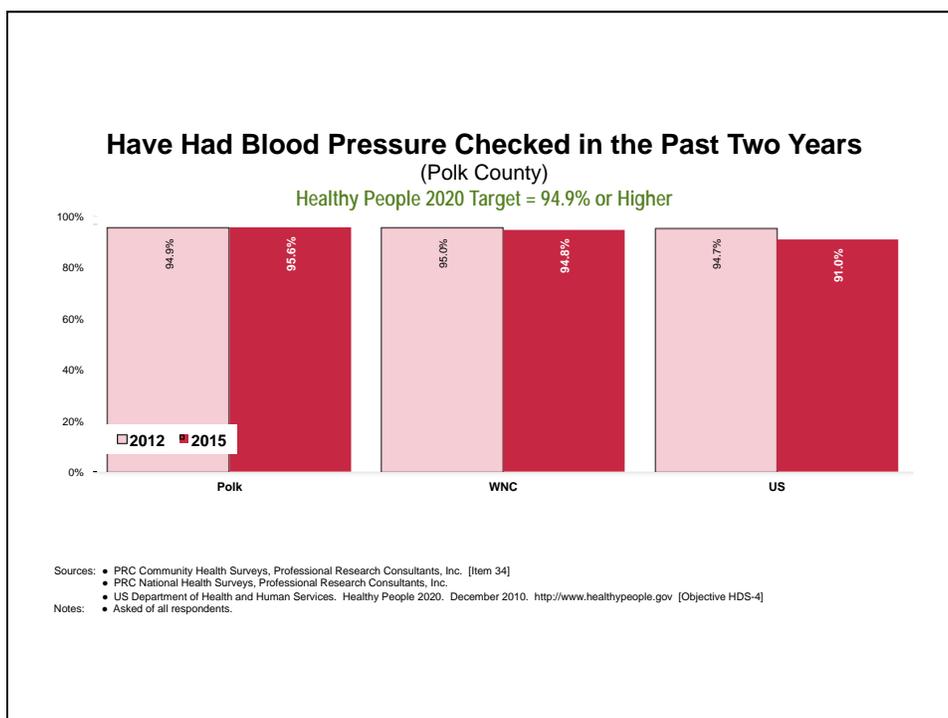
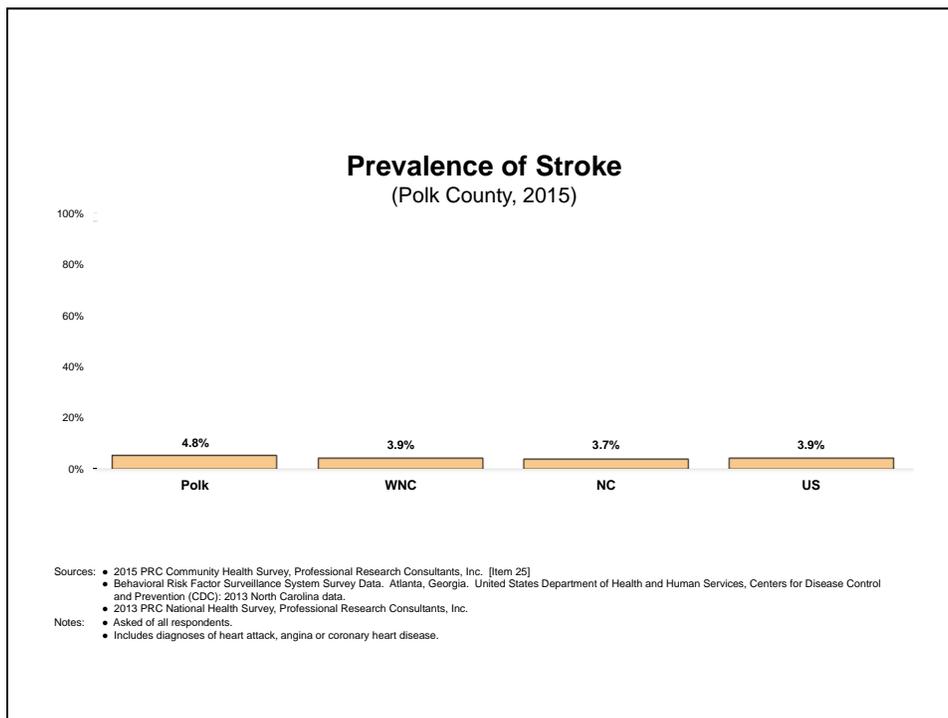
Cardiovascular Risk

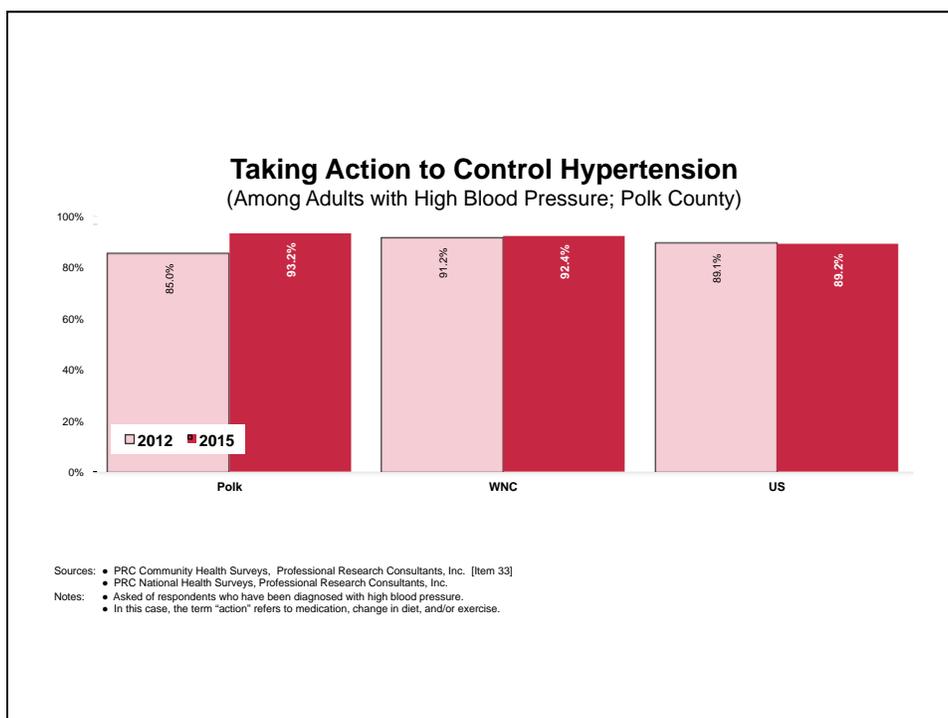
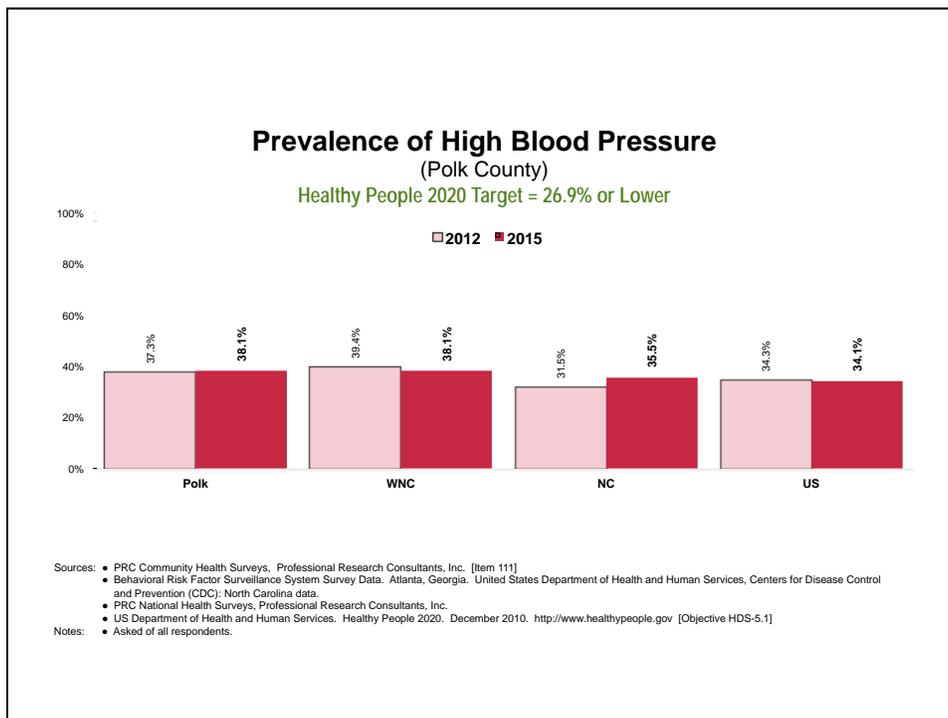


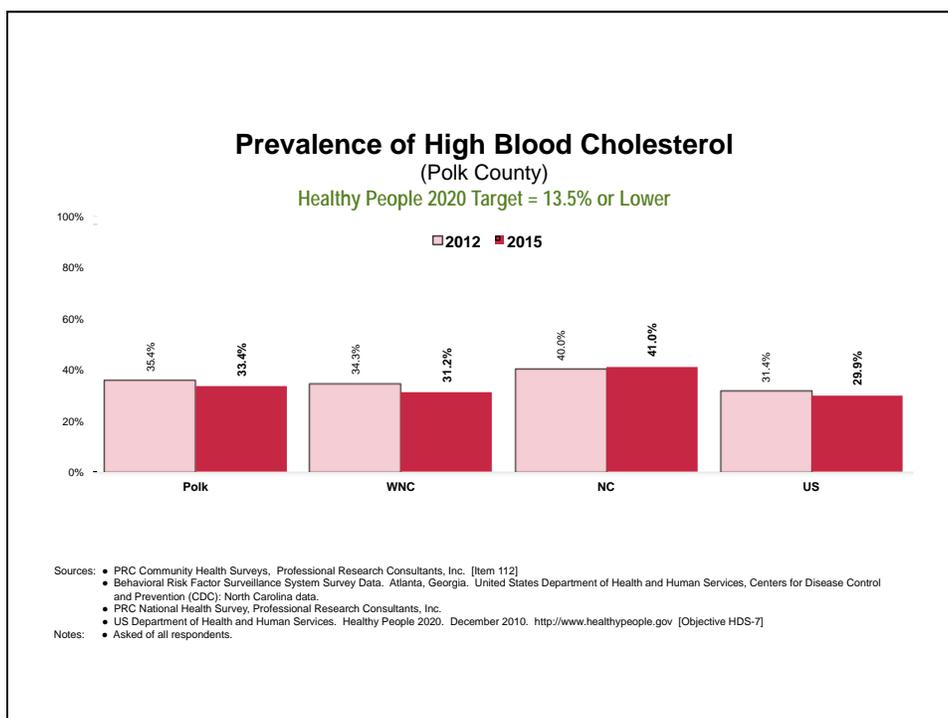
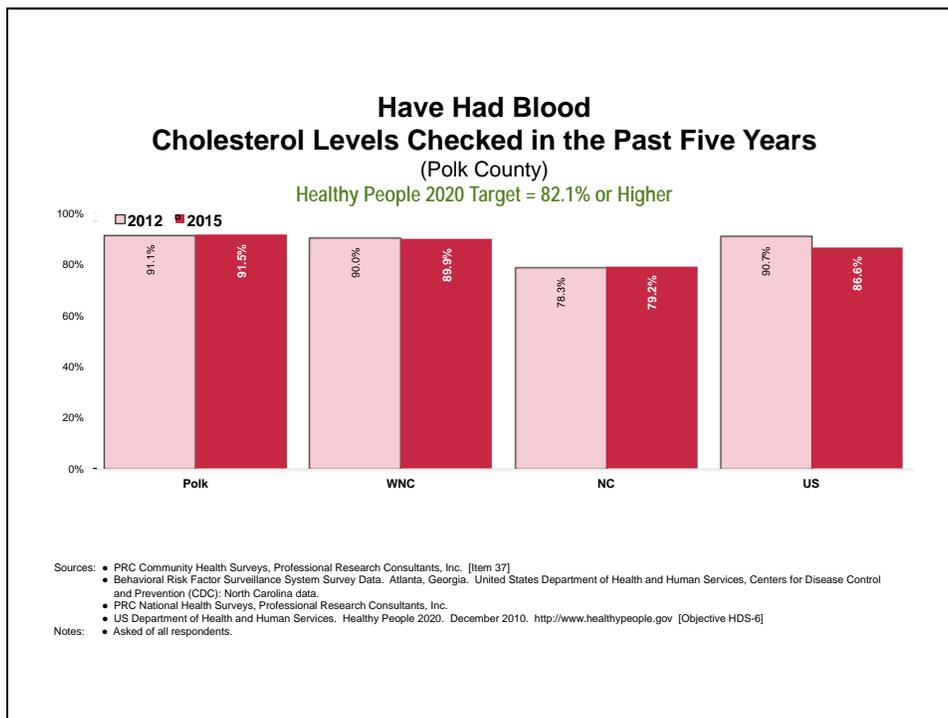
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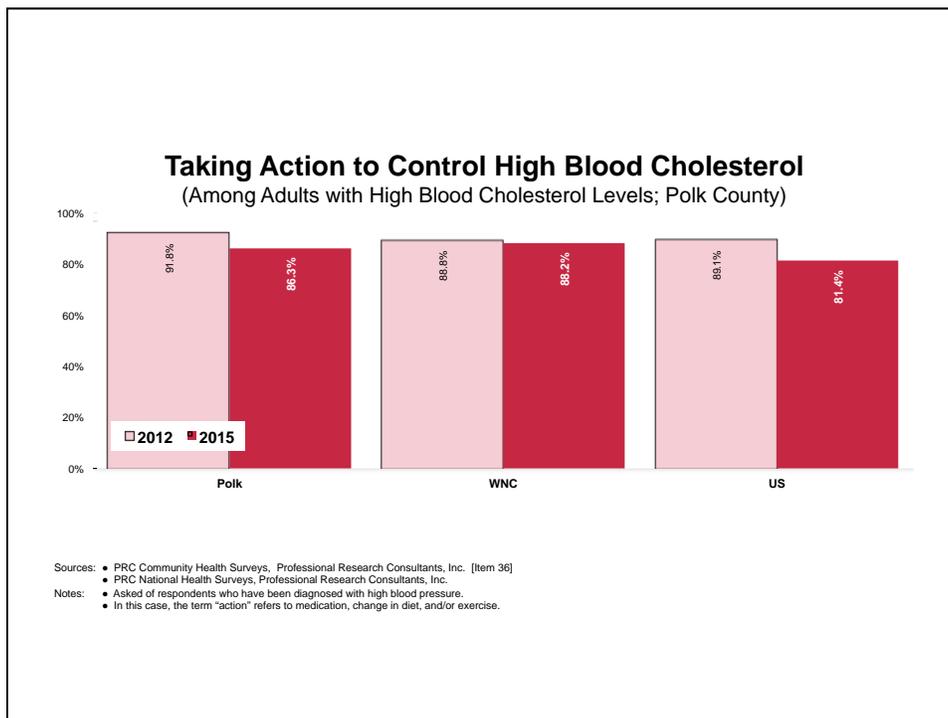
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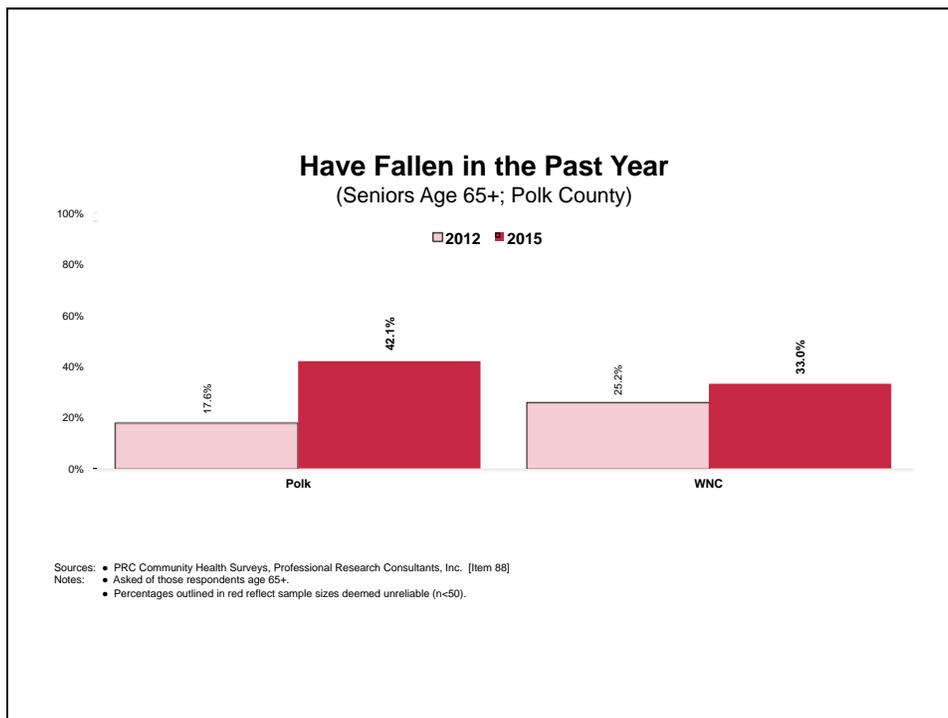


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Falls

COMMUNITY HEALTH

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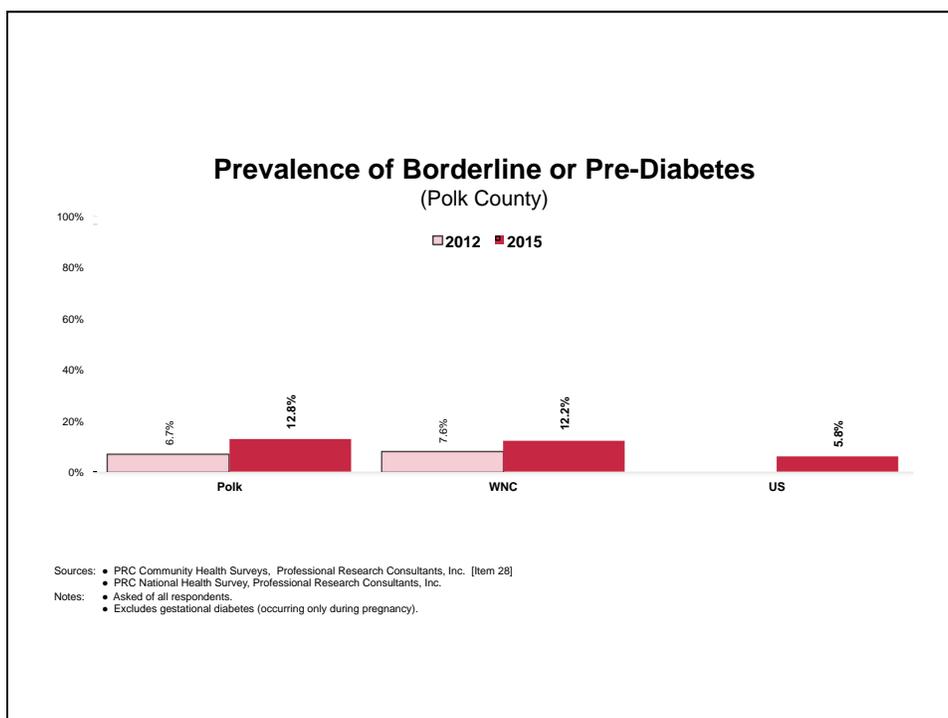
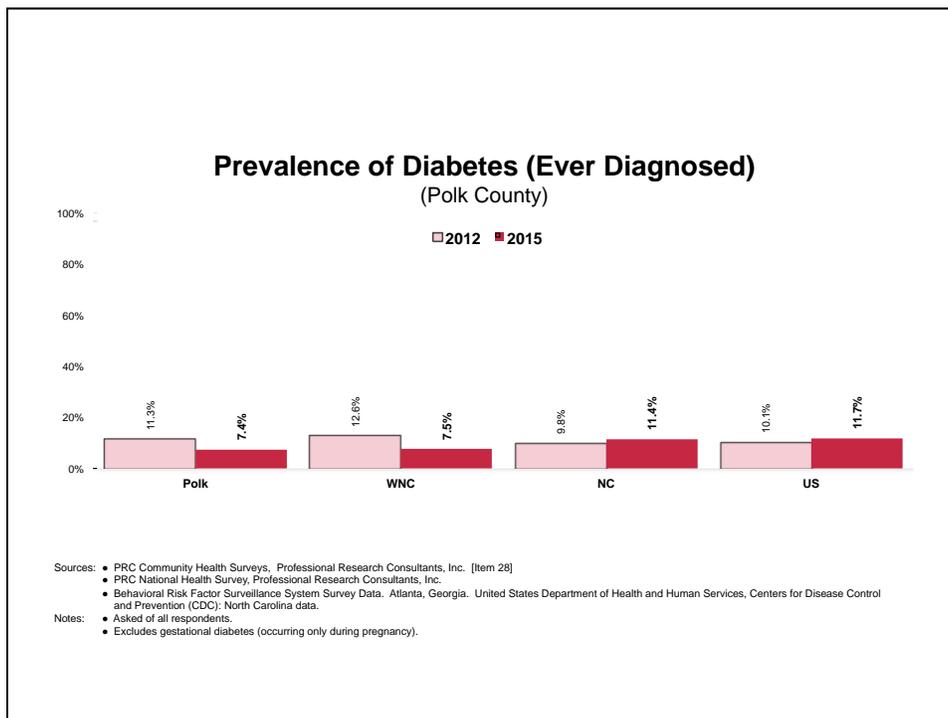
2015 PRC Community Health Needs Assessment

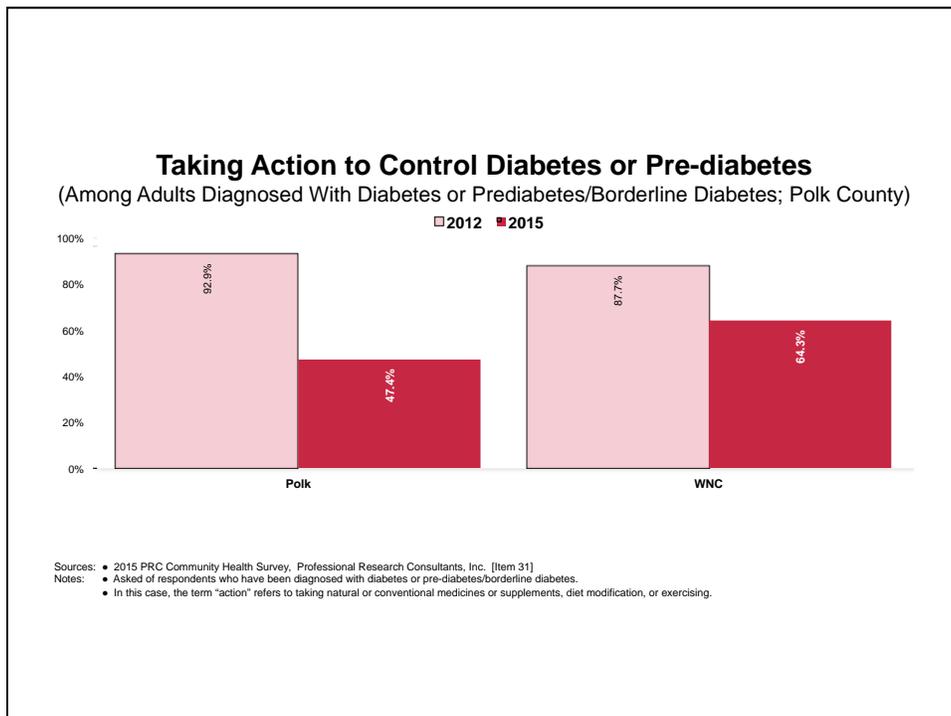
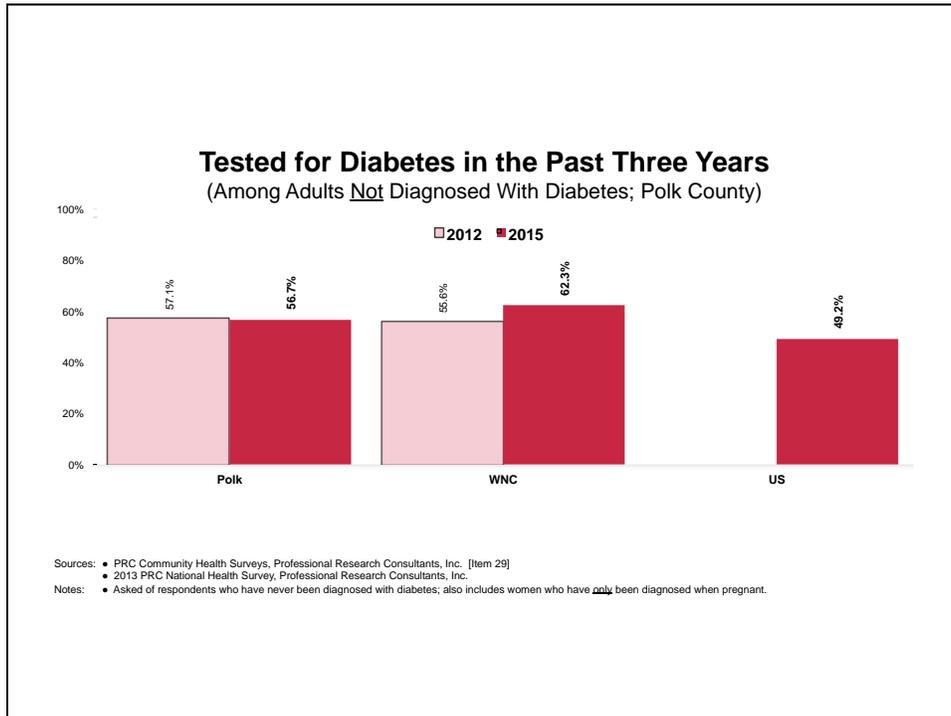
Diabetes



COMMUNITY HEALTH

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2015 PRC Community Health Needs Assessment

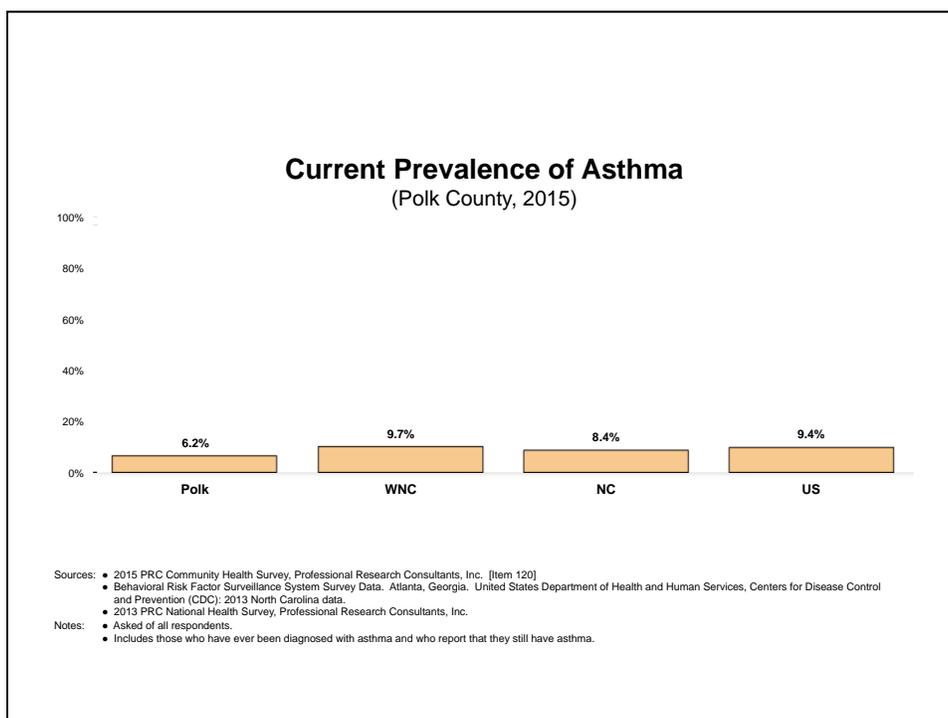


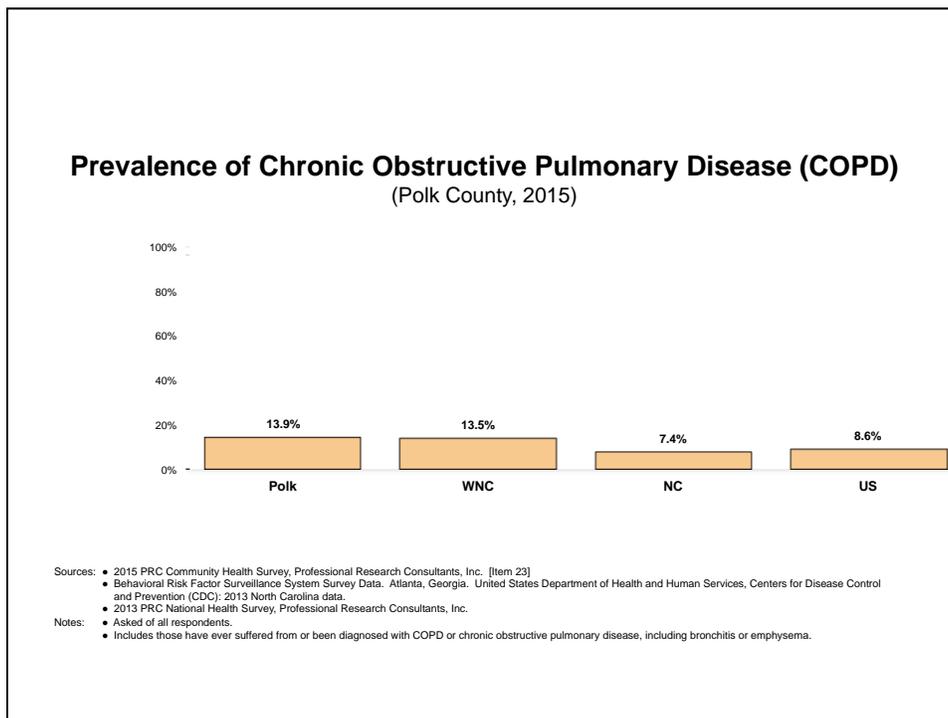
Respiratory Conditions



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MODIFIABLE HEALTH RISKS

COMMUNITY HEALTH

Professional Research Consultants, Inc. 48

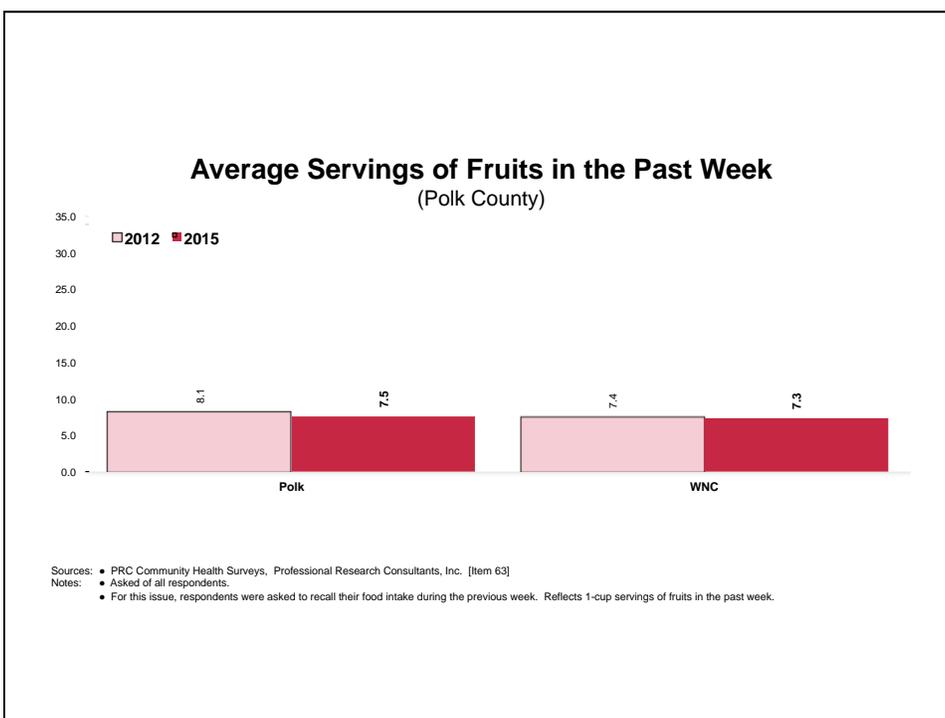
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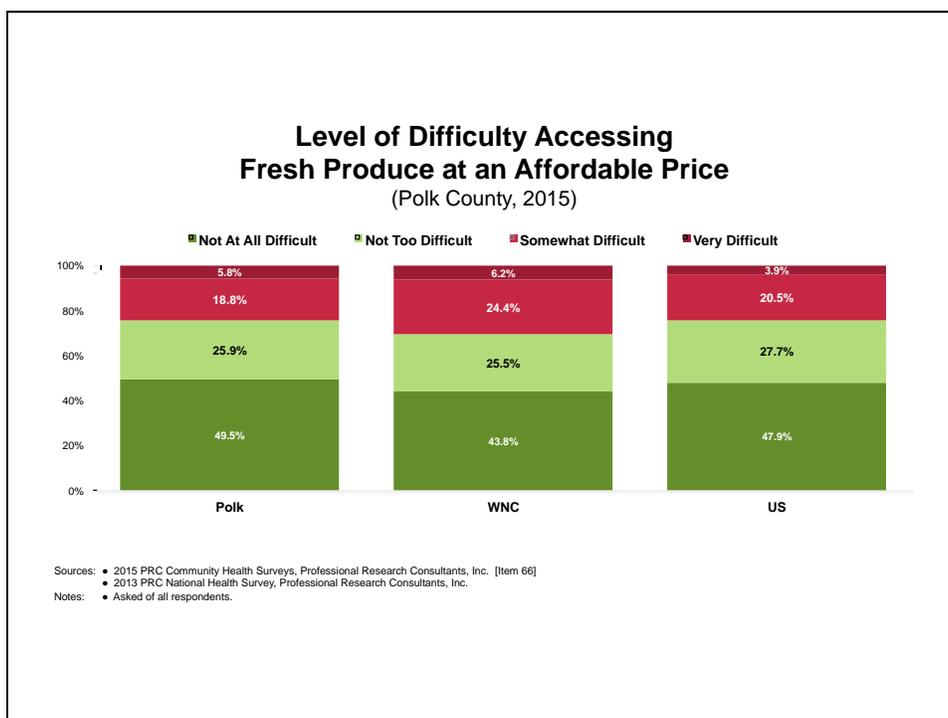
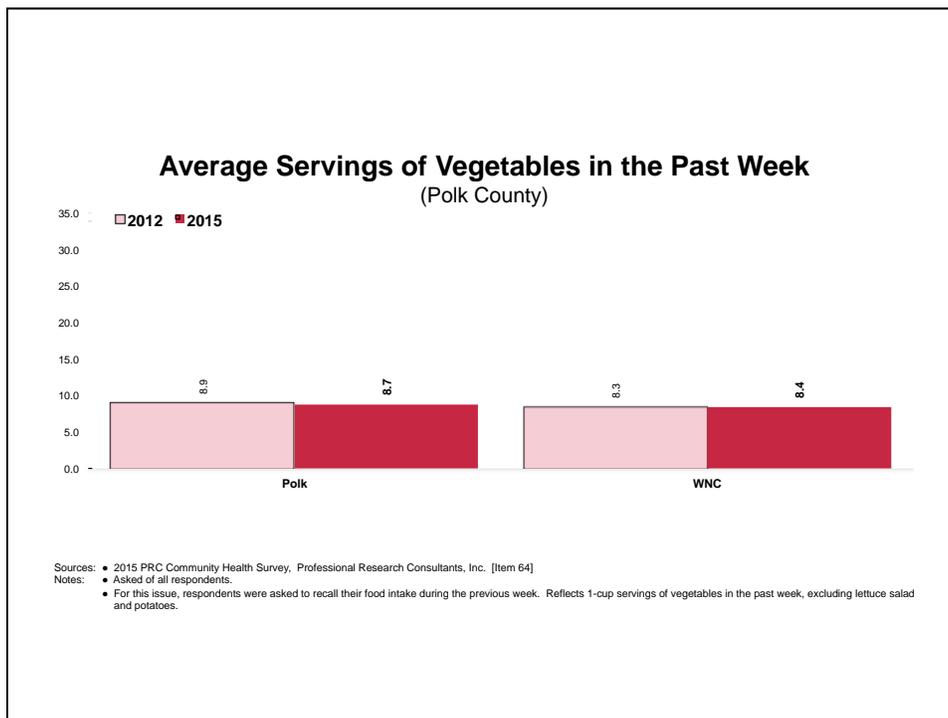
Nutrition



COMMUNITY HEALTH

Professional Research Consultants, Inc. 49





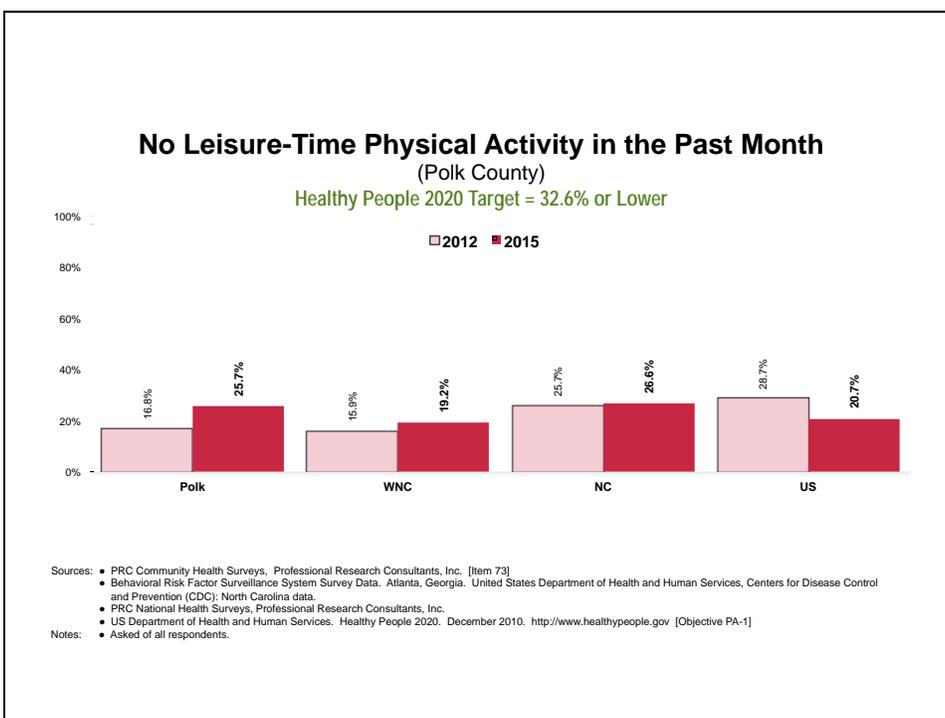
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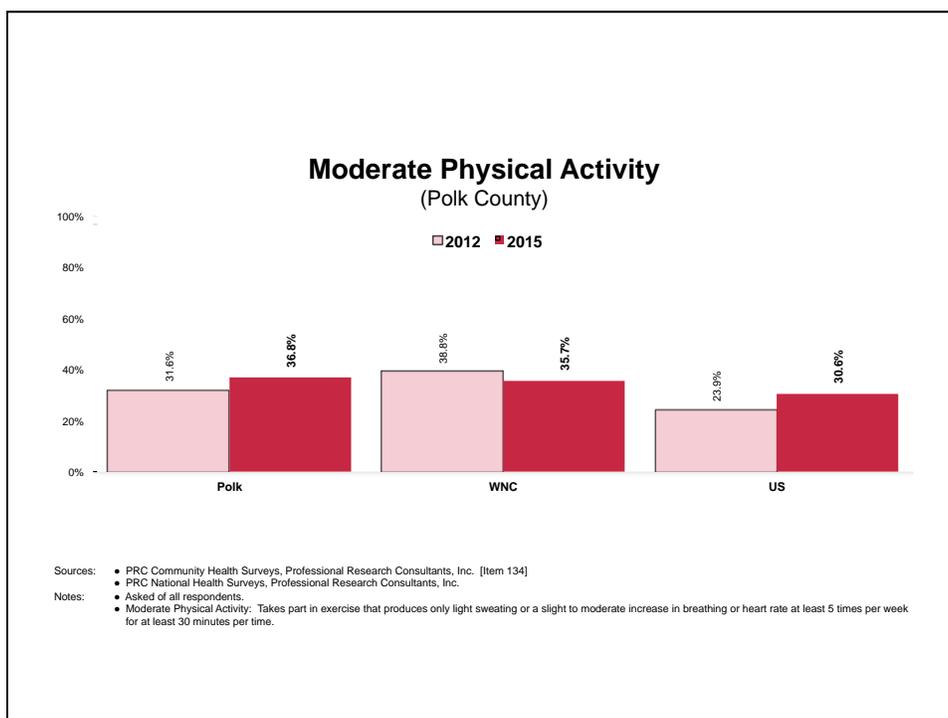
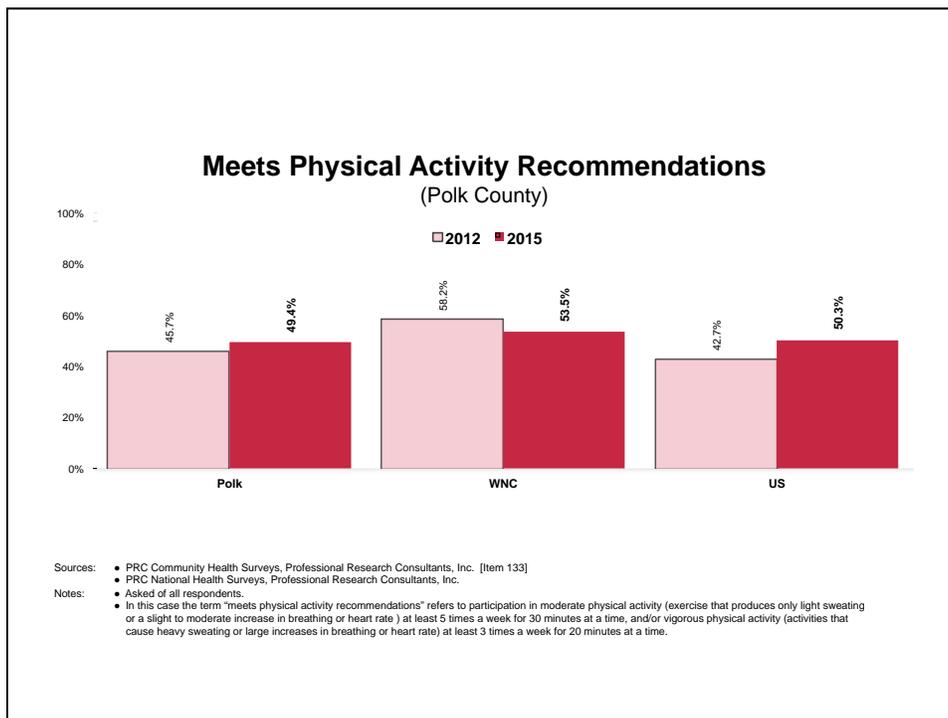
Physical Activity & Fitness

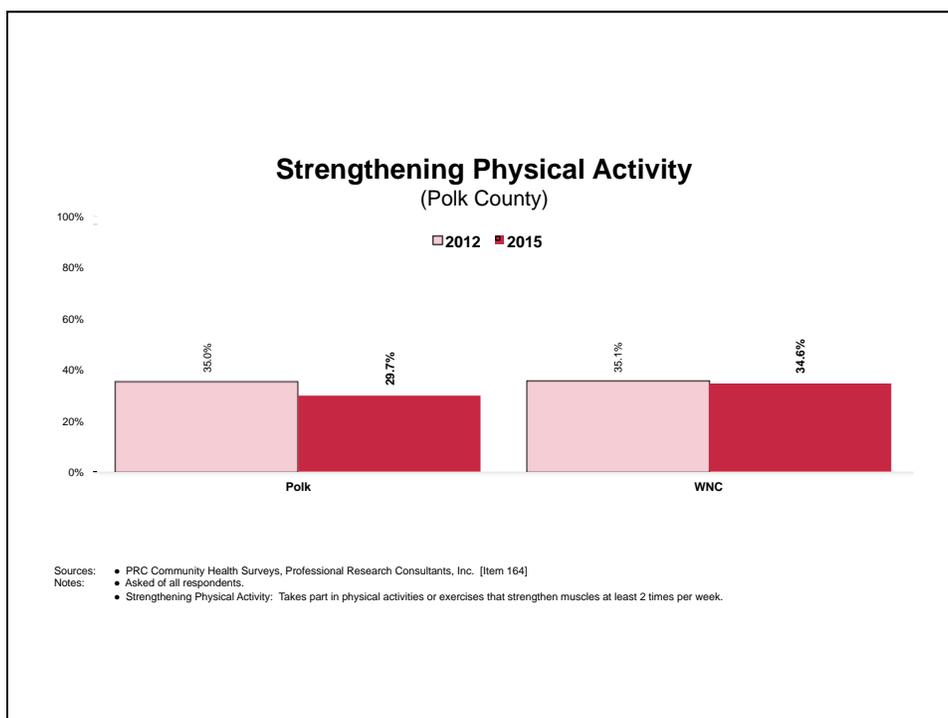
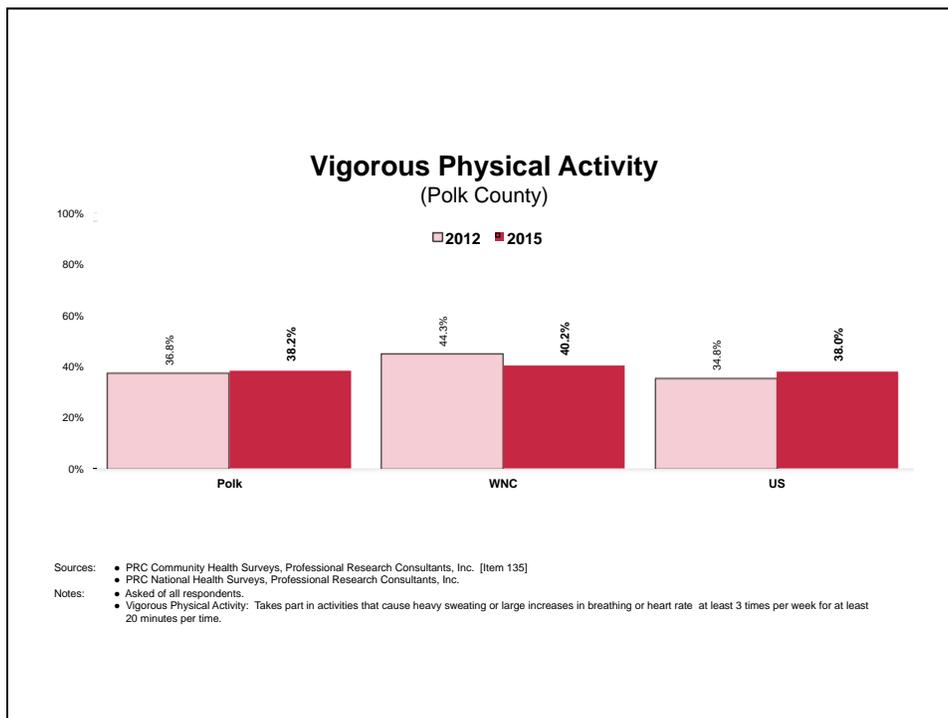


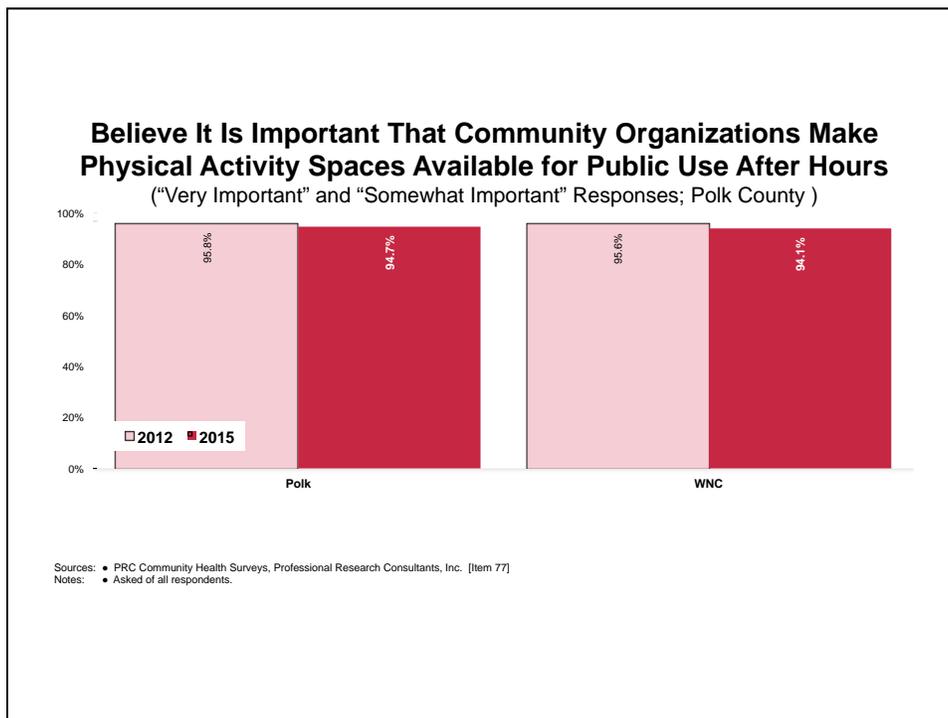
COMMUNITY HEALTH

Professional Research Consultants, Inc. 53







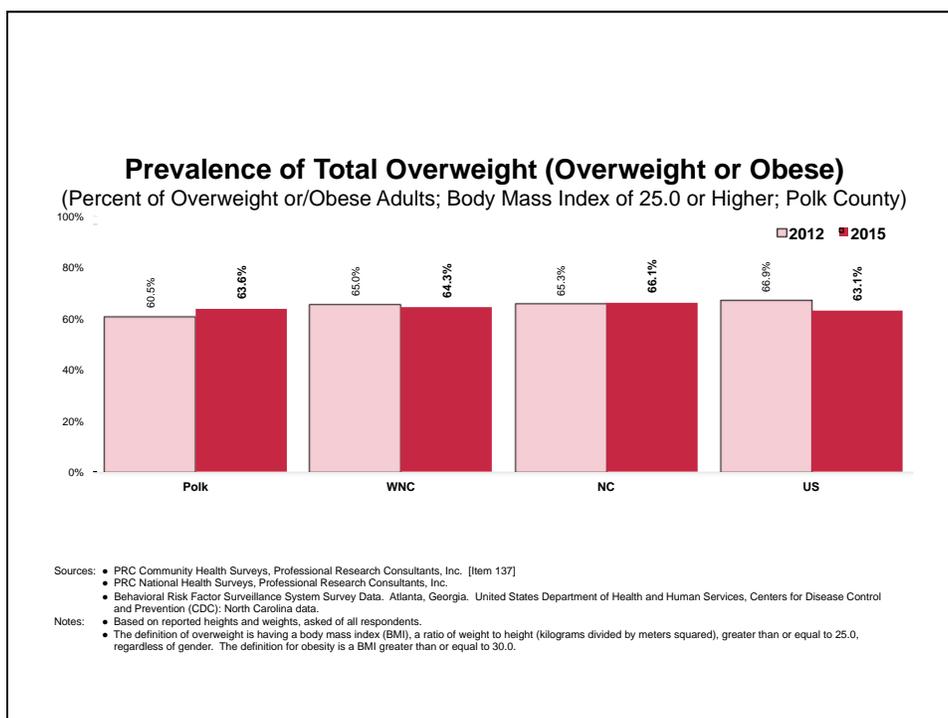
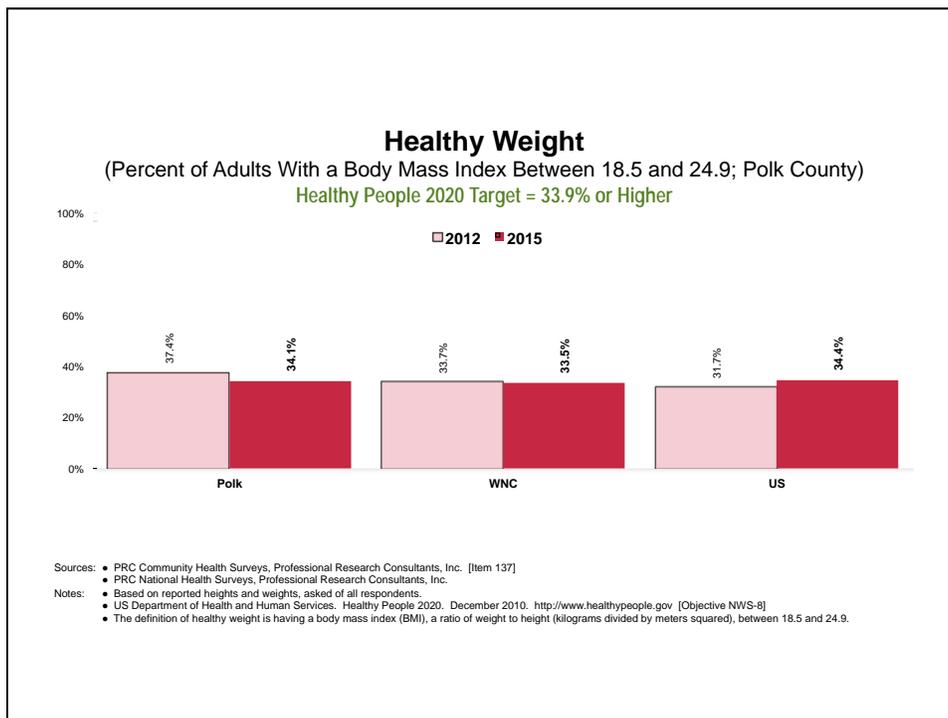


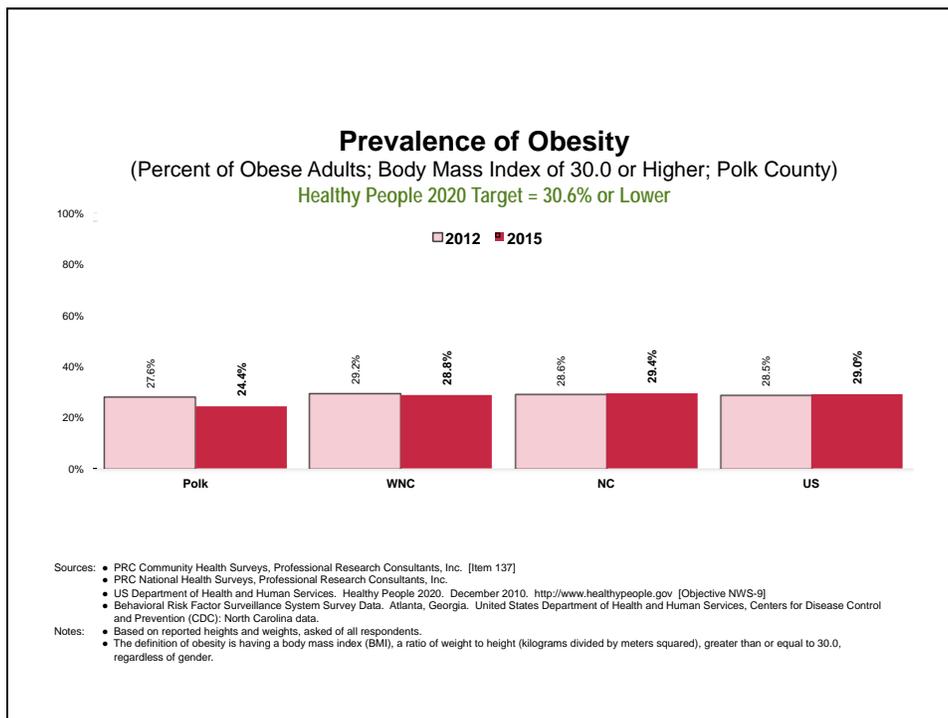
2015 PRC Community Health Needs Assessment

Body Weight

COMMUNITY HEALTH

Professional Research Consultants, Inc. 60





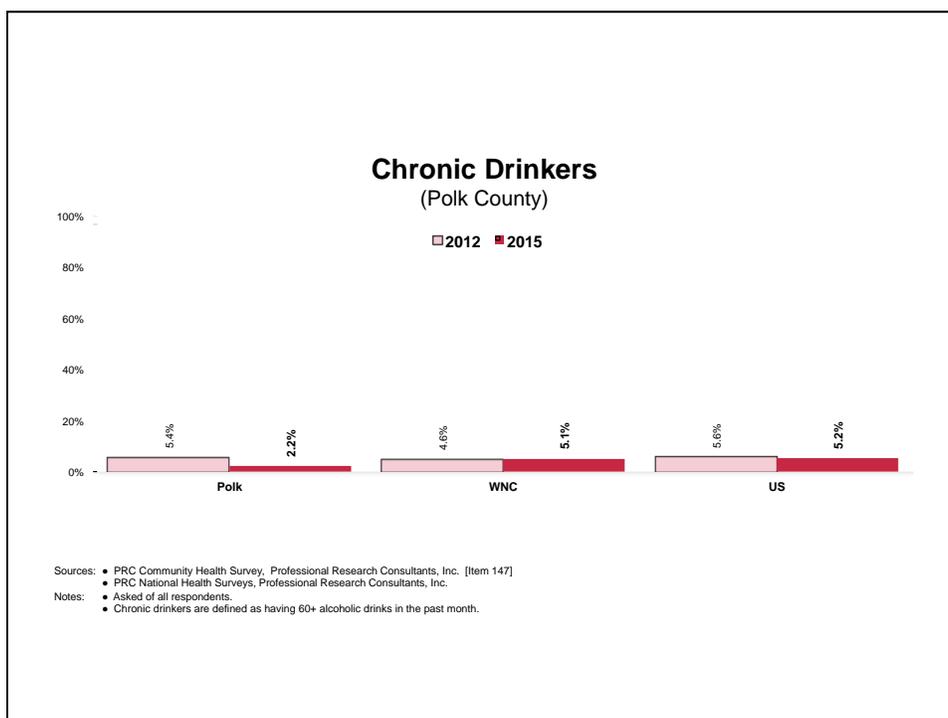
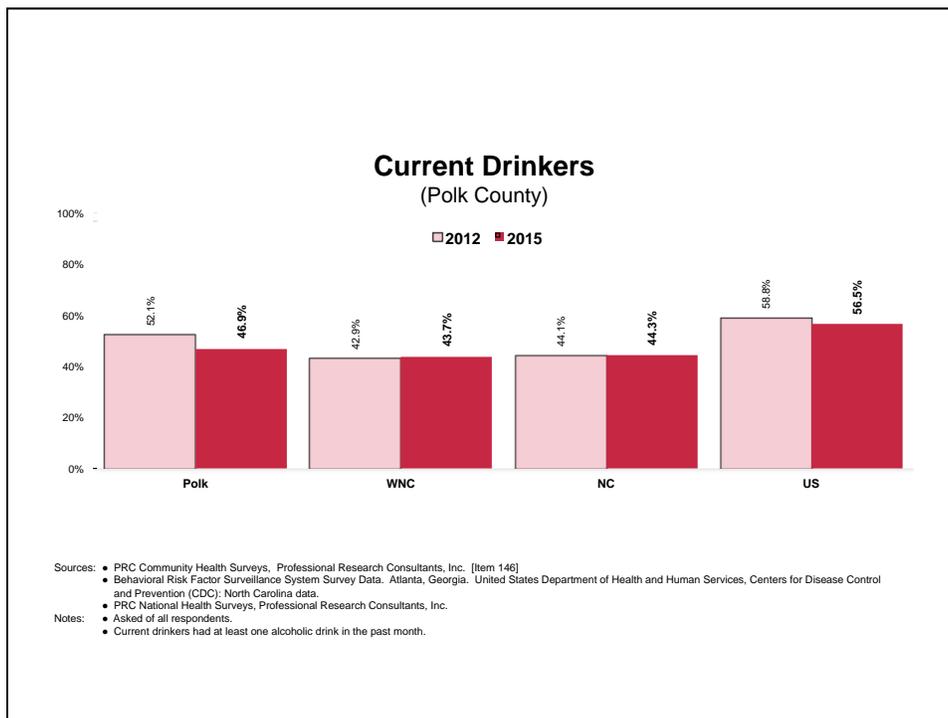
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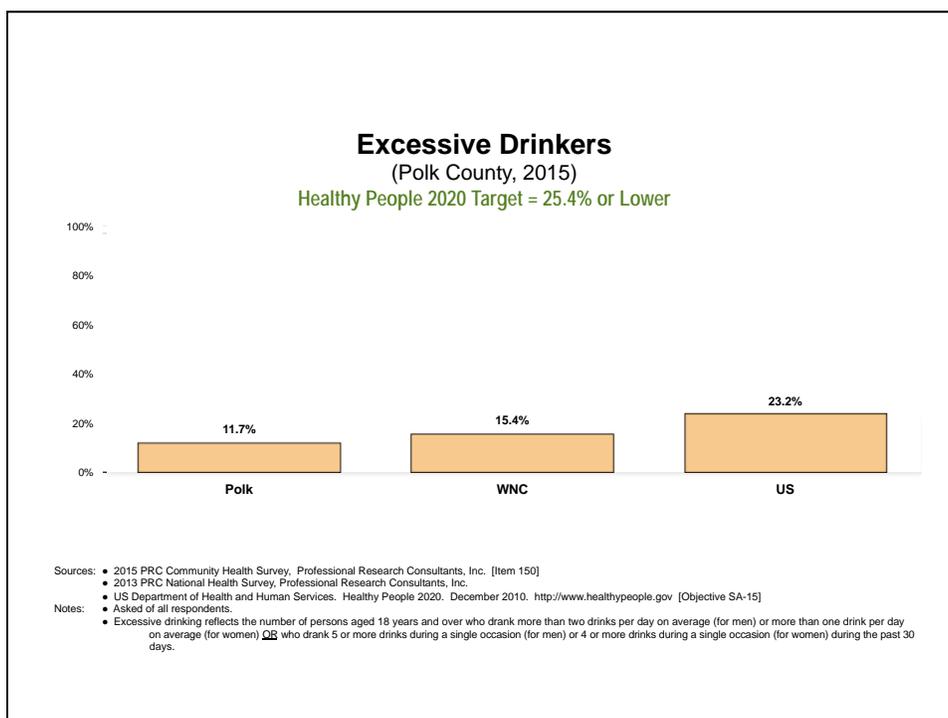
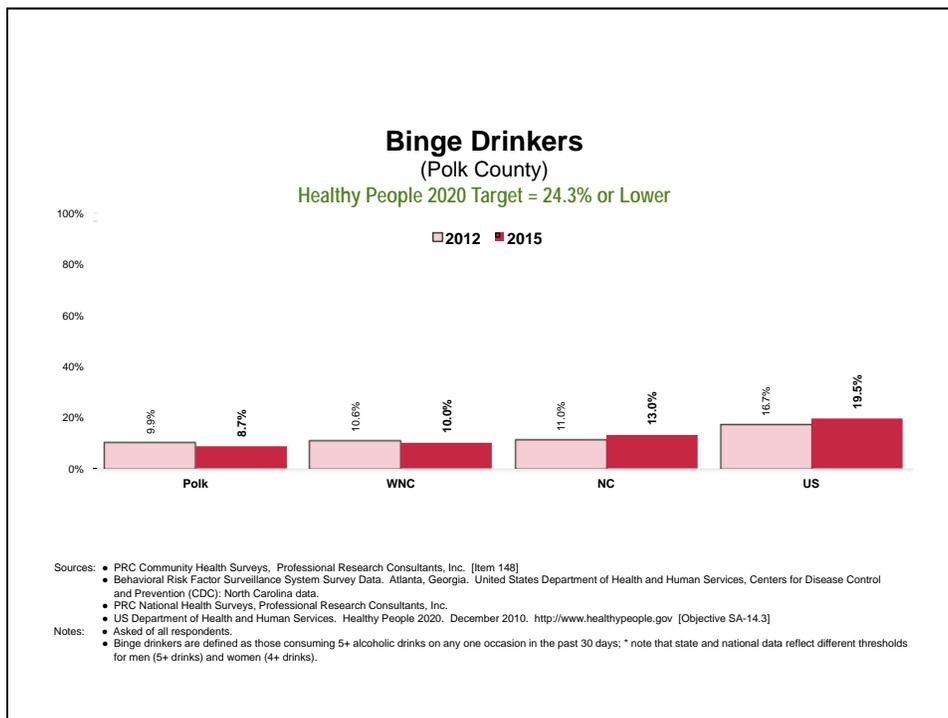
Substance Abuse

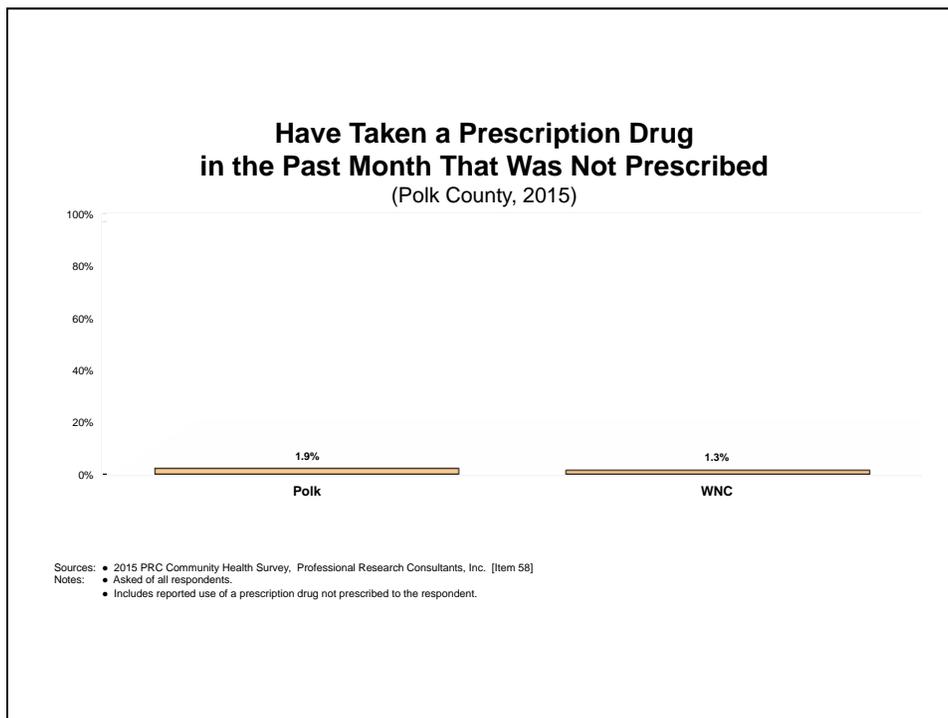


COMMUNITY HEALTH

Professional Research Consultants, Inc. 64





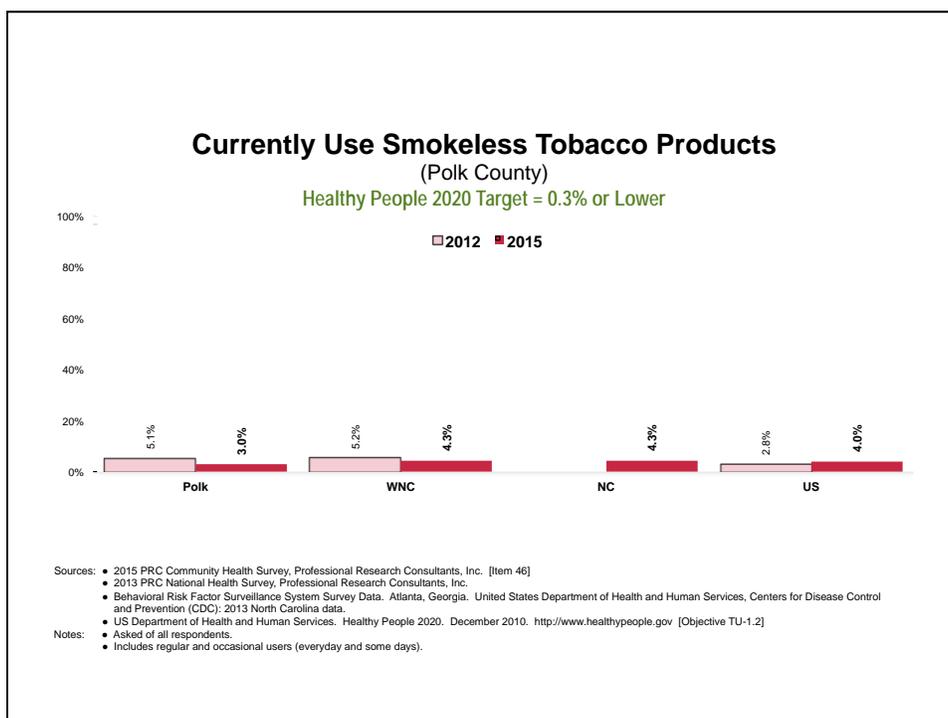
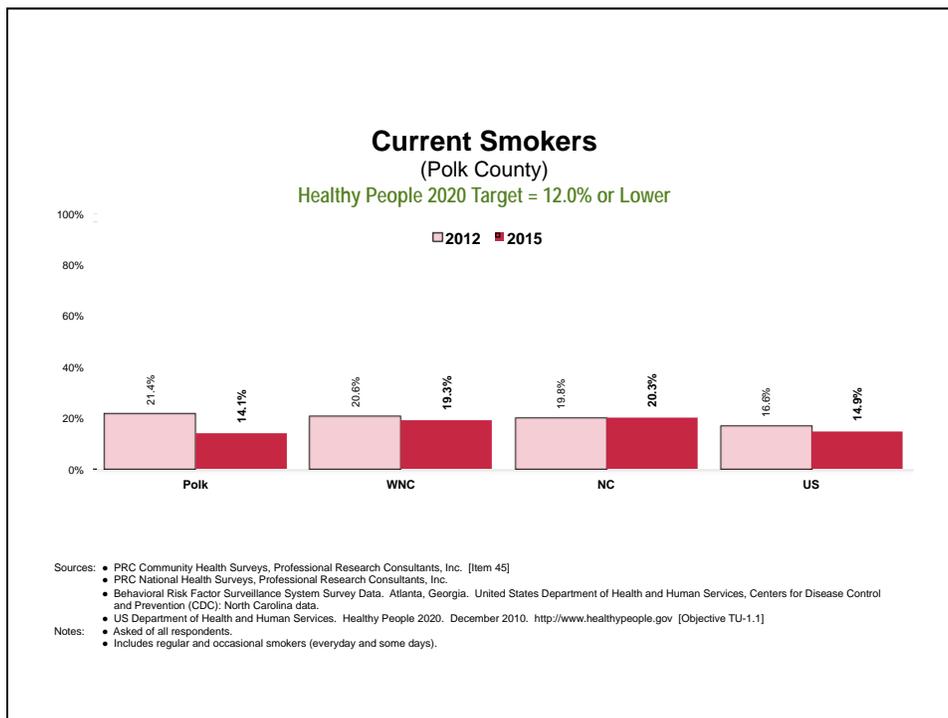


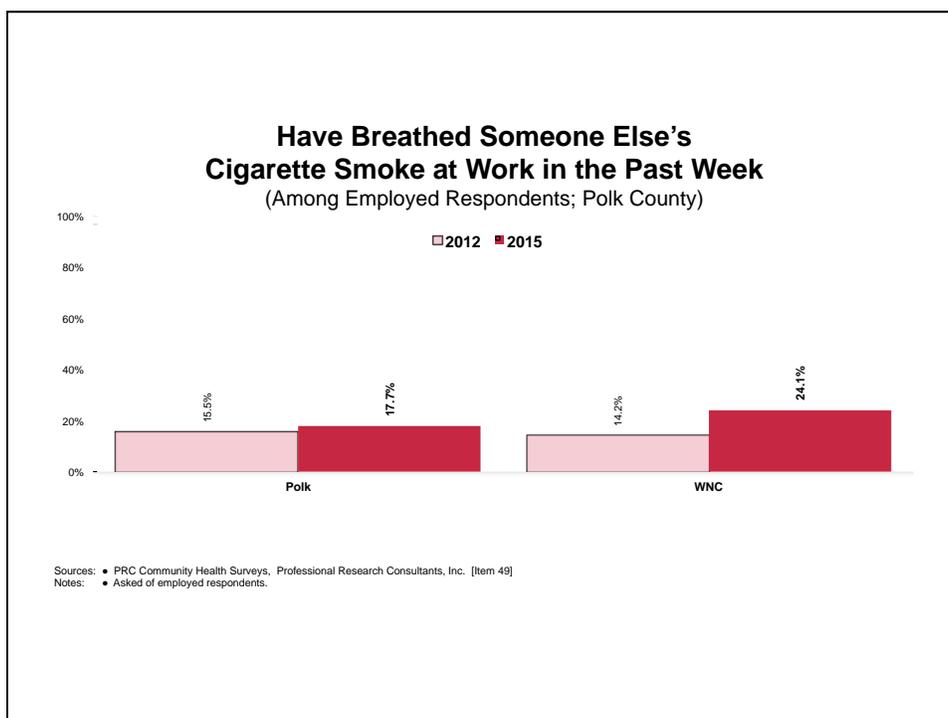
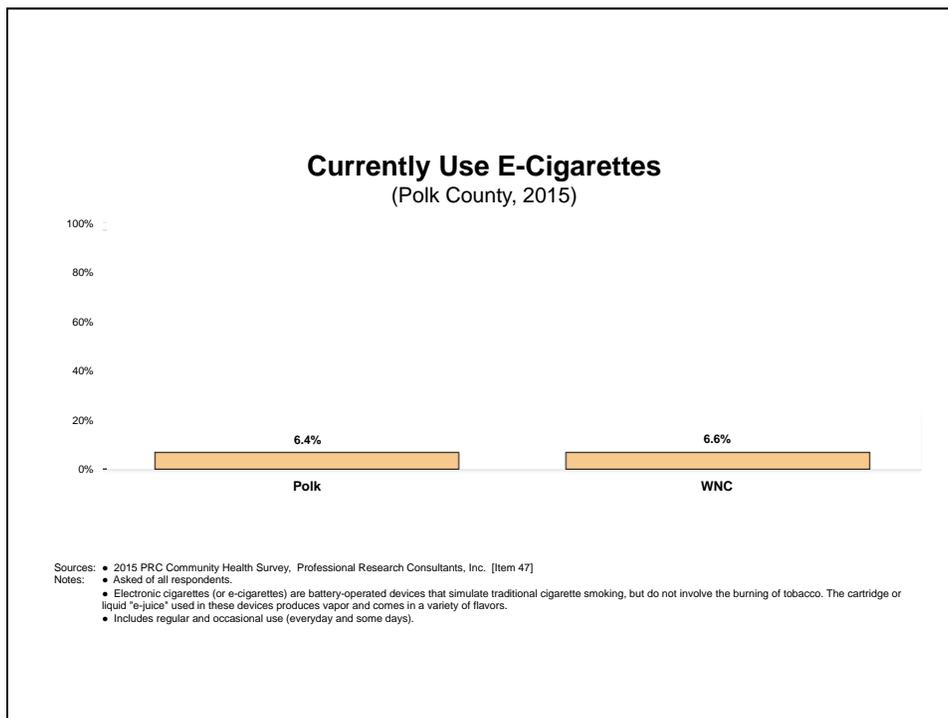
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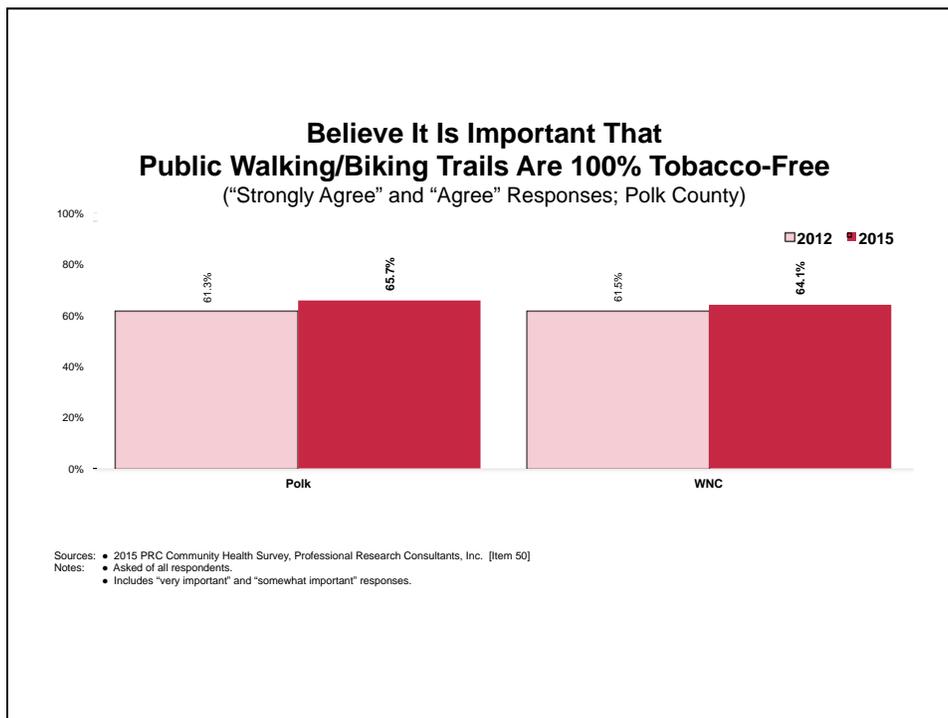
Tobacco Use

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ACCESS TO HEALTHCARE SERVICES

COMMUNITY HEALTH

Professional Research Consultants, Inc. 76

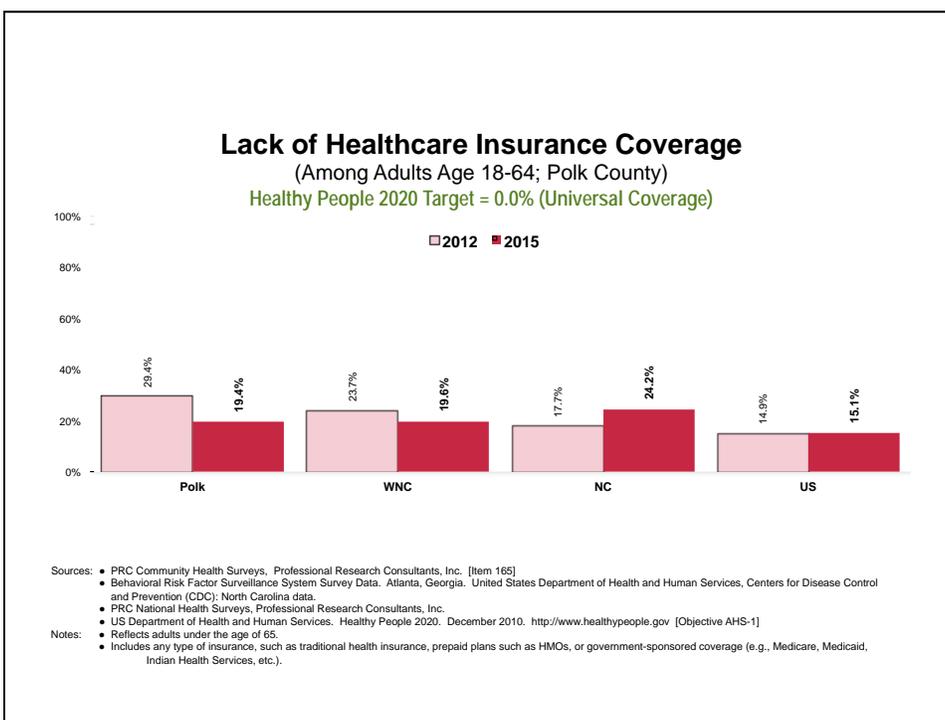
2015 PRC Community Health Needs Assessment

Health Insurance Coverage



COMMUNITY HEALTH

Professional Research Consultants, Inc. 77



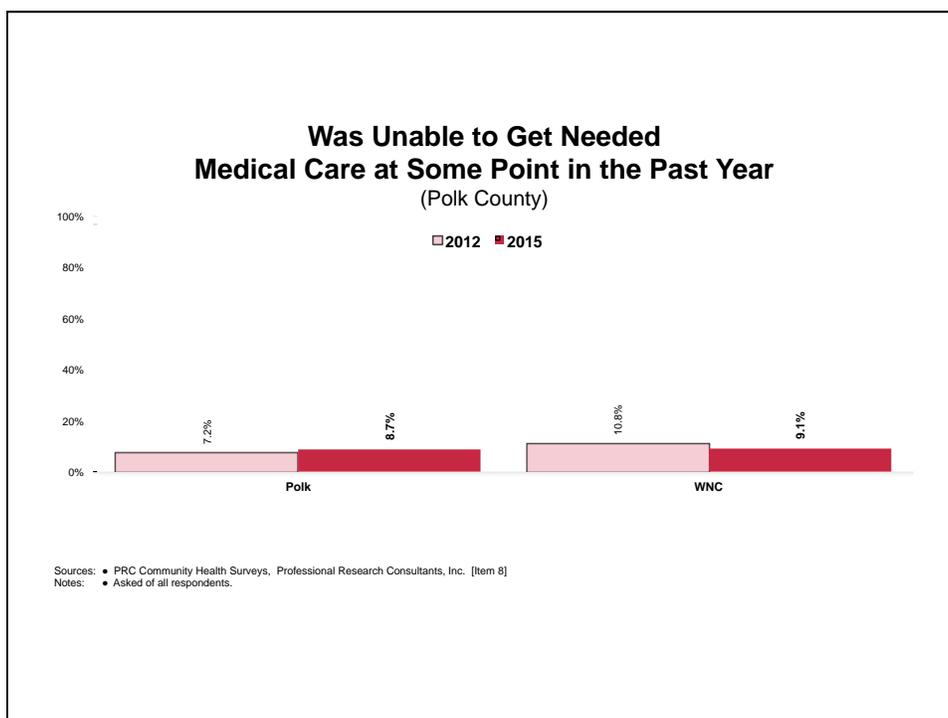
2015 PRC Community Health Needs Assessment

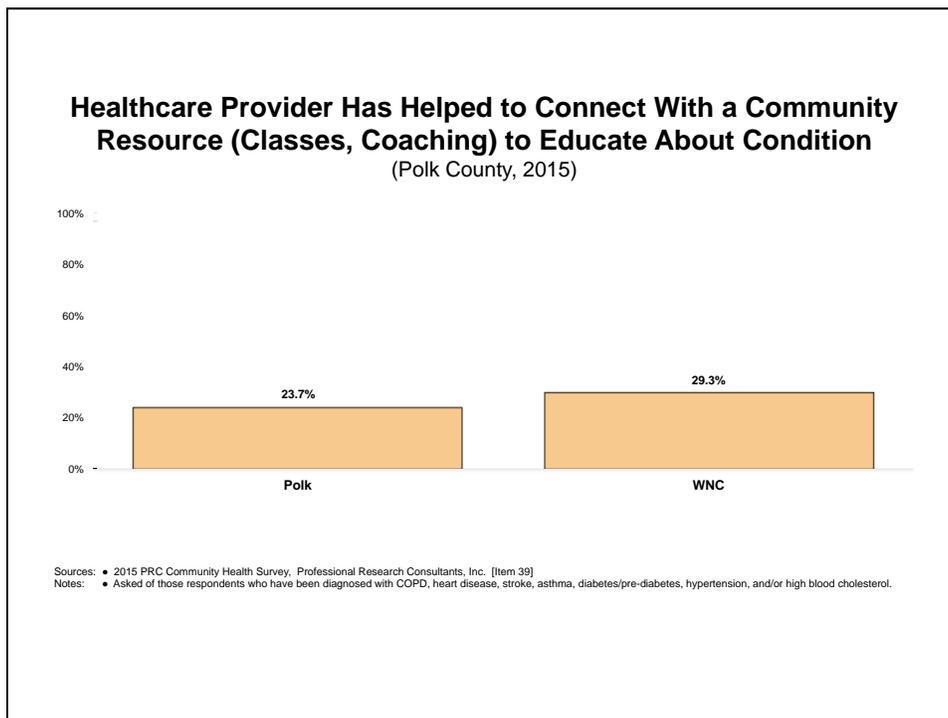
Difficulties Accessing Healthcare Services



COMMUNITY HEALTH

Professional Research Consultants, Inc. 79



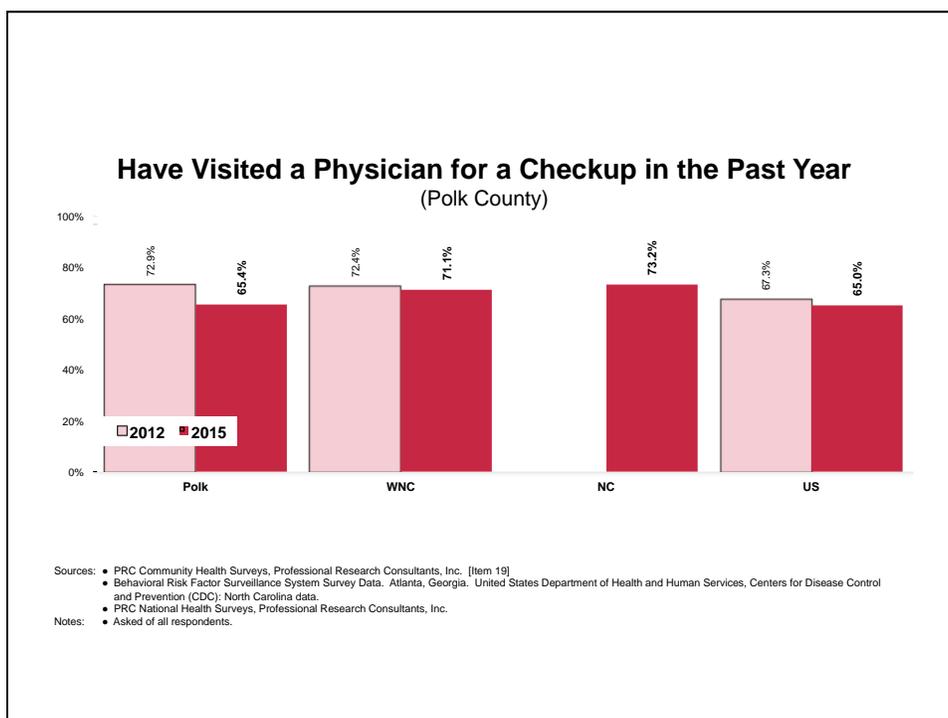
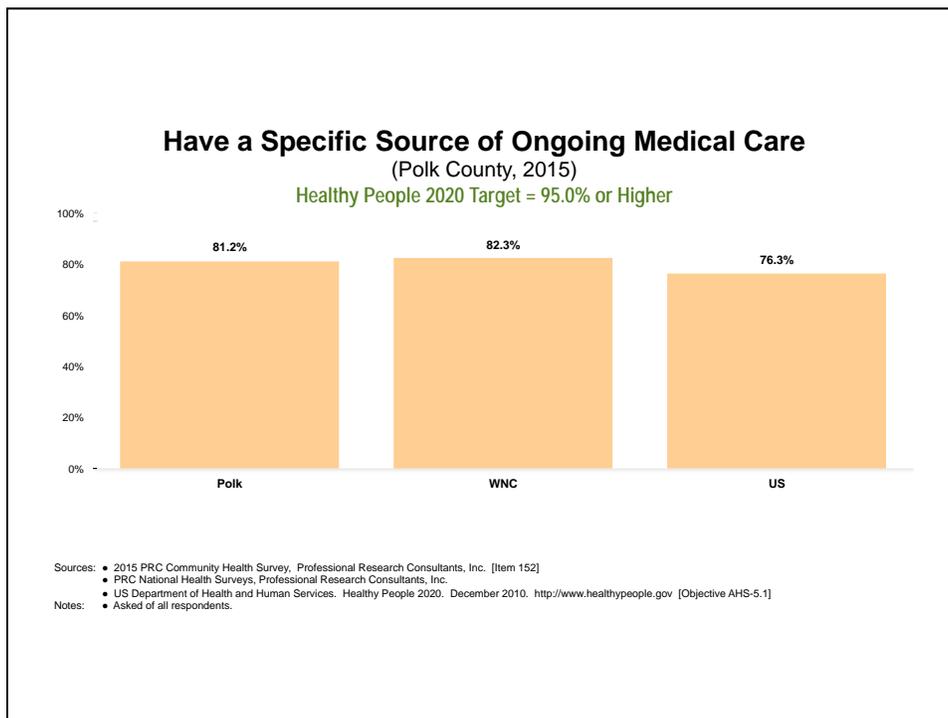


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Primary Care Services

COMMUNITY HEALTH

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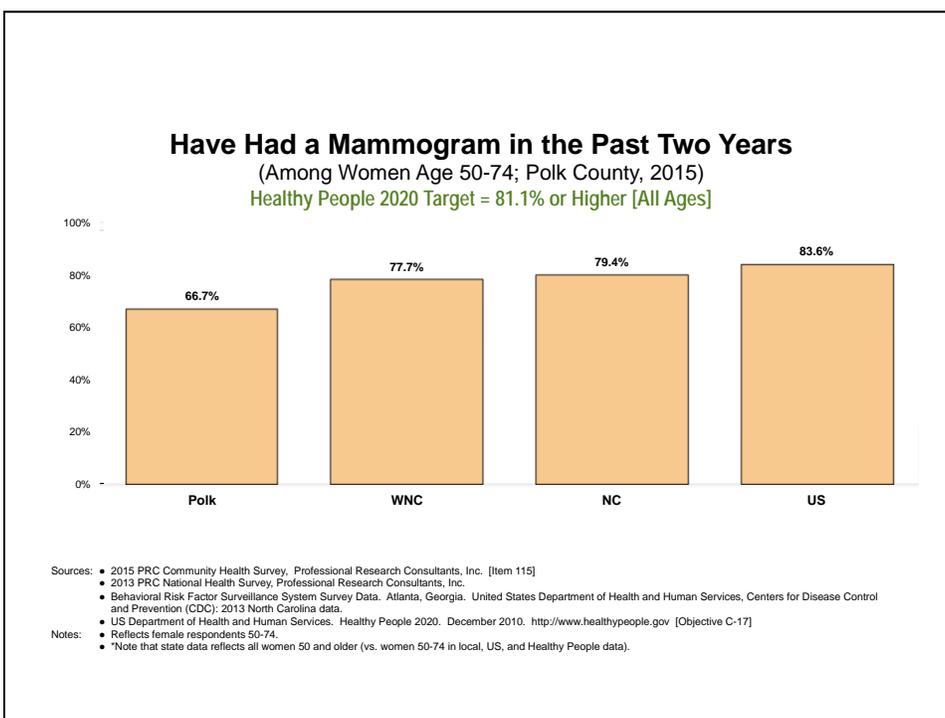


Preventive Screenings



COMMUNITY HEALTH

Professional Research Consultants, Inc. 85



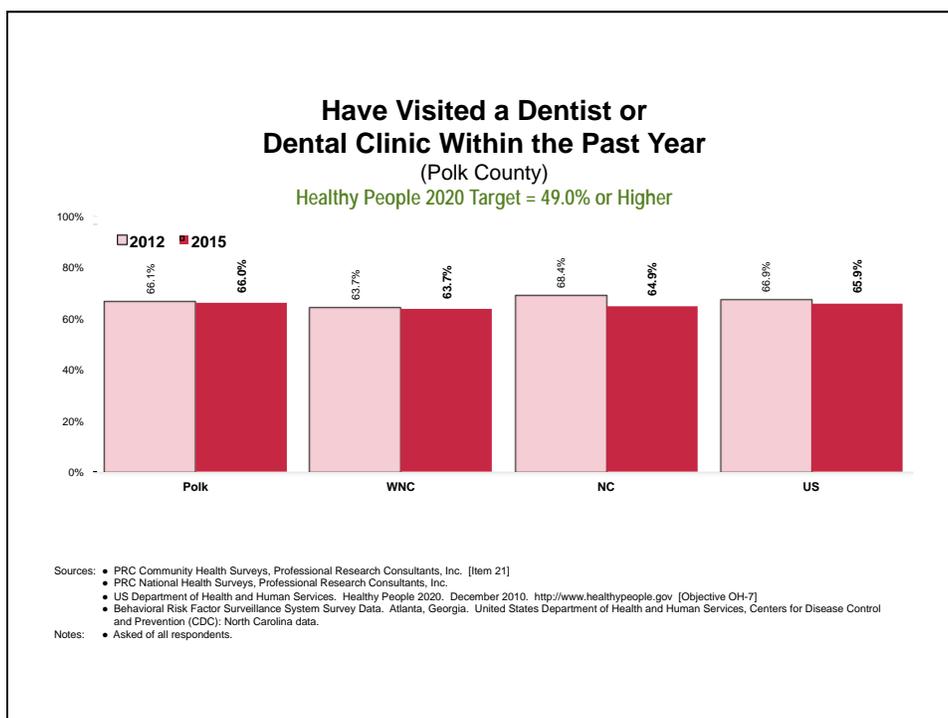
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Oral Health



COMMUNITY HEALTH

Professional Research Consultants, Inc. 87



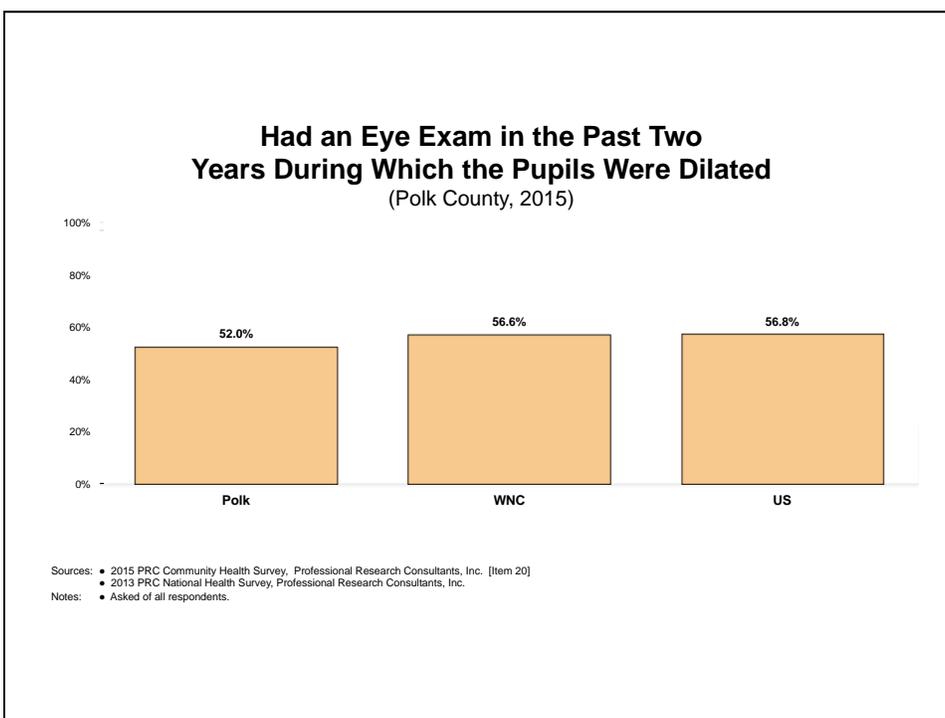
2015 PRC Community Health Needs Assessment

Vision Care



COMMUNITY HEALTH

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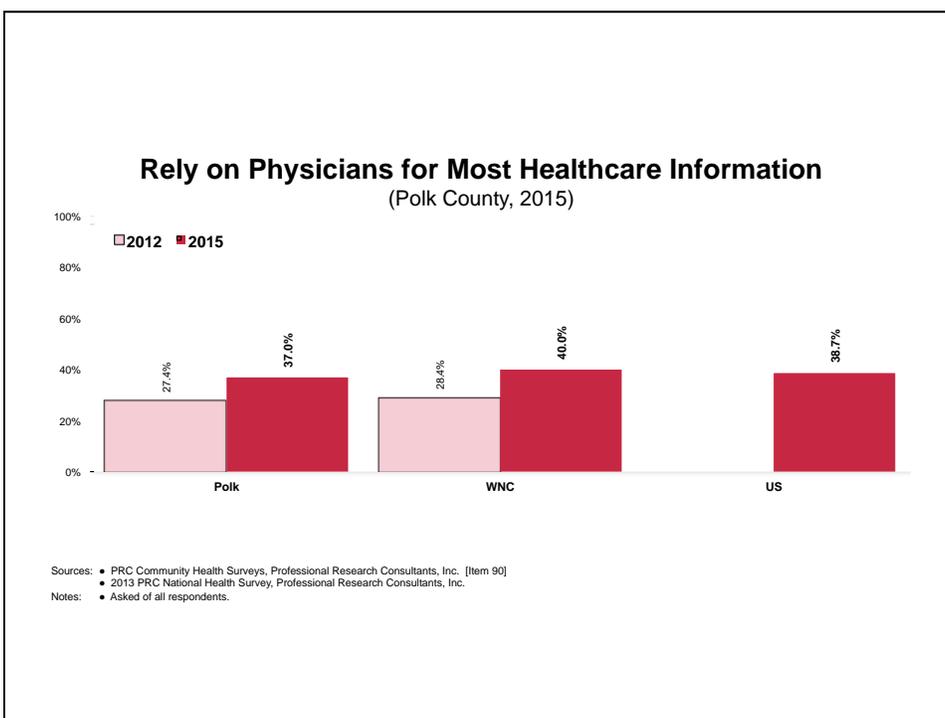
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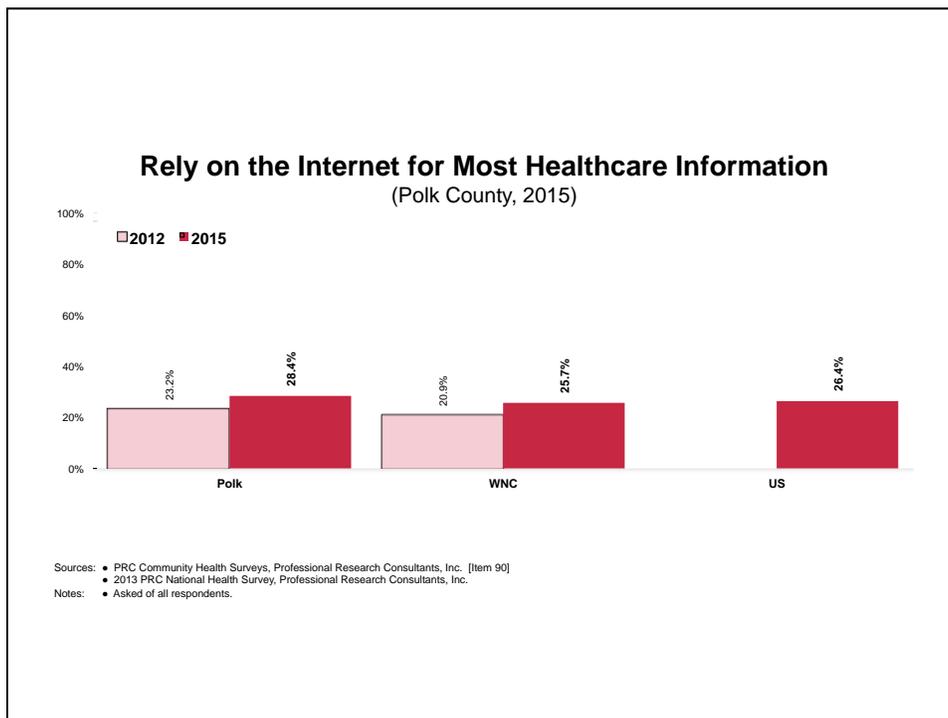
Health Education & Outreach



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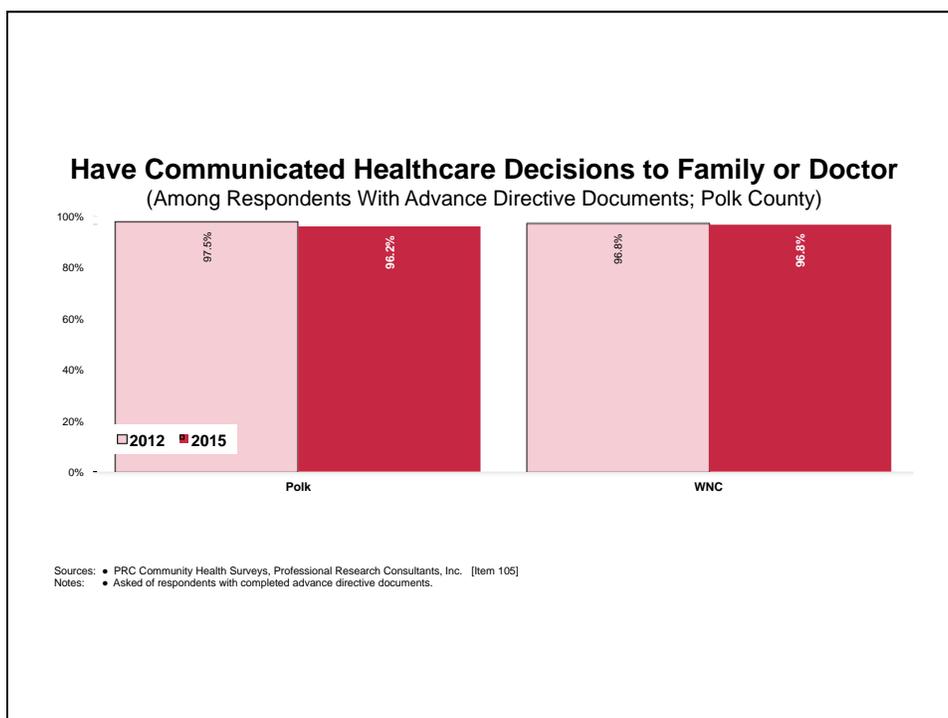
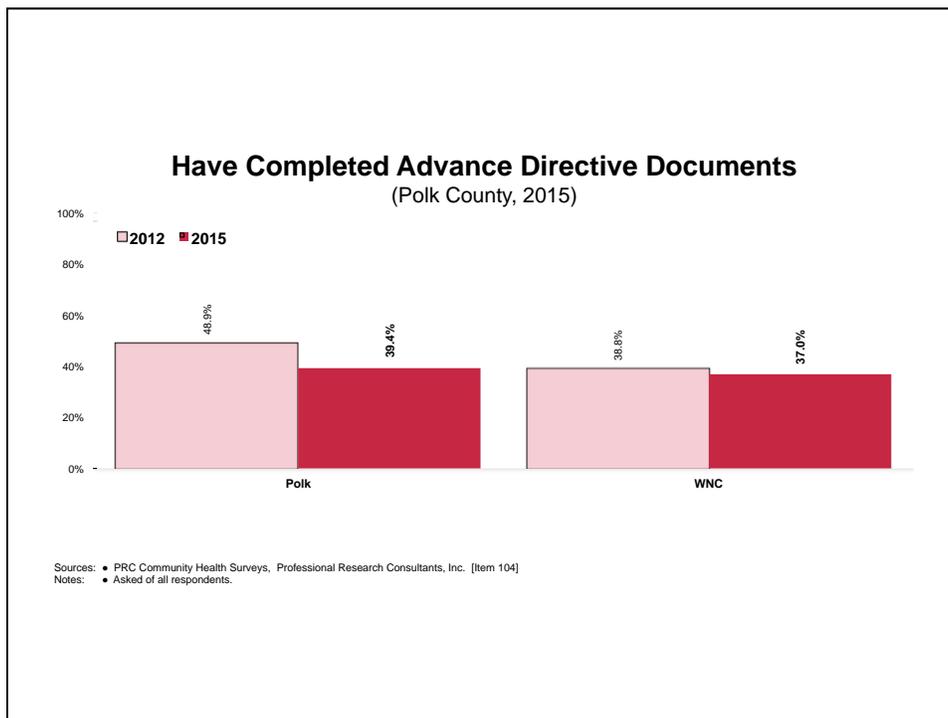


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Advanced Directives

COMMUNITY HEALTH

Professional Research Consultants, Inc. 94

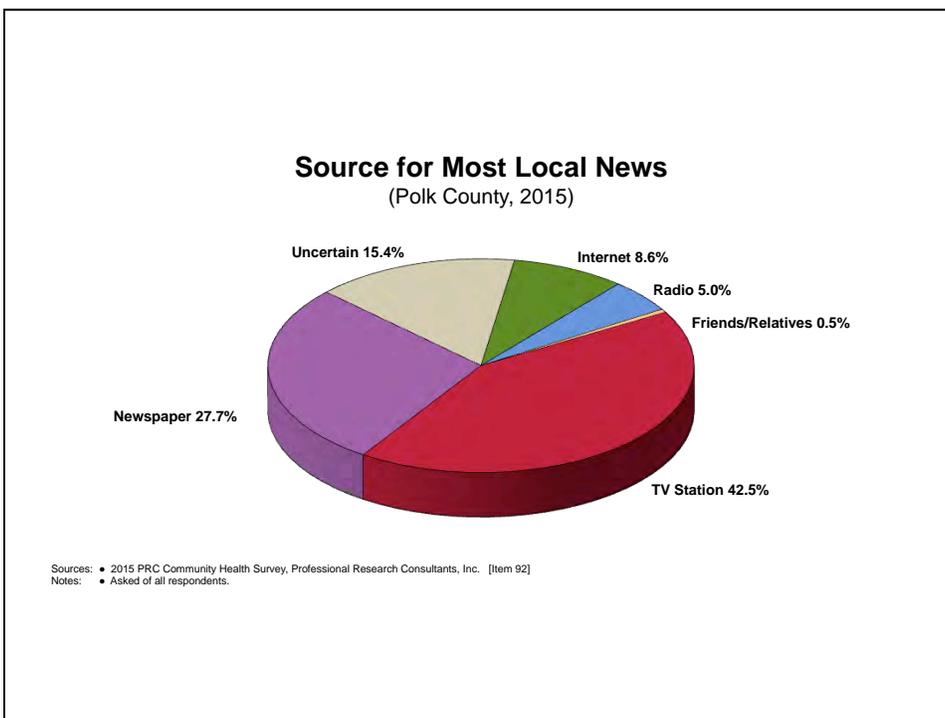


2015 PRC Community Health Needs Assessment

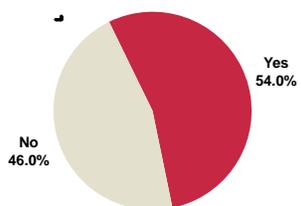
COUNTY-SPECIFIC QUESTIONS

COMMUNITY HEALTH

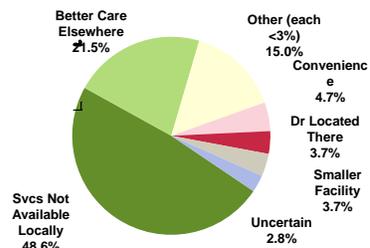
Professional Research Consultants, Inc. 97



Feel the Need to Leave the Area for a Particular Healthcare Service (Polk County, 2015)



Need to Leave Polk County for Certain Healthcare Services



Reason for Leaving Polk County for Medical Care

Sources: • PRC Community Health Surveys, Professional Research Consultants, Inc. [Items 11-12]
Notes: • Asked of all respondents.

Community Stakeholder Input
2015 PRC Online
Key Informant Survey

Polk 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
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Introduction



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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, 20 community stakeholders took part in the Online Key Informant Survey, as outlined below:

Polk County Online Key Informant Survey Participation		
Key Informant Type	Number Invited	Number Participating
Community/Business Leader	20	8
Other Health Provider	16	8
Physician	4	0
Public Health Representative	7	3
Social Service Provider	3	1

Participating Organization	Populations Served		
	Low-Income Residents	Minority Populations	Medically Underserved
Addiction Recovery Institute	✓	✓	✓
Community Care of Western North Carolina	✓	✓	✓
Cooperative Extension			
North Carolina Active Routes to School	✓	✓	
Partnership for Children of the Foothills			
PF3	✓	✓	✓
Polk County Community Foundation	✓	✓	✓
Polk County Department of Social Services	✓	✓	✓
Polk County Schools	✓	✓	✓
Polk Fit, Fresh and Friendly	✓	✓	✓
Polk Wellness Center	✓	✓	✓
Rutherford Polk McDowell District Health Department	✓	✓	✓
Smoky Mountain LME/MCO	✓		✓
St. Luke's Hospital	✓	✓	✓
WNC Healthy Impact	✓	✓	✓

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
- Children With Special Health Needs
- Hispanic/Latino
- LGBT
- Low Education Level
- Low Income
- Non-English Speaking
- People who Call 211
- Polk Fit
- Southern Rural Appalachian

- Women and Children

Medically underserved populations represented:

- African American
- Elderly
- Hispanic/Latino
- Homeless
- Low Income
- Medicaid
- Mentally Ill
- Minorities
- Non-English Speaking
- Substance Abusers
- Teen Mothers
- Undocumented
- Unemployed
- Uninsured/Underinsured
- Young Adults
- Young Mothers

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



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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*):

- Access to Behavioral Health Care
- Access to Health Care (5)
- Access to Healthy Foods (2)
- Access to Preventive Health Care (4)
- Access to Primary Care Physicians
- Access to Safe Green Spaces
- Affordable Health Care (4)
- Caring and Supportive Community Providers
- Community Buy-In/ Engaged community (2)
- Community Members Live Proactive Healthy Lifestyles
- Community Resources
- Community Shares Power/Wealth Among all Members
- Community-Wide Support of Health Services
- Culture of Good Health Care
- Economic Development
- Employment Opportunities
- Equity in Employment, Education and Recreation
- Events That Bring People Together in Celebration
- Focus on Healthy Pregnancies
- Healthy Lifestyle Education
- High Value on Education and Creativity
- Low Income Housing
- Low Rate of Substance Abuse
- Low Rates of Negative Health Indicators
- No-Cost Opportunities for Walking/Running
- Outdoor Activities
- Positive Health Outcomes
- Quality Health Care
- Safety
- Sense of Belonging to the Community (2)
- Strong Hospital System
- Supportive Environment for Healthy Lifestyles (2)
- Transportation Options
- Variety of Opportunities for Physical Activity

Community's Greatest Gem/Asset

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

Natural Environment and Location

Agrarian, natural, beautiful environment, St. Luke's Hospital, quality of education
The beautiful foothills environment.
Natural beauty
Natural beauty of the county
Polk County has a wonderful, beautiful natural environment making it a wonderful place to live.
Geography, the green river
Its unspoiled physical and cultural, rural environment. The fact that it has NOT been progressive and experienced rapid growth and development. Many of the low income people still live and enjoy simple rural lifestyles.
The mountains
The uninhabited spaces
Rural nature & still some sense of community
Rural life but close to major cities and the weather - Polk County
Rural way of life, mountain scenery, many philanthropic organizations and retirees who offer their time and money to help make Polk County a better place
Location

People

Its people. Lots of great and well-meaning folks here that can act as resources for others. The environment and aesthetic beauty is also wonderful!
Demographics, local hospital, culture
Its sense of community

Resources

St. Luke's Hospital

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 Polk County (*number in parenthesis identifies number of total mentions*):

- Access to Affordable Fresh Food
- Access to Affordable Healthcare (2)
- Access to Healthcare
- Access to Resources
- Affordable Housing (6)
- Affordable, Quality Child Care
- Communities are Often Segmented and Closed
- Culture
- Domestic Violence
- Education (4)
- Education About Health and Wellness (2)
- Employment (7)
- Encourage Healthy Living Lifestyle
- Equal Quality of Health Care for all People
- Family Support Groups for Young Families
- Farm Industry is Growing and Needs to be Highlighted
- Foster Care System
- Home Gardens for All
- Interest of Elected Officials
- Kindness to one Another
- Large Disparity in Income of Residents
- More Church Unity
- More/Better Outdoor Recreation Areas
- Not Accepting Things the Way They Have Always Been
- Promoting Healthy Diet/Nutrition
- Sense of Community
- Social Norms Need to Shift Leading to More Equity
- The “Born Here” Versus the “Moved Here” Mentality
- Transportation (2)
- Values

Evaluation of Health Issues



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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 Polk County. The table below illustrates these responses.

Evaluation of Health Issues				
Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Mental Health	72.2%	27.8%	0.0%	0.0%
Access to Health Care Services	66.7%	22.2%	11.1%	0.0%
Substance Abuse	62.5%	37.5%	0.0%	0.0%
Tobacco Use	58.8%	29.4%	11.8%	0.0%
Nutrition, Physical Activity, & Weight	50.0%	50.0%	0.0%	0.0%
Diabetes	50.0%	43.8%	6.3%	0.0%
Heart Disease & Stroke	42.9%	50.0%	7.1%	0.0%
Cancer	28.6%	50.0%	21.4%	0.0%
Respiratory Diseases	23.1%	46.2%	30.8%	0.0%
Oral Health	21.4%	64.3%	14.3%	0.0%
Injury & Violence	13.3%	46.7%	40.0%	0.0%
Maternal & Infant Health	12.5%	68.8%	18.8%	0.0%
Sexually Transmitted Disease & Unintended Pregnancy	0.0%	30.8%	69.2%	0.0%
Infectious Diseases & Foodborne Illness	0.0%	13.3%	73.3%	13.3%

Perceptions of Health Issues

Online Key Informant Survey participants rating any of the aforementioned health issues as “major problems” in their 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

The greatest share of key informants characterized *Access to Health Care Services* as a “major problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Access to Health Care Services	66.7%	22.2%	11.1%	0.0%

Type of Care Most Difficult to Access

Key informants (who rated this as a “major problem”) most often identified mental health care, primary care, and substance abuse treatment as the most difficult to access in the county.

	Most Difficult to Access	Second-Most Difficult to Access	Third-Most Difficult to Access	Total Mentions
Mental Health Care	41.7%	36.4%	20.0%	11
Primary Care	16.7%	9.1%	30.0%	6
Substance Abuse Treatment	25.0%	9.1%	10.0%	5
Specialty Care	0.0%	18.2%	20.0%	4
Pain Management	8.3%	9.1%	0.0%	2
Prenatal Care	0.0%	9.1%	10.0%	2
Urgent Care	8.3%	0.0%	0.0%	1
Chronic Disease Care	0.0%	0.0%	10.0%	1
Preventative Care	0.0%	9.1%	0.0%	1

Top Concerns

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

Limited Number of Providers

- Not enough providers for all ages from pre-natal to geriatrics, from primary to specialty care.*
- Few providers, especially to the poorest.*
- There is so little care available. Limited providers.*
- Lack of physicians, Saluda Medical Clinic shut down, Wellness Clinic is not sustainable, health department underutilized. Very few resources for the uninsured. People are going to Henderson or Rutherford County to access services.*
- Not enough physicians to serve the population, and no insurance.*
- No Pediatrician, health department is closed during lunch and at 5:00pm, making it hard for working families to get there.*

Limited Services

- Limited healthcare and prevention services. Significant population of uninsured.*
- This problem is improving as we just received a grant for a Polk Health Center. Polk County has a lot of poverty.*
- Lack of primary care; a new FQHC will open in the next few months which will help.*

Lack of Insurance

- There is a significant number of people without insurance and who are unwilling or unable to purchase insurance in the healthcare market place. Furthermore, many of those who do have insurance cannot afford to use it due to high deductibles and co-pays.*

Lack of Transportation

- Transportation is a problem for many. Affordable care is an issue for many. We have a significant population of people who are living below the poverty line. Saluda Medical Center closed. Polk Wellness Center is in transition.*

Lack of Mental Health and Substance Abuse Resources

- Not enough mental health and substance abuse services available.*

Cancer

Half of key informants characterized **Cancer** as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Cancer	28.6%	50.0%	21.4%	0.0%

Top Concerns

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

Prevalence/Incidence

- I've heard skin cancer -- outdoor activities.*
- It probably is everywhere, including Polk County. Reasons for a high cancer rate, could*

*probably be reduced. It can be what we eat, the water we drink and the air we breathe
Cancer on increase everywhere.*

Aging Population

Aging population.

Statistics

Data indicates.

Diabetes

The greatest share of key informants characterized *Diabetes* as a “major problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Diabetes	50.0%	43.8%	6.3%	0.0%

Top Concerns

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

Nutrition, Physical Activity, and Weight

I am just assuming it is since I see many people overweight. I have no personal knowledge of this.

Poor eating habits, obesity.

Southern eating style includes abundance of sugar, white starch. Has not been enough focus on prevention education and need for greater physical activity opportunities.

Poor diet by many of us

A significant percentage of people who do not exercise and are overweight.

Lifestyle Choices

Lifestyle contributes to poor health choices and maintenance resulting in greater numbers diagnosed with diabetes.

Children

Children obesity.

Heart Disease & Stroke

Half of the key informants characterized *Heart Disease & Stroke* as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Heart Disease & Stroke	42.9%	50.0%	7.1%	0.0%

Top Concerns

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

Aging Population

- Age, lack of exercise, overweight.*
- Age of population and overall health, due to lifestyle choices.*
- Our population is older.*

Nutrition, Physical Activity and Weight

- Again, poor diet and obesity*
- Southern eating habits of fried foods, lots of red meat and sweet tea being the norm in many families and public gatherings. Not enough fruits and veggies. Lack of physical activity in all age groups.*

Infectious Diseases & Foodborne Illnesses

A majority of key informants characterized *Infectious Diseases & Foodborne Illnesses* as a “minor problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Infectious Diseases & Foodborne Illnesses	0.0%	13.3%	73.3%	13.3%

Injury & Violence

Most key informants characterized *Injury & Violence* as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Injury & Violence	13.3%	46.7%	40.0%	0.0%

Top Concerns

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

Culture

Lack of empathy, lack of strong developmental assets, poverty and culture. Assumptions about poverty.

Maternal & Infant Health

A majority of key informants characterized *Maternal & Infant Health* as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Maternal & Infant Health	12.5%	68.8%	18.8%	0.0%

Top Concerns

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

Poverty

Maternal and infant health is a part of reducing the cycle of poverty. Too many young moms are not being served, not sure why. Agencies not referring and talking to each other, agency overload.

Mental Health

The greatest share of key informants characterized *Mental Health* as a “major problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Mental Health	72.2%	27.8%	0.0%	0.0%

Top Concerns

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

Access Barriers

Because I see it too much at the elementary school. Stigma and not easy access to help and

support.

Accessing care through the emergency department, the number of people seeking opiates, children who live in chronic stress situations, trauma, poverty and depression.

Not much help available; ER is inadequate for mental problems. The available resources are too expensive.

Limited access.

Lack of Resources

Not enough resources especially for the uninsured. There is a stigma attached to going for services. Everyday stresses in our world are hard on just about everyone.

The schools need mental health services to take care of the many issues faced by our youth in their daily lives. It is a problem in our county because the need for services far exceeds the availability of affordable services. The police are stretched thin and sometimes have to handle people who need mental health treatment options, not police.

A history of lack of treatment available, especially for uninsured and for children. Little done as far as preventive services or support.

Lack of Providers

Given the paucity of providers and their ability to truly impact the issue, Polk County suffers from what I would call under-identification and under-treatment of mental health issues.

Service providers are poorly funded, rely on the billable hour to meet basic needs, wade through seas of bureaucratic paperwork to gain permission to access patients. Triage is then what we are doing and true ongoing treatment is not prevalent in many cases. We need a new model and many more workers to serve the problems we encounter in homes every day.

Lack of providers and a significantly uninsured population.

Cost

We have a world-class MH provider, but costs there preclude access by most resident. Stigma plays a major role in keeping people with MH issues from getting help and need more public services.

Consistent and affordable services

Environment/Family

Stresses of life increase risk of mental health issues. Very few accessible resources to address minor stressors/situations before they become major ones.

Poverty

Poverty and lack of providers for them. Lack of providers of services in general

Nutrition, Physical Activity, & Weight

Key informants characterized *Nutrition, Physical Activity & Weight* as a “major” or “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Nutrition, Physical Activity, & Weight	50.0%	50.0%	0.0%	0.0%

Top Concerns

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

Access to Affordable Healthy Foods

Lack of easy access to affordable fresh produce and lack of knowledge about how to prepare healthy meals and process produce. Lack of team sports and individual sports opportunities in all parts of the community. Reliance on heavily processed foods.

Local habits of eating non-nutritious foods, fast foods, etc. Healthy options are available in restaurants that cater to higher cost meals. Look around, too many overweight people.

Affordable food is not always the most healthy. Access to places where physical activity is encouraged.

We have plenty of access for fresh food and physical activity. Few sidewalks to encourage movement. Schools are out in country and kids can't ride bikes or walk. Weight, poor choice and cheap fast food.

Culture

Majority of county population is still following the traditional southern diet of sweet tea, sweet baked goods, fried foods and lots of white carbs. These, along with lack of enough physical activity in all age groups contributes greatly to weight and obesity problem. The problem is evident in children as young as 2 and 3 years old which indicates the importance of starting prevention and education much earlier than the community currently does.

Southern mentality and a poorer population that does not exercise

Culture, lack of support and leadership at the school district level, lack of primary care assessment coordination and hasn't been a priority.

Obesity

Data shows that too many adults and children are overweight or obese and physically inactive. There is a long way to go to improve the infrastructure and culture around diet. How will we ever be able to make healthy choices easier especially for food? May have lost the physical activity war to fear and screen time.

Lifestyle Choices

Lifestyle choices, lack of community, employment demands.

Poverty

Poverty, fast food is cheap, not educated in nutrition

Oral Health

Key informants most often characterized *Oral Health* as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Oral Health	21.4%	64.3%	14.3%	0.0%

Top Concerns

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

Prevalence/Incidence

Too many times I hear about kids at the elementary school with teeth problems. Collins Dental is fantastic. Are they serving all the kids they can?

Uninsured/Underinsured

Lack of insurance and few providers.

Access and Cost

We have a free/sliding fee dental clinic.

Respiratory Diseases

The greatest share of key informants characterized *Respiratory Diseases* as a “moderate problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Respiratory Diseases	23.1%	46.2%	30.8%	0.0%

Top Concerns

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

Aging Population

Just based on what I hear. I haven't personally experienced this as a problem but it seems to always top the list. Also, in PC, we tend to focus time, attention and resources in the aging population and forget about strong, evidence based preventative efforts in children and their families.

Leading Cause of Death

Third leading cause of death in 2013 among 65 and older age group as well as the 0-99 age group. Large percentage of older adults living in Polk County.

Tobacco Use

Smoking.

Sexually Transmitted Disease & Unintended Pregnancy

Most key informants characterized *Sexually Transmitted Disease & Unintended Pregnancy* as a “minor problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Sexually Transmitted Disease & Unintended Pregnancy	0.0%	30.8%	69.2%	0.0%

Substance Abuse

The greatest share of key informants characterized *Substance Abuse* as a “major problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Substance Abuse	62.5%	37.5%	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:

Prevalence of Prescription Drugs

Prescription drug abuse seems to be a significant problem in Polk County. Many patients who I have contact with each week fail their clinic administered drug tests or appear to be prescription shopping.

Many drugs are readily available, including prescription drugs. Lack of treatment and

Lifestyle Choices

Income disparities cause stress among the original local people. More affluent and more highly educated newcomers have led to low self-esteem among original residents. Pharmaceutical companies and big alcohol and tobacco make a lot of money from addicted people.

Statistics

SAMHSA data shows there is a problem and that small percentages of substance abusers receive treatments, under 10%. Few resources in Polk to address the problem, plus the problem is not always seen. Few resources to promote a drug free lifestyle.

Documented increased caseload in child welfare services and with law enforcement.

School survey, the number of people reported to go to the ED seeking pain killers.

Addiction

Addiction, money/greed, poor decision making and easy to get illegally or prescription

Prevalence/Incidence

Prescription and illegal substance abuse.

Tobacco Use

Same as tobacco.

Most Problematic Substances

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

	Most Problematic	Second-Most Problematic	Third-Most Problematic	Total Mentions
Alcohol	60.0%	11.1%	20.0%	9
Opioid Analgesics (e.g. Oxycodone, Hydrocodone, Percocet, Fentanyl, Methadone)	30.0%	33.3%	10.0%	7
Methamphetamines or Other Amphetamines	10.0%	22.2%	10.0%	4
Prescription Medications (NOT including Opioid Analgesics)	0.0%	22.2%	20.0%	4
Marijuana	0.0%	11.1%	10.0%	2
Club Drugs (e.g. MDMA, GHB, Ecstasy, Molly)	0.0%	0.0%	10.0%	1
Over-The-Counter Medications	0.0%	0.0%	10.0%	1

Tobacco Use

The greatest share of key informants characterized *Tobacco Use* as a “major problem” in Polk County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Tobacco Use	58.8%	29.4%	11.8%	0.0%

Top Concerns

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

Prevalence/Incidence

Rates of current smokers and tobacco users are high. More tobacco prevention education is needed. Lack of good role models. Parents smoke.

Tobacco use in all forms has not gone away. Smokeless tobacco and resulting disease are the result.

Too many people who smoke. Lack of understanding of health risks and or established patterns of use.

Polk County has a significant population of smokers compared to other rural areas. Smoking cessation classes and interventions are usually declined. Not enough has been done to prevent teens from beginning to smoke, which is probably the best way to lower the percentage of population smoking.

It is being used.

Lack of Resources and Education

No resources to promote or assist quitting tobacco and few policies that limit smoking. Wonder if there is any education in the schools. Electronic cigarettes is a whole new territory that needs prevention education, but that is probably more classified as an addictive substance.

Lack of education.

Lack of education, policy

Lifestyle

Poor choice, need more education earlier.

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 health problems in Polk County.

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.

Health Issue	Major Contributor	Moderate Contributor	Minor Contributor	Not a Contributor At All
Physical Environment	21.1%	52.6%	21.1%	5.3%
Social Determinants of Health	68.4%	31.6%	0.0%	0.0%

Physical Environment

The greatest share 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 Polk County:

- Access to Healthy Foods
- Access to Transportation
- Huge gap Between High and Low Income People
- Lack of Bike Paths/Sidewalks
- Land Management

Social Determinants of Health

A 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 Polk County:

- Alcohol/Drug Abuse
- Culture/Tradition
- Discrimination
- Education
- Employment
- Income/Financial Ability

- Institutionalized Racism
- Lack of Affordable Healthcare
- Politics
- Poverty

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 Polk County:

- 2-1-1
- Community Transformation Project Asset Map
- Early Childhood BMI
- Food Insecurity
- Foothills Health Network Steering Committee
- Grant for Polk County From North Carolina Coalition
- Polk Fit, Fresh and Friendly
- Polk Substance Abuse Coalition
- Road Map of Need From NC Forum

Local Resource Guides & Directories

Key informants included the following as examples of health-related resource guides or directories created or used by their agency:

- 2-1-1
- Community Health Assessment
- Homeward Bound
- Krames/Exit Writer Upon Discharge
- Physician Directory
- Pisgah Legal Services
- Polk Fit, Fresh and Friendly Trail Map
- St. Luke's Hospital CHIP
- United Way 211

Other Issues



Professional Research Consultants, Inc.

Additional Comments

Other issues uncovered through the online key informant survey include the following:

Income

You have extreme poverty and extreme wealth. Statistically we don't look like we have problems with health issues, but we do.

Agency	Program	Agency/Program Description	County - Physical Address	Telephone Number	Physical Address	Address Line2
AARP American Association for Retired Persons North Carolina	General Information AARP American Association for Retired Persons North Carolina	<p>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.</p> <p>Pharmacy Service Order talk with pharmacist 800-456-2277 Price quotes 800-456-2226 TTY 800-933-4327</p> <p>Financial Services Investment Program 800-322-2282 TTY 800-634-9454</p> <p>Insurance from ITT Hartford Auto Insurance 800-932-9922 Homeowner inquiries 800-423-4114 TTY 800-553-6148</p> <p>Group Health Insurance Members service 800-523-5800 TTY 800-232-7773</p> <p>Life Insurance Information 800-795-9990</p> <p>Credit Card service from Bank One Information 800-283-3310 TTY 800-685-6099</p> <p>Motoring plan from Amoco Information 800-555-1121</p>	Wake	919-755-9757	225 Hillsborough Street	Suite 440
Advanced Home Care - Western North Carolina	Advanced Home Care - Western North Carolina	<p>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.</p>	Buncombe	828-285-0239	120 Sweeten Creek Road	

<p>ALS Association - Western North Carolina</p>	<p>Asheville Area Caregiver Support Group, ALS Association - Western North Carolina</p>	<p>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.</p>	<p>Buncombe</p>	<p>877-257-7401 x703</p>	<p>23 Edwin Place</p>	
<p>ALS Association - Western North Carolina</p>	<p>Resource/Support Group, ALS Association - Western North Carolina</p>	<p>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.</p>	<p>Buncombe</p>	<p>877-257-7401 x703</p>	<p>23 Edwin Place</p>	
<p>ALS Association - Western North Carolina</p>	<p>Telephone Resource Support Group, ALS Association - Western North Carolina</p>	<p>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.</p>	<p>Wake</p>	<p>877-257-4701 x703</p>	<p>Confidential</p>	
<p>American Cancer Society - Western North Carolina</p>	<p>Loan/Gift Items, American Cancer Society - Western North Carolina</p>	<p>Various supplies available through the American Cancer Society office including wigs, head coverings, mastectomy bras and prosthesis.</p>	<p>Buncombe</p>	<p>828-254-6931</p>	<p>120 Executive Park</p>	<p>Building 1</p>

<p>American Kidney Fund</p>	<p>American Kidney Fund</p>	<p>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.</p> <p>-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.</p> <p>-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.</p>	<p>Montgomery</p>	<p>800-638-8299</p>	<p>11921 Rockville Pike</p>	<p>Suite 300</p>
<p>American Liver Foundation</p>	<p>American Liver Foundation</p>	<p>Facilitate, advocate, and promote education support and research for the prevention, treatment, and cure of liver disease.</p> <p>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.</p>	<p>New York</p>	<p>800-465-4837</p>	<p>39 Broadway</p>	<p>Suite 2700</p>

<p>American Sleep Apnea Association</p>	<p>American Sleep Apnea Association</p>	<p>The CPAP Assistance Program (CAP) provides an equipment package of CPAP, AutoCPAP or BiLevel as prescribed, mask, tubing, filters and carrying case.</p> <p>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</p>	<p>Lyon</p>	<p>888-293-3650 x1</p>	<p>117 3rd Street</p>	
<p>Arthritis Foundation</p>	<p>Arthritis Foundation Aquatics Program Mecklenburg</p>	<p>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.</p> <p>Offers aquatic exercise for those who suffer from arthritis at the following locations</p> <p>Duke University Center for Living 919-660-6660</p> <p>Downtown Family YMCA 919-667-9622</p> <p>Durham YMCA Lakewood 919-493-4502</p> <p>Garner Road Family YMCA 919-834-2448</p> <p>Pullen Aquatic Center 919-847-2179</p>	<p>Wake</p>	<p>919-460-8095</p>	<p>Glenaire Continuing Care Retirement Community</p>	<p>4000 Glenaire Circle</p>
<p>ASAP (Appalachian Sustainable Agriculture Project)</p>	<p>Growing Minds, ASAP (Appalachian Sustainable Agriculture Project)</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-236-1282</p>	<p>306 West Haywood Street</p>	
<p>Asheville Aphasia Group</p>	<p>Asheville Aphasia Group</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-684-9619</p>	<p>789 Merrimon Avenue</p>	<p>Grace Covenant Presbyterian Church</p>

<p>Asheville Mountain Area Red Cross</p>	<p>Blood Donations, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Buncombe</p>	<p>800-728-9817</p>	<p>100 Edgewood Road</p>	
<p>Asheville Mountain Area Red Cross</p>	<p>Blood Donations, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Haywood</p>	<p>800-728-9817</p>	<p>1668 Brown Avenue</p>	<p>Haywood County Red Cross</p>

<p>Asheville Mountain Area Red Cross</p>	<p>Blood Donations, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Henderson</p>	<p>800-728-9817</p>	<p>203 2nd Avenue East</p>	<p>Henderson and Transylvania County Red Cross</p>
<p>Asheville Mountain Area Red Cross</p>	<p>Blood Donations, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Mcdowell</p>	<p>800-728-9817</p>	<p>39 North Garden Street</p>	<p>McDowell County Red Cross</p>

<p>Asheville Mountain Area Red Cross</p>	<p>Blood Donations, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Polk</p>	<p>800-728-9817</p>	<p>231 Ward Street</p>	<p>Polk County Red Cross</p>
<p>Asheville Mountain Area Red Cross</p>	<p>Health and Safety Services, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Buncombe</p>	<p>800-728-9817</p>	<p>100 Edgewood Road</p>	
<p>Asheville Mountain Area Red Cross</p>	<p>Health and Safety Services, Asheville Mountain Area Red Cross</p>	<p>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.</p>	<p>Haywood</p>	<p>800-728-9817</p>	<p>1668 Brown Avenue</p>	<p>Haywood County Red Cross</p>

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.	Henderson	800-728-9817	203 2nd Avenue East	Henderson and Transylvania County Red Cross
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.	Mcdowell	800-728-9817	39 North Garden Street	McDowell County Red Cross
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.	Polk	800-728-9817	231 Ward Street	Polk County Red Cross
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	

<p>Asheville Pregnancy Support Services</p>	<p>Asheville Pregnancy Support Services</p>	<p>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.</p> <p>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.</p>	<p>Madison</p>	<p>828-252-1306</p>	<p>105 Chestnut Street</p>	
<p>Asheville TEACCH Center Western Region</p>	<p>Asheville TEACCH Center Western Region</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-251-6319</p>	<p>31 College Place</p>	<p>Building D, Suite 306</p>
<p>Asheville-Buncombe Technical Community College</p>	<p>Dental Programs, Asheville-Buncombe Technical Community College</p>	<p>Dental Hygiene Clinic offers cleanings, X-rays, fluoride, initial periodontal therapy, dental sealants, education, and oral cancer exams. This clinic operates all year.</p> <p>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.</p> <p>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.</p> <p>The clinic is by appointment only and the payment is cash or check only.</p> <p>For additional information call 828-398-7255 or email kpruett@abtech.edu.</p>	<p>Buncombe</p>	<p>828-254-1921 x255</p>	<p>340 Victoria Road</p>	<p>Rhododendron Building</p>

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	Sand Hill Lions Club; Local sites will vary; Call for more information.
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	
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	

<p>Blue Ridge Community Health Services</p>	<p>Blue Ridge Health Center, Blue Ridge Community Health Services</p>	<p>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.</p>	<p>Henderson</p>	<p>828-692-4289</p>	<p>2579 Chimney Rock Road</p>	
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<p>Blue Ridge Community Health Services</p>	<p>Certified Application Counselors - Henderson County, Blue Ridge Community Health Services</p>	<p>A trained Certified Application Counselor will help you in person to enroll in the Health Insurance Marketplace.</p> <p>The Marketplace is a new way to find health coverage that fits your budget and meets your needs. With one application, you can see all your options and enroll.</p> <p>When you use the Health Insurance Marketplace, you'll fill out an application and see all of the health plans available in your area. You'll find out if you can get lower costs on your monthly premiums for private insurance plans. You'll learn if you qualify for lower out-of-pocket costs.</p> <p>The Marketplace will also tell you if you qualify for free or low-cost coverage available through Medicaid or the Children's Health Insurance Program (CHIP).</p> <p>The Open Enrollment Period is November 15, 2014 - February 15, 2015. Individuals may also qualify for Special Enrollment Periods outside of Open Enrollment if they experience certain events (A time outside of the open enrollment period during which you and your family have a right to sign up for job-based health coverage. Job-based plans must provide a special enrollment period of 30 days following certain life events that involve a change in family status (for example, marriage or birth of a child) or loss of other job-based health coverage.)</p> <p>Designee # : NCCCAC07</p>	<p>Henderson</p>	<p>828-692-4289 x7</p>	<p>2579 Chimney Rock Road</p>	
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<p>Blue Ridge Community Health Services</p>	<p>Certified Application Counselors - Polk County, Blue Ridge Community Health Services</p>	<p>A trained Certified Application Counselor will help you in person to enroll in the Health Insurance Market Place.</p> <p>The Marketplace is a new way to find health coverage that fits your budget and meets your needs. With one application, you can see all your options and enroll.</p> <p>When you use the Health Insurance Marketplace, you'll fill out an application and see all of the health plans available in your area. You'll find out if you can get lower costs on your monthly premiums for private insurance plans. You'll learn if you qualify for lower out-of-pocket costs.</p> <p>The Marketplace will also tell you if you qualify for free or low-cost coverage available through Medicaid or the Children's Health Insurance Program (CHIP).</p> <p>Open Enrollment Period is November 15, 2014 to February 15, 2015. Individuals may also qualify for Special Enrollment Periods outside of Open Enrollment if they experience certain events (A time outside of the open enrollment period during which you and your family have a right to sign up for job-based health coverage. Job-based plans must provide a special enrollment period of 30 days following certain life events that involve a change in family status (for example, marriage or birth of a child) or loss of other job-based health coverage.)</p> <p>Designee # : NCCCAC07</p>	<p>Henderson</p>	<p>828-692-4289 x7</p>	<p>2579 Chimney Rock Road</p>	
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<p>Blue Ridge Community Health Services</p>	<p>Certified Application Counselors - Transylvania County, Blue Ridge Community Health Services</p>	<p>A trained Certified Application Counselor will help you in person to enroll in the Health Insurance Marketplace.</p> <p>The Marketplace is a new way to find health coverage that fits your budget and meets your needs. With one application, you can see all your options and enroll.</p> <p>When you use the Health Insurance Marketplace, you'll fill out an application and see all of the health plans available in your area. You'll find out if you can get lower costs on your monthly premiums for private insurance plans. You'll learn if you qualify for lower out-of-pocket costs.</p> <p>The Marketplace will also tell you if you qualify for free or low-cost coverage available through Medicaid or the Children's Health Insurance Program (CHIP).</p> <p>Open Enrollment Period is November 15, 2014 - February 15, 2015. Individuals may also qualify for Special Enrollment Periods outside of Open Enrollment if they experience certain events (A time outside of the open enrollment period during which you and your family have a right to sign up for job-based health coverage. Job-based plans must provide a special enrollment period of 30 days following certain life events that involve a change in family status (for example, marriage or birth of a child) or loss of other job-based health coverage.)</p> <p>Designee # : NCCCAC07</p>	<p>Transylvania</p>	<p>828-692-4289 x7</p>	<p>89 Hospital Drive</p>	<p>Suite B</p>
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<p>Blue Ridge Community Health Services</p>	<p>Certified Application Counselors - Transylvania County, Blue Ridge Community Health Services</p>	<p>A trained Certified Application Counselor will help you in person to enroll in the Health Insurance Marketplace.</p> <p>The Marketplace is a new way to find health coverage that fits your budget and meets your needs. With one application, you can see all your options and enroll.</p> <p>When you use the Health Insurance Marketplace, you'll fill out an application and see all of the health plans available in your area. You'll find out if you can get lower costs on your monthly premiums for private insurance plans. You'll learn if you qualify for lower out-of-pocket costs.</p> <p>The Marketplace will also tell you if you qualify for free or low-cost coverage available through Medicaid or the Children's Health Insurance Program (CHIP).</p> <p>Open Enrollment Period is November 15, 2014 - February 15, 2015. Individuals may also qualify for Special Enrollment Periods outside of Open Enrollment if they experience certain events (A time outside of the open enrollment period during which you and your family have a right to sign up for job-based health coverage. Job-based plans must provide a special enrollment period of 30 days following certain life events that involve a change in family status (for example, marriage or birth of a child) or loss of other job-based health coverage.)</p> <p>Designee # : NCCCAC07</p>	<p>Transylvania</p>	<p>828-692-4289 x7</p>	<p>98 East Morgan Street</p>	<p>2nd Floor, Transylvania Community Services Building</p>
<p>Blue Ridge Community Health Services</p>	<p>Hendersonville Family Health Center, Blue Ridge Community Health Services</p>	<p>A family medicine practice offers comprehensive health care to families and specializes in wellness, geriatrics, pediatrics, family counseling, and obstetrical care.</p>	<p>Henderson</p>	<p>828-696-1234</p>	<p>709 North Justice Street</p>	<p>Suite B</p>
<p>Brain Injury Association of North Carolina - Asheville Resource Center</p>	<p>Brain Injury Association of North Carolina - Asheville Resource Center</p>	<p>Acts as the liaison between the community and families and survivors with brain injury, helping to link people with the resource and support.</p> <p>Maintains a resource library that contains brochures, articles, and books, all of which can be mailed.</p> <p>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.</p>	<p>Buncombe</p>	<p>828-277-4868</p>	<p>68 Sweeten Creek Road</p>	

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	Suite 109
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	
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 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	

<p>CarePartners Health Services</p>	<p>CarePartners Outpatient Rehabilitation Services, CarePartners Health Services</p>	<p>Provides outpatient rehabilitative services to 16 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.</p> <p>Specialty services include:</p> <ul style="list-style-type: none"> -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. 	<p>Buncombe</p>	<p>828-274-6179</p>	<p>68 Sweeten Creek Road</p>	
<p>CarePartners Health Services</p>	<p>Driver Evaluation, CarePartners Health Services</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-274-6179</p>	<p>68 Sweeten Creek Road</p>	
<p>CarePartners Health Services</p>	<p>Essential Tremor Support Group, CarePartners Health Services</p>	<p>Support group for individuals and their family who experience tremors.</p>	<p>Buncombe</p>	<p>828-298-4085</p>	<p>68 Sweeten Creek Road</p>	

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	Seymour Conference Room
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	
Catawba County United Way	Western NC Epilepsy Association	Western NC Epilepsy Association (WNCEA) provides limited financial assistance for prescription medication, and medical services for individuals experiencing epilepsy. Transportation is available upon request. Referral and informational services on neurologists, surgical centers, financial assistance, American Disabilities Act, legal and social reforms, and new medications for seizures and pharmaceutical updates. WNCEA also has a program, "Catawba County HOPE - Help Our People Eat", which includes 3 gardens located in Hickory, Newton, and at the Hickory YMCA. Catawba County HOPE is a great education, social, and cultural experience for everyone involved.	Catawba	828-465-8985	2345 23rd Avenue Drive NorthEast	

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	
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	Building 14
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	Franklin Community Based Outpatient Clinic

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	Rutherford County Community Based Outpatient Clinic
Columbus Lions Club	Eye Care Program, Columbus Lions Club	Helps pay for exams and glasses.	Polk	828-817-3313	Confidential	
Columbus Lions Club	Medical Equipment Loans, Columbus Lions Club	Lends used medical equipment such as wheelchairs, walkers, transfer benches, canes, and bedside commodes.	Polk	828-894-8065	Confidential	
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	Suite 265
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	Suite 300

<p>Consumer Education Services Inc.</p>	<p>CESI Housing Counseling Services</p>	<p>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.</p> <p>The CESI Homeownership Center provides an extensive program of counseling, and educational services, and ongoing support, including</p> <ul style="list-style-type: none"> 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. 	<p>Wake</p>	<p>877-829-0851</p>	<p>3700 Barrett Drive</p>	
<p>Crossnore School</p>	<p>Crossnore Academy, Crossnore School</p>	<p>Emergency care services, and long-term out-of home placement for children aged 2-18.</p>	<p>Avery</p>	<p>828-733-4305 x52</p>	<p>100 DAR Drive</p>	
<p>Cystic Fibrosis Patient Assistance Foundation</p>	<p>Cystic Fibrosis Patient Assistance Foundation</p>	<p>Helps patients and their family members living with cystic fibrosis afford the medications and devices they need to manage their disease.</p>	<p>Montgomery</p>	<p>888-315-4154</p>	<p>6931 Arlington Road</p>	<p>2nd Floor</p>

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	<p>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.</p> <p>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.</p> <p>Right-To-Know Hotline: Provides up-to-date information on several EPA programs. Also responds to requests for relevant publications and information resources.</p>	Fulton	800-241-1754	61 Forsyth Street South West	Sam Nunn Atlanta Federal Center
EyeCare America	Diabetes EyeCare Program, EyeCare America	<p>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.</p> <p>Those eligible receive a comprehensive, medical eye exam and up to one year of treatment for any condition diagnosed during the initial exam.</p>	San Francisco	877-887-6327	655 Beach Street	
EyeCare America	Glaucoma EyeCare Program, EyeCare America	<p>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.</p>	San Francisco	877-887-6327	655 Beach Street	

<p>EyeCare America</p>	<p>Seniors EyeCare Program, EyeCare America</p>	<p>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.</p> <p>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.</p>	<p>San Francisco</p>	<p>877-887-6327</p>	<p>655 Beach Street</p>	
<p>First In Families of North Carolina</p>	<p>FIF Life Line Project</p>	<p>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 Intellectual, 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.</p>	<p>Durham</p>	<p>919-251-8368</p>	<p>3109 University Drive</p>	<p>Suite 100</p>
<p>Florence Crittenton Services</p>	<p>Sarah's House Mother/Child Program, Florence Crittenton Services</p>	<p>24-hour residential care and supervision for adolescent mothers and infants who are in foster care and need placement together.</p>	<p>Mecklenburg</p>	<p>704-372-4663</p>	<p>1300 Blythe Blvd.</p>	

<p>Foothills Industries of McDowell County</p>	<p>Innovation, Foothills Industries of McDowell County</p>	<p>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.</p>	<p>Mcdowell</p>	<p>828-652-4088</p>	<p>300 Rockwell Drive</p>	
<p>GHA Autism Supports</p>	<p>Family Support Network - GHA Autism Supports</p>	<p>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.</p>	<p>Stanly</p>	<p>704-982-9600</p>	<p>213 North Second Street</p>	
<p>GHA Autism Supports</p>	<p>Wilmington Office, GHA Autism Supports</p>	<p>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.</p>	<p>New Hanover</p>	<p>910-619-1449</p>	<p>105 North Sixth Street</p>	

<p>Gluten Intolerance Group of Asheville</p>	<p>Gluten Intolerance Group of Asheville</p>	<p>Provides support to persons with gluten intolerance, including celiac disease, dermatitis herpetiformis and gluten sensitivities to live healthy lives.</p> <p>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.</p> <p>Contact may be made by email to the director at any time for information and direction for further services.</p>	<p>Buncombe</p>	<p>828-274-8532</p>	<p>53 Cedar Hill Drive</p>	
<p>Helios Warriors</p>	<p>Helios Warriors</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-299-0776</p>	<p>251 Haywood Street</p>	<p>Suite D</p>
<p>Hospice of the Carolina Foothills</p>	<p>Hospice Care, Hospice of the Carolina Foothills</p>	<p>Hospice medical professionals come to the person wherever they live: private home, nursing or assisted living facility, rest home, or retirement community. They provide physical, emotional, social, and spiritual care for the person who is ill, and support and education for caregivers and family members. Hospice care includes the provision of all medications, supplies, and equipment related to the terminal diagnosis. A Hospice House is available for those who need hospice care that cannot be managed at home.</p>	<p>Polk</p>	<p>828-894-7000</p>	<p>130 Forest Glen Drive</p>	

<p>Hospice of the Carolina Foothills</p>	<p>Hospice House, Hospice of the Carolina Foothills</p>	<p>Provides inpatient care for hospice patients in the following situations:</p> <p>For general inpatient care for symptom control and other acute physical needs that cannot be managed in the home setting;</p> <p>For short-term residential stays until the patient can return home or be placed in another care setting;</p> <p>For caregiver respite of up to 5 days. Care is managed around the clock by medical staff, and the setting provides medical expertise in a homelike setting. This service also supports and educates family members and caregivers.</p>	<p>Polk</p>	<p>864-457-9100</p>	<p>130 Forest Glen Drive</p>	<p>Hospice of the Carolina Foothills</p>
<p>Hospice of the Carolina Foothills</p>	<p>Hospice House, Hospice of the Carolina Foothills</p>	<p>Provides inpatient care for hospice patients in the following situations:</p> <p>For general inpatient care for symptom control and other acute physical needs that cannot be managed in the home setting;</p> <p>For short-term residential stays until the patient can return home or be placed in another care setting;</p> <p>For caregiver respite of up to 5 days. Care is managed around the clock by medical staff, and the setting provides medical expertise in a homelike setting. This service also supports and educates family members and caregivers.</p>	<p>Spartanburg</p>	<p>864-457-9100</p>	<p>260 Fairwinds Road</p>	<p>Hospice House</p>

Hospice of the Carolina Foothills	Palliative Care, Hospice of the Carolina Foothills	Palliative Care is a consultative service for individuals with serious illness whose everyday life is being affected by the illness. Medical professionals visit with patients and their families in their home setting, or in one of the offices in Columbus, NC, and Landrum, SC. One of the Palliative Medicine specialists reviews in detail client symptoms planning and any concerns, and helps locate resources for medical equipment, respite care, or other needed support.	Polk	828-894-7016	130 Forest Glen Drive	
Hospice of the Carolina Foothills	Palliative Care, Hospice of the Carolina Foothills	Palliative Care is a consultative service for individuals with serious illness whose everyday life is being affected by the illness. Medical professionals visit with patients and their families in their home setting, or in one of the offices in Columbus, NC, and Landrum, SC. One of the Palliative Medicine specialists reviews in detail client symptoms planning and any concerns, and helps locate resources for medical equipment, respite care, or other needed support.	Spartanburg	828-894-7016	260 Fairwinds 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	Suite 102
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	Suite 140
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	Mission Hospital SECU Cancer Center

<p>Liberty Corner Enterprises</p>	<p>Liberty Corner Enterprises</p>	<p>Discovery Program: Provides residential treatment services for adults with developmental disabilities and mental illness, and adults with physical disabilities or deaf and blind</p> <p>Day Supports: Provides community-based, person-centered services that is tailored to fit each individual as they become involved in the community.</p> <p>Residential Supports: Provides services and supports to assist people to live in a home of their choice.</p> <p>Supported Employment: Assists with job placement and maintaining employment through long term follow up.</p>	<p>Buncombe</p>	<p>828-254-9917</p>	<p>147 Coxe Avenue</p>	
<p>LifeShare Of The Carolinas</p>	<p>LifeShare Of The Carolinas</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-665-0107</p>	<p>1200 Ridgefield Boulevard</p>	<p>Suite 150</p>

<p>MANNA FoodBank</p>	<p>MANNA FoodBank</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Also conducts the Fresh Produce Program with helps Buncombe County families living in participating Asheville housing projects to have access to fresh food.</p>	<p>Buncombe</p>	<p>828-299-3663</p>	<p>627 Swannanoa River Road</p>	
<p>Medical Equipment Loan Closet - Piney Mountain United Methodist Church</p>	<p>Medical Equipment Loan Closet - Piney Mountain United Methodist Church</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-667-3031</p>	<p>14 Piney Mountain Church Road</p>	
<p>MemoryCare</p>	<p>Haywood Satellite Clinic, MemoryCare</p>	<p>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.</p>	<p>Haywood</p>	<p>828-771-2219</p>	<p>81 Elmwood Way</p>	

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	Hospice of Yancey County
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 Cancer Center
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	Suite 201
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	Suite 3200

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	Suite 3200
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	First Baptist Church, Room 221
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	Reuter Outpatient Center
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	SECU Cancer Center; 2nd Floor
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 Children's Hospital
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 Spine and Back Pain Center
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 Spine and Back Pain Center at Clyde Outpatient Care Center
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 Spine Center at Angel Medical Center

<p>Mission Hospital</p>	<p>MotherToBabyNC Pregnancy Exposure Riskline - Fullerton Genetics, Mission Hospital</p>	<p>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.</p> <p>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.</p>	<p>Buncombe</p>	<p>800-532-6302</p>	<p>11 Vanderbilt Park Drive</p>	
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<p>Mission Hospital</p>	<p>NC Preconception Health Campaign, Mission Hospital</p>	<p>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.</p> <p>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.</p> <p>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).</p> <p>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.</p>	<p>Buncombe</p>	<p>828-213-0031</p>	<p>11 Vanderbilt Park Drive</p>	
<p>Mission Hospital</p>	<p>Nutrition Therapy Services, Mission Hospital</p>	<p>Provides nutrition counseling for weight management (including weight gain and weight loss for adults), hypertension, high cholesterol, high triglycerides, gastrointestinal disorders, malnutrition, and hypoglycemia.</p>	<p>Buncombe</p>	<p>828-213-4700</p>	<p>One Hospital Drive</p>	<p>Suite 3200, Health Education Center</p>

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	Main Clinic with Fitness Center
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	Suite 302
Mission Hospital	Switchboard/Operator, Mission Hospital	Switchboard for Mission Hospital. For direct calls to patient rooms on the Memorial Campus, please dial as follows: Rooms with A, B or C: (828) 213-6 + room number; Rooms with E: (828) 213-7 + room number; Rooms with G: (828) 213-8 + room number. For direct calls to patient rooms on the St. Joseph Campus, please dial as follows: All rooms except for the 10th floor: (828) 213-3 + room number; Rooms on the 10th floor: (828) 213-3 + last 3 digits of room number.	Buncombe	828-213-1111	509 Biltmore Avenue	

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	Suite 4100
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	

<p>Mountain Area Health Education Center</p>	<p>MAHEC OB/GYN Specialists, Mountain Area Health Education Center</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Buncombe</p>	<p>828-771-5500</p>	<p>119 Hendersonville Road</p>	
<p>Mountain Area Pregnancy Services</p>	<p>Mountain Area Pregnancy Services</p>	<p>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.</p> <p>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.</p>	<p>Madison</p>	<p>828-680-1230</p>	<p>105 Chestnut Street</p>	
<p>National Abortion Federation Hotline</p>	<p>National Abortion Federation Hotline</p>	<p>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.</p>	<p>District Of Columbia</p>	<p>800-772-9100</p>	<p>1660 L Street North West</p>	<p>Suite 450</p>

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	Suite 30
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	Unit A
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	Suite 210
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	Suite 30
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	Suite 30

<p>National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro</p>	<p>Health Programs - National Multiple Sclerosis Society, Greensboro</p>	<p>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.</p>	<p>Guilford</p>	<p>800-344-4867</p>	<p>2211 West Meadowview Road</p>	<p>Suite 30</p>
<p>National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro</p>	<p>Medical Equipment Loan and Assisted Purchase, Greater Carolinas Chapter MS Society, Greensboro</p>	<p>Medical equipment loan and assisted purchase for individuals and families living with MS. Primarily for scooters, wheelchairs and walkers. Dependent on availability of equipment.</p>	<p>Guilford</p>	<p>800-344-4867</p>	<p>2211 West Meadowview Road</p>	<p>Suite 30</p>
<p>NC Cooperative Extension - Polk County</p>	<p>Extension Services, NC Cooperative Extension - Polk County</p>	<p>Programs include: Family and Consumer Sciences - Healthy Eating, Physical Activity and Chronic Disease Risk Reduction, Family Financial Management Skills, and Parenting and Caregiver Skills</p>	<p>Polk</p>	<p>828-894-8218</p>	<p>60 Gibson Street</p>	
<p>NC Department of Insurance Western Regional Office</p>	<p>NC Department of Insurance Western Regional Office</p>	<p>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/</p>	<p>Buncombe</p>	<p>828-318-0250</p>	<p>537 College Street</p>	

<p>NC Division of Services for the Blind - Asheville District Office</p>	<p>Deaf/Blind Services Program, NC Division of Services for the Blind - Asheville District Office</p>	<p>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.</p> <p>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.</p>	<p>Buncombe</p>	<p>828-251-6732</p>	<p>50 South French Broad Avenue</p>	<p>Suite 153</p>
<p>NC Division of Services for the Blind - Asheville District Office</p>	<p>Independent Living Program, NC Division of Services for the Blind - Asheville District Office</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-251-6732</p>	<p>50 South French Broad Avenue</p>	<p>Suite 153</p>
<p>NC Division of Services for the Blind - Asheville District Office</p>	<p>Medical Eye Care Program - NC Division of Services for the Blind - Asheville District Office</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-251-6732</p>	<p>50 South French Broad Avenue</p>	<p>Suite 153</p>

<p>NC Division of Services for the Blind - Rutherford and Polk</p>	<p>NC Division of Services for the Blind - Rutherford and Polk</p>	<p>Independent Living Program provides in-home assessment for eligible visually impaired to maximize independence. The Medical Eye Care Program offers financial assistance for eye care (medications and surgery) based on consumers financial eligibility and need for service.</p>	<p>Polk</p>	<p>828-287-1241</p>	<p>231 Wolverine Trail</p>	<p>Polk County Department of Social Services</p>
<p>NC Division of Services for the Blind - Rutherford and Polk</p>	<p>NC Division of Services for the Blind - Rutherford and Polk</p>	<p>Independent Living Program provides in-home assessment for eligible visually impaired to maximize independence. The Medical Eye Care Program offers financial assistance for eye care (medications and surgery) based on consumers financial eligibility and need for service.</p>	<p>Rutherford</p>	<p>828-287-1241</p>	<p>389 Fairground Road</p>	<p>Rutherford County Department of Social Services</p>
<p>NC Division of Services for the Deaf and Hard of Hearing - WNC</p>	<p>Telecommunication Equipment, NC Division of Services for the Deaf and Hard of Hearing - WNC</p>	<p>For individuals who have hearing loss or speech impairment to receive telecommunications equipment, weather alert radios, or hearing aids. Must meet income eligibility guidelines and be a resident of North Carolina.</p>	<p>Buncombe</p>	<p>828-665-8733</p>	<p>12 Barbetta Drive</p>	

<p>NC Division of Vocational Rehabilitation - Western Regional Office</p>	<p>Independent Living, NC Division of Vocational Rehabilitation - Western Regional Office</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-670-3377</p>	<p>Eight Barbetta Drive</p>	
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<p>North Carolina Marketplace In-Person Assistance</p>	<p>North Carolina Marketplace In-Person Assistance</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	<p>Buncombe</p>	<p>855-733-3711</p>	<p>Call to make an appointment in your area</p>	
<p>North Carolina Problem Gambling Program</p>	<p>NC Problem Gambling Treatment Program</p>	<p>Treatment for Problem Gambling. Toll Free Helpline for Crisis Counseling 24 Hours.</p>	<p>Wake</p>	<p>877-718-5543</p>	<p>325 North Salisbury Street</p>	
<p>North Carolina State Veterans Home - Black Mountain</p>	<p>North Carolina State Veterans Home - Black Mountain</p>	<p>Nursing care for veterans: Long term care, short term care, memory support unit, bariatric beds, hospice.</p>	<p>Buncombe</p>	<p>828-257-6800</p>	<p>62 Lake Eden Road</p>	

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	<p>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.</p> <p>Also available are community education, cancer screenings, support groups, and holistic patient/family support.</p> <p>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.</p> <p>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.</p>	Henderson	828-696-1341	800 North Justice Street	
Pardee Hospital	Home Care, Pardee Hospital	Provides care through registered nursing staff, rehabilitation professionals, medical social workers, and home health aides. Services include in-home physical, occupational, and speech therapy, orthopedic and cardiac care, diabetes management, home safety evaluations, and full range of skilled nursing services.	Henderson	828-692-1846	2029 Asheville Highway	
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	<p>Art of Breastfeeding: An education class to help new moms get off to a good start with breastfeeding basics. Fathers are also welcome.</p> <p>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.</p> <p>Infant Care: The basics of infant care including newborn characteristics, feeding, bathing, cord care, diapering and swaddling.</p> <p>Infant CPR and Choking: Classes taught once a quarter.</p>	Henderson	866-790-9355	800 North Justice Street	
Pardee Hospital	PardeeSelect Medical Staff Directory, Pardee Hospital	<p>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.</p> <p>Up-to-date information is available at www.pardeeselect.org and www.pardeehospital.org.</p>	Henderson	828-694-1000	800 North Justice Street	
Pardee Hospital	Perspectives Diabetes Self-Management, Pardee Hospital	<p>This self-management program is accredited by the American Diabetes Association. It empowers participants to make positive, informed decisions about their diabetes care. Perspectives works with the client and the referring physician through a team of health care professionals including a registered nurse, and a registered dietitian who are both Certified Diabetes Educators.</p>	Henderson	828-698-4533	212 Thompson Street	Unit B
Pardee Hospital	Sleep Center, Pardee Hospital	<p>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.</p>	Henderson	828-696-1085	800 North Justice Street	

Pardee Hospital	Women and Children's Center, Pardee Hospital	<p>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.</p> <p>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.</p> <p>The Women and Children's Center also cares for women who have had breast or gynecological surgeries and offers inpatient pediatric services.</p>	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	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Rige Mall
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	Blue Ridge Mall

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	Blue Ridge Mall
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	Blue Ridge Mall
Pardee Signature Care Center	Seniors' Health Information Insurance Program, Pardee Signature Care Center	Provides volunteer counselors, trained by the state of North Carolina, who provide one on one advice to seniors regarding Medicare, Medicare supplement insurance, long term care insurance, and who can assist with filing Medicare claims.	Henderson	828-692-4600	1800 Four Seasons Boulevard	Blue Ridge Mall
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	Blue Ridge Mall
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	Blue Ridge Mall
Park Ridge Health	Home Health Care, Park Ridge Health	Provides skilled services to patients who are recovering from illness, accident, or surgery in the comfort of their own homes. Skilled services include nursing, physical therapy, occupational therapy, and speech therapy, Social Work, Certified Nurse Assistant, and Dietary. Park Ridge provides these services to Buncombe, Henderson, Polk, and Transylvania counties.	Henderson	828-687-5261	895 Howard Gap Road	
Park Ridge Health	Hospital, Park Ridge Health	Park Ridge Health provides comprehensive medical care to the people of Western North Carolina.	Henderson	828-684-8501	100 Hospital Drive	
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	3rd Floor
Park Ridge Health	Provider Directory, Park Ridge Health	Provider directory associated with Park Ridge Health.	Henderson	828-684-8501	100 Hospital Drive	

<p>Park Ridge Health</p>	<p>Women's Services, Park Ridge Health</p>	<p>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.</p>	<p>Henderson</p>	<p>828-698-9934</p>	<p>2605 Chimney Rock Road</p>	<p>Office of Kelly Thompson, FNP, CNM</p>
<p>Park Ridge Health</p>	<p>Women's Services, Park Ridge Health</p>	<p>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.</p>	<p>Henderson</p>	<p>828-698-9934</p>	<p>50 Hospital Drive</p>	<p>Suite 4A</p>
<p>Partnership for Children of the Foothills</p>	<p>Healthy Smiles - Dental Screening, Partnership for Children of the Foothills</p>	<p>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.</p>	<p>Mcdowell</p>	<p>828-652-6811 x330</p>	<p>54 College Drive</p>	<p>Azalea Building #4, Room 12</p>

<p>Partnership for Children of the Foothills</p>	<p>Healthy Smiles - Dental Screening, Partnership for Children of the Foothills</p>	<p>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.</p>	<p>Rutherford</p>	<p>828-652-6811 x330</p>	<p>338 Withrow Road</p>	
<p>Partnership for Prescription Assistance</p>	<p>Partnership for Prescription Assistance</p>	<p>Offers assistance with finding patient assistance programs from pharmaceutical companies for prescription medications.</p>	<p>New York</p>	<p>888-477-2669</p>	<p>Confidential</p>	
<p>Pathways of the Heart</p>	<p>Pathways of the Heart</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-299-0394</p>	<p>376 Hendersonville Road</p>	<p>Biltmore United Methodist Church</p>

<p>Planned Parenthood South Atlantic - Asheville Health Center</p>	<p>Planned Parenthood South Atlantic - Asheville Health Center</p>	<p>Services Provided:</p> <p>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);</p> <p>Pregnancy Planning Services, Pregnancy testing, Pregnancy options and referrals (adoption, abortion), Fertility awareness education;</p> <p>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;</p> <p>LGBTQ Services: Education, resources, services referral, transgender support, hormone replacement therapy;</p> <p>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;</p> <p>Men's Health Care: Reproductive health checkups, Testicular exams, Erectile dysfunction referrals, Male infertility screenings and referrals, Jock itch exams and treatment.</p> <p>There may be endowment funds available to assist with the cost of an abortion but the person should contact Planned Parenthood for more information.</p>	<p>Buncombe</p>	<p>828-252-7928</p>	<p>68 McDowell Street</p>	
<p>Polk County Department of Social Services</p>	<p>Emergency Assistance (EA), Polk County Department of Social Services</p>	<p>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 (electric, water, heating, including deposits), rental payments or deposits, appliance or vehicle repairs, or medical costs.</p>	<p>Polk</p>	<p>828-894-2100</p>	<p>231 Wolverine Trail</p>	

<p>Polk County Department of Social Services</p>	<p>Safe Surrender, Polk County Department of Social Services</p>	<p>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 must 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.</p>	<p>Polk</p>	<p>828-894-2100</p>	<p>231 Wolverine Trail</p>	
<p>Polk County Government</p>	<p>Emergency Services, Polk County Government</p>	<p>EMS: Advanced life support ambulance service and non-emergency transports.</p>	<p>Polk</p>	<p>828-894-3067</p>	<p>340 Hospital Drive</p>	
<p>Polk Vocational Services</p>	<p>Polk Vocational Services</p>	<p>Provides vocational and life skill training for those with barriers to employment. Also provides Adult Developmental Vocational Program (ADVP), Innovations Program (formerly CAP), Supported Employment, and provides periodic respite (during the day) for the family or primary caregiver.</p>	<p>Polk</p>	<p>828-894-3041</p>	<p>451 Industrial Park Drive</p>	
<p>Polk Wellness Center</p>	<p>Polk Wellness Center</p>	<p>Primary medical and mental health services including physical examinations, diagnosis and treatment of medial conditions, referral to specialists, counseling and behavioral health services, substance abuse treatment, diabetes education and support groups, mental health crisis walk in services during normal business hours, and school based therapy services.</p>	<p>Polk</p>	<p>828-894-2222</p>	<p>155 West Mills Street</p>	
<p>Rowan County United Way</p>	<p>Veterans Administration Medical Ctr., W. G. Hefner Center</p>	<p>Hospital providing medical services for military veterans.</p>	<p>Rowan</p>	<p>(704)638-9000</p>	<p>VA Medical Center</p>	<p>1601 Brenner Ave.</p>

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 - Polk County	Adult Health Services for Women, RPM District Health Department - Polk County	Provides pap smears and breast exams.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Breast and Cervical Cancer Control (BCCCP), RPM District Health Department - Polk County	Clinical breast exam and pap smear. Also offers referrals for screening mammogram. If results of screening pap, breast exam or screening mammogram are abnormal referrals for further testing/treatment will be made.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Child Health, RPM District Health Department - Polk County	Provides well child physicals, routine health screenings, and day care and Kindergarten physicals.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Communicable Disease, RPM District Health Department - Polk County	Offers counseling, testing, and treatment along with disease surveillance and outbreak control for communicable diseases including tuberculosis.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Environmental Health, RPM District Health Department - Polk 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 and investigation.	Polk	828-894-8004	161 Walker Street	

RPM District Health Department - Polk County	Immunizations, RPM District Health Department - Polk County	Provides required and recommended immunizations for infants, children, and adults including flu shots.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Pregnancy Care Management, RPM District Health Department - Polk County	Provides coordinated care between pregnant Medicaid recipients and their OB providers, family physicians etc., assist patients with Medicaid enrollment, childbirth classes, breastfeeding consults, maternity education; referrals to outreach programs, mental health, transportation services, services to assist with housing, food, domestic violence issues, WIC, family planning, and obtaining needed baby items. Follow up for 60 day postpartum to advise and instruct patient on infant enrollment into WIC, Medicaid, initial doctor visit for infant, ensuring things are going well for patient and baby, and address any postpartum problems or depression.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Sexually Transmitted Infections/HIV, RPM District Health Department - Polk County	Provides STD (sexually transmitted disease) testing, counseling, and treatment. HIV testing also available.	Polk	828-894-8271	161 Walker Street	
RPM District Health Department - Polk County	Women's Preventive Health, RPM District Health Department - Polk County	Provides annual exams for women including pap smears, breast exams, cultures as indicated, STD testing, pregnancy testing, birth control, and birth control method education.	Polk	828-894-8271	161 Walker Street	

RPM District Health Department - Rutherford County	Collins Dental Center, RPM District Health Department - Rutherford County	<p>Children's Dental Services: Provides general dentistry services for children ages 0-21 years old: digital x-rays, routine 6 month cleanings, sealants, extractions, fillings, and first time infant exams.</p> <p>Adult Emergency Clinic: Not meant for routine dental care. Clinic held on Fridays from 8:00 a.m. - 12:00 p.m. Appointments are strongly encouraged but walk-ins will be seen if time permits.</p> <p>Partnership between Thermal Belt Outreach and Rutherford Polk McDowell District Health Department.</p>	Polk	866-216-6884	158 White Drive	
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	Postpartum and Newborn Home Visits, RPM District Health Department - Rutherford County	One time home visit to postpartum women and newborn infants within 2 weeks of delivery or hospital discharge to assess, educate, and refer for ongoing care.	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	Suite 345

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	Suite 345
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	Suite 120
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	Cumberland Building, Suite 125
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	Floor 6

Saint Gerard House	Saint Gerard House	<p>Offers treatment for individuals with Autism Spectrum Disorder (ASD), learning disabilities, developmental delays, and behavioral health needs. In addition, training, consultation, and support for families, educators, institutions, and any others involved with the treatment or care of these individuals is also provided. Services are available to families and professionals in Western North Carolina.</p> <p>Grotto School serves children ages 2.5 - 7. It is an intensive, one-on-one, Applied Behavior Analysis (ABA), early-intervention program.</p> <p>Connect Program is an after-school social skills class for ages 5 - 19. No diagnosis is necessary.</p> <p>Family Group Night is a free monthly support group for the entire family. It takes place every 3rd Monday of the month from 5:30 p.m. - 7:30 p.m. Serves a healthy meal and then breaks into 5 groups: Parents, Siblings, Youth with special needs, Children with special needs and Childcare.</p>	Henderson	828-693-4223	620 Oakland Street	
Saint Luke's Hospital	Hospital, Saint Luke's Hospital	Hospital serving Polk County, Western North Carolina, Upstate South Carolina and surrounding areas.	Polk	828-894-3311	101 Hospital Drive	
Saint Luke's Hospital	Physician Directory, Saint Luke's Hospital	A free printed publication available through St. Luke's Hospital that contains information about the physicians and allied health providers who serve the medical needs of Polk County. Also available online.	Polk	828-894-3311	101 Hospital Drive	

<p>Seasons of Life Home Care and Adult Day Services</p>	<p>Seasons of Life Home Care and Adult Day Services</p>	<p>Home Care: Provided by home care aides in the home, hospital, or nursing home setting. Home care aide may perform some or all of the following activities: Assist with walking and exercising, meal planning and preparation, light housekeeping, laundry, grocery shopping and companionship, transportation for errands, appointments, etc., medication monitoring, help with bathing, toileting, dressing, skin and hair care (where available).</p> <p>Adult Day Services: Participants may attend full or half days. Services include: monitoring vital signs, administering of medications, assistance with personal care (bathing, showering, shaving and skin care), planned activities (crafts, music, seasonal celebrations, etc.), lunch and morning/afternoon snacks, nursing care per physician order, and an enclosed courtyard for outdoor activities.</p>	<p>Polk</p>	<p>828-859-0147</p>	<p>2060 Lynn Road</p>	<p>Unit 4; Seasons of Life Home Care</p>
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<p>Seasons of Life Home Care and Adult Day Services</p>	<p>Seasons of Life Home Care and Adult Day Services</p>	<p>Home Care: Provided by home care aides in the home, hospital, or nursing home setting. Home care aide may perform some or all of the following activities: Assist with walking and exercising, meal planning and preparation, light housekeeping, laundry, grocery shopping and companionship, transportation for errands, appointments, etc., medication monitoring, help with bathing, toileting, dressing, skin and hair care (where available).</p> <p>Adult Day Services: Participants may attend full or half days. Services include: monitoring vital signs, administering of medications, assistance with personal care (bathing, showering, shaving and skin care), planned activities (crafts, music, seasonal celebrations, etc.), lunch and morning/afternoon snacks, nursing care per physician order, and an enclosed courtyard for outdoor activities.</p>	<p>Polk</p>	<p>828-859-0147</p>	<p>79 Carmel Lane</p>	<p>Seasons of Life Adult Day Services</p>
<p>Shriners Hospital</p>	<p>Shriners Hospital</p>	<p>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.</p>	<p>Greenville</p>	<p>864-271-3444</p>	<p>950 West Faris Road</p>	

<p>Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership</p>	<p>Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership</p>	<p>Smiles Change Lives provides access to essential orthodontic treatment for qualified children from low-income families.</p>	<p>Jackson</p>	<p>888-900-3554</p>	<p>2405 Grand Boulevard</p>	<p>Suite 300</p>
<p>Social Security Administration - Henderson, Polk, and Transylvania Counties</p>	<p>Social Security Administration - Henderson, Polk, and Transylvania Counties</p>	<p>Provides assistance to applicants filing for the following services: Retirement Benefits, Disability Benefits, Supplemental Security Income, Lump Sum Death Benefits, Medicare, Survivors Insurance and Social Security Cards.</p> <p>Visit the web website for more for information about all of Social Security's programs. At the website, you can also:Apply for certain kinds of benefits; Change your address; Apply for a password so you can check your benefits or change your direct deposit; Request a replacement Medicare card; Ask for a letter to confirm your benefit amount; and Find copies of our publications.</p>	<p>Henderson</p>	<p>866-964-5053</p>	<p>205 South Grove Street</p>	
<p>Stainless Ministry</p>	<p>Stainless Ministry</p>	<p>Operates an emergency food pantry and a thrift store thrift store open to the public. Call for food pantry information Monday, Tuesday, Wednesday, Thursday, or Friday from 9:00 a.m. - 5:00 p.m. Offers free medical supplies such as walkers, shower chairs, and crutches. Also offers food distribution to other food pantries and programs.</p>	<p>Rutherford</p>	<p>828-748-7053</p>	<p>225 West Main Street</p>	

The Free Clinics	Adult Dental Clinic, The Free Clinics	Provides adult emergency dental services only. Extractions and hygiene education. Staffed by volunteers dentists and allied dental professionals.	Henderson	828-697-8422	841 Case Street	
The Free Clinics	Bridges to Health, The Free Clinics	Offers free drop-in medical visits, staffed by MD, RN, and mental health professional. This program is designed to connect uninsured or Medicaid patients., high risk, adults to health services and community resources in order to prevent trips to the emergency room for care. Provides case/care management and connects individuals with the necessary medical and dental services. Patients may use Bridges to Health as a primary care provider on an ongoing basis.	Henderson	828-697-8422	841 Case Street	
The Free Clinics	Community Pharmacy, The Free Clinics	Low-cost medications available for \$3 filling fee to eligible residents of Henderson, Polk, and Transylvania counties.	Henderson	828-697-8422	841 Case Street	
The Free Clinics	Diabetic Life Management Program, The Free Clinics	Comprehensive approach to diabetic management. The patients receive regular and consistent medical support, laboratory screening, education, diabetes testing supplies, and pharmaceutical support. Participants are required to have a primary care physician to monitor all aspects of care.	Henderson	828-697-8422	841 Case Street	

The Free Clinics	Drop-in Medical Clinic, The Free Clinics	Offers non-emergency health care for acute/chronic medical conditions. The patients receive evaluations, treatment, referral, and case management as needed. Staffed by volunteer physicians.	Henderson	828-697-8422	841 Case Street	
The Free Clinics	Medi-Find Prescription Assistance Program, The Free Clinics	Program helps link eligible chronically ill patients with free or low-cost medications available through pharmaceutical companies' prescription assistance programs.	Henderson	828-697-8422	841 Case Street	
The Free Clinics	Specialty Clinics, The Free Clinics	Upon referral from a physician, The Free Clinics offers a Orthopedic Clinic, a monthly Eye Clinic mostly for diabetics focusing on Glaucoma and Diabetic Neuropathy, a Physical Medicine and Rehabilitation (PMR) Clinic offering a non-narcotic, non-invasive approach to chronic back and neck pain, and an Endocrinology Clinic for assessments especially for diabetic patients. Call to inquire about referral system and scheduling.	Henderson	828-697-8422	841 Case Street	
The Meeting Place - Polk County	SHIP, The Meeting Place - Polk County	Provides Medicare counseling and assists with problem resolution.	Polk	828-894-0001	75 Carmel Lane	

<p>The NC Radon Program - North Carolina Department of Health and Human Services</p>	<p>The NC Radon Program - North Carolina Department of Health and Human Services</p>	<p>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.</p>	<p>Wake</p>	<p>828-712-0972</p>	<p>Confidential</p>	
<p>The North Carolina AgrAbility Partnership</p>	<p>The North Carolina AgrAbility Partnership</p>	<p>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.</p> <p>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.</p>	<p>Wake</p>	<p>336-430-2970</p>	<p>127 D.S. Weaver Labs</p>	<p>Box 7625 - NCSU</p>
<p>The Starkey Hearing Foundation</p>	<p>The Starkey Hearing Foundation</p>	<p>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.</p>	<p>Hennepin</p>	<p>800-328-8602</p>	<p>6700 Washington Avenue South</p>	

<p>Thermal Belt Outreach Ministry</p>	<p>Emergency Assistance, Thermal Belt Outreach Ministry</p>	<p>Heating, Cooling, and Utility Assistance: Assists financially with utility (electric, gas, kerosene, water) and heating bills. Also assists with firewood, fans, blankets, and space heaters.</p> <p>Housing: Assists financially with rent payments, mortgage payments, and home repair assistance.</p> <p>Medical: Assists financially with prescriptions, medical and dental bills (for visits and testing)</p>	<p>Polk</p>	<p>828-894-2988</p>	<p>134 White Drive</p>	
<p>Trans-Positive Support</p>	<p>Trans-Positive Support</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-242-9022</p>	<p>554 Fairview Road</p>	<p>Western North Carolina AIDS Project</p>

<p>Treatment, Healing, and Education Center for Disordered Eating</p>	<p>Treatment, Healing, and Education Center for Disordered Eating</p>	<p>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.</p> <p>Adult Eating Disorder Support Group meets Wednesdays from 7:00 p.m. - 8:00 p.m.</p> <p>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.</p> <p>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.</p>	<p>Buncombe</p>	<p>828-337-4685</p>	<p>297 Haywood Street</p>	
<p>Tryon, Town of</p>	<p>Fire Department, Tryon, Town of</p>	<p>Provides fire and EMS-rescue services for the town of Tryon.</p>	<p>Polk</p>	<p>828-859-9566</p>	<p>301 North Trade Street</p>	

<p>United Way of Central Carolinas</p>	<p>Adolescent Pregnancy Prevention Campaign of NC</p>	<p>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.</p>	<p>Durham</p>	<p>919-226-1880</p>	<p>3708 Mayfair Street</p>	<p>Suite 310</p>
<p>United Way of Central Carolinas</p>	<p>Arthritis Foundation</p>	<p>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</p>	<p>Mecklenburg</p>	<p>(704)529-5166</p>	<p>4530 Park Rd., Suite 230</p>	
<p>United Way of Central Carolinas</p>	<p>Cancer Society, American [49 counties]</p>	<p>To fight cancer through balanced programs of research, education, patient services and rehabilitation.</p>	<p>Mecklenburg</p>	<p>704-552-6147</p>	<p>6000 Fairview Rd., Suite 200</p>	
<p>United Way of Central Carolinas</p>	<p>Disability Rights & Resources</p>	<p>Guards the civil rights of people with disabilities by empowering people to live as they choose.</p> <p>Services:</p> <ul style="list-style-type: none"> -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 	<p>Mecklenburg</p>	<p>704-537-0550</p>	<p>5801 Executive Center Drive</p>	<p>Suite 101</p>

<p>United Way of Central Carolinas</p>	<p>Epilepsy Foundation of North Carolina, Inc.</p>	<p>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.</p> <p>Services:</p> <p>Works to prevent, control and cure epilepsy through community services; public education; federal and local advocacy; and supporting research into new treatments and therapies.</p>	<p>Forsyth</p>	<p>800-451-0694</p>	<p>Wake Forest University Health Science</p>	<p>Medical Center Boulevard</p>
<p>United Way of Central Carolinas</p>	<p>Living Bank, The</p>	<p>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.</p>	<p>Harris</p>	<p>713-961-9431</p>	<p>4545 Post Oak Place Dr., Suite 340</p>	
<p>United Way of Central Carolinas</p>	<p>NC MedAssist</p>	<p>Provides free prescription medications to qualifying low-income North Carolina residents.</p>	<p>Mecklenburg</p>	<p>866-331-1348</p>	<p>601 East 5th Street</p>	<p>Suite 350</p>

<p>United Way of Central Carolinas</p>	<p>North Carolina Assistive Technology Program (NCATP)</p>	<p>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).</p>	<p>Mecklenburg</p>	<p>919-233-7075</p>	<p>5501 Executive Center Drive</p>	<p>Suite 105</p>
<p>United Way of Central Carolinas</p>	<p>Quick Deck</p>	<p>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.</p>	<p>Stanly</p>	<p>(704)888-0328</p>	<p>137 Pine Forest Dr.</p>	
<p>United Way of Central Carolinas</p>	<p>Sudden Infant Death Syndrome - SIDS Alliance</p>	<p>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.</p>	<p>Harford</p>	<p>443-640-1049</p>	<p>2105 Laurel Bush Rd., Suite 201</p>	
<p>United Way of Davie County</p>	<p>SHIIP, North Carolina Department of Insurance</p>	<p>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.</p>	<p>Wake</p>	<p>800-443-9354</p>	<p>111 Seaboard Avenue</p>	<p>North Carolina Department of Insurance</p>

<p>United Way of Greater Greensboro</p>	<p>Cancer Hope Network</p>	<p>Cancer Hope Network is a non-profit organization that provides free and confidential one-on-one support to cancer patients and their families. As our core offering, we match cancer patients or family members with trained volunteers who have themselves undergone and recovered from a similar cancer experience.</p> <p>For patients, professionals and volunteers we offer a secured social network where people who are affected by cancer can exchange experiences and share thoughts.</p>	<p>Morris</p>	<p>800-552-4366</p>	<p>2 North Road</p>	<p>Suite A</p>
<p>United Way of Greater Greensboro</p>	<p>Make-A-Wish Foundation Central and Western North Carolina</p>	<p>Foundation grants the wishes of children with life-threatening medical conditions.</p>	<p>Guilford</p>	<p>704-339-0334</p>	<p>7025 Albert Pick Road</p>	<p>Suite 104</p>
<p>United Way of Greater Greensboro</p>	<p>Make-A-Wish Foundation Central and Western North Carolina</p>	<p>Foundation grants the wishes of children with life-threatening medical conditions.</p>	<p>Mecklenburg</p>	<p>704-339-0334</p>	<p>1131 Harding Place</p>	

<p>United Way of Greater Greensboro</p>	<p>National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Guilford</p>	<p>336-299-4136</p>	<p>2211 West Meadowview Road</p>	<p>Suite 30</p>
<p>United Way of Lee County</p>	<p>Adolescent Pregnancy Prevention Coalition of North Carolina</p>	<p>APPCNC provides low-cost trainings to providers and parents to help prevent teen pregnancy and support teen parents, including outreach to special populations such as the Hispanic Community and Male Involvement. Free books, curriculum, and videos are loaned from the library to residents of North Carolina. For further information, visit the website at www.appcnc.org.</p>	<p>Durham</p>	<p>919-226-1880</p>	<p>3708 Mayfair Street</p>	<p>Suite 310</p>
<p>United Way of Lee County</p>	<p>Florence Crittenton</p>	<p>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:</p> <p>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 Foster Program, and Aftercare Services.</p>	<p>Mecklenburg</p>	<p>704-372-4663</p>	<p>1300 Blythe Boulevard</p>	
<p>United Way of Pitt County</p>	<p>Ronald McDonald House of Eastern North Carolina</p>	<p>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.</p>	<p>Pitt</p>	<p>252-847-5435</p>	<p>529 Moye Blvd</p>	

<p>United Way of Randolph County</p>	<p>Randolph Hospital</p>	<p>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.</p>	<p>Randolph</p>	<p>(336)625-5151</p>	<p>364 White Oak Street</p>	
<p>United Way of Sampson County</p>	<p>The Royal Home</p>	<p>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.</p>	<p>Sampson</p>	<p>910-525-5554</p>	<p>109 Clinton Street</p>	
<p>United Way of the Cape Fear Area</p>	<p>Easter Seals UCP of North Carolina</p>	<p>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.</p>	<p>New Hanover</p>	<p>919-782-5486</p>	<p>5171 Glenwood Ave</p>	<p>Suite 100</p>
<p>United Way of the Greater Triangle</p>	<p>American Diabetes Association</p>	<p>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.</p>	<p>Wake</p>	<p>919-743-5400</p>	<p>2418 Blue Ridge Road</p>	<p>Suite 260</p>

<p>United Way of the Greater Triangle</p>	<p>American Sexual Health Association</p>	<p>ASHA believes that sexual health includes far more than avoiding disease or unplanned pregnancy. We also believe that having a sexually transmitted 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.</p> <p>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.</p> <p>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.</p>	<p>Durham</p>	<p>919-361-8400</p>	<p>1005 Slater Road</p>	<p>1st Floor, Suite 101</p>
<p>United Way of the Greater Triangle</p>	<p>Caramore Community</p>	<p>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.</p>	<p>Orange</p>	<p>919-967-3402</p>	<p>550 Smith Level Road</p>	
<p>United Way of the Greater Triangle</p>	<p>Duke Eye Center Touchable Art Gallery</p>	<p>Arts & Health partners with local artists to enrich the environment of care with musical performances and visual art exhibits.</p> <p>Arts & Health maintains several galleries for showcasing works of art by individual artists and groups.</p>	<p>Durham</p>	<p>919-684-0401</p>	<p>2351 Erwin Road</p>	

<p>United Way of the Greater Triangle</p>	<p>NC Division of Services for the Deaf and Hard of Hearing</p>	<p>Also communication support, Information and Referral, workshops, training and outreach.</p> <p>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 provided Advocacy and Consultation.</p> <p>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.</p> <p>Referrals are made with the Employment Security Commission ESC, the United States Department of Justice and other state and federal agencies.</p>	<p>Wake</p>	<p>800-851-6099 xTTY</p>	<p>DSDHH Administrative Office</p>	<p>Woodoak Building, GL-3, 1100 Navaho Drive</p>
<p>Verner Center for Early Learning</p>	<p>Rainbow in My Tummy, Verner Center for Early Learning</p>	<p>Rainbow in My Tummy is a comprehensive nutrition program where 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.</p>	<p>Buncombe</p>	<p>828-298-0808</p>	<p>2586 Riceville Road</p>	
<p>Western North Carolina AIDS Project</p>	<p>HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-252-7489</p>	<p>554 Fairview Road</p>	
<p>Western North Carolina AIDS Project</p>	<p>HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project</p>	<p>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.</p>	<p>Cleveland</p>	<p>828-252-7489</p>	<p>315 East Grover Street</p>	
<p>Western North Carolina AIDS Project</p>	<p>HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project</p>	<p>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.</p>	<p>Jackson</p>	<p>828-252-7489</p>	<p>26 West Sylva Shopping Area</p>	
<p>Western North Carolina AIDS Project</p>	<p>HIV/AIDS Support Group, Western North Carolina AIDS Project</p>	<p>Monthly support group for people living with HIV/AIDS. Free and confidential.</p>	<p>Buncombe</p>	<p>828-252-7489</p>	<p>554 Fairview Road</p>	

<p>Western North Carolina Brain Injury Support Network</p>	<p>Western North Carolina Brain Injury Support Network</p>	<p>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.</p> <p>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.</p>	<p>Buncombe</p>	<p>828-337-0208</p>	<p>375 Hendersonville Road</p>	<p>Foster Seventh-Day Adventist Church</p>
<p>Western North Carolina Brain Tumor Support</p>	<p>Western North Carolina Brain Tumor Support</p>	<p>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.</p> <p>Meets the 3rd Thursday of every month, 6:15 p.m. - 8:00 p.m.</p> <p>Location: MAHEC, 121 Hendersonville Road, Asheville, NC 28803</p>	<p>Buncombe</p>	<p>828-691-2559</p>	<p>121 Hendersonville Road</p>	<p>MAHEC</p>
<p>Western North Carolina Community Health Services</p>	<p>HIV Specialty Care, Western North Carolina Community Health Services</p>	<p>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.</p>	<p>Buncombe</p>	<p>828-285-0622</p>	<p>257 Biltmore Avenue</p>	

<p>Winston-Salem Industries for the Blind</p>	<p>Winston-Salem Industries for the Blind, Focus on Literacy</p>	<p>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.</p> <p>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.</p> <p>Focus on Literacy addresses the needs of students by directing the placement of appropriate assistive devices,such as video magnifiers,for in-home use.</p> <p>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.</p> <p>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.</p>	<p>Forsyth</p>	<p>336-245-5691</p>	<p>7730 North Point Drive</p>	
<p>Winston-Salem Industries for the Blind</p>	<p>Winston-Salem Industries for the Blind, Mobile Low Vision Care</p>	<p>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.</p>	<p>Forsyth</p>	<p>336-245-5691</p>	<p>7730 North Point Drive</p>	
<p>Winston-Salem Industries for the Blind</p>	<p>Winston-Salem Industries for the Blind, Recycle for Sight</p>	<p>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.</p>	<p>Forsyth</p>	<p>336-245-5691</p>	<p>7730 North Point Drive</p>	

City	State	Zip	Website	Contact Name	Contact Title	Contact Email	Contact Telephone Number	Provider Hours
Raleigh	NC	27601	www.aarp.org	Robert Jackson	State Director	gtanner@aarp.org	919-755-9757	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28803	www.advhomework.org	Dennis Nowak	Branch Manager	dennis.nowak@advhomework.org		Monday - Friday, 8:00 a.m. - 5:30 p.m.

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	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
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	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.
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	Please see event information at www.catfishchapter.org/events/telephoneals-resourcesupport-group
Asheville	NC	28801	www.cancer.org	Contact	Community Manager			Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Rockville	MD	20852	www.kidneyfund.org	Email Contact		helpline@kidneyfund.org		Monday - Friday, 9:00 a.m. - 3:00 p.m.
New York	NY	10006	www.liverfoundation.org	Yoshiaki Otake	Director, Support Services	yotake@liverfoundation.org	212-668-1000 x1194	Monday - Friday, 9:00 a.m. - 7:00 p.m.

Tracy	MN	56175	www.donatedcpap.org	Anna Snyder	CPAP Assistance Program Coordinator	manager@donatedcpap.org	888-293-3650	Monday - Friday, 8:30 a.m. - 4:00 p.m.
Cary	NC	27511	www.arthritis.org/north-carolina	Mella Matheson	Senior Director of Operations/HRIS	mmatheson@arthritis.org	919-705-1795	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28801	www.growing-minds.org	Emily Jackson		emily@asapconnections.org	828-236-1282	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28804	www.ashevilleaphasia.org	Edna Tipton		ednatip@aol.com	828-684-9619	Call Edna Tipton or visit website for full schedule

Asheville	NC	28804	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	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.
Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	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.

Hendersonville	NC	28792	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	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.
Marion	NC	28752	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	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.

Columbus	NC	28722	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	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.
Asheville	NC	28804	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.

Hendersonville	NC	28792	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Marion	NC	28752	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Columbus	NC	28722	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Asheville	NC	28806	www.preginfo.org	Deb Wood	CEO	ceo@preginfo.org	828-252-1306	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

Mars Hill	NC	28754	www.preginfo.org	Deb Wood	CEO	ceo@preginfo.org	828-252-1306	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
Asheville	NC	28801	www.teacch.com	Pat Greene	Secretary	patricia_greene@med.unc.edu		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Asheville	NC	28801	www.abtech.edu	Karen Pruett	Dental Lab Manager	kpruett@abtech.edu	828-398-7255	Monday - Friday, 8:30 a.m. - 4:30 p.m.

Candler	NC	28715	www.lionsclubs.org	George Suggs	Past District Governor	gesuggs@aol.com	828-712-9049	Monday - Friday, 8:00 a.m. - 8:00 p.m.
Asheville	NC	28803	www.autismsociety-nc.org	Greta Byrd		gbyrd@autismsociety-nc.org	828-236-1547 x1504	Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.; Group times vary, call for more information
Arden	NC	28704	www.bethany.org	Dahlene Morse	State Director			Monday - Friday, 8:00 a.m. - 5:00 p.m.

Hendersonville	NC	28793	www.brchs.com	Jennifer Henderson	Chief Executive Officer	jhender@brchs.com	<p>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;</p> <p>Behavioral Health: Monday - Friday, 8:00 a.m. - 5:00 p.m.;</p> <p>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.;</p> <p>Pharmacy Services; Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 5:00 p.m.</p>
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Hendersonville	NC	28793	www.brchs.com	Lee Homan		lhoman@brchs.com	828-233-2205	Call for Appointment
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Hendersonville	NC	28793	www.brchs.com	Lee Homan		lhoman@brchs.com	828-233-2205	Call for appointment
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Brevard	NC	28712	www.brchs.com	Lee Homan		lhoman@brchs.com	828-233-2205	Call for Appointment
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Brevard	NC	28712	www.brchs.com	Lee Homan		lhoman@brchs.com	828-233-2205	Call for Appointment
Hendersonville	NC	28791	www.brchs.com	Misty Nelson	Practice Manager		828-696-1234	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28803	www.bianc.net	Karen Keating	Resource Coordinator	karen.keating@bianc.net	828-277-4868	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

Charlotte	NC	28204	www.americanheart.org	Nikki Liberatore	Office Manager	nikki.liberatore@heart.org	704-208-5522	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Morganton	NC	28655	www.turningpointservicesinc.com	Genevieve Pugh	Executive Director	genevieve.pugh@turningpointservicesinc.com	828-433-4719	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28803	www.carepartners.org	Madeline Dillingham, MHA/MBA, RN		info@carepartners.org	828-779-9910	2nd Tuesday of month, 1:30 p.m. - 2:30 p.m.
Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org		1st Saturday of the month, 2:00 p.m. - 4:00 p.m.
Asheville	NC	28803	www.carepartners.org	Kent Ballard	Director	info@carepartners.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.

Asheville	NC	28803	www.carepartners.org	Kathy Price	Executive Director	info@carepartners.org		Monday - Friday, 8:00 a.m. - 6:00 p.m.; Flexible/evening hours can be arranged
Asheville	NC	28803	www.carepartners.org	Kathy Price	Director	info@carepartners.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28803	www.carepartners.org	Rita Lyda		info@carepartners.org	828-298-4085	1st Thursday of every month, 6:00 p.m. - 7:00 p.m. in the Seymour Auditorium

Asheville	NC	28803	www.apdaparkinson.org	Lisa Laney, MSW	Support Group Leader	info@carepartners.org	828-277-4886	1st Tuesday of the month, 10:30 a.m. - 12:00 p.m.
Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org		2nd Saturday of every month, 1:00 p.m. - 3:00 p.m.
Asheville	NC	28803	www.carepartners.org	Pam Griffin		info@carepartners.org	828-274-9567 x4813	3rd Thursday of the month, 11:00 a.m. - 12:00 p.m.
Asheville	NC	28803	www.carepartners.org	Robin Smith	Program Coordinator		828-274-9567 x4314	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.
Hickory	NC	28601	www.catawbahope.org/ordpress.com	Christine S. Cofer	Founder/Director	ccofer@catawbacountync.gov	828-312-8298	Monday - Friday, 8:00 a.m. - 5:00 p.m. Support group meetings at Corinth Reformed United Church of Christ, 150 16th Ave NW, Hickory, NC 28601. Please call for times and dates.

Asheville	NC	28801	www.ccdoc.org	Mishaun Mitchell	Social Worker		704-370-3222	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Atlanta	GA	30333	www.cdcnpin.org	Email Contact		info@cdcnpin.org		Monday - Friday, 8:00 a.m. - 8:00 p.m.
Atlanta	GA	30333	www.cdc.gov/flu/pandemic	Email Contact		cdcinfo@cdc.gov		Website available 24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28805	www.asheville.va.gov	Dennis Mehring		dennis.mehring@va.gov		24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28805	www.asheville.va.gov	Lisa Thompson	Administrative Officer, Geriatrics and Extended Care	Kimberly.Morris2@va.gov	828-298-7911 x3127	Monday - Friday, 8:00 a.m. - 4:30 p.m.

Asheville	NC	28805	www.asheville.va.gov v	Allison Bond	Homeless Program Coordinator	allison.bond@va.gov	828-298-7911 x5506	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
Asheville	NC	28805	www.asheville.va.gov v	Barbara St. Hillaire	HBPC Program Coordinator	Barbara.StHilaire@va.gov	828-298-7911 x5715	Monday - Friday, 8:00 a.m. - 4:30 p.m.
Asheville	NC	28805	www.asheville.va.gov v	Health Administration Service	Admissions and Eligibility		828-298-7911 x2509	Monday - Friday, 8:00 a.m. - 4:30 p.m.
Asheville	NC	28805	www.asheville.va.gov v	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Franklin	NC	28734	www.asheville.va.gov v	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025	Monday - Friday, 8:00 a.m. - 4:00 p.m.

Rutherfordton	NC	28139-2916	www.asheville.va.gov	Robert Downs	Chief, Health Administration Service	Robert.Downs@va.gov	828-298-7911 x5025	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Columbus	NC	28722		Garland Goodwin		garlandgoodwin7@gmail.com		Monday - Saturday, 9:00 a.m. - 6:00 p.m.
Columbus	NC	28722		Garland Goodwin	Secretary	garlandgoodwin7@gmail.com		No office hours, call for an appointment
Asheville	NC	28803	www.candbsupportservices.com	Robin Cuellar		rcuellar@candbsupportservices.com		Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28801	www.communitycarewnc.org	Amy Ray	Patient Outreach Coordinator	aray@ccwnc.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.

Raleigh	NC	27609	http://cesihousing.org	Sheryl Merritt	Program Manager	housing@cesisolutions.org	919-861-6003	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Crossnore	NC	28616	www.crossnoreschool.org/	Dr. Phyllis Crain	Executive Director/CEO	pcrain@crossnoreschool.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Bethesda	MD	20814	www.cfpaf.org	Resource Data Contact		parc@cff.org		Monday - Friday, 8:30 a.m. - 5:30 p.m.

Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Durham	NC	27704	www.dhch.duhs.duke.edu	Diana Russell	Director of Home Health	dhchinfo@notes.duke.edu	919-620-3853	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.
Morganton	NC	28655	www.earlylearning.nc.gov/PreKindergarten/EarlyIntervention/EarlyInterventionProgram.asp	Terry Smith	Administrative Assistant	terry.smith@esdb.nc.gov		Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28804	www.nc.eastersealsucp.com	Christopher Robbins	Program Manager for Asheville ESUCP Community	christopher.robbs@eastersealsucp.com		Monday - Friday, 8:30 a.m. - 5:00 p.m.

Raleigh	NC	27607	www.nc.eastersealsucp.com	Tamara Stafford	Program Manager	info@nc.eastersealsucp.org	919-783-8898	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Raleigh	NC	27607	www.nc.eastersealsucp.com	Pam Scott	Program Supervisor	info@nc.eastersealsucp.org	919-783-8898	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Gresham	OR	97030	www.nahhh.org	Email Contact		helpinghomes@nahhh.org		
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	Monday - Friday, 8:00 a.m. - 5:00 p.m.
San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Director	pubserv@aao.org	877-887-6327	Helpline available 24 hours per day, 7 days per week, 365 days per year
San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Manager	pubserv@aao.org	800-391-3937	Helpline is open 24 hours per day, 7 days per week, 365 days per year

San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Manager	pubserv@aa.org	877-887-6327	Helpline available 24 hours per day, 7 days per week, 365 days per year
Durham	NC	27707	http://www.fifnc.org	Krysta Gougler Reeves	Resource Consultant	krysta@fifnc.org	919-251-8368	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Charlotte	NC	28236-6392	www.fcsnc.org	Diane Thompson	Program Administrator	dthompson@fcsnc.org	704-372-4663	Office: Monday - Friday, 9:00 a.m. - 5:00 p.m.

Marion	NC	28752	www.foothillsindustries.com	Donnita Silver	Director of Services	dsilver@foothillsind.com	828-652-4088	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Albemarle	NC	28001	www.ghaautismsupports.org	Dawn Allen	CEO	dawnallen@ghainc.org	704-982-9600	Office Hours, Monday - Friday, 8:00 a.m. - 4:30 p.m.
Wilmington	NC	28401	www.ghaautismsupports.org	Ginger Longino		vlongino@ec.rr.com	910-619-1449	Monday - Friday, 8:00 a.m. - 4:30 p.m.

Asheville	NC	28803	www.ashevillegig.org	Sheila Horine	Director	gig.asheville@gluten.net	828-274-8532	Meetings are the 4th Tuesday of the month, see website for details; Email anytime
Asheville	NC	28801	www.helioswarriors.org	Ashley Pool	Director	helioswarriorswnc@gmail.com		Tuesday, Thursday, Friday, 10:00 a.m. - 5:00 p.m.; Sunday, 12:00 p.m. - 5:00 p.m.; Hours may vary
Columbus	NC	28722	www.hocf.org	Doug Brooks	Director of Clinical Services	hocf@hocf.org	828-894-7000	Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Nurses available for care and for informational calls 24 hours per day, 7 days per week, 365 days per year

Columbus	NC	28722	www.hocf.org	Gwen Painter	Director of Hospice House	hocf@hocf.org	864-457-9100	24 hours per day, 7 days per week, 365 days per year
Landrum	SC	29356	www.hocf.org	Gwen Painter	Director of Hospice House	hocf@hocf.org	864-457-9100	24 hours per day, 7 days per week, 365 days per year

Columbus	NC	28722	www.hocf.org	Meg Hoke	Director of Palliative Care	hocf@hocf.org	828-894-7016	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Landrum	SC	29356	www.hocf.org	Meg Hoke	Director of Palliative Care	hocf@hocf.org	828-894-7016	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Charlotte	NC	28217	www.jdrf.org	Carol Yates	Office Manager	cyates@jdrf.org	704-625-4078	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Fairview	NC	28730	www.llofnc.org	Susan Mooney		susanannemooney@gmail.com		Meeting Times: 2nd Tuesday of the month, 10:00 a.m.
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		Call for Appointment; Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.
Asheville	NC	28801	www.lis.org	Leslie Verner	RN, BSN, OCN Group Facilitator	leslie.verner@msj.org	828-213-4656	Meetings are the 2nd Monday of the month, 4:00 p.m. - 6:00 p.m.

Asheville	NC	28801	www.libertycornerent.com	Brad Alexander	Executive Director	balexander@libertycornerent.com	828-254-9917	Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.
Asheville	NC	28803	www.lifesharecarolinas.org	Debbie Gibbs	Public Relations Manager	debbie.m.gibbs@lifesharecarolinas.org	704-512-3062	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

Asheville	NC	28805	www.mannafoodbank.org	Cindy Threlkeld	Executive Director	cthrelkeld@mannafoodbank.org	828-299-3663	Office Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m.
Candler	NC	28715	www.pineymountainumc.org	Ron Hartman	Pastor	pastor@pineymountainumc.org	828-667-3031	By appointment only
Waynesville	NC	28786	www.memorycare.org	Suzann Coker	Program Assistance	office@memorycare.org	828-771-2219	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

Asheville	NC	28803	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219	Monday - Friday, 8:30 a.m. - 4:30 p.m.
Asheville	NC	28803	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219	Monday - Friday, 8:30 a.m. - 4:30 p.m.
Burnsville	NC	28714	www.memorycare.org	Suzann Coker	Program Assistant	office@memorycare.org	828-771-2219	Clinic Hours: Monday, 8:30 a.m. - 4:00 p.m.
Asheville	NC	28801	www.mission-health.org	Denise Steuber, RN	Nurse Navigator	Denise.Steuber@msj.org	828-213-2508	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.
Asheville	NC	28803	www.missionchildrens.org/hospital-services/breastfeeding-center	Joni Lisenbee		joni.lisenbee@msj.org		Monday - Friday, 8:30 a.m. - 4:30 p.m.
Asheville	NC	28801	www.mission-health.org	Anne Senechal		anne.senechal@msj.org	828-213-4639	Meeting is 3rd Wednesday of the month, 3:30 p.m. - 5:00 p.m.

Asheville	NC	28801	www.mission-health.org	Stephanie Kiser, RPH	Director			Monday - Friday, 8:00 a.m. - 5:00 p.m.; Evening classes are offered
Asheville	NC	28801	www.mission-health.org/contact/maps-directions/main-campuses-services/emergency-department	Contact			828-213-1111	24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28803	www.missionchildrens.org/education-outreach/family-support-network	Kate Glance	Family Resource Specialist	kate.glance@msj.org	828-213-9787	Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.; See description for group times

Asheville	NC	28803	www.mission-health.org	Kelly Tison		kelly.tison@msj.org		Monday - Friday, 7:30 a.m. - 4:30 p.m.
Asheville	NC	28803	www.asheville.cardiologydomain.com	Leslie Council	Education and Marketing	leslie.council@msj.org	828-274-6000 x319	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.
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		Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28801	www.mission-health.org/centers-and-services/support-services/rehabilitation-therapy/low-vision-services	Judy Davis	Low Vision Technician	crsjld@msj.org	828-213-4377	4th Friday of every month, 10:00 a.m. - 11:30 a.m.; Does not meet in July
Asheville	NC	28801	www.mission-health.org	Donna Clark Coggins	Manager, K-Z Sections	donna.coggins@msj.org	828-651-4980	Monday - Friday, 8:00 a.m. - 6:00 p.m.

Asheville	NC	28803	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28801	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28801	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year
Asheville	NC	28803	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org		24 hours per day, 7 days per week, 365 days per year
Clyde	NC	28721	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org		24 hours per day, 7 days per week, 365 days per year
Franklin	NC	28734	http://neuro.mission-health.org/programs/mission-spine-center	Ronald A. Paulus, M.D.		memrxp@msj.org		24 hours per day, 7 days per week, 365 days per year

Asheville	NC	28803	www.MotherToBaby NC.org	Kelly Tison		kelly.tison@msj.org		Monday - Friday, 9:00 a.m. - 4:00 p.m.
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Asheville	NC	28803	www.everywomannc.com	Steffie Duginske	Western Regional Coordinator	steffie.duginske@msj.org	828-213-0031	Monday - Friday, 8:00 a.m. - 5:00 p.m.; Weekends or weeknights as needed
Asheville	NC	28801	www.mission-health.org	Anne Senechal	Supervisor for Nutrition	anne.senechal@msj.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.; Evening group sessions offered for weight management

Weaverville	NC	28787	www.mission-health.org	Mike Heilig	Manager	mike.heilig@msj.org		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
Asheville	NC	28801	www.mission-health.org	Mike Heilig	Manager	mike.heilig@msj.org		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
Asheville	NC	28803	www.mission-health.org	Calvin Gardner	Director	calvin.gardner@msj.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Asheville	NC	28801	www.mission-health.org/phone-directory	Dr. Ronald Paulus	President and CEO			24 hours per day, 7 days per week, 365 days per year

Asheville	NC	28801	www.mission-health.org	Shawn Beane	Program Manager	shawn.beane@msj.org	828-213-4602	Monday - Friday, 8:00 a.m. - 4:30 p.m.
Asheville	NC	28803	www.rathbuncenter.org	Caryl Dean	Housing Manager	caryl.dean@msj.org		Daily, 7:00 a.m. - 10:00 p.m.; Emergencies taken 24 hours a day
Asheville	NC	28803	www.mahec.net	Michelle Morgan		michelle.morgan@mahec.net		Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:00 p.m. - 1:00 p.m.
Fletcher	NC	28732	www.mahec.net	Stephen D. Hulower	Director of Family Medicine			Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:00 p.m. - 1:00 p.m. for lunch
Lake Lure	NC	28746	www.mahec.net	Dr. Grey Tilden				Monday - Friday, 8:00 a.m. - 5:00 p.m.; Closed from 12:30 p.m. - 1:30 p.m. for lunch

Asheville	NC	28803	www.mahec.net	Kim Palmer	Practice Manager		828-771-5414	Monday - Friday, 8:30 a.m. - 4:00 p.m.
Mars Hill	NC	28754	www.mtnpregnancy.com	Jill Derrick	Director of Client Services; Contact for Volunteer Opportunities	ed@preginfo.org	828-252-1306	Tuesday - Thursday, 9:00 a.m. - 5:00 p.m.
Washington	DC	20036	www.prochoice.org	Vicki Saporta	President and CEO	naf@prochoice.org		Hotline Hours: Monday - Friday, 7:00 a.m. - 11:00 p.m.; Saturday - Sunday, 9:00 a.m. - 9:00 p.m.

Greensboro	NC	27407	www.nationalmssociety.org/chapters/nct/index.aspx	Email Contact		nct@nmss.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.
Charlotte	NC	28273	www.nationalmssociety.org/chapters/nct/index.aspx	Email Contact		nct@nmss.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.
Raleigh	NC	27609	www.nationalmssociety.org/chapters/nct/index.aspx	Email Contact		nct@nmss.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28806	www.nationalmssociety.org/chapters/nct/index.aspx	Kathy Goff		Kathy.Goff@nmss.org		See description
Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Barbara Goetsch (pronounced "hoots")	Chapter Services Manager	barbara.goetsch@nmss.org	800-344-4267	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Mark Scheerer	Chapter Programs Manager	mark.scheerer@nmss.org	336-299-4136	Monday-Friday, 9:00am-5:00pm.

Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Mark Scheerer	Chapter Services Manager	mark.scheerer@nms s.org	336-299-4136	Monday-Friday, 9:00am-5:00pm.
Greensboro	NC	27407-3408	www.nationalmssociety.org/ncc	Constance McClary	Chapter Services Manager	constance.mcclary@ nmss.org	200-344-4867	Monday-Friday, 9:00am-5:00pm.
Columbus	NC	28722	http://polk.ces.ncsu.edu/	Jimmi Buell	Extension Agent, Family and Consumer Sciences	jimmi_buell@ncsu.e du	828-894-8218	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Asheville	NC	28801	www.ncdoi.com	Kirby Rhash	Western Regional Office Communications Specialist	kirby.rhash@ncdoi.g ov	828-251-6483	Monday - Friday, 8:30 a.m. - 5:00 p.m.

Asheville	NC	28801	www.dhhs.state.nc.us/dsb	Rowan Lischerelli	Deaf-Blind Consultant	rowan.lischerelli@dhhs.nc.gov	828-251-6732	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28801	www.dhhs.state.nc.us/dsb	Debra Lewis		debra.lewis@dhhs.nc.gov	828-251-6732	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28801	www.dhhs.state.nc.us/dsb	Preston Jones		preston.jones@ncmail.net		Monday - Friday, 8:00 a.m. - 5:00 p.m.

Mill Spring	NC	28756	www.ncdhhs.gov/dsb	Marian C. Corn	Polk Social Worker for the Blind	marian.corn@dhhs.nc.gov		<p>Polk Office: Wednesday and the 4th Friday of the Month, 8:30 a.m. - 5:00 p.m.;</p> <p>Rutherford Office: Monday - Friday, 8:30 a.m. - 5:00 p.m. (except when in Polk County)</p>
Spindale	NC	28160	www.ncdhhs.gov/dsb	Marian C. Corn	Polk Social Worker for the Blind	marian.corn@dhhs.nc.gov		<p>Polk Office: Wednesday and the 4th Friday of the Month, 8:30 a.m. - 5:00 p.m.;</p> <p>Rutherford Office: Monday - Friday, 8:30 a.m. - 5:00 p.m. (except when in Polk County)</p>
Asheville	NC	28806	www.ncdhhs.gov/dsh	Marilyn Edwards	Telecommunications Consultant	marilyn.edwards@dhhs.nc.gov	828-665-8733	Monday - Friday, 8:00 a.m. - 5:00 p.m.

Asheville	NC	28806	www.ncdhhs.gov/dvrs/pwd/ils.htm	Kathryn McIntyre	Unit Manager	kathryn.mcintyre@d hhs.nc.gov	828-670-3377	Monday - Friday, 8:00 a.m. - 5:00 p.m.
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Asheville	NC	28801	www.healthcare.gov	Jaclyn Kiger	Pisgah Legal Services	jaclyn@pisgahlegal.org	828-253-0406	Appointment times will vary; Call Center Available Monday - Friday, 9:00 a.m. - 5:00 p.m.
Raleigh	NC	27699	http://www.dhhs.state.nc.us/mhddsas/problemgambling/	Smith Worth	Agency Administrator	problemgambling@dhhs.nc.gov	919-733-0696	24 hours per day, 7 days per week, 365 days per year.
Black Mountain	NC	28711	www.uhs-pruitt.com	Tonia Holderman	Director of Admissions	tholderman@uhs-pruitt.com	828-257-6861	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Hendersonville	NC	28791	www.pardeehospital.org	Kristy Capps, RN III, BSN, CBPN-IC	Breast Care Navigator	kristy.capps@pardeehospital.org		Meets the 2nd Tuesday of the month, 5:30 p.m. - 7:00 p.m.
Hendersonville	NC	28791	www.pardeehospital.org	Kristy Capps, RN III, BSN, CBPN-IC	Breast Care Navigator	kristy.capps@pardeehospital.org		Meets the 4th Thursday of every month from 5:30 p.m. - 7:30 p.m.
Hendersonville	NC	28791	www.pardeehospital.org	Carol Burke	Cancer Program Coordinator	carol.burke@pardeehospital.org	828-674-3541	24 hours per day, 7 days per week, 365 days per year; Call for support group times
Hendersonville	NC	28791	www.pardeehospital.org	Wanda Moore	Director	wanda.moore@pardeehospital.org	828-692-1846	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Hendersonville	NC	28791	www.pardeehospital.org	Pardee Hospital		info@pardeehospital.org		24 hours per day, 7 days per week, 365 days per year

Hendersonville	NC	28791	www.pardeehospital.org	Contact				To register, call 24 hours per day, 7 days per week, 365 days per year
Hendersonville	NC	28791	www.pardeeselect.org	Contact				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
Hendersonville	NC	28792	www.pardeehospital.org	Nina Lovern	Program Coordinator	nina.lovern@pardeehospital.org		Monday - Friday, 8:00 a.m. - 4:30 p.m.
Hendersonville	NC	28791	www.pardeehospital.org	Robin Williams, RPSGT	Lead Technologist	robin.williams@pardeehospital.org	828-696-1085	Monday - Friday, 8:00 a.m. - 4:00 p.m.

Hendersonville	NC	28791	www.pardeehospital.org	Lynn Blythe	Nurse Leader			24 hours per day, 7 days per week, 365 days per year
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	Judy.Bolster@pardeehospital.org	828-692-4600	First Thursday of the month, 9:00 a.m. - 11:00 a.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster		judy.bolster@pardeehospital.org		Monday, Wednesday, Friday, 9:30 a.m. - 10:30 a.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	Judy.Bolster@pardeehospital.org	828-692-4600	2nd Wednesday of each month, 12:30 p.m. - 2:00 p.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		4th Wednesday of the month, 3:30 p.m. - 5:00 p.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		2nd and 4th Thursday, 9:00 a.m. - 10:00 a.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		1st and 3rd Wednesday of the month, 10:00 p.m. - 11:30 p.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		2nd Monday of the month, 2:00 p.m. - 3:00 p.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		3rd Thursday of the month, 9:00 a.m. - 10:00 a.m.

Hendersonville	NC	28792	www.pardeehospital.org	Chelsea Darley		chelsea.darley@pardeehospital.org		Fourth Tuesday of every month, 9:30 a.m. - 11:00 a.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		3rd Wednesday of the month, 1:00 p.m. - 3:00 p.m.
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	Judy.Bolster@pardeehospital.org		2nd and 4th Tuesday, 1:00 p.m. - 3:00 p.m.; By appointment
Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster	Manager	judy.bolster@pardeehospital.org		Screenings occur once a year, usually in May of June; Call for current dates
Hendersonville	NC	28792	www.pardeehospital.org/calendar/index.php	Judy Bolster	Manager		828-692-4600	**This program is temporarily out of resources.**
Fletcher	NC	28732	www.parkridgehealth.org	LaHoya Gordon	Administrator	Diane.Sedgwick@ahss.org	828-687-5261	Monday - Friday, 8:00 a.m. - 5:00 p.m.; 24 hour answering service
Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102	24 hours per day, 7 days per week, 365 days per year
Hendersonville	NC	28791	www.parkridgehealth.org	Linda Riley	Intake Coordinator		828-681-2227	Monday - Friday, 9:00 a.m. - 12:00 p.m. or 9:00 a.m. - 3:00 p.m.
Hendersonville	NC	28792	www.myprh.com	Jimm Bunch	President and CEO		828-681-2102	Website available 24 hours per day, 7 days per week, 365 days per year

Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Marion	NC	28752	www.pfcfoothills.org	Amanda Crisp	Preschool Dental Coordinator		828-652-6811 x330	Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.

Forest City	NC	28043	www.pfcfoothills.org	Amanda Crisp	Preschool Dental Coordinator		828-652-6811 x330	Office Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m.
New York	NY	10101	www.pparx.org	Contact				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
Asheville	NC	28803		Mollie Milner, LCSW	Therapist, Licensed Clinical Social Worker	mtnmollie@charter.net	828-299-0394	Tuesday, 2:00 p.m. - 3:30 p.m.

Asheville	NC	28801	www.ppsat.org	Caitlin Owens	Health Center Manager	caitlin.owens@ppsat.org	828-252-7928 x6215	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
Mill Spring	NC	28756	www.polknc.org	Lou Parton	Director	lparton@polknc.org	828-894-2100	Monday - Friday, 8:30 a.m. - 5:00 p.m.

Mill Spring	NC	28756	www.polknc.org	Lou Parton	Director	lparton@polknc.org	828-894-2100	Can be reached 24 hours per day, 7 days per week, 365 days per year; Office Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m. at 828-894-2100 and After Hours at 828-894-6326.
Columbus	NC	28722	www.polknc.org/departments/ems/index.php	Penny Storey		prstorey@windstream.net	828-894-3067	Business Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.; Services available 24 hours per day, 7 days per week, 365 days per year
Columbus	NC	28722	www.polkvocational.com	Neal Bebber		nbebber@polkvocational.com	828-894-3041	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Columbus	NC	28722	www.polkwellness.org	Laura Ellington	Clinical Coordinator	l Ellington@polkwellness.org	828-894-2222	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Salisbury	NC	28144		Kaye Green	Director		704-638-9000 x3344	

Marion	NC	28752	www.rpmhd.org	Amanda Crisp	Preschool Dental Coordintor	acrisp@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.

Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Renee Smart	Pregnancy Care Management Supervisor	rsmart@rpmhd.org	828-287-6100	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.
Columbus	NC	28722	www.rpmhd.org	Helen White	Director of Nursing	hwhite@rpmhd.org	828-223-3909	Monday - Friday, 8:30 a.m. - 5:00 p.m.; Closed 12:00 p.m. - 1:00 p.m.

Columbus	NC	28722	www.collinsdentalcenter.com	Regina Burgess	Office Manager	dentalcenter2@windstream.net	828-894-3120	Office Hours: Monday - Thursday, 8:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:30 p.m.; Friday, 8:00 a.m. - 12:00 p.m.; Adult Clinic Hours: Friday, 8:00 a.m. - 12:00 p.m.; Appointments are strongly encouraged but walk-ins will be seen if time permits
Spindale	NC	28160	www.rpmhd.org	Susan Robinson	Environmental Health Program Director	srobinson@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Spindale	NC	28160	www.rpmhd.org	Traci Crowder		jhiggins@rpmhd.org	828-287-6016	Monday - Friday, 8:30 a.m. - 5:00 p.m.
Spindale	NC	28160	www.rpmhd.org	Susan Cochran	Program Coordinator	scochran@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Forest City	NC	28043	www.myrutherfordregional.com	Marsha Baker	Administrative Director	marsha.baker@rutherfordregional.com	828-245-3575	Monday - Friday, 8:00 a.m. - 4:30 p.m.

Forest City	NC	28043	www.myrutherfordregional.com	Jean Morgan		jean.morgan@rutherfordregional.com	828-245-3575	Monday - Friday, 8:00 a.m. - 4:30 p.m.
Forest City	NC	28043	www.myrutherfordregional.com	Marsha Baker	Administrative Director	marsha.baker@rutherfordregional.com	828-245-3575	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Charlotte	NC	28217-4586	www.safetync.org	Bobby Williams	Controller	bobbyw@safetync.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.; Training offered at other times
Raleigh	NC	27612	www.safetync.org	Bobby Williams	Controller	bobbyw@safetync.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.; Training offered at other times
New York	NY	10001	www.sageusa.org	Hilary Meyer		hmeyer@sageusa.org	212-741-2247	Monday - Friday, 9:00 a.m. - 5:00 p.m.

Hendersonville	NC	28791	www.stgerardhouse.com	Bertha Medina	Assistant Director/Volunteer Coordinator	info@stgerardhouse.com	828-693-4223 x14	Office Hours: Monday - Friday, 8:30 a.m. - 5:30 p.m.; Grotto School Hours: Monday - Wednesday, Friday, 8:00 a.m. - 2:30 p.m. ; Thursday, 8:00 a.m. - 12:00 p.m.
Columbus	NC	28722	www.saintlukeshospital.com	Jennifer Wilson		jwilson@saintlukeshospital.com	828-894-3311	24 hours per day, 7 days per week, 365 days per year
Columbus	NC	28722	www.saintlukeshospital.com/staff/?sub=Physicians	Jennifer Wilson		jwilson@saintlukeshospital.com		24 hours per day, 7 days per week, 365 days per year

Columbus	NC	28722	www.seasonsoflifehc.org	June Beddingfield	Director	seasonsoflife@outlook.com	828-859-0147	Office Hours: Monday - Friday, 9:00 a.m. - 4:00 p.m.; Staff member on call 24 hours per day, 7 days per week, 365 days per year
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Columbus	NC	28722	www.seasonsoflifehc.org	June Beddingfield	Director	seasonsoflife@outlook.com	828-859-0147	Office Hours: Monday - Friday, 9:00 a.m. - 4:00 p.m.; Staff member on call 24 hours per day, 7 days per week, 365 days per year
Greenville	SC	29605	www.shrinershospitalsforchildren.org/en/Locations/greenville	Randy Romberger	Hospital Administrator		864-271-3444	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Kansas City	MO	64108	www.smileschangelives.org	Melanie Johnston		marketing@smileschangelives.org		Monday - Friday, 9:00 a.m. - 6:30 p.m. (8:00 a.m. – 5:30 p.m. CST)
Hendersonville	NC	28792	www.socialsecurity.gov	Sheron Craig	District Manager, Hendersonville Office	sheron.craig@ssa.gov		Monday, Tuesday, Thursday, Friday, 9:00 a.m. - 3:00 p.m.; Wednesday, 9:00 a.m. - 12:00 p.m.
Spindale	NC	28160		Brad Shehan	Executive Director	stainlessministries@yahoo.com	828-748-7053	Thrift Store Hours: Monday - Friday, 9:00 a.m. - 3:30 p.m.; Call for information about food distribution times and the emergency food pantry.

Hendersonville	NC	28792	www.thefreeclinics.org	Jacque Rose	Clinical Services Director	info@thefreeclinics.org		Thursday, 5:00 p.m. - 9:00 p.m.
Hendersonville	NC	28792	www.thefreeclinics.org	Lori Collins	Bridges Case Manager		828-808-8315	Office Hours: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Call for more information on Bridges to Health hours.
Hendersonville	NC	28792	www.thefreeclinics.org	Pat Sells	Pharmacy Coordinator	info@thefreeclinics.org	828-697-8422	Monday, 12:00 p.m. - 5:00 p.m.; Tuesday, 5:00 p.m. - 8:00 p.m.; Wednesday, 8:00 a.m. - 12:00 p.m.; Friday, 9:00 a.m. - 3:00 p.m.
Hendersonville	NC	28792	www.thefreeclinics.org	Julie Hani	Diabetic Case Manager		828-697-8422	Monday, 4:30 p.m. - 8:00 p.m.

Hendersonville	NC	28792	www.thefreeclinics.org	Lisa Fishburn	Medical Case Manager		828-697-8422	Tuesday, 5:00 p.m. - 8:00 p.m.
Hendersonville	NC	28792	www.thefreeclinics.org	Becky Whitt	Medi-Find Coordinator		828-697-8422	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Hendersonville	NC	28792	www.thefreeclinics.org	Jacque Rose	Clinical Services Director		828-697-8422	Vary
Columbus	NC	28722	www.polkcountymeetingplace.com	Pam Doty	Director	meetingplacepam@windstream.net	828-894-0001	Monday - Friday, 8:30 a.m. - 4:30 p.m.

Raleigh	NC	27699	www.ncradon.org	Phillip Ray Gibson	WNC Radon Program Coordinator	phillip.gibson@dhhs. nc.gov	828-712-0972	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Raleigh	NC	27695	www.ncagrability.org	Michele Proctor	MID, Project Coordinator	coordinator@ncagra bility.com	336-430-2970	Vary
Eden Prairie	MN	55344	www.starkeyhearingfoundation.org	Joanita Stelter		Joanita_Stelter@star key.com		Monday - Friday, 9:00 a.m. - 5:00 p.m.

Columbus	NC	28722	www.tboutreach.org	Carol Newton	Executive Director		828-894-2988	<p>Administration Hours: Monday - Friday, 8:30 a.m. - 12:00 p.m. and 12:30 p.m. - 4:30 p.m.;</p> <p>Food Pantry Hours: Monday - Thursday, 9:00 a.m. - 12:00 p.m. and 12:30 p.m. - 3:30 p.m.; Friday, 9:00 a.m. - 12:00 p.m.;</p> <p>Client Service Hours: Monday - Thursday, 9:00 a.m. - 12:00 p.m. and 12:30 p.m. - 4:00 p.m.; Friday, 9:00 a.m. - 12:00 p.m.;</p> <p>After hours appointments are available to clients who are working.</p>
Asheville	NC	28803	www.transhealthcoordinators.org	Jennifer Barge	Director	transhealth@rocketmail.com	828-669-3889	1st and 3rd Monday of the month, 1:00 p.m.

Asheville	NC	28801	www.thecenternc.org	Elaine O'Barr	Director	thecenternc@gmail.com	828-337-4685	<p>By appointment only; Answering machine available 24 hours per day, 7 days per week, 365 days per year</p> <p>Adult Eating Disorder Support Group: Meets Wednesday, 7:00 p.m. - 8:00 p.m.;</p> <p>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.;</p> <p>Teen Support Group: Meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.</p>
Tryon	NC	28782	www.tryonfire.net	Joey Davis	Chief	tfd@tryon-nc.com	828-859-9566	<p>24 hours per day, 7 days per week, 365 days per year; For emergencies, dial 9-1-1</p>

Durham	NC	27707	www.appcnc.org	Kay Phillips	Chief Executive Officer	kphillips@appcnc.org	919-226-1880 x101	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Charlotte	NC	28209	HTTP://www.arthritis.org	Gail Norman		mmatheso@arthritis.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.
Charlotte	NC	28210	HTTP://www.cancer.org	Rita Harmon Law	Mission Delivery Manager	rlaw@cancer.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.
Charlotte	NC	28212-8836	www.disability-rights.org	Julia Sain	Executive Director	juliasain@disability-rights.org	704-537-0550	Monday - Friday, 8:00 a.m. - 5:00 p.m.

Winston Salem	NC	27157	www.epilepsyfoundation.org	Pat Gibson		pgibson@wakehealth.edu		Monday - Friday, 8:00 a.m. - 5:00 p.m.
Houston	TX	77027	www.livingbank.org	Lisa Whitaker	CEO/President	info@livingbank.org		Monday - Thursday, 7:30 a.m. - 4:30 p.m.
Charlotte	NC	28202	www.medassist.org	Lori Giang	Executive Director	lgiang@medassist.org	704-536-9766	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.

Charlotte	NC	28212	www.ncatp.org	Celeste Helling		chelling@ncatp.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.
Locust	NC	28097	www.quick-deck.com/	John Wintz	East Coast Operations Manager	jwintz@quick-deck.com		Monday - Friday, 8:00 a.m. - 4:00 p.m.
Bel Air	MD	21015	www.firstcandle.org	Kelly Mariotti	Executive Director	kelly@firstcandle.org	443-640-1049	24 hours, 7 days a week - Bilingual Crisis Counselors Available
Raleigh	NC	27601	www.ncdoi.com/SHIIP/	Kim Shuskey		kim.shuskey@co.davie.nc.us		Monday - Friday 8:00 a.m. - 5:00 p.m.

Chester	NJ	07930	http://www.cancerhopenetwork.org	Wanda S. Diak	Executive Director	info@cancerhopenetwork.org	908-879-4039	Monday-Friday, 8:30am-5:30pm (Eastern Standard time)
Greensboro	NC	27409	www.ncwish.org	Jodi Caruso	Development Coordinator	jcaruso@ncwish.org	336-790-9760	Monday-Friday, 9:00am-5:00pm.
Charlotte	NC	28204	www.ncwish.org	Jodi Caruso	Development Coordinator	jcaruso@ncwish.org	336-790-9760	Monday-Friday, 9:00am-5:00pm.

Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Cameron Harris	Director of Development	cameron.harris@nmss.org	336-299-4136	Monday-Friday, 9:00am-5:00pm.
Durham	NC	27707	www.appcnc.org	main		kphillips@appcnc.org		Monday-Friday 9:00 a.m.-5:00 p.m.
Charlotte	NC	28236	www.fcsnc.org	main		lwatson@fcsnc.org		
Greenville	NC	27834	http://www.rmhenc.org	Cathy Ahlschlager	Community Outreach Director	rmhcathy@suddenlinkmail.com	252-847-5435	Families are free to check-in and check-out during business hours between 7:00 a.m.-9:00p.m. seven days a week.

Asheboro	NC	27203	www.randolphhospital.org	Steve Eblin	President			Visiting hours are 11am-8:30pm daily
Salemburg	NC	28385	theroyalhome.org/	John Wheeler	Director	fch.jcw@gmail.com	910-525-5554	
Wilmington	NC	28405	nc.eastersealsucp.com	Agency Email		info@nc.eastersealsucp.com		Monday - Friday, 9:30 a.m. - 5:00 p.m.
Raleigh	NC	27607	http://www.diabetes.org	Paulette Becoat	Events Manager	pbecoat@diabetes.org	919-743-5400 x3254	Monday - Friday, 8:30 a.m. - 8:00 p.m.

Durham	NC	27703	www.ashasexualhealth.org	Lynn Barclay	ASHA President and CEO	lynnbarclay@ashasexualhealth.org	919-361-8400	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.
Carrboro	NC	27510	www.caramore.org	David Chapman	President/CEO	dchapman@caramore.org	919-967-3402 x106	Monday - Friday, 8:00 a.m. - 4:00 p.m.
Durham	NC	27705	http://www.dukehealth.org/patients_and_visitors/volunteer_services/programs	Sharon Swanson	Program Coordinator	sharon.swanson@duke.edu	919-684-6223	Monday - Friday, 9:00 a.m. - 4:00 p.m.

Raleigh	NC	27609	www.ncdhhs.gov/dshh	Linda Harrington	Acting Director	angela.trull@ncmail.net	919-890-0859	Monday - Friday, 8:00 a.m. - 5:00 p.m.
Asheville	NC	28805	www.rainbowinmytummy.org	Bronwen McCormick	Rainbow In My Tummy Director	info@rainbowinmytummy.org	828-298-0808 x105	Monday - Friday, 8:30 a.m. - 5:30 p.m.
Asheville	NC	28803	www.wncap.org	Michael Harney	Health Educator	wncap@wncap.org	828-252-7489	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Shelby	NC	28150	www.wncap.org	Michael Harney	Health Educator	wncap@wncap.org	828-252-7489	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Sylva	NC	28779	www.wncap.org	Michael Harney	Health Educator	wncap@wncap.org	828-252-7489	Monday - Friday, 9:00 a.m. - 5:00 p.m.
Asheville	NC	28803	www.wncap.org	Chris Winebrenner	Volunteer Services	wncapvolunteer@wncap.org	828-252-7489	Every 1st and 3rd Tuesday, 6:00 p.m. - 7:00 p.m.

Asheville	NC	28803	www.bianc.net	Karen Keating	Resource Coordinator - Brain Injury Association of North Carolina	karen.keating@bianc.net	828-277-4868	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
Asheville	NC	28803	www.wncbraintumor.org	George Plym	Founder/Leader	wncbts@bellsouth.net	828-691-2559	3rd Thursday of month, 6:15 p.m. - 8:00 p.m.
Asheville	NC	28801	www.wncchs.org	Scott Parker	Ryan White Coordinator	wparker@wncchs.org	828-285-0622 x2406	Monday - Friday, 8:00 a.m. - 5:00 p.m.

Winston Salem	NC	27106-3310	http://bit.ly/ABPFfacebook	Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691	Monday - Thursday from 8:00 am - 4:00 pm
Winston Salem	NC	27106-3310		Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691	M-F, 8:00am-4pm
Winston Salem	NC	27106-3310	http://bit.ly/ABPFfacebook	Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691	Monday - Thursday from 8:00 am - 4:00 pm

Provider Program Fees	Provider Intake / Application Process	Provider Eligibility	Provider Languages	2-1-1 URL
Vary.	Phone call.	50 years old and over.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3250
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

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
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
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
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

<p>Varies</p>	<p>Apply online with GMS (Grant Management System) https://gms.kidneyfund.org/GMSexternal/NotAuthenticated/Login.aspx</p>	<p>Kidney patients of dialysis or recent transplant recipients; see description for more information</p>	<p>Spanish; Other languages by request</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10183</p>
<p>None</p>	<p>Phone call</p>	<p>No Restrictions</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10306</p>

<p>One-time fee of \$100 per applicant to cover cost of shipping and application processing</p>	<p>Request application by phone, email, or print online</p>	<p>Diagnosed sleep apnea patients who have no insurance, high insurance deductibles, or who may be going through financial hardship</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=33105</p>
<p>Varies, please call individual location.</p>	<p>Contact individual location.</p>	<p>Open to public.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3284</p>
<p>None</p>	<p>Visit website; Phone call</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19980</p>
<p>None</p>	<p>Phone call</p>	<p>No restrictions; Support group meets in Buncombe County but is open to anyone who wishes to attend</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20971</p>

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
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

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
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

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
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
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

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
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
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
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

<p>None</p>	<p>Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk-ins accommodated as schedule allows.</p> <p>www.mtnpregnancy.com Mountain Area Pregnancy Services</p>	<p>Pregnant women; Expecting fathers; Serves Western North Carolina</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10433</p>
<p>Varies; Call for Details</p>	<p>Phone call; In person; Referral; Mail</p>	<p>Autistic and related communications disordered children and adults who are North Carolina residents</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10454</p>
<p>Reduced fees; Full-time A-B Tech students pay half regular price</p>	<p>Phone call</p>	<p>Age 3 years and up</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10484</p>

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
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
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

<p>Sliding Scale based on income; Medicaid/Medicare and most private insurance accepted; No one turned away for inability to pay</p>	<p>Appointments: Phone call; In person; Referral; Walk-In</p>		<p>Spanish Medical Interpreters; Phone Interpreter for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27665</p>
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<p>There is no fee to enroll in the market place with a Certified Application Counselor; Plan fees will vary</p>	<p>Walk in or call and leave message to make an appointment</p>	<p>Serving Henderson, Transylvania, Polk and neighboring counties; To enroll: Documentation needed of Citizenship, financial income, employer health insurance information</p>	<p>Spanish; Phone Interpreter for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31532</p>
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<p>There is no fee to enroll in the market place with a Certified Application Counselor; Plan fees will vary</p>	<p>Walk in or call to 828-692-4289 extension 3 to make an appointment</p>	<p>Serving Henderson, Transylvania, Polk and neighboring counties; To enroll: Documentation needed of Citizenship, financial income, employer health insurance information</p>	<p>Spanish; Phone Interpreter for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31534</p>
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<p>There is no fee to enroll in the market place with a Certified Application Counselor; Plan fees will vary</p>	<p>Walk in or call 828-692-4289 extension 3 to make an appointment</p>	<p>Serving Henderson, Transylvania, Polk and neighboring counties; To enroll: Documentation needed of Citizenship, financial income, employer health insurance information</p>	<p>Spanish; Phone Interpreter for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31533</p>
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<p>There is no fee to enroll in the market place with a Certified Application Counselor; Plan fees will vary</p>	<p>Walk in or call 828-692-4289 extension 3 to make an appointment</p>	<p>Serving Henderson, Transylvania, Polk and neighboring counties; To enroll: Documentation needed of Citizenship, financial income, employer health insurance information</p>	<p>Spanish; Phone Interpreter for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31533</p>
<p>Accepts Medicaid, Medicare, private insurance</p>	<p>Phone call for appointment</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30287</p>
<p>None</p>	<p>Phone Call to leave message</p>	<p>People with brain injury and their families</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29664</p>

				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=521
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
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
None	Phone Call or email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31372
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

<p>Accepts private pay, Medicare, Medicaid, private insurance</p>	<p>Phone call for appointment</p>	<p>Must have doctors order for treatment</p>	<p>Interpreters by arrangement</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10830</p>
<p>Vary depending on services</p>	<p>Physician referral</p>	<p>Individuals with a disabling injury and a prescriptions from a doctor</p>	<p>Interpreters available by arrangement</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10839</p>
<p>None</p>	<p>Phone call; In person</p>	<p>Support meets in Buncombe County but is open to anyone who wishes to attend</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13857</p>

\$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
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
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
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
				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=1193

None	Phone call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10871
None	Phone call	No restrictions	Spanish; Deaf accessible	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10879
None	Phone call; Online	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10881
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
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

Varies	Walk-In	<p>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.</p> <p>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.</p>		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32492
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
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
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
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

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
None	Call	Serves Polk County residents who meet income qualification by DSS		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30143
None	Call for an appointment	Serves Polk County, NC and nearby upstate South Carolina; Must have proof of address		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30142
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
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

<p>Please call 877-829-0851.</p>	<p>Please call 877-829-0851.</p>	<p>Varies according to program.</p>	<p>English and Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32772</p>
				<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=338</p>
<p>None</p>	<p>Phone Call; Online at www.cfpcf.org/ProgramDetails/ApplyNow/; Will take 10 to 15 business days to process application. Applicant will be notified of decision by phone call and letter.</p>	<p>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</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31913</p>

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
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
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
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
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

Free.	Please call office.	Low moderate income, NC residents.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3401
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
None	Phone Call; Online	No restriction		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11103
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
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

<p>Free for uninsured. Medicare or private insurance is billed with balance waived.</p>	<p>Please call. Referral letter will be mailed three weeks after initial call.</p>	<p>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.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8618</p>
<p>None.</p>	<p>Call the office for an application.</p>	<p>A person of any age with an Intellectual, Developmental Disability and, or a Traumatic Brain Injury whose household income does not exceed \$65,000 after taxes.</p>	<p>Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32112</p>
	<p>Must be referred by DSS</p>	<p>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.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=15495</p>

<p>Medicaid funded</p>	<p>Phone Call to Foothills Industries or MCO/LME</p>	<p>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.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26645</p>
<p>None</p>		<p>Family member with Autism.</p>	<p>GHA provides person-centered services based on individualized need.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30870</p>
<p>Interested individuals 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.</p>	<p>Please reference www.ghaautismsupports.org for specific information regarding accessing services, or contact our administrative office at 704-982-9600.</p>	<p>Individuals must have a confirmed diagnosis of Autism Spectrum Disorder.</p>	<p>GHA provides person-centered services based on individualized need.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25807</p>

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
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
Hospice services are covered by Medicare, Medicaid, and most private health insurance. Services are available for anyone, regardless of insurance coverage or ability to pay.	Phone Call	Must be declared eligible for hospice care by a physician based on physical criteria.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30240

<p>Medicare, Medicaid, and most private health insurance. Services are available for anyone, regardless of insurance coverage or ability to pay. Call for more information. Residential stays includes a per diem room and board charge to the patient that is not covered by Medicare and Medicaid.</p>	<p>Phone Call</p>	<p>See description</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30242</p>
<p>Medicare, Medicaid, and most private health insurance. Services are available for anyone, regardless of insurance coverage or ability to pay. Call for more information. Residential stays includes a per diem room and board charge to the patient that is not covered by Medicare and Medicaid.</p>	<p>Phone Call</p>	<p>See description</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30242</p>

Palliative Care services are covered by Medicare Part B, Medicaid, and private health insurance.	Phone Call	No Restrictions	Spanish; American Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30243
Palliative Care services are covered by Medicare Part B, Medicaid, and private health insurance.	Phone Call	No Restrictions	Spanish; American Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30243
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
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 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
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

<p>No cost to participant; Accepts Medicaid, Medicare, Special Assistance (a Social Security benefit)</p>	<p>Phone call; Email</p>	<p>Adults with developmental disability diagnosis or physical disability; Social Security Card and birth certificate required</p>	<p>American Sign Language</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11434</p>
	<p>Call or more information; To register as a donor of for additional information, visit www.lifesharecarolinas.org.</p>			<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11441</p>

<p>Food Bank for Agencies: Maintenance handling fee per pound; call for more information</p> <p>MANNA Packs for Kids Program: None</p>	<p>Food Bank for Agencies: Agency must apply to become member;</p> <p>MANNA Packs for Kids Program: Make contact with school administration so the program participant may be added to the school list</p>	<p>Food Bank for Agencies: Certified charitable [501(c)(3) tax exempt] agencies involved in feeding the needy;</p> <p>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</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11701</p>
<p>None</p>	<p>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.</p>	<p>No Restrictions; serves Buncombe and surrounding counties</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30305</p>
<p>Accepts Medicare, private insurance</p>	<p>Call Asheville Office for appointment; Physician referral</p>	<p>Geriatric patient age 65 and up</p>	<p>Interpreter services as needed</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29252</p>

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
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
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
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
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
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

<p>Accepts Medicaid, Medicare, private insurance, private pay</p>	<p>Referral from physician</p>	<p>Person with diabetes</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11711</p>
<p>Accepts Medicaid; Medicare; private insurance; private pay</p>	<p>Go to the Emergency Department</p>	<p>No Restrictions</p>	<p>Interpreter services available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11722</p>
<p>None</p>	<p>Phone call; Referral; Mail</p>	<p>Parents of children with special needs (developmental/mental health diagnosis); Includes premature birth, genetic disorders</p>	<p>Translator services available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11760</p>

Vary	Phone call	No restrictions	Interpreters available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11718
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
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
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
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

	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
	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
	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
				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788

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
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None	Phone call or by referral	<p>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.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30444</p>
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;		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11735</p>

<p>Accepts most insurance including Medicare and Medicaid and self-pay</p>	<p>Please call One-Call Scheduling 828-213-2222 to make an appointment</p>	<p>Check with insurance carrier to verify benefits and clarify their requirements.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=21097</p>
<p>Accepts most insurance including Medicare and Medicaid and self-pay</p>	<p>Please call One-Call Scheduling 828-213-2222 to make an appointment</p>	<p>Check with insurance carrier to verify benefits and clarify their requirements.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=21097</p>
<p>Vary; accepts insurance</p>	<p>Phone call; Referral</p>	<p>No restrictions</p>	<p>Interpreter service available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11740</p>
<p>Vary; Accepts Medicaid, Medicare, private insurance, major credit cards</p>	<p>Phone call</p>	<p>No Restrictions</p>	<p>Translator services available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11737</p>

Accepts Medicare, Medicaid, private insurance, self-pay	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
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
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
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
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

<p>Sliding scale; Accepts Medicaid, private insurance</p>	<p>Phone call;</p>	<p>Female; Teen clinic serves 13-19 year olds</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11676</p>
<p>None</p>	<p>Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk- ins accommodated as schedule allows.</p>	<p>Pregnant women; Expecting fathers; Serves Western North Carolina</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32532</p>
<p>None</p>	<p>Phone call</p>	<p>No restrictions</p>	<p>Spanish, French</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11843</p>

None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
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
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
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

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
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
None	Phone Call	Polk County residents		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32239
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

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
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
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

None	Phone Call	<p>Medical Eye Care Program: Based on need and income eligibility. The availability of funding depends on the state budget. This program can change through the year and contact should be made with the social worker regarding if applications can be accepted;</p> <p>Call for more information for other programs</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30365</p>
None	Phone Call	<p>Medical Eye Care Program: Based on need and income eligibility. The availability of funding depends on the state budget. This program can change through the year and contact should be made with the social worker regarding if applications can be accepted;</p> <p>Call for more information for other programs</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30365</p>
None	Phone call; In person; Referral; Mail	<p>North Carolina residents; Documentation of hearing or speech disability; Must meet income guidelines; Picture ID required</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12985</p>

None	Phone call	<p>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.</p> <p>Serves Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, and Transylvania counties</p>	Sign Language	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13476</p>
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<p>The appointment and working with the in person assister will be free; plan costs will vary</p>	<p>Call to make an in-person appointment</p>	<p>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/</p>	<p>Language Line services available for appointments when needed for languages other than English</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31190</p>
<p>Free to all problem gamblers and any affected significant other.</p>	<p>Call the Toll Free Helpline for immediate assistance 1-877-718-5543</p>	<p>None.</p>	<p>Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20285</p>
<p>Private pay, Medicaid, Medicare, private insurance</p>	<p>Call Director of Admissions</p>	<p>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</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27078</p>

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
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
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
Accepts Medicare, Medicaid, HMO's, Commercial Insurances, Private Pay	Discuss home care services with your physician or hospital discharge planner.	Adult through geriatric; Physician Referral required	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12150
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

None	Phone Call	No Restrictions	Some classes in Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20749
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
Accepts Medicare, Medicaid, major credit cards, private insurance; Client must check with insurance carrier for benefit coverage	Physician referral needed	Diagnosed with diabetes; Physician/Provider referral; A written certificate of medical necessity is required for all referrals regardless of insurance.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12187
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

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
None	Phone call for appointment	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23658
None	Walk-in; No registration required	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19572
None	Phone Call; Walk-In	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25332
None	Walk-in	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19573
\$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
None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19568
None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19567
\$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

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
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
None	Phone call to register for appointment	Anyone at or approaching Medicare eligibility or their caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19556
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
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
Accepts Medicaid; Medicare; Private insurance	Phone Call; Fax	Must be home bound and have doctor's order for home care		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12252
Vary; Accepts Medicaid, Medicare, private insurance	In person	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12249
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
None	Visit website			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31531

<p>Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance</p>	<p>Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842</p>
<p>Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance</p>	<p>Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842</p>
<p>None</p>	<p>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.</p>	<p>Children birth through five, underserved kindergarteners may be eligible for restorative oral health services and gas vouchers; residents of McDowell, Rutherford and Polk counties</p>	<p>Translator services available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26165</p>

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
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
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

<p>Sliding scale rates for individuals without insurance; Accepts Medicaid, private insurance, major credit cards</p>	<p>Call or visit the website to make appointment; Pregnancy testing, emergency contraception, and STI Testing on a walk-in basis</p>	<p>Men and women age 13 or older</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12238</p>
<p>None</p>	<p>In person</p>	<p>Polk County residents only; 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</p>	<p>Interpreter services available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30321</p>

None	Phone call; When calling after hours number, 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=30333
Non-emergency transport: \$211; Emergency Transport: \$344 - \$494 plus \$10.41 per patient loaded mile	Phone Call; For Non-Emergency Transport, call the Office Number	Service Polk County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30461
Fees are paid by Medicaid or state programs; Self-pay	Referral from Smokey Mountain LME	18 years or older with developmental disability and barriers to employment; Documents Needed: Picture ID, Social Security Card, and Birth Certificate		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30195
Sliding Scale for client meetings income requirements; Also accepts Medicaid, Medicare, and most private insurance	Call to make appointment; For Diabetes Education Classes, need a doctor's referral to make an appointment	Serves residents of Polk County and Landrum, SC in the 29356 zip code; Picture ID, proof of residency, proof of income	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30250
		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

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
Breast Exam and Pap Test \$30	Phone Call to make appointment	All women are eligible for this service. There is a flat \$30 fee for this service. Eligibility for other programs will be considered when appointment made. Social Security Card needed.	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30441
None	Call to make appointment	Women ages 40-64 who meet income guidelines and do not have Medicare, Medicaid or private insurance. Women ages 18 to 39 who are uninsured and meet income guidelines may qualify if have abnormal breast exam, mammogram or pap smear.	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30374
Sliding scale based on income. Accepts Medicaid and Health Choice. \$30 Kindergarten physical available.	Call to make appointment	Children ages 0-20; income verification or Medicaid/Health Choice card required; Social Security Card	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30375
No charge for a reportable communicable disease	Phone Call; Walk-In	Serves Polk County	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30370
Vary; Call for more information	Phone Call; Walk-In	No restrictions	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30371

Based on availability, some vaccines are available for free. Will bill Medicaid, Health Choice, Blue Cross/Blue Shield, United Healthcare, and Medcost	Walk-In	Insurance card if applicable	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30373
None	Phone call or referral	For residents of Polk County, who are pregnant and are Medicaid recipients	Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30249
None	Walk-In	No Restrictions	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30372
Sliding Scale fees based off of income; Accepts Medicaid	Phone Call	Serves Polk County; Income verification and Social Security Card		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30368

<p>Children's Services: Sliding Scale based on income; Accepts Medicaid and Health Choice</p> <p>Adult Clinic: Sliding Scale based on income; Accepts Medicaid; Minimum of \$25 for self-pay patients expected at the time of service; \$3 co-pay for all adult Medicaid patients</p>	<p>Children's Services: Phone call; Walk-in;</p> <p>Adult Clinic: Call to make appointment; Walk-ins will be seen if time permits</p>	<p>Children's Services: Rutherford and Polk residents ages 0-21 years old; income verification (pay stubs, W-2 forms, tax returns, etc.) or insurance card;</p> <p>Adult Clinic: Rutherford and Polk residents ages 21 years old and older; uninsured or has Medicaid; Has true dental emergency (i.e. dental pain that has persisted for days without relief...); If you don't have Medicaid, bring proof of income (like current pay stubs)</p>	<p>Spanish; Interpreter service available for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28365</p>
<p>Varies, check website for details</p>	<p>In person; Mail</p>	<p>Rutherford, Polk, and McDowell Counties</p>	<p>Spanish; Interpreter service available for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28357</p>
<p>None</p>	<p>Phone Call</p>	<p>Rutherford, Polk, and McDowell County residents; ages 0-5</p>	<p>Spanish; Interpreter service available for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28358</p>
<p>None</p>	<p>Phone Call and referral</p>	<p>Polk and Rutherford County residents; postpartum women with infants before 2 months from delivery</p>	<p>Spanish; Interpreter service available for other languages</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28359</p>
<p>Vary</p>	<p>Physician Referral</p>	<p>Serves Rutherford, Polk, Cleveland, McDowell, Burke, and Henderson Counties and needs a Physician Referral</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29937</p>

<p>In Home Care for Adults: Accepts Medicaid;</p> <p>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.</p>	<p>In Home Care for Adults: Authorization of attending physician;</p> <p>Companion Services: Call for more information</p>	<p>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;</p> <p>Companion Services: 3 hour minimum in Rutherford County, 6 hour minimum in Polk, McDowell, Cleveland counties</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29469</p>
<p>Vary; Accepts Medicare, Medicaid, and third party insurance</p>	<p>Phone Call</p>	<p>Needs a physician written referral order</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29966</p>
<p>Vary; Call for more information</p>	<p>Phone call; Website</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444</p>
<p>Vary; Call for more information</p>	<p>Phone call; Website</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444</p>
<p>None</p>	<p>Phone call or visit website www.lgbtagingcenter.org or www.sageusa.org</p>	<p>LGBT Elders and families</p>	<p>Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29758</p>

<p>Varies based on service; First consultation and all Parent Support Groups are free</p>	<p>Call for inquiries</p>	<p>Varies based on service; See description for additional information</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22821</p>
<p>Vary</p>				<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30071</p>
<p>None</p>	<p>Phone Call; Online</p>	<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30504</p>

<p>Home Care: Call for more information; Private insurance accepted; Financial assistance may be available</p> <p>Adult Day: Full days range between \$44 and \$56, depending on level of care needed. Half days range between \$31 and \$43, depending on level of care needed; Financial assistance may be available</p>	<p>Phone Call; In person</p>	<p>Home Care: Serves adults 18 and over; Serves Polk, Rutherford and Henderson Counties in North Carolina and Serving Upper Greenville and Spartanburg counties in South Carolina</p> <p>Adult Day: Adults ages 18 or older who may need any of the following: supervision and care during the day; medical or nutritional monitoring; assistance with bathing, showering, or dressing; adult diapers/briefs and toileting; supervision due to dementia or other forms of memory loss; glucose monitoring, oxygen and/or other medical treatments. Serves Polk, Rutherford and Henderson Counties in North Carolina and Serving Upper Greenville and Spartanburg counties in South Carolina</p>	<p>Translator services available upon request</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30064</p>
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<p>Home Care: Call for more information; Private insurance accepted; Financial assistance may be available</p> <p>Adult Day: Full days range between \$44 and \$56, depending on level of care needed. Half days range between \$31 and \$43, depending on level of care needed; Financial assistance may be available</p>	<p>Phone Call; In person</p>	<p>Home Care: Serves adults 18 and over; Serves Polk, Rutherford and Henderson Counties in North Carolina and Serving Upper Greenville and Spartanburg counties in South Carolina</p> <p>Adult Day: Adults ages 18 or older who may need any of the following: supervision and care during the day; medical or nutritional monitoring; assistance with bathing, showering, or dressing; adult diapers/briefs and toileting; supervision due to dementia or other forms of memory loss; glucose monitoring, oxygen and/or other medical treatments. Serves Polk, Rutherford and Henderson Counties in North Carolina and Serving Upper Greenville and Spartanburg counties in South Carolina</p>	<p>Translator services available upon request</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30064</p>
<p>Care and services are provided regardless of the patients' ability to pay</p>	<p>For information about a completed application or for other questions, e-mail patientreferrals@shrinenet.org, or call 800-237-5055</p>	<p>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</p>	<p>Spanish, Russian, and French</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12434</p>

<p>\$30 Application fee and \$600 program fee if approved for treatment through Smiles Change Lives.</p>	<p>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.</p>	<p>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)</p> <p>Be willing to pay the \$30 application fee and the \$600 program administration fee (per child)</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23625</p>
<p>None</p>	<p>Phone call; To locate a doctor accepting Medicare, visit www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)</p>	<p>See description; Social Security Number must be provided at this time of service</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12349</p>
<p>Food Pantry and Medical Equipment: Free; Thrift Store prices vary</p>	<p>Food Pantry and Medical Equipment: Phone Call</p>	<p>Food Pantry and Medical Equipment: Bring a picture ID; Serves Rutherford, Cleveland, and Polk Counties</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30286</p>

None	Patients must call at 10:00 a.m. on Thursday mornings to make a same-day appointment.	Henderson or Polk County resident; No insurance and under 200% of federal poverty level; No Medicaid. Available for Medicare patients. Proof of income and county residency required. Photo identification.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12529
None	Must be referred by the Free Clinics	For residents of Henderson or Polk Counties on Medicaid or with no insurance; Have had multiple trip to the emergency room; In need of a medical home; Desire to assist in a coordinated health care plan		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20320
Low-cost medications available for \$3 filling fee.	Call for details about eligibility guidelines. Come during pharmacy hours for an eligibility intake.	Uninsured residents of Henderson, Polk, or Transylvania Counties; Low-income--at or below 200% of Federal Poverty Level	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17478
None	Referral	Full Program: Henderson or Polk County resident; No insurance and under 200% of federal poverty level; No Medicaid or Medicare; Picture ID and income verification required; Diabetes Education Classes: Open to all residents of Henderson and Polk Counties.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12528

None	Walk-in	Henderson or Polk County resident; No insurance and under 200% of federal poverty level; No Medicaid or Medicare. Proof of income and county residency required. Photo identification.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12527
None	Phone Call for an appointment	Eligibility guidelines established by pharmaceutical companies: generally low-income, uninsured or Medicare in the doughnut hole, residents of Henderson or Polk County with a primary care physician.	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17479
None	Phone call	Referral by physician; Henderson or Polk County resident; uninsured; 200% Federal Poverty Level; Documents Needed: Proof of income and county residency required; Photo identification		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17477
None	Call to make appointment	Any adult eligible for Medicare		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30347

<p>No fees for services. Test kits are approximately \$5.</p>	<p>Phone call</p>	<p>North Carolina residents</p>	<p>Some materials available in Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27431</p>
<p>None</p>	<p>Phone Call; Website contact page; Email</p>	<p>North Carolina farmers, ranchers, and farmworkers engaged in production agriculture who are living with disabilities</p>	<p>Translator Services Available</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30482</p>
<p>There is a fee of \$125 per hearing aid provided. Call the office to discuss eligibility.</p>	<p>Phone call; Ask operator for the "Hear Now" program.</p>	<p>Call for eligibility requirements; Determined by income, household size, and assets</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12483</p>

None	In person to complete application to determine eligibility	<p>Polk County resident with proof of residency, photo ID, and proof and income for everyone in the home. Must have a disconnect notice for metered utilities.</p> <p>For rent assistance, must have eviction notice or letter from landlord stating behind on rent.</p> <p>For mortgage assistance, must have current mortgage statement.</p> <p>For medical and dental bills and prescription assistance, must be uninsured.</p> <p>For help with home repair: Will depend if funding is available. Also may depend if volunteers are available to help with the project. Call for more information.</p>	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30611
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

None	<p>Phone Call or Email to schedule appointment;</p> <p>Support Groups: Phone call or walk-in to attend meeting</p>	<p>No Restrictions;</p> <p>For Teen Support Group: Attendees must be 15-17 yrs old and be in Treatment currently with a therapist.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12459</p>
None	Phone Call	Town of Tryon and Tryon Township in North Carolina and Lake Lanier in South Carolina		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30467</p>

<p>Free check out for materials. [within North Carolina]</p>	<p>Telephone, e-mail.</p>	<p>No restrictions.</p>	<p>Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14408</p>
<p>Do not need to be a member to receive free information. \$20.00 membership includes 6 issues of the magazine "Arthritis Today"</p>		<p>No restrictions</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14010</p>
<p>None</p>	<p>1-800-227-2345</p>		<p>Call 800-227-2345 for English or Spanish</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14099</p>
<p>Most services are available at no cost; some services are provided on a fee-for-service basis; fees vary by service provided.</p>	<p>Call for an appointment.</p>	<p>A person with a disability; family member of someone with a disability; any business or employer interested in disability issues.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14188</p>

				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14103
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
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

<p>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.</p>	<p>Call for an appointment.</p>	<p>No restrictions.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14624</p>
<p>Set up fee starts at \$200; monthly rental fee starts at \$50; take down fee starts at \$200.</p>	<p>Call Lee Bagwell (864-552-0182) for job quotations.</p>			<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14780</p>
<p>No fees charged.</p>	<p>Call.</p>	<p>Open to all persons interested in SIDS, Stillbirth, Miscarriage.</p>	<p>Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14459</p>
<p>None</p>	<p>Phone Call</p>	<p>Helps any North Carolina resident regardless of age who has Medicare or are about to enroll in Medicare</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13731</p>

None.	Call or visit website. If calling, call the toll-free number and a volunteer will call you back so there is never an expense to the patient/caller. Online Chat is also available.	Adults age 18 and over (and their family members) in the United States or Canada who have been diagnosed with cancer.	English, Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19404
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
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

<p>Most services are free of charge. Minimal fee for some programs.</p>	<p>Call for information.</p>	<p>People with MS, their families, and medical professionals.</p>	<p>English.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5232</p>
<p>Training fees vary based on individual trainings. Library Resources are free to borrow.</p>	<p>Contact APPCNC at (919) 226-1880 for further information.</p>		<p>English and Spanish.</p>	<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=9584</p>
				<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27710</p>
<p>\$10 per family per night.</p>	<p>Must be referred by a social worker at Children's Hospital in Greenville, or by a local doctor.</p>	<p>Families who reside outside 30 miles from the Children's Hospital may stay at the house.</p>		<p>http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29258</p>

	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
				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13250
Please call.	Please call.	Those affected by diabetes.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2478

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
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
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

				http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2651
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
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
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
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
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

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
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
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

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
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
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

