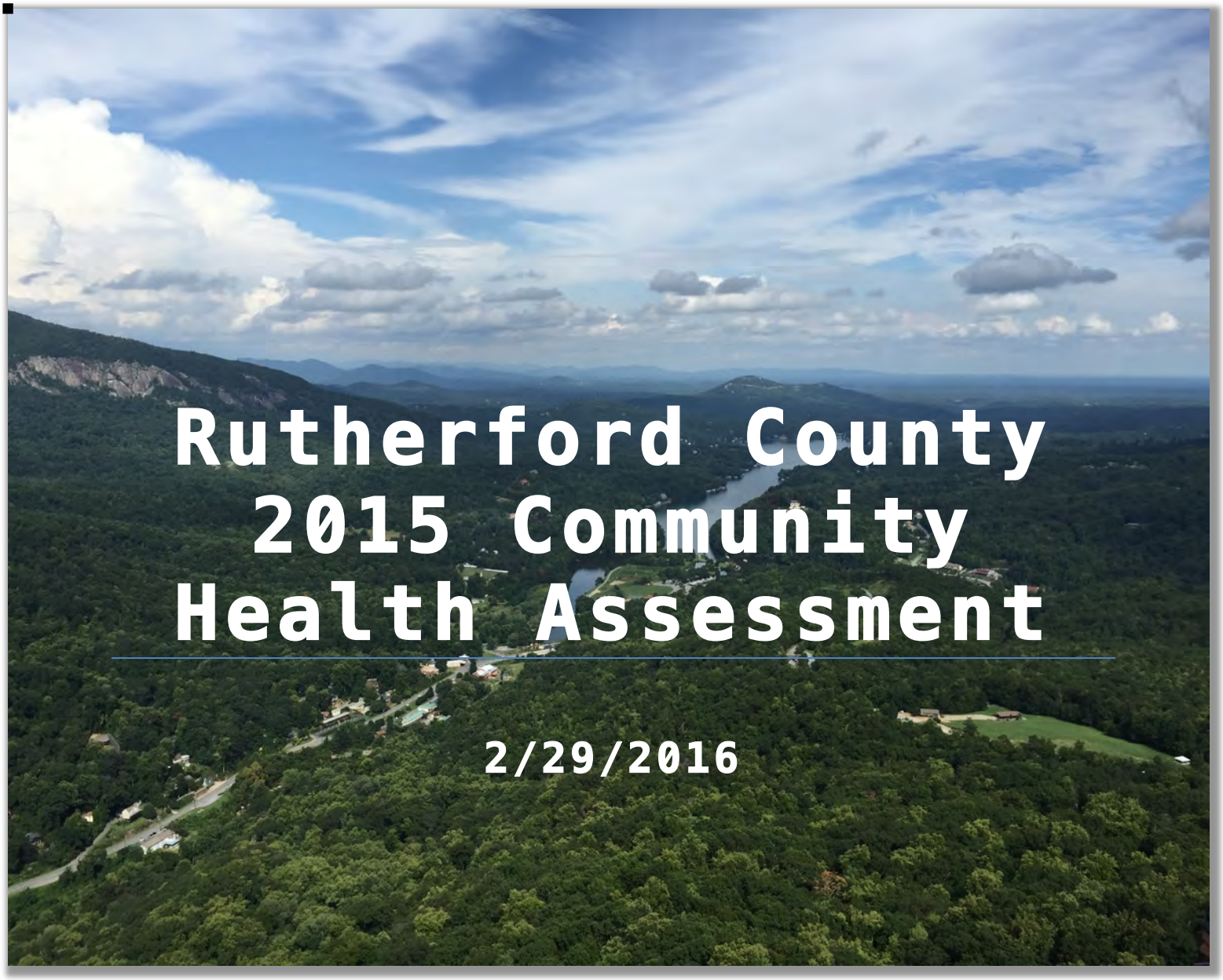

Rutherford County 2015 Community Health Assessment

2/29/2016

Rutherford Polk McDowell District Health Department,
James H. Hines, Jr., Health Director

RUTHERFORD POLK MCDOWELL HEALTH DISTRICT

Rutherford County Community Health Assessment

Acknowledgements

This document was developed by Rutherford County, in partnership with Rutherford Regional Hospital, Rutherford Polk McDowell District Health Department, Rutherford Health Council as part of a local community health assessment process. We would like to thank several agencies and individuals for their contributions and support in conducting this health assessment:

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WNC HEALTHY IMPACT

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RUTHERFORD 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 Rutherford Health Council 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 Rutherford County leaders.

Data Summary – Community

Rutherford County is a rural county located in the foothills of the western region of the State. The state of South Carolina and Polk, Henderson, Buncombe, McDowell, Burke, and Cleveland counties bound Rutherford County. Rutherford County's land area comprised of valleys,

mountains, and flat land is 564.12 square miles, and 2 square miles of water.

According to data from the 2010 US Census, the total population of Rutherford County is 67,810. In Rutherford County, as region-wide and statewide, there is a slightly higher proportion of females than males (51.7% vs. 48.3%).

Health Outcomes

In 2012 the Health Priorities included: Chronic Disease & Healthy Living, Tobacco, and Substance Abuse.

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 Rutherford County, poverty rates have increased in recent years. The total poverty rate was 21.5% in the period of 2009-2013. The rate of childhood poverty was significantly higher than the total poverty rate at 37.8%. Children suffer from poverty disproportionately in Rutherford County.

Tobacco Use

The percentage of current smokers decreased slightly from 2012 to 2015 to 21% currently and that rate is significantly higher than the Healthy People 2020 target rate of 12%. Self-reported rates of secondhand smoke exposure at worksites increased significantly to 28.6%. Smoking during pregnancy occurs in 23.5% of Rutherford pregnancies. Lung cancer mortality and incidence is trending upward in Rutherford County.

Substance Abuse

Relatively high rates of injury mortality due to overdose from drugs or medications have become a concern to many in Rutherford County. "Other Opioids" (hydrocodone, oxycodone, morphine) caused the highest proportion of drug overdoes deaths in Rutherford during the period of 2009-2013. Many local leaders feel it is important to increase access to mental health and substance abuse services.

Access to Care – Health Insurance Coverage

Compared to three years ago, fewer adults and fewer children lack health insurance. In 2102, the percent of uninsured adults in Rutherford was 31%. In 2015, that rate decreased to 18%. The rate of uninsured children decreased from 7.1% in 2012 to 6.2% in 2013. The rate of uninsured children is lower than regional and state rates for children.

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: Chronic Disease/Healthy Eating and Active Living

Health Priority 3: Substance Abuse

Next Steps

The Rutherford Polk McDowell District Health Department shared the CHA findings with the Rutherford Health Council and members of the Rutherford Regional Hospital on November 4, 2016.

A Community Forum was held on January 27, 2016 at Isothermal Community College. CHA data was reviewed and evidence based strategies were explored to address the three chosen health priority areas. There were 39 people in attendance.

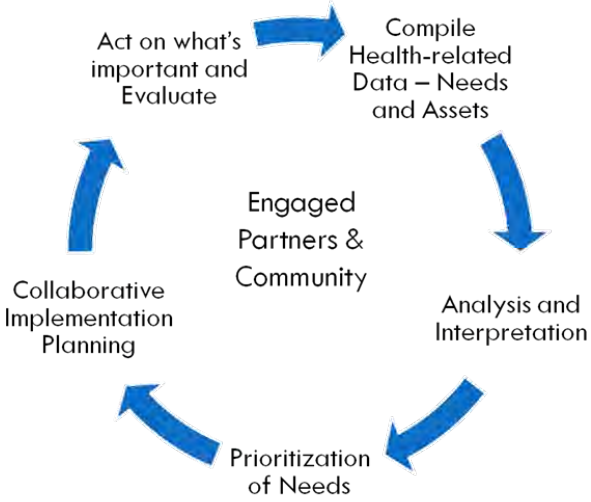
In concert with the Rutherford Health Council, RPMHD will lead future plans for collaborative implementation/action planning and related development of strategies to improve three of the chosen priority health issues.

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.



<u>Definition of Community</u>

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

WNC Healthy Impact

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

Data Collection

The set of data reviewed for our community health assessment process is comprehensive, though not all of it is presented in this document. Within this community health assessment product we share a general overview of health and influencing factors then focus more on priority health issues identified through this collaborative process. Our assessment also highlights some of our community strengths and resources available to help address our most pressing issues.

Core Dataset Collection

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- 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

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

Additional Community-Level Data

There is no additional community-level data available at this time.

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 including:

- 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 populations that we focused on include: African American, Children, Disabled, Elderly, Hispanic/Latino, Low Income, Non-English Speaking, single parents, teen mothers.

CHAPTER 2 – RUTHERFORD COUNTY

Location and Geography

Rutherford County is a rural county located in the foothills of the western region of the State. The state of South Carolina and Polk, Henderson, Buncombe, McDowell, Burke, and Cleveland counties bound Rutherford County. Rutherford County's land area comprised of valleys, mountains, and flat land is 564.12 square miles, and 2 square miles of water. The county seat is Rutherfordton. The county is composed of eight municipalities: Bostic, Chimney Rock, Ellenboro, Forest City, Rutherfordton, Ruth, Spindale and Lake Lure. Connected by US Hwy 74–Business, Rutherfordton, Spindale, and Forest City form the Tri– City area. The towns of Lake Lure and Chimney Rock are located approximately 20 miles west of Rutherfordton. Lake Lure is a private lake with public access. Elevations range from 1,075 feet in Rutherfordton, to 860 feet in Forest City, making Forest City the county's lowest elevation. Rutherford County's highest elevation is Sugar Loaf measuring at 3,967 ft. Rutherford County has an average annual temperature, 59.9 F, and average annual rainfall, 49.91 inches.

History

Rutherford County, North Carolina, was formed April 14, 1779, from a part of old Tryon County. Rutherford County was named for General Griffith Rutherford of Rowan County, North Carolina, a Revolutionary War soldier who commanded the forts of Rutherford County during the summer of 1780. In 1868, a new governing body called the County Commissioners ruled the county. Gilbert Town, in the center of the county, was the first county seat. This small village contained houses, a number of buildings and businesses, and the courthouse. At the meeting of the North Carolina legislature in 1784, it was charged that the Rutherford County courthouse was not convenient for the citizens and was unfit for use. In 1786, construction began on a new county seat, and courthouse. This new county seat was named Rutherford Courthouse, then Rutherford Town, and, today, Rutherfordton. In 1907, the courthouse was destroyed by fire; thereafter the current courthouse standing today was erected. The 20th century brought a boom to Rutherford County, due to the textile industry. Sadly, most of those industries have been moved elsewhere and are no longer in service in Rutherford County. The result of industries leaving the county has been unemployment and rising rates of poverty.

Population

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

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

According to data from the 2010 US Census, the total population of Rutherford County is 67,810. In Rutherford County, as region-wide and statewide, there is a slightly higher proportion of females than males (51.7% vs. 48.3%).

In Rutherford County 17.3% of the population is in the 65-and-older age group, compared to 19.0% region-wide and 12.9% statewide (Table 2). The median age in Rutherford County is 42.5, while the regional mean median age is 44.7 years and the state median age is 37.4 years.

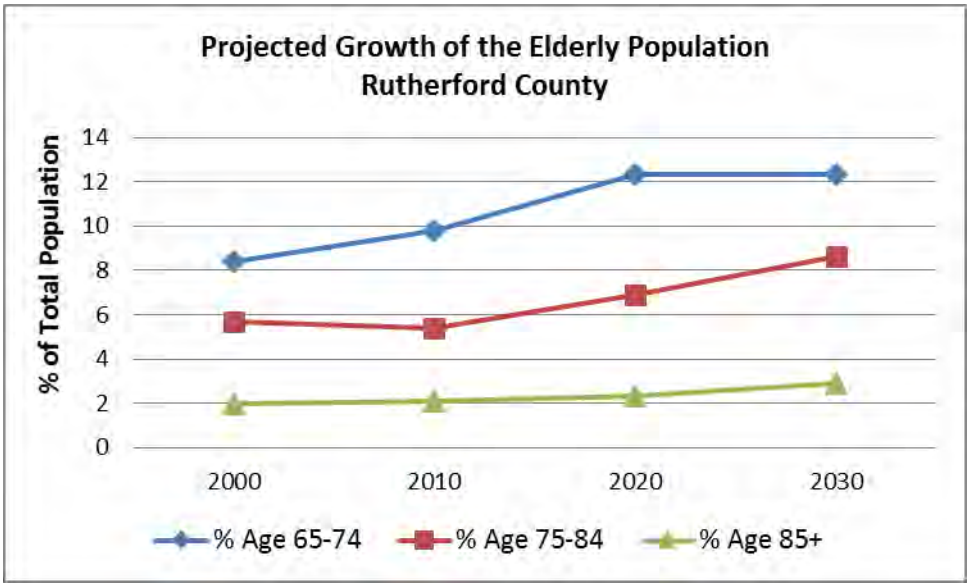
Table 1. Median Age and Population Distribution, by Age Group (2010 US Census)

Geography	Median Age	# Under 5 Years Old	% Under 5 Years Old	# 5-19 Years Old	% 5-19 Years Old	# 20 - 64 Years Old	% 20 - 64 Years Old	# 65 Years and Older	% 65 Years and Older
Rutherford County	42.5	3,878	5.7	13,053	19.2	39,153	57.7	11,726	17.3
Regional Total	44.7	40,927	5.4	132,291	17.4	441,901	58.2	144,608	19.0
State Total	37.4	632,040	6.6	1,926,640	20.2	5,742,724	60.2	1,234,079	12.9

In terms of racial and ethnic diversity, Rutherford County is more diverse than WNC but less diverse than NC as a whole. In Rutherford County the population is 87.4% white/Caucasian and 14.1% non-white. Region-wide, the population is 89.3% white/Caucasian and 11.7% non-white. Statewide, the comparable figures are 68.5% white and 31.5% non-white (Table 3). The proportion of the population that self-identifies as Hispanic or Latino of any race is 3.5% in Rutherford County, 5.4% region-wide, and 8.4% statewide (Table 3). The predominant minority in Rutherford County is African American (10.1%).

Growth of the Elderly Population

- The population in each major age group age 65 and older in Rutherford County will increase between 2010 and 2030.
- The proportion of the Rutherford County population age 75–84 will increase by 59% and the population age 85 and older will increase by 38% in the period 2010–2030.
- By 2030 projections estimate that there will be more than 15,700 persons age 65+ in Rutherford County.



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

Chapter 3 – A Healthy Rutherford 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:

- Education
- College
- Employment
- Access to Health Care
- Culture that values healthy lifestyles

During our collaborative action planning efforts and next steps, we will further explore

Many people in the county genuinely care about its welfare and progress.

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:

- The natural environment with beautiful landscapes, waterfalls, biodiversity.
- Good educational opportunities: Rutherford County Schools, Isothermal Community.
- Good local leadership in government and in Public Health (Jimmy Hines, Health Director).
- Low cost of living
- Close-knit community

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 Rutherford County the rate increased between each of the last two periods and was highest among comparators in every period cited below.

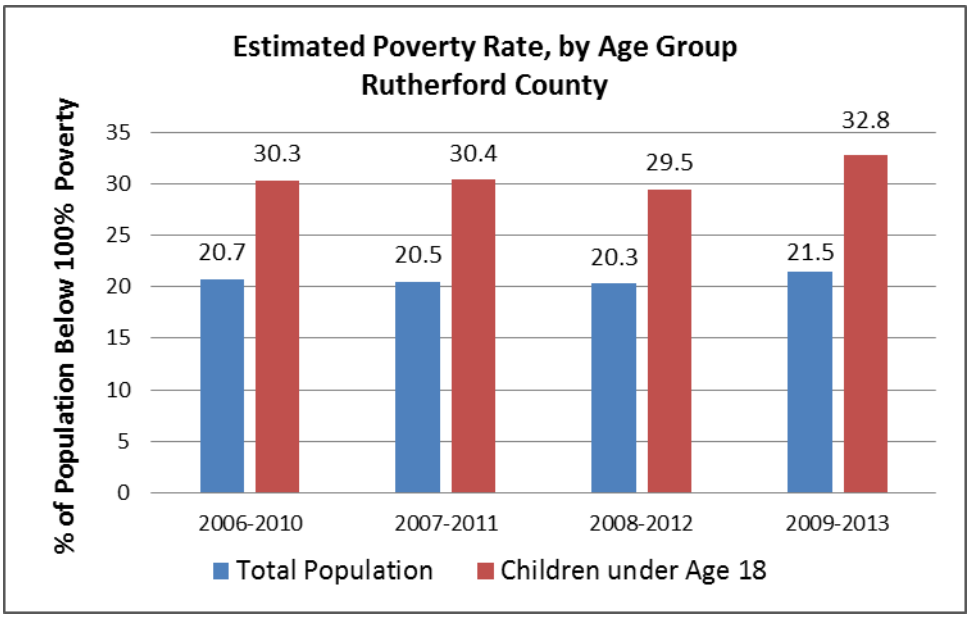
County	Percent Total Population Below 100% Poverty Level			
	2006-2010	2007-2011	2008-2012	2009-2013

Rutherford County	20.7	20.5	20.3	21.5
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 Rutherford County as in much of NC, children suffer significantly and disproportionately from poverty. The table below shows that the estimated poverty rate among children under age 18 was 32.8% in the aggregate period of 2009–2013. This rate ranged from between 45% to 53% higher than the overall rate throughout the period cited.



Source: US Census Bureau

Income

In Rutherford County the median household income was $36,334 for the period of 2009–2013. This represents a $970 increase over the previous aggregate period. This is $2,553 below the WNC average and $10,000 below the NC average.

The median family income was $42,636 for the most current period cited. This is $1,066 lower than the previous aggregate period. This is $5915 below the WNC average and $14,292 below the NC average.

A "household" is all people in a housing unit sharing living arrangements; may or may not be related. A "Family" is defined as the householder and people living in household related by birth, marriage or adoption.

Employment

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

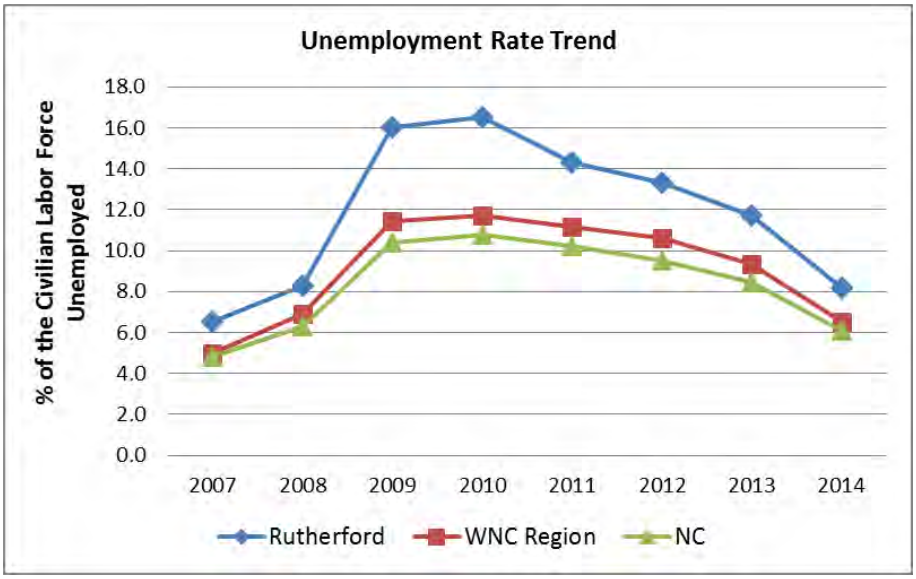
Health Care and Social Assistance: 17.80% of workforce ($604)

Manufacturing: 15.52% of the workforce ($766)

Retail Trade: 13.16% of workforce ($436).

It may be important to note that the wage gap between the employment sectors is significant. Persons working in the Retail Trade sector tend to lack employment benefits such as health insurance and retirement programs; many in this sector work part-time, sometimes at multiple jobs. This is a sector whose relative poverty leaves them vulnerable to emotional stress and poor health outcomes.

Annual Unemployment Rate



Source: US Department of Commerce

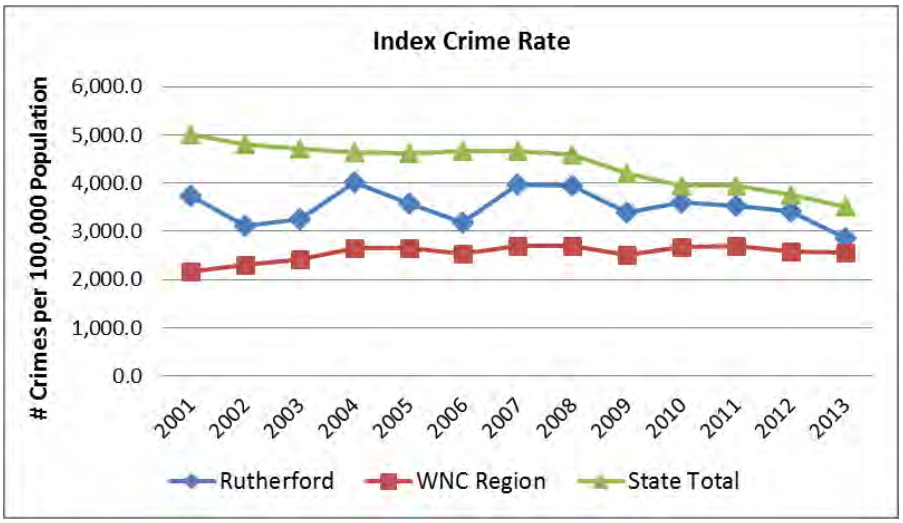
Education

Compared to the WNC Region average, Rutherford County has:

- .6% lower percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009–2013 estimate)
- 20% lower percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009–2013 estimate)
- 7% lower overall HS graduation rate (for a 4-year cohort of 9th graders entering school in SY 2010–2011 and graduating in SY2013–2014 or earlier).

Community Safety

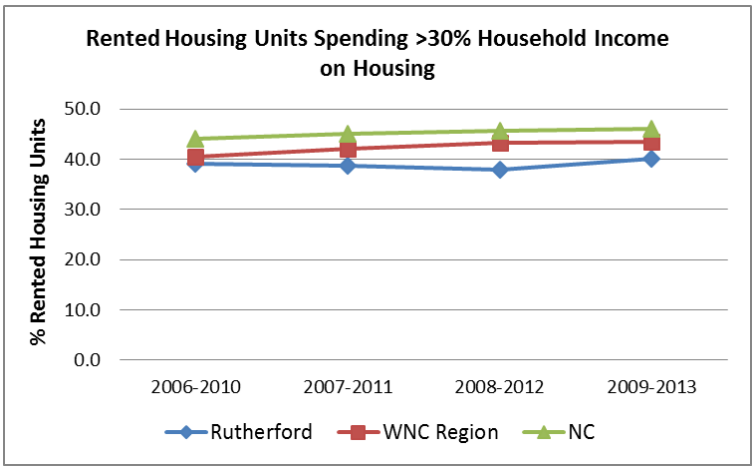
Index crime is the sum of all violent and property crime. The index crime rate in Rutherford County fell between comparable state and regional rates throughout the period cited.

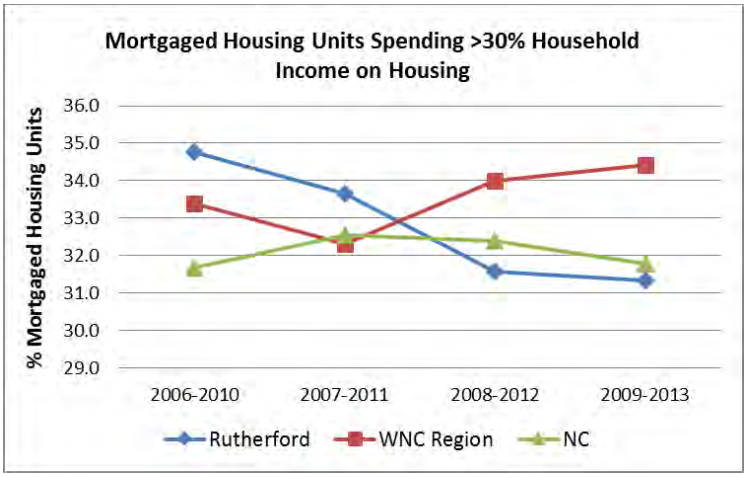


Source: NC Department of Justice

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 Rutherford County a lower proportion of renters spent more than 30% of household income on housing than the WNC or NC averages throughout the period cited. Over the period shown below, the proportion of mortgage holders spending over the 30% threshold fell from above o below both the state and regional figures.



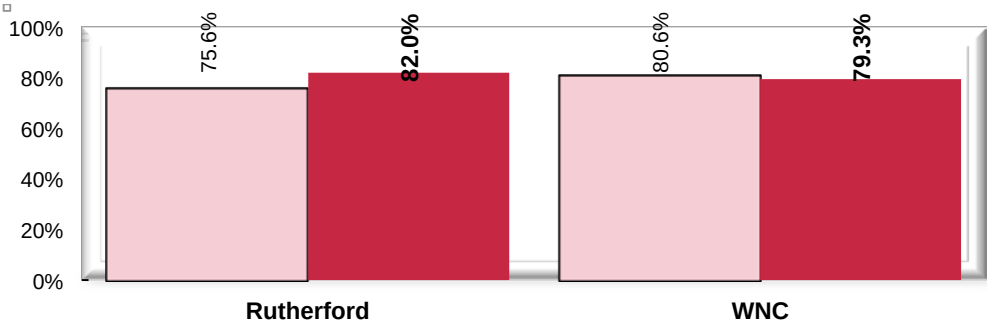


Source: US Census Bureau

Family & Social Support

In May 2015, 82% of Rutherford County adults self-report "always" or "usually" getting needed social and/or emotional support.

"Always" or "Usually" Get Needed Social/Emotional Support



Source: PRC Healthy Communities Survey May 2015

Chapter 5 – Health Data Findings Summary

Mortality

The table below shows that the three leading causes of death for the period 2009–2013 were Heart Disease, Cancer and Chronic Lower Respiratory Disease. According to these data, people in Rutherford County have lower mortality than the population statewide for only four of the leading 13 causes of death. The nine causes of death for which mortality rates are higher in Rutherford County than in NC are heart disease, cancer, CLRD, stroke, unintentional non–motor vehicle injuries, diabetes, unintentional motor vehicle injuries, suicide, and liver disease.

Leading Causes of Death: Overall

Age-Adjusted Rates (2009-2013)	Rutherford No. of Deaths	Rutherford Mortality Rate	Rate Difference from NC
1. Diseases of the Heart	891	197.1	+15.9%
2. Cancer	812	174.8	+0.9%
3. Chronic Lower Respiratory Disease	285	61.2	+32.8%
4. Cerebrovascular Disease	267	58.7	+34.3%
5. All Other Unintentional Injuries	127	34.0	+16.0%
6. Diabetes Mellitus	103	22.2	+2.3%
7. Alzheimer's Disease	87	19.7	-31.8%
8. Nephritis, Nephrotic Syndrome, Nephrosis	72	15.8	-10.2%
9. Unintentional Motor Vehicle Injuries	56	15.5	+13.1%
10. Pneumonia and Influenza	62	15.0	-16.2%
11. Suicide	52	15.0	+23.0%
12. Septicemia	53	12.1	-12.3%
13. Chronic Liver Disease and Cirrhosis	52	11.8	+24.2%

Source: NC State Center for Health Statistics

Mortality rates in Rutherford County have decreased over time for all leading causes of death except CLRD, diabetes and liver disease.

Life expectancy

Life expectancy at birth for persons born in 2011–2013 in Rutherford County is 75.8 years. This is lower than regional and state life expectancy rates. African Americans have a lower life expectancy at 74.6 years. Males have a lower life expectancy than females in Rutherford by 5 years.

Cancer Trends

While in Rutherford County mortality rates have decreased over time for three of the four major site-specific cancers, mortality for lung cancer has increased.

Incidence rates have increased for lung cancer and breast cancer. While there are many possible contributors to increased lung cancer incidence in Rutherford County, including smoking, air pollution, and radon, it is not possible for the CHA process to establish any cause and effect relationships.

Site-Specific Cancer Trends
Rutherford 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	▼ ▼

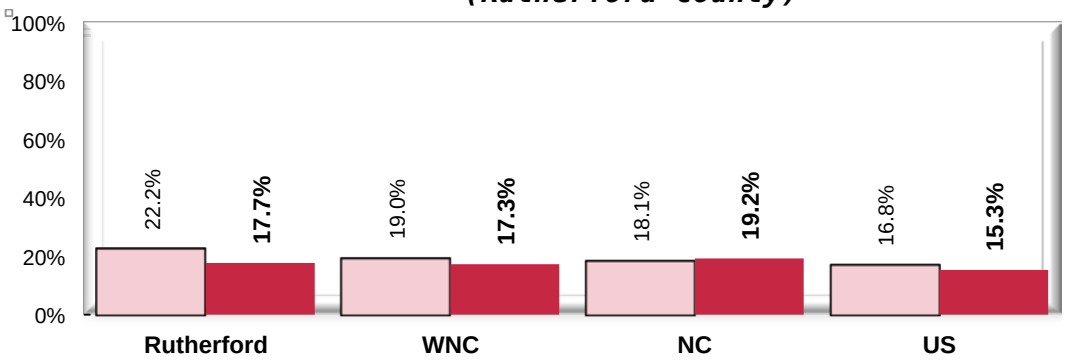
Source: Sheila Pfaender, Public Health Consultant; based on data from NC State Center for Health Statistics

Health Status & Behaviors

Overall Health Status

Self-reported overall health status has improved in the past three years and Rutherford County rates are comparable to regional rates according to the table below.

Experience "Fair" or "Poor" Overall Health (Rutherford County)



Source: PRC Healthy Communities Survey May 2015

Maternal & Infant Health

The total pregnancy rates in Rutherford, WNC, and NC have fallen overall since 2007, but appear to have stabilized recently. Teen pregnancy rates in Rutherford County, WNC and NC have fallen significantly since 2007 and appear to be falling still.

Among Rutherford County women age 15-44, the highest pregnancy rates occur most frequently among Hispanics.

Pregnancy Risk Factors: Smoking During Pregnancy

The percentage of women who smoked during pregnancy in Rutherford County increased every year since 2009. Among comparators, in every year cited except 2008, Rutherford County 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
Rutherford County	17.3	19.7	n/a	21.1	23.2	23.5
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

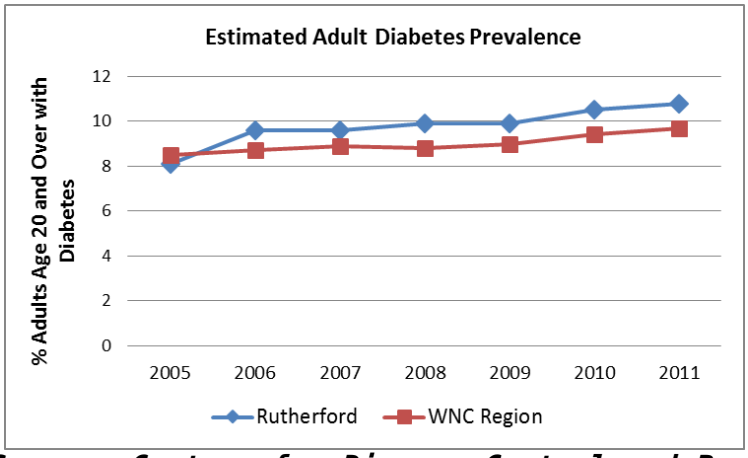
Source: NC State Center for Health Statistics, Vital Statistics Volume I

Chronic Disease

Rutherford County has high rates of heart disease, high blood pressure, diabetes, high cholesterol, obesity and tobacco related illnesses. Healthy lifestyles include physical activity and good nutrition and are encouraged to reduce the risk of chronic disease.

Diabetes

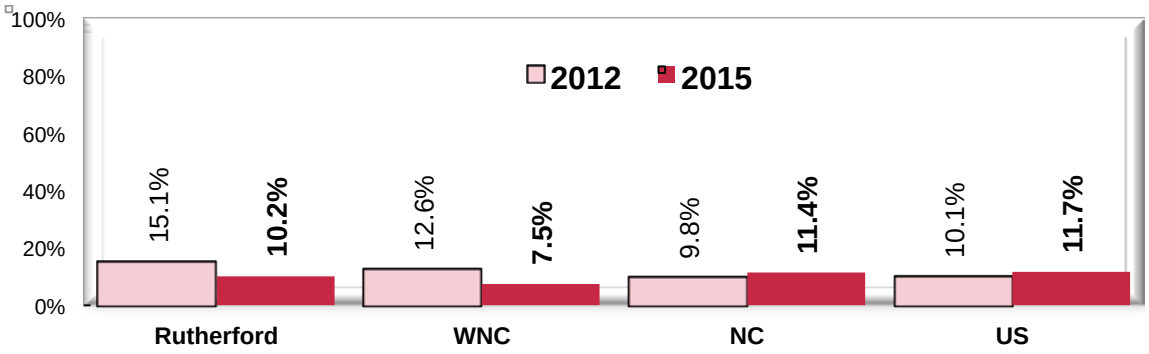
The average self-reported prevalence of Rutherford County adults with diabetes was 9.8% in the period from 2005-2011.



Source: Centers for Disease Control and Prevention, via BRFSS

According to the data table below, diabetes rates continued to climb reaching 15.1% in 2012. In 2015, rates decreased to 10.2%.

Prevalence of Diabetes (Ever Diagnosed)
(Rutherford County)

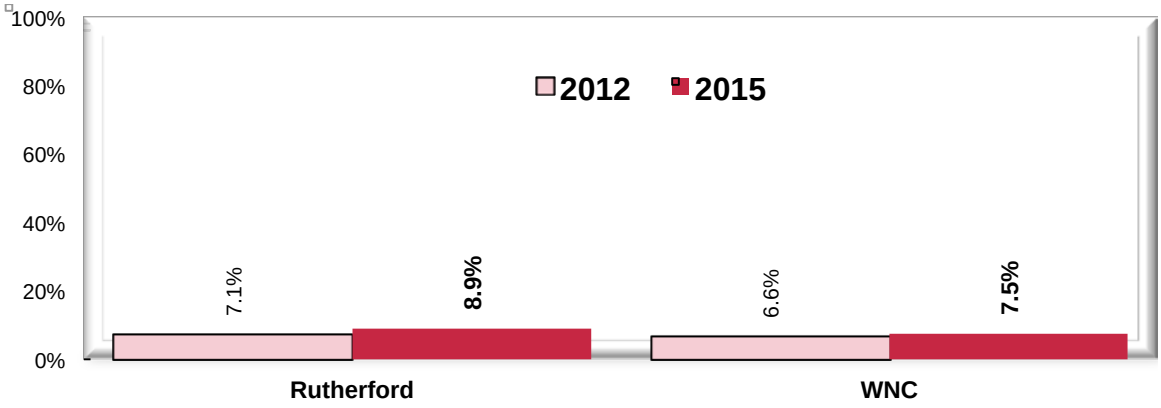


Source: PRC Healthy Communities Survey 2015

Mental Health & Substance Abuse

The table below shows that 8.9% of Rutherford adults were unable to get needed mental health care or counseling in the past year.

Unable to Get Needed Mental Health Care or Counseling in the Past Year (Rutherford County)



Source: PRC Healthy Communities Survey 2015

Clinical Care & Access

Health Insurance

The percent uninsured adults age 18–64 peaked in all comparator jurisdictions in 2010.The rate of uninsured children has decreased to a rate of 6.2% which is lower than regional and state rates for uninsured children. 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.

Among comparators the WNC Region had the highest percentage of uninsured adults in every year cited except 2009, when the Rutherford County figure was the highest.

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

County	2010		2011		2012		2013	
	0-18	18-64	0-18	18-64	0-18	18-64	0-18	18-64
Rutherford County	7.6	24.1	6.9	23.9	7.1	24.0	6.2	23.0
WNC Region	9.7	26.0	9.1	25.2	9.3	25.4	8.6	25.0
State of NC	8.3	23.5	7.9	23.0	7.9	23.4	6.9	22.5

Source: US Census Bureau

At Risk Populations

Primary and chronic disease needs by uninsured, low-income, and minority groups.

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.

- **Toxic Release Inventory (TRI), Rutherford County, 2013**
  - **TRI Releases**

- Rutherford County ranked 11th among the 86 NC counties reporting TRI releases.
- 1.206 million pounds of TRI releases were reported for Rutherford County. (For comparison, New Hanover County had the highest level of releases in the state: 5.2 million pounds.)
- One power generating facility (Duke Energy's Rogers Energy Complex in Mooresboro) was responsible for the largest volumes of all seven of the TRI chemicals/ chemical compounds released in the highest amounts in Rutherford County in 2013.
- In 2013 the Duke Energy Mooresboro facility released 982,019 pounds of TRI chemicals, 81% of the total TRI releases in Rutherford County that year.

- 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 Rutherford County, the current average indoor radon level is 3.3 pCi/L, 20% lower than the regional mean, but 2.5 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).

According to Healthy Communities Survey 2105, in Rutherford County, 28.6% of employed adults reported breathing someone else's smoke at the workplace in 2015.

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.

- Rutherford County Drinking Water *Systems* February, 2014
  - Community Water Systems
    - Include municipalities, subdivisions and mobile home parks
    - Community water systems in Rutherford County serve an estimated 41,299 people, or 61% of the 2010 county population.
    - The fraction of the Rutherford County population served by a community water system is 11% higher than the average for the WNC region and NC as a whole.
- National Pollutant Discharge Elimination System (NPDES) Permits in Rutherford County (2015)
  - There are at present 12 permits issued in Rutherford County that allow municipal, domestic, or commercial facilities to discharge products of water/wastewater treatment and manufacturing into waterways.
    - 3 are large, municipal wastewater treatment facility
    - 4 are small, municipal wastewater treatment facilities
    - 1 is a water treatment plant
    - 2 are commercial industrial facilities
    - 2 are domestic wastewater producers
- Solid Waste Disposal Rates
  - 2013–14 Per–Capita Disposal Rate
    - Rutherford County = 0.70 tons (q 55% since 1991–1992)

    - **NC = 0.93 tons (q 13% since 1991–1992)**

- **Landfill Capacity**
  - **The Rutherford County Central Construction and Demolition Landfill has remaining capacity sufficient for 9 years at the present fill rate. The Cliffside Steam Station Coal Combustion Landfill has 47 years of capacity remaining.**

Chapter 7– Health Resources

Health Resources

Process

Rutherford County CHA partners in the Health Department, Hospital and Health Council worked together to review the current Health Resources provided through the 2-1-1 community tool.

2-1-1 is a health and human service referral line available 24/7 to speakers of many languages. You can access the 2-1-1 services by calling 2-1-1 or using this website: www.211counts.org. See Appendix F for the 2-1-1 listings.

RHI Legacy Foundation is a fund-raising and grant making organization focused on improving health and wellness in Rutherford County. The RHI Legacy Foundation will offer grants to organizations that increase health and wellness for people in Rutherford County. RHI will pursue, identify, incubate and implement new programs and projects to effectively and efficiently impact the health and wellness of the Rutherford Community. For more information, please follow this link: www.RHILegacyFoundation.com.

Findings

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

Resource Gaps

Although there are many private fitness centers, there is not a YMCA offering a set of structured programs to promote family physical activity. The YMCA provides programs for vulnerable populations through their Population Health Programs. Many residents feel that a YMCA would benefit Rutherford County's effort to adopt healthier life styles.

Another noted gap is in local Government participation in worksite wellness and tobacco policy. Local Government officials are missing an opportunity to create healthier norms through policies and leadership.

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

Chapter 8 – Identification of Health Priorities

Health Issue Identification

Process

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

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

Identified Issues

The following health issues were surfaced through the above process:

- **Reduce number of current smokers through drafting tobacco free policies.**

- **Reduce smoking during pregnancy through establishing a Maternal and Child Coalition and involving clinical and community connections.**

- **Increase awareness about resources for smoking cessation.**

- **Reduce rates of secondhand smoke at worksites and in homes.**

- **Establish an Asthma Coalition to reduce childhood asthma rates.**

- **Build upon successful work in substance abuse prevention by extending evidence based strategies and enhancing partnerships.**

- **Reduce rates of diabetes through nutrition education among children and families.**

- **Improve nutrition and reduce food insecurity through extending the current 'Backpack Program' and including low-literacy information on food and nutrition resources.**

- **Increase physical activity by increasing access to parks and playgrounds.**

- **Improve and expand existing greenways, rail trails and bikeways.**

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, Chronic Disease & Healthy Living, Substance Abuse.

Priority 1 – Tobacco Use was selected because of high rates of lung cancer incidence and prevalence, high current smoking rates, high asthma rates and rising e-cigarette use among youth. Isothermal Community College has not yet adopted a "Tobacco Free Campus" Policy. The Priority Advisory Team felt it would be impactful and relevant to continue to work on tobacco issues. The Rutherford Polk McDowell District Health Department is working on Tobacco related issues in its Healthy Communities work. Rutherford Regional Hospital has been consistently working with the Health Department and the Rutherford Health Council to promote smoking cessation through the NC Quit Line (1-800-QUIT NOW)and local classes.

Priority 2 – Chronic Disease & Healthy Living was selected because diabetes rates are above 10% and overweight and obesity rates are high. Key Informants feel chronic disease work is still very relevant and there is much work to be done in nutrition education. A strong committee is already in place to address Chronic Disease through the Rutherford Health Council. This committee is well organized and motivated to continue it's impactful work to increase improve chronic disease.

Priority 3 – Substance Abuse was chosen as a health priority because it continues to be a problem in Rutherford. There is strong leadership through the United Way and a Drug Free Communities Program to continue to work through community collaborative partnerships to reduce the burden of substance abuse. Because a strong leading partner is in place, addressing substance abuse seems very feasible and impactful.

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 Rutherford in recent years as well. More Rutherford County workers report exposure to secondhand smoke at the worksite in recent years (28.6%).

Health Indicators

Chronic Lower Respiratory Disease is 3rd leading causes of death. Chronic Obstructive Pulmonary Disease (COPD) rate was 12.9% in 2015 according to the PRC Healthy Communities Survey. The Incidence and mortality rates of lung cancer are trending upward. This may portend increased lung cancer mortality rates in the future.

Data Highlights

Among adults in Rutherford County, 21% currently report being current smokers, 4% report using smokeless tobacco and 4.9% report using e-cigarettes. Smoking during pregnancy rate is 23%.

Understanding the Issue

Rutherford Key Informants offered these direct quotes about the reasons why tobacco use is a continued and growing problem in their county.

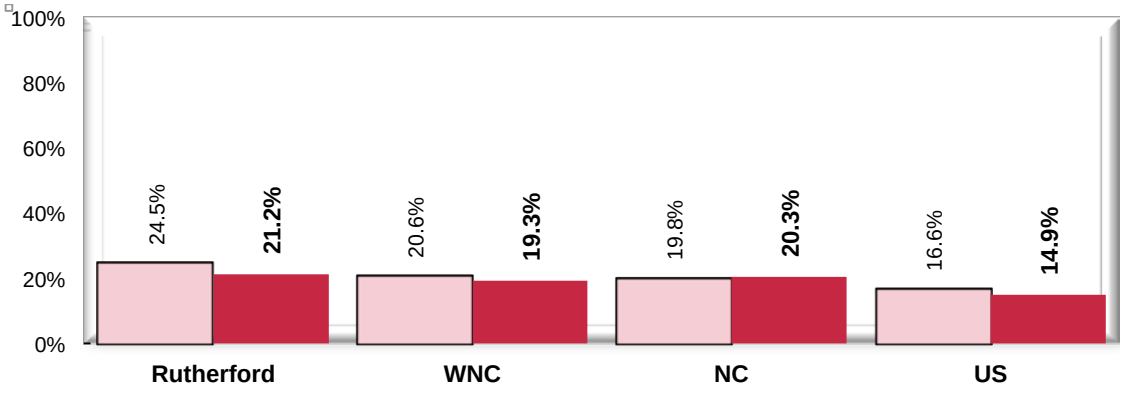
'Unfortunately, people started smoking as teenagers. Nicotine is an addiction and a lot of smokers feel powerless to quit.'

'Poor role models at home, church and school. Adult leaders smoke and use smokeless tobacco.'

'It's culturally acceptable to use tobacco.'

'There are still too many entities that allow smoking on their premises. If workplaces were all tobacco free, that would help reduce a significant amount of tobacco use.'

Current Smokers
(Rutherford County)
Healthy People 2020 Target = 12.0% or Lower



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

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

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 use in the form of an aerosol or "vapor". Trends of e-cigarette use are being studies 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 consider safe for humans, they have not been studies for use while heated or over a long period of frequent exposure.

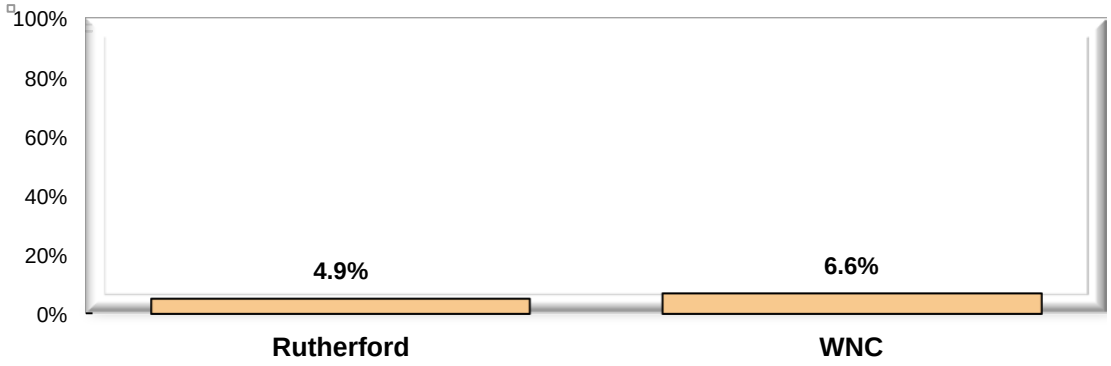
Use of e-cigarettes and vapor products is trending upward among youth especially high school aged young adults. For this reason, it is important to begin a widespread awareness campaign to prevent youth initiation and future addiction.

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

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

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

Currently Use E-Cigarettes
(Rutherford County, 2015)



Sources: • 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 47]
Notes: • Asked of all respondents.
• Electronic cigarettes (or e-cigarettes) are battery-operated devices that simulate traditional cigarette smoking, but do not involve the burning of tobacco. The cartridge or liquid "e-juice" used in these devices produces vapor and comes in a variety of flavors.
• Includes regular and occasional use (everyday and some days).

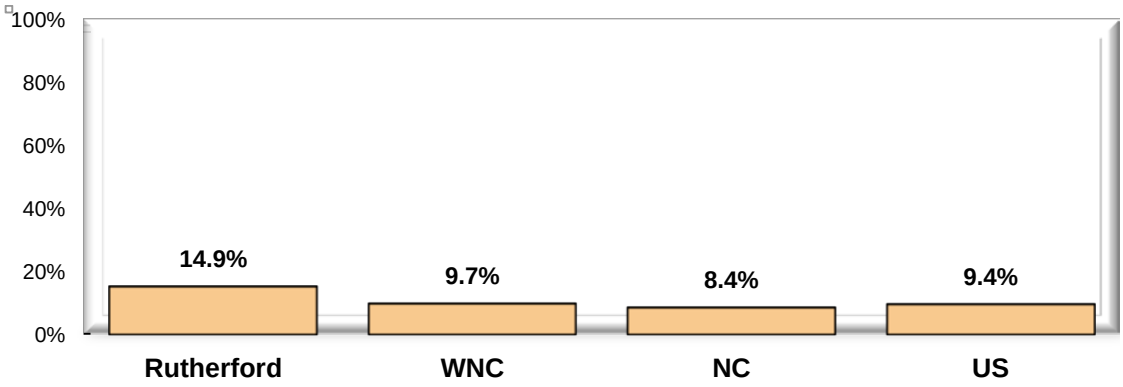
Asthma

Asthma is the leading chronic health condition and leading cause of absenteeism reported by North Carolina public schools (2010-2012) affecting 101,599 students statewide according to the NC HHS Annual School Health Services Report.

In Rutherford County, the rate of asthma hospital discharges per 100,000 children was 169.9% in 2013. That rate is 12% higher than it was in 2009 and 11% higher than the state rate during the same period (www.ncchild.org).

Asthma is a disease that currently affects 14.9% of the total Rutherford population including adults and children. Children and African Americans tend to suffer disproportionately from asthma.

Current Prevalence of Asthma
(Rutherford County, 2015)



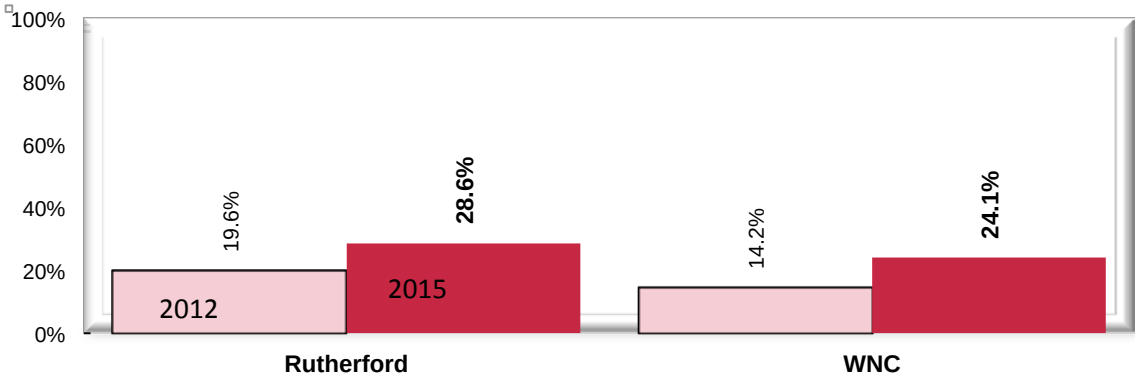
Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 120]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.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

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

Secondhand Smoke

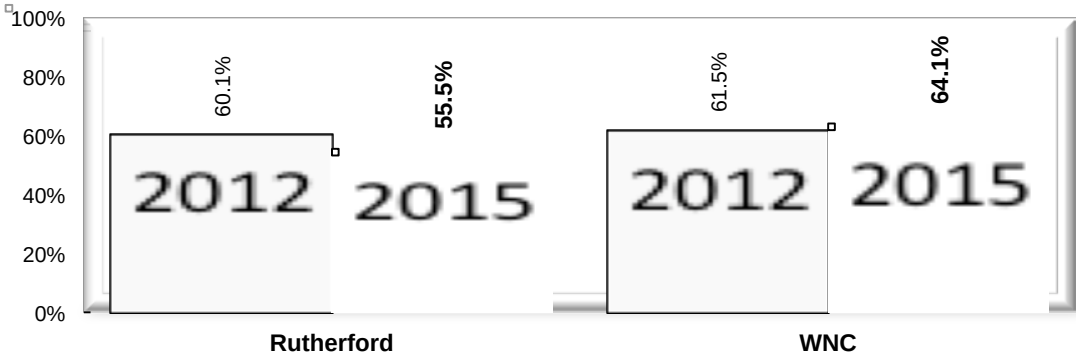
Breathing someone else's tobacco smoke can cause health risks and is a known trigger for asthma attacks. According to the table below, in Rutherford County, 28.6% of employed adults reported breathing someone else's smoke at the workplace in 2015.

Have Breathed Someone Else's Cigarette Smoke at Work in the Past Week (Among Employed Respondents; Rutherford County)



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

Believe It Is Important That Public Walking/Biking Trails Are 100% Tobacco-Free ("Strongly Agree" and "Agree" Responses; Rutherford County)

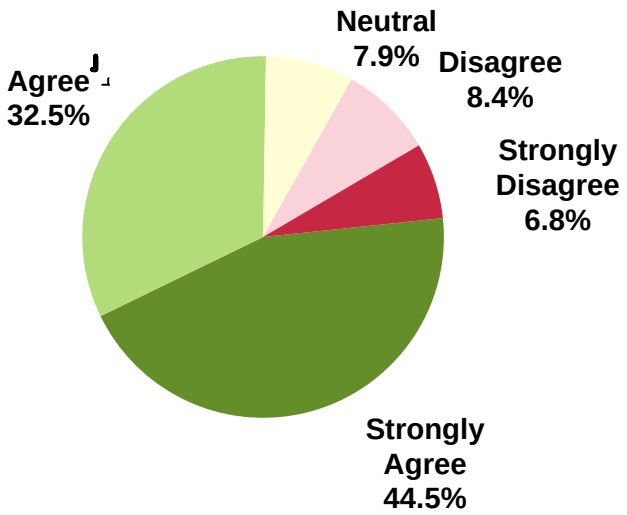


Sources:2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 50]

Tobacco Free Indoor Public Places

The graphic below reveals that a large majority of Rutherford County residents support policies that prohibit the use of tobacco in all indoor public places.

"There should be a local law in my county that prohibits the use of tobacco in all indoor public places."
(Rutherford County, 2015)



Rutherford County

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

Specific Populations At-Risk

Children are more likely to be hospitalized for asthma. In 2011, children with asthma below the age of 5 had the highest hospitalization rate of any other age group in NC (24.1 hospitalizations per 10,000 population).

Black Children are two times as likely to be hospitalized for asthma and are four times as likely to die from asthma as White children.

African Americans and Hispanic adults are more likely to experience financial barriers to asthma treatment. More than one in four black adults can't afford their asthma medicines and/or routine doctor visits. One in five Hispanic adults can't afford their asthma medicines. (www.CDC.gov/asthma).

Educational level: Adults who did not finish high school are more likely to smoke and to have asthma than adults who graduated high school or college.

Low-income persons: Effective asthma care can be expensive.

Young Adults are at an increased risk for tobacco initiation.

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 Rutherford County to reduce smoking during pregnancy. An education campaign among local health care providers and WIC Counselors is planned.

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

To establish policy changes aimed at supporting tobacco free spaces, Rutherford County works closely with Karen Caldwell, 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 Rutherford Health Department, WIC and Maternity Clinic, Rutherford Regional 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 tobacco education throughout all grade levels.

Rutherford Regional Hospital offers an Asthma Camp for children with asthma each summer. The RHI Legacy Foundation has been a source of funding for addressing chronic diseases such as asthma.

Priority Issue #2 Chronic Disease & Healthy Living

The recent survey data clearly indicates that chronic disease, overweight and obesity are among the problems facing adults and children in Rutherford County.

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

The Rutherford Polk McDowell Health Department and the Rutherford Health Council have been working to expand opportunities to increase physical activity through the built environment. These efforts include healthy food access, community gardens, "walkability" and bike-ability", new playgrounds and community plans to improve recreation areas.

In an effort to reduce chronic diseases such as diabetes and heart disease, Chronic Disease and Healthy Living has been a priority area for Rutherford 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 'Chronic Disease.'

A commitment to offer health screenings is on-going through collaborative efforts with Rutherford Regional Hospital, RPMHD and the Rutherford Health Council.

Through the efforts of the Outdoor Coalition and Rutherford Recreation Department, there are now more places to be active in Rutherford 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 more 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% in 2015.**
- **Average serving of fruits in past week was 6.1% in 2015. This is lower than the rate was in 2012 (8.5%).**
- **Level of difficulty accessing fresh produce at an affordable price was somewhat difficult and/or very difficult for 31.5% in 2015.**
- **Prevalence of Pre-diabetes in 2015 is 14.7%. 7.9% in 2012.**
- **Prevalence of diabetes self-reported was 10% in 2015.**
- **No leisure time physical activity in the past month is 25.7% in 2015. 6.8% in 2012.**
- **Meets physical activity recommendations 49.8% in 2015. 53% in 2012.**
- **Believe that it is important that community organizations make physical activity spaces available for public use after hours – 89.9%% say "very important and somewhat important."**
- **Healthy Weight 24.8% in 2015. 24.6% in 2012. Target is 33.9%, so we need to make improvements to meet that target for adults.**
- **Prevalence of total overweight and obese (BMI 25 or higher) is 73.9% in 2015 which is the same as the rate was in 2012.**
- **Prevalence of obesity is 33%% in 2015 and 35%% in 2012. Target is 30.6% or lower.**
- **Childhood overweight ages 2-4 is 15.8%, this is lower than the region and state rates. Childhood obesity ages 2-4 is 13.7**

Health Indicators

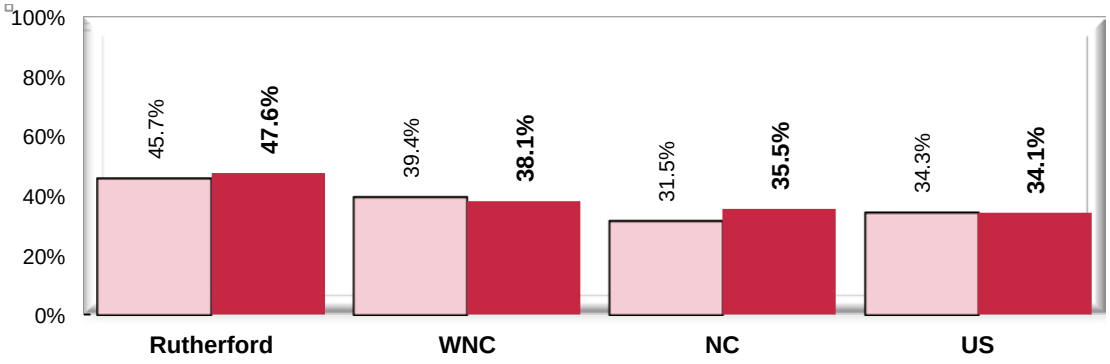
Chronic Diseases such as heart disease, cancer and diabetes are major causes of death and disability in North Carolina and in Rutherford County. Although genetics contribute to the development of these chronic health conditions, individual behaviors play a major role.

Physical inactivity, unhealthy eating, smoking and excessive alcohol consumption are four behavioral risk factors underlying much of the burden caused by chronic disease. (CDC)

High Blood Pressure

High blood pressure can increase the risk of stroke and heart disease. The table below shows that in 2015, the prevalence of high blood pressure was 47.6% in Rutherford County.

Prevalence of High Blood Pressure
(Rutherford County)
Healthy People 2020 Target = 26.9% or Lower

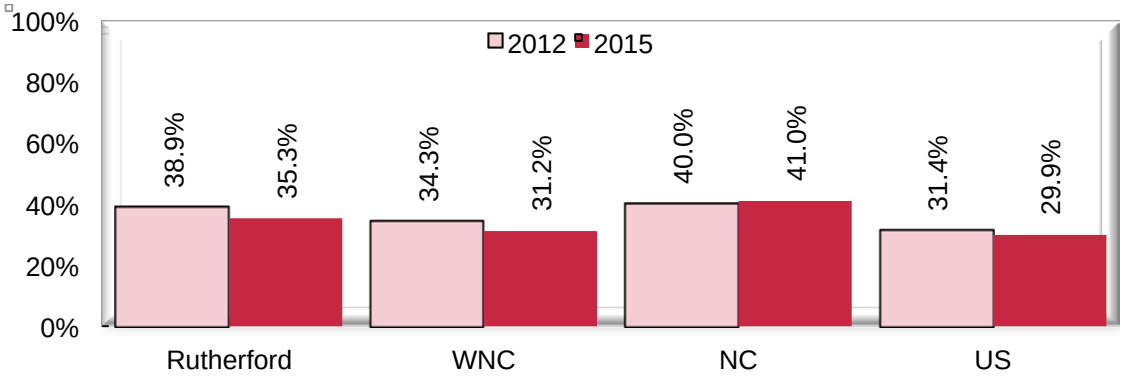


Source: PRC Community Health Surveys 2015

High Blood Cholesterol

High blood cholesterol levels can contribute to the risk of and heart disease. The table below shows that in 2015, the prevalence of high blood cholesterol was 35.3% in Rutherford County. The Healthy People 2020 target rate is 13.5% or lower. Healthy eating and physical activity can reduce high blood cholesterol levels.

Prevalence of High Blood Cholesterol
(Rutherford County)
Healthy People 2020 Target = 13.5% or Lower

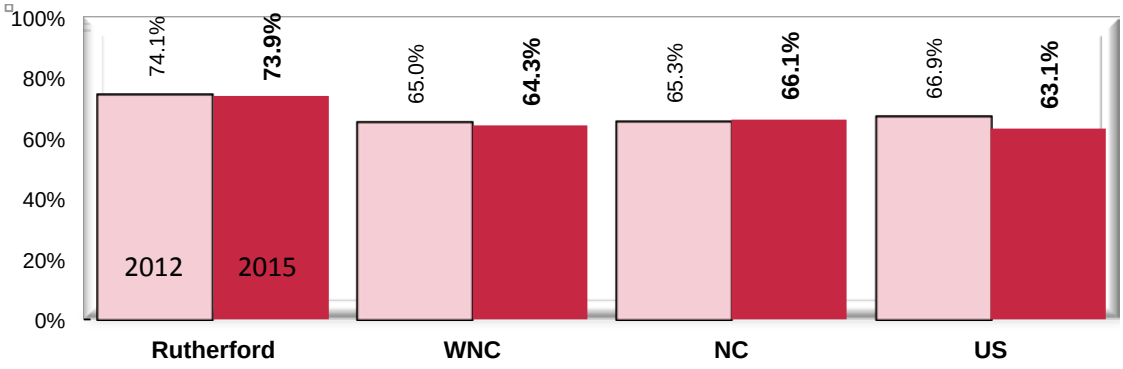


Source: PRC Healthy Communities Survey 2015

Overweight and Obesity

Overweight and obesity pose significant health concerns for both children and adults. Excess weight increases the risk of diabetes, high blood pressure, heart disease, certain cancers and stroke. (CDC)

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



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

Notes:
- Based on reported heights and weights, asked of all respondents.
- The definition of overweight is having a body mass index (BMI), a ratio of weight to height (kilograms divided by meters squared), greater than or equal to 25.0, regardless of gender. The definition for obesity is a BMI greater than or equal to 30.0.

Childhood Obesity

While there is limited data on the prevalence of childhood obesity in Rutherford County, the table below shows that among children age 2–4, 15.8% were deemed 'overweight' and an additional 13.7% were deemed 'obese'.

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	
	#	#	%	#	%	#	%	#	%
Rutherford	879	48	5.5	572	65.1	139	15.8	120	13.7
WNC (Regional) Total	6,814	316	-	4,410	-	1,139	-	949	-
WNC (Regional) Arithmetic Mean	426	20	*4.8*	276	64.5	71	*17.2*	59	*13.6*
State Total	105,410	4,935	4.7	66,975	63.5	17,022	16.1	16,478	15.6

Source: NC NPASS

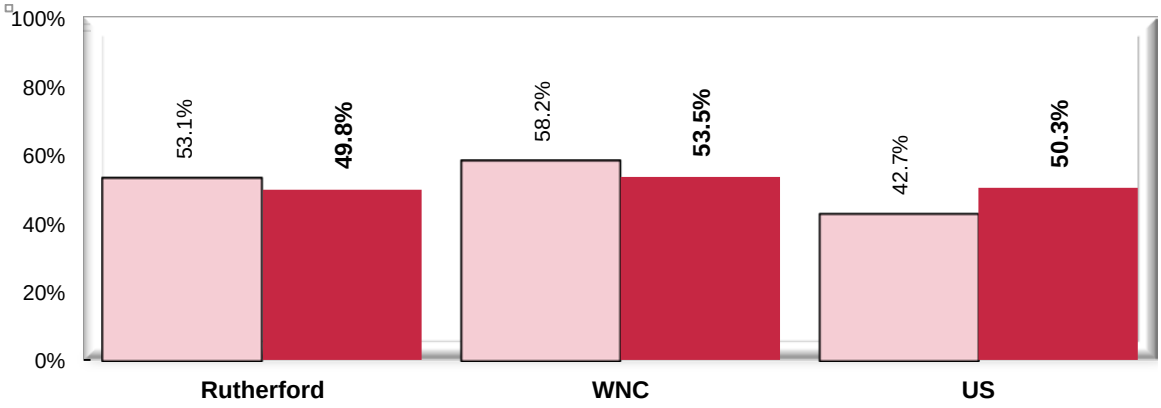
Diabetes

Reducing rates of diabetes through diabetes education programs was a priority in 2012. Rutherford 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.

Physical Activity

In 2015, 49.8% of Rutherford County adults reported meeting recommendations for physical activity. In this case the term “meets physical activity recommendations” refers to participation in moderate physical activity (exercise that produces only light sweating or a slight to moderate increase in breathing or heart rate) at least 5 times a week for 30 minutes at a time, and/or vigorous physical activity (activities that cause heavy sweating or large increases in breathing or heart rate) at least 3 times a week for 20 minutes at a time.

Meets Physical Activity Recommendations (Rutherford County)



Source: PRC Healthy Communities Survey 2105

Fruit and Vegetable Consumption

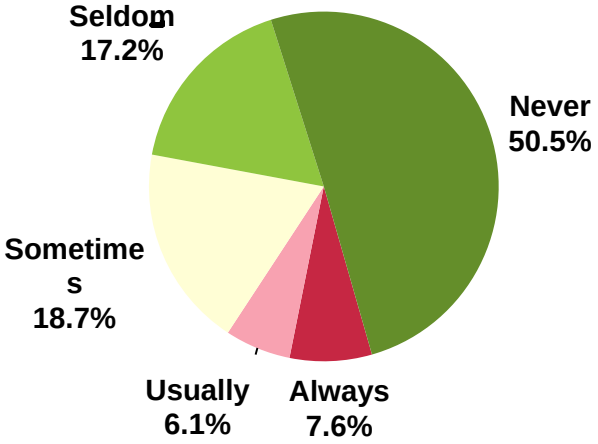
According to the most recent ‘Healthy Communities Survey, 2015, 8% of Rutherford County adults had an average serving of vegetables in the past week and 6.1% had an average serving of fruits in the past week.

Level of difficulty accessing fresh produce at an affordable price was somewhat difficult and/or very difficult for 31.5% of Rutherford adults in 2015.

Understanding the Issue

The graph below reveals that in May 2105, 50% of Rutherford County people reported having to worry about having enough money to buy nutritious meals in the past year. 13.7% self-reported that they usually or always worry about having enough money to buy nutritious meals.

Frequency of Worry/Stress in the Past Year



Rutherford County 2015

About Having Enough Money to Buy Nutritious Meals (Rutherford County)

Source: PRC Healthy Communities Survey 2105

Key Informants Comments and Quotes

Local Rutherford County Key Informants offered these insights and quotes about why nutrition, physical activity and weight are a 'major problem' in Rutherford County:

'Very few facilities or programs to help with their weight'.

‘There is not a YMCA (and one is needed). All ages can swim and take classes there. YMCA is more affordable than private gyms. A YMCA could be the foundation to change this community around’.

‘Farmers Markets do not reach the people most in need.’

‘Southern diets, lack of education and incentives.’

‘Many unwilling to give up “good old Southern habits”. Our best option is to begin in kindergarten in changing this mindset.’

Specific Populations At-Risk

Males are more likely than females to get the recommended amount of physical activity. Income and education are also related to physical activity level. For example, people with the least income are the least likely to get the recommended level.

Children are more likely to suffer from poverty and food insecurity than adults.

Latino families are at a greater risk for poverty and food insecurity because they may not be able to qualify for federal safety net programs due to mixed status in the household.

Health Resources available/needed

Health & Nutrition

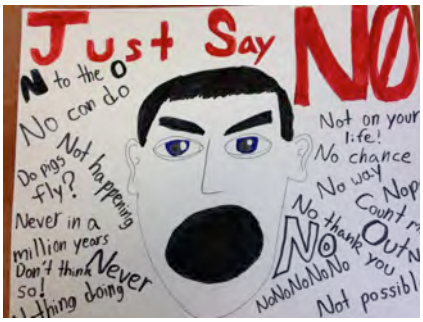
Making healthy choices isn’t always easy. North Carolina Cooperative Extension’s educators help people sort fact from fad, providing research-based programs that promote a lifetime of good health. Programs cover a broad spectrum, from pesticide safety to indoor air quality, from childhood nutrition and physical activity to heart-healthy eating and food safety. Contact: Tracy Davis, Chair of Chronic Disease Group, Rutherford County Center, 193 Callahan-Koon Rd, Suite 164, Spindale, NC 28160, (828) 287-6011

Rutherford Regional Health System has an online resource listing available exercise programs and fitness centers: www.MyRutherfordRegional.com/Exercise. A full list of community partners to support Healthy Living are noted on this site.

Active Routes to School:

Mary Smith, Region 2 Active Routes To School Coordinator E-mail:

activekidswnc@gmail.com



Priority Issue #3 Substance Abuse

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

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

Data Highlights

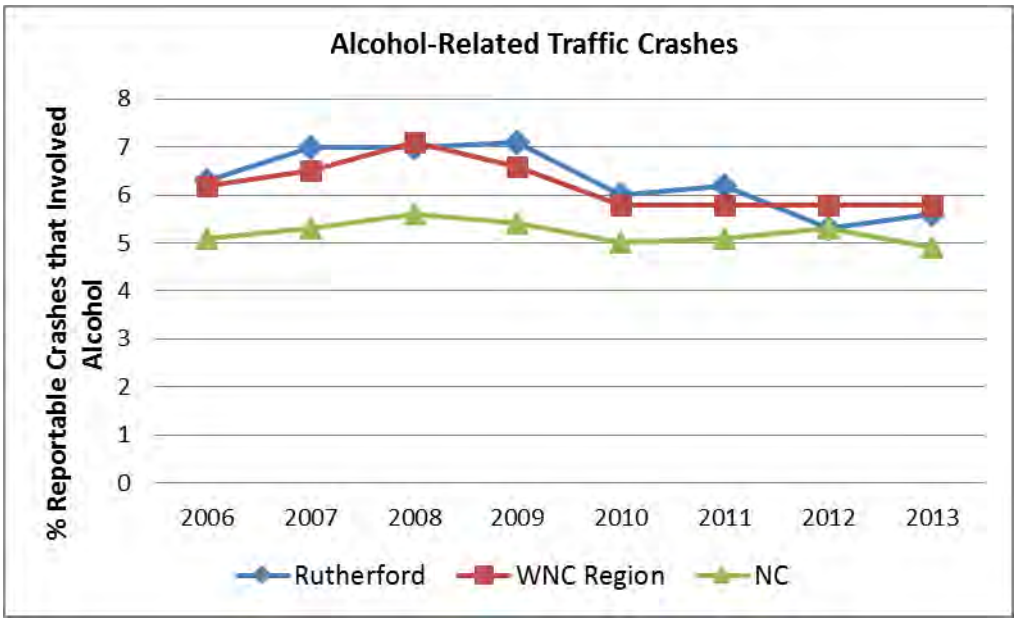
- **The 5th leading cause of death in Rutherford is "All Other Unintentional Injuries" which is 16% higher than the NC rate. ("All Other" means not by motor vehicle.)**
- **In the period 2009-2013, 54 Rutherford residents died as a result of unintentional poisoning. The corresponding age-adjusted mortality rate is 16.2 deaths per 100,000 population, the highest rate among comparators.**
- **Of the 54 unintentional poisoning deaths, 51 (94%) were due to medication of drug overdoses with a corresponding mortality rate of 15.3%, the highest rate among comparators.**
- **Methadone is a synthetic opioid usually associated with treatment for drug abuse.**
- **For the age groups 0-19 and 20-39, "Unintentional injuries" was the #1 leading cause of death.**
- **From 2006-2013, an annual average of 6.3% of all traffic crashes in Rutherford were alcohol-related. This is the same average that occurred in WNC region.**
- **In 2012, 25% of all fatal traffic crashes in Rutherford were alcohol related.**

Health Indicators Alcohol

The 2015 Community Health Survey indicates that 32.7% of Rutherford County residents have had at least one alcoholic drink in the past month. These rates have not increased in the past three years, and are still the lower than state and regional rates.

Alcohol-related Traffic Crashes

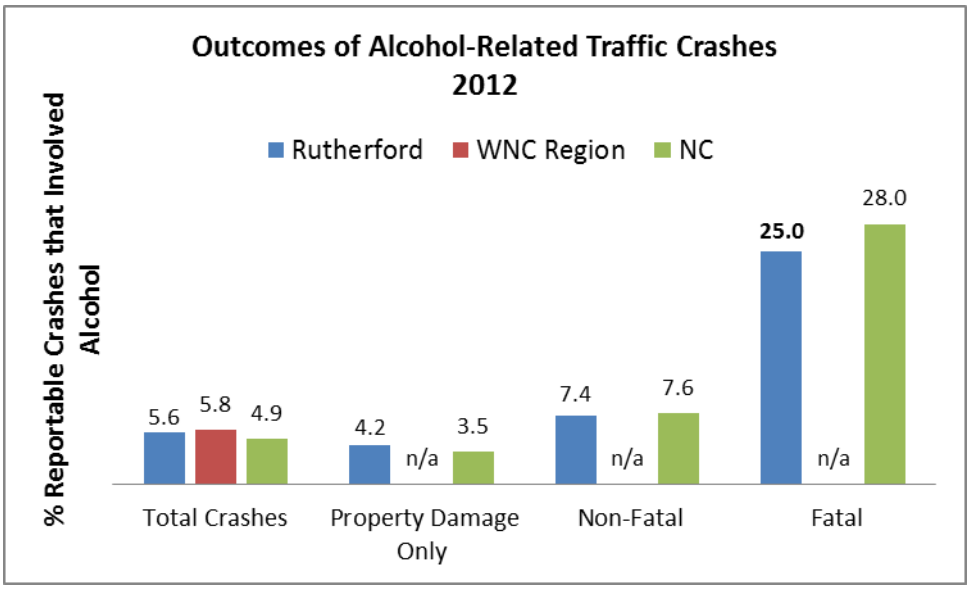
Over the period 2006 through 2013 an annual average of 6.3% of all traffic crashes in Rutherford County were alcohol-related. This is a slightly higher average proportion of alcohol-related traffic crashes than occurred in the WNC region over the same period (6.2%).



Source: NC Highway Safety Research Center

Vehicular Injury Mortality – Alcohol related

In 2012, 25% of the fatal traffic crashes in Rutherford County were alcohol-related. Note, however, that this figure was based on a very small number of events (n=3).



Source: NC Highway Safety Research Center

Injury Mortality – Unintentional Poisoning

- In the period 2009–2013, 54 Rutherford County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 16.2 deaths per 100,000 population, the highest rate among the comparators.
- Of the 54 unintentional poisoning deaths in the county in that period, 51 (94%) were due to medication or drug overdoses, with a corresponding mortality rate of 15.3, the highest rate among the comparators.

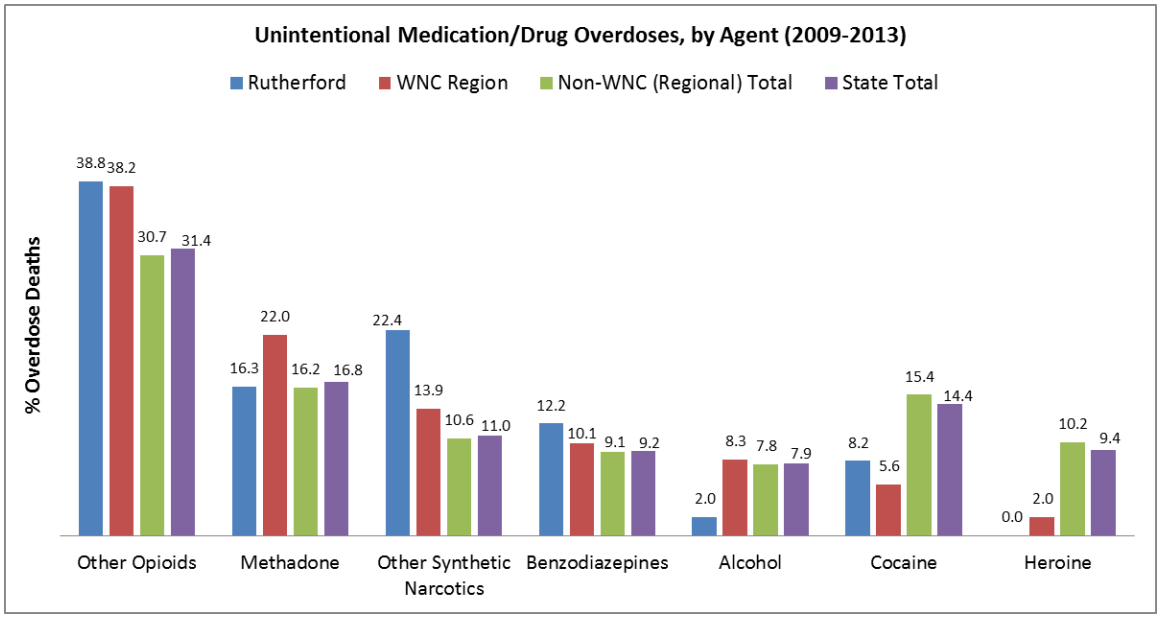
County	Unintentional Poisoning Deaths for Select Locations and Percent that are Medication/Drug Overdoses (2009-2013)*			Rate of Unintentional Medication/Drug Overdose Deaths (2009-2013)**	
	#	Rate per 100,000 NC Residents	% that are Medication/Drug Overdoses	#	Rate per 100,000 NC Residents
Rutherford	54	16.2	94.4	51	15.3
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

Injury Mortality – Unintentional Medication/Drug Overdoses

"Other Opioids" caused the highest proportion of drug overdose deaths (38.8%) in Rutherford County in the period 2009–2013.

Methadone is a synthetic opioid usually associated with treatment for dug abuse. “Other opioid” could include: hydrocodone, oxycodone, morphine, codeine and related drugs.



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

Understanding the Issue

Substance Abuse ranked as a ‘major problem’ with 85% of the local key informants when surveyed in 2105. The remaining 15% ranked substance abuse as a ‘moderate problem.’

The following were given as reasons that substance abuse is such a problem here: poverty, lack of education, unemployment, overprescribing of controlled substances.

Some related local quotes are:

‘The availability of pills in the home and in the homes of grandparents.’

‘Parents as well as youth, think that because drugs are prescribed, they are harmless.’

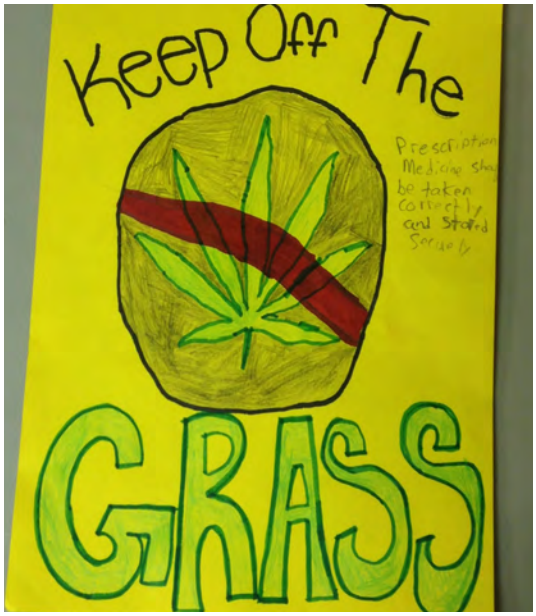
'Peer pressure and "pharm" parties exist and youth take pills that can be deadly.'

'More parents need to get involved with educating their youth about substance abuse.'

'Due to the economy we see increased use of illicit drugs as well as prescription drugs and alcohol. People turn to these substance to cope with the stress of a poor economic status.'

Specific Populations At-Risk

Specific populations that are at risk include children and youth. Adults aged 20-39 are at a higher risk for opioid overdose death.



Health Resources available/needed

The United Way of Rutherford County hosts a Community Engagement Team (CET). The CET makes it simple to be a part of the effort to prevent and reduce substance abuse. Everyone is welcome to attend monthly meetings. They are held the fourth Tuesday of each month at 10 am, generally at the United Way building at 668 Withrow Road in Forest City.

--Dispose of your unused/expired medications using the permanent medicine drop box located in the lobby of the Rutherford County Sheriff's Office. The drop box is accessible Monday - Friday, 8:30 am to 5 pm. You simply drop your medications in the box. NO questions asked. It's safe, It's easy.

--Help promote outreach events such as the Operation Medicine Drop.

--Invite CET to come speak at other civic groups, parents groups, church groups, business events and any other local functions to help spread the word about the importance of proper medication disposal and prevention efforts geared towards out youth.

Resource Person: Suzanne Porter at United Way: 286-3929 or cell: 813-601-9881 Email: s.porter@uwrcinc.org

Chapter 9 – Next Steps

Sharing Findings

On January 27, a Community Forum was held at Isothermal Community College to present this CHA data to the Rutherford Community. 39 people were in attendance. Members of the Rutherford Health Council, RHI Legacy Foundation, Rutherford Polk McDowell District Health Department and Rutherford Regional Hospital were in attendance along with many other members of the community. Staff provided facilitation for discussion in small groups following the data presentation.

Scott Carpenter, reporter for the Digital Courier, wrote a piece for the local newspaper that nicely summarizes the meeting and the CHA data.

This CHA report will be printed and distributed to 50 Rutherford 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, the Rutherford Health Council and other community partners will result in the creation of a community-wide plan that outlines what will be aligned, supported and/or implemented to address the priority health issues identified through this assessment process.

Works Cited

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

APPENDICES

Appendix A – Data Collection Methods & Limitations

Appendix B – Secondary Data Profile
- 2ndary Data Summary

Appendix C – County Maps

Appendix D – Survey Findings
- WNC Healthy Impact Survey Instrument
- Community Health Survey Results

Appendix E – Key-Informant Survey Findings

Appendix F – 2-1-1 Health Resources

APPENDIX A – DATA COLLECTION METHODS & LIMITATIONS

Secondary Data from Regional Core

Secondary Data Methodology

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

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

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

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

current or local usage; nevertheless they are used so readers may track a particular piece of information directly back to the source.

Data Definitions

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

Error

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

Age-adjusting

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

Rates

Thirdly, it is most useful to use *rates* of occurrence to compare data. A rate converts a raw count of events (deaths, births, disease or accident occurrences, etc.) in a target population to a ratio representing the number of same events in a standard population, which removes the variability associated with the size of the sample. Each

rate has its own standard denominator that must be specified (e.g., 1,000 women, 100,000 persons, 10,000 people in a particular age group, etc.) for that rate.

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

Regional arithmetic mean

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

Describing difference and change

Fifthly, in describing differences in data of the same type from two populations or locations, or changes over time in the same kind of data from one population or location—both of which appear frequently in this report—it is useful to apply the concept of *percent* difference or change. While it is always possible to describe difference or change by the simple subtraction of a smaller number from a larger number, the result often is inadequate for describing and understanding the *scope* or *significance* of the difference or change. Converting the amount of difference or change to a percent takes into

account the relative size of the numbers that are changing in a way that simple subtraction does not, and makes it easier to grasp the meaning of the change. For example, there may be a rate of for a type of event (e.g., death) that is one number one year and another number five years later. Suppose the earlier figure is 12.0 and the latter figure is 18.0. The simple mathematical difference between these rates is 6.0. Suppose also there is another set of rates that are 212.0 in one year and 218.0 five years later. The simple mathematical difference between these rates also is 6.0. But are these same simple numerical differences really of the same significance in both instances? In the first example, converting the 6 point difference to a percent yields a relative change factor of 50%; that is, the smaller number increased by half, a large fraction. In the second example, converting the 6 point difference to a percent yields a relative change factor of 2.8%; that is, the smaller number increased by a relatively small fraction. In these examples the application of percent makes it very clear that the difference in the first example is of far greater degree than the difference in the second example. This document uses percentage almost exclusively to describe and highlight degrees of difference and change, both positive (e.g., increase, larger than, etc.) and negative (e.g., decrease, smaller than, etc.)

Data limitations

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

Gaps in Available Information

There is a gap in available information related to childhood overweight and obesity. It is difficult to get information about children's BMIs.

WNC Healthy Impact Survey (Primary Data)

Survey Methodology

Survey Instrument

To supplement the secondary core dataset, meet additional stakeholder data needs, and hear from community members about their concerns and priorities, a community survey, *2015 WNC Healthy Impact Survey* (a.k.a. 2015 PRC Community Health Survey), was developed and implemented in 16 counties across western North Carolina. The survey instrument was developed by WNC Healthy Impact's data workgroup, consulting team, and local partners, with assistance from Professional Research Consultants, Inc. (PRC). Many of the questions are derived from the Centers for Disease Control and Prevention (CDC) Behavioral Risk

Factor Surveillance System (BRFSS), as well as other public health surveys; other questions were developed specifically for WNC Healthy Impact to address particular issues of interest to communities in western North Carolina. Each county was given the opportunity to include three additional questions of particular interest to their county, which were asked of their county's residents.

Professional Research Consultants, Inc.

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

Sample Approach & Design

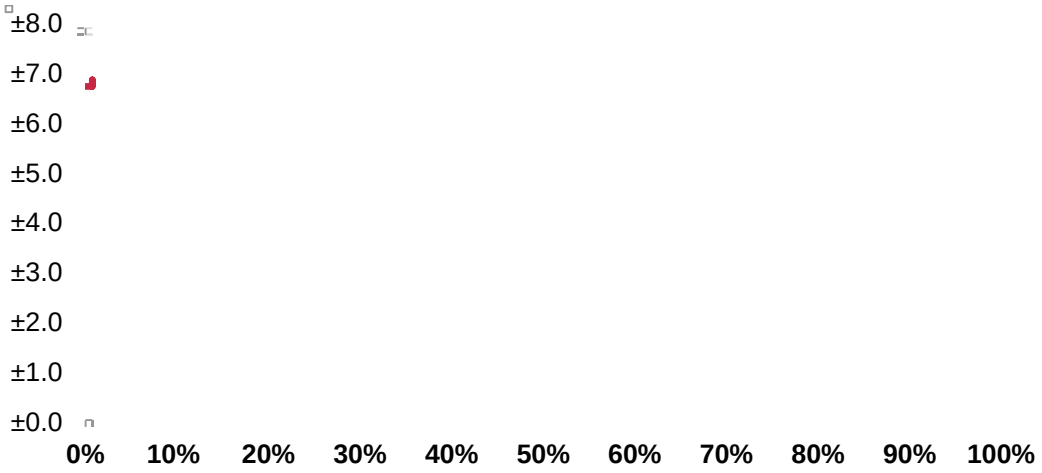
To ensure the best representation of the population surveyed, a telephone interview methodology (one that incorporates both landline and cell phone interviews) was employed. The primary advantages of telephone interviewing are timeliness, efficiency and random-selection capabilities.

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

Sampling Error

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

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



Note: ● The "response rate" (the percentage of a population giving a particular response) determines the error rate associated with that response. A "95

percent level of confidence" indicates that responses would fall within the expected error range on 95 out of 100 trials.

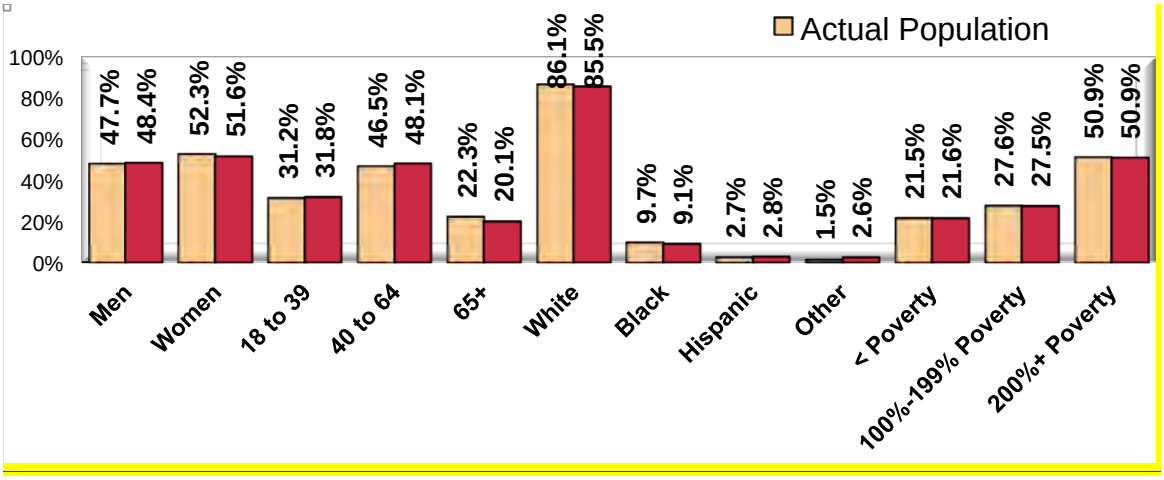
Examples:

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

Sample Characteristics

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

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



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

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

Benchmark Data

North Carolina Risk Factor Data

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

Nationwide Risk Factor Data

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

Healthy People 2020

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

has established benchmarks and monitored progress over time in order to:

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

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

Survey Administration

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

Interviewing Protocols and Quality Assurance

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

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

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

Interviewing for this study took place primarily during evening and weekend hours (Eastern Time: Monday-Friday 5pm-9pm; Saturday 10am-4pm;

Sunday 2pm–9pm). Some daytime weekday attempts were also made to accommodate those for whom these times might be more convenient. Up to five call attempts were made on different days and at different times to reach telephone numbers for which there is no answer. Systematic, unobtrusive electronic monitoring is conducted regularly by supervisors throughout the data collection phase of the project.

Cell Phones

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

Minimizing Potential Error

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

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

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

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

lessen the risk of human error in the coding and data entry of responses.

Information Gaps

While this assessment is quite comprehensive, it cannot measure all possible aspects of health in the community, nor can it adequately represent all possible populations of interest. It must be recognized that these information gaps might in some ways limit the ability to assess all of the community's health needs.

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

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

Online Key Informant Survey (Primary Data)

Online Survey Methodology

Purpose and Survey Administration

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

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

Online Survey instrument

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

Participation

In all, 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	23	8
Other Health Provider	10	7
Physician	8	2
Public Health Representative	3	2
Social Service Provider	2	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 Rutherford 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 Rutherford County Health Department, local hospitals, and other community organizations.
- Provide direction for the planning of disease prevention and health promotion services and activities.

Contributing Viewpoints

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

We Take Special Notice When…

- Rutherford 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 Rutherford County population has a higher proportion of females than males.
- The median age of the Rutherford County population (42.5 years) is 2.2 years "younger" than WNC regional average but 5.1 years "older" than the NC average.
- Rutherford County has lower proportions of "younger persons" and higher proportions of "older persons" than NC as a whole.

General Population Characteristics
2010 US Census

County	Total Population (2010)	% Males	% Females	Median Age*	% Under 5 Years Old	% 5-19 Years Old	% 20 - 64 Years Old	% 65 Years and Older
Rutherford	67,810	48.3	51.7	42.5	5.7	19.2	57.7	17.3
WNC (Regional) Total	759,727	48.5	51.5	44.7	n/a	n/a	n/a	n/a
State Total	9,535,483	48.7	51.3	37.4	6.6	20.2	60.2	12.9
State Average	95,355	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Source: US Census Bureau

Minority Populations

- Rutherford County has higher a proportion of African Americans than the WNC region as a whole. The county has lower proportions of American Indians, Asians and Hispanics than the WNC and NC averages.

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)
		%	%	%	%	%	%	%	%
Rutherford	67,810	85.9	10.1	0.3	0.4	0.0	1.5	1.8	3.5
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 modest rate of growth in Rutherford County in the period 2000-2010 is expected to slow to negative growth (or population loss) over the following two decades, to a rate lowest among comparators by 2030.

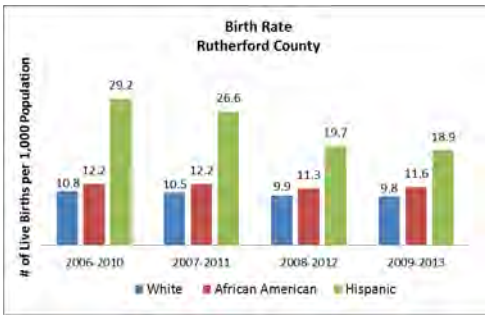
Percent Population Growth

Decade	Rutherford County	WNC Region	State of NC
2000-2010	7.2	13.0	**15.6**
2010-2020	-1.7	6.7	**10.7**
2020-2030	-0.9	6.1	**9.5**

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

Birth Rate

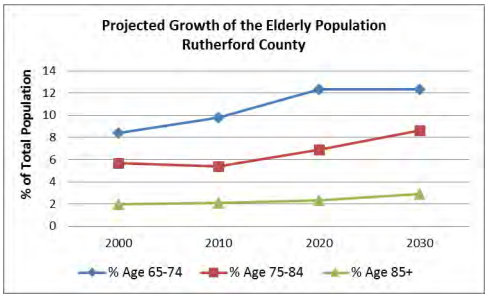
- The birth rate among Hispanics in Rutherford County has been significantly higher than the comparable rate among other racial groups. Birth rates have fallen over time among all racially and ethnically stratified groups depicted in the chart.



Source: NC State Center for Health Statistics

Growth of the Elderly Population

- The population in each major age group age 65 and older in Rutherford County will increase between 2010 and 2030.
- The proportion of the Rutherford County population age 75-84 will increase by 59% and the population age 85 and older will increase by 38% in the period 2010-2030.
- By 2030 projections estimate that there will be more than 15,700 persons age 65+ in Rutherford County.



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

Family Composition

- In the 5-year period from 2009-2013, an estimated 1,473 Rutherford County grandparents living with their minor-aged grandchildren also were financially responsible for them.
- Over the same period there were an estimated 27,214 households in Rutherford County, 7,500 of them with children under 18 years of age.
- *Among the households with minor-age children*, 66% were headed by a married couple. An additional 26% were headed by a female single parent, and 8% were headed by a male single parent.

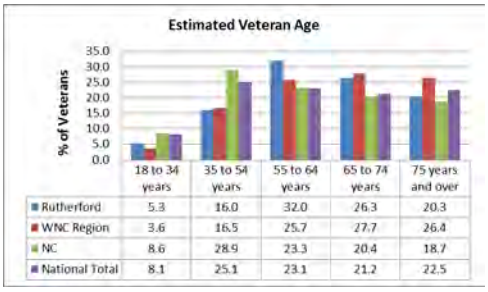
Minor-Age Children Living with Grandparents and in Single-Parent Households, 2009-2013

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. #	%**
Rutherford	2,305	1,473	63.9	27,214	4,917	18.1	604	2.2	1,979	7.3
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

- Rutherford County has a higher proportion of veterans in the 55-64 age group, and a lower proportion of veterans in the 35-54 age group than the regional, state or national averages.



Sources: US Census Bureau

Foreign-Born Population

- Of the estimated 2,113 foreign-born residents of Rutherford County in the 2009-2013 period, the largest proportion (33.2%) entered the US between 2000 and 2009.
- Of the 702 foreign-born residents settling in Rutherford County in the first decade of the 2000s, 368 (52%) were not US citizens when they arrived.
- Of the estimated 27,214 households in Rutherford County in the 2009-2013 period, 270 (1%) were categorized as having limited skill in speaking English.

Sources: US Census Bureau

Urban-Rural Population

- The proportion of Rutherford County categorized as "rural" decreased by 14% between 2000 and 2010. A slightly higher proportion of Rutherford County is "rural" than is WNC or NC as a whole.

Urban/Rural Population

County	2000 Census		2010 Census	
	% Urban	% Rural	% Urban	% Rural
Rutherford County	36.5	63.5	39.0	61.0
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 Rutherford County in the period from 2009 through 2014.

Sources: NC Coalition to End Homelessness

Educational Achievement

- Compared to the **WNC Region average**, Rutherford County has:
  - **0.6% *lower*** percentage of persons in the population over age 25 having only a high school diploma or equivalent (2009-2013 Estimate)
  - **20% *lower*** percentage of persons in the population over age 25 having a Bachelor's degree or higher (2009-2013 Estimate)
  - **7% *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

Employment

- As of 2013, the three employment sectors in Rutherford County with the largest proportions of workers (and average weekly wages) were:
  - Health Care and Social Assistance: 17.80% of workforce ($604)
  - Manufacturing: 15.52% of workforce ($766)
  - Retail Trade: 13.16% of workforce ($436).

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

Income

In Rutherford County:

- 2009-2013 Median Household Income = $36,334
  - ▲ $970 since 2006-2010
  - $2,553 **below** WNC average
  - $10,000 **below** NC average
- 2009-2013 Median Family Income = $42,636
  - ▼ $1,066 since 2006-2010
  - $5,915 **below** WNC average
  - $14,292 **below** NC average

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

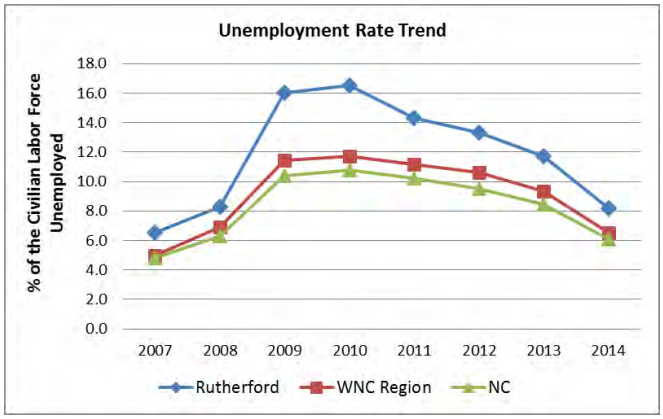
Family: householder and people living in household related by birth, marriage or adoption.

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

Source: US Census Bureau

Annual Unemployment Rate

- The unemployment rate in Rutherford County was the highest 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 Rutherford County the rate increased between the last two periods.
- The total poverty rate in Rutherford County was the highest among the comparators in every period cited.

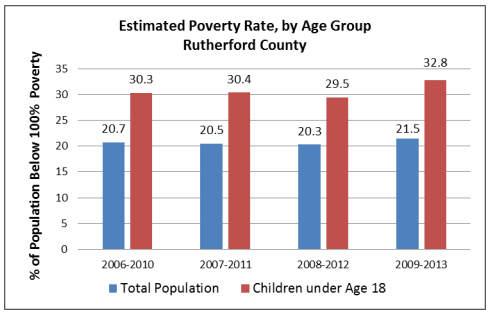
Estimated Poverty Rate

County	Percent Total Population Below 100% Poverty Level			
	2006-2010	2007-2011	2008-2012	2009-2013
Rutherford County	**20.7**	**20.5**	**20.3**	**21.5**
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

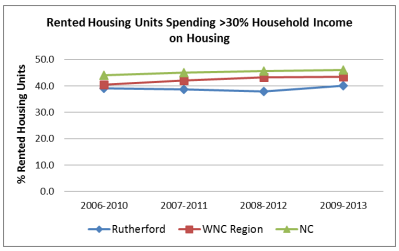
- In Rutherford County as in much of NC, children suffer significantly and disproportionately from poverty.
- In Rutherford County the estimated poverty rate among children under age 18 ranged from between 45% to 53% higher than the overall rate throughout the period cited.

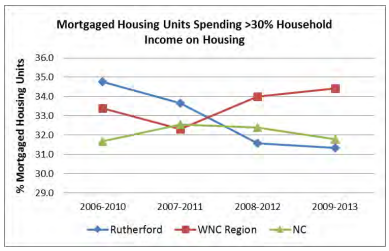


Source: US Census Bureau

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 Rutherford County a lower proportion of renters spent >30% of household income on housing than the WNC or NC averages throughout the period cited. Over the period shown the proportion of mortgage holders spending over the 30% threshold fell from above to below both the state and regional figures.





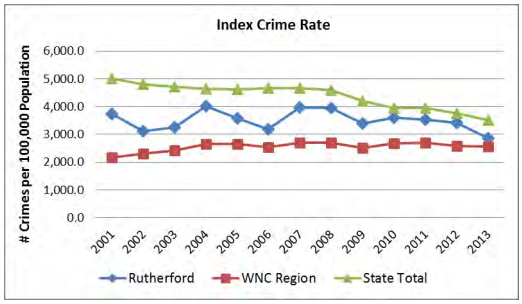
Source: US Census Bureau

Crime and Safety

Index Crime

- Index crime is the sum of all violent and property crime. The index crime rate in Rutherford County fell between comparable state and regional rates throughout the period cited.

Index Crime Rate Trend

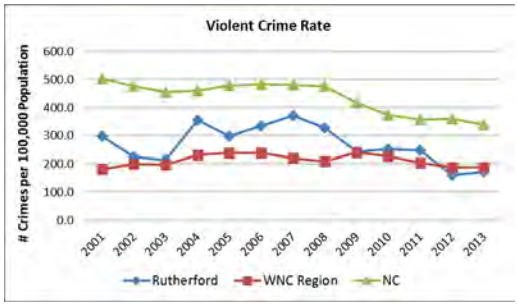


Source: NC Department of Justice

Crime and Safety
Violent Crime

- Violent crime includes murder, forcible rape, robbery, and aggravated assault. The violent crime rate in Rutherford County fell between comparable state and regional rates throughout most of the period cited.

Violent Crime Rate Trend

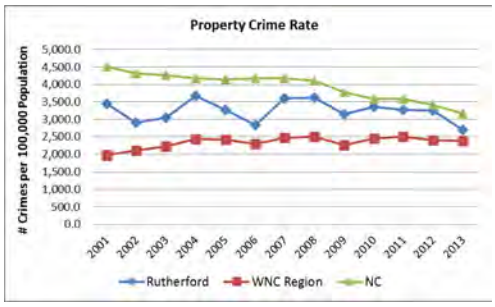


Source: NC Department of Justice

Crime and Safety
Property Crime

- Property crime includes burglary, larceny, arson, and motor vehicle theft. The property crime rate in Rutherford County fell between comparable state and regional rates throughout the period cited.

Property Crime Rate Trend



Source: NC Department of Justice

Crime and Safety

Sexual Assault

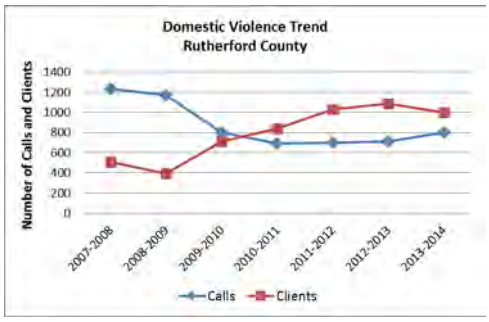
- In FY2013-2014, 26 persons in Rutherford County were identified as victims of sexual assault.
- The single most frequently reported specific type of sexual assault in Rutherford County during the period was date rape (65%). Regionally, the most frequently reported type was adult survivor of child sexual 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 Rutherford 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 Rutherford County dealing with domestic violence ranged from a high of 1,236 in 2007-2008 to a low of 693 in 2010-2011.
- The number of Rutherford County domestic violence clients ranged from a low of 394 in 2008-2009 to a high of 1,086 in 2012-2013.



Source: NC Department of Administration, Council for Women

Crime and Safety
Child Abuse

- Substantiated reports of child abuse in Rutherford County have increased significantly since 2007.
- Between 2006 and 2012 there was one child abuse homicides in the county.

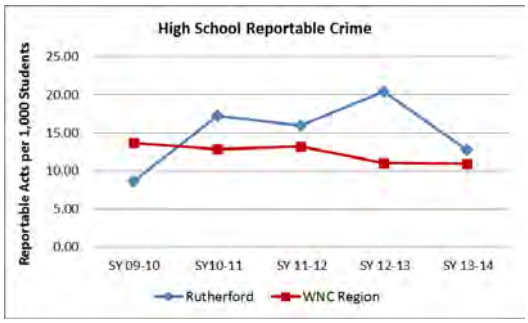
Substantiated Child Abuse Reports and Child Abuse Homicides

County	Reports Substantiated**					Child Abuse Homicides***						
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010	2011	2012
Rutherford	390	183	231	201	248	0	0	1	0	0	0	0
WNC (Regional) Total	2,273	1,958	1,754	1,449	1,512	4	1	2	1	0	4	2
State Total	20,340	14,966	12,429	11,252	11,300	34	25	33	17	19	24	28

Source: Annie E. Casey Foundation KIDS COUNT Data Center

Juvenile Crime
High School Reportable Crime

- While the regional high school crime rate appeared relatively stable over the period cited, the rate of reportable crimes in Rutherford County Schools was erratic, due likely to 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.
- Among comparators the WNC Region had the highest percentage of uninsured adults in every year cited except 2009, when the Rutherford County figure was the highest.

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
Rutherford County	8.0	**25.0**	7.6	24.1	6.9	23.9	7.1	24.0	6.2	23.0
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

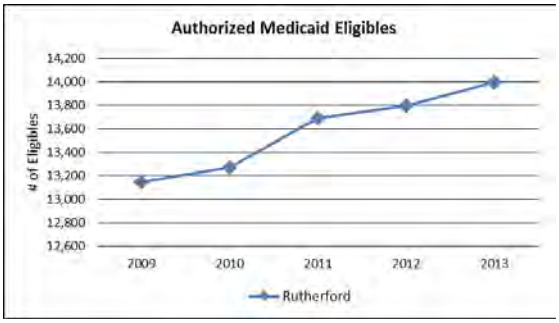
- In all comparator jurisdictions the age group 0-18 has a significantly lower percentage of uninsured than the adult age group, due at least partly to their inclusion in NC Health Choice.
- The WNC region had the highest proportion of uninsured youth among comparators in every year cited.

Source: US Census Bureau

Medicaid Eligibility

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

Rutherford County Medicaid-Eligibles, 2009-2013



Source: NC Division of Medical Assistance

Health Care Practitioners

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

Number of Active Health Professionals per 10,000 Population

	2012				
County	**Physicians**	**Primary Care Physicians**	**Dentists**	**Registered Nurses**	**Pharmacists**
Rutherford County	11.19	4.27	2.65	76.94	7.21
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, Rutherford County was ranked 75th overall among the 100 NC counties.
  - Rutherford County ***health outcomes*** rankings out of 100 (where 1 is best):
    - 64th in length of life
    - 79th for quality of life
  - Rutherford County ***health factors*** rankings out of 100 (where 1 is best):
    - 55th for health behaviors
    - 57th for clinical care
    - 81st for social and economic factors
    - 85th for physical environment

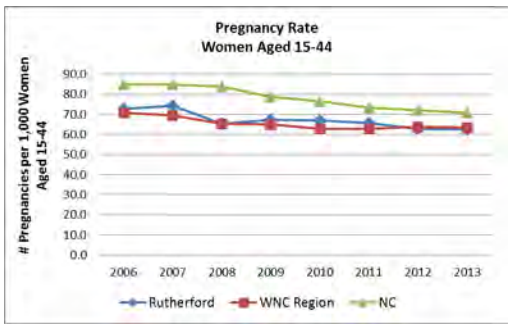
Sources: America's Health Rankings and County Health Rankings and Roadmaps websites

Maternal and Infant Health

Pregnancy Rate

Pregnancies per 1,000 Women Age 15-44

- The total pregnancy rates in Rutherford County, WNC and NC have fallen overall since 2007, but appear to have stabilized recently.

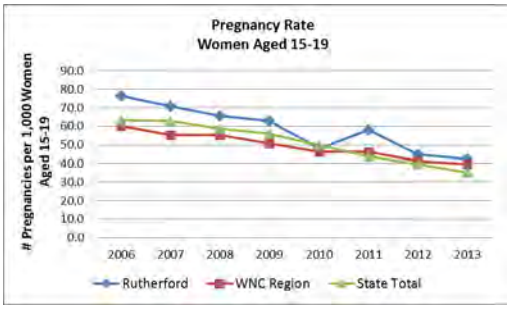


Source: NC State Center for Health Statistics

Pregnancy Rate

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

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

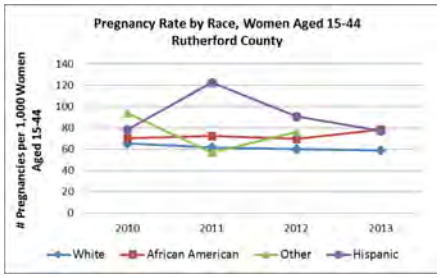


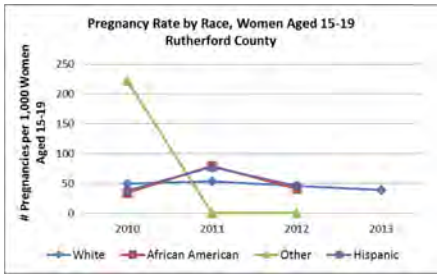
Source: NC State Center for Health Statistics

Pregnancy Rate

By Race/Ethnicity

- Among Rutherford County women age 15-44 the highest pregnancy rates occur most frequently among Hispanics.
- Among Rutherford 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 Rate
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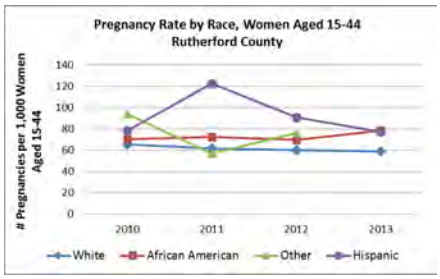
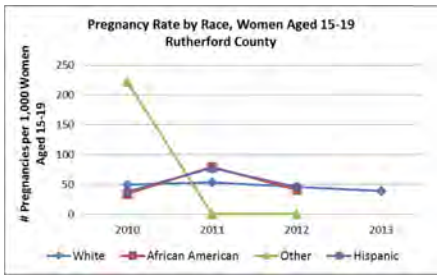




Source: NC State Center for Health Statistics

Pregnancy Risk Factors
Smoking During Pregnancy

- The percentage of women who smoked during pregnancy in NC and the WNC region did not improve significantly between 2008 and 2013. The percentage of women who smoked during pregnancy in Rutherford County actually increased every year after 2009.
- Among comparators, in every year cited except 2008 Rutherford County 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
Rutherford County	17.3	**19.7**	n/a	**21.1**	**23.2**	**23.5**
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.
- Rutherford County had higher percentages of early prenatal care than its comparators in every year cited except 2012 when the regional rate was highest.

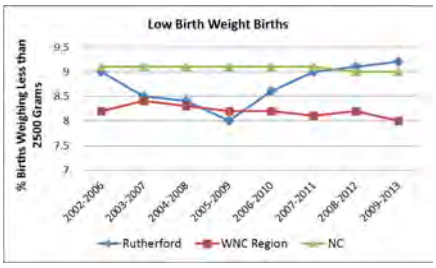
County	Percent of Pregnancies Receiving Prenatal Care in 1st Trimester					
	2008	2009	2010	2011	2012	2013
Rutherford County	**86.1**	**86.7**	n/a	**77.8**	75.7	**77.5**
WNC Region	84.5	84.0	n/a	75.6	**76.5**	75.5
State of NC	82.0	83.3	n/a	71.2	71.3	70.3

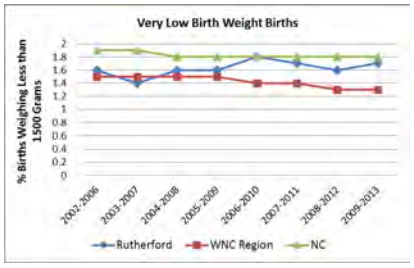
Source: NC State Center for Health Statistics, Baby Book

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, but Rutherford County had the highest rate of low weight births in the most recent two periods cited.
- The percentage of low birth weight births appears relatively stable in both WNC and NC, but has risen recently in Rutherford County.
- The percent of very low birth weight births is highest at the state level.





Source: NC State Center for Health Statistics

Pregnancy Outcomes

Low Birth Weight Births by Race

- In the period cited a higher percentage of low birth weight births (<5.5 lbs.) occurred among black non-Hispanic women than among white non-Hispanic women in all jurisdictions cited. The lowest percentages of low birth weight births occurred among Hispanic women.

Percent of Pregnancies Resulting in Low Birth Weight Birth, Women 15-44 2009-2013

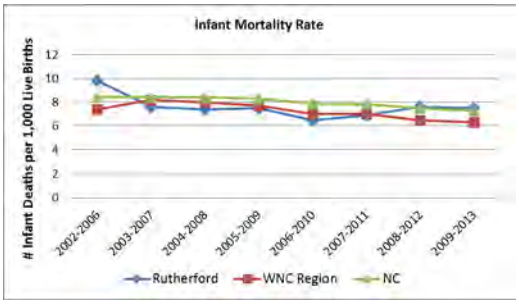
County	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Other	Hispanic
Rutherford County	8.5	13.1	15.6	8.6
WNC Region	8.4	8.8	12.2	5.0
State of NC	7.6	14.1	9.3	6.5

Source: NC State Center for Health Statistics

Pregnancy Outcomes

Infant Mortality

- The infant mortality rate in Rutherford County, once higher than the state or regional averages, appears to have decreased to a static level.
- The infant mortality rates region-wide and statewide appear to be maintaining a steady level.



Source: NC State Center for Health Statistics, Baby Book

Pregnancy Outcomes

Infant Mortality by Race

- Although there is a significant African American population in Rutherford County, except for whites all racially and ethnically stratified infant mortality rates were unstable between 2002-2006 and 2008-2012.

Source: NC State Center for Health Statistics

Abortion

- **Women Age 15-44**
  - The number of pregnancies per 1,000 Rutherford County women in this age group that ended in abortion has decreased steadily, from 9.7 in 2006 to 4.6 in 2013.

Women Age 15-19 (Teens)

- Teen abortion rates in Rutherford County have been unstable since 2009 due to small and variable numbers of events. The prior stable rates fell from 14.0 in 2006 to 9.0 in 2008.

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 NC as a whole. Life expectancies are shortest in all groups shown in Rutherford County.

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

County	Overall	Sex		Race	
		Male	Female	White	African-American
Rutherford	75.8	73.5	78.1	75.9	74.6
WNC (Regional) Arithmetic Mean	77.7	75.3	80.2	77.9	75.2
State Total	78.2	75.7	80.6	78.8	75.9

Source: NC State Center for Health Statistics

Leading Causes of Death: Overall

Age-Adjusted Rates (2009-2013)	Rutherford No. of Deaths	Rutherford Mortality Rate	Rate Difference from NC
1. Diseases of the Heart	891	197.1	+15.9%
2. Cancer	812	174.8	+0.9%
3. Chronic Lower Respiratory Disease	285	61.2	+32.8%
4. Cerebrovascular Disease	267	58.7	+34.3%
5. All Other Unintentional Injuries	127	34.0	+16.0%
6. Diabetes Mellitus	103	22.2	+2.3%
7. Alzheimer's Disease	87	19.7	-31.8%
8. Nephritis, Nephrotic Syndrome, Nephrosis	72	15.8	-10.2%
9. Unintentional Motor Vehicle Injuries	56	15.5	+13.1%
10. Pneumonia and Influenza	62	15.0	-16.2%
11. Suicide	52	15.0	+23.0%
12. Septicemia	53	12.1	-12.3%
13. Chronic Liver Disease and Cirrhosis	52	11.8	+24.2%
14. Homicide	13	4.1	-29.3%
15. AIDS	2	0.5	-82.8%

Source: NC State Center for Health Statistics

Leading Causes of Death: Gender Comparison

Rutherford County Rank by Descending Overall Age-Adjusted Rate (2009-2013)	Rate Among Males	Rate Among Females	% Male Rate Difference from Females
1. Diseases of the Heart	256.8	153.7	+67.1%
2. Cancer	223.8	142.4	+57.2%
3. Chronic Lower Respiratory Disease	80.0	50.0	+60.0%
4. Cerebrovascular Disease	56.9	58.4	-2.6%
5. All Other Unintentional Injuries	48.0	23.5	2X
6. Diabetes Mellitus	22.1	22.4	-1.3%
7. Alzheimer's Disease	15.7	22.0	-28.6%
8. Nephritis, Nephrotic Syndrome, Nephrosis	19.8	13.0	+52.3%
9. Unintentional Motor Vehicle Injuries	26.9	n/a	n/a
10. Pneumonia and Influenza	16.7	12.8	+30.5%
11. Suicide	25.9	n/a	n/a
12. Septicemia	n/a	13.6	n/a
13. Chronic Liver Disease and Cirrhosis	18.5	n/a	n/a
14. Homicide	n/a	n/a	n/a
15. AIDS	n/a	0.0	n/a

Source: NC State Center for Health Statistics

Leading Causes of Death: Race Comparison

Rutherford County Rank by Descending Overall Age-Adjusted Rate (2009-2013)	Rate Among non-Hispanic Whites	Rate Among non-Hispanic Blacks	% Black Rate Difference from White Rate
1. Diseases of the Heart	196.7	239.9	+22.0%
2. Cancer	173.5	215.6	+24.3%
3. Chronic Lower Respiratory Disease	63.0	n/a	n/a
4. Cerebrovascular Disease	59.9	n/a	n/a
5. All Other Unintentional Injuries	35.9	n/a	n/a
6. Diabetes Mellitus	19.3	66.2	3.4X
7. Alzheimer's Disease	20.1	n/a	n/a
8. Nephritis, Nephrotic Syndrome, Nephrosis	15.7	n/a	n/a
9. Unintentional Motor Vehicle Injuries	17.1	n/a	n/a
10. Pneumonia and Influenza	13.9	n/a	n/a
11. Suicide	16.7	n/a	n/a
12. Septicemia	10.8	n/a	n/a
13. Chronic Liver Disease and Cirrhosis	12.4	n/a	n/a
14. Homicide	n/a	n/a	n/a
15. AIDS	n/a	n/a	n/a

Source: NC State Center for Health Statistics

Leading Causes of Death: Time Comparison

Rutherford County Rank by Descending Overall Age-Adjusted Rate (2009-2013)-	Rank 2006-2010	Rank Change 2006-2010 to 2009-2013	% Rate Change 2006-2010 to 2009-2013
1. Diseases of the Heart	1	nc	-11.9%
2. Cancer	2	nc	-17.5%
3. Chronic Lower Respiratory Disease	3	nc	+2.9%
4. Cerebrovascular Disease	4	nc	+4.6%
5. All Other Unintentional Injuries	5	nc	-17.1%
6. Diabetes Mellitus	7	+1	+3.7%
7. Alzheimer's Disease	6	-1	-25.4%
8. Nephritis, Nephrotic Syndrome, Nephrosis	8	nc	-18.1%
9. Unintentional Motor Vehicle Injuries	9	nc	-17.6%
10. Pneumonia and Influenza	10	nc	-11.8%
11. Suicide	12	+1	+2.0%
12. Septicemia	11	-1	-24.8%
13. Chronic Liver Disease and Cirrhosis	13	nc	+84.4%
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 Rutherford County (2009-2013)
00-19	1	Conditions originating in the perinatal period; all other unintentional injuries
	2	Motor vehicle injuries
	3	Congenital anomalies (birth defects); SIDS
20-39	1	All other unintentional injuries
	2	Suicide
	3	Cancer (all sites)
40-64	1	Cancer (all sites)
	2	Diseases of the heart
	3	Chronic lower respiratory disease
65-84	1	Cancer (all sites)
	2	Diseases of the heart
	3	Chronic lower respiratory disease
85+	1	Diseases of the heart
	2	Cerebrovascular disease
	3	Cancer (all sites)

Source: NC State Center for Health Statistics

Mortality Trends, 2002-2006 to 2009-2013

Leading Cause of Death in Rutherford County	Overall Trend Direction
1. Diseases of the Heart	▼
2. Cancer	▼
3. Chronic Lower Respiratory Disease	▲
4. Cerebrovascular Disease	▼
5. All Other Unintentional Injuries	▼
6. Diabetes Mellitus	▲
7. Alzheimer's Disease	▼
8. Nephritis, Nephrotic Syndrome, Nephrosis	▼
9. Unintentional Motor Vehicle Injuries	▼
10. Pneumonia and Influenza	▼
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

Rutherford 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, 19 Rutherford County residents died as a result of an unintentional fall.
- Of the 19 fall-related deaths, 19 (100%) occurred in the population age 65 and older.
- Of the 19 fall-related deaths, 10 (53%) occurred in the population age 85 and older.

Source: NC State Center for Health Statistics

Injury Mortality

Unintentional Poisoning

- In the period 2009-2013, 54 Rutherford County residents died as a result of unintentional poisoning, with a corresponding age-adjusted mortality rate of 16.2 deaths per 100,000 population, the highest rate among the comparators.
- Of the 54 unintentional poisoning deaths in the county in that period, 51 (94%) were due to medication or drug overdoses, with a corresponding mortality rate of 15.3, 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
Rutherford	54	16.2	94.4	51	15.3
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

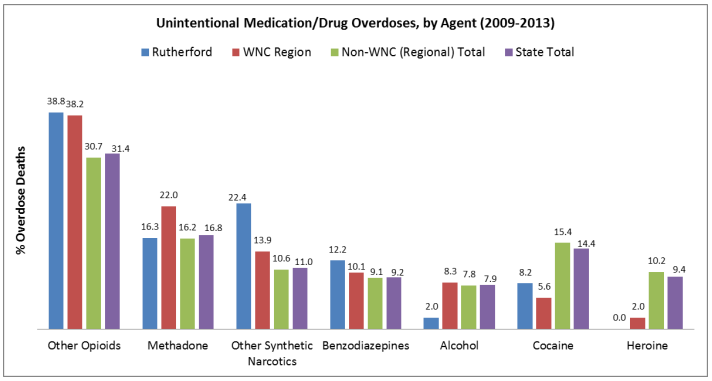
- * Codes Used: cdeath1 = X40-X49
- ** Codes Used: cdeath1 = X40-X44

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 (38.8%) in Rutherford County in the period 2009-2013.

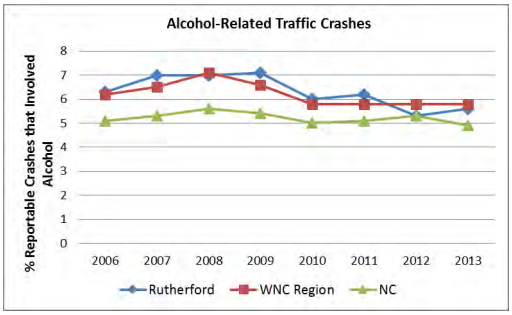


Source: NC DPH, Chronic Disease and Injury Section, Injury and Violence Prevention Branch

Vehicular Injury

Alcohol-Related Motor Vehicle Crashes

- Over the period 2006 through 2013 an annual average of 6.3% of all traffic crashes in Rutherford County were alcohol-related. This is a slightly higher average proportion of alcohol-related traffic crashes than occurred in the WNC region over the same period (6.2%).

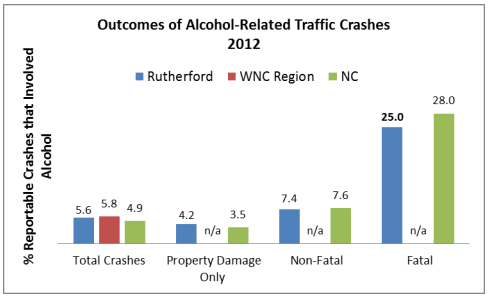


Source: NC Highway Safety Research Center

Vehicular Injury Mortality

Alcohol-Related Motor Vehicle Crashes

- In 2012, 25% of the fatal traffic crashes in Rutherford County were alcohol-related. Note, however, that this figure was based on a very small number of events (n=3).



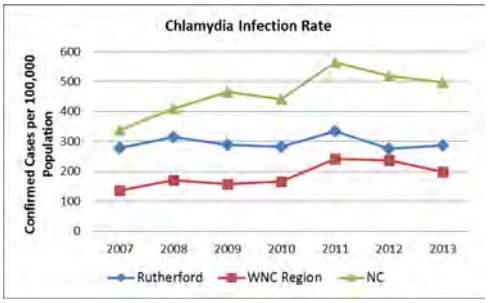
Source: NC Highway Safety Research Center

Morbidity

Sexually Transmitted Infections

Chlamydia

– The chlamydia infection rate in Rutherford County was between the rates for the other comparators throughout the period cited. The state rate was the highest.

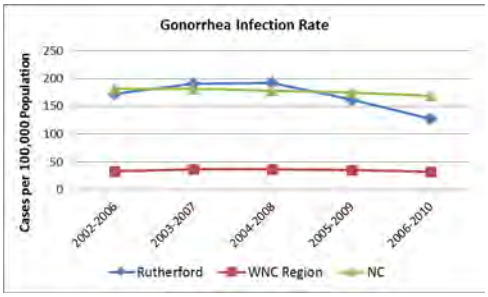


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

Gonorrhea

– The gonorrhea infection rate in Rutherford County was the highest rate over part of the period cited, but has since decreased.

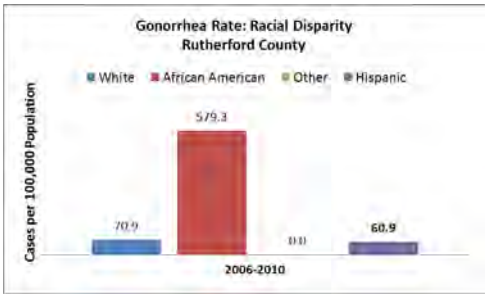


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

Gonorrhea
by Race

– In the period 2006-2010, the gonorrhea infection rate among African Americans in Rutherford County was over 8 times the rate for whites (70.9). Gonorrhea rates for the other racial groups were unstable or zero.

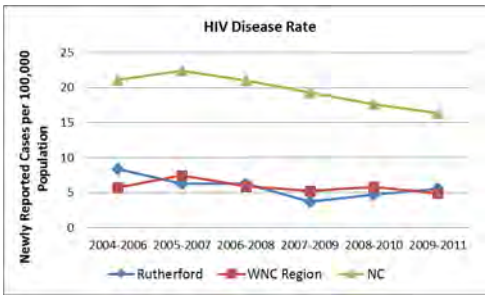


Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Sexually Transmitted Infections

HIV

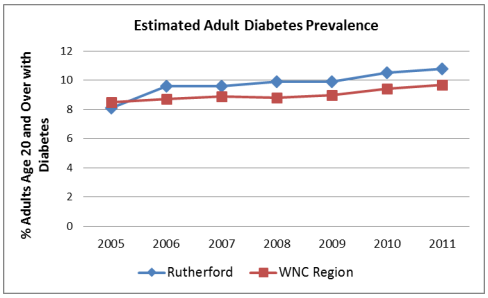
– The HIV infection rate in Rutherford County approximated the regional rate; note however that the Rutherford rates were based on a very small number of cases.



Source: NC DPH, Communicable Disease Branch, Epidemiology Section

Adult Diabetes

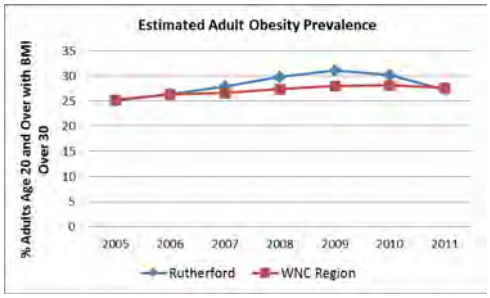
- The average self-reported prevalence of Rutherford County adults with diabetes was 9.8% in the period from 2005 - 2011.
- Over the same period the WNC average was 9.0%.
- Prevalence of self-reported adult diabetes has been rising recently in both WNC and Rutherford County.



Source: Centers for Disease Control and Prevention, via BRFSS

Adult Obesity

- The average self-reported prevalence of Rutherford County adults considered "obese" on the basis of height and weight (BMI > 30) was 28.3% 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 Rutherford County appears to be decreasing.



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 Rutherford County.
- The NC-NPASS data presented below and in the slide 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, 15.8% of the participating children in Rutherford County age 2-4 were deemed "overweight", and an additional 13.7% were deemed obese".

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	
	#	#	%	#	%	#	%	#	%
Rutherford	879	48	5.5	572	65.1	139	15.8	120	13.7
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

Child Obesity

Ages 5-11

- According to NC-NPASS data for 2010, 14.9% of the participating children in Rutherford County age 5-11 were deemed "overweight", and an additional 16.2% were deemed "obese".
- There were insufficient numbers of participants age 12-18 to yield stable percentages.

Prevalence of Underweight, Healthy Weight, Overweight and Obese Children Ages 5-11, 2010

County	Total	Underweight		Healthy Weight		Overweight		Obese	
		<5th Percentile		≥5th to <85th Percentile		≥85th to <95th Percentile		≥95th Percentile	
	#	#	%	#	%	#	%	#	%
Rutherford	74	1	**1.4**	50	67.6	11	14.9	12	16.2
WNC (Regional) Total	1,243	26	-	721	-	208	-	288	-
WNC (Regional) Arithmetic Mean	78	2	*2.9*	45	*63.4*	13	*14.3*	18	*19.4*
State Total	12,633	353	2.8	6,859	54.3	2,157	17.1	3,264	25.8

Source: NC NPASS

Mental Health

- Between 2006 and 2013, the number of Rutherford County residents served annually by the **Area Mental Health Program** *decreased* overall from 3,510 to 3,034 (▼ 14%).
- Over the same 8-year period the number of Rutherford County residents served annually in **State Psychiatric Hospitals** *decreased* from 169 to 1.
- During the same 8-year period a total of **372** Rutherford County residents were served in **NC State Alcohol and Drug Abuse Treatment Centers (ADATCs)**, with the number varying considerably but averaging **47** 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 Rutherford County were for:
  - Cardiovascular and circulatory diseases : 16%
    - Heart disease: 11%
    - Cerebrovascular disease: 3%
  - Respiratory diseases: 13%
    - Pneumonia and influenza: 4%
    - COPD (excluding asthma): 3%
    - Asthma: 1.0%
  - Other diagnoses (including mental disorders): 11%
  - Digestive system diseases: 10%
    - Chronic liver disease and cirrhosis: 0.2%
  - Pregnancy and childbirth: 9%

Source: NC State Center for Health Statistics

Ambulatory Care Sensitive Hospital Discharge Rates, 2013

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

Diagnosis	Rutherford	NC
All specified PQI (Prevention Quality Indicator) conditions	2,212.5	1,438.5
All chronic conditions	1,313.4	906.0
Diabetes: short-term complications	165.4	94.4
Diabetes: long-term complications	163.5	113.0
Diabetes: uncontrolled	5.7	13.7
Diabetes: amputations	38.0	19.1
COPD/Asthma: ages 40+	583.0	413.5
Asthma: ages 18-39	62.9	40.1
Hypertension	68.4	54.9
Heart failure	435.3	339.6
Angina	28.5	9.7
Pneumonia	482.8	267.5
Urinary tract infection	304.1	155.0
Dehydration	112.1	109.9
Appendix perforation/abscess	454.5	433.2
Acute care discharges	899.1	532.5

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

Environment

Air Quality

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

Source: US Environmental Protection Agency Air Quality Index Reports

Air Quality

- **Toxic Release Inventory (TRI), Rutherford County, 2013**
  - **TRI Releases**
    - Rutherford County ranked 11th among the 86 NC counties reporting TRI releases.
    - 1.206 million pounds of TRI releases were reported for Rutherford County. (For comparison, New Hanover County had the highest level of releases in the state: 5.2 million pounds.)
    - One power generating facility (Duke Energy's Rogers Energy Complex in Mooresboro) was responsible for the largest volumes of all seven of the TRI chemicals/ chemical compounds released in the highest amounts in Rutherford County in 2013.
    - In 2013 the Duke Energy Mooresboro facility released 982,019 pounds of TRI chemicals, 81% of the total TRI releases in Rutherford County that year.

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 Rutherford County, the current average indoor radon level is 3.3 pCi/L, **20% lower** than the regional mean, but **2.5 times** the average national level.

Source: North Carolina Radon Information

Water Quality

- **Rutherford County Drinking Water *Systems* February, 2014**
  - **Community Water Systems**
    - Include municipalities, subdivisions and mobile home parks
    - Community water systems in Rutherford County serve an estimated 41,299 people, or 61% of the 2010 county population.
    - The fraction of the Rutherford County population served by a community water system is 11% **higher** 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 Rutherford County (2015)**
  - There are at present 12 permits issued in Rutherford County that allow municipal, domestic, or commercial facilities to discharge products of water/ wastewater treatment and manufacturing into waterways.
    - 3 are large, municipal wastewater treatment facility
    - 4 are small, municipal wastewater treatment facilities
    - 1 is a water treatment plant
    - 2 are commercial industrial facilities
    - 2 are domestic wastewater producers

Sources: NC DENR, Division of Water Resources

Solid Waste

- **Solid Waste Disposal Rates**
  - 2013-14 Per-Capita Disposal Rate
    - Rutherford County = 0.70 tons (▼ 55% since 1991-1992)
    - NC = 0.93 tons (▼ 13% since 1991-1992)

- **Landfill Capacity**
  - The Rutherford County Central Construction and Demolition Landfill has remaining capacity sufficient for 9 years at the present fill rate. The Cliffside Steam Station Coal Combustion Landfill has 47 years of capacity remaining.

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

Rabies

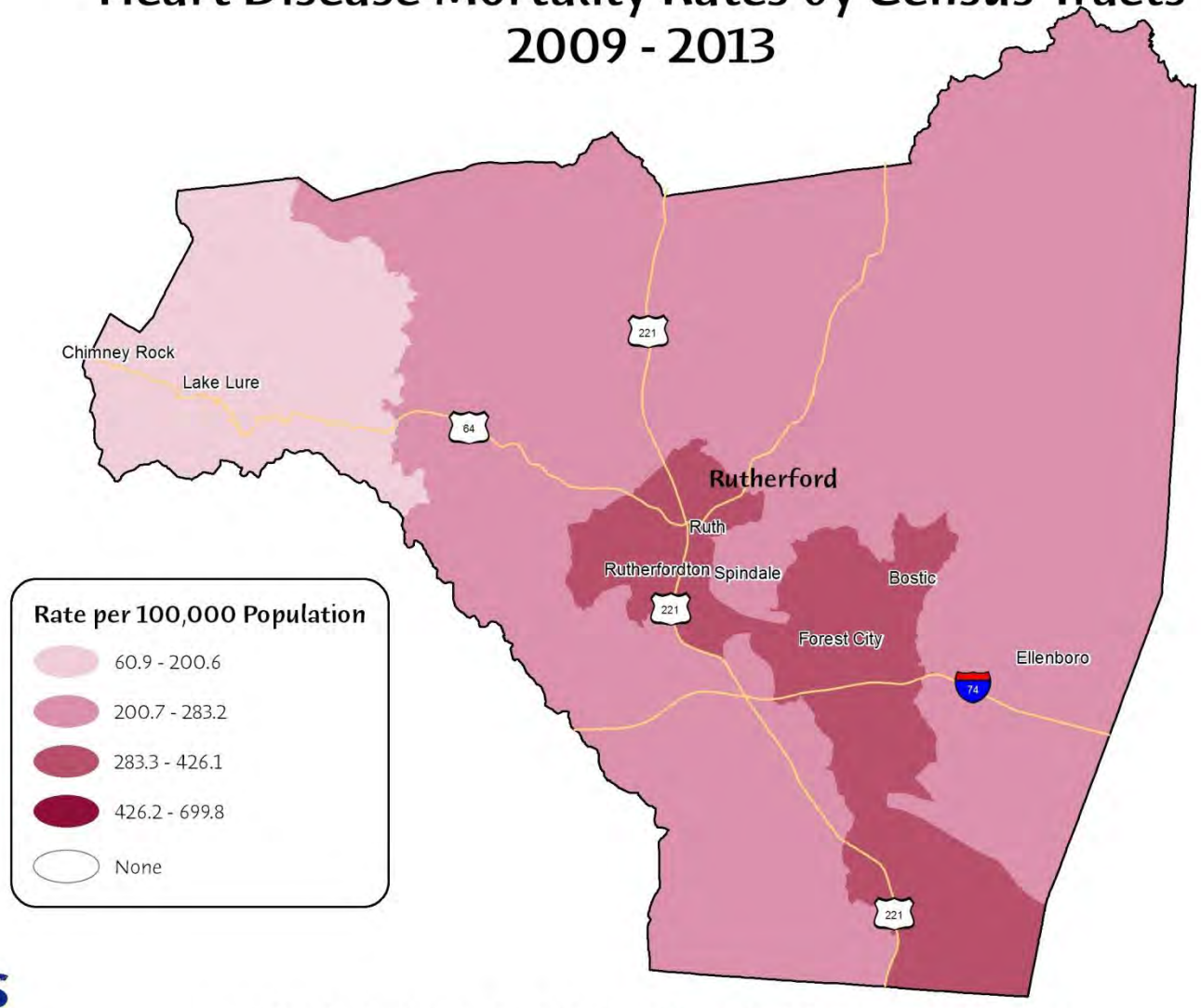
- The most common animal host for rabies in the WNC region and NC as a whole is raccoons.
- There were 24 cases of animal rabies reported for Rutherford County in the period 2010 through 2014. Twelve of the 24 cases occurred in raccoons.
- The 24 Rutherford County rabies cases represented 31% of all cases reported in WNC in the period cited.

Animal Rabies Cases, 2010 through 2014

County	Number of Cases						Most Common Host
	2010	2011	2012	2013	2014	Total	
Rutherford	3	3	11	4	3	24	Raccoon (12/24)
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

Rutherford County (As Part of Western North Carolina) Heart Disease Mortality Rates by Census Tracts 2009 - 2013

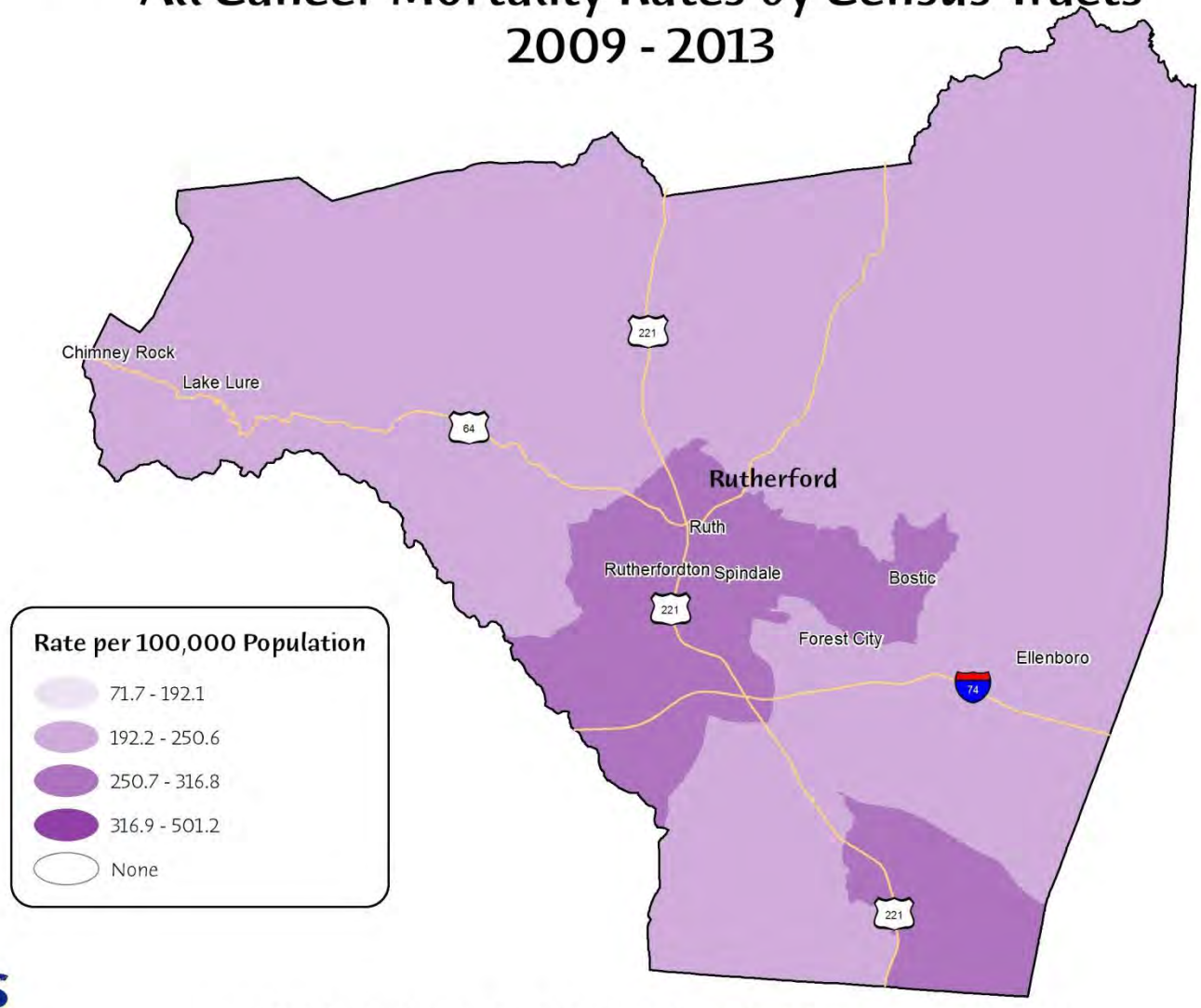


sehs
State Center for Health Statistics

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

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina)
All Cancer Mortality Rates by Census Tracts
2009 - 2013

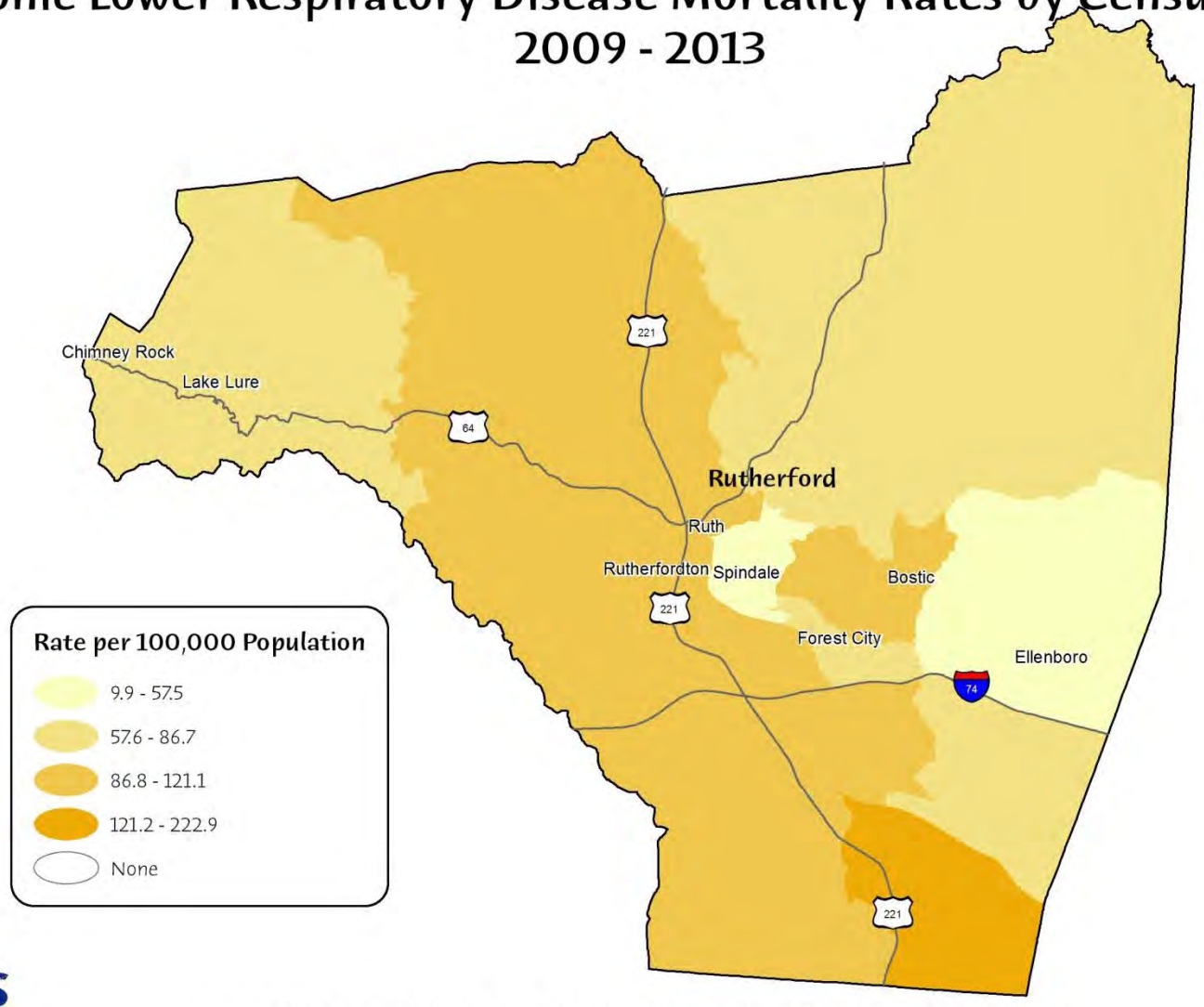


sehs
State Center for Health Statistics

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

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina)
Chronic Lower Respiratory Disease Mortality Rates by Census Tracts
2009 - 2013

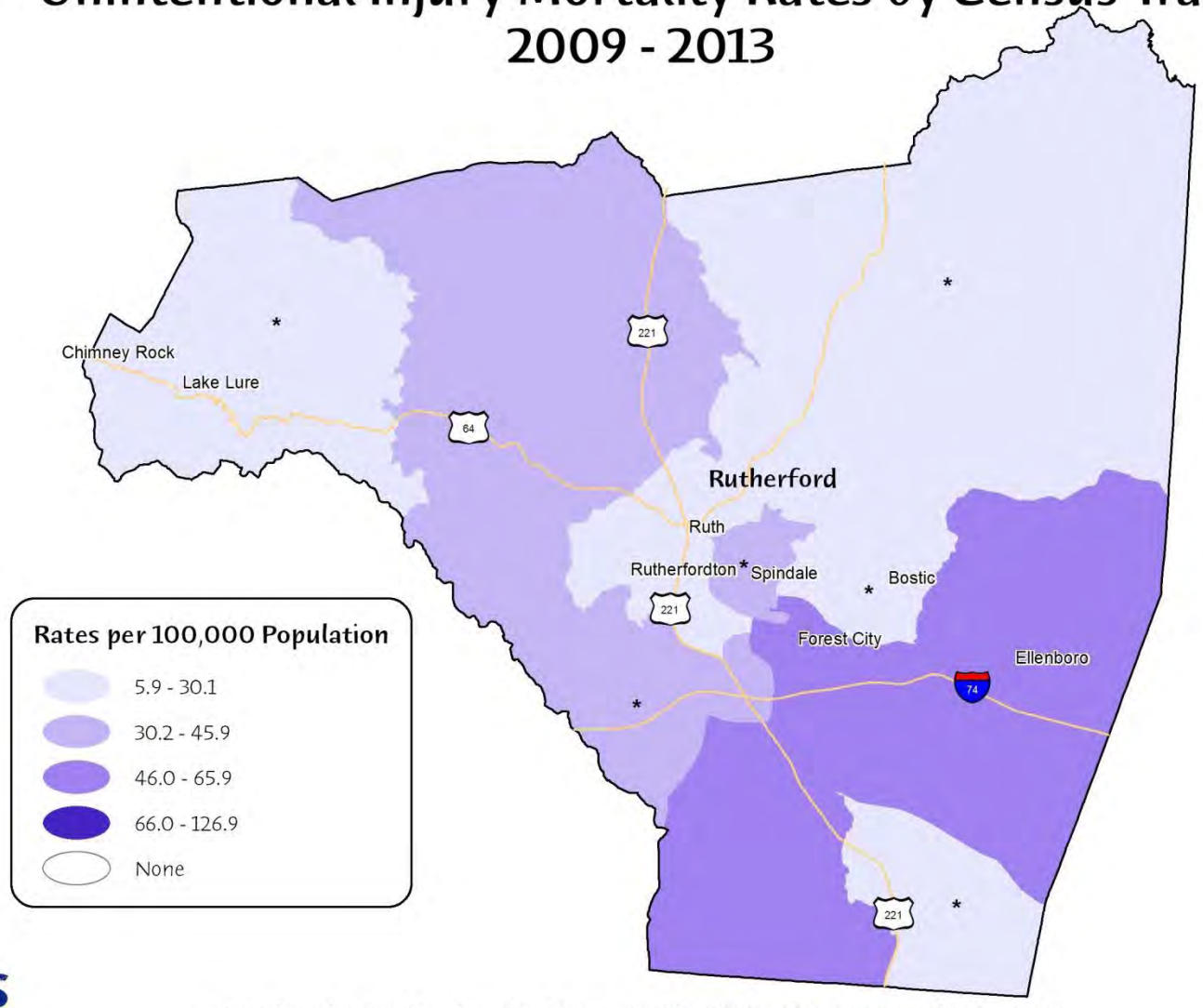


sehs
State Center for Health Statistics

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

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina) Unintentional Injury Mortality Rates by Census Tract 2009 - 2013

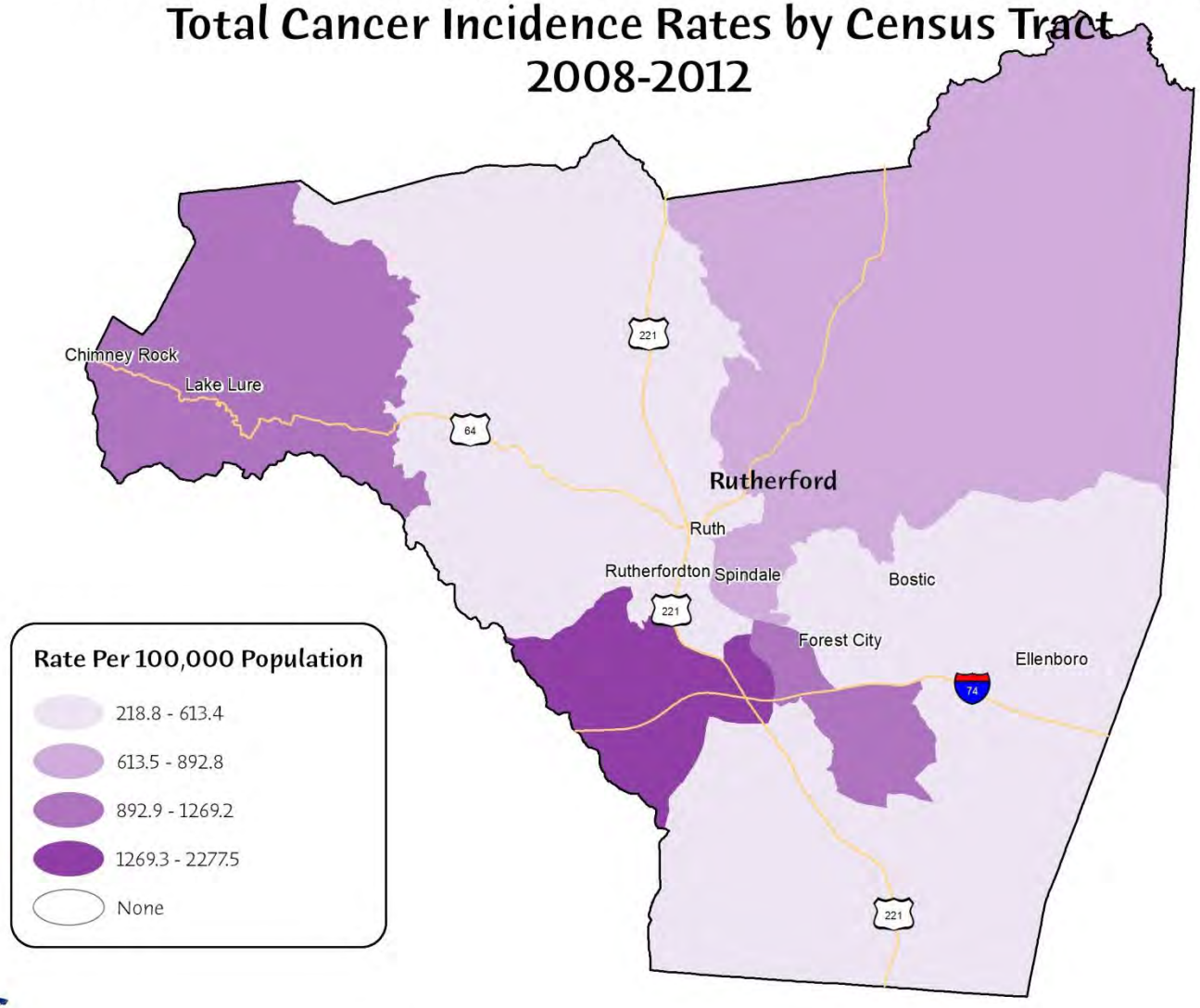


sehs
State Center for Health Statistics

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.
Note: Excludes Motor Vehicle Accidents

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina) Total Cancer Incidence Rates by Census Tract 2008-2012

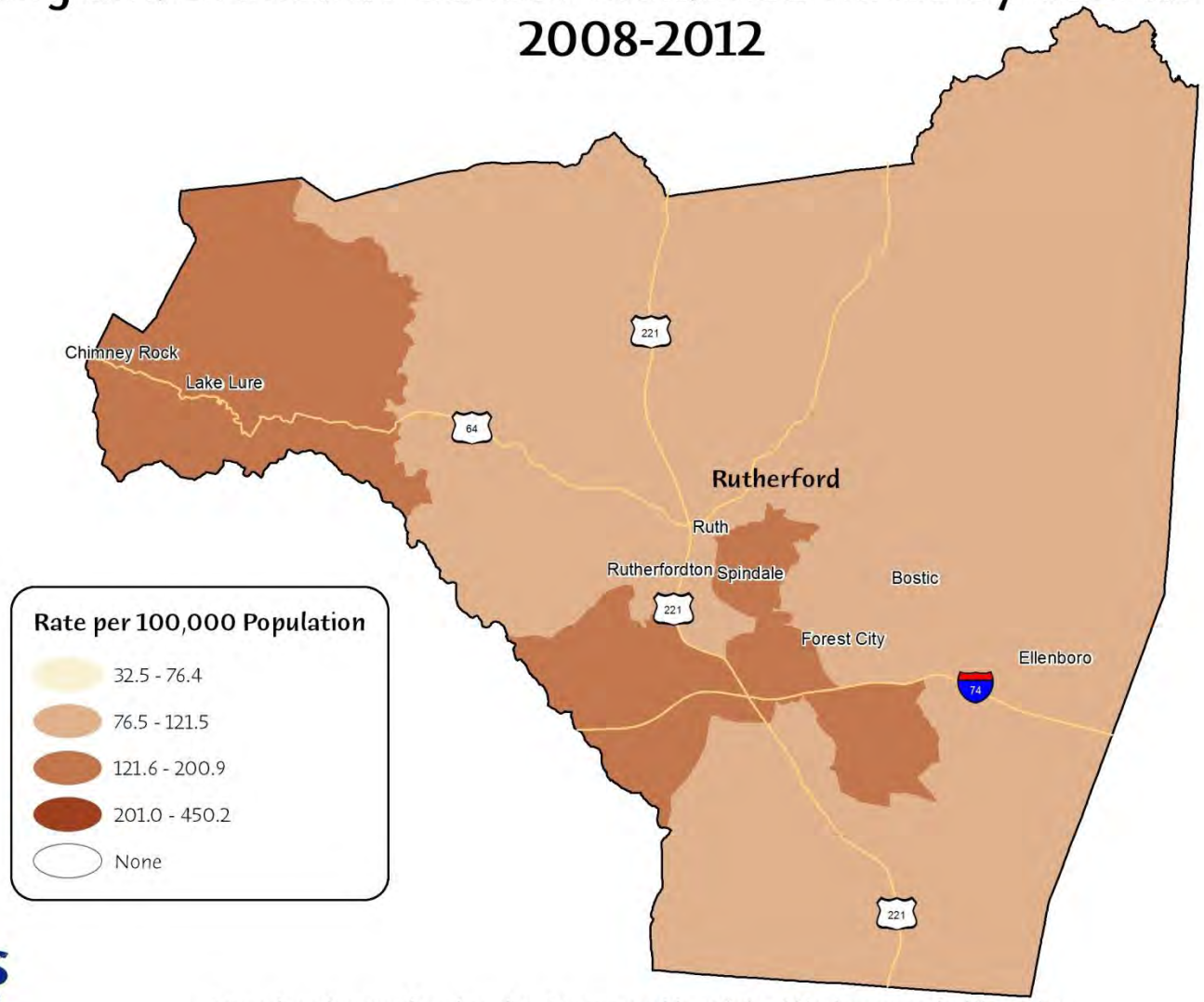


sehs
State Center for Health Statistics
August 2015

Note: Information is subject to change as files are updated

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina) Lung and Bronchus Cancer Incidence Rates by Census Tract 2008-2012

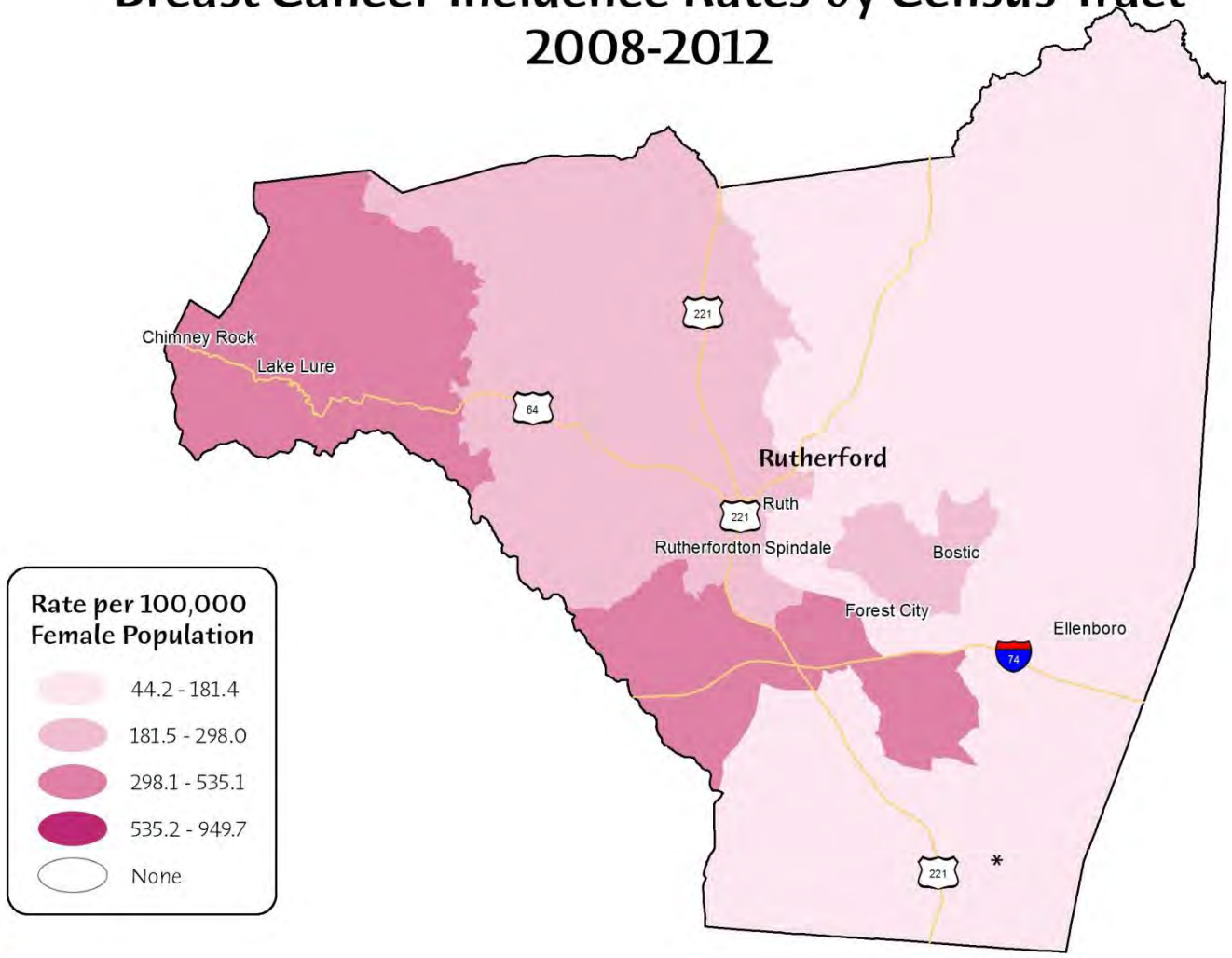


schs
State Center for Health Statistics
August 2015

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.
Note: Information is subject to change as files are updated

NCPH
North Carolina Public Health

Rutherford County (As Part of Western North Carolina) Breast Cancer Incidence Rates by Census Tract 2008-2012



sehs
State Center for Health Statistics
August 2015

*Rates based on numbers less than 10 are unstable and should be interpreted with caution.
Note: Information is subject to change as files are updated

NCPH
North Carolina Public Health

Date:_____

Interviewer:_____

Interviewer ID: _____

2015-0080-02

Professional Research Consultants, Inc.

WESTERN NORTH CAROLINA HEALTHY IMPACT
2015 Community Health Needs Assessment
Asheville, North Carolina

Hello, this is _____ with Professional Research Consultants. %hospname have asked us to conduct a survey to study ways to improve the health of your community.

1. In order to randomly select the person I need to talk to, I need to know how many adults 18 and over live in this household?

One
Two
Three
Four
Five
Six or More

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2. Would you please tell me which county you live in?

Buncombe County
Cherokee County
Clay County
Graham County
Haywood County
Henderson County
Jackson County
McDowell County
Macon County
Madison County
Mitchell County
Polk County
Rutherford County
Swain County
Transylvania County
Yancey County
All Others

NOTE: If Q2 is "All Others", THANK & TERMINATE.

3. Zip Code.

This survey may be recorded for quality assurance.

4. Gender of Respondent. (Do Not Ask - Just Record)

Male
Female

5. First I would like to ask, overall, how would you describe your county as a place to live? Would you say it is:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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6. What is the ONE THING that needs the most improvement in your county?

	[Don't Know/Not Sure]
(SKIP to 7)	[Refused]
	[Nothing]
(SKIP to 7)	Animal Control
(SKIP to 7)	Availability of Employment
(SKIP to 7)	Better/More Health Food Choices
(SKIP to 7)	Child Care Options
(SKIP to 7)	Counseling/Mental Health/Support Groups
(SKIP to 7)	Culturally Appropriate Health/Support Groups
(SKIP to 7)	Elder Care Options
(SKIP to 7)	Healthy Family Activities
(SKIP to 7)	Higher Paying Employment
(SKIP to 7)	More Affordable Health Care
(SKIP to 7)	More Affordable/Better Housing
(SKIP to 7)	Number of Health Care Providers
(SKIP to 7)	Positive Teen Activities
(SKIP to 7)	Recreational Facilities (Parks, Trails, Community Ctrs)
(SKIP to 7)	Road Maintenance
(SKIP to 7)	Road Safety
(SKIP to 7)	Safe Places to Walk/Ride Bike for Commuting
(SKIP to 7)	Safe Places to Walk/Ride Bike for Recreation
(SKIP to 7)	Services for Disabled People
(SKIP to 7)	Transportation Options
(SKIP to 7)	Other (Specify)

7. Would you say that, in general, your health is:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

8. Was there a time in the past 12 months when you needed medical care, but could not get it?

	Yes
(SKIP to NOTE before 10)	No
(SKIP to NOTE before 10)	[Not Applicable]
(SKIP to NOTE before 10)	[Don't Know/Not Sure]
(SKIP to NOTE before 10)	[Refused]
	[Terminate Interview]

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9. What was the MAIN reason you did NOT get this needed medical care?

[Don't Know/Not Sure]
[Refused]
Cost/No Insurance
Didn't Accept My Insurance
Distance Too Far
Inconvenient Office Hours/Office Closed
Lack of Child Care
Lack of Transportation
Language Barrier
No Access for People With Disabilities
Too Long of Wait for Appointment
Too Long of Wait in Waiting Room
Other (Specify)

NOTE: If Q2 is "Henderson County", ASK Q10.

If Q2 is "Polk County", SKIP to 11.

If Q2 is "Macon County", SKIP to 13.

All Others, SKIP to READ BOX before 14.

HENDERSON COUNTY

10. Was there a time in the past 12 months when you needed a prescription medicine, but did not get it because you could not afford it?

Yes
No
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

POLK COUNTY

11. Is there any health care service for which you feel the need to leave the local area to receive care?

Yes
No (SKIP to READ BOX before 14)
[Don't Know/Not Sure] (SKIP to READ BOX before 14)
[Refused] (SKIP to READ BOX before 14)
[Terminate Interview]

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POLK COUNTY

12. What would you say is the MAIN reason you feel the need to leave the local area for care?

[Don't Know/Not Sure]
[Refused]
[ZZ1]
Better Care Available Elsewhere
Convenience
Doctor's Recommendation
Long Wait for Appointments
Service Not Available in This Area
Other (Specify)

NOTE: SKIP to READ BOX before 14.

MACON COUNTY

13. IF there is any health care service for which you feel the need to leave Macon County, what would you say is the main reason you feel the need to leave the county to get care?

[Don't Know/Not Sure]
[Refused]
[No Need to Leave Macon County for Care]
Better Care Available Elsewhere
Convenience
Doctor's Recommendation
Long Wait for Appointments
Service Not Available in This Area
Other (Specify)

The next questions are about access to health care services.

NOTE: If Q2 is "Haywood County", ASK Q14.

All Others, SKIP to 16.

HAYWOOD COUNTY

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14. Please tell me your level of agreement or disagreement with the following two statements. The first statement is:

Considering cost, quality, and availability of services, there is good access health care in my county. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

HAYWOOD COUNTY

15. The next statement is:

I am usually able to get an appointment for the health care services I need when I need them. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

16. Is there a particular place that you usually go to if you are sick or need advice about your health?

	Yes
(SKIP to NOTE before 18)	No
(SKIP to NOTE before 18)	[Don't Know/Not Sure]
(SKIP to NOTE before 18)	[Refused]
	[Terminate Interview]

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17. What kind of place is it:

(SKIP to NOTE before 18)	A Doctor's Office
(SKIP to NOTE before 18)	Health Department or Public Health Clinic
(SKIP to NOTE before 18)	Community Health Center
(SKIP to NOTE before 18)	An Urgent Care/Walk-In Clinic
(SKIP to NOTE before 18)	A Hospital Emergency Room
(SKIP to NOTE before 18)	A Military or Other VA Healthcare Facility
(SKIP to NOTE before 18)	Indian Health Services
	or Some Other Place
(SKIP to NOTE before 18)	[Don't Know/Not Sure]
(SKIP to NOTE before 18)	[Refused]
	[Terminate Interview]

IVAR17A. What kind of place do you go to?

[Don't Know/Not Sure]
[Refused]
Other (Specify)

NOTE: If Q2 is "Swain County", ASK Q18.

All Others, SKIP to 19.

SWAIN COUNTY

18. In the past 12 months, have you or someone in your household used the Swain County Health Department for any type of service?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

19. A routine checkup is a general physical exam, not an exam for a specific injury, illness or condition. About how long has it been since you last visited a doctor for a routine checkup?

Within the Past Year (Less Than 1 Year Ago)
Within the Past 2 Years (1 Year But Less Than 2 Years Ago)
Within the Past 5 Years (2 Years But Less Than 5 Years Ago)
5 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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20. When was the last time you had an eye exam in which the pupils were dilated? This would have made you temporarily sensitive to bright light.

Within the Past 2 Years (Less Than 2 Years Ago)
2 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

21. About how long has it been since you last visited a dentist or a dental clinic for any reason? This includes visits to dental specialists, such as orthodontists.

(SKIP to 23)	Within the Past Year (Less Than 1 Year Ago)
	Within the Past 2 Years (1 Year But Less Than 2 Years Ago)
	Within the Past 5 Years (2 Years But Less Than 5 Years Ago)
	5 or More Years Ago
	[Never]
(SKIP to 23)	[Don't Know/Not Sure]
(SKIP to 23)	[Refused]
	[Terminate Interview]

NOTE: If Q2 is "Transylvania County", ASK Q22.

All Others, SKIP to 23.

TRANSYLVANIA COUNTY

22. What is the MAIN reason you have NOT visited a dentist or dental clinic in the past year?

[Don't Know/Not Sure]
[Refused]
Cost/No Insurance
Didn't Accept My Insurance
Distance Too Far
Inconvenient Office Hours/Office Closed
Lack of Child Care
Lack of Transportation
Language Barrier
No Access for People With Disabilities
Too Long a Wait For an Appointment
Too Long a Wait in Waiting Room
Other (Specify)

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23. Now I would like to ask you about some specific medical conditions.

Have you ever suffered from or been diagnosed with COPD, or Chronic Obstructive Pulmonary Disease, including Bronchitis or Emphysema?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

Has a doctor, nurse or other health professional EVER told you that you had any of the following: [+*so+](Insert Qs in BOLD)[+*se+]?

24. A Heart Attack, Also Called a Myocardial Infarction, OR Angina OR Coronary Heart Disease

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

25. A Stroke

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

(End of Rotate)

26. Have you ever been told by a doctor, nurse, or other health professional that you had asthma?

Yes
No (SKIP to 28)
[Don't Know/Not Sure] (SKIP to 28)
[Refused] (SKIP to 28)
[Terminate Interview]

27. Do you still have asthma?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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28. Have you ever been told by a doctor that you have diabetes?

	Yes
(SKIP to 29)	No
(SKIP to 29)	[Yes, but Female Told Only During Pregnancy]
(SKIP to 29)	[Pre-Diabetes or Borderline Diabetes]
(SKIP to 29)	[Don't Know/Not Sure]
(SKIP to 29)	[Refused]
	[Terminate Interview]

29. Have you had a test for high blood sugar or diabetes within the past three years?

	Yes
(SKIP to 31)	No
(SKIP to 31)	[Don't Know/Not Sure]
(SKIP to 31)	[Refused]
	[Terminate Interview]

NOTE: If Q28 is "[Pre-Diabetes or Borderline Diabetes]", Force Q30 to "Yes"/"Sí" and SKIP to 31.

All Others, CONTINUE.

SCRIPTING NOTE: If Q28 is "[Yes, But Female Told Only During Pregnancy]", Insert "Other than during pregnancy, have"/"Sin contar el embarazo, ¿le ha dicho" as '+temp20+'. All Others, Insert "Have"/"¿Le ha dicho".

30. '+temp20+' you ever been told by a doctor or other health professional that you have pre-diabetes or borderline diabetes?

	Yes
(SKIP to 32)	No
(SKIP to 32)	[Don't Know/Not Sure]
(SKIP to 32)	[Refused]
	[Terminate Interview]

31. Are you currently taking action to help lower or control your high blood sugar, such as taking natural or conventional medicines or supplements, changing your diet, or exercising?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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32. Have you ever been told by a doctor, nurse or other health care professional that you had high blood pressure?

	Yes
(SKIP to 34)	No
(SKIP to 34)	[Don't Know/Not Sure]
(SKIP to 34)	[Refused]
	[Terminate Interview]

33. Are you currently taking any action to help control your high blood pressure, such as taking medication, changing your diet, or exercising?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

34. About how long has it been since you last had your blood pressure taken by a doctor, nurse or other health professional?

Within the Past 2 Years (Less Than 2 Years Ago)
Within the Past 5 Years (2 Years But Less Than 5 Years Ago)
5 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

35. Blood cholesterol is a fatty substance found in the blood. Have you ever been told by a doctor, nurse, or other health care professional that your blood cholesterol is high?

	Yes
(SKIP to 37)	No
(SKIP to 37)	[Don't Know/Not Sure]
(SKIP to 37)	[Refused]
	[Terminate Interview]

36. Are you currently taking any action to help control your high cholesterol, such as taking medication, changing your diet, or exercising?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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37. About how long has it been since you last had your blood cholesterol checked?

Within the Past 5 Years (Less Than 5 Years Ago)
5 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Cherokee County", "Clay County", "Graham County", or "Swain County", ASK Q38.

All Others, SKIP to NOTE before 39.

CHEROKEE, CLAY, GRAHAM, AND SWAIN COUNTIES

38. Do you feel existing community resources or services for chronic diseases such as diabetes, heart disease, and COPD are:

More Than Sufficient
Sufficient
Insufficient
or Not Available
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If All Qs: Q23, Q24, Q25, Q26, Q28, Q30, Q32, AND Q35 are ALL "No", "Don't Know/Not Sure", or "Refused", SKIP to 40.

All Others, CONTINUE with SCRIPTING NOTE before 39.

39. Previously you had mentioned that you have suffered from or been diagnosed with (the following medical condition(s)):

'+temp23+' '+temp24+' '+temp25+' '+temp26+' '+temp28+' '+temp30+' '+temp32+' '+temp35+'.

Has any health provider ever helped you connect to a community resource such as classes or coaching to help you learn more about or manage (this/these) conditions?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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40. What is your age?

18 to 110
[Don't Know/Not Sure]
[Refused]

NOTE: If Q4 is "Male", SKIP to NOTE before 42.

If Q4 is "Female", CONTINUE.

41. A mammogram is an x-ray of each breast to look for cancer. How long has it been since you had your last mammogram?

Within the Past Year (Less Than 1 Year Ago)
Within the Past 2 Years (1 Year But Less Than 2 Years Ago)
Within the Past 3 Years (2 Years But Less Than 3 Years Ago)
Within the Past 5 Years (3 Years But Less Than 5 Years Ago)
5 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Madison County" AND Q40 is 50 Years of Age or Older, ASK Q42.
If Q2 is "Madison County" AND Q40 is 49 Years of Age or Younger, "Don't Know/Not Sure", or "Refused", SKIP to 45.

If Q2 is "Henderson County", SKIP to 44.

All Others, SKIP to 45.

MADISON COUNTY

42. Sigmoidoscopy and colonoscopy are exams in which a tube is inserted in the rectum to view the colon for signs of cancer or other health problems. How long has it been since your last sigmoidoscopy or colonoscopy?

Within the Past Year (Less Than 1 Year Ago)
Within the Past 2 Years (1 Year But Less Than 2 Years Ago)
Within the Past 3 Years (2 Years But Less Than 3 Years Ago)
Within the Past 5 Years (3 Years But Less Than 5 Years Ago)
Within the Past 10 Years (5 Years But Less Than 10 Years Ago)
10 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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MADISON COUNTY

43. A blood stool test is a test that may use a special kit at home to determine whether the stool contains blood. How long has it been since you had your last blood stool test?

Within the Past Year (Less Than 1 Year Ago)
Within the Past 2 Years (1 Year But Less Than 2 Years Ago)
Within the Past 3 Years (2 Years But Less Than 3 Years Ago)
Within the Past 5 Years (3 Years But Less Than 5 Years Ago)
5 or More Years Ago
[Never]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 45.

HENDERSON COUNTY

44. The next question is about violence in relationships with an intimate partner. By an intimate partner, I mean any current or former spouse, boyfriend, or girlfriend. Someone you were dating, or romantically or sexually intimate with, would also be considered an intimate partner. This information will help us to better understand the problem of violence in relationships. This is a sensitive topic. Remember, you do not have to answer any question you do not want to.

Has an intimate partner hit, slapped, pushed, kicked, or hurt you in any way within the PAST 12 MONTHS?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

45. The next questions are about tobacco use. Do you NOW smoke cigarettes "Every Day," "Some Days," or "Not At All"?

Every Day
Some Days
Not At All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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46. Do you currently use chewing tobacco, snuff, or snus (pronounced "snoose"; rhymes with goose) "Every Day," "Some Days," or "Not At All"?

Every Day
Some Days
Not At All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

47. The next question is about electronic cigarettes, also known as e-cigarettes. These are battery-operated devices that simulate traditional cigarette smoking, but do not involve the burning of tobacco. The cartridge or liquid "e-juice" used in these devices produces vapor and comes in a variety of flavors.

Do you NOW smoke electronic cigarettes "Every Day," "Some Days," or "Not At All"?

Every Day
Some Days
Not at All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell County" or "Rutherford County", ASK Q48.

All Others, SKIP to SCRIPTING NOTE before 49.

MCDOWELL AND RUTHERFORD COUNTIES

48. Please tell me if you believe the following statement is true or false: Most electronic cigarettes contain nicotine. Do you feel this statement is:

True
or False
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

49. During how many of the past 7 days, at your workplace, did you breathe the smoke from someone '+temp44+' who was using tobacco?

(INTERVIEWER: Code "Not Applicable" as 8.)

0 to 7/8
[Don't Know/Not Sure]
[Refused]

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50. Please tell me your level of agreement or disagreement with the '+temp50+' I am going to read about smoking.

The '+temp50a+' is: I believe it is important for PARKS and PUBLIC WALKING and BIKING TRAILS in my county to be 100% tobacco free. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell County" or "Rutherford County", ASK Q51.

If Q2 is "Madison County", SKIP to 52.

If Q2 is "Henderson County", SKIP to 53.

If Q2 is "Cherokee County", "Graham County", or "Macon County", SKIP to 54.

All Others, SKIP to 55.

MCDOWELL AND RUTHERFORD COUNTIES

51. The next statement is: I believe there should be a local law in my county that prohibits the use of tobacco in all indoor public places. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 55.

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MADISON COUNTY

52. The next statement is: I believe it is important for GOVERNMENT BUILDINGS AND GROUNDS to be 100% tobacco free. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 55.

HENDERSON COUNTY

53. The next statement is: I believe it is important for GOVERNMENT BUILDINGS AND GROUNDS in Henderson County to be 100% SMOKE free. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 55.

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CHEROKEE, GRAHAM, AND MACON COUNTIES

54. The next statement is: I believe it is important for ALL PUBLIC PLACES to be 100% tobacco free. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

55. The next few questions are about alcohol use. Keep in mind that one drink is equivalent to a 12-ounce beer, a 5-ounce glass of wine, or a drink with one shot of liquor.

During the past 30 days, on how many days did you have at least one drink of any alcoholic beverage such as beer, wine, a malt beverage, or liquor?

(NOTE: A 40-ounce beer would count as 3 drinks, or a cocktail drink with 2 shots would count as 2 drinks.)

	1 to 30
(SKIP to 58)	0
(SKIP to 58)	[Don't Know/Not Sure]
(SKIP to 58)	[Refused]

56. On the day(s) when you drank, about how many drinks did you have on the average? (If "None", PROBE)

1 to 10
[Don't Know/Not Sure]
[Refused]

57. (If Respondent is MALE, Read:) Considering all types of alcoholic beverages, how many TIMES during the past 30 days did you have 5 or more drinks on an occasion?

(If Respondent is FEMALE, Read:) Considering all types of alcoholic beverages, how many TIMES during the past 30 days did you have 4 or more drinks on an occasion?

0 to 30
[Don't Know/Not Sure]
[Refused]

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58. During the past 30 days, have you taken a prescription drug that was not prescribed to you?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

59. Have you ever given your prescription medication to anyone else to use?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "McDowell County", "Mitchell County", or "Yancey County", ASK Q60.

If Q2 is "Jackson County", SKIP to 61.

If Q2 is "Swain County", SKIP to 62.

All Others, SKIP to 63.

MCDOWELL, MITCHELL, AND YANCEY COUNTIES

60. Do you keep your medicine in a locked place so that no one else can access it?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 63.

JACKSON COUNTY

61. If you or someone you knew needed substance abuse counseling, would you know where to refer them?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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NOTE: SKIP to 63.

SWAIN COUNTY

62. To what degree has your life been negatively affected by YOUR OWN or SOMEONE ELSE's substance abuse issues, including alcohol, prescription, and other drugs? Would you say:

A Great Deal
Somewhat
A Little
or Not at All
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

63. Now I would like you to think about the food you ate during the past week.

About how many 1-cup servings of fruit did you have in the past week? For example, one apple equals 1 cup.

0 to 100
[Don't Know/Not Sure]
[Refused]

64. And, NOT counting lettuce salad or potatoes, about how many 1-cup servings of vegetables did you have in the past week? For example, 12 baby carrots equal 1 cup.

0 to 100
[Don't Know/Not Sure]
[Refused]

NOTE: If Q2 is "Jackson County", ASK Q65.

All Others, SKIP to 66.

JACKSON COUNTY

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65. Packaged foods have labels with nutritional facts, providing consumers with information about calories, serving size, and nutritional content. In general, how would you rate your understanding of the nutrition information on food labels? Would you say:

Excellent
Very Good
Good
Fair
or Poor
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

66. How difficult is it for you to buy fresh produce like fruits and vegetables at a price you can afford? Would you say:

Very Difficult
Somewhat Difficult
Not Too Difficult
or Not At All Difficult
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Rutherford County", ASK Q67.

If Q2 is "Mitchell County" or "Yancey County", SKIP to 68.

If Q2 is "Jackson County", SKIP to 69.

If Q2 is "Transylvania County", SKIP to 70.

If Q2 is "Buncombe County", SKIP to 71.

All Others, SKIP to READ BOX before 73.

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RUTHERFORD COUNTY

67. How often in the past 12 months would you say you were worried or stressed about having enough money to buy nutritious meals? Would you say you were worried or stressed:

Always
Usually
Sometimes
Seldom
or Never
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to READ BOX before 73.

MITCHELL AND YANCEY COUNTIES

68. In the last 12 months, did you or someone in the household cut the size of your meals or skip meals because there wasn't enough money for food?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

JACKSON, MITCHELL AND YANCEY COUNTIES

69. Now I am going to read a statement that people have made about their food situation. Please tell me whether this statement was "Often True," "Sometimes True," or "Never True" for you in the past 12 months.

The statement is: I worried about whether our food would run out before we got money to buy more.

Was this statement:

Often True
Sometimes True
or Never True
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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NOTE: SKIP to READ BOX before 73.

TRANSYLVANIA COUNTY

70. How reliable is your access to clean drinking water? Would you say:

Always Reliable
Sometimes Reliable
Rarely Reliable
or Never Reliable
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 72.

BUNCOMBE COUNTY

71. How often in the past 12 months would you say you were worried or stressed about having enough money to pay your rent or mortgage? Would you say you were worried or stressed:

Always
Usually
Sometimes
Seldom
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

BUNCOMBE AND TRANSYLVANIA COUNTIES

72. How often do you have trouble finding transportation to places you would like to go? Would you say:

Always
Often
Sometimes
Rarely
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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The next questions are about physical activity.

73. During the past month, other than your regular job, did you participate in any physical activities or exercises, such as running, calisthenics, golf, gardening, or walking for exercise?

	Yes
(SKIP to 77)	No
(SKIP to 77)	[Don't Know/Not Sure]
(SKIP to 77)	[Refused]
	[Terminate Interview]

74. The next questions ask about vigorous and moderate physical activity. Vigorous activities cause large increases in breathing or heart rate, while moderate activities cause small increases in breathing or heart rate.

Now, thinking about when you are not working, how many days per week or per month do you do VIGOROUS activities for at least 20 minutes at a time, such as running, aerobics, heavy yard work, or anything else that causes large increases in breathing and heart rate?

	DAYS PER WEEK
	DAYS PER MONTH
(SKIP to 75)	[No Vigorous Activity]
(SKIP to 75)	[Unable To Do Vigorous Activity]
(SKIP to 75)	[Don't Know/Not Sure]
(SKIP to 75)	[Refused]
	[Terminate Interview]

75. And on how many days per week or per month do you do MODERATE activities for at least 30 minutes at a time, such as brisk walking, bicycling, vacuuming, gardening, or anything else that causes some increase in breathing or heart rate?

	DAYS PER WEEK
	DAYS PER MONTH
(SKIP to 76)	[No Moderate Activity]
(SKIP to 76)	[Unable to Do Moderate Activity]
(SKIP to 76)	[Don't Know/Not Sure]
(SKIP to 76)	[Refused]
	[Terminate Interview]

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76. On how many days per week or per month do you do physical activities or exercises to STRENGTHEN your muscles? Do NOT count aerobic activities like walking, running, or bicycling. Please include activities using your own body weight, such as yoga, sit-ups or push-ups, and those using weight machines, free weights, or elastic bands.

	DAYS PER WEEK
	DAYS PER MONTH
(SKIP to 77)	[No Strengthening Activity]
(SKIP to 77)	[Unable to Do Strengthening Activity]
(SKIP to 77)	[Don't Know/Not Sure]
(SKIP to 77)	[Refused]
	[Terminate Interview]

1 to 31
[Don't Know/Not Sure]
[Refused]

77. In some communities, organizations make their indoor and outdoor physical activity spaces like gyms, tracks, and pools available for the public to use during off times.

How important do you feel it is for organizations in the community to explore ways to increase the public's access to these types of facilities during off times? Would you say:

Very
Somewhat
or Not At All Important
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Cherokee County" or "Graham County", ASK Q78.

If Q2 is "Clay County" or "Haywood County", SKIP to 79.

All Others, SKIP to 81.

CHEROKEE AND GRAHAM COUNTIES

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78. Please tell me your level of agreement or disagreement with the following statement: I believe my county provides the facilities and programs needed for ADULTS, CHILDREN and YOUTH to be physically active throughout the year. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to 81.

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CLAY AND HAYWOOD COUNTIES

79. Please tell me your level of agreement or disagreement with the following statement: I believe my county provides the facilities and programs needed for CHILDREN and YOUTH to be physically active throughout the year. Do you:

Strongly Agree
Agree
Neither Agree Nor Disagree
Disagree
or Strongly Disagree
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Haywood County", SKIP to 81.

CLAY COUNTY

80. The next question is about some pets you may have. Are ALL dogs, cats, and ferrets that you own as pets up-to-date on their rabies vaccinations?

Yes
No
[No Pets]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

81. Now I would like to ask, in general, how satisfied are you with your life? Would you say:

Very Satisfied
Satisfied
Dissatisfied
or Very Dissatisfied
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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82. How often do you get the social and emotional support you need? Would you say:

Always
Usually
Sometimes
Seldom
or Never
[Not Applicable]
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

83. Now thinking about your MENTAL health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health NOT good?

0 to 30
[Don't Know/Not Sure]
[Refused]

84. Was there a time in the past 12 months when you needed mental health care or counseling, but did not get it at that time?

	Yes
(SKIP to 86)	No
(SKIP to 86)	[Don't Know/Not Sure]
(SKIP to 86)	[Refused]
	[Terminate Interview]

85. What was the MAIN reason you did not get mental health care or counseling?

[Don't Know/Not Sure]
[Refused]
Apprehension/Fear/Nervousness/Embarrassment
Condition Not Serious Enough
Didn't Accept Medicaid/Insurance
Didn't Know Where To Go
Difficulty Getting Appointment
Don't Have Insurance/Could Not Afford It
Don't Like/Trust/Believe in Counselors
Health of Another Family Member
Inconvenient Hours
Lack of Transportation
Never Got Around to Going
No Counselor Available
No Place I Feel Welcome
Speak a Different Language
Wait Too Long In Clinic/Office
Other (Specify)

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86. The following questions are about health problems or impairments you may have.

Are you limited in any way in any activities because of physical, mental or emotional problems?

	Yes
(SKIP to NOTE before 88)	No
(SKIP to NOTE before 88)	[Don't Know/Not Sure]
(SKIP to NOTE before 88)	[Refused]
	[Terminate Interview]

87. What is the major impairment or health problem that limits you?

Arthritis/Rheumatism
Back or Neck Problem
Cancer
Depression/Anxiety/Emotional Problem
Diabetes
Eye/Vision Problem
Fractures, Bone/Joint Injury
Hearing Problem
Heart Problem
Hypertension/High Blood Pressure
Lung/Breathing Problem
Stroke Problem
Walking Problem
Other Impairment/Problem
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q40 is 45 Years of Age or Older, ASK Q88.

All Others, SKIP to 89.

88. Now I would like to ask you about recent falls. By a fall, I mean when a person unintentionally comes to rest on the ground or another lower level.

In the past 12 months, how many times have you fallen?

0 to 100
[Don't Know/Not Sure]
[Refused]

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89. People may provide regular care or assistance to a friend or family member who has a health problem, long-term illness, or disability.

During the past 30 days, did you provide any such care or assistance to a friend or family member?

(INTERVIEWER: If Necessary, READ: This question includes any care or assistance, not limited to someone living in the household.)

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

90. Now I would like to ask, where do you get MOST of your health care information?

[Don't Know/Not Sure]
[Refused]
[Don't Receive Any]
Books/Magazines
Child's School
Church
Family Doctor
Friends/Relatives
Health Department
Help Lines
Hospital
Hospital Publications
Insurance
Internet
Library
Newspaper
Pharmacist
Other (Specify)

NOTE: If Q2 is "Macon County", ASK Q91.

If Q2 is "Polk County", SKIP to 92.

All Others, SKIP to READ BOX before CELLQ.

MACON COUNTY

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91. Do you currently have access to the internet for PERSONAL use, either at home, work, or school?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: SKIP to READ BOX before CELLQ.

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POLK COUNTY

92. Where do you get most of your local news?

(INTERVIEWER: If Respondent Answers "Newspaper," "Radio," "TV Station," or "Internet," PROBE for Specific Paper, Station or Website.)

[Don't Know/Not Sure]
[Refused]
(Newspaper) Asheville Citizen-Times [Asheville]
(Newspaper) Black Mountain News [Black Mountain]
(Newspaper) Digital Courier [ForestCity]
(Newspaper) Franklin Press [Franklin]
(Newspaper) Macon County News [Franklin]
(Newspaper) McDowell News [Marion]
(Newspaper) Mountain Xpress [Asheville]
(Newspaper) News-Journal [Spruce Pine]
(Newspaper) Smoky Mountain News [Waynesville]
(Newspaper) Spartanburg Herald Journal [Spartanburg, SC]
(Newspaper) The Cherokee Scout [Murphy]
(Newspaper) The Mountaineer [Waynesville]
(Newspaper) Times News [Hendersonville]
(Newspaper) Tryon Daily Bulletin [Tryon]
(Newspaper) Western North Carolina Times [Asheville]
(Radio) 1290 WHKY Radio (FOX News/ESPN) [Hickory]
(Radio) WLFJ 89.3 FM [Greenville, SC]
(Radio) WMYI 102.5 FM [Greenville, SC]
(Radio) WNCW 88.7 FM [Spindale]
(Radio) WNCW 92.9 FM [Boone]
(Radio) WNCW 99.1, 100.3 FM [Charlotte]
(Radio) WSIF 90.9 FM [Wilkesboro]
(Radio) WSSL 100.5 FM [Greenville, SC]
(TV Station) WBTV Ch. 3 CBS [Charlotte]
(TV Station) WCNC Ch. 22/36 [Charlotte]
(TV Station) WHKY Ch. 14 (Independent) [Hickory]
(TV Station) WLOS Ch. 13 ABC [Asheville]
(TV Station) WSPA Ch. 7 CBS [Spartanburg, SC]
(TV Station) WYCW Ch. 62 CW [Spartanburg, SC]
(TV Station) WYFF Ch. 4 NBC [Greenville, SC]
(Website) BlueRidgeNow.com [Hendersonville] (Times News online)
(Website) goupstate.com (Spartanburg Herald Journal online)
(Website) tryondailybulletin.com (Tryon Daily Bulletin online)
(Website) wnctimes.com (Western North Carolina Times online)
(Website) www.wbtv.com
(Website) www.wcnc.com
(Website) www.whky.com
(Website) www.wncw.com
(Website) www.wspa.com
(Website) www.wyff4.com
Other (Specify)

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My last questions are for classifying purposes only and are strictly confidential.

93. How many children under the age of 18 are currently LIVING in your household?

One
Two
Three
Four
Five or More
[None]
[Refused]
[Terminate Interview]

94. Are you of Hispanic or Latino origin, or is your family originally from a Spanish-speaking country?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

95. What is your race? Would you say:

(Do Not Read the Latino/Hispanic Code.)

(SKIP to 97)	[Don't Know/Not Sure]
(SKIP to 97)	[Refused]
	American Indian, Alaska Native
(SKIP to 97)	Native Hawaiian, Pacific Islander
(SKIP to 97)	Asian
(SKIP to 97)	Black/African American
(SKIP to 97)	White
(SKIP to 97)	[Latino/Hispanic]
(SKIP to 97)	Other (Specify)

96. Which of the following BEST describes you? Are you:

An Enrolled Member of the Eastern Band of Cherokee Indians, or EBCI, living ON the boundary;
An Enrolled Member of the Eastern Band of Cherokee Indians, or EBCI, living OFF the boundary,
or something else?

[Don't Know/Not Sure]
[Refused]
Enrolled EBCI on Boundary
Enrolled EBCI off Boundary
Other (Specify)

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97. Are you:

Married
Divorced
Widowed
Separated
Never Been Married
In a Domestic Partnership or Civil Union
or A Member of an Unmarried Couple
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

98. Now I would like to ask, about how much do you weigh without shoes?

(INTERVIEWER: Round Fractions Up)

40 to 600
[Don't Know/Not Sure]
[Refused]

99. About how tall are you without shoes?

(INTERVIEWER: Round Fractions Down)

300 to 311
400 to 411
500 to 511
600 to 611
700 to 711
800 to 811
[Don't Know/Not Sure]
[Refused]

100. What is the highest grade or year of school you have completed?

Never Attended School or Kindergarten Only
Grades 1 through 8 (Elementary)
Grades 9 through 11 (Some High School)
Grade 12 or GED (High School Graduate)
College 1 Year to 3 Years (Some College or Technical School)
Bachelor's Degree (College Graduate)
Postgraduate Degree (Master's, M.D., Ph.D., J.D.)
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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101. Are you currently:

Employed for Wages
Self-Employed
Out of Work for More Than 1 Year
Out of Work for Less Than 1 Year
A Homemaker
A Student
Retired
or Unable to Work
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

102. Do you live in this area year-round (permanent address), or are you a seasonal (part-time) resident?

Permanent Resident
Seasonal Resident
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

103. Do you have any kind of health care coverage, including health insurance, a prepaid plan such as an HMO, or a government-sponsored plan such as Medicare or Indian Health Services?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

104. An Advance Directive is a set of directions you give about the medical health care you want if you ever lose the ability to make decisions for yourself. Formal Advance Directives include Living Wills and Health Care Powers of Attorney.

Do you have any completed Advance Directive documents?

	Yes
(SKIP to 106)	No
(SKIP to 106)	[Don't Know/Not Sure]
(SKIP to 106)	[Refused]
	[Terminate Interview]

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105. Have you communicated these health care decisions to your family or your doctor?

Yes
No
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

106. Have you ever served on ACTIVE DUTY in the U.S. Armed Forces, either in the regular military or in a National Guard or Military Reserve Unit? Active Duty does NOT include training for the National Guard or the Reserves, but DOES include activation, for example, for the Persian Gulf War.

Yes, Was on Active Duty
No, Was Never on Active Duty
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

NOTE: If Q2 is "Buncombe County" AND Q101 is "Employed for Wages", ASK Q107.

All Others, SKIP to SCRIPTING NOTE before 108.

BUNCOMBE COUNTY

107. Which of the following BEST describes your income:

(INTERVIEWER: If More Than One Job, PROBE for Job Where Employee Has the Most Hours.)

I Am an Hourly Employee and Make Less Than $11 per Hour
I Am an Hourly Employee and Make $11 per Hour or More
I Am a Salaried Employee and Make Less Than $22,880 per Year
or I Am a Salaried Employee and Make $22,880 per Year or More
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

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108. Total Family Household Income.

Under $11,700
$11,700 to $15,699
$15,700 to $19,799
$19,800 to $23,599
$23,600 to $27,899
$27,900 to $31,799
$31,800 to $35,999
$36,000 to $39,899
$39,900 to $44,199
$44,200 to $47,999
$48,000 to $52,299
$52,300 to $56,099
$56,100 to $63,899
$63,900 to $72,099
$72,100 to $80,199
$80,200 to $88,299
$88,300 to $96,399
$96,400 to $104,499
$104,500 to $112,699
$112,700/Over
[Don't Know/Not Sure]
[Refused]
[Terminate Interview]

That's my last question. Everyone's answers will be combined to give us information about the health of residents in this community. Thank you very much for your time and cooperation.

CALCULATED VARIABLES

109. [Those With Diagnosed Depression] Seeking Help.

Yes
No

110. Heart Attack/Angina/Coronary Disease (Composite).

Yes
No

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111. High Blood Pressure.

HBP Diagnosis (Ever)
No HBP Diagnosis (Tested in Past 5 Years)
Not Tested in Past 5 Years

112. High Blood Cholesterol.

HBC Diagnosis (Ever)
No HBC Diagnosis (Tested in Past 5 Years)
Not Tested in Past 5 Years

113. Cardiovascular Risk (Composite).

1+ Cardiovascular Risk Factors
No Risk Factors

114. [Women 40+] Mammogram In The Past 2 Years.

Yes
No

115. [Women 50-74] Mammogram In The Past 2 Years.

Yes
No

116. [Women 21-65] Pap Smear In The Past 3 Years.

Yes
No

117. [Adults 50+] Sigmoidoscopy/Colonoscopy EVER.

Yes
No

118. [Adults 50+] Blood Stool Test In The Past 2 Years.

Yes
No

119. [Adults 50-75] Colorectal Cancer Screening (FOBT/Sigmoidoscopy/Colonoscopy).

Yes
No

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120. [Adult] Currently Has Asthma.

Yes
No

121. [Child] Currently Has Asthma.

Yes
No

122. Diabetes.

Yes
Borderline/Pre-Diabetic
No

123. [Households With Children] Presence of Firearms.

Yes
No

124. [Homes With Firearms] With Unlocked & Loaded Weapon(s).

Yes
No

125. [Adults 50+] Arthritis/Rheumatism.

Yes
No

126. [Adults 50+] Osteoporosis.

Yes
No

127. [Adults 65+] Flu Shot In The Past Year.

Yes
No

128. [High-Risk Adults 18-64] Flu Shot In The Past Year.

Yes
No

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129. [Adults 65+] Pneumonia Vaccine EVER.

Yes
No

130. [High-Risk Adults 18-64] Pneumonia Vaccine EVER.

Yes
No

131. [Adults 18-44] HIV Testing In Past Year.

Yes
No

132. 5 or More Servings of Fruits/Vegetables Per Day.

Yes
No

133. Meets HHS Physical Activity Guidelines.

Yes
No

134. Moderate Physical Activity (30 or More Minutes/5 or More Times per Week).

Yes
No

135. Vigorous Physical Activity (20 or More Minutes/3 or More Times per Week).

Yes
No

136. Body Mass Index.

0.0 to 99.9

137. Weight Status.

Underweight (BMI < 18.5)
Healthy Weight (18.5 ≤ BMI < 25.0)
Overweight, Not Obese (25.0 ≤ BMI< 30.0)
Obese (BMI ≤ 30.0)

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138. [Overweights] Trying to Lose Weight With Both Diet/Exercise.

Yes
No

139. [Overweights] Counseled About Weight.

Yes
No

140. [Obese] Counseled About Weight.

Yes
No

141. [Children 5-17] Weight Status.

Underweight (Under 5th Percentile)
Not Overweight (5th-84th Percentile)
Overweight (85th-94th Percentile)
Obese (95th Percentile)

142. Smoking Status.

Current Smoker – Regular (Every Day)
Current Smoker – Occasional (Some Days)
Former Smoker
Never Smoked

143. [Women 18-44] Current Smoker (Regular or Occasional).

Yes
No

144. [Non-Smokers] Smoker In The Home.

Yes
No

145. [Households With Children] Smoker In The Home.

Yes
No

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146. Current Drinker (1 or More Drinks in Past Month).

Yes
No

147. Heavy Drinker (60 or More Drinks/Month for Men; 30 or More Drinks/Month for Women).

Yes
No

148. Binge Drinker (5 or More Drinks on an Occasion for Men; 4 or More Drinks on an Occasion for Women).

Yes
No

149. [Men Age 18-39] Binge Drinking (5 or More Drinks on an Occasion).

Yes
No

150. Excessive Drinking (Binge or Heavy Drinking).

Yes
No

151. [Adults 18-64] Insured Status.

Health Insurance, Through Employer or Union
Health Insurance, Self-Purchased
Medicare
Medicaid
VA or Military Benefits
No Insurance/Self-Pay
Insured, Unknown Type
Other Government-Sponsored Program
Medicare and Medicaid

152. [Adults 18+] Specific Source of Ongoing Care.

Yes
No

153. [Adults 18-64] Specific Source of Ongoing Care.

Yes
No

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154. [Adults 65+] Specific Source of Ongoing Care.

Yes
No

155. Difficulties Accessing Healthcare in Past Year (Composite).

Yes
No

156. Child's Age.

0 to 4
5 to 12
13 to 17

157. Gender of Respondent.

Male
Female

158. Age Groupings. (3 Categories.)

18 to 39
40 to 64
65/Over

159. Age Groupings. (5 Categories.)

18 to 34
35 to 44
45 to 54
55 to 64
65/Over

160. Combined Race/Ethnicity.

Non-Hispanic White
Non-Hispanic Black
Hispanic
Non-Hispanic Asian
Non-Hispanic American Native
Other

161. HHS Poverty Status (Two Categories).

Below 200% of Poverty
200% of Poverty or Higher

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162. HHS Poverty Status (Three Categories).

Below Poverty
100% to 199% of Poverty
200% of Poverty or Higher

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2015 PRC Community Health Needs Assessment

A Data-Driven Approach to Identifying Community Health Needs

Rutherford County

Community Health Findings

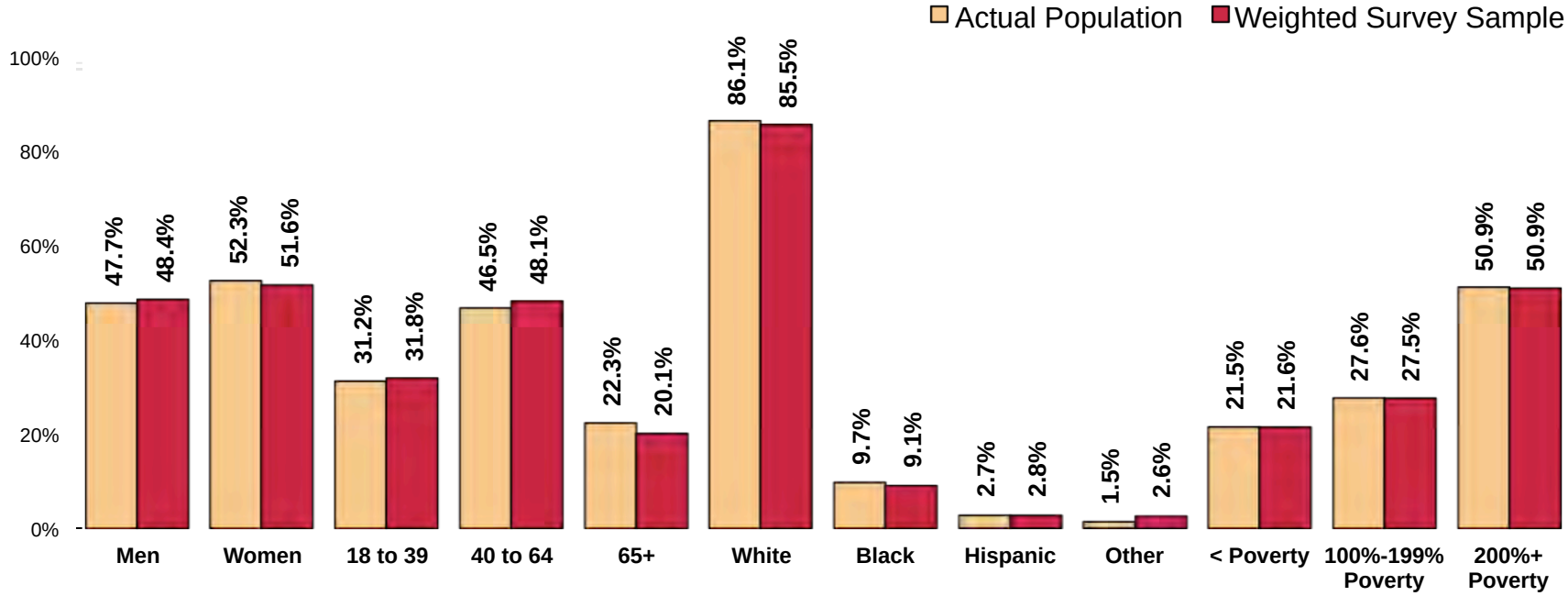
Professional Research Consultants, Inc.

Prepared for WNC Healthy Impact

By Professional Research Consultants, Inc.

Population & Sample Characteristics

(Rutherford County, 2015)



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

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

Top Three County Issues Perceived as in Most Need of Improvement

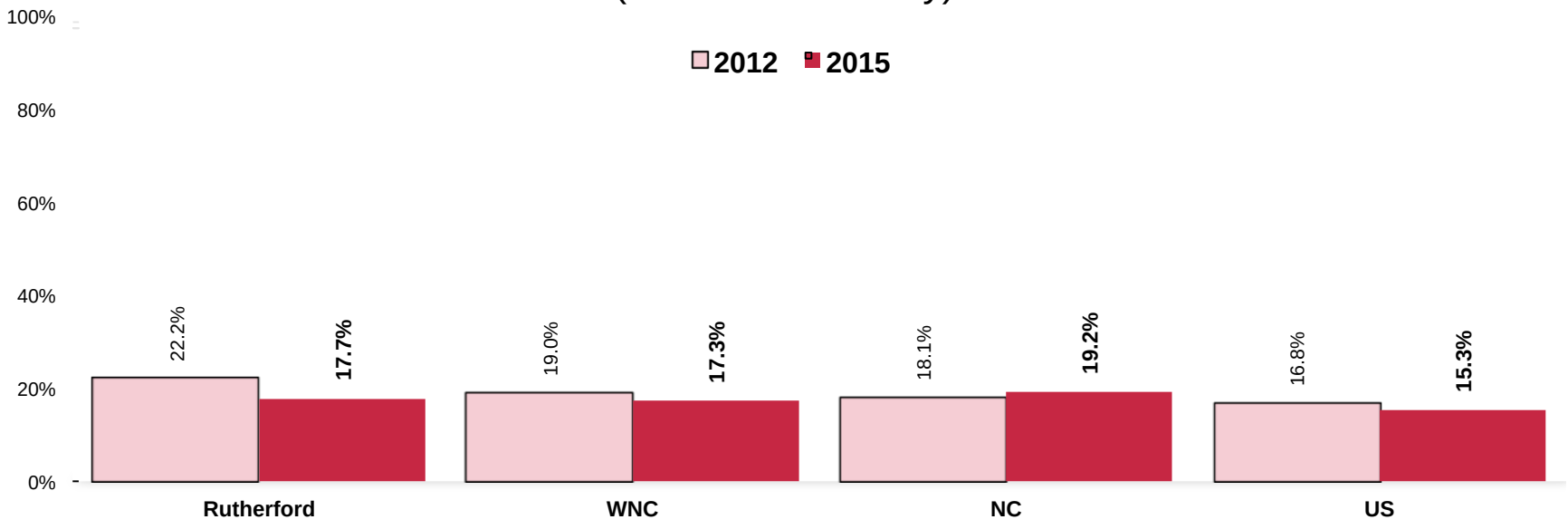
(Rutherford County, 2015)

	Rutherford	WNC
Economy/Unemployment	✓	✓
Nothing	✓	✓
Road Maintenance/Safety		✓
More Shopping/Retail	✓	

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

Experience “Fair” or “Poor” Overall Health

(Rutherford County)

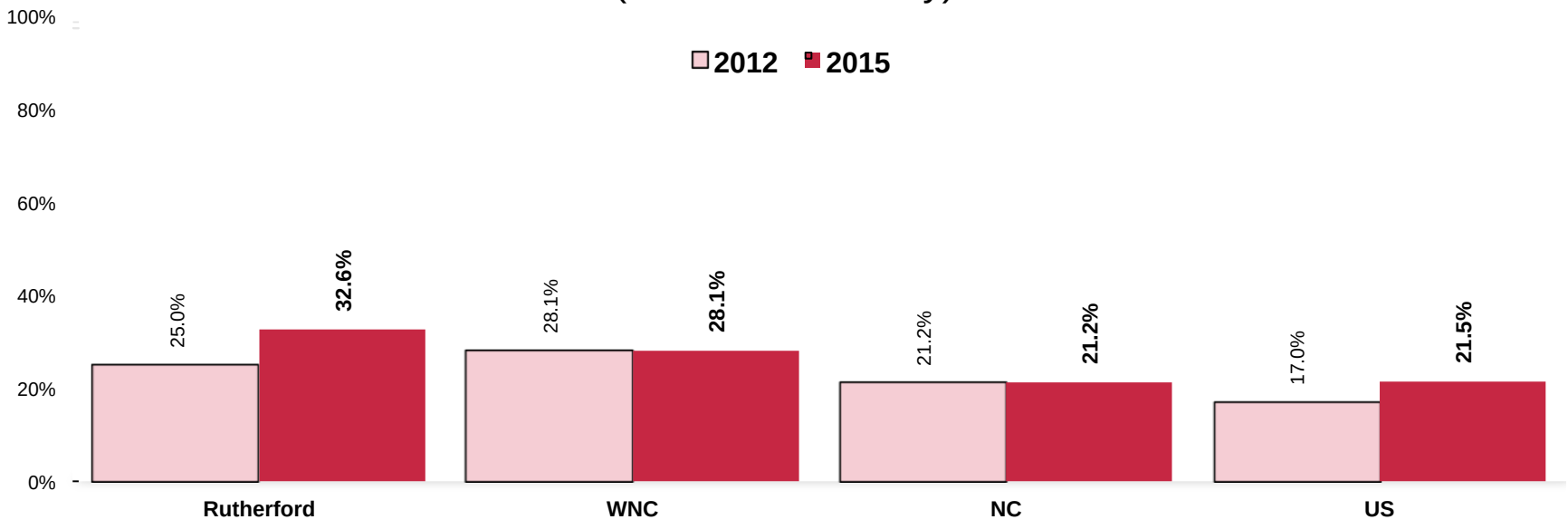


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 7]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

Notes:
- Asked of all respondents.

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

(Rutherford County)

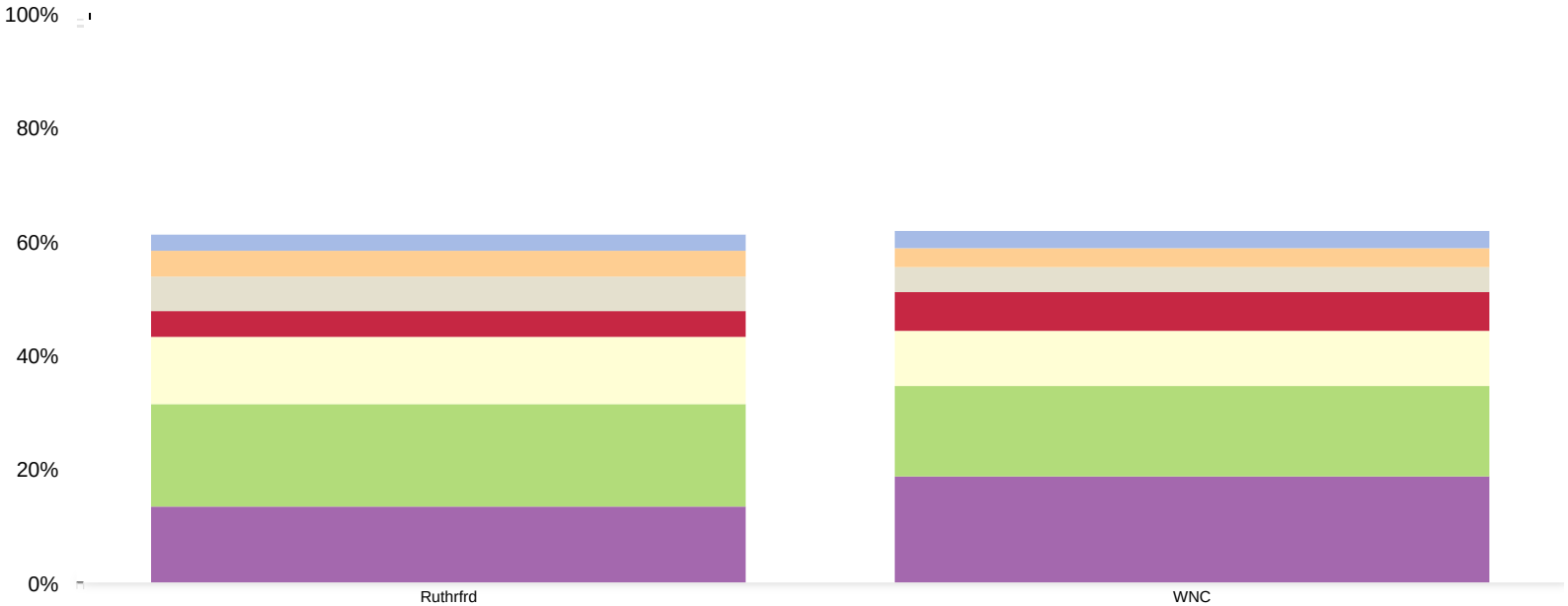


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 86]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

Notes:
- Asked of all respondents.

Type of Problem That Limits Activities

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

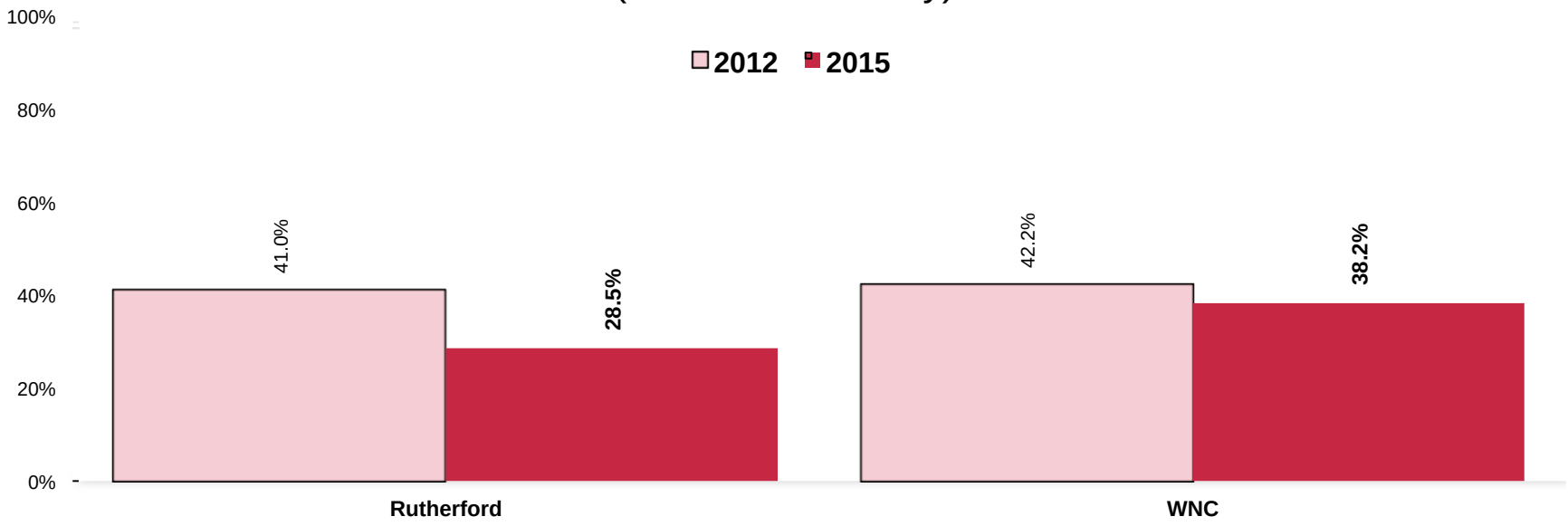


	Ruthrfrd	WNC
Other (Each <3%)	38.8	38.3
Heart Problem	3.0	3.0
Mental/ Depression	4.5	3.3
Lung/Breathing Problem	6.0	4.4
Fracture/Bone/Joint Injury	4.5	6.8
Difficulty Walking	11.9	9.7
Arthritis/Rheumatism	17.9	15.9
Back/Neck Problem	13.4	18.6

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

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

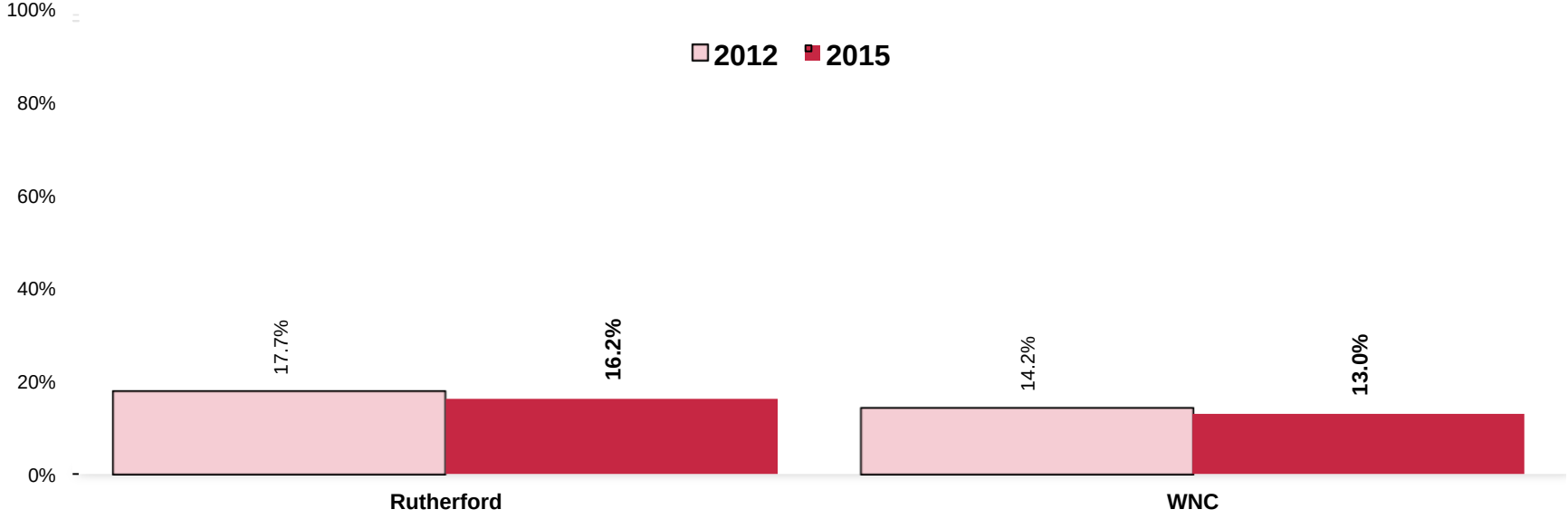
(Rutherford County)



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

>7 Days of Poor Mental Health in the Past Month

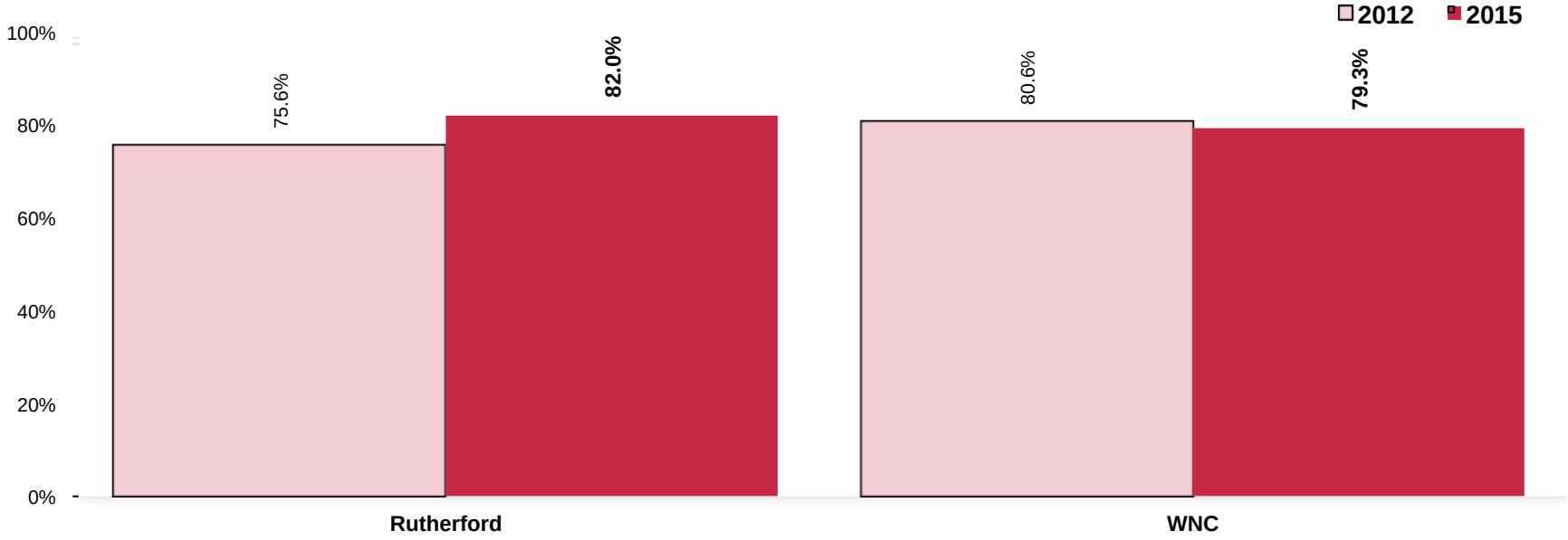
(Rutherford County)



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

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

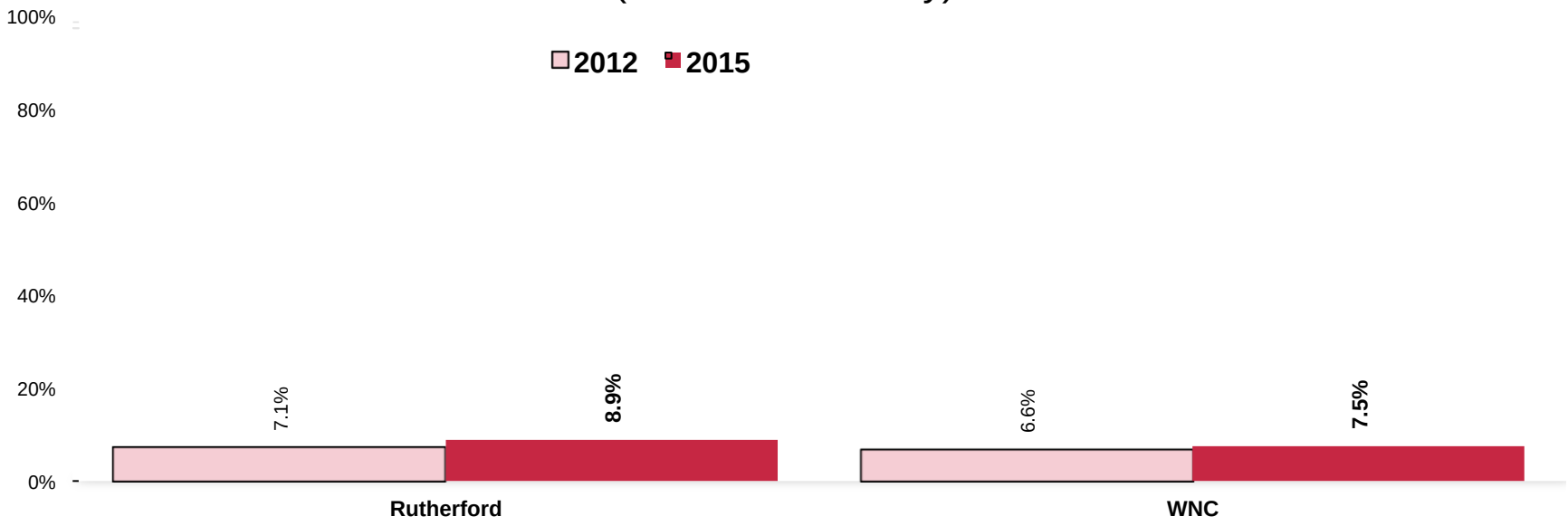
(“Always” and “Usually” Responses; Rutherford County)



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

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

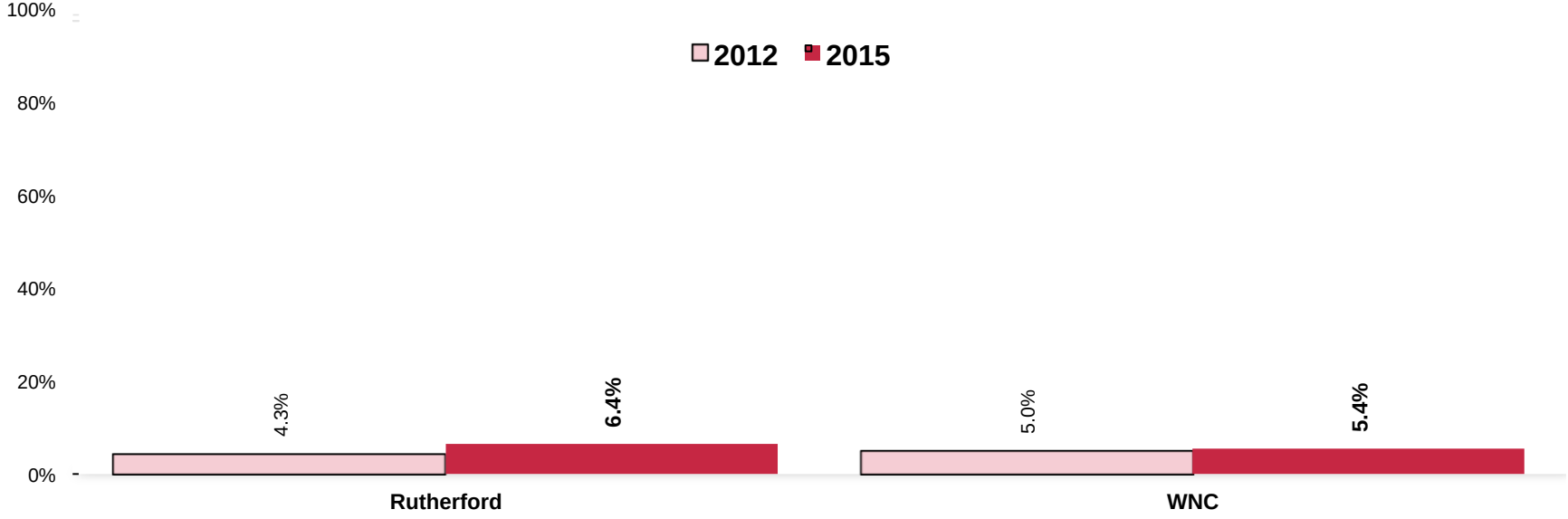
(Rutherford County)



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

Dissatisfied with Life

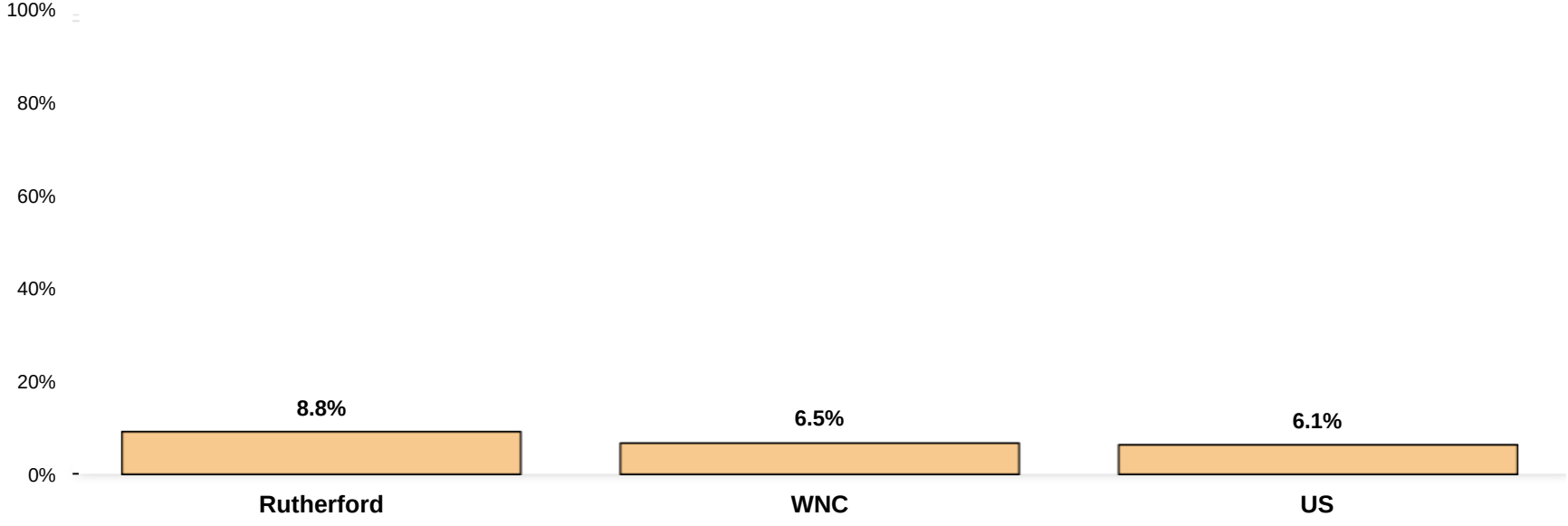
("Dissatisfied" and "Very Dissatisfied" Responses; Rutherford County)



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

Prevalence of Heart Disease

(Rutherford County, 2015)

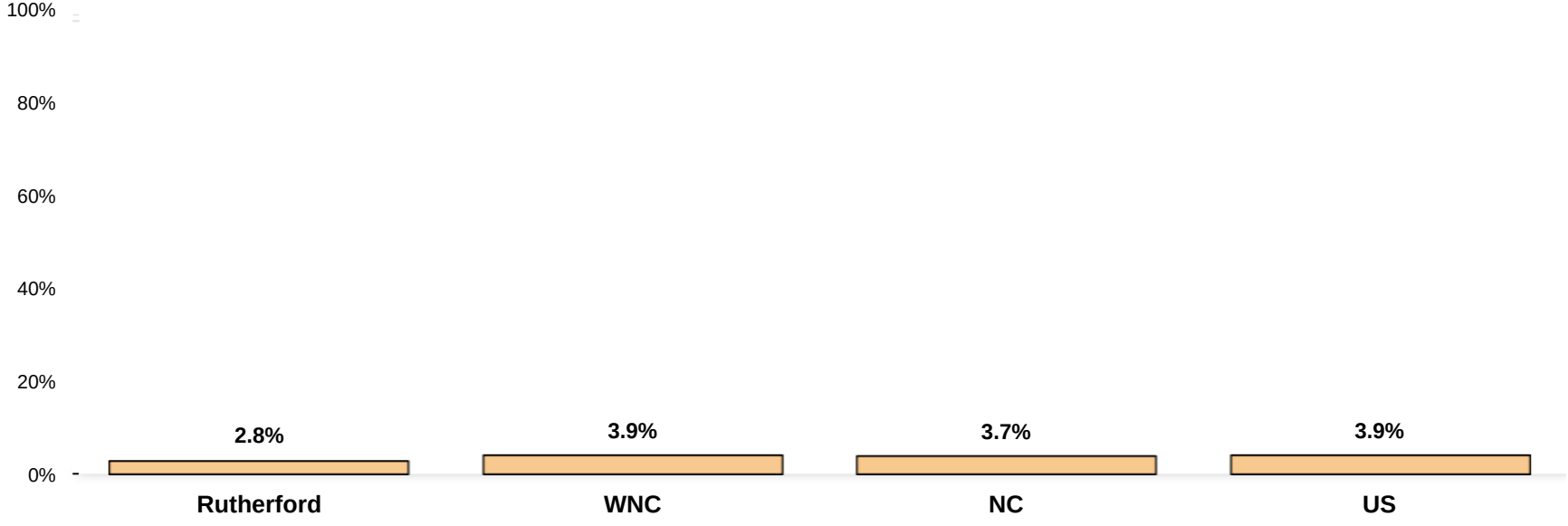


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 24]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

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

Prevalence of Stroke

(Rutherford County, 2015)



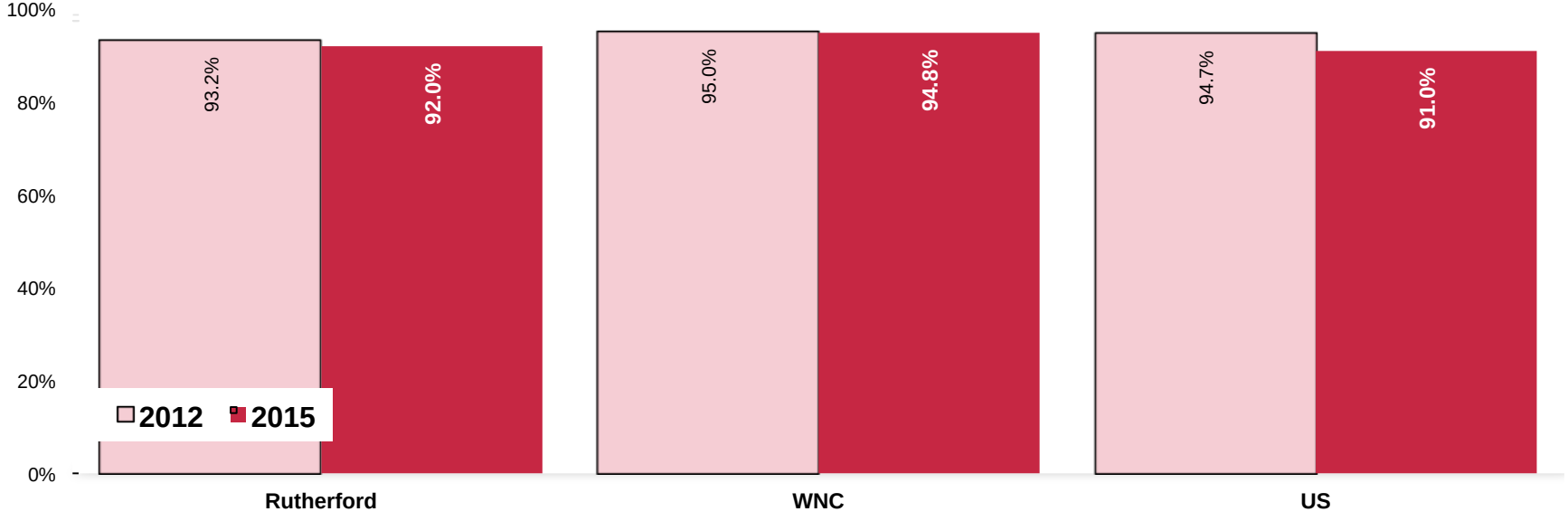
Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 25]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.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

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

Have Had Blood Pressure Checked in the Past Two Years

(Rutherford County)

Healthy People 2020 Target = 94.9% or Higher



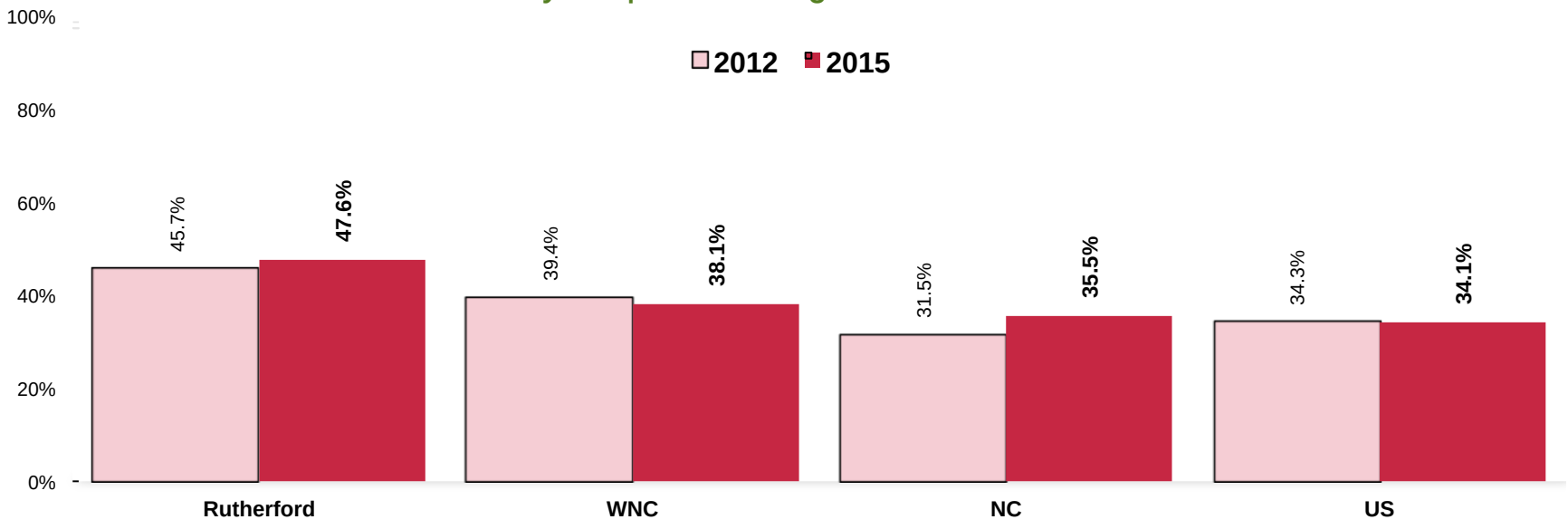
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 34]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective HDS-4]

Notes:
- Asked of all respondents.

Prevalence of High Blood Pressure

(Rutherford County)

Healthy People 2020 Target = 26.9% or Lower

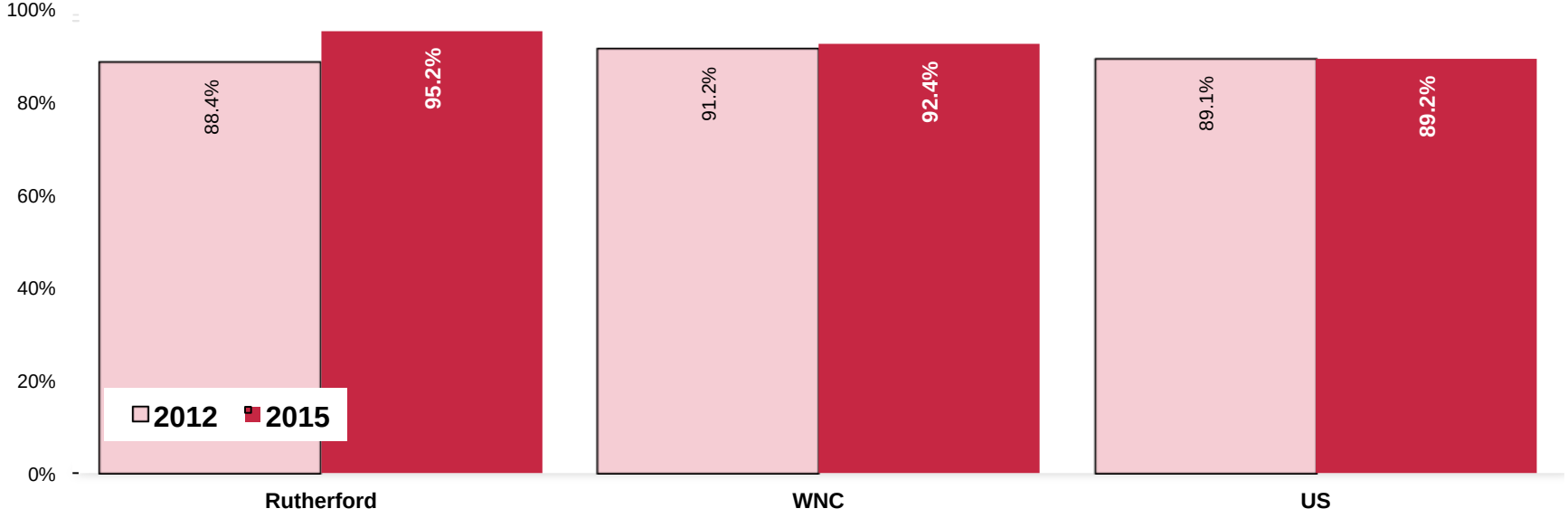


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 111]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

Notes:
- Asked of all respondents.

Taking Action to Control Hypertension

(Among Adults with High Blood Pressure; Rutherford County)



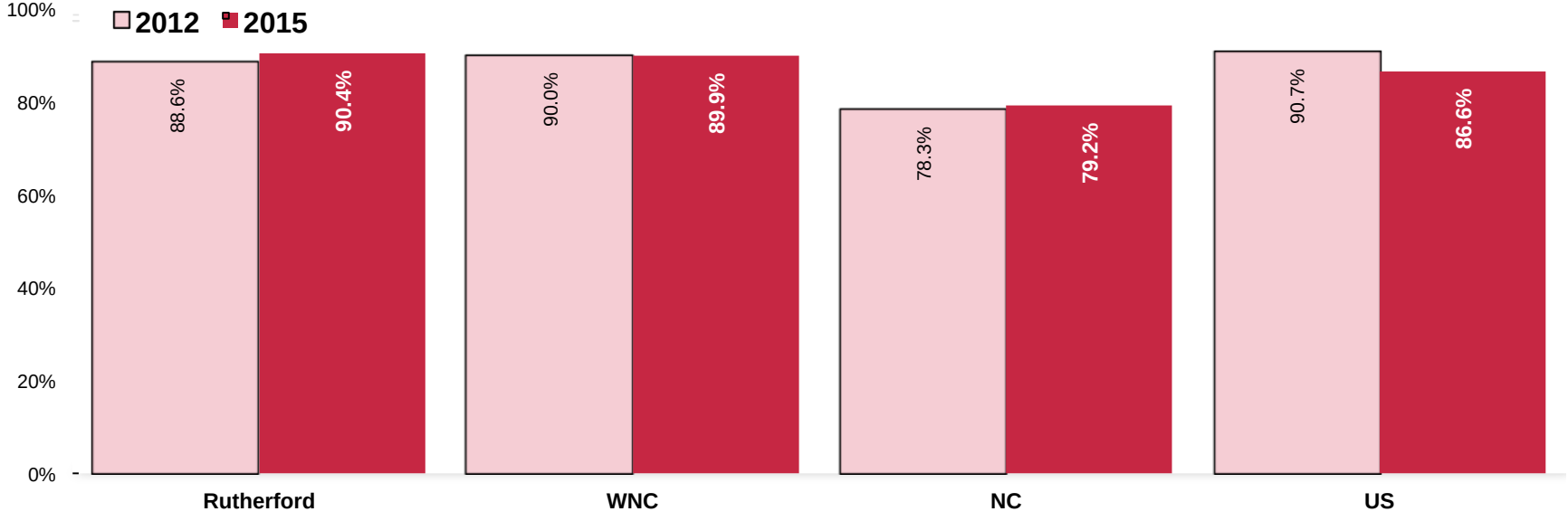
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 33]
- PRC National Health Surveys, Professional Research Consultants, Inc.

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

Have Had Blood Cholesterol Levels Checked in the Past Five Years

(Rutherford County)

Healthy People 2020 Target = 82.1% or Higher



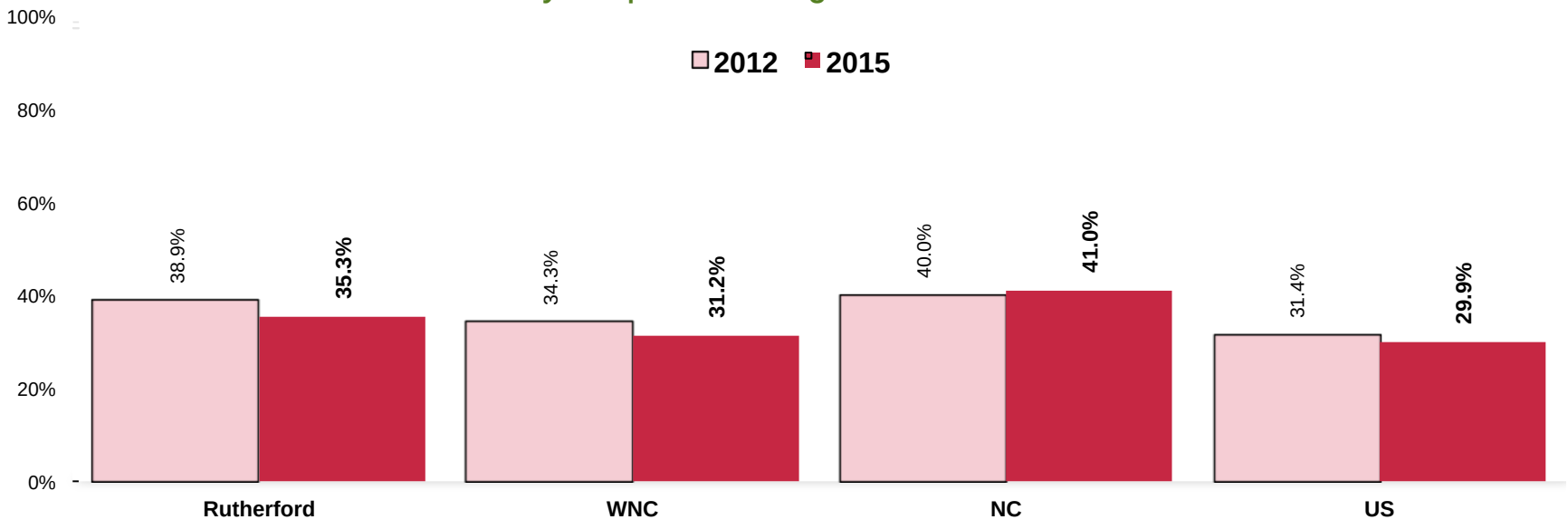
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 37]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

Notes:
- Asked of all respondents.

Prevalence of High Blood Cholesterol

(Rutherford County)

Healthy People 2020 Target = 13.5% or Lower

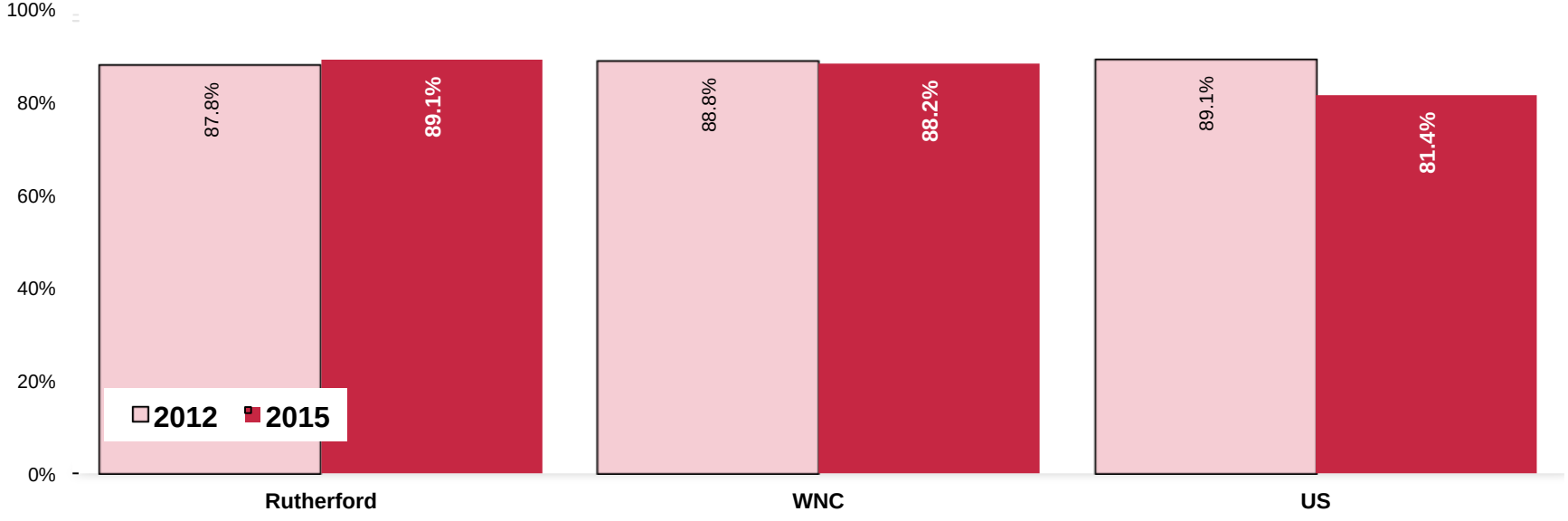


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 112]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

Notes:
- Asked of all respondents.

Taking Action to Control High Blood Cholesterol

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

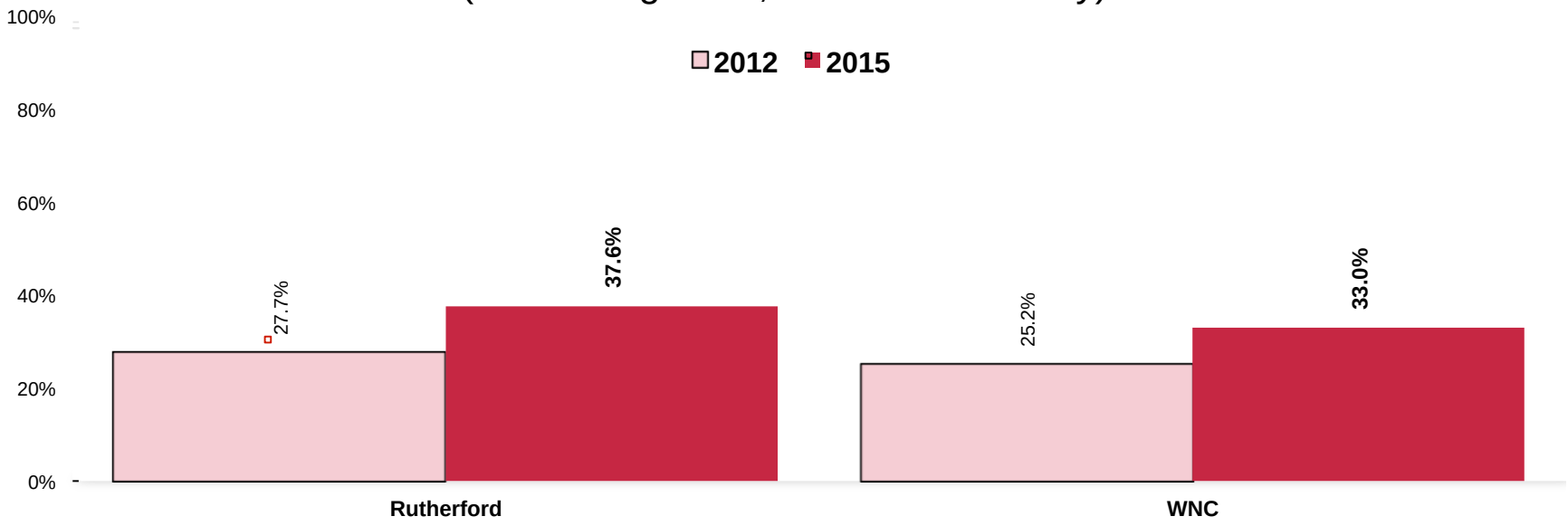


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 36]
- PRC National Health Surveys, Professional Research Consultants, Inc.

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

Have Fallen in the Past Year

(Seniors Age 65+; Rutherford County)



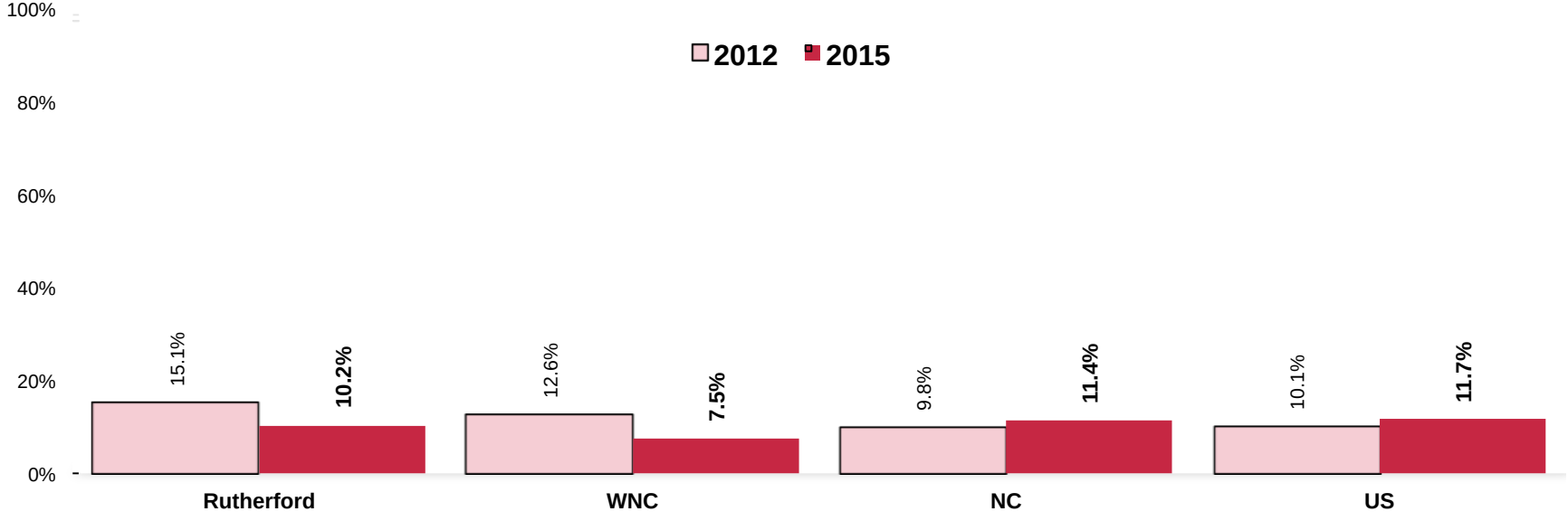
Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 88]

Notes: ● Asked of those respondents age 65+.

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

Prevalence of Diabetes (Ever Diagnosed)

(Rutherford County)

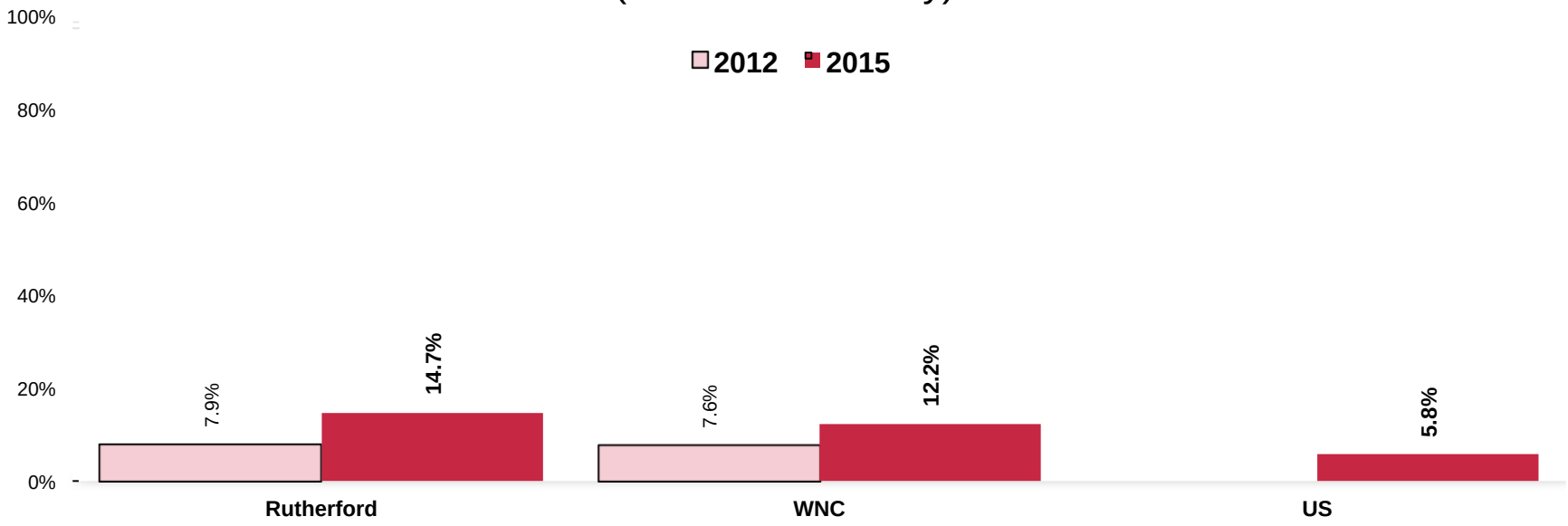


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 28]
- PRC National Health Survey, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for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

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

Prevalence of Borderline or Pre-Diabetes

(Rutherford County)

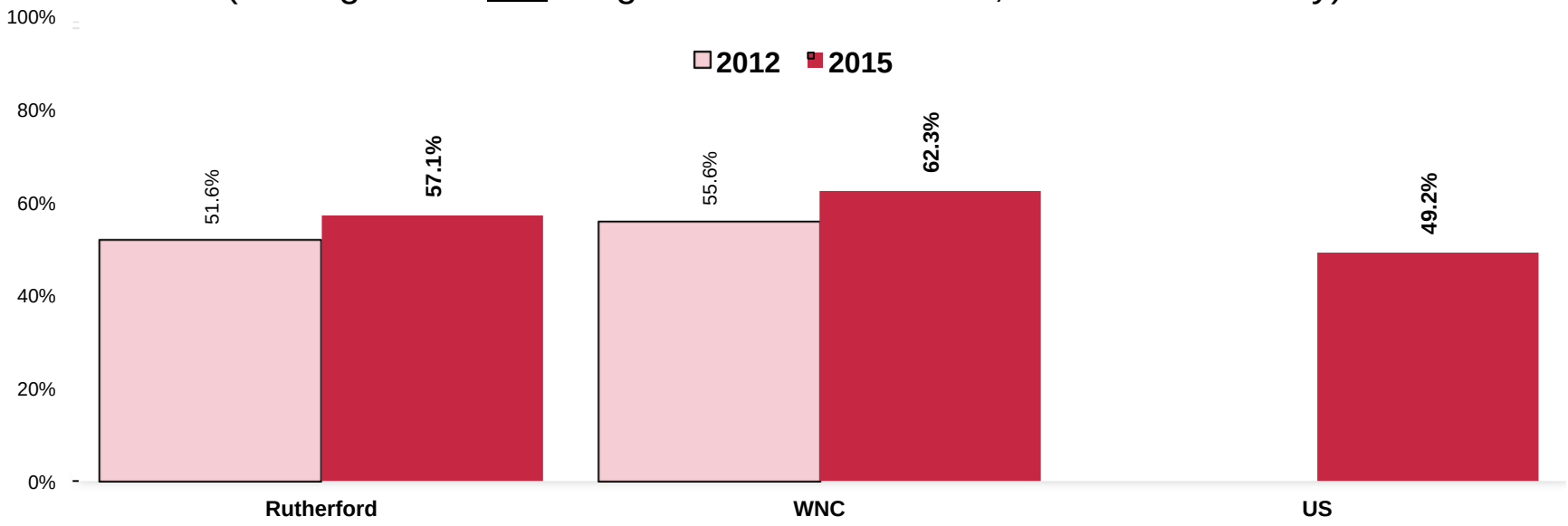


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 28]
- PRC National Health Survey, Professional Research Consultants, Inc.

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

Tested for Diabetes in the Past Three Years

(Among Adults Not Diagnosed With Diabetes; Rutherford County)

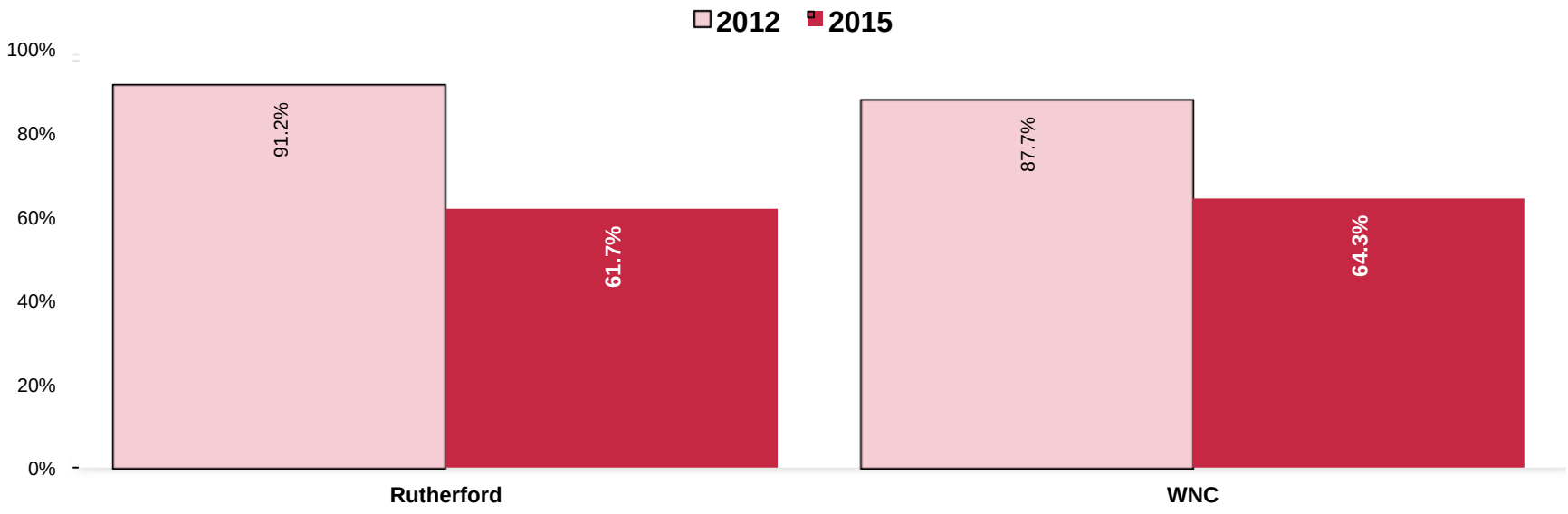


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 29]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

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

Taking Action to Control Diabetes or Pre-diabetes

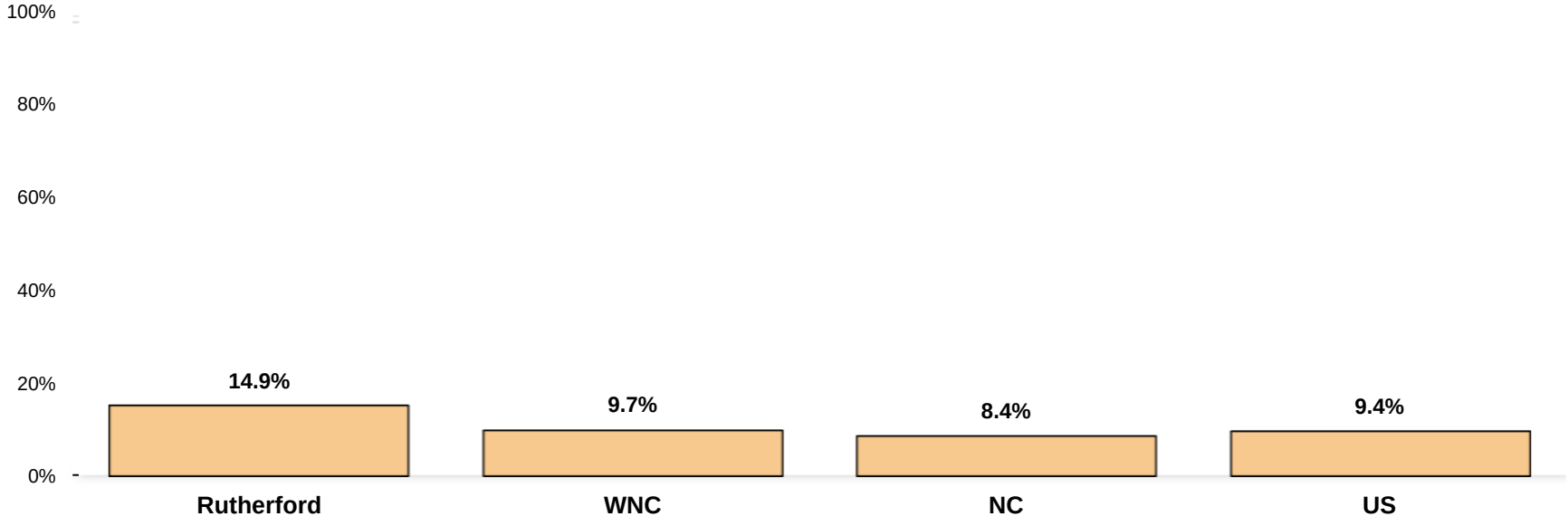
(Among Adults Diagnosed With Diabetes or Prediabetes/Borderline Diabetes
Rutherford County)



Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 31]
Notes: ● Asked of respondents who have been diagnosed with diabetes or pre-diabetes/borderline diabetes.
● In this case, the term “action” refers to taking natural or conventional medicines or supplements, diet modification, or exercising.

Current Prevalence of Asthma

(Rutherford County, 2015)

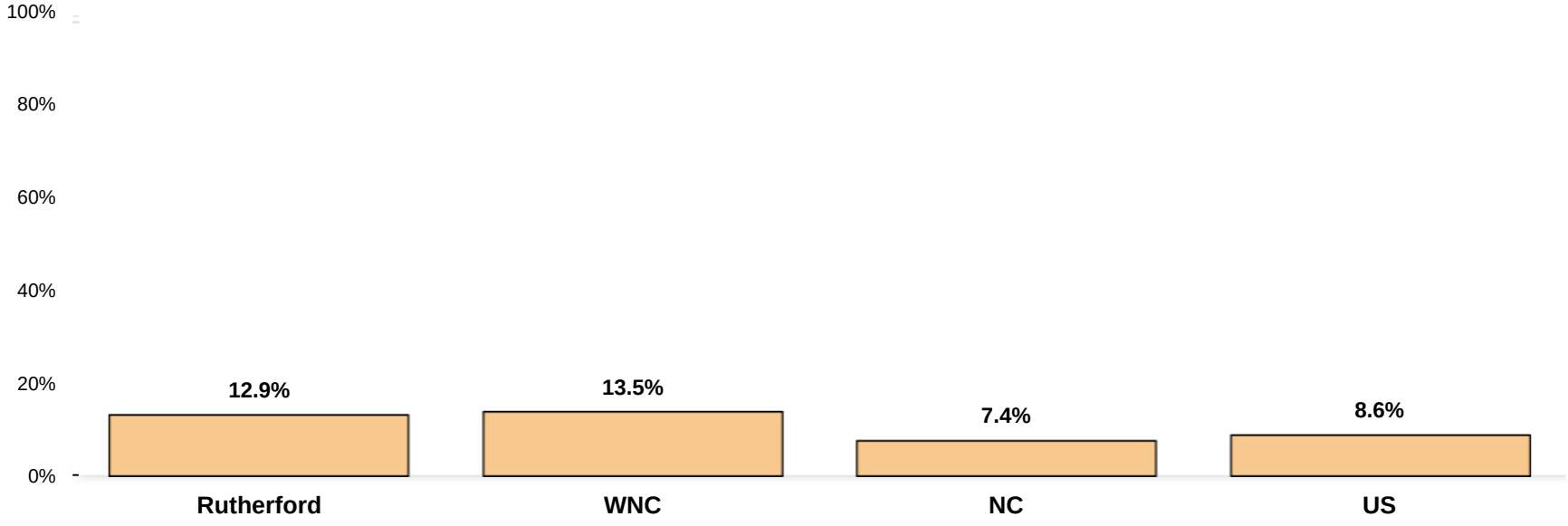


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 120]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.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

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

Prevalence of Chronic Obstructive Pulmonary Disease (COPD)

(Rutherford County, 2015)

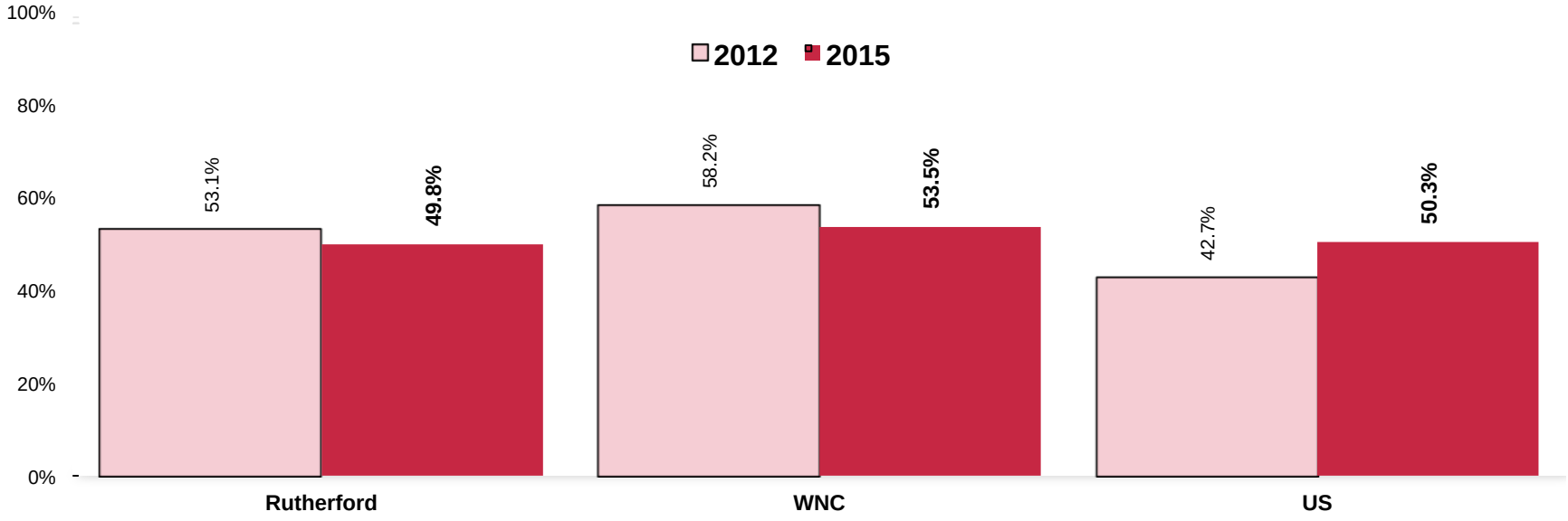


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 23]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): 2013 North Carolina data.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

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

Meets Physical Activity Recommendations

(Rutherford County)

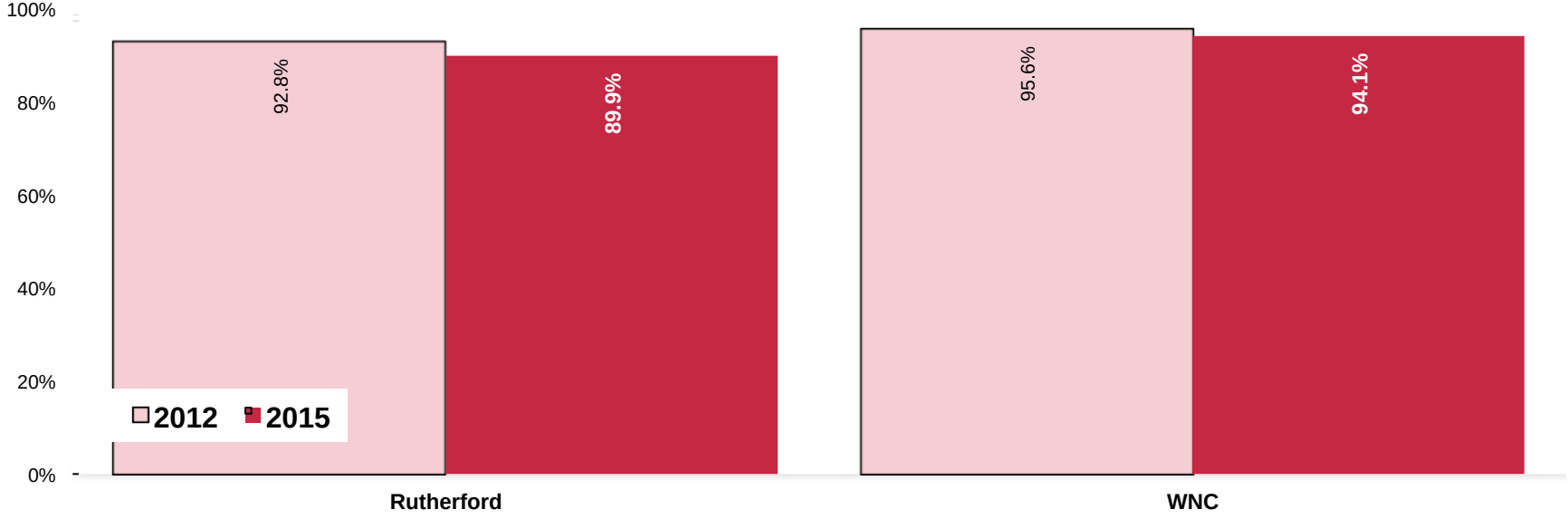


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 133]
- PRC National Health Surveys, Professional Research Consultants, Inc.

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

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

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

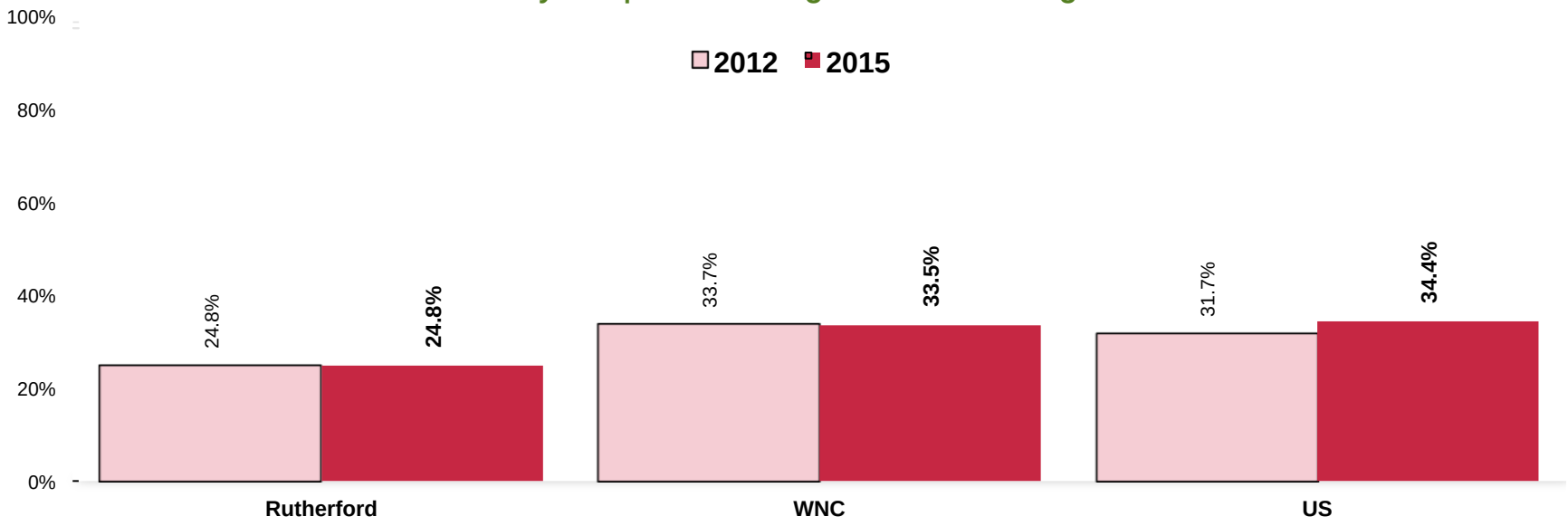


Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 77]
Notes: ● Asked of all respondents.

Healthy Weight

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

Healthy People 2020 Target = 33.9% or Higher

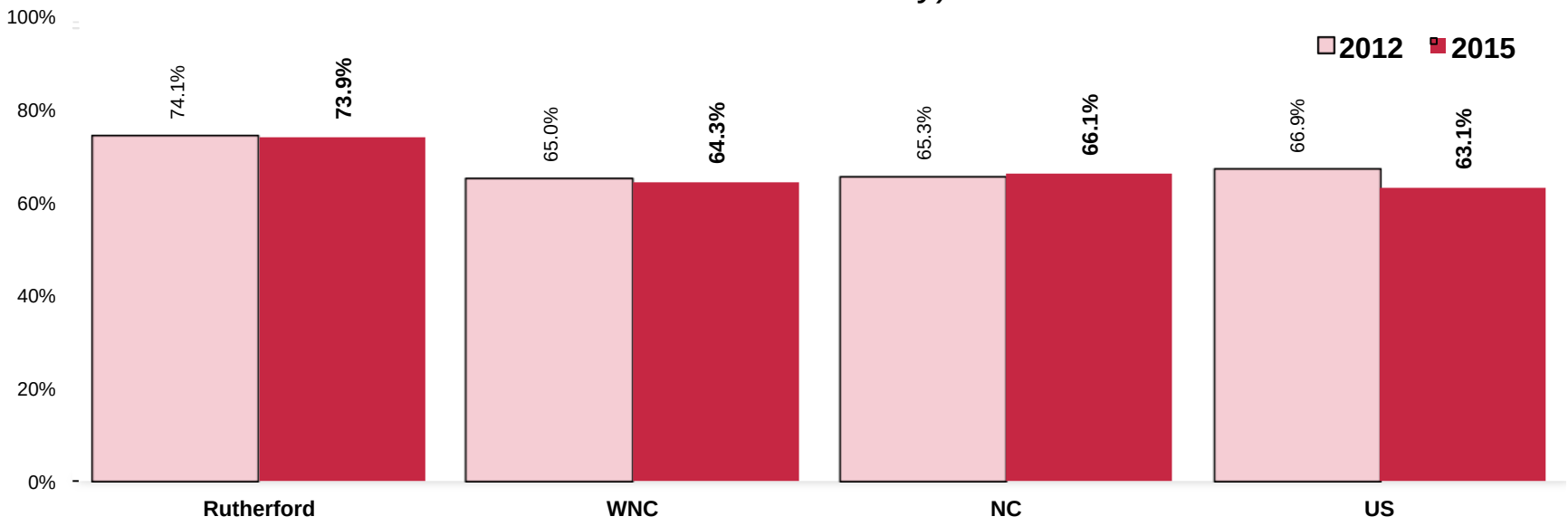


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.

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

Prevalence of Total Overweight (Overweight or Obese)

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



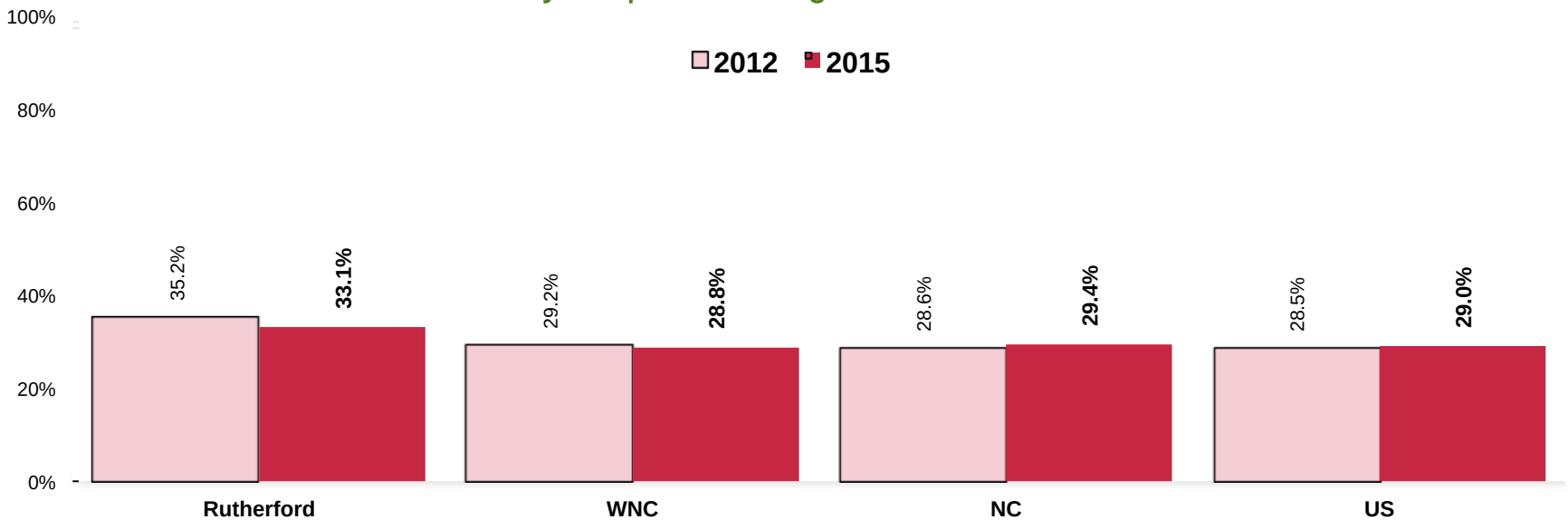
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers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

Notes:
- Based on reported heights and weights, asked of all respondents.
- The definition of overweight is having a body mass index (BMI), a ratio of weight to height (kilograms divided by meters squared), greater than or equal to 25.0, regardless of gender. The definition for obesity is a BMI greater than or equal to 30.0.

Prevalence of Obesity

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

Healthy People 2020 Target = 30.6% or Lower

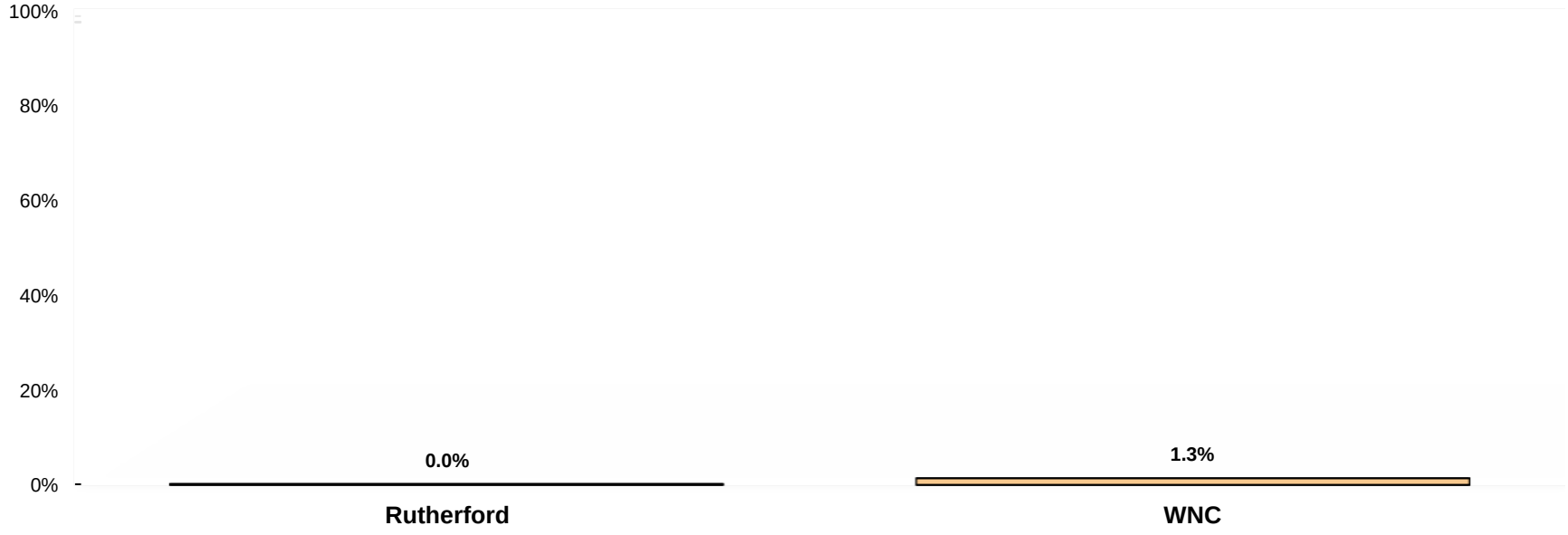


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 137]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective NWS-9]
- Behavioral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

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

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

(Rutherford County, 2015)



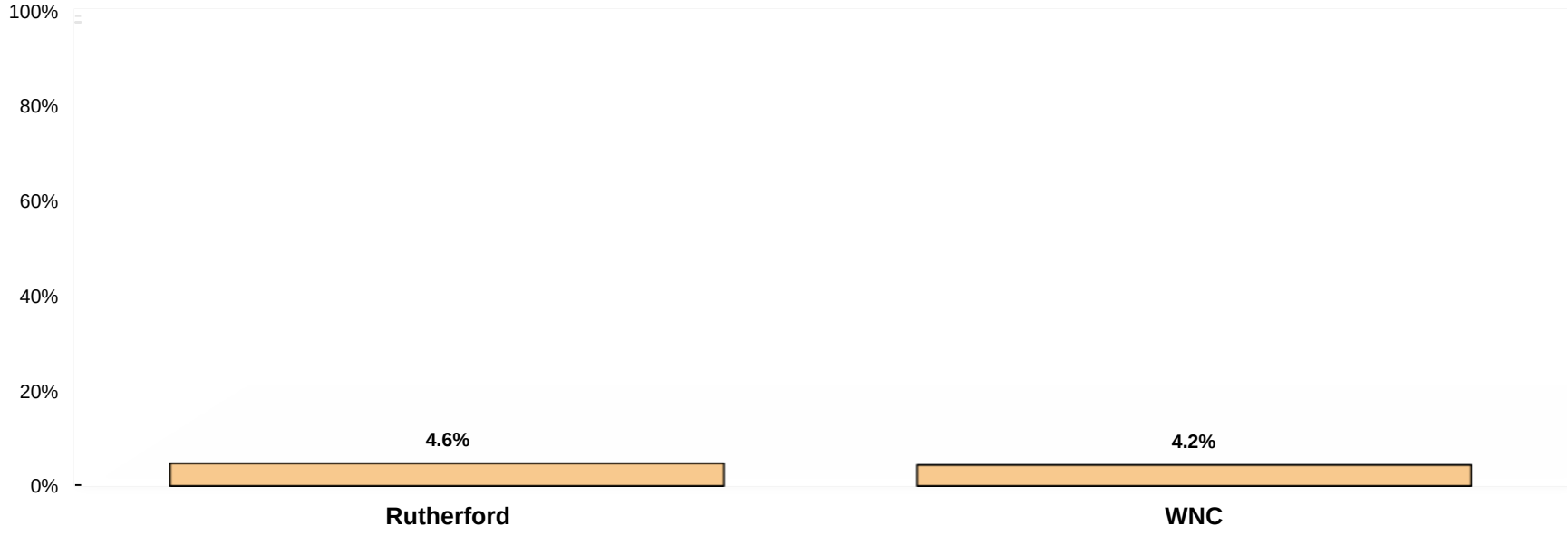
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 58]

Notes: ● Asked of all respondents.

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

Have Ever Shared a Prescription Medication With Someone Else

(Rutherford County, 2015)

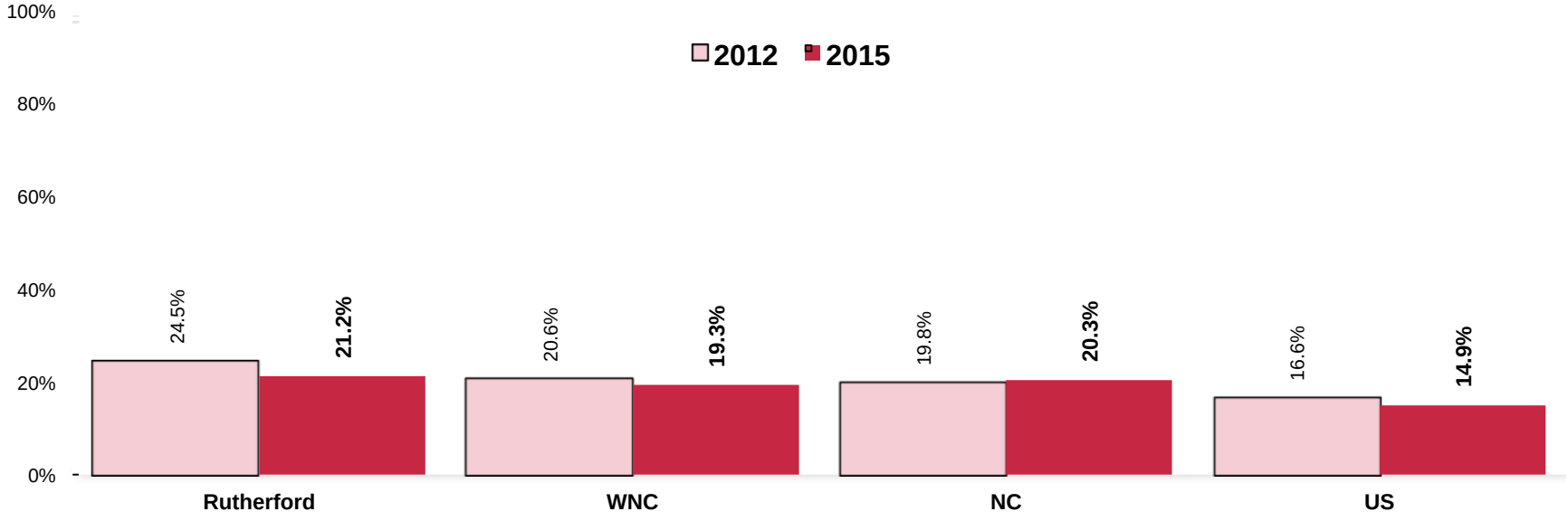


Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 59]
Notes: ● Asked of all respondents.

Current Smokers

(Rutherford County)

Healthy People 2020 Target = 12.0% or Lower



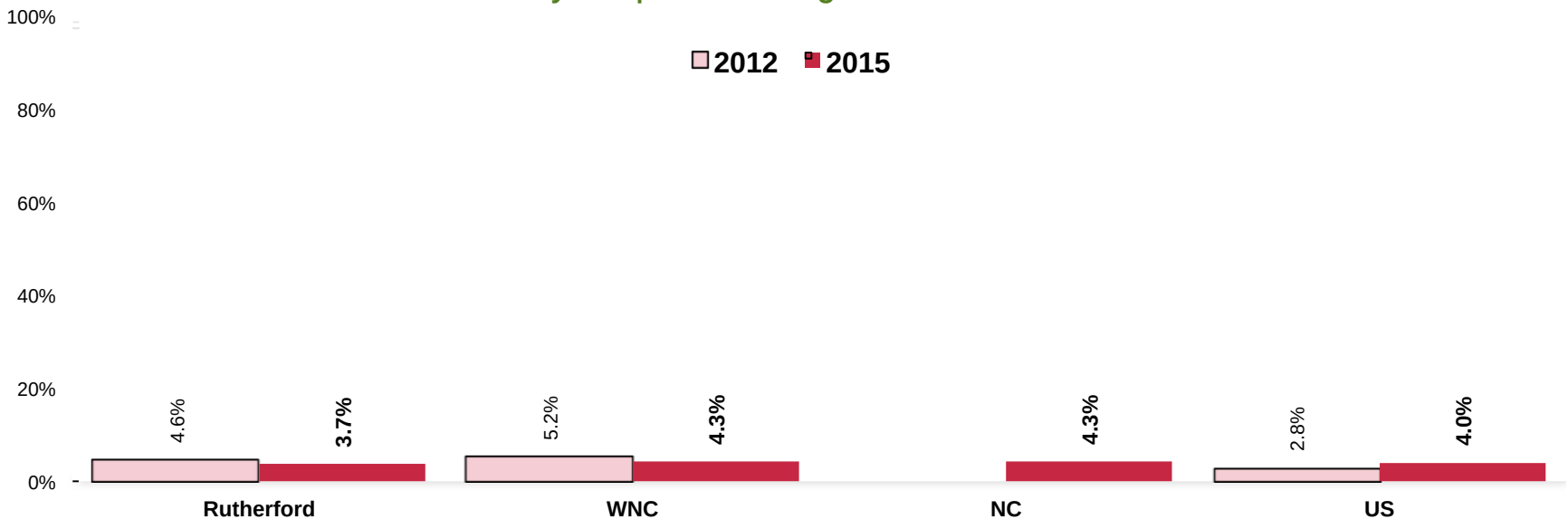
Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 45]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers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

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

Currently Use Smokeless Tobacco Products

(Rutherford County)

Healthy People 2020 Target = 0.3% or Lower

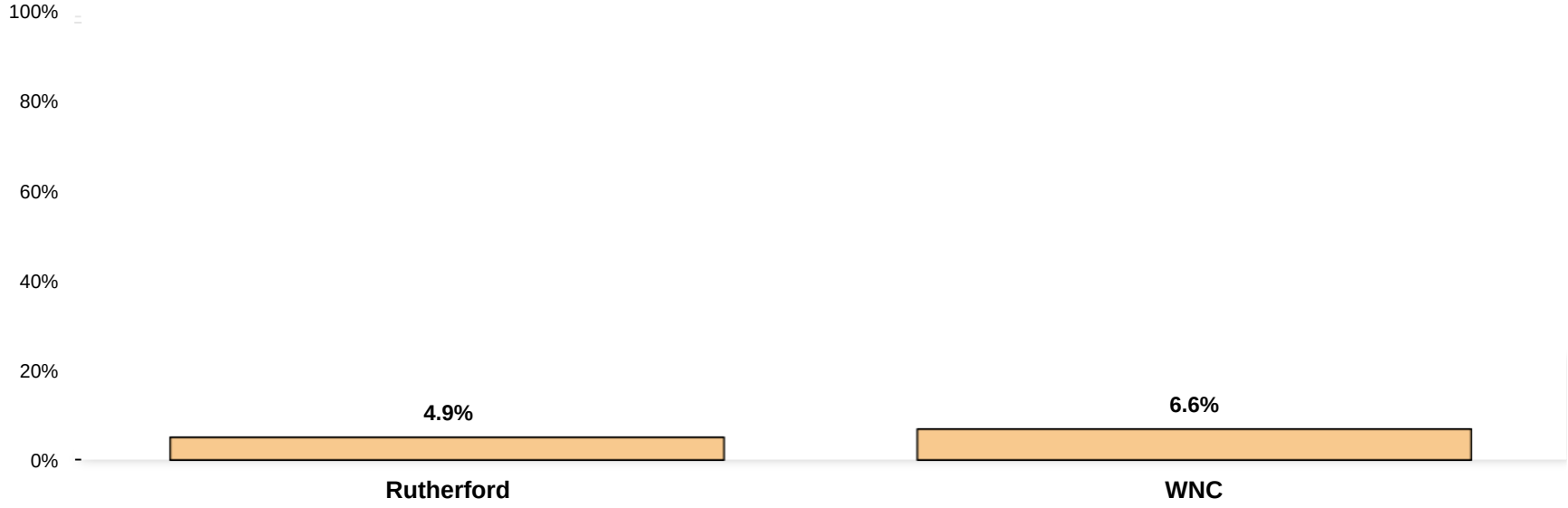


Sources:
- 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 46]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services,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

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

Currently Use E-Cigarettes

(Rutherford County, 2015)



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

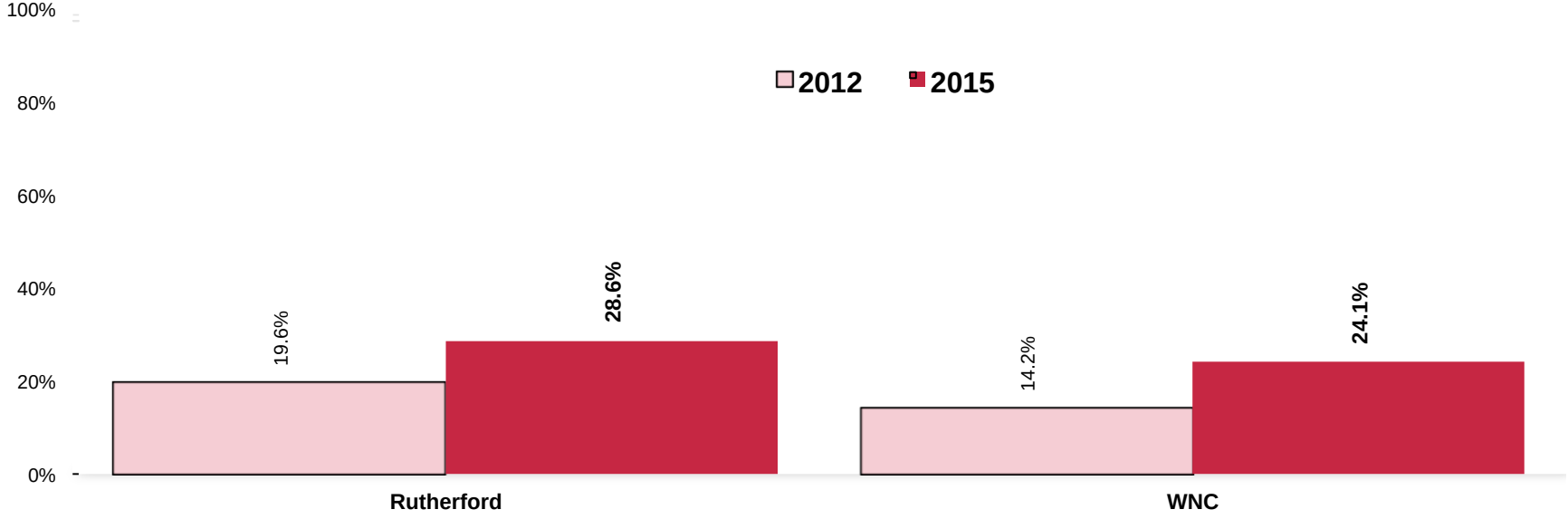
Notes: ● Asked of all respondents.

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

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

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

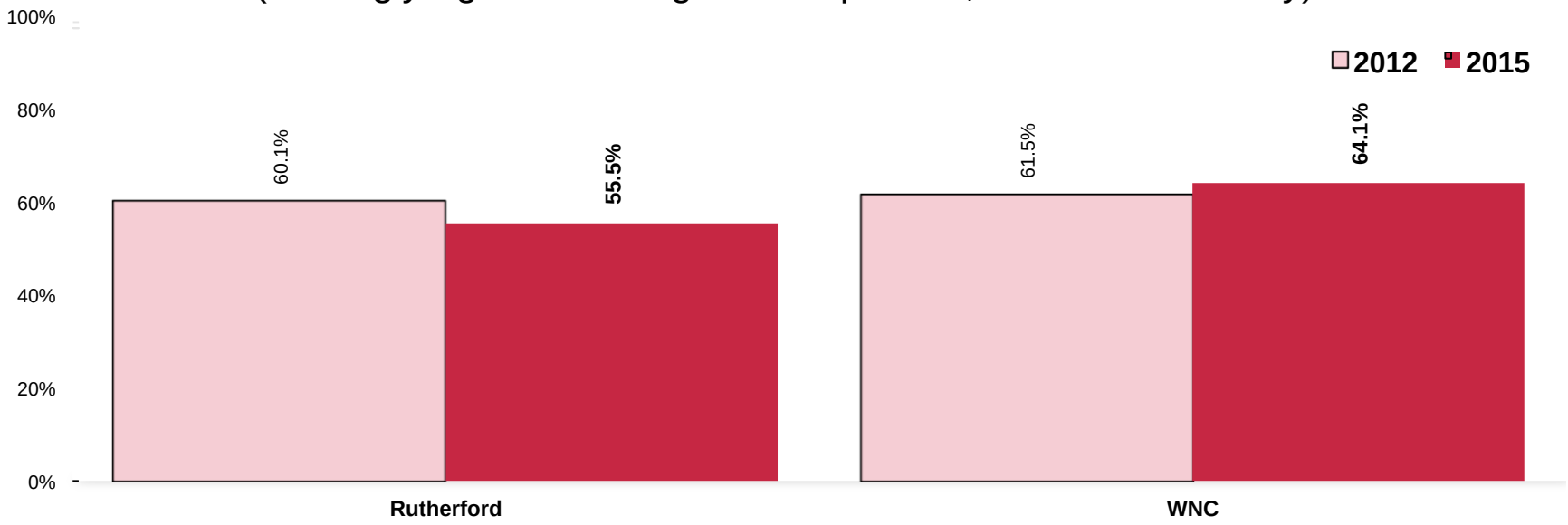
(Among Employed Respondents; Rutherford County)



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

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

("Strongly Agree" and "Agree" Responses; Rutherford County)



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

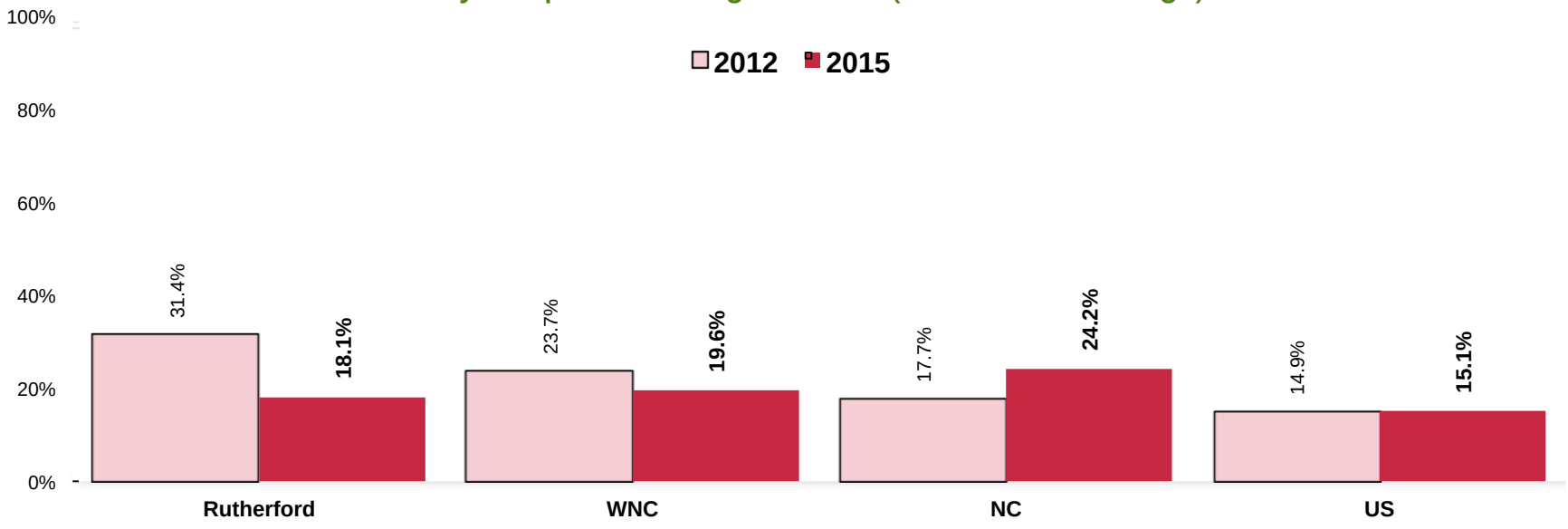
Notes: ● Asked of all respondents.

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

Lack of Healthcare Insurance Coverage

(Among Adults Age 18-64; Rutherford County)

Healthy People 2020 Target = 0.0% (Universal Coverage)

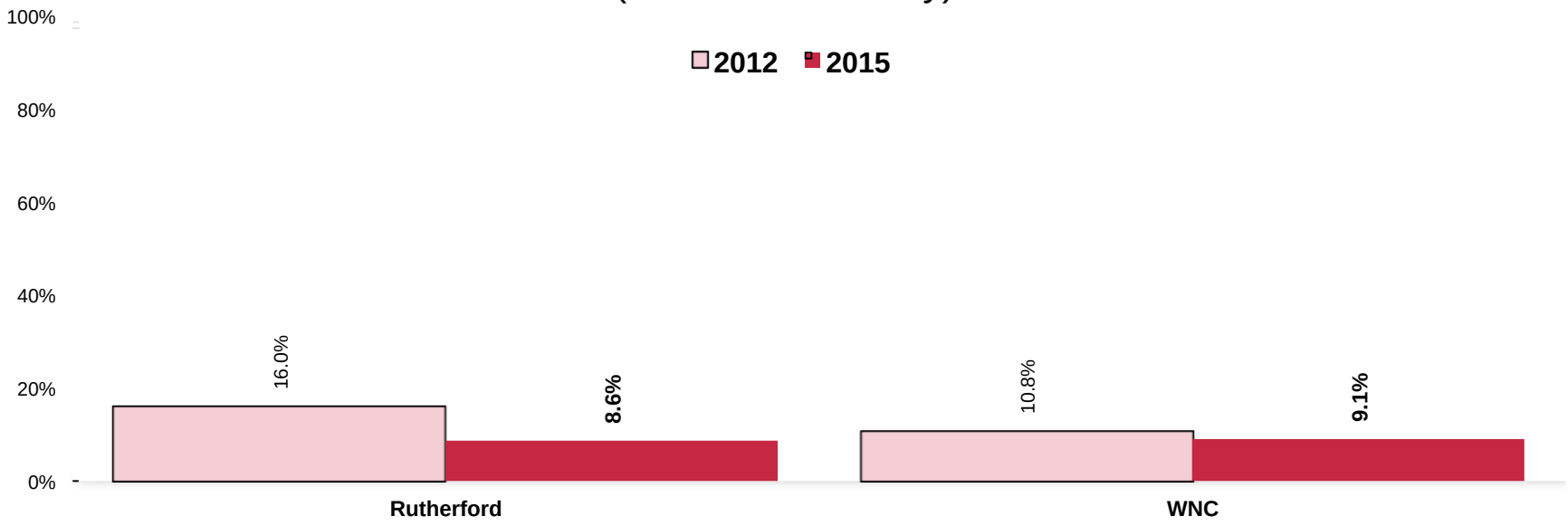


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 165]
- Behavioral Risk Factor Surveillance System Survey Data. Atlanta, Georgia. United States Department of Health and Human Services, Centers for Disease Control and Prevention (CDC): North Carolina data.
- PRC National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

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

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

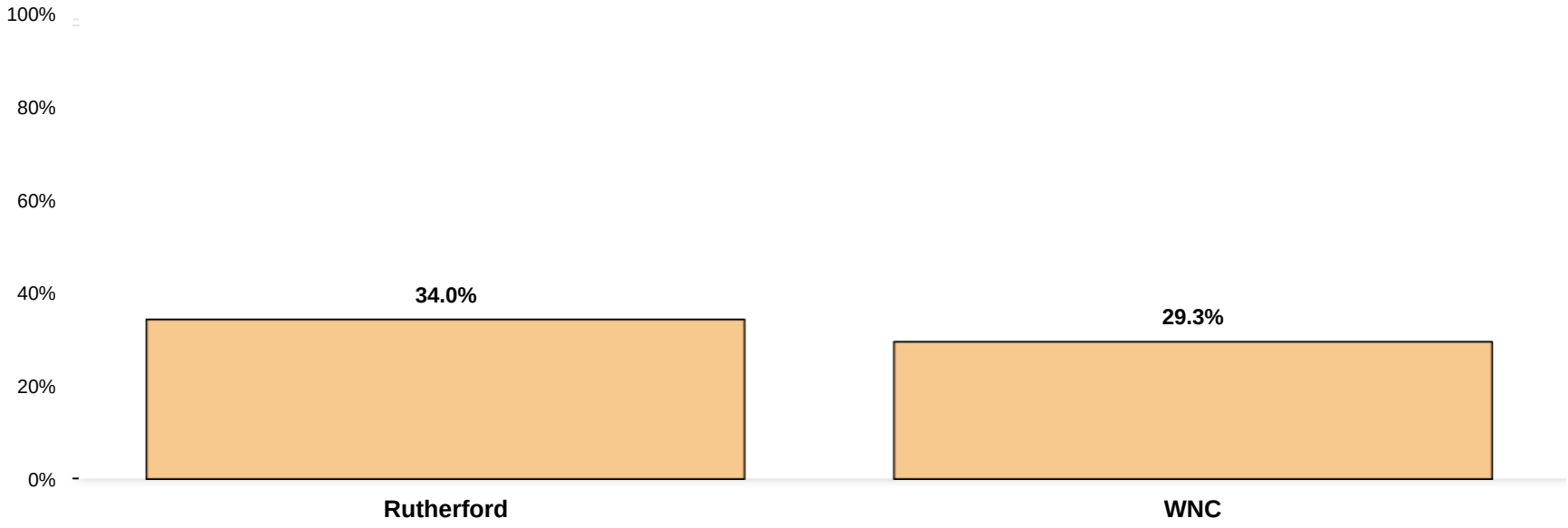
(Rutherford County)



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

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

(Rutherford County, 2015)

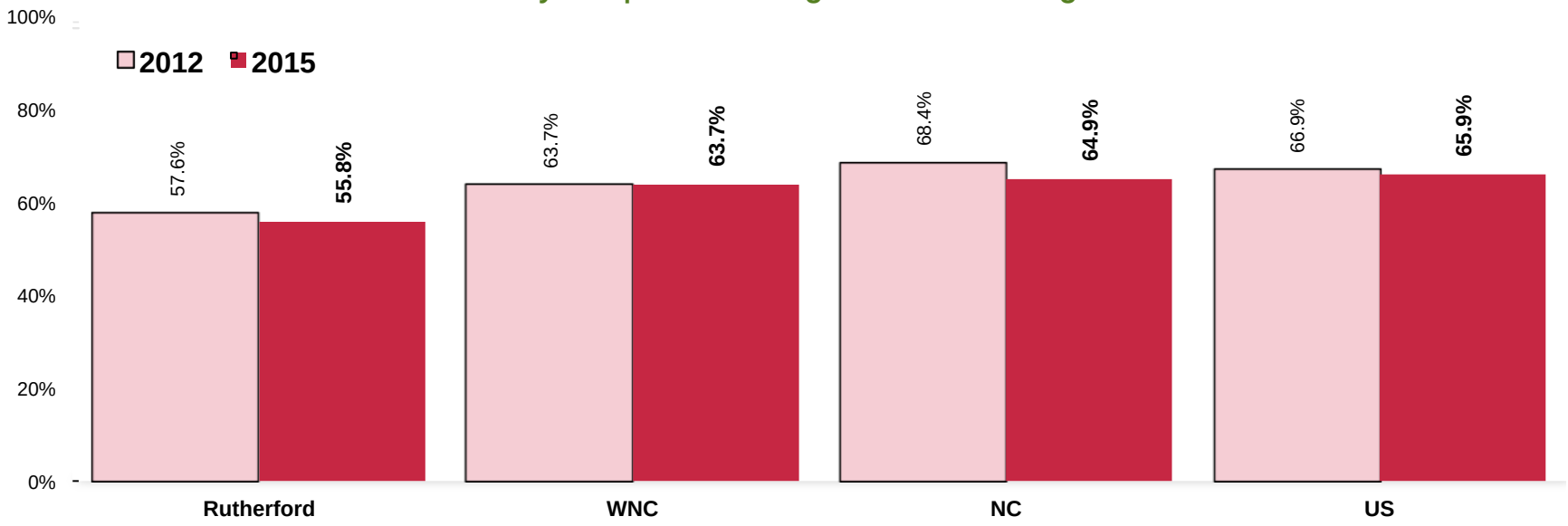


Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 39]
Notes: ● Asked of those respondents who have been diagnosed with COPD, heart disease, stroke, asthma, diabetes/pre-diabetes, hypertension, and/or high blood cholesterol.

Have Visited a Dentist or Dental Clinic Within the Past Year

(Rutherford County)

Healthy People 2020 Target = 49.0% or Higher

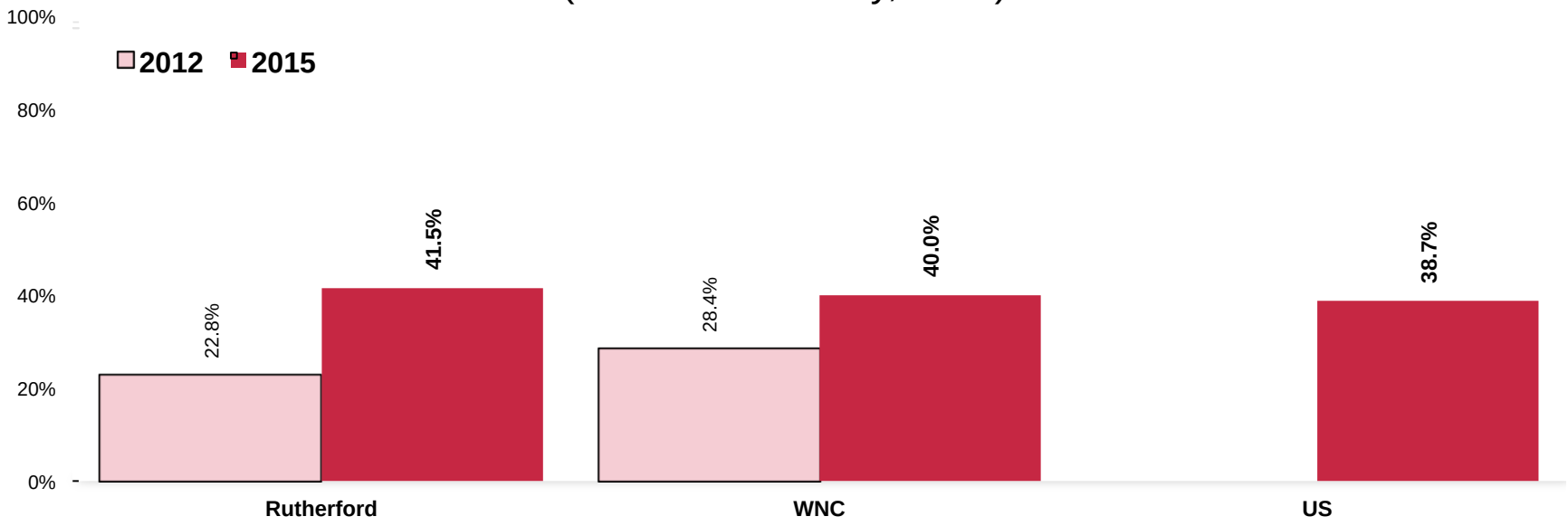


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 21]
- PRC National Health Surveys, Professional Research Consultants, Inc.
- US Department of Health and Human Services. Healthy People 2020. December 2010. http://www.healthypeople.gov [Objective OH-7]
- Behavioral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

Notes:
- Asked of all respondents.

Rely on Physicians for Most Healthcare Information

(Rutherford County, 2015)

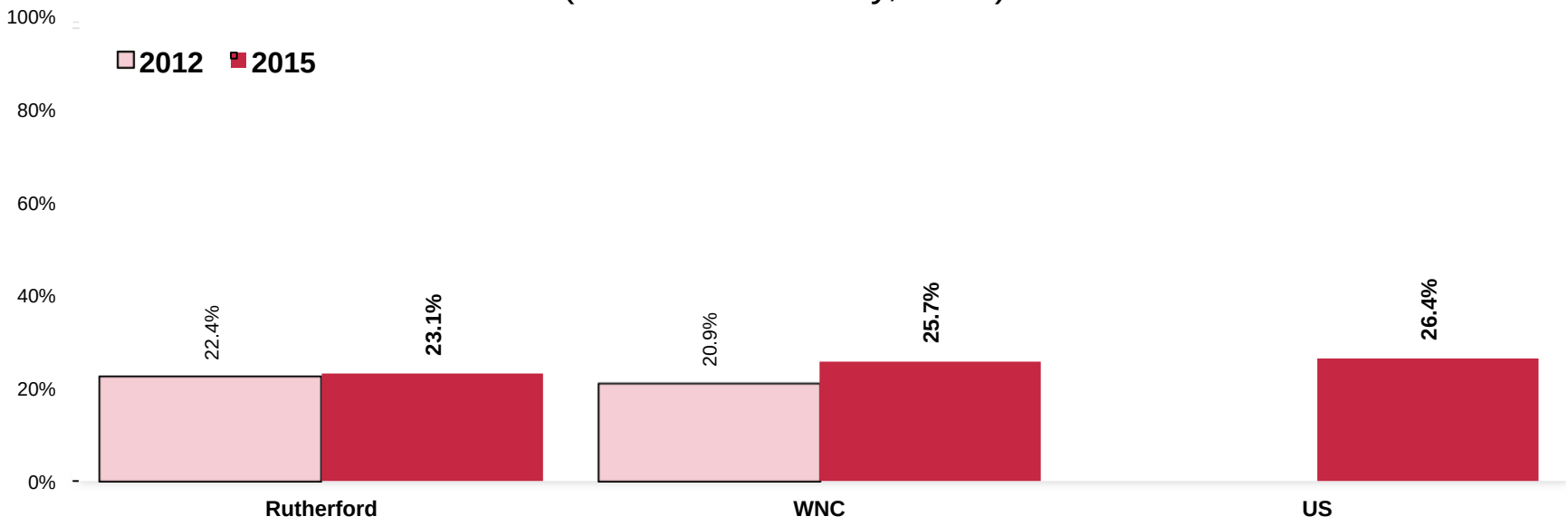


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 90]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

Rely on the Internet for Most Healthcare Information

(Rutherford County, 2015)

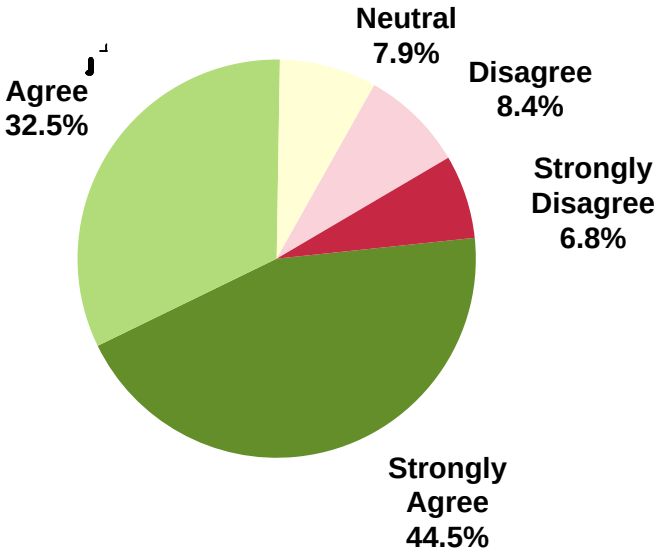


Sources:
- PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 90]
- 2013 PRC National Health Survey, Professional Research Consultants, Inc.

Notes:
- Asked of all respondents.

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

(Rutherford County, 2015)

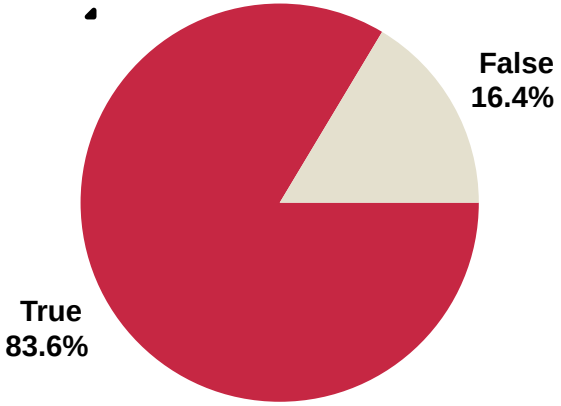


Rutherford County

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

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

(Rutherford County, 2015)

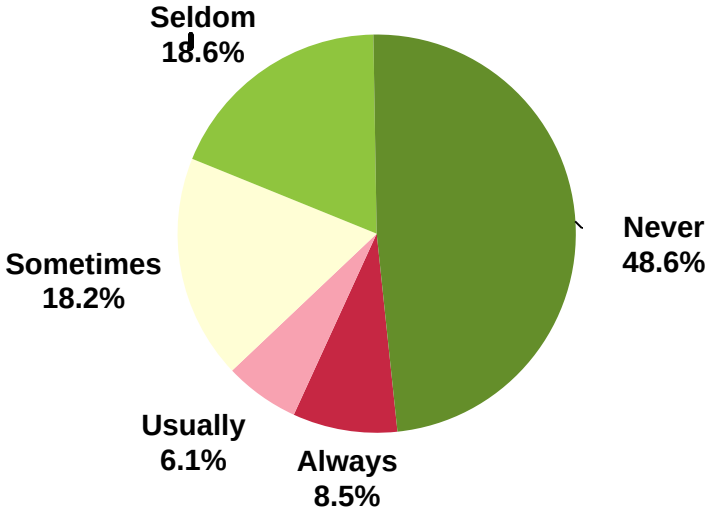


Rutherford County

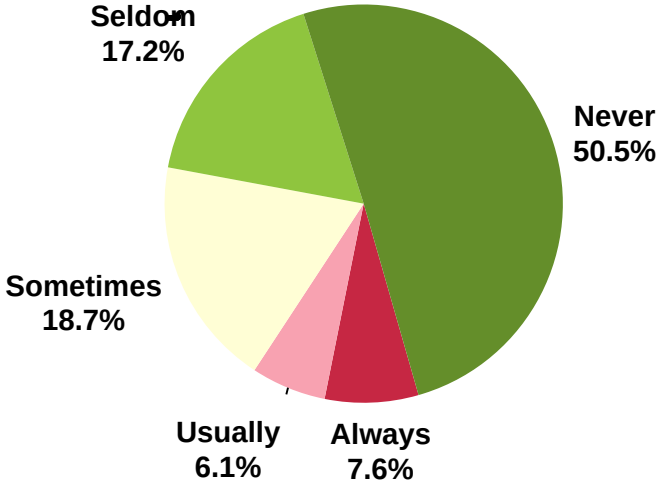
Sources: ● 2015 PRC Community Health Survey, Professional Research Consultants, Inc. [Item 48]
Notes: ● Asked of all respondents.

Frequency of Worry/Stress in the Past Year About Having Enough Money to Buy Nutritious Meals

(Rutherford County)



Rutherford County 2012



Rutherford County 2015

Sources: ● PRC Community Health Surveys, Professional Research Consultants, Inc. [Item 67]
Notes: ● Asked of all respondents.

Community Stakeholder Input

2015 PRC Online Key Informant Survey

Rutherford County, NC

Prepared for:

WNC Healthy Impact

By:

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

2015-0631-02
© October 2016

Professional Research Consultants, Inc.

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Introduction

Professional Research Consultants, Inc.

Methodology

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

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

Participation

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

Rutherford County Online Key Informant Survey Participation		
Key Informant Type	**Number Invited**	**Number Participating**
Community/Business Leader	23	8
Other Health Provider	10	7
Physician	8	2
Public Health Representative	3	2
Social Service Provider	2	1

Participating Organization	Populations Served		
	Low-Income Residents	Minority Populations	Medically Underserved
Area Agency on Aging - Region C	✓	✓	✓
Board of Commissioners	✓		✓
Board of Health	✓	✓	✓
Community Health Council of Rutherford County	✓	✓	✓
DBSA Isothermal	✓	✓	✓
Hospice of Rutherford County, Inc.	✓	✓	✓
NC Cooperative Extension	✓	✓	✓
Odom Engineering, PLLC or RPM Health Board			
Partnership for Children of the Foothills	✓	✓	✓
Rutherford County Chamber of Commerce			
Rutherford County Schools	✓	✓	✓
Rutherford Polk McDowell District Health Department	✓	✓	✓
Rutherford Regional Health System	✓	✓	✓
Safe Kids Rutherford	✓	✓	✓
Summit Sustainability	✓	✓	
United Way of Rutherford County	✓	✓	✓
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
- Disabled
- Elderly
- Females
- Hispanic/Latino
- Low Income
- Single Parents

- Teens
- Uninsured/Underinsured

Medically underserved populations represented:

- African American
- Brain Injury
- Children
- Disabled
- Elderly
- Hispanic/Latino
- Low Education Level
- Low Income
- Medicaid
- Mentally Ill
- Minorities
- Single Parents
- Socially Isolated
- Substance Abusers
- Uninsured/Underinsured

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

NOTE: These findings represent qualitative rather than quantitative data. The Online Key Informant Survey was designed to gather input from participants regarding their opinions and perceptions of the health of the residents in the area. Thus, these findings are based on perceptions, not facts.

Perceptions of Community

Professional Research Consultants, Inc.

Characteristics of a Healthy Community

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

Key informants could list up to 3 responses.

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

- Access to Healthy Foods (4)
- Economic Development (3)
- Health Education (3)
- Low Rate of Tobacco Use (3)
- Access to Preventive Health Care (2)
- Affordable Health Care (2)
- Health Lifestyles (2)
- Low Obesity Levels (2)
- Low Population of Chronic Disease (2)
- Variety of Opportunities for Physical Activity's (2)
- Abundance of Social Capital (1)
- Access to Food, Water, Shelter and Employment (1)
- Access to Health Care (1)
- Clean and Safe Environment (1)
- Collaboration of Health Care Partners (1)
- Community Identifies Existing Problems in Community (1)
- Culture of Healthy Living (1)
- Culture Welcoming to Newcomers and Diverse Populations (1)
- Education (1)
- Encouraging Physical Activity (1)
- Follow Up on Choice/Evaluation of Current Practices (1)
- Great Network of Health Care Providers (1)
- Incentive Based Versus Punitive Based Solutions (1)
- Infrastructure for Businesses Seeking Place to Locate (1)
- Involvement of the Least Healthy in Decision Making (1)
- Low Childhood Poverty Rates (1)
- Low Illegitimacy Rate (1)
- Low Rate of Substance Abuse (1)
- Outdoor Activities (1)
- Policy That Impacts Health Choices (1)
- Proper Mental Health Services (1)
- Quality Health Care (1)
- Resources to Support Targeted Improvements in Community (1)
- Social Functions and Access to YMCA (1)

Community's Greatest Gem/Asset

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

Natural Environment

Located in a desirable part of the state that people seem to be attracted to.

The physical environment

Geography/land, community college

The natural environment here is amazing. Waterfalls, rolling hills, vistas, areas of high biodiversity - it's beautiful!

Access to Mother Nature. Littering needs to be aggressively targeted and punished.

Natural assets

Nice geography and natural beauty

The beautiful geographic location of the county. The many people in the county who genuinely care about its welfare and progress. Jimmy Hines, RPM Director who makes every effort to bring public health issues to our attention and his continued efforts to promote for awareness and edification on public health issues and concerns.

The beautiful landscape.

Education

Isothermal community college

Isothermal Community College and the Rutherford County School System

Our greatest asset is the effort being made in helping the K-12 students that they have self-worth and deserve to help build a healthier future.

Educational opportunities provided through Rutherford County Schools and Isothermal Community College

Government

Leadership of local governments

Low Cost of Living

The low cost of living

Sense of Community

Close-knit community

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

- Education (9)
- Employment (9)
- Access to Healthcare (3)
- Alcohol/Drug Abuse (3)
- Culture (3)
- Encourage Health Living Lifestyle (2)
- Tobacco Use (2)
- Access to Affordable Fresh Food (1)
- Affordable Housing (1)
- Anti-Littering Campaign (1)
- Apathy (1)
- Better Paying Jobs (1)
- Better Restaurants (1)
- Break the Cycle of Illegitimacy Somehow (1)
- Chance of Improvement on the Social Ladder (1)
- Children's Services (1)
- Economy (1)
- Education About Health and Wellness (1)
- Family Values (1)
- Lack of Social Capital (1)
- Mental Health (1)
- More Church Unity (1)
- More/Better Outdoor Recreation Areas (1)
- Not Accepting Things the way They Have Always Been (1)
- Poverty (1)
- Sense of Community (1)

Evaluation of Health Issues

Professional Research Consultants, Inc.

Ranking of Health Issues

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

Evaluation of Health Issues				
Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Substance Abuse	85.0%	15.0%	0.0%	0.0%
Mental Health	75.0%	20.0%	5.0%	0.0%
Nutrition, Physical Activity, & Weight	75.0%	20.0%	5.0%	0.0%
Diabetes	70.0%	30.0%	0.0%	0.0%
Heart Disease & Stroke	60.0%	30.0%	10.0%	0.0%
Tobacco Use	55.0%	40.0%	5.0%	0.0%
Cancer	21.1%	68.4%	10.5%	0.0%
Oral Health	20.0%	70.0%	10.0%	0.0%
Sexually Transmitted Disease & Unintended Pregnancy	20.0%	60.0%	15.0%	5.0%
Access to Health Care Services	20.0%	60.0%	20.0%	0.0%
Respiratory Diseases	20.0%	55.0%	20.0%	5.0%
Maternal & Infant Health	15.8%	63.2%	15.8%	5.3%
Injury & Violence	10.5%	63.2%	21.1%	5.3%
Infectious Diseases & Foodborne Illnesses	5.3%	15.8%	68.4%	10.5%

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 "moderate problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Access to Health Care Services	**20.0%**	**60.0%**	**20.0%**	**0.0%**

Type of Care Most Difficult to Access

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

	Most Difficult to Access	Second-Most Difficult to Access	Third-Most Difficult to Access	Total Mentions
Mental Health Care	30.4%	24.0%	14.3%	36
Primary Care	21.4%	18.0%	12.2%	27
Substance Abuse Treatment	21.4%	12.0%	16.3%	26
Specialty Care	7.1%	10.0%	20.4%	19
Dental Care	5.4%	14.0%	14.3%	17
Urgent Care	8.9%	6.0%	6.1%	11
Chronic Disease Care	3.6%	6.0%	6.1%	8
Pain Management	1.8%	2.0%	4.1%	4
Elder Care	0.0%	4.0%	2.0%	3
Prenatal Care	0.0%	2.0%	2.0%	2
Preventative Care	0.0%	2.0%	0.0%	1
Reproductive Health	0.0%	0.0%	2.0%	1

Top Concerns

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

Cost of Healthcare

> *There is a large number of people who cannot afford to pay co-pays. There needs to be collaboration among providers to help serve people who cannot pay. The clinic in Spindale cannot treat the vast numbers who cannot afford care. The number of specialists are limited and those who are here are not likely to serve people without the proper amount of funds to pay for services.*

Limited Number of Providers

> *Rutherford County needs additional health care providers to work in the local practices. It has been a challenge to find providers that are willing to work in our county.*

Lack of Insurance

> *Lack of insurance, lack of transportation, lack of motivation is prevalent among our natives.*

Cancer

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

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Cancer	**21.1%**	**68.4%**	**10.5%**	**0.0%**

Top Concerns

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

Prevalence/Incidence

> *There seems to be a large number of cancer patients in this county.*

Lifestyle Choices

> *Lifestyle choices, heredity, environmental issues.*

Tobacco Use

> *Tobacco use and past work environments.*

Diabetes

The greatest share of key informants characterized *Diabetes* as a "major problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Diabetes	**70.0%**	**30.0%**	**0.0%**	**0.0%**

Top Concerns

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

Nutrition, Physical Activity, and Weight

Because of the number of residents that are obese, diabetes seems to be a significant health issue in Rutherford County.

Obesity, lack of physical activity, healthy eating

Poor nutrition habits.

Southern diet of sweet tea and high fat foods.

Lack of physical activity, large rural food deserts, lack of education on the role diet plays in developing diabetes.

Lack of Education

Unrecognized and uneducated citizens.

Not sure individuals truly understand the seriousness and consequences of diabetes and the importance of treatment and control.

Low community participation in educational opportunities to learn more about diabetes prevention and control.

The lack of education about nutrition and proper eating for families who are existing on a limited budget. Families are picking calorie rich foods instead of nutritionally rich foods.

Heredity, poor food choices, inactivity.

Lifestyle Choices

A cultural mindset to eat in excess and desire fatty and fried foods over a more healthy and balanced diet, coupled with little or no regular exercise routine.

Because it is normal to overeat and normal to be inactive. People do not understand that diabetes is a lifestyle choice.

Heart Disease & Stroke

Most key informants characterized *Heart Disease & Stroke* as a "major problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Heart Disease & Stroke	**60.0%**	**30.0%**	**10.0%**	**0.0%**

Top Concerns

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

Tobacco Use

> *Tobacco use too high, sedentary lifestyles, high fat diets*
>
> *Due to the tobacco use. Decline in the general economy that effects the food choices that are purchased. Exercise and healthy living choices were not a priority for the population that is suffering from those health concerns when they were younger.*
>
> *Tobacco use, inactivity, poor eating habits.*
>
> *Smoking, Southern diets, mental stress.*
>
> *Smoking, poor eating habits, little exercise and no regular regimentation for well checkups.*

Nutrition, Physical Activity and Weight

> *Poor nutrition and low fitness activities.*
>
> *Lack of physical activity, lack of fresh healthy food, obesity and access to proper screening and prevention.*
>
> *Because so much of our residents deal with obesity, poor diet and limited exercise.*

Lack of Education

> *No education, nothing.*
>
> *Lack of understanding and need for monitoring for heart disease and stroke by the public.*

Lifestyle Choices

> *I feel that stress and unhealthy eating habits are a major factor.*

Infectious Diseases & Foodborne Illnesses

A majority of key informants characterized I*nfectious Diseases & Foodborne Illnesses* as a "minor problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Infectious Diseases & Foodborne Illnesses	**5.3%**	**15.8%**	**68.4%**	**10.5%**

Top Concerns

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

Lack of Education

> *Lack of education.*

Injury & Violence

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

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Injury & Violence	10.5%	63.2%	21.1%	5.3%

Top Concerns

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

Mental Health and Substance Abuse Issues

> *I feel that substance abuse and mental health issues causes the majority of violence and injury in our county.*

Culture

> *Cultural norms resisting healthy behaviors are perpetuated. Cycle of poverty. Low value placed on education, fear of change.*

Maternal & Infant Health

Key informants generally characterized *Maternal & Infant Health* as a "moderate problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Maternal & Infant Health	15.8%	63.2%	15.8%	5.3%

Top Concerns

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

Substance Use During Pregnancy

> *Prescription drug use among teens and pregnant women, lack of sex education in schools.*

Lack of Education

> *Again, poor education combined poor eating habits. The ability to purchase healthy food.*

Statistics

> *The stats for this county seem to support that this is a health problem. Lack of public interest.*

Mental Health

The greatest share of key informants characterized *Mental Health* as a "major problem" in the county.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Mental Health	**75.0%**	**20.0%**	**5.0%**	**0.0%**

Top Concerns

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

Access Barriers

Lack of awareness, cultural stigma around treatment, poor economic conditions, and lack of proper treatment in the community.

Low awareness and understanding among general public about mental health issues. Not enough mental health care providers. Lack of continuity of care.

I feel like there has been a gap in the mental health services since administration changed a couple years back. I feel that there are patients who had received care in the past that have not followed through with care as the changes occurred. I do not feel that the public knows where to go when they are looking for a mental health service provider.

Limited access to services.

Co-Occurrence

Mental health and behavioral health go hand-in-hand with substance abuse. Up to one-half of all mental health patients will develop a substance abuse disorder at some time in their lives. Alcohol dependence is four times as likely to occur among people with mental health issues. Too many doctors do not use the Drug Monitoring System that helps them know if their patients are doctor shopping.

I feel the ongoing substance abuse issues are creating more mental health concerns. Children that are raised in a substance abuse environment experience both the effect of the substance at times plus the neglect. Basic needs such as food and water are often neglected for drugs or alcohol. Another factor could be stress from the high unemployment rate and lower incomes.

Lack of Resources

Unrecognized and no facilities to assist those who may need that help.

An unwillingness to identify that one has mental and emotional issues, and the lack of trained medical personnel to give treatment. Also, the stigma that is often associated with mental disorders.

The mental health systems have not kept up with the demands and needs for mental health issues. Not enough resources.

Because we do not have adequate mental health services in this area.

Environment/Family

Lack of social capital, hopelessness, nothing ever changes.

Lack of jobs, poverty, lack of affordable and consistent mental health providers

Lack of Providers

We do not have enough psychiatrists for the area. Also, the psychiatrists here do not practice the same in philosophy and it is pushing people to go out of town for services or wait an

extremely long time, or go without services.

Religion

Fundamental religions keep people from doing inner work.

Nutrition, Physical Activity, & Weight

The greatest share of key informants characterized *Nutrition, Physical Activity & Weight* as a "major problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Nutrition, Physical Activity, & Weight	75.0%	20.0%	5.0%	0.0%

Top Concerns

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

Affordable/Safe Opportunities for Physical Activity

The fact there is not a YMCA says the community doesn't take this seriously. There are grants and other means to make this happen. McDowell County got one and Cleveland County has one or two as well. It just speaks to the overall person and even businesses want to know if you have a YMCA. All ages of people can swim and take classes. If this community feels like ICC and Lifestyles takes care of that there needs to be one lead on it informing the people.

Very few facilities or programs to help with their weight, and hence, the diseases caused by those problems.

Large rural areas do not have local access to safe opportunities for physical activity throughout age groups like parks, playgrounds, trails, roads for safe running. These same areas are also food deserts, especially for elderly individuals with limit access to a car and poor public transportation options. The farmer's markets do not reach the people most in need. There are limited parks and recreation programs, no YMCA. Low to moderate income families cannot afford to participate in the private gyms, may have low vehicle access.

Lack of Education

Lack of patient education from health care providers. The high costs of fresh vegetables and the availability of too many fast foods.

Some lack of knowledge, but mostly lack of concern by the individual.

There is a fundamental lack of knowledge regarding food and food production. Many people do not know how to cook. Also, most restaurants or establishments serve very unhealthy food. This is, however, a question of demand. There does not seem to be enough demand to make a healthy, good quality restaurant economically viable. Poverty is also determinant here. The poor eat bad calories and high rates and do not seem to be able to cook either. There are also very few sidewalks which might encourage some to actually walk. Efforts are being made to provide opportunities for exercise: Rails to Trails, the two new access and parking areas on the Broad River. How can we educate people about food and exercise? Difficult to change people's habits.

Lifestyle Choices

I think that nutrition and physical activity and weight are a problem in Rutherford County due to many different reasons. The depressed economy controls several factors related to this. People do not practice healthy lifestyles when they are concerned about how they will pay the

bills. People purchase calorie-rich and nutrition-poor foods to stretch the dollar and feed their family. With those poor practices we see less physical activities and more weight gain in the average population. This feeds our chronic disease population. I do feel like we have made great progress in educating and making resources available to our residents. I feel that it will take time to see the results and it will have a greater impact in the decades to come. Resources such as the rails to trails and the other activities that are being promoted throughout the county I feel will reward us in the future.

Lifestyle choices, poor health decisions, value on health

Culture

There are many in our county who are willing to give up there "good old Southern" habits. Our best option is to begin in kindergarten in changing this mindset.

Southern diets, lack of education and incentives.

Lack of good role models in schools and at home.

Lack of Resources

There is no centralized responsible agency to take the lead. The town of Forest City does an acceptable job, but all services are fragmented. A YMCA could be the foundation to change this community around.

Access to Affordable Healthy Foods

Food "toxic" community - i.e. too many fast food restaurants, poor access to healthy options, low health literacy or inaccurate nutritional information, too few places (that are safe) to be active.

Obesity

We evidently have a major issue with obesity in this county.

Oral Health

Key informants most often characterized *Oral Health* as a "moderate problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Oral Health	**20.0%**	**70.0%**	**10.0%**	**0.0%**

Top Concerns

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

Access and Cost

Until the Rutherford County Health Center started providing dental care at an affordable price, people simply could not afford it. They treat patients at their maximum service capacity. They serve adults and children. In the past, people simply have not been able to afford dental care.

Costs and insurance.

Uninsured/Underinsured

Additional access to free or low income oral health care is needed. Many residents cannot afford oral health care. Tobacco, drug and substance abuse also creates oral health concerns.

Medicare/Medicaid

> *We have a lot of residents who do not have adequate dental insurance and we don't have enough dentists who provide services to the Medicaid or indigent population.*

Respiratory Diseases

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

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Respiratory Diseases	**20.0%**	**55.0%**	**20.0%**	**5.0%**

Top Concerns

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

Tobacco Use

> *Smoking.*
>
> *Smoking and Stop smoking programs.*
>
> *While we have made strides in reducing cigarette use in our county, it is still a major health concern here.*

Lifestyle

> *Again, it's changing the habits of our citizens.*

Sexually Transmitted Disease & Unintended Pregnancy

Most key informants characterized *Sexually Transmitted Disease & Unintended Pregnancy* as a "moderate problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Sexually Transmitted Disease & Unintended Pregnancy	**20.0%**	**60.0%**	**15.0%**	**5.0%**

Top Concerns

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

Lack of Sex Education in Schools

> *Because of the high rate of substance abuse, domestic violence/sexual abuse, and too few*

youth programs that focus on reducing risky behaviors.

Because silly religious idiots preach abstinence and fight efforts to distribute materials for safe sex. There does not seem to be much education regarding sex. It is still taboo here in Baptistan.

Substance Abuse

The greatest share of key informants characterized *Substance Abuse* as a "major problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Substance Abuse	**85.0%**	**15.0%**	**0.0%**	**0.0%**

TOP CONCERNS

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

Poverty

Poverty, lack of education, profit

Low income class, education in general.

I think economics drives a lot of the substance abuse problems, I think a lack of stimulation in activities promotes this as well. Church is the primary "country club" in this county and there needs to be more of a variety of opportunities, clubs, etc. to arouse interest other than religion.

Due to the economy we see increased use in illicit drugs as well as abuse of prescription drugs and alcohol as people turn to these substances to cope with the stress of a poor economic status. This leads to increase in crime to support these habits. We also see an increase in physical abuse.

A prolonged period of economic recession has had a devastating effect on this community. In the wake of intense poverty, substance abuse skyrocketed, affecting both those who abuse illegal substances and their children and families.

Law enforcement deals with these ongoing issues. Poverty and lack of work in this county.

Unemployment

Lack of employment and mental health issues.

One of the reasons could be the high unemployment rate and low incomes.

High unemployment rate, mental health conditions, poor pain management for chronic illnesses, risky behaviors among youth.

Over Prescribing of Controlled Substances

The availability of pills in the home, the homes of grandparents. Marketing the use of the two permanent drug drop boxes in the county and the two annual drug take back days help get many drugs out to the homes. Parents, as well as youth, think that because drugs are prescribed, they are harmless. That certainly is not true. Peer pressure, and "pharm" parties exist and youth take pills that can be deadly. Prescription drugs can be very addictive and they are simply too available. Also, people don't realize that synthetic drugs, which are available at convenient stores and online, are very dangerous because of the deadly ingredients in them. One out of three teens report having used over-the-counter cough medicine to get high. More parents need to get involved with educations their youth about substance abuse.

Pharmaceutical companies promote the use of drugs because it is profitable. Doctors over

prescribe drugs. Prescription medicines are easy to get on the black market.

Prevalence/Incidence

Access and availability of controlled medications, meth labs tucked away in valleys and underage drinking are nothing new here. Generational poverty, high populations of elderly individuals with medications in the home, poor economy, low high school graduation rates all factor into this problem.

Lack of Treatment Facilities/Programs

We are willing to ignore the high percentage of youth and adults that are caught in substance abuse, and they are not offered the help until they have broken the law.

Personal Observation

Because of our United Way's work on substance abuse, the community has been made aware that we have a major issue with substance abuse in Rutherford County.

Lack of Education

Education and low possibilities for jobs.

Most Problematic Substances

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

	Most Problematic	Second-Most Problematic	Third-Most Problematic	Total Mentions
Methamphetamines or Other Amphetamines	50.0%	6.3%	6.3%	10
Alcohol	12.5%	25.0%	18.8%	9
Opioid Analgesics (e.g. Oxycodone, Hydrocodone, Percocet, Fentanyl, Methadone)	18.8%	25.0%	6.3%	8
Marijuana	0.0%	12.5%	31.3%	7
Synthetic Drugs (e.g. Bath Salts, K2/Spice)	0.0%	12.5%	18.8%	5
Prescription Medications (NOT including Opioid Analgesics)	6.3%	6.3%	12.5%	4
Cocaine or Crack	6.3%	12.5%	0.0%	3
Heroin	6.3%	0.0%	0.0%	1
Over-The-Counter Medications	0.0%	0.0%	6.3%	1

Tobacco Use

The greatest share of key informants characterized *Tobacco Use* as a "major" or "moderate problem" in Rutherford County.

Health Issue	Major Problem	Moderate Problem	Minor Problem	No Problem At All
Tobacco Use	**55.0%**	**40.0%**	**5.0%**	**0.0%**

Top Concerns

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

Prevalence/Incidence

Because we have a lot of residents who use tobacco, both cigarettes and smokeless tobacco, and we are seeing health issues related to it.

Poor decisions, weak tobacco policies, addiction

Still a lot of people smoking. See people smoking.

Culture

Poor role models at home, church and school. Adult leaders smoke and use tobacco. Apathy. Fear of change. Cultural norms.

It is culturally acceptable to use tobacco.

Addiction

Unfortunately people started smoking as a teenager for whatever reason. Nicotine is an addiction and a lot of smokers feel powerless to quit. Smokers are to be pitied, rather than treated as criminals or outcasts. There needs to be a real way to help release from this addiction.

Co-Occurrences

Tobacco use has been linked to several chronic disease processes. Rutherford County has an above average smoking population. This impacts our health and wellness as a community.

Legislation

There are still too many entities that allow smoking on their premises. If workplaces were all tobacco free, that would help reduce a significant amount of use of tobacco.

Lack of Resources and Education

Lack of education and social capital.

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 Rutherford 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	**22.2%**	**27.8%**	**27.8%**	**22.2%**
Social Determinants of Health	**84.2%**	**10.5%**	**5.3%**	**0.0%**

Physical Environment

An equal number of key informants characterized Physical Environment as a "moderate" or "minor contributor" to local health issues.

Those rating this as a "major contributor" identified the following as the greatest contributors to health problems in Rutherford County:

- Access to Safe Outdoor Space for Activity
- Air Pollution/Quality
- Economy
- Few Recreational Outlets
- Lack of Affordable and Quality Housing
- Lack of Bike Paths/Sidewalks
- Lack of Viable Physical Activity Options for Children
- Living in Rural Areas
- People Making Poor Lifestyle Choices

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 Rutherford County**:**

- Access to Affordable Healthy Foods
- Access to Health Care
- Access to Illegal Substances

- Alcohol/Drug Abuse
- Culture/Tradition
- Education
- Employment
- Income/Financial Ability
- Lack of Mental Health Services
- Learned Behaviors
- Nutrition Education
- Physical Health
- Politics
- Poverty
- Quality of Life
- Race
- Religion
- Social Impact
- Stigma

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 Rutherford County:

- Board of Health
- Heat-Related Illness in Senior Populations
- National County Health Surveys
- Rutherford County Schools SHAC
- Rutherford Hospital
- Rutherford Polk McDowell Health Department

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
- Board of Health Survey
- Car Seat Technician List
- Community Health Council
- Community Health Improvement Plan
- County Health Survey

Other Issues

Professional Research Consultants, Inc.

Additional Comments

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

Need a YMCA

> *The fact there is not a YMCA says the community doesn't take this seriously. There are grants and other means to make this happen. McDowell County got one and Cleveland County has one or two as well. It just speaks to the overall person and even businesses want to know if you have a YMCA. All ages of people can swim and take classes. If this community feels like ICC and Lifestyles takes care of that there needs to be one lead on it informing the people. -*

Agency	Program	Agency/Program Description	County - Physical Address	Telephone Number	Physical Address	Address Line2	City	State	Zip	Website	Contact Name	Contact Title	Contact Email	Contact Telephone Number	Provider Hours	Provider Program Fees	Provider Intake / Application Process	Provider Eligibility	Provider Languages	2-1-1 URL
AARP American Association for Retired Persons North Carolina	General Information AARP American Association for Retired Persons North Carolina	Provides literature and educational programs on long term care, Medicare, Medicaid, managed care, and independent living. For consumer fraud, volunteers provide information, publications, and educational programs on telemarketing fraud. Pharmacy Service Order talk with pharmacist 800-456-2277 Price quotes 800-456-2226 TTY 800-933-4327 Financial Services Investment Program 800-322-2282 TTY 800-634-9454 Insurance from ITT Hartford Auto Insurance 800-932-9922 Homeowner inquiries 800-423-4114 TTY 800-553-6148 Group Health Insurance Members service 800-523-5800 TTY 800-232-7773 Life Insurance Information 800-795-9990 Credit Card service from Bank One Information 800-283-3310 TTY 800-685-6099 Motoring plan from Amoco Information 800-555-1121	Wake	919-755-9757	225 Hillsborough Street	Suite 440	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.	Vary.	Phone call.	50 years old and over.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3250
Advanced Home Care - Western North Carolina	Advanced Home Care - Western North Carolina	Health care service offering home infusion services as well as DME equipment, and respiratory equipment. Infusion services include antibiotics, pain therapy, total nutrition, injections. Respiratory care services include aerosol, ventilators, CPAP, BiPAP, and trach care. DME equipment includes walkers, hospital beds, bathroom accessories, wheelchairs, scooters, and lift chairs. Other aids for daily living needs include canes, crutches, reachers, and commodes.	Buncombe	828-285-0239	120 Sweeten Creek Road		Asheville	NC	28803	www.advhomecare.org	Dennis Nowak	Branch Manager	dennis.nowak@advhomecare.org		Monday - Friday, 8:00 a.m. - 5:30 p.m.	Accepts Medicaid, Medicare, Some Private insurance; Self pay accepted	Call for scheduling after referral	Must have prescription for some equipment (when billing insurance)	Interpreter service provided	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=9940
ALS Association - Western North Carolina	Asheville Area Caregiver Support Group, ALS Association - Western North Carolina	A support group for caregivers of people with ALS. Meetings provide peer support, allowing you to learn first hand from others who are dealing with ALS and allow caregivers to share their experiences with each other. Facilitator is Pamela Brown.	Buncombe	877-257-7401 x703	23 Edwin Place		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	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
ALS Association - Western North Carolina	Resource/Support Group, ALS Association - Western North Carolina	A support group for people with ALS and caregivers of people with ALS. Meetings involve peer support and resources. A speaker comes quarterly to provide information relevant to living with ALS. Facilitator is Pamela Brown.	Buncombe	877-257-7401 x703	23 Edwin Place		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.	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
ALS Association - Western North Carolina	Telephone Resource Support Group, ALS Association - Western North Carolina	The Telephone Resource Support Group is a conference call format that serves the needs of persons with ALS (PALS), (Lou Gehrig's Disease), families and friends. Calls provide peer support, allow you to learn firsthand from others who are dealing with ALS and allow PALS and caregivers to share their experiences with each other. Led by group facilitator Pamela Brown, members can expect to receive information about ALS; information from expert speakers, and fellowship with others facing ALS. Please see website for telephone support group dates.	Wake	877-257-4701 x703	Confidential		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/telephone-als-resourcesupport-group	None	Contact Pamela Brown for more information about joining this group	No Restrictions; Available Statewide		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=24887
American Cancer Society - Western North Carolina	Loan/Gift Items, American Cancer Society - Western North Carolina	Various supplies available through the American Cancer Society office including wigs, head covertings, mastectomy bras and prosthesis.	Buncombe	828-254-6931	120 Executive Park	Building 1	Asheville	NC	28801	www.cancer.org	Contact	Community Manager			Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone call	Anyone who needs but can't afford these items		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12976

American Kidney Fund	American Kidney Fund	American Kidney Fund provides direct financial assistance to low-income kidney patients in need and education to those who are at-risk for kidney disease. Assists with transportation to dialysis, medications, special diet, kidney donor expenses, and other treatment essentials. Also provides specialty programs to help patients afford treatment during emergency travel and recover from natural disasters. -HIPP (Health Insurance Premium Program): Through the Health Insurance Premium Program (HIPP), the American Kidney Fund pays Part B Medicare, Medigap, commercial, and COBRA premiums for dialysis patients who have insufficient income and savings. These premium payments allow patients to continue their health insurance coverage, enabling access to physician care and medical treatment. -Safety Net Program: The patient must be a dialysis patient or a kidney transplant recipient. Transplant patients may be no more than five years post-transplant. The patient must not be covered for the requested expense by other program or insurance. Financial assistance by the American Kidney Fund is considered "last resort" funding. Safety Net Grants are not provided for hospital bills, medical bills, physician's services, dialysis treatment costs or transplantation surgery. These expenses are usually covered by health insurance and/or governmental programs. The patient must demonstrate financial need on the patient application. Financial need will be assessed based on numerous factors including household income, reasonable expenses and liquid assets.	Montgomery	800-638-8299	11921 Rockville Pike	Suite 300	Rockville	MD	20852	www.kidneyfund.org	Email Contact		helpline@kidneyfund.org		Monday - Friday, 9:00 a.m. - 3:00 p.m.	Varies	Apply online with GMS (Grant Managment System) https://gms.kidneyfund.org/GMSexternal/NotAuthenticated/Login.aspx	Kidney patients of dialysis or recent transplant recipients; see description for more information	Spanish; Other languages by request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10183
American Liver Foundation	American Liver Foundation	Facilitate, advocate, and promote education support and research for the prevention, treatment, and cure of liver disease. The national ALF Helpline is available to answer questions about liver disease and liver wellness. This resource provides emotional support to patients at their point of crisis and information on local resources including physician referrals.	New York	800-465-4837	39 Broadway	Suite 2700	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.	None	Phone call	No Restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10306
American Sleep Apnea Association	American Sleep Apnea Association	The CPAP Assistance Program (CAP) provides an equipment package of CPAP, AutoCPAP or BiLevel as prescribed, mask, tubing, filters and carrying case. A.W.A.K.E. Support Group Locator: www.sleepapnea.org/support/a.w.a.k.e.-network-map/us-support-groups/north-carolina.html	Lyon	888-293-3650 x1	117 3rd Street		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.	One-time fee of $100 per applicant to cover cost of shipping and application processing	Request application by phone, email, or print online	Diagnosed sleep apnea patients who have no insurance, high insurance deductibles, or who may be going through financial hardship		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=33105
Arthritis Foundation	Arthritis Foundation Aquatics Program Mecklenburg	The Arthritis Foundation offers information and tools to help people live a better life with arthritis. Whether it's advice from medical experts to specialized arthritis self-management or exercise classes, the Arthritis Foundation has your solution. Offers aquatic exercise for those who suffer from arthritis at the following locations Duke University Center for Living 919-660-6660 Downtown Family YMCA 919-667-9622 Durham YMCA Lakewood 919-493-4502 Garner Road Family YMCA 919-834-2448 Pullen Aquatic Center 919-847-2179	Wake	919-460-8095	Glenaire Continuing Care Retirement Community	4000 Glenaire Circle	Cary	NC	27511	www.arthritis.org/north-carolina	Mella Matheson	Senior Director of Operationa/HRIS	mmatheson@arthritis.org	919-705-1795	Monday - Friday, 9:00 a.m. - 5:00 p.m.	Varies, please call individual location.	Contact individual location.	Open to public.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3284
ASAP (Appalachian Sustainable Agriculture Project)	Growing Minds, ASAP (Appalachian Sustainable Agriculture Project)	Growing Minds, ASAP's Farm to School Program, works to connect farms and schools and give children positive experiences with healthy foods. Farm to School components include farm field trips, nutrition education, school gardens, and local food in cafeterias.	Buncombe	828-236-1282	306 West Haywood Street		Asheville	NC	28801	www.growing-minds.org	Emily Jackson		emily@asapconnections.org	828-236-1282	Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Visit website; Phone call	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19980
Asheville Aphasia Group	Asheville Aphasia Group	Mutual Support group that shares information and solutions on latest research/treatments, provides support for people with Aphasia and their caregivers and identifies services available. Also provides speech therapy with retired Speech/Language/Pathologists and graduate students from Western Carolina University.	Buncombe	828-684-9619	789 Merrimon Avenue	Grace Covenant Presbyterian Church	Asheville	NC	28804	www.ashevilleaphasia.org	Edna Tipton		ednatip@aol.com	828-684-9619	Call Edna Tipton or visit website for full schedule	None	Phone call	No restrictions; Support group meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20971
Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Buncombe	800-728-9817	100 Edgewood Road		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.	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

Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Haywood	800-728-9817	1668 Brown Avenue	Haywood County Red Cross	Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Henderson	800-728-9817	203 2nd Avenue East	Henderson and Transylvania County Red Cross	Hendersonville	NC	28792	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Mcdowell	800-728-9817	39 North Garden Street	McDowell County Red Cross	Marion	NC	28752	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Asheville Mountain Area Red Cross	Blood Donations, Asheville Mountain Area Red Cross	Blood drives can be set up at work places throughout Western North Carolina. Blood donations also taken at the Red Cross office. Also takes Apheresis/Platelets Donations, a special procedure to collect specific components of blood. Process takes about two hours and involves both arms; blood is returned to donor minus platelets. Donations can be made every three days. The Red Cross will list donor platelet types on a registry and you may be called when there is a match.	Polk	800-728-9817	231 Ward Street	Polk County Red Cross	Columbus	NC	28722	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Blood Donation Hours: Monday, 12:30 p.m. - 5:30 p.m.; Tuesday, 2:00 p.m. - 7:00 p.m.; Wednesday, 7:30 a.m. - 12:30 p.m.; Thursday 2:00 p.m. - 7:00 p.m.; First Saturday of the month 7:30 a.m. - 12:30 p.m.	None	Call for appointment	Must be at least 17 years old and weigh 110 pounds; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10279
Asheville Mountain Area Red Cross	Health and Safety Services, Asheville Mountain Area Red Cross	Provides several types of training. CPR: Adult, child, infant, CPR/professional rescue; First Aid; Wilderness First Aid basic level; Water Safety: Lifeguard, Swimming, Small Craft Safety; preventing disease transmission; blood borne pathogens; HIV/AIDS (ACTSMART); oxygen administration; automated external defibrillator training; babysitter's training; healthy back promotion; pet First Aid. Instructor Candidate Training (to teach classes) is also offered.	Buncombe	800-728-9817	100 Edgewood Road		Asheville	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.	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
Asheville Mountain Area Red Cross	Health and Safety Services, Asheville Mountain Area Red Cross	Provides several types of training. CPR: Adult, child, infant, CPR/professional rescue; First Aid; Wilderness First Aid basic level; Water Safety: Lifeguard, Swimming, Small Craft Safety; preventing disease transmission; blood borne pathogens; HIV/AIDS (ACTSMART); oxygen administration; automated external defibrillator training; babysitter's training; healthy back promotion; pet First Aid. Instructor Candidate Training (to teach classes) is also offered.	Haywood	800-728-9817	1668 Brown Avenue	Haywood County Red Cross	Waynesville	NC	28786	www.redcross.org/nc/asheville	Amanda Edwards	Community Chapter Executive	amanda.edwards@redcross.org	828-258-3888 x201	Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary	Pre-registration required; Call for info	Varies by course; The Asheville Mountain Area serves Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey Counties.	Other languages with notification	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10278

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	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.	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
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	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.	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
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	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.	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
Asheville Pregnancy Support Services	Asheville Pregnancy Support Services	Asheville Pregnancy Support Services reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Buncombe	828-252-1306	1710 Old Haywood Road		Asheville	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	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
Asheville Pregnancy Support Services	Asheville Pregnancy Support Services	Asheville Pregnancy Support Services reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Madison	828-252-1306	105 Chestnut Street		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	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
Asheville TEACCH Center Western Region	Asheville TEACCH Center Western Region	Provides the following services to children, adolescents, and adults with autism and their families: diagnostic evaluations to make or rule out a diagnosis of autism; extended diagnostic sessions with families to help them learn more about autism and how children with autism learn; consultation to programs that serve children and adults with autism; training opportunities to educate professionals about autism and strategies for teaching children with autism; and social groups and other support groups related to the needs of people with autism and their families.	Buncombe	828-251-6319	31 College Place	Building D, Suite 306	Asheville	NC	28801	www.teacch.com	Pat Greene	Secretary	patricia_greene@med.unc.edu		Monday - Friday, 8:30 a.m. - 5:00 p.m.	Varies; Call for Details	Phone call; In person; Referral; Mail	Autistic and related communications disordered children and adults who are North Carolina residents	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10454
Asheville-Buncombe Technical Community College	Dental Programs, Asheville-Buncombe Technical Community College	Dental Hygiene Clinic offers cleanings, X-rays, fluoride, initial periodontal therapy, dental sealants, education, and oral cancer exams. This clinic operates all year. Allied Dental Clinic offers savings on dental treatment and offers routine dental cleaning, periodontal (deep) cleaning, dental x-rays. Staffed with a Dentist, Dental Hygienist, Dental Assistants and Front Office staff. First visit is a 45 minute screening (evaluation) appointment. The cleaning appointments are 2 1/2 hours long and could require more than one visit. The fee for a routine cleaning is $25.00, periodontal (deep cleaning) $40.00, each additional visit is $5.00. X-ray fees are FMS (full mouth series) $30.00, Panorex $35.00 and BWX (bitewing) $15.00. The clinic is by appointment only and the payment is cash or check only. For additional information call 828-398-7255 or email kpruett@abtech.edu.	Buncombe	828-254-1921 x255	340 Victoria Road	Rhododendron Building	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.	Reduced fees; Full-time A-B Tech students pay half regular price	Phone call	Age 3 years and up		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10484

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.	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.	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
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		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	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
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, an 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		Arden	NC	28704	www.bethany.org	Dahlene Morse	State Director			Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Walk in; Phone call	Women who have unplanned pregnancies seeking guidance and considering adoption	Will accommodate speakers of other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10501
Blue Ridge Community Health Services	Blue Ridge Health Center, Blue Ridge Community Health Services	BRCHS is a federally qualified health center offering comprehensive health care services: Family Medicine, Prenatal, Pediatric Medicine (including Schoo Health), Behavioral Health (adult/child), Dental Services (adult/child), Pharmacy, Radiology, Laboratory Services, Food Pantry, Outreach and Health Education.	Henderson	828-692-4289	2579 Chimney Rock Road		Hendersonville	NC	28793	www.brchs.com	Jennifer Henderson	Chief Executive Officer	jhender@brchs.com		Family and Pediatric Medicine: Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 5:00 p.m.; 24 hour on-call staff; Behavioral Health: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Dental Services: Monday - Friday, 8:00 a.m. - 5:00 p.m.; closed 11:45 a.m. - 12:45 p.m. for lunch; Tuesday, 8:00 a.m. - 8:00 p.m.; Pharmacy Services; Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 5:00 p.m.	Sliding Scale based on income; Medicaid/Medicare and most private insurance accepted; No one turned away for inability to pay	Appointments: Phone call; In person; Referral; Walk-In		Spanish Medical Interpreters; Phone Interpreter for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27665
Blue Ridge Community Health Services	Hendersonville Family Health Center, Blue Ridge Community Health Services	A family medicine practice offers comprehensive health care to families and specializes in wellness, geriatrics, pediatrics, family counseling, and obstetrica care.	Henderson	828-696-1234	709 North Justice Street	Suite B	Hendersonville	NC	28791	www.brchs.com	Misty Nelson	Practice Manager		828-696-1234	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Accepts Medicaid, Medicare, private insurance	Phone call for appointment	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30287
Blue Ridge Community Health Services	Rutherford Health Center, Blue Ridge Community Health Services	BRCHS is a federally qualified health center offering comprehensive health care services: Family Medicine, Prenatal, Pediatric Medicine (including Schoo Health), Behavioral Health (adult/child), Pharmacy, Radiology, Laboratory Services, Outreach and Health Education. Dental Services will be available in 2015.	Rutherford	828-288-2881	187 South Main Street		Spindale	NC	28160	www.brchs.com	Sandra Griff	Development Manager		828-288-2881	Monday, Wednesday, Thursday, 8:00 a.m. - 5:00 p.m.; Tuesday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m. - 12:00 p.m.	Sliding Scale based on income; Medicaid/Medicare and most private insurance accepted; No one turned away for inability to pay	By appointment,: Phone call; In person; Referral; Walk-In	Sliding Scale based on income. Call for Details.	Spanish Medical Interpreters; Phone Interpreter for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31904
Brain Injury Association of North Carolina - Asheville Resource Center	Brain Injury Association of North Carolina - Asheville Resource Center	Acts as the liaison between the community and families and survivors with brain injury, helping to link people with the resource and support. Maintains a resource library that contains brochures, articles, and books, all o which can be mailed. Facilitates a support group with WNC Brain Injury Support Network that meets monthly on the 4th Tuesday of each month from 6:00 p.m. - 7:30 p.m. at Foster Seventh-Day Adventist Church on 375 Hendersonville Road.	Buncombe	828-277-4868	68 Sweeten Creek Road		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	None	Phone Call to leave message	People with brain injury and their families		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29664
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	Charlotte	NC	28204	www.americanheart.org	Nikki Liberatore	Office Manager	nikki.lliberatatore@heart.org	704-208-5522	Monday - Friday, 8:30 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=521
Burke County United Way	NC Division of Services for the Deaf and the Hard of Hearing - Morganton Regional Center	The Regional Center provides services in the communities for the Deaf, Hard of Hearing, and Deaf-Blind. The center is open to customers and their families to professionals, and to individuals seeking information or assistance for the Deaf, hard of hearing and blind population. Consultations are available to discuss availability for individuals who have hearing loss or speech impairment to receive telecommunications equipment. Must meet income eligibility guidelines and be a resident of North Carolina. Assists in coordinating sign language interpreting services (American Sign Language).	Burke	800-999-8915	107 Foothills Drive		Morganton	NC	28655	http://dsdhh.dhhs.state.nc.us/	Cynthia A. Harmon	Hard of Hearing Services Specialist			Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone; In Person	North Carolina residents; income requirements for some programs	Deaf Accessible	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13901

Burke County United Way	Turning Point Services	Turning Point Services, Inc. (TPS) is a private company that offers training an 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		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.	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
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		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.	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
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		Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org		1st Saturday of the month, 2:00 p.m. - 4:00 p.m.	None	Phone Call or email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31372
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 includ evaluation, fabrication, fitting and instruction and adjustments and repairs. Als provides custom Cranial Remolding helmets for babies.	Buncombe	828-254-3392	One Doctor's Drive		Asheville	NC	28803	www.carepartners.org	Kent Ballard	Director	info@carepartners.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.	Accepts private pay, Medicare, Medicaid, private insurance	Phone call; Referral	Prescriptions needed for all services; Insurance cards	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10838
CarePartners Health Services	CarePartners Outpatient Rehabilitation Services, CarePartners Health Services	Provides outpatient rehabilitative services to 10 years old to adults wit physical, cognitive, and developmental needs. Services include physical therapy, speech therapy, occupational therapy, medical rehabilitation, and aquatic rehabilitation. Vocational services and neuropsychology (counseling and behavioral services as related to rehabilitation) are available to rehabilitation patients. Outpatient clinic satellites are located in East, South, North, and West Buncombe County. Specialty services include: -Orthotics and prosthetics - customized bracing and artificial limbs. -Constraint-Induced Movement Therapy (CIMT) - a technique to increase ability and use of a stroke survivor's weaker arm and hand. -Lee Silverman Voice Treatment (LSVT) - for individuals who have difficulties with voice and speech. -Lymphedema treatment - therapy to reduce swelling from lymphedema that can cause discomfort and difficulty performing daily activities. -VitalStim - therapy for swallowing problems (dysphasia). -SaeboFlex - a revolutionary device that improves hand movement for stroke survivors. -Vestibular training - therapy for dizziness and balance problems. -Driver's evaluation - for those whose driving ability has been impaired by disability or aging. -Work injury and employee support - helping employees prevent injury or get back to work after injury. -Wheelchair/Seating and Mobility Clinic - customized wheelchair fittings. -Anodyne therapy - uses infra-red light to help improve circulation and reduce pain, stiffness and muscle spasms. -Aquatic therapy - physical therapy in one of two warm-water pools. -Incontinence - a medication-free treatment program designed for women with bladder control problems. -Wii Physical Therapy - using a popular video game system to help patients make improvements. -Golf Biometrics Clinic - specialized program of strength training, stretching and posture adjustment to help golfers avoid injury and improve their swing and handicap.	Buncombe	828-274-6179	68 Sweeten Creek Road		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	Accepts private pay, Medicare, Medicaid, private insurance	Phone call for appointment	Must have doctors order for treatment	Interpreters by arrangement	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10830
CarePartners Health Services	Driver Evaluation, CarePartners Health Services	In-clinic and on-the-road driver evaluation of people who have had disabling illnesses or accidents, such as head injuries, stroke, spinal cord injury, etc. Led by occupational therapists specializing in driver evaluation.	Buncombe	828-274-6179	68 Sweeten Creek Road		Asheville	NC	28803	www.carepartners.org	Kathy Price	Director	info@carepartners.org		Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary depending on services	Physician referral	Individuals with a disabling injury and a prescriptions from a doctor	Interpreters available by arrangement	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10839
CarePartners Health Services	Essential Tremor Support Group, CarePartners Health Services	Support group for individuals and their family who experience tremors.	Buncombe	828-298-4085	68 Sweeten Creek Road		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	None	Phone call; In person	Support meets in Buncombe County but is open to anyone who wishes to attend		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13857
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	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.	$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
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		Asheville	NC	28803	www.carepartners.org	Nancy Lindell		nlindell@carepartners.org		2nd Saturday of every month, 1:00 p.m. - 3:00 p.m.	None	Phone call; In person	No restrictions; Located in Buncombe County but serves all surrounding counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13855

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		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.	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
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		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.	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
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		Hickory	NC	28601	www.catawbahope.wordpress.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.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=1193
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		Asheville	NC	28801	www.ccdoc.org	Mishaun Mitchell	Social Worker		704-370-3222	Monday - Friday, 9:00 a.m. - 5:00 p.m.	None	Phone call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10871
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		Atlanta	GA	30333	www.cdcnpin.org	Email Contact		info@cdcnpin.org		Monday - Friday, 8:00 a.m. - 8:00 p.m.	None	Phone call	No restrictions	Spanish; Deaf accessible	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10879
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		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	None	Phone call; Online	No restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=10881
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		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	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
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		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.	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
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	Asheville	NC	28805	www.asheville.va.gov	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	Varies	Walk-In	Serves veterans with issues of housing and homelessness and who are currently receiving services from the VA or have VA ID card. If unsure about eligibility, call or walk-in for more information. VA Outreach Specialists will also be at AHOPE on Tuesday mornings starting at 8:00 a.m. at 19 North Ann Street, Asheville and will be available to discuss programs and eligibility.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32492

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		Asheville	NC	28805	www.asheville.va.gov	Barbara St. Hillaire	HBPC Program Coordinator	Barbara.StHilaire@va.gov	828-298-7911 x5715	Monday - Friday, 8:00 a.m. - 4:30 p.m.	None	Phone call; Referral	Honorably discharged veterans enrolled in primary care at the Asheville VAMC; Income Verification; Picture ID; Social Security Card	Other languages by arrangement; Call 828-296-4490	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11746
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		Asheville	NC	28805	www.asheville.va.gov	Health Administration Service	Admissions and Eligibility		828-298-7911 x2509	Monday - Friday, 8:00 a.m. - 4:30 p.m.	None	In person	Honorably discharged veteran; DD214 forms or physician phone call; Income verification; Picture ID; Social Security card	Other languages by arrangement. Call 828-296-4490.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11747
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		Asheville	NC	28805	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.	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
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	Franklin	NC	28734	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.	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
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	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.	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
Chase Corner United Methodist Ministries	Chase Corner United Methodist Ministries	Provides financial assistance with utility bills (electric, water, kerosene, and propane) with a shut off notice and rent with an eviction notice. Financial assistance also available for some medicines. Help with clothing and household items if there has been a tragedy such as a flood or fire. Emergency Food Pantry open Monday Tuesday Wednesday Thursday Friday 9:00 a.m. - 2:00 p.m. by appointment. USDA Food Pantry open on Wednesdays for people meeting income requirements.	Rutherford	828-247-0096	1604 Chase High Road		Forest City	NC	28043	www.chasecornerministries.org	Cynthia Cooper	Ministry Director	chasecornerumm@att.net	828-247-0096	Crisis Center: Monday - Friday, 9:00 a.m. - 2:00 p.m.; Thrift Store: Monday - Friday, 8:30 a.m. - 2:30 p.m.	None; Prices at Thrift Store vary	Call to make an appointment	Crisis Center: Rutherford County residents below the poverty line; Picture ID; Shut off notice or Eviction Notice needed for financial assistance; Clothing and Household item assistance for those who have experienced a tragedy such as a fire or flooding; Food Pantry: On Wednesdays, the food pantry distributes USDA food to families who meet income requirements. available once every 3 months. Emergency food pantry available Monday - Friday by appointment. Thrift Store: No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28208
Consumer Education Services Inc.	CESI Housing Counseling Services	The HUD Certified CESI Homeownership Center exists to provide housing opportunities, customized housing counseling services and personal finance training designed to educate and empower citizens, thus creating sustainable households, vibrant communities and increased wealth. The CESI Homeownership Center provides an extensive program of counseling, and educational services, and ongoing support, including Pre purchase Counseling Mortgage Delinquency and Default Resolution Counseling Reverse Mortgage Counseling Rental Counseling Homebuyer Education Workshops Delinquency Resolution Foreclosure Prevention Workshops Post Purchase Education Workshops.	Wake	877-829-0851	3700 Barrett Drive		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.	Please call 877-829-0851.	Please call 877-829-0851.	Varies according to program.	English and Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32772
Corpening Memorial YMCA	LIVESTRONG, Corpening Memorial YMCA	LIVESTRONG at the YMCA is a 12 week program for cancer survivors focusing on holistic growth in spirit, mind, and body - regaining quality of life in a small, support-group type setting.	Mcdowell	828-659-9622	348 Grace Corpening Drive		Marion	NC	28752	www.ymcawnc.org	Will Ross	Healthy Living Director- Aquatics and Wellness	wross@ymcawnc.org		Monday - Friday, 5:00 a.m. - 9:00 p.m.; Saturday, 8:00 a.m. - 6:00 p.m.; Sunday, 1:00 p.m. 6:00 p.m.	None	Self Referral or Physician referral; Contact Sadie Simpson for referral form	Cancer survivors		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25896
Crossnore School	Crossnore Academy, Crossnore School	Emergency care services, and long-term out-of home placement for children aged 2-18.	Avery	828-733-4305 x52	100 DAR Drive		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.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=338

Cystic Fibrosis Patient Assistance Foundation	Cystic Fibrosis Patient Assistance Foundation	Helps patients and their family members living with cystic fibrosis afford the medications and devices they need to manage their disease.	Montgomery	888-315-4154	6931 Arlington Road	2nd Floor	Bethesda	MD	20814	www.cfpaf.org	Resource Data Contact		parc@cff.org		Monday - Friday, 8:30 a.m. - 5:30 p.m.	None	Phone Call; Online at www.cfpaf.org/ProgramDetails/ApplyNow/; Will take 10 to 15 business days ro proccess application. Applicant will be notified od decision by phone call and letter.	Cystic fibrosis diagnosis; Household income must not exceed 400% of the Federal Poverty Level (or 500% if there is more than one CF patient in the household); Must use an FDA approved medication or paired drug delivery device for the nebulized treatment of cystic fibrosis related pulmonary disease, or an FDA approved medication for the treatment of pancreatic insufficiency related to cystic fibrosis; Must be a permanent resident of the United States		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31913
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		Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call to request appointment	Persons with disabilities; The Asheville Office serves Buncombe, Henderson, Madison, McDowell, Polk, Rutherford, and Transylvania Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12707
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		Asheville	NC	28806	www.disabilitypartners.org	Kelly Rowe Rodriguez		krowe@disabilitypartners.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call to request appointment	Persons with disabilities; The Asheville Office serves Buncombe, Henderson, Madison, McDowell, Polk, Rutherford, and Transylvania Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12709
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		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.	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
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		Morganton	NC	28655	www.earlylearning.nc.gov/PreKindergarten/EarlyIntervention/EarlyInterventionProg.asp	Terry Smith	Administrative Assistant	terry.smith@esdb.nc.gov		Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Call Mandy Hice, Intake Coordinator, 828-448-9353	Services provided to children ages birth to threre 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
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		Asheville	NC	28804	www.nc.easterseal sucp.com	Christopher Robbins	Program Manager for Asheville ESUCP Community	christopher.robbins@easterseal sucp.com		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Referral from the LME (Smoky Mountain Center)	Developmental disability diagnosis; Referral from LME (Smoky Mountain Center)		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=18873
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. Examples 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		Raleigh	NC	27607	www.nc.easterseal sucp.com	Tamara Stafford	Program Manager	info@nc.easterseal sucp.org	919-783-8898	Monday - Friday, 8:30 a.m. - 5:00 p.m.	Free.	Please call office.	Low moderate income, NC residents.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3401
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		Raleigh	NC	27607	www.nc.easterseal sucp.com	Pam Scott	Program Supervisor	info@nc.easterseal sucp.org	919-783-8898	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; please call.	Please call.	Family members with disabilities.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3404
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		Gresham	OR	97030	www.nahhh.org	Email Contact		helpinghomes@nahhh.org							http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=17024
Environmental Protection Agency - Region 4	Environmental Protection Agency - Region 4	The mission of EPA is to protect human health and the environment. Region 4 Serves Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and 6 Tribes. Safe Drinking Water Hotline: Provides general and technical information on the quality of drinking water and referrals to other organizations when appropriate. Does not give site-specific info on local water quality. Right-To-Know Hotline: Provides up-to-date information on several EPA programs. Also responds to requests for relevant publications and information resources.	Fulton	800-241-1754	61 Forsyth Street South West	Sam Nunn Atlanta Federal Center	Atlanta	GA	30303	www2.epa.gov/aboutepa/about-epa-region-4-southeast	Sherry Maddox	Regional Web Manager	maddox.sherry@epamail.epa.gov	404-562-8031	Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone Call; Online	No restriction		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11103

EyeCare America	Diabetes EyeCare Program, EyeCare America	Promotes annual, dilated eye exams for people with diabetes. Raises awareness of diabetic eye disease, including diabetic retinopathy. Provides free diabetic eye disease educational materials and facilitates access to eye care, at no out-of-pocket expense to patient. Those eligible receive a comprehensive, medical eye exam and up to one yea of treatment for any condition diagnosed during the initial exam.	San Francisco	877-887-6327	655 Beach Street		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	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
EyeCare America	Glaucoma EyeCare Program, EyeCare America	Promotes early detection and treatment of glaucoma. Raises awareness of glaucoma risk factors (family history, race, age) provides free glaucoma educational materials and facilitates access to medical eye care.	San Francisco	877-887-6327	655 Beach Street		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	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
EyeCare America	Seniors EyeCare Program, EyeCare America	Formerly known as the National Eyecare Project, the Seniors EyeCare program ensures that every senior has access to medical eye care and promotes annual, dilated eye exams. Raises awareness about age-related eye disease including cataracts, provides free eye care educational materials and facilitates access to eye care, at no out-of-pocket expenses for eligible seniors. Eligible seniors receive a comprehensive medical eye exam and treatment for any disease diagnosed at the time of initial visit for up to one year.	San Francisco	877-887-6327	655 Beach Street		San Francisco	CA	94142-9098	www.eyecareamerica.org	Gail Nyman-York	Program Manager	pubserv@aao.org	877-887-6327	Helpline available 24 hours per day, 7 days per week, 365 days per year	Free for uninsured. Medicare or private insurance is billed with balance waived.	Please call. Referral letter will be mailed three weeks after initial call.	US citizens or legal residents 65 years of age and older who have not seen an ophthalmologist in 3 or more years. Callers may not belong to an HMO or have VA benefits.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8618
Farmworker Program, Toe River Health District	Diabetes Education, Farmworkers Program	One-on-one & group diabetes education, blood sugar labs (A1C), reduced cost diabetes medications and testing supplies, eye and foot care, diabetic dental care, referrals for emotional care.	Mitchell	828-208-0215	31 Cross Street	Suite 92	Spruce Pine	NC	28777		Silvia Peterson	Farmworker Outreach Coordinator	silvia.peterson@trhd.dst.nc.us	828-208-0215	Monday through Friday: 8:30am - 2:30pm After hours as needed	None	Please call for appointment and eligibility.	Must be a farmworker (Migrant & seasonal).	English and Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31632
First In Families of North Carolina	FIF Life Line Project	First In Families is to help people with disabilities and their families to believe their dreams, achieve their goals and give back to others. FIF offers direct family support to people with an Intellecutal, Developmental Disability and, or Traumatic Brain Injury according to their self defined needs. The goal of FIF staff is to help you find what you need within the community and link you and or your family member to those resources. This creates a partnership involving you, FIF and the community.	Durham	919-251-8368	3109 University Drive	Suite 100	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.	None.	Call the office for an application.	A person of any age with an Intellecutal, Developmental Disability and, or a Traumatic Brain Injury whose household income does not exceed $65,000 after taxes.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32112
Florence Crittenton Services	Sarah's House Mother/Child Program, Florence Crittenton Services	24-hour residential care and supervision for adolescent mothers and infants who are in foster care and need placement together.	Mecklenburg	704-372-4663	1300 Blythe Blvd.		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.		Must be referred by DSS	Single female adolescents in legal custody of the Department of Social Services (ages 14-21) with willingness to participate in all program requirements. Agreement to participate in vocational and/or educational programming. Cannot consider those who require a secured setting, are dangerous to themselves or others, or have severe developmental disabilities and/or neurological impairment.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=15495
Foothills Industries of McDowell County	Innovation, Foothills Industries of McDowell County	The Innovation (formerly CAP) service is a special Medicaid community care funding source designed to give persons with intellectual/developmental disabilities a cost-effective alternative to care in an intermediate care facility. The goal is to allow individuals to return to and/or live in the community with as much independence as possible. The wide array of services and supports are designed to recognize the dignity of each individual and to enhance the quality of life, allowing each person to maximize independence, productivity, and talen according to his/her preferences.	Mcdowell	828-652-4088	300 Rockwell Drive		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.	Medicaid funded	Phone Call to Foothills Industries or MCO/LME	Must have an Intellectual/Developmental Disability (I/DD) diagnosis; Medicaid Card, Social Security Card, Psychological evaluation; additional documentation may be required; Consumers whose Medicaid home is within the catchment area of local MCO's with Smoky Mountain Center and Partners BHM.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26645
GHA Autism Supports	Family Support Network - GHA Autism Supports	The Family Support Network serves as an outlet for families with special needs to meet with one another, while supporting the initiatives of GHA Autism Supports.	Stanly	704-982-9600	213 North Second Street		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.	None		Family member with Autism.	GHA provides person-centered services based on individualized need	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30870

GHA Autism Supports	Wilmington Office, GHA Autism Supports	GHA Autism Supports is a private, non-profit organization that provides community services to meet the unique needs of individuals with Autism Spectrum Disorder. Services include Residential, Vocational, and Job Services Programming.	New Hanover	910-619-1449	105 North Sixth Street		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.	Interested indivuduals must receive or be eligible to receive Medicaid supported services (Intermediate Care Facility/Mental Retardation - ICF/MR, Innovations, Community Alternative Program/Mental Retardation-CAP/MR). Private pay situations must be reviewed on a case by case basis.	Please reference www.ghaautismsupports.org for specific information regarding accessing services, or contact our administrative office at 704-982-9600.	Individuals must have a confirmed diagnosis of Autism Spectrum Disorder.	GHA provides person-centered services based on individualized need.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25807
Gluten Intolerance Group of Asheville	Gluten Intolerance Group of Asheville	Provides support to persons with gluten intolerance, including celiac disease, dermatitis herpetiformis and gluten sensitivities to live healthy lives. Holds monthly meetings that offer a variety of opportunities for current and relevant information through restaurant outings, potlucks, speakers, and product tastings. There is also a bi-monthly, informative newsletter and weekly emails available with the latest gluten free information from research to recipes. Contact may be made by email to the director at any time for information and direction for further services.	Buncombe	828-274-8532	53 Cedar Hill Drive		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	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
Helios Warriors	Helios Warriors	Offers complementary and alternative therapies for veterans in need. Some services include acupuncture, chiropractic, massage therapy, cranial sacral therapy, energy work, nutrition consultation, and talk therapy.	Buncombe	828-299-0776	251 Haywood Street	Suite D	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	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
Hickory Nut Gorge EMS and Rescue	Hickory Nut Gorge EMS and Rescue	Routine transportation to hospital and doctor office visits for patients who are unable to ride in personal vehicle.	Rutherford	828-625-1595	140 Bills Creek Road		Lake Lure	NC	28746		Amy Dalton	Chief	daltonamy4@yahoo.com	828-625-1595	24 hours per day, 7 days per week, 365 days per year	Vary	Phone Call	Rutherford County; Non-Ambulatory patients needing transportation		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28849
Hospice Cleveland County	Palliative Care Services, Hospice Cleveland County	A program to address chronic pain and symptom management issues; available in homes, facilities, and hospitals.	Cleveland	704-487-4677	951 Wendover Heights Drive		Shelby	NC	28150	www.hospicecares.cc	Angela Orsky	VP of Palliative Care Services		704-487-4677	24 hours a day, 7 days a week, 365 days per year.	Negotiable; call for more information.	Call or visit the office or website.	Uncontrolled pain and symptom management issues; needing assistance in difficult healthcare decisions.	Primarily English; interpreters are available.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26205
Hospice Cleveland County	Wendover Hospice House, Hospice Cleveland County	Wendover Hospice House is a 16 bed facility (10 residential rooms and 6 inpatient rooms). An interdisciplinary team approach for patients and their families dealing with a life-limiting illness. Services include a registered nurse 24/7, hospice aide 24/7, social worker, chaplain, medical director, grief counselor, and volunteers. Medicare and Medicaid cover these services 100%, as well as some private insurance companies. Medications, pertaining to the terminal illness, and medical supplies, including durable medical equipment, are also covered.	Cleveland	704-487-4677	951 Wendover Heights Drive		Shelby	NC	28150	www.hospicecares.cc	Lee Ann Long	VP of Clinical Services		704-487-4677	24 hours a day, 7 days a week, 365 days per year.	A daily room and board rate is billed to residential patients.	Call or visit the office or website to make a referral.	A life expectancy of 6 months or less.	Primarily English; interpreters are available.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=26200
Hospice of Rutherford County	Hospice Services, Hospice of Rutherford County	Hospice of Rutherford County is a non-profit providing Hospice and Palliative care to residents of McDowell and Rutherford counties. Takes admissions 24 hours a day 7 days a week in addition to providing crisis care, physician and nurse practitioner visits, care in skilled nursing and assisted living facilities, an 18 -suite Hospice House, care is provided regardless of ability to pay and staff is certified.	Rutherford	828-245-0095	372 Hudlow Road	Hospice House	Forest City	NC	28043	www.hospiceofrutherford.org	Myra Byars		mbyars@hospiceofrutherford.org		Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Intake and Facility Hours: 24 hours per day, 7 days per week, 365 days per year	Vary, call for more information	Phone Call	Serves McDowell and Rutherford Counties	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28516
Hospice of Rutherford County	Hospice Services, Hospice of Rutherford County	Hospice of Rutherford County is a non-profit providing Hospice and Palliative care to residents of McDowell and Rutherford counties. Takes admissions 24 hours a day 7 days a week in addition to providing crisis care, physician and nurse practitioner visits, care in skilled nursing and assisted living facilities, an 18 -suite Hospice House, care is provided regardless of ability to pay and staff is certified.	Rutherford	828-245-0095	374 Hudlow Road		Forest City	NC	28043	www.hospiceofrutherford.org	Myra Byars		mbyars@hospiceofrutherford.org		Office Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.; Intake and Facility Hours: 24 hours per day, 7 days per week, 365 days per year	Vary, call for more information	Phone Call	Serves McDowell and Rutherford Counties	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28516
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	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.	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
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		Fairview	NC	28730	www.llofnc.org	Susan Mooney		susanannemooney@gmail.com		Meeting Times: 2nd Tuesday of the month, 10:00 a.m.	None	Phone call; Attend meeting	Pregnant and nursing women; Nursing babies and toddlers welcome	Call the 800 number for Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11411

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	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.	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
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	Asheville	NC	28801	www.lls.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.	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
Liberty Corner Enterprises	Liberty Corner Enterprises	Discovery Program: Provides residential treatment services for adults with developmental disabilities and mental illness, and adults with physical disabilities or deaf and blind Day Supports: Provides community-based, person-centered services that is tailored to fit each individual as they become involved in the community. Residential Supports: Provides services and supports to assist people to live in a home of their choice. Supported Employment: Assists with job placement and maintaining employment through long term follow up.	Buncombe	828-254-9917	147 Coxe Avenue		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.	No cost to participant; Accepts Medicaid, Medicare, Special Assistance (a Social Security benefit)	Phone call; Email	Adults with developmental disability diagnosis or physical disability; Social Security Card and birth certificate required	American Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11434
Life Ministries	Swannanoa Welcome Table, Life Ministries	Faith Centered Ministry reaching out to the community with a meal every Wednesday, 11:30 a.m. - 1:00 p.m. Pantry is open on Tuesdays, 10:00 a.m. - 12:00 p.m. free gourmet bread is given out and fruit and vegetables as available. The Welcome Table will have Thanksgiving meal. Medical Equipment Loan Closet also available at regular Wednesday meal. Includes walkers; toilet seats; crutches; wheelchairs. Cholesterol and Diabetes screenings available every other month on the 2nd Wednesday. See Black Mountain News for advertisements. Schedule an appointment in advance.	Buncombe	828-686-5284	216 Whitson Avenue	Swannanoa United Methodist Church	Swannanoa	NC	28778	http://givensestates.org/index.php/site/life-ministries#jump	Cheryl Wallen	Director	cwallen@givensestates.org		Meal and Medical Equipment Loan, Wednesday, 11:30 a.m. - 1:00 p.m.; Pantry open Tuesdays, 10:00 a.m. - 12:00 p.m.	Meal, Pantry, and Medical Equipment Loan: None; Cholesterol and Diabetes screenings: Donation if possible; $15 for health screenings	Arrive during hours of operation; Please schedule an appointment for health screenings.	Anyone in Swannanoa, Black Mountain, East Asheville		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11440
LifeShare Of The Carolinas	LifeShare Of The Carolinas	LifeShare Of The Carolinas is a federally designated, not-for-profit organ, eye and tissue recovery organization with two offices; Asheville and Charlotte. Works with the United Network for Organ Sharing (UNOS), which maintains the national computerized transplant waiting list. Coordinators serve as a liaison between donor families and organ/tissue recipients. Also provides public education on organ, eye or tissue donation.	Buncombe	828-665-0107	1200 Ridgefield Boulevard	Suite 150	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		Call or more information; To register as a donor of for additional information, visit www.lifesharecarolinas.org.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11441
MemoryCare	Haywood Satellite Clinic, MemoryCare	Provides comprehensive evaluation of older adults with memory impairment, and establishment of a health management plan, working closely with the primary care physician of the client. Also provides support and education for caregivers of older adults with memory impairment. Can also provider services for Durable Power of Attorney for Health Care.	Haywood	828-771-2219	81 Elmwood Way		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	Accepts Medicare, private insurance	Call Asheville Office for appointment; Physician referral	Geriatric patient age 65 and up	Interpreter services as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29252
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		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.	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
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		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.	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
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	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.	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
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	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.	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
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	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.	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

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	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.	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
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	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	Accepts Medicaid, Medicare, private insurance, private pay	Referral from physician	Person with diabetes	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11711
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		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	Accepts Medicaid; Medicare; private insurance; private pay	Go to the Emergency Department	No Restrictions	Interpreter services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11722
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		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	None	Phone call; Referral; Mail	Parents of children with special needs (developmental/mental health diagnosis); Includes premature birth, genetic disorders	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11760
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		Asheville	NC	28803	www.mission-health.org	Kelly Tison		kelly.tison@msj.org		Monday - Friday, 7:30 a.m. - 4:30 p.m.	Vary	Phone call	No restrictions	Interpreters available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11718
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		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.	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
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		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.	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
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	Asheville	NC	28801	www.mission-health.org/centers-and-services/support-services/rehabilitation-therapy/occupational-therapy/low-vision-services	Judy Davis	Low Vision Technician	crsjld@msj.org	828-213-4377	4th Friday of every month, 10:00 a.m. - 11:30 a.m.; Does not meet in July	None	Phone call	Age 21 and up	Sign language interpreters and assistive listening devices may be available with prior arrangements.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11756
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		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.	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

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	Asheville	NC	28803	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
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	Asheville	NC	28801	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
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	Asheville	NC	28801	www.missionchildrens.org	Contact				24 hours per day, 7 days per week, 365 days per year		Phone call	Ages 0-18	Spanish; Interpreter services available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11717
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	Asheville	NC	28803	http://neuro.missionhealth.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					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
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	Clyde	NC	28721	http://neuro.missionhealth.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					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
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	Franklin	NC	28734	http://neuro.missionhealth.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					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31788
Mission Hospital	MotherToBabyNC Pregnancy Exposure Riskline - Fullerton Genetics, Mission Hospital	Fullerton Genetics Center at Mission Hospital hosts a toll-free phone number where: individuals can ask questions about pregnancy exposures such as alcohol, drugs, and medications and their effects on the baby; callers can be referred to pregnancy registries (to learn more about certain medications and vaccines), drug treatment facilities, and the NC Family Health Resource Line; information can be provided on medications during lactation. The program also provides free outreach education, as well as information on the diagnosis and treatment of fetal alcohol spectrum disorders (FASD) and other alcohol-related disorders.	Buncombe	800-532-6302	11 Vanderbilt Park Drive		Asheville	NC	28803	www.MotherToBabyNC.org	Kelly Tison		kelly.tison@msj.org		Monday - Friday, 9:00 a.m. - 4:00 p.m.	None	Phone call	No restrictions; Riskline serves all of North Carolina	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11766
Mission Hospital	NC Preconception Health Campaign, Mission Hospital	Provides best practice training sessions and workshops to address the following: Healthy weight; Tobacco cessation (healthcare provider training on 5A's); Folic acid and birth defects; Reproductive life planning, Early prenatal care and establishing a medical home for non-pregnant women; The Affordable Care Act - Services that Support Women in Childbearing Age; 39 Weeks - Healthy Babies are Worth the Wait. Free multivitamins are distributed to low-income, non-pregnant women of child bearing age through health departments, community centers and safety net agencies who reach at-risk populations. Also provides a High School curriculum called Healthy Before Pregnancy. This curriculum is designed for school groups or any teen group that meets regularly. (Girl Scouts, church youth groups, after-school programs, teen parent mentor groups, etc.). This curriculum meets the criteria for the North Carolina Standard Course of Study (SCOS). Conducts Community Ambassadors Training for anyone in the community who enjoys public speaking and wishes to help spread the message about the importance of taking folic acid for all women. Attend a one-to two-hour training session where volunteers are given all the necessary materials to be able to give brief presentations (15-20 minutes) to other groups in the community (peers, church groups, high school/college classes, fitness centers, sports teams, etc.) Taking Folic Acid prior to conception can prevent up to 70 percent of neural tube birth defects. Though it is a simple thing women can do, they must hear the message. Community Ambassadors receive a $30 stipend per presentation.	Buncombe	828-213-0031	11 Vanderbilt Park Drive		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	None	Phone call or by referral	All women in childbearing ages, but men are included and welcome to receive education as well; Serves Alleghany, Alexander, Catawba, Ashe, Watauga, Caldwell, Burke, Rutherford, Polk, McDowell, Avery, Mitchell, Yancey, Buncombe, Henderson, Madison, Haywood, Transylvania, Jackson, Swain, Macon, Clay, Graham, and Cherokee Counties.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30444
Mission Hospital	Nutrition Therapy Services, Mission Hospital	Provides nutrition counseling for weight management (including weight gain and weight loss for adults), hypertension, high cholesterol, high triglycerides, gastrointestinal disorders, malnutrition, and hypoglycemia.	Buncombe	828-213-4700	One Hospital Drive	Suite 3200, Health Education Center	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	Call for information; Insurance may not cover the cost of weight loss programs	Phone call; MD referral required for all appointments	Adults who need a weight-loss program or nutrition consultations; Social Security Card required;		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11735
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	Asheville	NC	28803	www.mission-health.org	Calvin Gardner	Director	calvin.gardner@msj.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary; accepts insurance	Phone call; Referral	No restrictions	Interpreter service available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11740

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		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	Vary; Accepts Medicaid, Medicare, private insurance, major credit cards	Phone call	No Restrictions	Translator services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11737
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	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.	Accepts Medicare, Medicaid, private insurance, self-apy	Phone call; Self/physician referral	All ages with wounds, ostomies; Picture ID required	Interpreter service available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11721
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		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	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
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		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.	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
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		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	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
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		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	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
Mountain Area Health Education Center	MAHEC OB/GYN Specialists, Mountain Area Health Education Center	Services include routine obstetrics, general gynecology, comprehensive high-risk obstetrics, breast health, and behavioral medicine services provided by a multi-disciplinary staff including Ob/Gyn physicians and residents, maternal-fetal medicine specialists, nurse midwives, nutritionists, and social workers. Wednesday afternoon clinic specifically for teens that allows them to come in after school. Teens routinely see the same providers for prenatal and postpartum care, including follow-up for birth control care. Also on site are BabyLove Maternity Care Coordinators, Nutritionists, Social Workers, and WIC staff. Case management services provided here for the Department of Health to pregnant and postpartum women eligible for Medicaid insurance or low income in order to increase their access to health care and social service systems. Priority risk criteria that affect pregnant women and their families are also addressed.	Buncombe	828-771-5500	119 Hendersonville Road		Asheville	NC	28803	www.mahec.net	Kim Palmer	Practice Manager		828-771-5414	Monday - Friday, 8:30 a.m. - 4:00 p.m.	Sliding scale; Accepts Medicaid, private insurance	Phone call;	Female; Teen clinic serves 13-19 year olds	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11676
Mountain Area Pregnancy Services	Mountain Area Pregnancy Services	Reaches out to those at risk for, or impacted by, an unplanned pregnancy. Client advocates offer caring support, peer counseling, and education to answer questions regarding pregnancy alternatives, referrals to community resources, and information on the risks of sexually transmitted infections. Provides free pregnancy tests and limited ultrasounds for the confirmation of pregnancy; Pregnant clients are provided "proof of pregnancy" required for enrollment for Medicaid benefits. Services are available for both the mother and father.	Madison	828-680-1230	105 Chestnut Street		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.	None	Meet with counselor for up to 1 hour to become an enrolled client. Call for appointment; Walk-ins accommodated as schedule allows.	Pregnant women; Expecting fathers; Serves Western North Carolina		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32532
National Abortion Federation Hotline	National Abortion Federation Hotline	The NAF Hotline is available to answer any questions about abortion, unintended pregnancy, or related issues. The Hotline is free, anonymous, and offers services to everyone, regardless of their individual situation. Services include information about pregnancy and abortion; confidential, non-judgmental support; referrals to abortion providers in the caller's area (1-877-257-0012); referrals to funding sources; help in understanding state abortion restrictions; case management and limited financial assistance for women in difficult situations.	District Of Columbia	800-772-9100	1660 L Street North West	Suite 450	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.	None	Phone call	No restrictions	Spanish, French	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11843
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	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.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
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	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.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933

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	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.	None	Phone call; Email	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11933
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		Asheville	NC	28806	www.nationalmssociety.org/chapters/nct/index.aspx	Kathy Goff		Kathy.Goff@nmss.org		See description	None	Phone call to group leader before attending	For individuals who have MS, their families, and support persons		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11934
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	Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Barbara Goettsch (pronounced "hoots")	Chapter Services Manager	barbara.goettsch@nmss.org	800-344-4267	Monday - Friday, 9:00 a.m. - 5:00 p.m.	None.	Call for self-help group listings.	People with MS and adult family members.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8881
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	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.	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
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Health Programs - National Multiple Sclerosis Society, Greensboro	Variety of programs offered to maintain physical and emotional health for those with MS and their families/caregivers. Physical health programs may include MS specific aquatics, Tai chi, and yoga. Emotional health programs include short-term counseling groups, peer support, and self-help groups. Family and social support programs include caregiver programs and family day and/or retreat weekends.	Guilford	800-344-4867	2211 West Meadowview Road	Suite 30	Greensboro	NC	27407-3048	www.nationalmssociety.org/ncc	Mark Scheerer	Chapter Services Manager	mark.scheerer@nmss.org	336-299-4136	Monday-Friday, 9:00am-5:00pm.	Vary; many programs are free.	Pre-registration is requested for all health programs. Register online if possible at www.nationalmssociety.org/nct or call 800-344-4867 to register or for more information.	People with MS and their families/caregivers.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8879
National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	Medical Equipment Loan and Assisted Purchase, Greater Carolinas Chapter MS Society, Greensboro	Medical equipment loan and assisted purchase for individuals and families living with MS. Primarily for scooters, wheelchairs and walkers. Dependent on availability of equipment.	Guilford	800-344-4867	2211 West Meadowview Road	Suite 30	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.	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
NC Cooperative Extension - Rutherford County	Family and Consumer Sciences, NC Cooperative Extension - Rutherford County	Educational programs and information available in the following areas: nutrition, food safety, food preservation, home care/maintenance, indoor air quality including mold and radon, financial management, estate planning, parenting, caregiving including grandparents raising grandchildren, leadership/team building.	Rutherford	828-287-6010	193 Callahan Koon Road	Suite 164	Spindale	NC	28160	http://rutherford.ces.ncsu.edu/	Tracy Davis	Extension Agent	Tracy_Davis@ncsu.edu	828-287-6020	Monday - Friday, 8:30 a.m. - 5:00 p.m.	Some educational programs require a workshop/supply fee; Waivers and/or scholarships may be available in some cases	Phone call; Email; In Person	Residents of Rutherford County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29006
NC Department of Insurance Western Regional Office	NC Department of Insurance Western Regional Office	Provides liaison between all types of insurance companies and customers, regulates rates, and handles consumer complaints and fraud reporting. Smart NC: A program to help anyone with questions about finding, keeping, or using health insurance. Helps to file complaints or appeals with health insurance company; identify enrollment opportunities for health insurance coverage; Understand rights and responsibilities regarding health insurance coverage; Request an external review if health insurance claim was denied; Learn about health insurance-related issues. www.ncdoi.com/smart/	Buncombe	828-318-0250	537 College Street		Asheville	NC	28801	www.ncdoi.com	Kirby Rhash	Western Regional Office Communications Specialist	kirby.rhash@ncdoi.gov	828-251-6483	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call; Email	NC resident; Western Regional Office serves all counties west of I-77.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=11936
NC Department of Labor	Occupational Health and Safety Division	Serves as the emergency contact and complaint avenue for workplace accidents or illnesses, mining industry accidents or injuries, workplace fatalities, and workplace hazards or complaints. Serves as the local OSHA office for the State of NC. Also provides information and referrals for labor inquiries.	Wake	919-807-2796	4 West Edenton Street		Raleigh	NC	27601	www.nclabor.com	Allen McNeely	Deputy Commissioner/Director	jjohnson@mail.dol.state.nc.us	919-807-2796	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Free.	Call office.	Open to public.	Spanish on toll free business line.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=3579
NC Division of Services for the Blind - Asheville District Office	Deaf/Blind Services Program, NC Division of Services for the Blind - Asheville District Office	Deaf-Blind Specialists provide services to meet the unique needs of persons who have hearing impairments in addition to blindness. These services help individuals to live independently in their homes and communities. Community Outreach Services might include: assessment of needs; referral, advocacy and support services; and consultation, education and training for the consumer, family members and other service providers. Some individuals who are deaf and blind participate in the Rehabilitation Center Program, a residential service that provides one-on-one training. Training includes daily living skills, adaptive technology, communication, safe travel, homemaking, industrial arts, recreation, personal and social adjustment and use of community resources. The Rehabilitation Center is located on the campus of the Governor Morehead School in Raleigh.	Buncombe	828-251-6732	50 South French Broad Avenue	Suite 153	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.	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

NC Division of Services for the Blind - Asheville District Office	Independent Living Program, NC Division of Services for the Blind - Asheville District Office	Independent Living Rehabilitation Services can assist blind and visually impaired individuals in achieving their goal of independence through the provision of a wide array of services including: individual in-home daily living skills training and group learning classes in community based "mini-center" programs.	Buncombe	828-251-6732	50 South French Broad Avenue	Suite 153	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.	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
NC Division of Services for the Blind - Asheville District Office	Medical Eye Care Program - NC Division of Services for the Blind - Asheville District Office	Eligible participants may receive help with glaucoma medications, eye drops for acute infections, cataract surgery when visual acuity is severely affected, laser surgery for diabetes and retinal tears, and emergency eye related surgeries.	Buncombe	828-251-6732	50 South French Broad Avenue	Suite 153	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.	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
NC Division of Services for the Blind - Rutherford and Polk	NC Division of Services for the Blind - Rutherford and Polk	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.	Polk	828-287-1241	231 Wolverine Trial	Polk County Department of Social Services	Mill Spring	NC	28756	www.ncdhhs.gov/dsb	Marian C. Corn	Polk Social Worker for the Blind	marian.corn@dhhs.nc.gov		Polk Office: Wednesday and the 4th Friday of the Month, 8:30 a.m. - 5:00 p.m.; Rutherford Office: Monday - Friday, 8:30 a.m. - 5:00 p.m. (except when in Polk County)	None	Phone Call	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; Call for more information for other programs		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30365
NC Division of Services for the Blind - Rutherford and Polk	NC Division of Services for the Blind - Rutherford and Polk	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.	Rutherford	828-287-1241	389 Fairground Road	Rutherford County Department of Social Services	Spindale	NC	28160	www.ncdhhs.gov/dsb	Marian C. Corn	Polk Social Worker for the Blind	marian.corn@dhhs.nc.gov		Polk Office: Wednesday and the 4th Friday of the Month, 8:30 a.m. - 5:00 p.m.; Rutherford Office: Monday - Friday, 8:30 a.m. - 5:00 p.m. (except when in Polk County)	None	Phone Call	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; Call for more information for other programs		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30365
NC Division of Vocational Rehabilitation - Western Regional Office	Independent Living, NC Division of Vocational Rehabilitation - Western Regional Office	Assists with a variety of services to persons with severe disabilities to increase independence and access in one's home and community. Depending upon an individual's eligibility and financial need, services may include home modifications such as ramps and bathroom accessibility, vehicle modifications, purchase of durable medical equipment and other aids or devices necessary to decrease/prevent institutionalization, guidance and counseling, rehabilitation engineering, personal assistance services, and housing information.	Buncombe	828-670-3377	Eight Barbetta Drive		Asheville	NC	28806	www.ncdhhs.gov/dvrs/pwd/ils.htm	Kathryn McIntyre	Unit Manager	kathryn.mcintyre@dhhs.nc.gov	828-670-3377	Monday - Friday, 8:00 a.m. - 5:00 p.m.	None	Phone call	Has a significant disability; the disability severely limits ability to live independently; and receipt of services will significantly improve ability to live independently. The financial resources of eligible individuals will be considered for the delivery of some services provided under the IL program. Some services are available to eligible individuals without regard to their financial need. Serves Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, and Transylvania counties	Sign Language	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13476

North Carolina Marketplace In-Person Assistance	North Carolina Marketplace In-Person Assistance	Make an appointment for face-to-face help in enrolling in the new insurance marketplace. Call this number to make an appointment with a certified health insurance navigator, who can help you learn about health insurance plans and financial assistance to pay for health insurance, and fill out an application for insurance with you. More information is available at www.healthcare.gov. You can also call the federal toll-free call center at 1-800-318-2596 to complete an application by phone or get answers to your questions about the marketplace, or to get the phone number of the in-person assister nearest you. The open enrollment period runs November 15, 2014 - February 15, 2015. In order to have health insurance coverage as of January 1, 2015 you must enro by December 15, 2014. Special Enrollment Period is a time outside of the open enrollment period during which you and your family have a right to sign up for health coverage. I 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 healt 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 othe health coverage	Buncombe	855-733-3711	Call to make an appointment in your area		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.	The appointment and working with the in person assister will be free; plan costs will vary	Call to make an in-person appointment	Serving all of North Carolina; Visit this link to see if you can enroll outside of Open Enrollment: www.healthcare.gov/how can-i-get-coverage-outside-of-open-enrollment/	Language Line services available for appointments when needed for languages other than English	http://www.nc211.org/index.php?opt on=com_cpx&task=resource.view&p rovider_id=31190
North Carolina Problem Gambling Program	NC Problem Gambling Treatment Program	Treatment for Problem Gambling. Toll Free Helpline for Crisis Counseling 24 Hours.	Wake	877-718-5543	325 North Salisbury Street		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.	Free to all problem gamblers and any affected significant other.	Call the Toll Free Helpline for immediate assistance 1-877-718-5543	None.	Spanish.	http://www.nc211.org/index.php?opt on=com_cpx&task=resource.view&p rovider_id=20285
North Carolina State Veterans Home - Black Mountain	North Carolina State Veterans Home - Black Mountain	Nursing care for veterans: Long term care, short term care, memory support unit, bariatric beds, hospice.	Buncombe	828-257-6800	62 Lake Eden Road		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.	Private pay, Medicaid, Medicare, private insurance	Call Director of Admissions	North Carolina resident; veteran; 18 years or older; Proof of residency, Social Security Card, Medicare or Medicaid card, and honorable discharge papers from the military		http://www.nc211.org/index.php?opt on=com_cpx&task=resource.view&p rovider_id=27078
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		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.	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?opt on=com_cpx&task=resource.view&p rovider_id=25365
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		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.	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?opt on=com_cpx&task=resource.view&p rovider_id=20747
Pardee Hospital	Cancer Services, Pardee Hospital	Provides treatment and diagnostic services, including surgery, medical oncology, radiation oncology, high-tech radiology, laboratory diagnostic support, cancer rehab program, breast care navigation, clinical treatment and symptom management trials, and general cancer navigator. Also available are community education, cancer screenings, support groups, and holistic patient/family support. Between Friends at Pardee Too: This group is open to anyone that is a caregiver to a cancer patient or a caregiver to a survivor. Meets at the Pardee Signature Care Center at the Blue Ridge Mall. Meets on the 1st Thursday of the Month 5:30 a.m. - 7:30 p.m. To RSVP, contact Leann Noakes 828-698-7317. Between Friends at Pardee: Support group for anyone that has been treated or is currently undergoing cancer treatment. Meets at the Pardee Signature Care Center at the Blue Ridge Mall. Meets on the 3rd Thursday of the Month 5:30 a.m. - 7:30 p.m. To RSVP, contact Leann Noakes 828-698-7317.	Henderson	828-696-1341	800 North Justice Street		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	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?opt on=com_cpx&task=resource.view&p rovider_id=12148
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		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.	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?opt on=com_cpx&task=resource.view&p rovider_id=12150
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		Hendersonville	NC	28791	www.pardeehospital.org	Pardee Hospital		info@pardeehospital.org		24 hours per day, 7 days per week, 365 days per year	Accepts Medicare, Medicaid, major credit cards	Apply in person	No Restrictions	Spanish	http://www.nc211.org/index.php?opt on=com_cpx&task=resource.view&p rovider_id=12192
Pardee Hospital	Maternity and New Parent Classes, Pardee Hospital	Art of Breastfeeding: An education class to help new moms get off to a good start with breastfeeding basics. Fathers are also welcome. Childbirth 101: A 2 session class designed to prepare expectant parents for the challenges of birth. Classes cover the labor and delivery process, relaxation, breathing patterns, birth options, positioning, and comfort measures. Tour of maternity Unit. Bring 2 pillows, a blanket. Infant Care: The basics of infant care including newborn characteristics, feeding, bathing, cord care, diapering and swaddling. Infant CPR and Choking: Classes taught once a quarter.	Henderson	866-790-9355	800 North Justice Street		Hendersonville	NC	28791	www.pardeehospital.org	Contact				To register, call 24 hours per day, 7 days per week, 365 days per year	None	Phone Call	No Restrictions	Some classes in Spanish	http://www.nc211.org/index.php?opt on=com_cpx&task=resource.view&p rovider_id=20749

Pardee Hospital	PardeeSelect Medical Staff Directory, Pardee Hospital	A free printed publication offered as a community service. Also offers a website to help pair patients with the best referral. It contains information about the medical staff (physicians and allied health providers) who have admitting privileges at Pardee Hospital. Free copies are available at the Pardee Signature Care Center in the Blue Ridge Mall and at the information desk at Pardee Hospital. Up-to-date information is available at www.pardeeselect.org and www.pardeehospital.org.	Henderson	828-694-1000	800 North Justice Street		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	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
Pardee Hospital	Sleep Center, Pardee Hospital	Diagnoses and treats problems that can interfere with restful, restorative sleep. Consultations and overnight sleep studies are covered by most insurance plans as outpatient diagnostic procedures. Self-referrals accepted. Sleep disorders include Sleep Apnea, Insomnia, Narcolepsy, and Restless Le Syndrome to name a few.	Henderson	828-696-1085	800 North Justice Street		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.	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
Pardee Hospital	Women and Children's Center, Pardee Hospital	Family-centered birthing in a private, single-room. One birth suite with queen size bed for low risk mothers. Maternity care unit with a special care nursery with remote and centralized fetal monitoring. Water labor and hydrotherapy are also available. Education classes include instruction on childbirth education, newborn care, breastfeeding, hospital tours, and infant CPR and choking. Offers massage services. Offers consultations with board certified lactation consultants. The Women and Children's Center also cares for women who have had breas or gynecological surgeries and offers inpatient pediatric services.	Henderson	828-696-4230	800 North Justice Street		Hendersonville	NC	28791	www.pardeehospital.org	Lynn Blythe	Nurse Leader			24 hours per day, 7 days per week, 365 days per year	Accepts Medicare, Medicaid, private insurance, major credit cards	Referral	Women of any age; Pediatrics assists Male or female from birth to adolescence	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12149
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	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.	None	Phone call for appointment	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23658
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	Hendersonville	NC	28792	www.pardeehospital.org	Judy Bolster		judy.bolster@pardeehospital.org		Monday, Wednesday, Friday, 9:30 a.m. - 10:30 a.m.	None	Walk-in; No registration required	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19572
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	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.	None	Phone Call; Walk-In	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25332
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	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.	None	Walk-in	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19573
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	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.	$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
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	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.	None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19568
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	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.	None	Phone call; Walk-In	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=19567
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	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.	$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
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	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.	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
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	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.	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
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 filin Medicare claims.	Henderson	828-692-4600	1800 Four Seasons Boulevard	Blue Ridge Mall	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	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
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	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	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
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	Hendersonville	NC	28792	www.pardeehospital.org/calendar/index.php	Judy Bolster	Manager		828-692-4600	**This program is temporarily out of resources.**	None	Call to make appointment	No restrictions; Must call ahead to make an appointment		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=20789

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		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	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
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 voluntar program.	Henderson	828-681-2227	50 Hospital Drive	3rd Floor	Hendersonville	NC	28791	www.parkridgehealth.org	Linda Riley	Intake Coodinator		828-681-2227	Monday - Friday, 9:00 a.m. - 12:00 p.m. or 9:00 a.m. - 3:00 p.m.	Accepts Medicaid, Medicare and private insurance. Discount for self pay patients.	Call intake to apply	Women 18 years and older with emotional, behavioral, or psychiatric challenges	Spanish interpreter available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30264
Park Ridge Health	Provider Directory, Park Ridge Health	Provider directory associated with Park Ridge Health.	Henderson	828-684-8501	100 Hospital Drive		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	None	Visit website			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=31531
Park Ridge Health	Women's Services, Park Ridge Health	Ob-Gyn Services at Park Ridge Park Health offers complete obstetrics, gynecology and women's health services for women of all ages. Routine gynecological care includes: Yearly exams with PAP smears, Family planning visits, Diagnosis and treatment of gynecological problems; Other services include: Free Pregnancy tests from Park Ridge Women's Services, Maternity care, Infertility care, Urinary incontinence, Pelvic prolapse care, Minimally invasive surgery, On-site ultrasound, On-site laboratory, Bilingual staff, On-site Medicaid application, Certified Midwife.	Henderson	828-698-9934	2605 Chimney Rock Road	Office of Kelly Thompson, FNP, CNM	Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance	Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842
Park Ridge Health	Women's Services, Park Ridge Health	Ob-Gyn Services at Park Ridge Park Health offers complete obstetrics, gynecology and women's health services for women of all ages. Routine gynecological care includes: Yearly exams with PAP smears, Family planning visits, Diagnosis and treatment of gynecological problems; Other services include: Free Pregnancy tests from Park Ridge Women's Services, Maternity care, Infertility care, Urinary incontinence, Pelvic prolapse care, Minimally invasive surgery, On-site ultrasound, On-site laboratory, Bilingual staff, On-site Medicaid application, Certified Midwife.	Henderson	828-698-9934	50 Hospital Drive	Suite 4A	Hendersonville	NC	28792	www.parkridgehealth.org	Jimm Bunch	President and CEO		828-681-2102	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; Free Pregnancy Test; Accepts Medicaid, Medicare, private insurance	Phone call for appointment; No appointment needed for pregnancy test, walk-ins welcome.	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22842
Partnership for Children of the Foothills	Healthy Smiles - Dental Screening, Partnership for Children of the Foothills	Healthy Smiles is an oral health program for children birth through age five. It provides free dental screenings in child care and community settings with a contracted dentists from Mission Children's Hospital (in McDowell) and Collins Dental Center (in Polk and Rutherford counties). Education and outreach is provided to young children, parents, teachers, and expecting moms. Restorative dental services, gas vouchers to get to dental appointments, and case management are provided. Restorative dental services are also available for children in kindergarten. Children are served in McDowell, Rutherford, and Polk counties. Dental Assistants are housed in the Rutherford-Polk-McDowell Health District offices at 408 Spaulding Road in Marion and 221 Callahan Koo Road in Spindale.	Mcdowell	828-652-6811 x330	54 College Drive	Azalea Building #4, Room 12	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.	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
Partnership for Children of the Foothills	Healthy Smiles - Dental Screening, Partnership for Children of the Foothills	Healthy Smiles is an oral health program for children birth through age five. It provides free dental screenings in child care and community settings with a contracted dentists from Mission Children's Hospital (in McDowell) and Collins Dental Center (in Polk and Rutherford counties). Education and outreach is provided to young children, parents, teachers, and expecting moms. Restorative dental services, gas vouchers to get to dental appointments, and case management are provided. Restorative dental services are also available for children in kindergarten. Children are served in McDowell, Rutherford, and Polk counties. Dental Assistants are housed in the Rutherford-Polk-McDowell Health District offices at 408 Spaulding Road in Marion and 221 Callahan Koo Road in Spindale.	Rutherford	828-652-6811 x330	338 Withrow Road		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.	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
Partnership for Prescription Assistance	Partnership for Prescription Assistance	Offers assistance with finding patient assistance programs from pharmaceutical companies for prescription medications.	New York	888-477-2669	Confidential		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	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
Pathways of the Heart	Pathways of the Heart	Support group held at the Biltmore United Methodist Church for women with cancer. Please call Facilitator for more detailed information before attending the group. This is facilitated by a Licensed Clinical Social Worker. This is not a drop-in support group.	Buncombe	828-299-0394	376 Hendersonville Road	Biltmore United Methodist Church	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.	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

Planned Parenthood South Atlantic - Asheville Health Center	Planned Parenthood South Atlantic - Asheville Health Center	Services Provided: Women's Health Care: Birth Control, Prescriptions available without an exam, Refills available by mail, Reproductive health checkups, Breast exams, Pap tests, Cervical cancer screenings, Mammogram referrals, Vaginal infection testing and treatment, Morning-After Pill (Emergency Contraception); Pregnancy Planning Services, Pregnancy testing, Pregnancy options and referrals (adoption, abortion), Fertility awareness education; STI Testing, Treatment and Vaccines, STI prevention, including: Condoms, HPV vaccine (Gardasil), STI/safe sex education, STI Testing (Available withou a physical exam and available for walk-ins), Chlamydia and gonorrhea testing, Rapid HIV Testing; LGBTQ Services: Education, resources, services referral, transgender support, hormone replacement therapy; General Health Care for Men and Women: Routine physical exams for men and women aged 13 and older, Anemia testing, Cholesterol screening, Vaccinations (including Flu and Tetanus), Urinary tract infection testing and treatment, Thyroid screening, Treatment of cold and flu viruses, Physicals for school and work; Men's Health Care: Reproductive health checkups, Testicular exams, Erectile dysfunction referrals, Male infertility screenings and referrals, Jock itch exams and treatment. There may be endowment funds available to assist with the cost of an abortio but the person should contact Planned Parenthood for more information.	Buncombe	828-252-7928	68 McDowell Street		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	Sliding scale rates for individuals without insurance; Accepts Medicaid, private insurance, major credit cards	Call or visit the website to make appointment; Pregnancy testing, emergency contraception, and STI Testing on a walk-in basis	Men and women age 13 or older	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12238
Rowan County United Way	Veterans Administration Medical Ctr., W. G. Hefner Center	Hospital providing medical services for military veterans.	Rowan	(704)638-9000	VA Medical Center	1601 Brenner Ave.	Salisbury	NC	28144		Kaye Green	Director		704-638-9000 x3344				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
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 dent 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		Marion	NC	28752	www.rpmhd.org	Amanda Crisp	Preschool Dental Coordintor	acrisp@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Walk in	McDowell, Polk, and Rutherford County residents; Ages 0-6; income verification and picture ID for parents or guardians	Interpreter services available; Spanish interpreter on site	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25929
RPM District Health Department - Rutherford County	Breast and Cervical Cancer Control (BCCCP), RPM District Health Department - Rutherford County	Eligible patients can receive a pap smear and mammogram at no cost. If results are abnormal some follow-up testing is paid for by this program.	Rutherford	828-287-6221	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Nikki Brady	Program Coordinator	nbrady@rpmhd.org	828-287-6100	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call	Uninsured or under-insured women; Income verification; Picture ID; Social Security Card; Must be 40-64 years old for mammogram	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28351
RPM District Health Department - Rutherford County	Care Coordination for Children (CC4C), RPM District Health Department - Rutherford County	Care Management: Assisting families with children birth to 5 years old, following medical and developmental growth. Linking to effective and efficient services, which may be needed.	Rutherford	828-287-6100	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Pam Walke	Program Director			Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call; Referral	Rutherford County resident; children ages 0 5 years old	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28362
RPM District Health Department - Rutherford County	Child Health, RPM District Health Department - Rutherford County	Provides well child physicals, routine health screenings, and immunizations.	Rutherford	828-287-6221	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Angela Harrill	Program Coordinator	aharrill@rpmhd.org	828-287-6100	Monday - Friday, 8:30 a.m. - 5:00 p.m.	Sliding Scale; Accepts Medicaid and Health Choice; $30 Kindergarten Physicals	Phone call to make appointment	No restrictions	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28350
RPM District Health Department - Rutherford County	Collins Dental Center, RPM District Health Department - Rutherford County	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. 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. Partnership between Thermal Belt Outreach and Rutherford Polk McDowell District Health Department.	Polk	866-216-6884	158 White Drive		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	Children's Services: Sliding Scale based on income; Accepts Medicaid and Health Choice 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	Children's Services: Phone call; Walk-in; Adult Clinic: Call to make appointment; Walk-ins will be seen if time permits	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; 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 Mediciad, bring proof of income (like current pay stubs)	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28365
RPM District Health Department - Rutherford County	Communicable Disease, RPM District Health Department - Rutherford County	Investigation of communicable diseases to protect the public.	Rutherford	828-287-6221	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Alicia C. Dayberry	Program Coordinator	adayberry@rpmhd.org	828-287-6100	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Walk-in; Phone call; Referral	Picture ID, Social Security Card, Birth Certificate	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28352

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		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.	Varies, check website for details	In person; Mail	Rutherford, Polk, and McDowell Counties	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28357
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		Spindale	NC	28160	www.rpmhd.org	Traci Crowder		jhiggins@rpmhd.org	828-287-6016	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone Call	Rutherford, Polk, and McDowell County residents; ages 0-5	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28358
RPM District Health Department - Rutherford County	Immunizations, RPM District Health Department - Rutherford County	Comprehensive immunizations for infants, children, and adults including flu shots.	Rutherford	828-287-6100	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Rhonda Lovelace	Program Director			Monday - Friday, 8:30 a.m. - 5:00 p.m.	Vary; Accepts Medicaid, Health Choice, United Health Care, Blue Cross/Blue Shield, Med Cost, and self-pay	Walk-In by 4:30 p.m.	Rutherford County residents	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28361
RPM District Health Department - Rutherford County	Maternity Services, RPM District Health Department - Rutherford County	Maternity services: Provides pre-natal care to eligible patients.	Rutherford	828-287-6100	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Rhonda Guffey	Program Director			Monday - Friday, 8:30 a.m. - 5:00 p.m.	Accepts Medicaid; Sliding Scale for non-Medicaid patients	In person or call to make an appointment	Rutherford County and McDowell County residents who are pregnant, have medicaid or insurance that does not have prenatal care or not eligible to receive care at a private provider.	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28360
RPM District Health Department - Rutherford County	Medical Nutrition Therapy/Nutrition Counseling, RPM District Health Department - Rutherford County	Provides nutrition counseling to children ages birth to 21, pregnant, and postpartum women.	Rutherford	828-287-6100	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Kim Keever	Registered Dietitian	kkeever@rpmhd.org	828-287-6006	Monday - Friday, 8:30 a.m. - 5:00 p.m.	Accepts Medicaid with a physician's referral	Physician's referral	Medicaid recepients in Rutherford County	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28355
RPM District Health Department - Rutherford County	Nurse Family Partnership, RPM District Health Department - Rutherford County	Program for women having their first baby. Clients will be visited by a registered nurse in their homes throughout the pregnancy and continue to visit until the baby is 2 years old.	Rutherford	828-287-6109	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Olga Guzman	Administrative Assistant		828-287-6109	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call or referral	First time mothers who are Rutherford residents; income guidelines	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28349
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		Spindale	NC	28160	www.rpmhd.org	Susan Cochran	Program Coordinator	scochran@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone Call and referral	Polk and Rutherford County residents; postpartum women with infants before 2 months from delivery	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28359
RPM District Health Department - Rutherford County	Sexual Transmitted Diseases/Infections, RPM District Health Department Rutherford County	Testing, counseling, and treatment for sexually transmitted diseases.	Rutherford	828-287-6221	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Alicia C. Dayberry	Program Coordinator	adayberry@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	None	Phone call; Walk-in	No Restrictions	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28364
RPM District Health Department - Rutherford County	Tuberculosis Control, RPM District Health Department - Rutherford County	Tuberculosis testing, treatment, counseling, and prophylaxis. Evaluation of positive TB cases including contact investigation.	Rutherford	828-287-6221	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Alicia C. Dayberry	Program Coordinator	adayberry@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	Varies, call for information	Phone call; Walk-in	Possible documents required: Picture ID, Social Security Card, Birth Certificate	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28363
RPM District Health Department - Rutherford County	Women's Preventive Health, RPM District Health Department - Rutherford County	Provides annual exams for women including pap smears, breast exams, cultures as indicated, STD testing, pregnancy testing, and birth control methods with education.	Rutherford	828-287-6100	221 Callahan Koon Road		Spindale	NC	28160	www.rpmhd.org	Sarah Norville	Program Coordinator	snorville@rpmhd.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	Sliding scale based on income; Accepts Medicaid, and North Carolina Health Choice	Phone call to make appointment	Females who are Rutherford County residents	Spanish; Interpreter service available for other languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28356
Rutherford County Department of Social Services	In-Home Aide Services, Rutherford County Department of Social Services	Provides light in-home services such as personal care (bathing, dressing and grooming), house work and meal preparation to disabled adults aged 18 and over who are assessed to be in need of the service.	Rutherford	828-287-6165	271 Callahan Koon Road		Spindale	NC	28160	www.rutherfordcountync.gov/socialservices	Felicia Hodges	Adult Social Worker		828-287-6258	Monday - Friday, 8:30 a.m. - 5:00 p.m.	None; The program does allow for cost sharing.	During business hours, in-home aide referrals/requests can be made by phone or in person at the agency.	Disabled adults aged 18 and over and who are currently residing in Rutherford County. The adult must be assessed to need the service and the service authorization is contingent upon available funding.	Spanish; All other languages can be arranged upon request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28149
Rutherford County Emergency Services	Rutherford County Emergency Services	Provides pre-hospital emergency care and ambulance transportation to appropriate hospital facility. The Specialized Transport Division handles all non-emergency transportation (doctor's office, dialysis, etc), for bed bound patients within the county.	Rutherford	828-287-6075	339 Callahan Koon Road		Spindale	NC	28160	www.rutherfordcountync.gov/emergencyservices	Sandra Thompson		sandra.thompson@rutherfordcountync.gov		Business Office Hours: Monday - Friday 8:30 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00 p.m.; 911 Services available 24 hours per day, 7 days per week, 365 days per year	Ambulance Fees are based on Medicare Allowed Amounts. Call 828-287-6076 for fee information	Phone Call; For Specialized Transport Division: appointments can be scheduled during normal Business Office Hours at 828-287-6066	Rutherford County		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28324

Rutherford County Rescue	Rutherford County Rescue	Provides ambulance transportation for emergencies and non-emergencies.	Rutherford	828-245-5016	378 US Highway 74 Business		Bostic	NC	28018	www.rutherfordcountyrescue.com	Mike Souther	Chief	msouther@rutherfordcountyrescue.com		24 hours per day, 7 days per week, 365 days per year	Insurance accepted; Private Pay is $475 plus $8 per mile	Call 9-1-1 for emergencies or main office to schedule transport	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28999
Rutherford County Senior Center	SHIIP, Rutherford County Senior Center	Medicare Counseling and Outreach/Education program: SHIIP is the Seniors' Health Insurance Information Program, a division of the North Carolina Department of Insurance. Staff and volunteers are trained and certified SHIIP Counselors authorized to help Medicare beneficiaries and their caregivers navigate the complicated system of Medicare, including Part D prescription drug plans, supplement policies, and Medicare Advantage Plans. Provides free, unbiased, confidential counseling and information to help clients understand the many choices. No products are sold, recommended or endorsed.	Rutherford	828-287-6409	193 Callahan-Koon Road	Suite 132	Spindale	NC	28160	www.coabc.org	Angela Ezell	Director	angela.ezell@rutherfordcountync.gov	828-287-6411	Center Hours: Monday, 7:30 a.m. 5:00 p.m.; Tuesday - Friday, 8:30 a.m. - 5:00 p.m.	None	Call to schedule appointment	Medicare beneficiaries and their caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32813
Rutherford Regional Health System	Cancer Resource Center, Rutherford Regional Health System	A registered nurse is available to help with questions and internet searches. A services are provided free to cancer patients from our community and many supportive programs are available to help patients and their families. Resources include: wigs, prosthetics, hats, educational materials, and videos and internet access. Pink Ladies Support Group: First Monday of every month from 5:00 p.m. - 6:30 p.m. at Rutherford Regional's Cancer Resource Center. For women who have been diagnosed with cancer. For more information, call 828-245-4596 or e-mail jamie.ingraham@rutherfordregional.com. Survivin' Cancer Support Group: Third Monday of each month from 5:00 p.m. 6:00 p.m. at Rutherford Regional's Cancer Resource Center. For more information, call 828-245-4596 or e-mail jamie.ingraham@rutherfordregional.com.	Rutherford	828-245-4596	2270 Highway 74A	Suite 343	Forest City	NC	28043	www.myrutherfordregional.com	Jamie Ingraham	Cancer Outreach Program Director	jamie.ingraham@rutherfordregional.com	828-245-4596	Monday - Friday, 8:00 a.m. - 4:30 p.m.; Pink Ladies Support Group: First Monday of the month, 5:00 p.m. - 6:30 p.m.	None	Phone call; In person	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29465
Rutherford Regional Health System	Cardiac Pulmonary Rehab, Rutherford Regional Health System	The Cardiac Rehab Program consists of monitored exercise training and education and counseling. Pulmonary Rehab consists of monitored exercise training and education and counseling.	Rutherford	828-286-5053	288 South Ridgecrest Street		Rutherfordton	NC	28139	www.myrutherfordregional.com	Barbara Simpson	Department Director	barbara.simpson@rutherfordregional.com	828-247-1588	Monday - Friday, 7:00 a.m. - 4:30 p.m.	Vary; Accepts Medicare, Medicaid, and third party insurance.	Phone Call	Physician written referral order required; Must have one of the following diagnosis before admission into the outpatient program: Myocardial Infarction (Within the preceding 12 months); Coronary artery bypass graft surgery (CABG); Current stable angina pectoris; Percutaneous transluminal coronary angioplasty (PTCA)/ or coronary stenting; Heart or heart-lung transplant; Heart valve repair or replacement; Surgery to palliate a congenital heart defect; Repaired or unrepaired congenital heart disease with functional limitations; Diagnosis of cardiomyopathy with stable ventricular function; COPD-moderate, severe and very severe; Interstitial lung disease; Cystic Fibrosis; Restrictive chest wall disease; Pulmonary hypertension		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29970
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	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.	Vary	Physician Referral	Serves Rutherford, Polk, Cleveland, McDowell, Burke, and Henderson Counties and needs a Physician Referral		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29937
Rutherford Regional Health System	Chase Family Care, Rutherford Regional Health System	Part of the Rutherford Regional Health System, providing family medicine.	Rutherford	828-657-5371	1269 US Highway 221A		Caroleen	NC	28019	www.myrutherfordregional.com	Melody Bridges	Administrative Director	melody.bridges@carolina.rr.com	828-286-5572	Monday - Thursday, 8:00 a.m. - 5:00 p.m.	Vary; Accept private insurance and self-pay	Phone Call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30104
Rutherford Regional Health System	Community Alternatives Program for Disabled Adults, Rutherford Regional Health System	CAP/DA services include: In Home Aide services, Adult Day Healthcare, Case Management, Home Mobility Aids, Waiver Supplies, Telephone Alert.	Rutherford	828-345-3575	2270 US Highway 74A	Suite 345	Forest City	NC	28043	www.myrutherfordregional.com	Jean Morgan	Department Director	jean.morgan@rutherfordregional.com	828-245-3575	Monday - Friday, 8:00 a.m. - 4:30 p.m.	Medicaid Waiver Program	Referral by Physician,Family, DSS, or Agency	18 years of age and older; At risk for nursing home placement; Appropriate level of care determination must be documented in order for one to be assessed for possible CAP/DA participation.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29468
Rutherford Regional Health System	Forest City Family Care, Rutherford Regional Health System	Part of Rutherford Regional Health System providing family medicine.	Rutherford	828-245-7626	212 Allendale Drive		Forest City	NC	28043	www.myrutherfordregional.com	Melody Bridges	Administrative Director	melody.bridges@carolina.rr.com	828-286-5572	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Vary; accepts private insurance and private pay	Phone Call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30105

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	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.	In Home Care for Adults: Accepts Medicaid; Companion Services: $18 per hour, Monday - Friday, 7:00 a.m. - 5:00 p.m.; $23 per hour, After hours, weekends, and holidays; Self pay, limited insurance coverage.	In Home Care for Adults: Authorization of attending physician; Companion Services: Call for more information	In Home Care for Adults: Must need hands on assistance with at least two of the following: bathing, dressing, feeding, walking/transferring, going to the bathroom, or have bladder or bowel incontinence; Companion Services: 3 hour minimum in Rutherford County, 6 hour minimum in Polk, McDowell, Cleveland counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29469
Rutherford Regional Health System	Living With Diabetes, Rutherford Regional Health System	An outpatient program designed for people with gestational, Type I or Type 2 Diabetes. The program provides the information and training needed to make health lifestyle choices. Support Group: Support Groups occur periodically (goal is every other month). This free meeting is open to anyone in the community affected by Diabetes. Contact 828-286-5501 or education department at 828-286-5502 for more information.	Rutherford	828-286-5501	288 South Ridgecrest Street		Rutherfordton	NC	28139	www.myrutherfordregional.com	Jennifer Shoenfelt	Community Relations/eMedia	jennifer.shoenfelt@rutherfordregional.com	828-286-5071	Office Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m	Vary; Accepts insurance	Living With Diabetes: Physician referral required Support Group: Call for more information	Physician Referral required	Interpreter services provided as needed	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29524
Rutherford Regional Health System	OneSource Rehab, Rutherford Regional Health System	Provides physical therapy, occupational therapy, speech therapy, and lymphedema treatment.	Rutherford	828-247-1588	2270 US Highway 74A	Suite 341	Forest City	NC	28043	www.myrutherfordregional.com	Barbara Simpson	Department Director	barbara.simpson@rutherfordregional.com	828-247-1588	Monday - Friday, 7:45 a.m. - 5:30 p.m.	Vary; Accepts Medicare, Medicaid, Worker's Compensation, and third party insurance	Phone call	Physician prescription required		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29939
Rutherford Regional Health System	Prenatal Education Classes, Rutherford Regional Health System	Childbirth education, breastfeeding, parenting and sibling classes.	Rutherford	828-286-5065	288 South Ridgecrest Street		Rutherfordton	NC	28139	www.myrutherfordregional.com	Lucy Calhoun, RNC, BSN	Childbirth and Women's Health Coordinator	lucy.calhou@rutherfordregional.com	828-286-5065	Hours Vary; Call for more information	None	Phone Call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29523
Rutherford Regional Health System	Rutherford Children's Care, Rutherford Regional Health System	Part of the Rutherford Regional Health System providing pediatric primary care.	Rutherford	828-287-9325	162 Commercial Street	Suite B	Forest City	NC	28043	www.myrutherfordregional.com	Melody Bridges	Administrative Director	melody.bridges@carolina.rr.com	828-286-5572	Monday - Thursday, 8:30 a.m. - 5:00 p.m.; Friday, 8:30 a.m. - 12:00 p.m.	Vary; accepts private insurance and self-pay	Phone Call	No Restrictions	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30106
Rutherford Regional Health System	Rutherford East Family Care, Rutherford Regional Health System	Part of Rutherford Regional Health System providing family medicine.	Cleveland	828-453-0703	605 NC 120 Highway		Mooresboro	NC	28114	www.myrutherfordregional.com	Melody Bridges	Administrative Director	melody.bridges@carolina.rr.com	828-286-5572	Monday - Thursday, 8:00 a.m. - 5:00 p.m.; Friday, 8:00 a.m. - 1:00 p.m.	Vary; Accepts private insurance and self-pay	Phone Call	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30107
Rutherford Regional Health System	Rutherford Regional Medical Center, Rutherford Regional Health System	Rutherford Regional Health System provides patients with a range of services to meet their healthcare needs: The Birthplace, Cancer/Oncology, Emergency Department, Inpatient Services, Outpatient Services, Rehabilitation, Surgery.	Rutherford	828-286-5000	288 South Ridgecrest Street		Rutherfordton	NC	28139	www.myrutherfordregional.com	Jennifer Shoenfelt	Community Relations/eMedia	jennifer.shoenfelt@rutherfordregional.com	828-286-5071	24 hours per day, 7 days per week, 365 days per year	Vary	Physician referral or in person in the emergency department	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29464
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		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.	Vary; Accepts Medicare, Medicaid, and third party insurance	Phone Call	Needs a physician written referral order		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29966
Rutherford Regional Health System	Stroke Support Group, Rutherford Regional Health System	Support Group for stroke survivors and their caregivers. Program provides a venue for discussion, sharing and education.	Rutherford	828-286-5509	288 South Ridgecrest Street	Crawford Education Building	Rutherfordton	NC	28139	www.myrutherfordregional.com	Lynn Hensley		lynn.hensley@rutherfordregional.com	828-286-5509	Meets the 3rd Tuesday of the month; 3:30 pm. - 5:00 p.m. in the Crawford Education Building of Rutherford Regional	None	Walk-In	For stroke survivors and their caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29521
Rutherford Regional Health System	The Clinic at Wal-Mart, Rutherford Regional Health System	Treating common illnesses and minor injuries. Provides wellness services, physical exams (like for school or sports), screenings, vaccinations (such as flu and tetanus vaccinations), and tests (such as TB skin tests and pregnancy tests). Can also help patients get linked to a primary care provider.	Rutherford	828-286-9438	197 Plaza Drive		Forest City	NC	28043	www.myrutherfordregional.com/walmart	Jennifer Shoenfelt	Community Relations/eMedia	jennifer.shoenfelt@rutherfordregional.com	828-286-5071	Monday - Friday, 9:00 a.m. - 9:00 p.m.; Saturday and Sunday hours will vary. Please call ahead to make sure the clinic is open.	Vary, accepts most insurance plans and self pay; payment taken at time of service	No appointment necessary; Saturday and Sunday hours will vary. Please call ahead to make sure the clinic is open.	No Restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30295
Rutherford Regional Health System	The Mammography Place, Rutherford Regional Health System	Provides mammograms and bone density (DEXA) exams.	Rutherford	828-286-5670	175 Tryon Road	Suite B	Rutherfordton	NC	28139	www.myrutherfordregional.com	Steven R. O'Kelley	Radiology Director	steven.okelley@rutherfordregional.com		Monday, Tuesday, Wednesday, Friday, 8:00 a.m. - 5:00 p.m.; Thursday, 8:00 a.m. - 7:00 p.m.	Vary; Accepts private and public insurance, and self pay	Phone Call	Must bring Picture ID and (if applicable) proof of insurance	Language interpretation services available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29467
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	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	Vary; Call for more information	Phone call; Website	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444

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	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	Vary; Call for more information	Phone call; Website	No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12444
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	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.	None	Phone call or visit website www.lgbtagingcenter.org or www.sageusa.org	LGBT Elders and families	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29758
Saint Gerard House	Saint Gerard House	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. Grotto School serves children ages 2.5 - 7. It is an intensive, one-on-one, Applied Behavior Analysis (ABA), early-intervention program. Connect Program is an after-school social skills class for ages 5 - 19. No diagnosis is necessary. 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.	Henderson	828-693-4223	620 Oakland Street		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.	Varies based on service; First consultation and all Parent Support Groups are free	Call for inquiries	Varies based on service; See description for additional information		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=22821
Saint Vincent de Paul Society - Buncombe County	East Buncombe, Saint Vincent de Paul Society - Buncombe County	Limited assistance provided for rent, utilities (electric, heating, water, and firewood), and medical bills. Has limited assistance to help with automobile repair. Preference given to the elderly or families with children. Help is limited to once a year, with a $200 limit. Assistance will only be given if it will catch the client up on the bill. Food is only to be delivered to individuals that are home-bound. Also call Monday for Food Pantry intake. *No same day assistance*	Buncombe	828-236-8555	102 Andrews Place	c/o Saint Margaret Mary's Catholic Church	Swannanoa	NC	28778		Mike Soble	President		828-777-0881	Vary	None	Phone call on Monday, 8:00 a.m. - 12:00 p.m.; Leave a slow, clear message with your name, number, and what you need assistance with; First ten calls are considered; Society meets on Monday evening to make assistance decisions; If selected for assistance a volunteer will call to set-up a home interview; No same day assistance	Resident of Swannanoa; Montreat, Ridgecrest, or Black Mountain; Preference given the elderly or families with children; Income verification required		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12429
Salvation Army - Rutherford County	Social Services, Salvation Army - Rutherford County	Provides assistance with clothing and food as well as financial assistance for utilities, heat, and rent. Unable to help with deposits. Also assists with paying for medications in life threatening situations. Food pantry open Monday, Tuesday and Thursday.	Rutherford	828-287-0119	417 Duke Street		Forest City	NC	28043	www.salvationarmycarolinas.org/commands/shelby	Major Robbins	Shelby Corps	fred_foreman@uss.salvationarmy.org	704-482-0375	Social Service Hours: Monday, Tuesday, 9:00 a.m. - 4:30 p.m. Thursday, 9:00 a.m. - 2:30 p.m.	None	Walk-In	Rutherford County residents; Documents Needed: Picture ID, Proof of income and expenses for the household. Will need disconnect notice for utilities, and for rent, show that they are behind (eviction notice or letter from landlord).		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29701

Seasons of Life Home Care and Adult Day Services	Seasons of Life Home Care and Adult Day Services	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). 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.	Polk	828-859-0147	2060 Lynn Road	Unit 4; Seasons of Life Home Care	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	Home Care: Call for more information; Private insurance accepted; Financial assistance may be available 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	Phone Call; In person	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 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	Translator services available upon request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30064
Seasons of Life Home Care and Adult Day Services	Seasons of Life Home Care and Adult Day Services	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). 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.	Polk	828-859-0147	79 Carmel Lane	Seasons of Life Adult Day Services	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	Home Care: Call for more information; Private insurance accepted; Financial assistance may be available 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	Phone Call; In person	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 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	Translator services available upon request	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30064
Shriners Hospital	Shriners Hospital	Acute care children's hospital with more than 20 orthopedic treatment specialties: Cerebral Palsy; Scoliosis and other spinal abnormalities; Clubfoot and other problems of the foot; Limb deficiencies and prosthetic restoration; Myelodysplasia; Pediatric Sports Injuries.	Greenville	864-271-3444	950 West Faris Road		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.	Care and services are provided regardless of the patients' ability to pay	For information about a completed application or for other questions, e-mail patientreferrals@shrinenet.org, or call 800-237 5055	Children up to age 18 with orthopedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for care and receive all services in a family-centered environment, regardless of the patients' ability to pay	Spanish, Russian, and French	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12434
Sisters of Mercy Urgent Care	Urgent Care South, Sisters of Mercy Urgent Care	Care and treatment of non-life-threatening injuries and illnesses by board certified physicians, without an appointment. Also provide sports, D.O.T. and employment physicals, drug screening, digital x-ray, lab work, most urgent care prescriptions for $15, workers compensation follow up, and vaccines (tetanus, hepatitis, TB skin testing, etc.).	Buncombe	828-274-1462	1833 Hendersonville Road		Asheville	NC	28803	www.urgentcares.org	Cheryl Fore	Clinical Team Leader		828-274-1462	Monday - Friday, 8:00 a.m. - 7:00 p.m.; Saturday - Sunday, 9:00 a.m. - 5:00 p.m.; (Closed Easter, Thanksgiving, and Christmas)	Application for financial assistance available; Accepts Medicaid, Medicare, major credit cards, private insurance. Cash discount for self-pay patients at time of service.	Walk-in only, first come, first served	Picture ID, income verification required	Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12440

Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership	Smiles Change Lives - The Virginia Brown Community Orthodontic Partnership	Smiles Change Lives provides access to essential orthodontic treatment for qualified children from low-income families.	Jackson	888-900-3554	2405 Grand Boulevard	Suite 300	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)	$30 Application fee and $600 program fee if approved for treatment through Smiles Change Lives.	Submit a complete application packet including the most recent year's tax return (or SSI award letter) and SCL Dental Referral Form. Depending on program demand, it could take 3 to 24 months to complete the application process and/or be assigned to an orthodontic provider. Applicants will be assigned to the closest screening location. Applicants are screened on a first-come, first-served basis. Applications and additional information can be found at www.smileschangelives.org.	Be 10-18 years of age; Have no more than four (4) baby teeth; Have "good" dental hygiene (as certified by the child's general dentist); Have no unfilled cavities; Not be wearing braces currently; Have a total household income at or below 200% of the Federal Poverty Level (200% of the Federal Poverty Level can be determined by visiting www.smileschangelives.org/financial) Be willing to pay the $30 application fee and the $600 program administration fee (per child)		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=23625
Stainless Ministry	Stainless Ministry	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.	Rutherford	828-748-7053	225 West Main Street		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.	Food Pantry and Medical Equipment: Free; Thrift Store prices vary	Food Pantry and Medical Equipment: Phone Call	Food Pantry and Medical Equipment: Bring a picture ID; Serves Rutherford, Cleveland, and Polk Counties		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30286
Swannanoa Valley Christian Ministry	Main Ministry, Swannanoa Valley Christian Ministry	Provides assistance in the form of food, clothing, as well as financial help for fuel, utilities (electric, gas, water, heating fuel, firewood), rent, mortgage, and medical expenses. Will consider other needs on a case-by-case basis. Also provides limited assistance to residents of area served or people with car repair and gasoline. Also provides limited assistance to homeless residents of area served or people who broke down in area served for food, lodging, car repair, and gas. Can provide a written referral to ABCCM for individuals seeking help with furniture or household items. Assists with Buncombe County CIP (Crisis Intervention Program) funds. GED classes available on site. College level scholarship opportunities available for someone wanting to improve their job skills. Open Monday Tuesday Wednesday Thursday Friday, 9:00 a.m. - 3:00 p.m.	Buncombe	828-669-9404	101 North Ridgeway Avenue		Black Mountain	NC	28711	www.facebook.com/pages/Swannanoa-Valley-Christian-Ministry/460900347371038?fref=ts	Renae Brame	Executive Director	svcmdirector@gmail.com		Monday - Friday, 9:00 a.m. - 3:00 p.m.; GED Classes: Tuesday - Thursday, 9:30 a.m. - 12:30 p.m.	None	In person	Must be a resident of Swannanoa, Black Mountain, Ridgecrest, Montreat, and portions of East Asheville if located in Owen School District; Social Security Card, Picture ID, final notice/eviction notice and/or rental form filled out by landlord required; Food pantry limited to once every 3 weeks (not turned away for food if unable to present ID); Clothing once per month		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=21981
Swannanoa Valley Friends Meeting 2-1-1 WNC Call Only	Swannanoa Valley Friends Meeting 2-1-1 WNC Call Only	Provides up to $75 to complete a rent or utility bill or some other basic needs that can not be met by other community agencies; Usually in partnership with other agencies, especially Swannanoa Valley Christian Ministry. Able to assist with rent, rental security deposits, heating, utility, medical care expenses, and prescription payment assistance. Referral Specialist Instructions: This agency will not deal directly with the caller. Please collect the caller's full name, address and phone number as well as the full name and phone number of the landlord, or the utility account number. ASSISTANCE IS LIMITED TO SWANNANOA AND BLACK MOUNTAIN RESIDENTS ONLY. DO NOT REFER CALLER DIRECT TO CHURCH; 2-1-1 WNC MUST CALL ON CLIENT'S BEHALF.	Buncombe	828-669-0832	Confidential		Black Mountain	NC	28711		Bob Welsh		bobwel2@charter.net		Monday - Friday, 9:00 a.m. - 5:30 p.m.	None	2-1-1 WNC must contact on clients behalf; Will not work directly with the client, only with the power company or landlord; Referral specialist must get relevant information regarding the caller's landlord/account number and pass that information on to Swannanoa Valley Friends.	Swannanoa/Black Mountain residents only		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12427
The NC Radon Program - North Carolina Department of Health and Human Services	The NC Radon Program - North Carolina Department of Health and Human Services	The NC Radon Program offers education presentations to the public, such as schools, citizens groups, real estate agents, home inspectors and home builders. Maintains a website to provide citizens with information on radon and those who can test and mitigate. Works closely with home builders to understand the radon resistant techniques in new construction (RRNC), so they can build more houses in North Carolina with radon resistant features; will also work very closely with school district officials to promote the idea of testing existing school buildings and building more new schools with radon resistant techniques. Provides free short-term test kits for expecting mothers. The month of January is Radon Action Month and they give free test kits until supplies run out.	Wake	828-712-0972	Confidential		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.	No fees for services. Test kits are approximately $5.	Phone call	North Carolina residents	Some materials available in Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27431

The North Carolina AgrAbility Partnership	The North Carolina AgrAbility Partnership	A federally-funded grant program through the U.S. Department of Agriculture National Institute for Food Safety (USDA-NIFA). Mission is to educate and assist farmers, ranchers, and farm workers engaged in production agriculture who are living with disabilities. Provides direct services to farmers, ranchers, farm workers and their family members engaged in production agriculture: provides information on resources relevant to an individual's needs, and/or conducting on-site farm assessments to determine barriers to completing tasks and meeting occupational goals on the farm; Can recommend assistive technologies (equipment/tools/devices), modified work practices, and/or other adaptive solutions to reducing disability-related limitations; Can refer individuals to other service providers (e.g., rehabilitation, educational, financial) for potential assistance specific to the individual's needs; Provides educational opportunities through trainings and professional development sessions for rural health care professionals, allied health and agricultural engineering degree students, cooperative extension and staff to organizations who may be assisting farmers with disabilities. Does not provide funding.	Wake	336-430-2970	127 D.S. Weaver Labs	Box 7625 - NCSU	Raleigh	NC	27695	www.ncagrability.org	Michele Proctor	MID, Project Coordinator	coordinator@ncagrability.com	336-430-2970	Vary	None	Phone Call; Website contact page; Email	North Carolina farmers, ranchers, and farmworkers engaged in production agriculture who are living with disabilities	Translator Services Available	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=30482
The Starkey Hearing Foundation	The Starkey Hearing Foundation	The program provides hearing aids to low income individuals who have no other resources to acquire hearing aids. All applicants must meet the financial criteria, complete the application process and be approved for assistance. Call the office to discuss eligibility.	Hennepin	800-328-8602	6700 Washington Avenue South		Eden Prairie	MN	55344	www.starkeyhearingfoundation.org	Joanita Stelter		Joanita_Stelter@starkey.com		Monday - Friday, 9:00 a.m. - 5:00 p.m.	There is a fee of $125 per hearing aid provided. Call the office to discuss eligibility.	Phone call; Ask operator for the "Hear Now" program.	Call for eligibility requirements; Determined by income, household size, and assets		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12483
Trans-Positive Support	Trans-Positive Support	TransHealth Coordinators and WNCAP (Western North Carolina AIDS Project) are offering an HIV + peer support network. "TransPositive Support" focuses on the empowerment of transgender, gender non-conforming and intersexed people with HIV + status. Offers support with obtaining housing, job discrimination, accessing respectful and compassionate healthcare along with leadership and community building and outreach training.	Buncombe	828-242-9022	554 Fairview Road	Western North Carolina AIDS Project	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.	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
Treatment, Healing, and Education Center for Disordered Eating	Treatment, Healing, and Education Center for Disordered Eating	A resource/referral/educational center with free support groups offered weekly. Provides information on a national level for treatment facilities, educational resources, and workshops for and about eating disorders. Also provides a referral/information service to local therapists and physicians who treat disordered eating problems. Adult Eating Disorder Support Group meets Wednesdays from 7:00 p.m. - 8:00 p.m. Family Support Group for loved ones, parents, and friends meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m. Teen Support Group for teens ages 15-17 years old and currently working with a therapist meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.	Buncombe	828-337-4685	297 Haywood Street		Asheville	NC	28801	www.thecenternc.org	Elaine O'Barr	Director	thecenternc@gmail.com	828-337-4685	By appointment only; Answering machine available 24 hours per day, 7 days per week, 365 days per year Adult Eating Disorder Support Group: Meets Wednesday, 7:00 p.m. - 8:00 p.m.; Family Support Group for loved ones, parents, and friends meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.; Teen Support Group: Meets on the 1st and 3rd Monday of the month from 5:30 p.m. - 6:30 p.m.	None	Phone Call or Email to schedule appointment; Support Groups: Phone call or walk-in to attend meeting	No Restrictions; For Teen Support Group: Attendees must be 15-17 yrs old and be in Treatment currently with a therapist.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12459
United Way of Central Carolinas	Adolescent Pregnancy Prevention Campaign of NC	PURPOSE: To promote and support a cooperative approach among the public, private, and volunteer sectors toward the end of preventing adolescent pregnancy in North Carolina. SERVICES: 1. Technical assistance, consultation, support, guidance, and resources to existing and start-up local councils in all counties 2. bi-monthly meetings open to interested persons,3. training for professionals and volunteers; 4. monitoring and advocacy for legislative actions that impact teen pregnancy, sexuality, and child-bearing; 5 community awareness programs for clubs and organizational meetings; 5. Extensive library of books, pamphlets, videos on subject and 6. a catalyst for prevention models throughout the state. Foster strategies that focus on prevention.	Durham	919-226-1880	3708 Mayfair Street	Suite 310	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.	Free check out for materials. [within North Carolina]	Telephone, e-mail.	No restrictions.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14408
United Way of Central Carolinas	Arthritis Foundation	PURPOSE: To support research through grants; to educate the general public and the health care professionals about arthritis and its treatment; and to offer programs and services for people who suffer from arthritis SERVICES: Support groups for people with arthritis, self-help courses for people with arthritis and their families, aquatics programs in a variety of heated pool across the county, public education forums, speakers bureau, information and referral service, educational literature, legislative advocacy	Mecklenburg	(704)529-5166	4530 Park Rd., Suite 230		Charlotte	NC	28209	HTTP://www.arthritis.org	Gail Norman		mmatheso@arthritis.org		Monday - Friday, 9:00 a.m. - 5:00 p.m.	Do not need to be a member to receive free information. $20.00 membership includes 6 issues of the magazine "Arthritis Today"		No restrictions		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14010
United Way of Central Carolinas	Cancer Society, American [49 counties]	To fight cancer through balanced programs of research, education, patient services and rehabilitation.	Mecklenburg	704-552-6147	6000 Fairview Rd., Suite 200		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.	None	1-800-227-2345		Call 800-227-2345 for English or Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14099

United Way of Central Carolinas	Disability Rights & Resources	Guards the civil rights of people with disabilities by empowering people to live as they choose. Services: -Advocacy; Peer Mentoring; Independent Living Skills -Travel Training: On-hands training on how to use Charlotte Area Transit System and Lynx light rail for people who want to live independently -Social Security denial appeals -Workshops	Mecklenburg	704-537-0550	5801 Executive Center Drive	Suite 101	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.	Most services are available at no cost; some services are provided on a fee-for-service basis; fees vary by service provided.	Call for an appointment.	A person with a disability; family member of someone with a disability; any business or employer interested in disability issues.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14188
United Way of Central Carolinas	Epilepsy Foundation of North Carolina, Inc.	Non-profit with multiple affiliated organizations throughout the United States that has led the fight against seizures. Programs include training programs in seizure recognition and first aid for school personnel, police officers, first responders and other community members and public servants. Services: Works to prevent, control and cure epilepsy through community services; public education; federal and local advocacy; and supporting research into new treatments and therapies.	Forsyth	800-451-0694	Wake Forest University Health Science	Medical Center Boulevard	Winston Salem	NC	27157	www.epilepsyfoundation.org	Pat Gibson		pgibson@wakehealth.edu		Monday - Friday, 8:00 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14103
United Way of Central Carolinas	Living Bank, The	PURPOSE: An independent non-profit public interest foundation that registers organ donors. SERVICES: Educational information about organ and whole body donations and referrals to other agencies, including financial aid.	Harris	713-961-9431	4545 Post Oak Place Dr., Suite 340		Houston	TX	77027	www.livingbank.org	Lisa Whitaker	CEO/President	info@livingbank.org		Monday - Thursday, 7:30 a.m. - 4:30 p.m.	No fees	Registration form	No Restriction. Call for more information.	Spanish, Russian, French.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14296
United Way of Central Carolinas	NC MedAssist	Provides free prescription medications to qualifying low-income North Carolina residents.	Mecklenburg	866-331-1348	601 East 5th Street	Suite 350	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.	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
United Way of Central Carolinas	North Carolina Assistive Technology Program (NCATP)	PURPOSE: Provides assistive technology services statewide to people of all ages and abilities. Make everyday activities easier and increase independence with assistive technology. SERVICES: FREE - Assistive technology hands-on demonstration centers; assistive technology equipment loan program; assistive technical assistance; assistive technology training; group presentations; outreach and awareness activities on assistive technology; funding specialist available to help identify funding resources, develop funding strategies and obtain assistive technology. OTHER USEFUL ASSISTIVE TECHNOLOGY RESOURCES: (1) Buy or sell used assistive equipment - go to the exchange post on Partnerships in Assistive Technology's website: www.pat.org or call 919-872-2298 (Voice/TTY); (2) Questions about disability rights or disability rights related to assistive technology services in North Carolina contact Sonya Clark at 877-235-4210 (Voice/TTY).	Mecklenburg	919-233-7075	5501 Executive Center Drive	Suite 105	Charlotte	NC	28212	www.ncatp.org	Celeste Helling		chelling@ncatp.org		Monday - Friday, 8:30 a.m. - 5:00 p.m.	Some services are free for consumers if there is no funding source. Fee based assistive technology and assistive technology and augmentation communication evaluations are available and are funded through various agencies.	Call for an appointment.	No restrictions.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14624
United Way of Central Carolinas	Quick Deck	PURPOSE: Provide temporary ramps and decks for handicap access to individuals and companies. SERVICES: Rent temporary ramps and decks to individuals, Hospice patients and companies.	Stanly	(704)888-0328	137 Pine Forest Dr.		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.	Set up fee starts at $200; monthly rental fee starts at $50; take down fee starts at $200.	Call Lee Bagwell (864-552-0182) for job quotations.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14780
United Way of Central Carolinas	Sudden Infant Death Syndrome - SIDS Alliance	PURPOSE: To provide counseling and support to SIDS parents; to promote research concerning SIDS; and to educate the public about SIDS SERVICES: Parent support services including telephone counseling; parent-to-parent contacts; referrals to other professional services; educational programs for the public that include literature and films; support of medical research into the cause, and prevention of SIDS through fundraising activities.	Harford	443-640-1049	2105 Laurel Bush Rd., Suite 201		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	No fees charged.	Call.	Open to all persons interested in SIDS, Stillbirth, Miscarriage.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=14459
United Way of Cleveland County	Social Security Administration of Cleveland County	This government agency administers all national Social Security programs including disability benefits and the Medicare Program.	Cleveland	704-480-6207	707 Schenck Street		Shelby	NC	28150	www.ssa.gov	Susan Champion	Field Office Manager			Monday - Friday, 9:00 a.m. - 3:30 p.m.	Free	Call for more information. To locate a doctor accepting Medicare, visit www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)	Call for more information.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=25836

United Way of Davie County	SHIIP, North Carolina Department of Insurance	Helps senior citizens and Medicare eligible adults with Medicare, Medicare supplements, Medicare+Choice, Medicare fraud and abuse and long term care insurance questions. Creates educational materials for consumers' use. Offers prescription Drug assistance for individuals and married couples.	Wake	800-443-9354	111 Seaboard Avenue	North Carolina Department of Insurance	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.	None	Phone Call	Helps any North Carolina resident regardless of age who has Medicare or are about to enroll in Medicare		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13731
United Way of Greater Greensboro	Cancer Hope Network	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. For patients, professionals and volunteers we offer a secured social network where people who are affected by cancer can exchange experiences and share thoughts.	Morris	800-552-4366	2 North Road	Suite A	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)	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
United Way of Greater Greensboro	Make-A-Wish Foundation Central and Western North Carolina	Foundation grants the wishes of children with life-threatening medical conditions.	Guilford	704-339-0334	7025 Albert Pick Road	Suite 104	Greensboro	NC	27409	www.ncwish.org	Jodi Caruso	Development Coordinator	jcaruso@ncwish.org	336-790-9760	Monday-Friday, 9:00am-5:00pm.	No fees charged.	Parent or guardian can call, email, or visit website to request a wish. Child's physician must certify that the child has a life-threatening medical condition.	Children between the ages of 2 and 1/2 and 18. Child's physician must determine medical eligibility based on Make A-Wish criteria. Must not have received a wish from another wish-granting organization. Child does NOT have to have a terminal medical condition to be granted a wish.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5217
United Way of Greater Greensboro	Make-A-Wish Foundation Central and Western North Carolina	Foundation grants the wishes of children with life-threatening medical conditions.	Mecklenburg	704-339-0334	1131 Harding Place		Charlotte	NC	28204	www.ncwish.org	Jodi Caruso	Development Coordinator	jcaruso@ncwish.org	336-790-9760	Monday-Friday, 9:00am-5:00pm.	No fees charged.	Parent or guardian can call, email, or visit website to request a wish. Child's physician must certify that the child has a life-threatening medical condition.	Children between the ages of 2 and 1/2 and 18. Child's physician must determine medical eligibility based on Make A-Wish criteria. Must not have received a wish from another wish-granting organization. Child does NOT have to have a terminal medical condition to be granted a wish.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5217
United Way of Greater Greensboro	National Multiple Sclerosis Society - Greater Carolinas Chapter, Greensboro	The mission of the National Multiple Sclerosis Society is to mobilize people and resources to drive research for a cure and to address the challenges of everyone affected by MS. Chapter serves people living with multiple sclerosis in a 97-county area in North Carolina and provides a variety of programs for people with MS, their families, and medical professionals. Services offered include information and referral, emergency financial assistance, case management, lending library, counseling, respite care, equipment loan, local support groups, educational seminars, peer support, advocacy, family programs, etc.	Guilford	336-299-4136	2211 West Meadowview Road	Suite 30	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.	Most services are free of charge. Minimal fee for some programs.	Call for information.	People with MS, their families, and medical professionals.	English.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=5232
United Way of Lee County	Adolescent Pregnancy Prevention Coalition of North Carolina	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.	Durham	919-226-1880	3708 Mayfair Street	Suite 310	Durham	NC	27707	www.appcnc.org	main		kphillips@appcnc.org		Monday-Friday 9:00 a.m.-5:00 p.m.	Training fees vary based on individual trainings. Library Resources are free to borrow.	Contact APPCNC at (919) 226-1880 for further information.		English and Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=9584
United Way of Lee County	Florence Crittenton	Florence Crittenton Services is home to young women and adolescents from throughout the Carolinas who need a safe and healthy environment through the delivery of their baby. Our services include: A Safe Place to Live, Counseling, Medical and Health Care, Education Services, Vocational Training, Spiritual Enrichment, Parenting Support, Early Child Development Education, Adoption Support, Mother-Infant Residential Foster Care Program, Non-Pregnant Foster Residential Faster Program, and Aftercare Services.	Mecklenburg	704-372-4663	1300 Blythe Boulevard		Charlotte	NC	28236	www.fcsnc.org	main		lwatson@fcsnc.org							http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27710
United Way of Pitt County	Ronald McDonald House of Eastern North Carolina	The Ronald McDonald House provides low-cost short-term housing for families who have a child at Children's Hospital in Greenville, NC. Families who reside outside 30 miles from the Children's Hospital may stay at the house. Families are typically referred to the House by social workers or local physician offices	Pitt	252-847-5435	529 Moye Blvd		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.	$10 per family per night.	Must be referred by a social worker at Children's Hospital in Greenville, or by a local doctor.	Families who reside outside 30 miles from the Children's Hospital may stay at the house.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29258
United Way of Randolph County	Randolph Hospital	Cancer services 336-626-0033 Diabetes Center 336-625-9400 Maternity Services 336-629-8817 Cardiac Services 336-629-5151 Home Health 336-629-8896 Rehabilitation Services 336-629-8886 Lifeline 336-629-8889 Volunteers 336-629-8889 Emergency Services 336-625-5151.	Randolph	(336)625-5151	364 White Oak Street		Asheboro	NC	27203	www.randolphhospital.org	Steve Eblin	President			Visiting hours are 11am-8:30pm daily		Call.		English, Spanish	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=6493

United Way of Rutherford County	Prescription Discount Card, United Way of Rutherford County	Free prescription discount card for residents of Rutherford County. Provides discounts to generic and brand name prescriptions from participating pharmacies. It is not an insurance card. Check website for participating pharmacies: www.coast2coastrx.com	Rutherford	828-286-3929	668 Withrow Road		Forest City	NC	28043	www.coast2coastrx.com/unitedway/nc/rutherford/	Beverly Black	Campaign Director	uwrc@bellsouth.net	828-286-3929	Monday - Thursday, 8:30 a.m. - 5:00 p.m.	No cost for the card; Participant is responsible for the payment after the discount is applied.	Print card online or call United Way office. No form to complete or waiting period for registration.	Rutherford County residents		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=29308
United Way of Sampson County	The Royal Home	The Royal Home provides assistance to young women who are pregnant and unmarried. Women living at the home must enroll in school or work, and they're required to attend church. A counselor gives lessons in childbirth, parenting and other life skills. The women are also counseled in the pros and cons of keeping the baby or adoption.	Sampson	910-525-5554	109 Clinton Street		Salemburg	NC	28385	theroyalhome.org/	John Wheeler	Director	fch.jcw@gmail.com	910-525-5554		Contact for specifics.	Contact for specifics.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=28079
United Way of the Cape Fear Area	Easter Seals UCP of North Carolina	Offers variety of programs designed to enhance the quality of life for people with disabilities and their families: Inclusive developmental preschool serving children with and without developmental needs. Serves children ages 0-5, year round program. Information and referral. Benefit planning, and assistance to individuals receiving social security. Government policy. Medical equipment assistance.	New Hanover	919-782-5486	5171 Glenwood Ave	Suite 100	Wilmington	NC	28405	nc.eastersealsucp.com	Agency Email		info@nc.eastersealsucp.com		Monday - Friday, 9:30 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=13250
United Way of the Greater Triangle	American Diabetes Association	We lead the fight against the deadly consequences of diabetes and fight for those affected by diabetes. We fund research to prevent, cure and manage diabetes. We deliver services to hundreds of communities. We provide objective and credible information. We give voice to those denied their rights because of diabetes.	Wake	919-743-5400	2418 Blue Ridge Road	Suite 260	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.	Please call.	Please call.	Those affected by diabetes.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2478
United Way of the Greater Triangle	American Sexual Health Association	ASHA believes that sexual health includes far more than avoiding disease or unplanned pregnancy. We also believe that having a sexually tramsmitted infection or unwanted pregnancy does not prevent someone from being or becoming a sexually healthy. We hope you will explore our site to learn more about some other ways to actively engage in your own sexual health. Being Sexually Health means understanding that sexuality is a natural part of life and involves more than sexual behavior. Recognizing and respecting the sexual rights we all share. Having access to sexual health information, education, and care. Making an effort to prevent unintended pregnancies and STD's and seek care and treatment needed. Being able to experience sexual pleasure, satisfaction, and intimacy when desired. Being able to communicate about sexual health with others including sexual partners and healthcare providers. Areas of Interest Herpes, HPV, HIV/AIDS, Vaccine Information, STD/STI, Healthcare Providers, Women's Health, Gay and Lesbian Health, Sexual and Reproductive Health, Sexual Assault and Advocacy, Minority Health and Adolescents Teens Information.	Durham	919-361-8400	1005 Slater Road	1st Floor, Suite 101	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.	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
United Way of the Greater Triangle	Arthritis Foundation	Provide access to the information and resources needed to minimize the impact of arthritis we mobilize funds and capacity to create broader reach and meaningful engagement that helps people adopt and maintain healthy behaviors. Reduce arthritis related disparities in health and health care we create greater capacity to assist underserved populations that have a significant arthritis burden.	Mecklenburg	704-529-5166	200 East Woodlawn Road	Suite 156	Charlotte	NC	28217	www.arthritis.org	Mella Mathenson	Senior Director of Operations/HRIS	mmatheson@arthritis.org	704-705-1795	Monday - Friday, 9:00 a.m. - 5:00 p.m.	$20 contribution for membership.	Please call.	Open to public.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2487
United Way of the Greater Triangle	Caramore Community	Rehabilitation program for persons with severe mental illnesses. actively participants in recovery, stabilization of their mental illnesses, and to overcoming functional limitations of being able to hold a job and live independently. Services include Work adjustment, Preplacement, Job Placement, Job Coaching, Group Home and Apartment Living, and Transitional Relocation Services, vocational training, and self esteem building	Orange	919-967-3402	550 Smith Level Road		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.	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
United Way of the Greater Triangle	Duke Eye Center Touchable Art Gallery	Arts & Health partners with local artists to enrich the environment of care with musical performances and visual art exhibits. Arts & Health maintains several galleries for showcasing works of art by individual artists and groups.	Durham	919-684-0401	2351 Erwin Road		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.	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
United Way of the Greater Triangle	Epilepsy Association of North Carolina Triangle Area	Provides community education on epilepsy to the entire state, counseling to parents and persons with epilepsy and assistance with development of local support groups. Also, help raise money with Bowman-Gray and can help buy medicine.	Forsyth	800-451-0694	Piedmont One	Suite 5541A, 1920 West First Street	Winston Salem	NC	27104	www.epilepsync.org	Richard Gibbs	Contact person	rgibbs@wfubmc.edu	800-451-0694	Monday - Friday, 9:00 a.m. -5:00 p.m.		Call for referral.			http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=567
United Way of the Greater Triangle	Family Support Network of North Carolina Triangle Area	The Central Directory of Resources at Family Support Network of North Carolina provides information and referral for families of children with or at risk for special needs and their service providers. Referrals are made to service agencies, parent programs, support groups and disability organizations on a local, state and national level. Printed information is provided on diseases, disabilities, chronic illnesses and related issues.	Orange	919-966-2841	Carr Mill Mall	200 North Greensboro Street, Suite D-9	Carrboro	NC	27510	www.fsnnc.org	Irene Zipper	Director	izipper@unc.edu	919-966-6395	Monday - Friday, 8:00 a.m. - 5:00 p.m.	None.	Please call.	None. Serve children with or at risk for special needs, aged birth through 21, their families and service providers.	Spanish.	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=8024
United Way of the Greater Triangle	NC Department of Insurance	Provides technical assistance, educational programs, and an awareness of the state building code requirements.	Wake	919-807-6900	430 North Salisbury Street		Raleigh	NC	27603	www.ncshiip.com	Jim Long	Insurance Commissioner	shiip@ncdoi.net	919-807-6900	Monday - Friday, 8:00 a.m. - 5:00 p.m.	No fees charged.	Call for information. Information available through toll free number and arranged one on one sessions in various areas in state.	Anyone with questions about Medicare, Medicare supplements, Medicare managed care, long term care insurance, or health ins claims.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2642

United Way of the Greater Triangle	NC Division of Services for the Deaf and Hard of Hearing	Also communication support, Information and Referral, workshops, training and outreach. Services are geared to meet the very specific needs of Hard of Hearing individuals in achieving equal access, effective communication and a better quality of life. What services are povided Advocacy and Consultation. Staff at the regional centers assist Deaf, Hard of Hearing and Deaf-Blind individuals in achieving equal access, reasonable accommodations and effective communication in a variety of areas in their communities. Referrals are made with the Employment Security Commission ESC, the United States Department of Justice and other state and federal agencies.	Wake	800-851-6099 xTTY	DSDHH Administrative Office	Woodoak Building, GL-3, 1100 Navaho Drive	Raleigh	NC	27609	www.ncdhhs.gov/dsdhh	Linda Harrington	Acting Director	angela.trull@ncmail.net	919-890-0859	Monday - Friday, 8:00 a.m. - 5:00 p.m.					http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=2651
Verner Center for Early Learning	Rainbow in My Tummy, Verner Center for Early Learning	Rainbow in My Tummy is a comprehensive nutrition program where is the goa is to enable Early Care and Education centers to increase the quality of nutritious foods served to young children. Rainbow In My Tummy staff provide consultation, assessments, menus, recipes, and training to child care providers to implement Rainbow In My Tummy in their centers.	Buncombe	828-298-0808	2586 Riceville Road		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.	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
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Buncombe	828-252-7489	554 Fairview Road		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.	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
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Cleveland	828-252-7489	315 East Grover Street		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.	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
Western North Carolina AIDS Project	HIV/AIDS and Hepatitis C Outreach/Educational Services, Western North Carolina AIDS Project	Provides prevention/education programs to the community on the topics of HIV/AIDS; STDs; and Hepatitis. Educators provide adapted programs to community agencies, families, schools, faith-based groups, organizations, treatment centers, jails, and businesses. Also provides free HIV and Hepatitis C testing - call for an appointment.	Jackson	828-252-7489	26 West Sylva Shopping Area		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.	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
Western North Carolina AIDS Project	HIV/AIDS Support Group, Western North Carolina AIDS Project	Monthly support group for people living with HIV/AIDS. Free and confidential	Buncombe	828-252-7489	554 Fairview Road		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.	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
Western North Carolina Brain Injury Support Network	Western North Carolina Brain Injury Support Network	This group is for brain injury survivors, their families, friends and caregivers. Professionals in the field and students are also welcome to attend. Typically has a speaker every other month and a discussion based meeting the other months. Those attending are welcome to bring food or drinks to share with the group. Also has at least two social gatherings a year that will be held at a park for (for annual picnic) or at a restaurant around the winter holidays. Meets monthly on the 4th Tuesday of each month from 6:00 p.m. - 7:30 p.m. at Foster Seventh-Day Adventist Church on 375 Hendersonville Road.	Buncombe	828-337-0208	375 Hendersonville Road	Foster Seventh-Day Adventist Church	Asheville	NC	28803	www.bianc.net	Karen Keating	Resource Coordinator - Brain Injury Association of North Carolina	karen.keating@bianc.net	828-277-4868	Support Group meets the 4th Tuesday of the month, 6:00 p.m. - 7:30 p.m; Meeting is cancelled for weather in the event that AB Tech cancels evening classes	None	Please call or email for up to date information about what we will be doing on any particular month	People with brain injury and their families and caregivers		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32784
Western North Carolina Brain Tumor Support	Western North Carolina Brain Tumor Support	An adult support group for brain tumor patients, survivors, their families, and caregivers. WNC Brain Tumor Support (BTS) recognizes that individuals and families respond uniquely to the trauma that a brain tumor imposes on their lives. WNC BTS strives to provide educational and emotional support in order to assist them in their journey in obtaining the best possible state of physical, mental, and spiritual health. Meets the 3rd Thursday of every month, 6:15 p.m. - 8:00 p.m. Location: MAHEC, 121 Hendersonville Road, Asheville, NC 28803	Buncombe	828-691-2559	121 Hendersonville Road	MAHEC	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.	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
Western North Carolina Community Health Services	HIV Specialty Care, Western North Carolina Community Health Services	A comprehensive health maintenance/disease management system for persons with HIV/AIDS living in the eighteen western most counties of North Carolina. Available services include HIV counseling and testing, primary and specialty medical care, behavioral health, laboratory and diagnostic services, and dental care.	Buncombe	828-285-0622	257 Biltmore Avenue		Asheville	NC	28801	www.wncchs.org	Scott Parker	Ryan White Cooridinator	wparker@wncchs.org	828-285-0622 x2406	Monday - Friday, 8:00 a.m. - 5:00 p.m.	Sliding scale; Accepts Medicaid; Medicare	Phone call	HIV positive; residents of the 18 western NC counties	Spanish, Russian	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=12795
Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Focus on Literacy	Focus on Literacy is a one of a kind project designed to enhance the core literacy skills of students with visual impairments by providing greater access to independent learning outside of the classroom setting. Focus on Literacy provides optical aids and specialty low vision eye exams,free of charge, to any school-age child with a documented visual impairment that resides in any of North Carolina's 100 counties. Focus on Literacy addresses the needs of students by directing the placement of appropriate assistive devices,such as video magnifiers,for in-home use. The technology that supports the independence of each student in the classroom is generally cost prohibitive for the home setting. Equipped with the appropriate tools,however, program participants have the opportunity to independently access print to read for pleasure or for completing school assignments. This groundbreaking concept exists through the generous contributions of both private and public donors;any student in N.C. who is visually impaired is eligible to participate.	Forsyth	336-245-5691	7730 North Point Drive		Winston Salem	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	Free	Clients may apply on site or by phone	School Children,K-12	We have on call interpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32178

Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Mobile Low Vision Care	Serves blind and visually handicapped people who are at least 18 years old through work evaluation, vocational training, and employment. Must be referred by NCDHR-Services for the Blind. Persons are employed on site (no outside job placement). Performs a lot of Dept of Defense contracts. No upper age limit.	Forsyth	336-245-5691	7730 North Point Drive		Winston Salem	NC	27106-3310		Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691	M-F, 8:00am-4pm	Based on your income	Clients may apply on site or by phone	No limits	We have on call interpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32166
Winston-Salem Industries for the Blind	Winston-Salem Industries for the Blind, Recycle for Sight	Recycle for Sight. Community Low Vision Center is proud to redistribute donated magnifiers to individuals who are visually impaired, free of charge Supported through partnership with the North Carolina Lions Foundation,this program helps countless people be self-sufficient.	Forsyth	336-245-5691	7730 North Point Drive		Winston Salem	NC	27106-3310	http://bit.ly/ABPFacebook	Barbara Harward	Low Vision Services Manager	lowvision@wsifb.com	336-245-5691	Monday - Thursday from 8:00 am - 4:00 pm	Refundable Deposit	Clients may apply on site or by phone	20+	We have on call interpreters for most languages	http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=32176
Yokefellow Service Center - Rutherford County	Yokefellow Service Center - Rutherford County	Services may include assistance on rent or mortgage, utilities (power or water), non-narcotic or medically necessary medications, seasonal cooling or heating assistance (fuel oil, natural gas, propane, or kerosene), food, clothing and household items. Maybe able to assist with additional items if client experienced a house fire. Also has a medical equipment loan closet that may have crutches, canes, wheelchairs, and walkers. Food Pantry offered on Monday Tuesday Wednesday Thursday Friday from 10:00 a.m. - 4:00 p.m.; Also runs a Thrift Store onsite that is open Monday - Saturday from 10:00 a.m - 5:00 p.m.	Rutherford	828-287-0776	132 Blanton Street		Spindale	NC	28160	www.facebook.com/YokefellowServiceCenter	Carolyn Hardin	Executive Director		828-287-0776	Client Service Center Hours: Monday - Friday, 10:00 a.m. - 4:00 p.m.; Thrift Store Hours: Monday - Saturday, 10:00 a.m. - 5:00 p.m.	Service Center: None; Thrift Store: Prices vary	Service Center: In person; Interviews are conducted on a first come, first serve basis.	Service Center: Rutherford County residents; Social Security Card; Photo ID; Proof of residency; Client should be of legal age or emancipated; Income requirements (at or below poverty level. Any exceptions to this guideline should be accompanied by a receipt or proof of specific emergency that caused them to be in a crisis situation.); For utility bills assistance, must have disconnect notice within 10 days; Rent assistance will be provided after a Yokefellow form is completed and verified with the landlord; Mortgage assistance should be accompanied by the most recent statement and contact information for the lender.		http://www.nc211.org/index.php?option=com_cpx&task=resource.view&provider_id=27897