MACON COUNTY
REFERRAL RESOURCES

CHILDCARE

Department of Social Services 349-2124 Monday-Friday 8am-5pm
Subsidized childcare means the government will pay a portion of the childcare fee, based on family income and size. Applicant is responsible to locate daycare openings. Lists of local daycares are available at HTTP://ncchildcare.dhhs.state.nc.us or by calling 800-662-4158.

CHILD SUPPORT ENFORCEMENT

1-800-992-9457 Monday-Friday 8am-5pm
New cases are initiated at application for Work First and Medicaid; existing or former cases are reactivated when applications for Work First/Medicaid are keyed into the system. Parents receiving NC Health Choice or anyone not receiving health care assistance, who desires to make application for child support enforcement, can do so for a $25 fee. An appointment will be given to meet with Child Support Enforcement within 6-8 weeks—you will receive a notice in the mail. If you have any additional information regarding an absent parent not previously provided, bring it to this meeting. If you are unable to attend the meeting as scheduled - ALWAYS CALL AND RESCHEDULE. Failure to cooperate with Child Support Enforcement without good cause will result in termination of Work First and Medicaid.

COMMUNITY RESOURCE CENTER (CRC)

108 Wayah Street 349-0211 (Helpline) Monday – Friday 8am-5pm
Located in the old library in the Senior Services Center. The single point of access for information and assistance on services offered in the county. The CRC serves young adults, families, people with disabilities and older adults. Consumer-focused staff will provide an unbiased source of information and options, allowing the individual to choose from a wide range of programs. Computers are available for public use to access informational websites.

CRISIS PREGNANCY

Smoky Mountain Pregnancy Care Center 349-3200
226 East Palmer St. Monday-Friday 9am-5pm 877-349-3200
Provides free pregnancy tests, ultrasound testing, counseling and education for expectant mothers and families. Also offers information on adoptions and parenting. Our services are available regardless of income, race or religion.

DENTAL ASSISTANCE

Macon County Public Health Children’s Molar Roller: 349-2513
Macon County Public Health’s Adult Clinic: 624 W. Palmer St. 349-2588
Dental care is available for Macon County residents of all ages. The “Molar Roller” is a mobile dental clinic that rotates between school facilities and the MPP New Horizons Center. The “Molar Roller” provides preventive and restorative services for residents ages 2-18. A separate adult dental clinic provides limited dental services for adults. Appointments are required and patients must complete application packets before their appointments.

Carolina West Dental 205 Waynesville Plaza, Waynesville 828-452-5656
Monday – Thursday 8:00am-5:00pm
Our focus is to provide access to the highest quality dental care for anyone in Western North Carolina aged 1-45 enrolled in North Carolina Medicaid or HealthChoice programs. We also accept cash and most private dental insurance.
DISABILITY ASSISTANCE

Social Security Administration 2123 Lakeside Drive, Franklin 1-866-562-0738
Monday-Friday 8:00am-3:30pm
Administers the federal retirement program and takes applications for disability. Also maintains all SSI Medicaid information in the State computer system. If you receive SSI and have address changes or other changes to report, only SSA can make these changes.

DOMESTIC VIOLENCE and CHILD ABUSE ASSISTANCE

REACH of Macon County 369-5544 Monday-Friday 9:00am-5:00pm
Offers temporary shelter, food, clothing, household items, for victims of domestic violence. Other available assistance includes 24 Hour Crisis Line, Rape Crisis Companion, Emergency Shelter, Individual and Group Counseling, Court Advocate and Legal Aid Referral.

30th Judicial District 1-800-799-SAFE (7233)
The 30th Judicial District Alliance is non-profit program covering the seven western most counties of North Carolina. The Alliance is a coalition of local and regional agencies service victims of domestic violence, dating violence, stalking and sexual assault.

Kids Place 330 West Main Street Monday -Friday 8am-5pm 524-3199
Non-profit children’s advocacy center for Macon County. Provides counseling and coordination of services for child abuse victims and their families. It also provides community education and awareness for child abuse prevention. There is no cost for these services. After hours appointments are available. Contact Alisa Ashe, Executive Director.

DISASTER SERVICES

American Red Cross 1-866-GETINFO (438-4636) (828) 258-3888
Asheville-Mountain Area Chapter 100 Edgewood Road-Asheville, NC
Individual & Family assistance: Trained Red Cross interviewers meet one-on-one with individuals and families to determine their disaster-caused needs and how the Red Cross can help. Informs people about other available community and government resources. Helps those needing long-term recovery assistance when other resources are not available or are inadequate. Emergency Assistance provided to meet the immediate disaster related needs of qualified clients by providing vouchers for: 1) Food, 2) Clothing/shoes, 3) Shelter. Also provides comfort station with meals, snacks, drinks, water, clean-up kits, and comfort kits.

Baptist Men’s Association (N.C.) – Macon Bapt Assn. 110 Doraul St (near Macon Funeral Home) Monday-Friday 8am-2pm 524-3215
Available for clean-up, mud-outs, chain saw work, rebuilding (labor only). Spiritual and emotional support provided through local churches and pastors. Meals provided following disaster, call office phone numbers to locate where meals are being served and times of meals.

CareNet 369-2642 130 Bidwell St. Mon/Tues/Wed/Fri 10am-1pm
Non-profit agency established by churches in Macon County to provide relief for people in crisis. When help from other agencies is either unavailable or insufficient, CareNet provides food, prescription drugs, and to a limited extent utility, fuel and rent assistance on an emergency basis. Also provides thrift store.
Disaster Preparedness and Response Education; Food Safety; Cleaning Appliances, Carpets, Furniture; Frozen Food info; Sanitation and Repairs. Information related to crops, livestock and equipment salvage and care. Website: http://www.ces.ncsu.edu/disaster/factsheets

Salvation Army 290 Pigeon Street - Waynesville 828-456-7111
Initiates a system of comforts after a disaster or crisis: physical comfort (hot meal and cold drink from mobile kitchen unit canteen), material comfort (a clean-up kit, voucher) and emotional and spiritual comfort (pastoral care conducted by Salvation Army officers and crisis support by individuals with training in critical incident stress management). A spiritual crisis support number has been established: 1-888-363-2769 (8am-8pm, 7 days/week).

Emergency Disaster Services Program provides for distribution of clean-up kits (a plastic bucket with household cleaning supplies), available donated goods (non-perishable and perishable food, paper products, personal hygiene products and baby products) as well as supplemental financial assistance. This assistance is provided through a system of trained caseworkers. The assistance provide for essential living supplies such as food, medicine, bedding or infant/child products.

EDUCATION

Southwestern Community College – Main Campus/Sylva 800-447-4091 or 828-339-4000
Macon Annex 23 Macon Avenue 828-306-7034
Macon Campus 44 Siler Farm Road 828-306-7001
Two-year college offering various educational programs and trades, as well as GED classes. Day and evening classes are available for students.

WIA –Workforce Investment Act 369-9534
Job Link/Employment Security Commission 427 Harrison Avenue
The goal for the WIA program is to increase the employment, job retention and earnings of participants, and to increase occupational skills attainment by providing training services. Assistance is available for books, tuition, and supplies to attend the community colleges. Supportive services include transportation cost, car repairs, child care, clothing/uniforms or work related tools. Each participant will be assigned to a case manager who will responsible for all services.

New Choices – REACH – Ashley Freeman, Coordinator 369-0854
Offers displaced homemakers who are re-entering the workforce, additional training or education. newchoices@reachofmaconcounty.org

Macon Program for Progress 350 Orchard View Drive 524-4471
Macon Program for Progress offers the following programs:
NC-PreK provides high-quality education experience to enhance school readiness for eligible four-year olds.
Head Start Program – is a federally funded child development program serving pregnant women and children from 0 to 5 years of age.
Extended Day Childcare - is designed to assist families in need of full day/full year childcare

EMPLOYMENT

Employment Security Commission 183 Harrison Avenue 369-9534
Monday-Friday 9-5pm
The Employment Security Commission provides employment services, unemployment insurance and labor market information to the State’s workers, employers and the general public. The Commission promotes economic stability and growth, development of a skilled workforce.

Vocational Rehabilitation 828-586-4032
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Services are provided to persons with physical, mental or emotional impairments which result in a substantial impediment to employment. Services include disability and vocational assessment, employment training, counseling and placement.

**FINANCIAL ASSISTANCE**

**CareNet** – 130 Bidwell St.  369-2642    Monday – Friday    10am-1pm
Non-profit agency established by churches in Macon County to provide relief for people in crisis. When help from other agencies is either unavailable or insufficient. In addition to food, CareNet provides limited financial assistance for utilities, fuel, prescriptions and rent on an emergency basis.

**Holly Springs Baptist Church – Second Mile Ministries** – 366 Holly Springs Church Rd
**Monday**    10:00am-1:00pm    **Contact**  524-5564
*(441N, R on Cat Ck, by Smoky Mtn Chev, L onto Ferguson, R Holly Springs Church Rd.)*
Assistance of monetary aid for shelter and utilities

Helping people in western North Carolina manage their money and credit better through individual counseling appointments, debt repayment plans and education plans.

**FOOD ASSISTANCE**

**CareNet**
130 Bidwell St.  369-2642    Monday-Friday    10:00am-1:00pm

**Emergency Food Assistance Program**
Wide Horizon Drive    **Tuesday**    12:30pm-3:30 pm    limited to once in two months
*(441S, turn next to fairgrounds, L on Henson Rd, corner of Henson/ Horizon Hill Dr.)*

**Franklin Community Church**
373 East Main Street    **Monday**  6:00pm – 7:30pm    Free Dinner

**Franklin Covenant Church**
265 Bellevue Park Road    **524-8854**
Free Lunch – last Saturday of each month
Food Pantry – also available on last Saturday of each month

**Hickory Knoll United Methodist**
86 East Hickory Knoll Road    **369-0614**    **Wednesday**    4:00pm-8:00pm

**Holly Springs Baptist Church**
Second Mile Ministries    366 Holly Springs Church Road    **Monday**    10:00am-1:00pm
**Contact**    524-5564

**St. Frances Catholic Church**
299 Maple Street    **Monday**, 2pm-4pm    **Thursday**, 9:45am-11:45am

**HOUSING**

**Homeless Shelters: (most have check-in at 4pm)**
Western Carolina Rescue Ministry, 225 Patton Ave., Asheville, NC  828-254-0471
ABCCM Women’s Shelter, 141 Hillside Ave., 828-259-5365
Salvation Army Shelter, 204 Haywood Street, Asheville NC  828-253-4723
The Friendship House, 73 Blumenthal St., Murphy, NC  828-837-2654

**HUD – Housing and Urban Development**
**Macon Program for Progress**    **524-4471**
The Housing Choice Voucher Program is the federal government’s major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. The participant is free to choose any housing that meets the requirements of the program.
Habitat For Humanity, Inc.  369-3716  167 Sloan Road
Macon County Habitat for Humanity is a nonprofit, ecumenical Christian housing ministry. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates houses with the help of the homeowner (partner) families. Habitat houses are sold to partner families at no profit and financed with affordable loans. The homeowners monthly mortgage payments are used to build still more Habitat houses.

CareNet  369-2642  130 Bidwell St.  Monday-Friday  10am-1pm
Non-profit agency established by churches in Macon County to provide relief for people in crisis. When help from other agencies is either unavailable or insufficient, In addition to food, CareNet provides limited financial assistance for utilities, fuel, prescriptions and rent on an emergency basis.

USDA Rural Development  524-3175  195 Thomas Heights Road
Housing and Community Facilities Programs helps rural communities and individuals by providing loans and grants for housing and community facilities. They provide funding for single family homes, apartments for low-income persons or the elderly, housing for farm laborers, childcare centers, fire and police stations, hospitals, libraries, nursing homes, schools, etc. Counties served are Macon, Haywood, Jackson, Clay, Cherokee, Swain and Graham.

www. NC Housing Search.org  877-428-8844
The NC Housing Finance Agency is providing a free and bilingual website that provides listings of affordable rental housing currently available in NC. The services can be accessed 24 hrs/day online or by calling the bilingual call center Mon-Fri, 9am-8pm at the number above.

Motels and Hotels:
Barber’s Motel  Hwy 441 South  524-2444
Carolina Motel  2601 Georgia Rd.  524-3380
Colonial Inn  3157 Georgia Rd.  524-6600
Comfort Inn  313 Cunningham Rd.  369-9200
Hampton Inn  244 Cunningham Rd.  369-0700
Haven’s Budget Inn  433 E. Palmer St.  524-4403
Knight’s Inn  1320 E. Main St.  524-6491
Microtel  81 Allman Drive  349-9000
Sapphire Inn  761 E. Main St.  524-4406

LATINO SERVICES

Latino Outreach Center  33 E. Main Street  Jack & Edda Bennett  369-9955
(Center, located above People’s Dept Store) or 369-2574 (Home) or (for emergencies only) call 421-4629
Offering interpretation services for businesses and Latinos. Assists Latinos in community integration, education, employment, housing, transportation, emergency food and clothing needs. Office hours are Tuesdays from 7-9pm, Thursdays from 1-4pm.

MEDICAL ASSISTANCE

Community Care Clinic of Highlands/Cashiers – Open Thursdays  526-1991
Off Buck Creek Rd in the Macon Co Rec & Health Bldg., call for an appt. Primary medical care is available to the uninsured that meet financial need requirements and live or work in the Highlands-Cashiers area.

Community Care Clinic of Franklin – Open Mondays & Wednesdays, 5:00pm-9:00pm  349-2085 for appointment
Located in the Macon County Public Health center, 1830 Lakeside Dr. $10 donation for services is suggested but not required.
MedLink 896 Highway 441 South (Ridgeway Center), Clayton, GA 706-782-5991  
Hours: Monday and Tuesday 8:15 – 7:00 Wed., Thursday and Friday 8:15 – 5:15  
MedLink provides primary medical care based on the needs of the citizens in the communities we serve. Our site is a community practice, serving everyone including those with commercial and public insurance, as well as those without insurance. We accept Medicare, Medicaid – including Amerigroup, PeachState, PeachCare, TriCare, most major insurances, State Health Benefit Plans and offer payment on a sliding fee schedule.

MEDICATION ASSISTANCE PROGRAM

Iotla Street, Franklin 349-6717 Tuesday, Wednesday, Thursday 10am-4pm  
(beside Angel Home Health/Hospice; turn R at First Baptist Church; brick bldg on L, lower level)

Prescription medications only: no pain meds or controlled substances. No medications are onsite. Medications are delivered to doctor’s office through a drug company with varying income guidelines. Applicant must meet the drug companies’ eligibility guidelines based on type of medicine and household income. Only US citizens.

Bring the following items with you to complete your application:
1) Proof of ALL household income
2) Social Security Card
3) Medicare Card
4) Copy of last year’s tax return (if applicable)
5) List of all medications you are taking, OR all bottles for medications you are taking

MENTAL HEALTH/SUBSTANCE ABUSE ASSISTANCE

Smoky Mountain Center
For immediate help call 1-800-849-6127
For customer services call 1-888-757-5726
Provides screening, assessment and referral for mental health, developmental disability, and substance abuse services throughout the seven western counties.

PUBLIC HEALTH SERVICES

Macon County Public Health 1830 Lakeside Drive, Franklin Monday-Friday 8:00am-4:30pm 349-2081

Personal Health Services – 349-2081: Macon County Public Health provides a variety of clinical services to all Macon County residents. These services include immunizations, international travel, tuberculosis control, STD, HIV and AIDS, family planning, Breast and Cervical Cancer Control, prenatal and laboratory services. We also offer family outreach services such as Care Coordination for Children and Pregnancy Care Management. Care Coordination for Children (CC4C) provides families with children ages 5 and under with services and resources to meet the family’s needs through home visits, doctor visits, telephone calls, and personal contacts. Participants must qualify with a care manager before receiving services. Pregnancy Care Management provides comprehensive, evidence-based, coordinated maternity care with a goal of improving birth outcomes. This service is available for Medicaid eligible women who are at risk for poor birth outcomes.

WIC (Women, Infants, Children) – 349-2450: Vouchers are available for cereal, milk, juices, vegetables, cheese, etc., for income eligible children up to five years old, pregnant and postpartum women. Applications for WIC are made by appointment.

Environmental Health – 349-2490 Environmental Health Services include inspections and permitting of septic systems, private drinking water wells, swimming pools, hospitals, daycare centers, schools, food handling, tattoo parlors and lodging establishments.
SENIOR SERVICES

Macon County Senior Services  108 Wayah St. (Old Library)  349-2058
Monday-Friday  8:00 am-5:00 pm
Macon County Senior Services offers a variety of programs to help the older adult maintain their independent lifestyle. Some of the programs offered are Congregate Meals, Home Delivered Meals, In-home Services, Senior Protection Program, S.T.A.R.R., Project Lifesaver, Care Connection Adult Daycare, SHIP and Emergency Overnight Respite. Senior Services also offers a Caregiver Support Group for the support of the caregivers.

SERVICES FOR THE BLIND

Susan Hart Case Manager when in Franklin  349-2058
Is located at Macon County Senior Services building on most Mondays and Fridays. Provides supportive counseling, low vision evaluations and aids, independent living training for individuals who are blind or visually impaired—without regard to income. Also provides help with eye exams, glasses or restorative surgeries to maintain or improve vision, based on income.

SUBSTANCE ABUSE ASSISTANCE

Smoky Mountain Center – 800-849-6127

ARP/Phoenix – 828-254-2700 – 257 Biltmore Ave, Ste 200, Asheville
  Substance Abuse Assessments, Treatment and Education
  Substance Abuse Residential Treatment/Pregnant Women and Mothers
  Mental Health Crisis and Drug and Alcohol Detox

TRANSPORTATION

Macon County Transit  – Kim Angel – 349-2222
Macon County Transit provides public transportation for the residents of Macon County. Macon County Transit has established scheduled transit routes.

Special Requests: Request for transportation within the county must be received by 2:00pm the day prior to the date of the trip. Request for transportation for out-of-county trips must be scheduled at least one week in advance of the trip.