

CHAPTER 7: OTHER RESOURCES

Homeowners Home Repair and Rehabilitation

Generally, these programs are for homeowners who may need repairs to ensure that their home is structurally sound with working heating, plumbing, electrical and roofing. Some programs, however, will assist renters with disabilities who need modifications to make their unit accessible.

Single-Family Rehabilitation Program

If your home needs major repairs and your income is below 80 percent of the area median income, you may be able to get help from a local organization in your community through the Single-Family Rehabilitation Program. The North Carolina Housing Finance Agency makes funds available to local agencies for the rehabilitation of single-family homes owned and occupied by people with low-incomes who are elderly or who have disabilities. If you qualify, you could receive funds in the form of an interest-free, deferred-forgiven loan, to pay for the necessary rehabilitation of your home. The local organization providing the loan would contract and supervise the work for you.



To find a local organization in your area that offers this program, call NCHFA at **919-877-5700** or visit their website **www.nchfa.com** and look under resources for homeowners.

Urgent Repair Program

If you need emergency repairs and you are elderly or have special needs and your income is below 50 percent of the area median income, you may be able to get help through the Urgent Repair Program. The North Carolina Housing Finance Agency provides funds to local agencies to fix problems that threaten your life or safety, such as failing septic systems, dangerous heating systems, or rotten floors. The program can also pay for ramps and other accessibility modifications that enable you to continue living in your home. As a homeowner, you may qualify for an Urgent Repair grant, if you are elderly, have a disability, or are a single parent, have a household of five or more, or have children with elevated blood lead levels.



To find a local organization in your area that offers this program, call NCHFA at **919-877-5700** or visit their website **www.nchfa.com** and look under resources for homeowners.

Weatherization

The North Carolina Weatherization Assistance Program is designed to help low-income citizens save energy and reduce expenses through the installation of energy conservation materials, the implementation of energy efficiency measures in their homes and energy education. Services include things like sealing air leaks around windows and doors; insulating attics, walls, floors, and ducts; and making your heating and cooling systems work as efficiently as possible. Priority is placed on assisting the elderly, individuals with disabilities and families with children.



For more information and to find the nearest service provider, please call the N.C. Office of Economic Opportunity at **919-715-5850** or visit www.ncdhhs.gov/oeo/WAP/weather.htm.

Emergency Rent and Utility Assistance

Here are a few suggestions on places that either provide emergency rent and utility assistance, or who provide links to such agencies. For the most part these are generic services available to anyone with a low-income.



Department of Social Services (DSS)



Many local DSS offices provide emergency financial assistance to persons facing eviction, foreclosure or disconnection of utilities. An appointment is often required, so it is recommended to call ahead to schedule and find out what documentation is required. To locate your local office go to www.dhhs.state.nc.us/dss/ or call **919-733-3055**.

CARE-LINE

State run information and referral line to help citizens receive information and referral on human service agencies in government, nonprofit agencies and support groups. **800-662-7030** (*Voice/Spanish*) or **919-855-4400** (*Local Calls*) or **877-452-2514** or **919-733-4851** (*TTY Dedicated*).

Salvation Army

Assistance programs are conducted by local Salvation Army offices. Assistance for food, utilities, rent, housing and other needs is determined by need and the availability of resources to meet that need. To locate your local office, call **704-522-4970** or visit their website at www.salvationarmysouth.org/NC.htm.

The United Way

In many areas of the state, United Way's 2-1-1 service is available 24 hours a day, 365 days a year to link people to vital services in their community. This service is free and multilingual and helps people find various health and human service resources. Call 2-1-1 or **888-892-1162** or go to www.nc211.org to search the on-line database.

Community Action Agencies

There are 36 Community Action Agencies across North Carolina, serving 94 counties. Their purpose is to assist people with low-incomes to overcome obstacles on the road to self-sufficiency. To locate an agency in your area, call **919-790-5757** or visit their website at www.nccaa.net/agencies.php.

Local Management Entity (LME)

Some LMEs have funds set aside that can be used for emergency rent or utility assistance. Sometimes they are called Independent Living Funds and other times they are specific funds for developmental disabilities. See listing on page 7.10 for local contact information or go to www.dhhs.state.nc.us/MHDDSAS/lmedirectory.htm.

Non-profit organizations

Many communities have local non-profit organizations that assist people with low incomes. Your local DSS or United Way should be able to give you a listing.

Utility Companies

Companies such as Duke Energy and Progress Energy have programs to assist those who are having trouble paying their power bills. Contact your local power company to see what options are available to people with disabilities, BEFORE your power is cutoff. In addition to negotiating a payment plan, they may be able to refer customers to other local programs that may be able to help.

Duke Energy 800-943-6914

Progress Energy 919-508-5400 or 800-452-2777

Note: If you are unsuccessful reaching an agreement with your power company and feel they are being unfair, you can file a complaint about your power company, with The North Carolina Utilities Commission at 866-380-9816.

Faith-Based Organizations

Faith-based organizations, churches and other places of worship are often also a good source of information and emergency assistance.

First In Families of North Carolina

First In Families (FIF) local Chapters offer support to families and individuals with developmental disabilities according to their self-defined needs. Examples of supports include recreational items, home furnishings or modifications, childcare or respite, or repairs to vehicles. FIF local Chapters currently serve 38 of North Carolina's 100 counties. To see if there is a First In Families in your area, visit them on the web at www.fifnc.org/index.html or call **919-251-8368**.

Independent Living Program

The Independent Living (IL) of the N.C. Division of Vocational Rehabilitation assists eligible individuals with significant disabilities obtain services that: provide alternative to institutionalization, improve functioning in one's home or community, and help prepare a person for a vocational rehabilitation program. In addition to evaluation, counseling and coordination of resources, typical IL services include:

- ◆ Independent living skills training
- ◆ Home and vehicle modifications
- ◆ Peer counseling and advocacy
- ◆ Rehabilitation engineering
- ◆ Adaptive aids, prosthetics, orthotics
- ◆ Consumer-managed personal assistance services
- ◆ Recreational therapy, leisure activities
- ◆ Communication/environmental control systems



Independent Living Regional Offices

dvr.dhhs.state.nc.us/DVR/IL/ilhome.htm

Albemarle

702 Henson Street
Albemarle, NC 28001
704-985-1172

Asheville

8 Barbetta Drive
Asheville, NC 28806
828-670-3377

Boone

245 Winklers Creek, Suite A
Boone, NC 28697
828-265-5419

Charlotte

5501 Executive Center Drive
Suite 101
Charlotte, NC 28212
704-568-8804

Durham

4312 Western Park Place
Durham, NC 27705
919-560-6815

Elizabeth City

401 South Griffin Street
Suite 75
Elizabeth City, NC 27909
252-338-0175

Fayetteville

1200 Fairmont Court
Fayetteville, NC 28304
910-486-1717

Greensboro

3401-A West Wendover
Greensboro, NC 27407
336-852-4523

Greenville

101 Fox Haven Drive
Greenville, NC 27835
252-830-3471

Hickory

2661 Hwy NC 127 South
Hickory, NC 28602
828-294-0338

New Bern

2832 Neuse Boulevard
252-514-4806
New Bern, NC 28562

Raleigh

436 North Harrington Street
Raleigh, NC 27699
919-715-0543

Rocky Mount

Station Square, Suite 163
Rocky Mount, NC 27804
252-446-0867

Sylva

100 Bonnie Lane, Suite C
Sylva, NC 28779
828-586-3455

Wilmington

3340 Jaeckle Drive
Suite 210
Wilmington, NC 28403
910-251-5810

Winston-Salem

2201 Brewer Road
Winston-Salem, NC 27127
336-784-2700

Assistive Technology



Assistive Technology (AT) can make everyday activities easier and increase independence. AT is any type of equipment that helps people with disabilities or older individuals be more independent at home, school, work, leisure time, or in community life. This includes, products designed to assist with hearing, vision, speech communication, learning, mobility, recreation/leisure, transportation and daily living. One example is electronic systems that enable people to control various appliances, lights, phone, and security systems in their room, home, or other surroundings.

North Carolina Assistive Technology Program

The North Carolina Assistive Technology Program (NCATP) is a state and federally funded program that provides assistive technology services statewide to people of all ages and abilities. They offer both free and fee-based services including:

- ◆ **Device Demonstration** – Get hands on experience with equipment
- ◆ **Device Loan** – Borrow a device short term to try it out
- ◆ **Device Reutilization** – Find used equipment on the *Technology Exchange Post*
- ◆ **Training and Technical Assistance** – Receive assistive technology expertise
- ◆ **Public Awareness** – Get a general overview of AT and NCATP services

NCATP also provides information on potential funding resources for assistive technology. For more informatoin call the main office at **919-850-2787** or visit their website at **www.ncatp.org**.



NCATP Centers

Charlotte, 704-566-2899

Elizabeth City, 252-338-5507

Greensboro, 336-297-2180

Greenville, 252-830-8575

Morganton, 828-433-2431

Raleigh, 919-850-2787

Rocky Mount, 252-446-4330

Sanford, 919-775-3439

Sylva, 828-631-9461

Wilmington, 910-251-7078

Winston-Salem, 336-718-1660 or
336-716-8030

Searchable Assistive Technology Websites



- ◆ **ATA Assistive Technology Hub** www.ataaccess.org/hub/
- ◆ **AbilityHub Search Engine** www.abilityhub.com/general/search.htm
- ◆ **Abledata** www.abledata.com/
- ◆ **Assistivetech.net** assistivetech.net/
- ◆ **disABILITY Information and Resources** www.makoa.org/index.htm
- ◆ **The DRM WebWatcher: Assistive Technology** www.disabilityresources.org/AT-GENERAL.html

Centers for Independent Living



Centers for Independent Living (CILs) are private, non-profit, consumer controlled, community based organizations providing services by and for persons with all types of disabilities with the goal of maintaining their civil rights options, controlling choices in their lives and the freedom to participate fully in their communities. There are six Centers for Independent Living in North Carolina, covering 34 of North Carolina's 100 counties.

Western Alliance

1070 Tunnel Road, Suite 10
Asheville, NC 28805
828-298-1977
www.westernalliance.org

Pathways for the Future

525 Mineral Springs Drive
Sylva, NC 28779
828-631-1167
www.pathwayscil.org

The Adaptables

3650 Patterson Avenue, Suite B
Winston-Salem, NC 27105
336-767-7060 or 866-894-3103
336-767-7008 (TTY)
www.theadaptables.com

Disability Rights and Resources

5801 Executive Center Drive, Suite 101
Charlotte, NC 28212
704-537-0550 (V/TTY)
800-755-5749
www.disability-rights.org

Alliance of Disability Advocates

401 Oberlin Road, Suite 103
Raleigh, NC 27605
919-833-1117 (V/TTY)
www.alliancecil.org

Joy A. Shabazz Center for Independent Living

235 North Greene Street
Greensboro, NC 27401
336-272-0501 (V/TDD)
www.shabazzcenter.org

Local Chapters of The Arc of North Carolina



Local chapters of The Arc are another great resource for information. Check The Arc of North Carolina's website for updated contact information at www.arcnc.org or call **800-662-8706**.

The Arc of Alamance County

PO Box 1275
Burlington, NC 27216
336-570-0276

The Arc of Beaufort County

1534 West 5th Street
Washington, NC 27889
252-946-0151

The Arc of Buncombe County

PO Box 1365
Asheville, NC 28802
828-253-1255

The Arc of Cabarrus County

PO Box 1367
Concord, NC 28026
704-788-1616
www.arcofcabarrus.org

The Arc of Chatham County

362 West Street
Pittsboro, NC 27312

The Arc of Cherokee/Clay

PO Box 156
Murphy, NC 28906
828-837-7874

The Arc of Columbus County

777 Vinson Boulevard
Whiteville, NC 28472

The Arc of Craven County

13 A Mullberry Lane
New Bern, NC 28562

The Arc of Cumberland County

3007 Fort Bragg Road
Fayetteville, NC 28303
910-867-2141
www.thearcofcumberland.com

The Arc of Davidson County

6 Vance Circle
Lexington, NC 27292
336-248-2842

The Arc of Davie County

152 Pudding Ridge Road
Mocksville, NC 27028

The Arc of Durham County

3500 Westgate Drive, Suite 303
Durham, NC 27707
919-493-8141
www.thearcofdurhamcounty.org

The Enrichment Center - An Affiliated Chapter of The Arc

1006 South Marshall Street
Winston-Salem, NC 27101
336-777-0076 extension 210
www.enrichmentcenter.org/program_arc.html

The Arc of Gaston County

200 East Franklin Boulevard
Gastonia, NC 28052
704-861-1036
www.gastoncountyarc.org

The Arc of Greensboro

100 Revolution Mill Drive, Studio 4
Greensboro, NC 27405
336-373-1076
www.arcg.org

The Arc of Harnett County

PO Box 515
Buies Creek, NC 27506

The Arc of Haywood County

407 Welch Street
Waynesville, NC 28786
828-452-1980
www.arcofhaywood.org

The Arc of High Point

153 East Bellevue Drive
High Point, NC 27265
336-883-0650
www.arc-of-hp.com

The Arc of Johnston County

PO Box 1268
Clayton, NC 27528
www.arjcnc.org

The Arc of Lee County

PO Box 4941
Sanford, NC 27331
www.arcoflee.org

The Arc of Mecklenburg County

4108 Park Road, Suite 409
Charlotte, NC 28209
704-332-4535
www.arcmeck.org

The Arc of Montgomery County

694 Horseshoe Bend Road
Troy, NC 27371

The Arc of Moore County

PO Box 773
Southern Pines, NC 28388
910-692-8272 or 800-909-9272
www.thearcofmoore.org

The Arc of Orange County

208 North Columbia Street, Suite 100
Chapel Hill, NC 27514
919-942-5119
www.arcoforange.org

The Arc of Person County

PO Box 1182
Roxboro, NC 27573

The Arc of Pitt County

1311 West Arlington Boulevard, Suite 104
Greenville, NC 27834
252-756-1056
www.arcpittnc.org

The Arc of Robeson County

PO Box 3047
Lumberton, NC 28359

The Arc of Rockingham County

PO Box 5223
Eden, NC 27289

The Arc of Rowan County

1918 West Innes Street
Salisbury, NC 28144
704-637-1521
www.thearcrowan.org

The Arc of Rutherford/Polk County

PO Box 501
Rutherfordton, NC 28139

The Arc of Stanly County

350 Pee Dee Avenue
Albemarle, NC 28001
704-986-1580
www.arcofstanlync.org

The Arc of Stokes County

PO Box 566
King, NC 27021

The Arc of Surry County

PO Box 724
Mount Airy, NC 27030

The Arc of Union County

1653-C Campus Park Drive
Monroe, NC 28112
704-261-1550

The Arc of Vance County

946-X West Andrews Avenue
Henderson, NC 27536
252-438-7627

The Arc of Wake County

1300 St. Mary's Street, Suite 200
Raleigh, NC 27605
919-832-2660
www.arcwake.org

The Arc of Wilson County

PO Box 3943
Wilson, NC 27895-3943
252-237-8266
www.arcofwilson.org

The Arc of Yadkin County

2236 Carsom Drive
Booneville, NC 27011

Local Management Entities

Local Management Entities (LMEs) are agencies of local government-area authorities or county programs that are responsible for managing, coordinating, facilitating and monitoring the provision of mental health, developmental disabilities and substance abuse services in the catchment area served. LME responsibilities include offering consumers 24/7/365 access to services, developing and overseeing providers, and handling consumer complaints and grievances.

Most LME's have a **Housing Specialist** on staff to assist persons receiving DMH/DD/SAS services in accessing affordable, supportive housing in their communities. Call your local LME listed below and ask to speak to the Housing Specialist. Many of them have local housing listings and resources.

Local Management Entity	Counties	Phone
Alamance-Caswell-Rockingham LME	Alamance, Caswell, Rockingham	336-513-4200 TTY 336-513-4298 www.acmhdds.org
Albemarle	Pasquotank, Camden, Currituck, Chowan, Perquimans, Washington, Dare, Martin, Hyde, Tyrrell	252-338-8352 www.albemarle-mhc.org
The Beacon Center	Edgecombe, Nash, Wilson, Greene	252-937-8141 www.thebeaconcenter.net
Centerpoint Human Services	Stokes, Forsyth, Davie	336-714-9100 866-625-0230 (TTY) www.cphs.org
Crossroads Behavioral Healthcare	Surry, Yadkin Iredell	336-835-1000 www.crossroadsbhc.org
Cumberland County Mental Health Center	Cumberland	910-323-0601 www.ccmentalhealth.org
The Durham Center	Durham	919-560-7200 www.durhamcenter.org
East Carolina Behavioral Health	Northampton, Hertford, Gates Pamlico Beaufort, Pitt, Bertie Craven, Jones	252-636-1510 www.ecbhlme.org
Eastpointe	Duplin, Lenoir, Sampson, Wayne	919-731-1133 888-819-5112 (TTY) www.eastpointe.net

Five County	Franklin, Granville, Halifax, Vance, Warren	252-430-1330 www.fivecountymha.org
The Guilford Center	Guilford	336-641-4981 www.guilfordcenter.com
Johnston	Johnston	919-989-5500 www.johnstonnc.com
Mecklenburg	Mecklenburg	704-336-2023 www.mecklenburgamha.org
Mental Health Partners	Catawba, Burke	828-327-2595 828-695-5900 (TDD) www.catawbacountync.gov/mentalhealth
Onslow-Carteret Behavioral Healthcare Services	Onslow, Carteret	910-219-8000 888-737-0327 (TTY) www.ocbhs.org
OPC	Orange, Person, Chatham	919-913-4000 866-598-6459 (TDD) www.opcareaprogram.com
Pathways	Cleveland, Lincoln, Gaston	704-884-2501 www.pathmhdds.org
Piedmont (PBH)	Cabarrus, Davidson, Stanly, Rowan, Union	704-721-7000 www.pbhcare.org
Sandhills	Anson, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond	910-673-9111 www.sandhillscenter.org
Smoky Mountain Center	Cherokee, Clay, Graham, Haywood, Jackson, Swain Alleghany, Ashe, Avery, Watauga, Wilkes, Alexander, Caldwell, McDowell	828-586-5501 www.smokymountaincenter.org
Southeastern Center	Brunswick, New Hanover, Pender	910-251-6440 www.secmh.org
Southeastern Regional	Bladen, Columbus, Robeson, Scotland	910-738-5261 www.srmhc.org
Wake County Human Services	Wake	919-212-7301 www.wakegov.com/county/family/mental/default.htm
Western Highlands	Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania, Yancey	828-225-2800 www.westernhighlands.org

Special Assistance In-Home Program

Special Assistance is a state/county program that helps older adults and people with disabilities residing in licensed group homes or adult care facilities pay for their care. Each month the participant receives a personal needs allowance and the remainder goes directly to the home for payment of room and board. Traditionally, Special Assistance has only been available to people residing in licensed facilities. However, in 1999 the North Carolina General Assembly passed a special provision authorizing the **Special Assistance In-Home Program (SA/IH)**.

The Special Assistance In-Home Program recognizes that with sufficient income, adequate housing, necessary health and social services, some individuals may remain safely at home rather than move to a group home or other facility. With SA/IH, a monthly payment is sent to eligible participants to pay for services and products necessary for the health, safety and well-being of the individual. This can be food, shelter, clothing and other daily necessities, as well as housekeeping and meal preparation services, and even some home modifications or equipment.

Currently, 91 counties participate in the SA/IH program. Each participating county has a limited number of slots. It is largely utilized by the elderly, however, younger people with disabilities are eligible and encouraged to apply if the additional support would allow them to live more independently.

Eligibility

Individuals are potentially eligible if they are 65 or older, or if they are disabled according to social security guidelines and between the ages of 18 and 65. All applicants must also:

- ◆ Need adult care level of care, but desire to live in their own home
- ◆ Be financially eligible for Medicaid
- ◆ Be able to live safely in their own home, with appropriate services

How and Where to Apply?



Interested individuals can apply for the Special Assistance In-Home Program at their county Department of Social Services. If the applicant is not already receiving Medicaid, they must apply for it, and be found eligible. It is recommended to call your local DSS to confirm that they are participating in the program, ask how long the waiting list is, and what documentation is needed. If eligibility criteria are met, a caseworker will visit the applicant's home setting to determine the individual's strengths, needs, and ability to live at home.

Payment Amount



The maximum amount a recipient can receive in aid is set by the General Assembly. For each individual, their payment is calculated based on their income, and their individual needs to live safely in their own home. This payment may change based on the needs of the individual.



For more information about the State/County Special Assistance In-Home program, contact your local Department of Social Services Adult Services Department or the Division of Aging and Adult Services on the web at www.dhhs.state.nc.us/aging/adultsvcs/afs_sa_inhome.htm.