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## SERVICES DIRECTORY:

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### DO YOU SUSPECT FRAUD?

To report suspected fraud, call the  
Agency at (828) 452-6620, press 3.

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## CONTACT US:

Haywood County Health and  
Human Services

157 Paragon Parkway, Suite 300  
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Phone: (828) 452-6620

Facebook: @haywoodcountync.gov  
Website: [www.haywoodcountync.gov](http://www.haywoodcountync.gov)

### A few things to know:

Interpreter Services are available  
for **all** services free of charge.

Haywood County HHSA is an equal  
opportunity provider and employer  
and does not discriminate based on  
age, race, gender, color, religion, or  
national origin.

## HUMAN SERVICES PROGRAMS



Haywood County Health &  
Human Services Agency

### Social Services

“Enhancing the health,  
safety, and full potential of  
our community.”

Ira L. Dove, Director  
Health & Human Services Agency

[ira.dove@haywoodcountync.gov](mailto:ira.dove@haywoodcountync.gov)

828-452-6620



## PROGRAMS AND SERVICES

### ADULT SERVICES

#### **Adult Day Care/Day Health:**

Provides organized programming and activities during the day to support adults' personal

independence. State certified program for individualized care for adults with disabilities and respite for their caregivers.

**Adult Care Home Services:** Licenses and monitors all county Adult Care Homes to ensure compliance with licensing standards. Investigates complaints as needed and develops corrective action plans to support quality care of residents.

**Adult Placement Services:** Assistance to aged or adults with disabilities and their families in finding suitable adult care home or nursing facility placement.

**Adult Protective Services:** Services provided to correct or prevent further abuse, neglect, and/or exploitation to adults with disabilities.

**CAP/DA:** Community Alternative Program for Disabled Adults who are Medicaid-eligible and qualify for nursing home level of care. Program utilizes Medicaid benefits to ensure that a person can remain safely in their home and receive the services needed to avoid institutional care.

**Guardianship:** Evaluates individual situations to determine if a person with disabilities is in need of an appropriate guardian to ensure their needs are met and they are safe from abuse, neglect, and/or exploitation. Provides all necessary services as disinterested public guardian where appointed by the Clerk of Court under General Statute 35A.

**In-Home Aide Services:** Provides assistance with basic home management tasks by contract.

**Meals on Wheels:** Preparation and delivery of nutritious meals to clients' homes to prevent institutionalization or malnutrition.

**Representative Payee Services:** When appointed as representative payee, the agency manages income to meet clients' needs when the client has been determined unable to manage financial benefits.

**SA In-Home Program:** Provides an alternative to placement in an adult care home for Medicaid eligible individuals who can live at home safely with additional support services.

**Services for the Blind:** Provides a variety of services for people who are visually impaired or blind.

*To report alleged abuse/neglect/exploitation of an adult, call the Agency at 828-452-6620, select Option 1.*

### CHILD WELFARE SERVICES

**Adoption:** A permanent plan for children when they cannot return to their parents.

**Child Foster Care:** Provides temporary care for children who must be separated from parents/families unable to provide adequate care or protection.

**Child Protective Services:** Provides a legally mandated assistance aimed at strengthening family life by supporting and improving parental/caretaker abilities while assuring the safety of children.

**CPS In-Home Services:** Develops plans with parents and families to ensure that children can be protected and adequately cared for in their homes and avoid out-of-home placement. Case Plans are designed and monitored to address the ongoing well-being of children to prevent maltreatment.

**Foster Home Licensing:** Recruitment and assessment of families interested in fostering. Provides training and ongoing compliance with state standards.

**Independent Living/LINKS:** Assists youth in foster care in planning for adulthood through the development of independent living plans and skills.

*To report alleged abuse or neglect of a child, call the Agency at 828-452-6620, select Option 1.*

### ECONOMIC AND FAMILY SUPPORT SERVICES

**Food and Nutrition Services:** Federal food assistance program that provides low income families the food they need for a nutritionally adequate diet.

**Adult Medicaid:** Medical assistance for qualifying individuals who are 65 or older, blind, disabled and have income/resources to meet the eligibility requirements.

**Family and Children's Medicaid:** A broad range of medical assistance programs for qualifying families and children who cannot afford health care costs, including medical assistance for pregnant women.

*Learn more about applying for Medicaid or Food and Nutrition benefits online— <https://epass.nc.gov>*

**Special Assistance:** Provides financial assistance for cost of care to people 18 years or older in adult care facilities, group homes or area-operated mental health homes. Medicaid benefits are included.

**Low Income Energy Assistance Program (LIEAP):** Provides a one-time vendor payment to assist qualifying households with heating expenses.

**Crisis Intervention Program (CIP):** Provides funding to prevent or alleviate a crisis due to heating or cooling needs. Payments are made directly to service providers.

**Work First Family Assistance:** Helps parents support themselves and their families by providing short-term training and other services to increase the chances of employment.

**Program Integrity:** maintains the integrity of public assistance programs by deterring, investigating, and prosecuting fraud.

**Child Support Services:** Provides location of non-custodial parents, establishment of paternity, establishment of support obligations, monitoring collection of payments and enforcement of support obligations.

*Online Child Support Application-  
[www.nchildsupport.com](http://www.nchildsupport.com)*