

## DSS Mission

To partner with individuals, families, and communities to strengthen their efforts toward Independence, Permanence, and Safety.

## Adult Services Mission

Adult Services works to protect, support and enhance the dignity and right to make your own decision.

Visit our website at:  
[www.buncombecounty.org/governing/depts/dss/adults](http://www.buncombecounty.org/governing/depts/dss/adults)

## Social Workers Make A Difference!

“My DSS social worker is the most wonderful person in the world. She wants everyone to be happy and well. She comes to visit me. She applies for my food stamps and any other services that I can receive.”

- Adult Services Client

## How Do I Apply For Services?

If you or someone you know is interested in a service call 250-5500 or visit Adult Services at DSS located on the first floor next to the reception window.

*Our work is guided by professional ethics and values that are designed to safeguard your privacy and confidentiality. If you have any concerns about how you have been treated, contact your worker's supervisor. If you are unsure who to contact, please call the Director's Office at (828) 250-5587.*

Buncombe County Government does not discriminate on the basis of race, color, religion, sex, age, national origin, handicap or disability in admission or access to its treatment or employment in its services, programs and activities in compliance with applicable federal and state laws.

# Services for Adults



I am 82 years old and I live by myself. In 1990 I fell and broke my leg. I am diabetic with Parkinson's disease and emphysema.

I have to use oxygen and a wheelchair. Without my DSS social worker, I would not be alive today.

## Buncombe County Department of Social Services

40 Coxe Avenue  
P.O. Box 7408  
Asheville, NC 28802

Hours of Operation  
Monday - Friday  
8:00 am - 5:00 pm

Phone: (828) 250-5500  
Fax: (828) 250-5955

# Available Services and Programs

## Adult Protective Services

**APS HOTLINE  
(828) 250-5800**

- Do you know a disabled adult who is unable to care for themselves that is being abused, neglected, and/or taken advantage of and in need of protection?

## Community Alternative Program (CAP)

- CAP is a Medicaid program that allows adults 18 years or older to remain in their home instead of being placed in a nursing home.

## Adult Care Home Case Management

- To make sure that the needs of Adult Care Home residents, who

## Licensing & Monitoring Services

- Monitoring of Adult Care Homes to make sure they are following state standards.
- If there are problems in Adult Care Homes we investigate.

## In-home Aide Services

- Help given to elderly or disabled persons so that they can stay in their home safely for as long as possible.

## Services For The Blind

- Provides help to blind and/or visually impaired persons with low income who do not have Medicaid or other health insurance.

## Representative Payee Services

- Provides help with Social Security or SSI benefits for individuals who are unable to manage their resources independently and who have no one else to serve as payee.

## Guardianship Services

- Guardianship is a legal relationship in which DSS is authorized by the clerk of court to be a guardian (caretaker) for individuals whom the court has decided can no longer manage their affairs.

**After Hours  
Emergency  
211 or  
(828) 252-4357**

**For Further Information On Services Call (828) 250-5500**