Lighting the way to a better future
A domestic violence prevention program for churches

A resource manual for pastors

Natalie Ames
Associate Professor/Project Coordinator
Department of Social Work
North Carolina State University

Tina U. Hancock
Professor
Department of Social Work
North Carolina State University

Andrew O. Behnke
Assistant Professor
Department of Family & Consumer Sciences
North Carolina State University

Malissa de Flores
Project Assistant

Dawn Iglesias
Project Assistant

Sara L. Vera
Student Assistant

Spanish translation
Laura B. Price
Trainer

Latina Mental Health Consultation
Karla Siu, MSW, LCSW
El Futuro of Carrboro, North Carolina

Thanks to the Wake County Latino Pastors Association for their assistance with this project

Funding for this project provided by the Z. Smith Reynolds Foundation and North Carolina State University Faculty Research and Professional Development Fund

November 2008
The Z. Smith Reynolds Foundation was established in 1936 as a memorial to the youngest son of the founder of R.J. Reynolds Tobacco Company. In that year the brother and two sisters of Z. Smith Reynolds, R.J. Reynolds, Jr., Mary Reynolds Babcock, and Nancy Susan Reynolds Bagley, provided that their inheritance from his estate would go to the establishment of a trust for the benefit of the people of North Carolina. One of the initial trustees of the Foundation was Z. Smith Reynolds' uncle, William Neal Reynolds, who at his death in 1951 created a trust that now provides a portion of the Foundation's annual income.

In its history, the Foundation, as the beneficiary of the income from the Zachary Smith Reynolds Trust and the W.N. Reynolds Trust, has now made grants totaling more than $423 million to recipients in all of North Carolina's 100 counties. The Foundation currently gives special attention to certain focus areas: community economic development; the environment; democracy and civic engagement; pre-collegiate education; and social justice and equity.

In 1986 the Foundation, as a part of its fiftieth anniversary observance, established the Nancy Susan Reynolds Awards to recognize people who have made a difference in leadership in their communities and have gone largely unrecognized. Also, in May of 1989 the Foundation's Board of Trustees established a sabbatical program to reward individual leaders in nonprofit organizations who have made exceptional commitments of time, talent, and energy to their positions.
# Table of Contents

**Part 1: Why churches should get involved** ................................................................. 1

**Part 2: What pastors should know about domestic violence** ........................................... 3

- What is domestic violence? ........................................................................................................ 3
- Types of domestic violence ........................................................................................................ 3
- Why women stay with abusive men ......................................................................................... 4
- Domestic violence harms children ............................................................................................ 4
- Domestic violence is passed from one generation to the next ............................................. 5
- Power and control and domestic violence .............................................................................. 5
- Alcohol and other drugs and domestic violence ................................................................. 5
- Stress and domestic violence .................................................................................................. 5
- The law and domestic violence ............................................................................................... 6
- Domestic violence and immigration ......................................................................................... 6

**Part 3: Prevention activities** .......................................................................................... 8

- Sermons ........................................................................................................................................ 8
- Family day activities .................................................................................................................. 12
- Expressing anger ....................................................................................................................... 13
- Effects on children .................................................................................................................... 13
- Power and domestic violence .................................................................................................. 14
- Healing from domestic violence ............................................................................................. 15

**Part 4: What pastors should know to help abused women and abusive men** ............. 16

- Help for abused women ........................................................................................................... 16
- Help for abusive men ................................................................................................................ 19

**Part 5: Intervention** ........................................................................................................ 21

**Part 6: Educational Resources for Church Sponsored Programs** ..................................... 24

- Managing Anger ....................................................................................................................... 25
- General Parenting Guidelines ................................................................................................. 29
- Parental Communication .......................................................................................................... 31
- Parent/Child Communication .................................................................................................. 35
- Stress Management for Parents ............................................................................................. 41

**References** ................................................................................................................................. 45
Resources for helping families .................................................................47
Nationwide Resources ........................................................................47
Statewide Resources ...........................................................................47
Resources by County ...........................................................................49
  Alamance .......................................................................................49
  Alleghany .....................................................................................52
  Cabarrus .......................................................................................55
  Catawba .......................................................................................57
  Chatham .......................................................................................60
  Duplin .........................................................................................63
  Durham .........................................................................................65
  Forsyth .........................................................................................68
  Greene .........................................................................................74
  Harnett .........................................................................................75
  Henderson .....................................................................................79
  Hoke ............................................................................................83
  Iredell ...........................................................................................83
  Johnston .......................................................................................87
  Lee ...............................................................................................88
  Lincoln .........................................................................................92
  Mecklenburg ...............................................................................94
  Montgomery .................................................................................99
  Pitt ..............................................................................................101
  Randolph .....................................................................................103
  Robeson ......................................................................................104
  Sampson .....................................................................................108
  Surry ..........................................................................................110
  Tyrrell .........................................................................................112
  Union ..........................................................................................114
  Wake ............................................................................................116
  Yadkin .........................................................................................126
Lighting the way to a better future:
A domestic violence prevention program for churches

Part 1
Why churches should get involved in domestic violence prevention and intervention

North Carolina has one of the fastest growing Hispanic populations in the United States. Hispanics who come to the United States must learn to live in a new culture among people who do not speak their language. They often face prejudice and disrespect. All of these factors make it stressful for them to move into new jobs, schools, and communities. Unfortunately, the many stresses that Hispanic families face can increase their risk for domestic violence. Domestic violence is very common. It affects one in four women and one in 13 men. Some studies report that it affects between 50% and 70% of Hispanic immigrant women. It is very likely that families in your church are suffering from domestic violence.

Biblical teaching supports the building of whole and healthy families (Mark 10:2-12; Mark 7:9-13; Eph. 5:22-6:4). Families are God’s main building blocks for a whole and healthy church and community. Sadly, domestic violence is a problem for many families. It affects approximately one in four women and one in 13 men. Domestic violence tears down God’s institution marriage and the building of family (Eph. 5:22-6-4). When the condition of the family suffers, the church and community also suffer.

Victims of domestic violence often feel isolated, fearful and ashamed. They may have little awareness of any help that exists in their communities. For Latinas who suffer from domestic violence, the situation is especially difficult. Not speaking English can increase their isolation. Being threatened with deportation or with losing their children can increase their fear. Cultural family values of integrity and privacy may increase their shame. Living in an unfamiliar country may increase their lack of awareness.

Pastors and church leaders are responsible to care for the families whom God has entrusted to them in their congregations. According to Scripture, pastors will give an account for the manner in which they served (1Pet. 5:2; Heb. 13:7). Because domestic violence is so common, it is very likely that families in your church and your community are suffering from past or present effects of domestic violence. You may be able to help these families.

Domestic violence contributes to the breakdown of family. Churches that take a stand against domestic violence can offer support to victims. They can also hold abusers responsible for their behavior and encourage them to change. As a pastor, you are a leader in your community and people will listen to you. Church leaders must rise up and take responsibility through biblical teaching, counseling, workshops, and activities focused on building the family unit.
Lighting the way to a better future, provides information about domestic violence and suggests activities you can use in your church to fight domestic violence. There are many possible benefits to using some of these activities. If your church reaches out to help families stop domestic violence, it may renew church members’ faith and get them more involved in the church. The program gives suggestions you can use to include entire families in church-related activities. It is possible that these activities may attract new members to your church.

This program can help families in your church and in your community. If a family has undocumented members, and someone calls the police because of domestic violence, those family members may be deported. Helping families stop domestic violence can help keep them together because it will reduce their risk of deportation. Domestic violence prevention and intervention activities at your church can improve church members’ family lives. In homes where there is domestic violence, families often keep to themselves because they do not want others to know about the violence. Helping them stop the violence may help them to be less isolated.

When there is domestic violence in families, the children may be neglected or abused. Stopping the violence will make the children safer. Stopping the violence can also help break the cycle of violence that goes from one generation to the next. When children see violence between their parents, they learn that violence among family members is normal. If the violence stops, the parents can teach their children a better way to live.

Often, in families where there is domestic violence, there are also problems with alcohol or other drugs. Using alcohol or other drugs does not cause domestic violence. It is a separate problem. Both the domestic violence and the alcohol or drug abuse must be treated for the family to be healthy. In this manual, you will find resources that may be helpful for families with alcohol and drug problems.

As you can see, there are many reasons for churches to get involved in domestic violence prevention and intervention. This program, Lighting the way to a better future, will help you get started.
Part 2
What pastors should know about domestic violence

What is domestic violence?
Domestic violence is when one partner in a relationship controls the other through force, intimidation, fear, or the threat of violence. It often becomes more frequent and more severe as time goes by. Domestic violence occurs between married couples, unmarried couples who are living together, couples who are dating, and couples who are divorced or separated. It occurs among people from all cultures, races, ethnic backgrounds, religions, and classes. Although both men and women can be abusers, most abusers are men. Women are at especially high risk for abuse when they are pregnant.

Types of domestic violence
Physical abuse includes

• pushing
• kicking
• hitting
• slapping
• punching
• choking
• hair-pulling
• biting
• shaking
• using objects to cause pain.

Emotional and psychological abuse include

• intimidating, insulting, and name-calling
• threatening to harm the woman, to leave her or to commit suicide
• accusing her of being a bad mother and threatening to take her children away
• preventing her from having contact with her family members and friends
• threatening to report her to welfare or immigration
• breaking things
• abusing pets
• making the woman do illegal things

Sexual abuse includes

• forcing a woman to have sex against her will
• touching her sexually in public or private after she says no
• using sexual acts to degrade her
• hurting the woman on purpose during sexual intercourse
• calling her sexually insulting names
• forcing her to have sex with others are also forms of sexual abuse.
Economic abuse includes
- always making the woman ask for money
- taking her money from her
- not letting her know anything about the family’s money
- not letting her get or keep a job
- not giving her any say in how the family spends its money

Why women stay with abusive men
There are many reasons women stay in abusive relationships. They may be financially dependent or believe they cannot exist without a man. They may feel they must keep the family together so that their children can be with their father. For some women, divorce is not an option.

Sometimes men and women confuse abuse with love. A woman may stay with or return to an abusive partner if he tells her that he acts the way he does because he loves her. If he tries to control who she sees, what she does and where she goes, he may tell her that he is jealous because he loves her.

Women often love the men who abuse them. They want their relationship to succeed and try hard to make it healthy and loving. These women want to end the violence, not the relationship. They may believe the violence will stop if they become the person their partner wants them to be. Other women believe in their partner’s promises to change. Men who are abusive are not all bad. They have positive as well as negative qualities. The abuser's "good side" can give a woman reason to think her partner is capable of being nurturing, kind, and nonviolent.

Domestic violence harms children
Children suffer a great deal when they grow up in a home where there is domestic violence. They often feel scared, confused, and hopeless. They may be afraid to go home because they never know what to expect at home. Sometimes children blame themselves for the violence and feel hopeless because they cannot prevent or stop it. Children who live with violent parents are more likely to have physical and mental health problems. They are also more likely to attempt suicide, abuse drugs and alcohol, run away from home, be violent to other children, become teenage prostitutes, and commit sexual assault.

In families where there is domestic violence, the children are in danger of being abused and neglected. Men who abuse their partners are at least 15 times more likely to abuse a child than men who are not abusers. Between 35% and 70% of batterers abuse both mother and children. However, battered women are at least twice as likely as women who are not abused to physically abuse their children. Sometimes it is because they take out their anger at the abuser on their children. Other times they are trying to keep the children under control to save them from the possibility of worse abuse from the batterer.
Domestic violence is passed from one generation to the next
Men who grew up in violent homes often abuse their own wives. If they saw their fathers abusing their mothers, they may believe that men are supposed to be aggressive and controlling. A boy may believe that abusive behavior is acceptable if he is told the victim deserves it or that it is for her own good. Men who grew up watching their mothers being abused are often very angry that their mothers did nothing to stop the abuse. They may think their mothers liked being abused. They may decide that most women like to be mistreated and deserve to be abused.

Women who grew up seeing domestic violence are more likely to choose partners who are abusive. They, too, may believe that men are supposed to act that way. They may think that a woman has no choice but to accept being abused or that it is up to them to prevent abuse from occurring.

Power and control and domestic violence
Whether the abuse is physical, emotional and psychological, sexual, or economic, the abuser’s goal is to gain power and control over his partner. There are many ways a man can gain power and control. He will do and say things meant to cause the woman to feel fear, shame, and helplessness. He may tell her the abuse is her fault because her behavior makes him angry. If he repeatedly tells her that she asked for it or deserved to be beaten, she may come to believe she is to blame for the abuse. The abuser may tell her over and over that she is worthless or that she would not survive without him. The more the woman hears those messages, the more she comes to believe it. The man may also use threats to stay in control. For example, he may threaten to take the children or to find her and kill her if she leaves. If she is undocumented, he may threaten to report her to the authorities.

Alcohol and other drugs and domestic violence
The use or abuse of alcohol or other drugs increases the risk of domestic violence. It is important to understand that while using alcohol or other drugs can be a factor in domestic violence, it does not cause domestic violence. Using alcohol or other drugs increases the severity and frequency of domestic violence. It also increases the likelihood that domestic violence will result in severe injury or death. Additionally, women who abuse alcohol and other drugs are more likely to be victims of domestic violence. Women with substance abuse problems may have difficulty protecting themselves and their children.

Alcohol and other drugs affect an individual’s motivation, mood, behavior, and family relationships. If a man who abuses his wife has a substance abuse problem, the substance abuse and the domestic violence must be treated as separate problems.

Stress and domestic violence
Stress does not cause domestic violence, but it can play a role. There are many stresses in the daily lives of immigrants that may contribute to domestic violence. When people come to a new country, they are no longer in a familiar place. They lose the support of
the family members they left behind. It is hard for most people to adjust to a new and different culture.

Many immigrants are poor. They may worry about not having enough money to take care of their families. Many Hispanic men have jobs that are hard work but that do not pay well. These men may feel angry and frustrated because they are treated unfairly at work or in other places outside the home. They know that if they complain about how they are treated they may lose their jobs or be threatened with deportation. When they feel angry and frustrated, they may take out their anger and frustration on their wives and children.

It can be difficult for men who did not grow up in the United States when their wives take on new roles. If their wives begin working outside the home or driving a car, this can cause some men to feel that they have less power and control in the family. They may also fear losing their cultural values. Some men may feel that using physical violence is the only way they can take back power and control. Men whose wives stay in the home may be afraid they will lose control over their wives. They may use violence to try to prevent losing control.

**The law and domestic violence**

A restraining order or protective order is a legal order issued by a state court. It orders one person to stop harming another. The state of North Carolina calls these legal orders Domestic Violence Protective Orders.

**Domestic Violence Protective Orders**

A Domestic Violence Protective Order (DVPO) is a paper signed by a judge that tells the abuser to stop the abuse or face serious legal action. The judge can include other things in the Protective Order such as allowing the woman to stay in the couple’s home, giving her custody of minor children, ordering temporary child support, ordering the abuser to give up any guns, and ordering him to attend an abuser treatment program.

**Domestic violence and immigration**

What happens after a domestic violence conviction depends on the person’s immigration status. A person who is not a United States citizen can be sent to jail or prison. The person can also be deported. A domestic violence conviction can keep a person from becoming a citizen and may prevent re-entry into the United States.

The Violence Against Women Act The Violence Against Women Act applies only to women who are married to United States citizens or legal permanent residents. If their husbands have abused them, this law allows them to apply for residency for themselves and their children. The law is complicated. Before a woman applies, she should ask a shelter worker, an immigration attorney, a domestic violence agency, or immigration organization for help.
The two ways to become a legal resident under this law are:

1. **Self-petitioning.** A woman who has been abused may self-petition or apply for residency for herself and her children. The husband plays no role in the process. He does not have to know about the application.

2. **Cancellation of removal.** To apply for this, a woman must be at risk for deportation. She must be able to prove that deportation would cause extreme hardship to her and her children. If she qualifies, the court can stop the deportation and grant her legal permanent residency. Because a woman must be at risk for deportation in order to apply, it is important for her to see an immigration attorney before applying.
Part 3
Prevention activities

Sermons
As a church leader, you will give an account for the way you serve the needs of those in your congregation and community (1Pet. 5:2; Heb. 13:7). One way you can serve the members of your church is by giving sermons that educate them about family life and issues related to domestic violence. Here are some ideas for sermons.

Sermon Topic: Husbands and wives
The biblical principles of love and respect are very important for healthy marriage. The Bible does not teach that women must submit to a husband who mistreats or abuses her.

Related Scripture
Eph 5:25 Husbands, love your wives, just as Christ also loved the church and gave Himself for her.

Eph. 5:28-33 So husbands ought to love their own wives as their own bodies; he who loves his wife loves himself, for no one ever hated his own flesh, but nourishes and cherishes it, just as the Lord does the church…let each one of you in particular so love his own wife as himself, and let the wife see that she respect her husband.

Col 3:19 Husbands, love your wives and do not be harsh with them.

1 Pet 3:7 Husbands, in the same way be considerate as you live with your wives, and treat them with respect as the weaker partner and as heirs with you of the gracious gift of life, so that nothing will hinder your prayers.

Sermon Topic: Children and family life
Christ spent some of His most tender moments with children. He reserved His strongest language for those who abuse them. Children are taught to obey and honor their parents. However, parents are not to provoke or mistreat their children. Children are a blessing (Mat 19:14), and God’s commandments (such as obedience) are not to be burdensome (1 John 5:3).

Related Scripture
Mat 18:6 Whoso shall offend one of these little ones which believe in me, it were better for him that a millstone were hanged about his neck, and that he were drowned in the depth of the sea.

Eph 6:1 Children obey your parents in the Lord, for this is right. Honor your father and mother, which is the first commandment with a promise: that it may be well with you and you may live long on the earth. And you fathers, do not provoke your children to wrath, but bring them up in the training and admonition of the Lord.
Prov 23:22 Harken to your Father who begot you and do not despise your mother when she is old.

Sermon Topic: Dealing with anger
Everyone gets angry. It is okay to be angry. It is a natural feeling. The question is, what to do with the anger?

Related Scripture
Prov 15:1 A soft answer turns away wrath, but a harsh word stirs up anger.
Eph 4:26 Be angry and do not sin, do not let the sun go down on your anger.
Ecc 7:9 Be not quick in your spirit to become angry, for anger lodges in the bosom of fools.
Col 3:8 But now you must rid yourselves of all such things as these: anger, rage, malice, slander, and filthy language from your lips.
Prov 15:1 A gentle answer turns away wrath, but a harsh word stirs up anger.
Prov 19:11 A man's wisdom gives him patience; it is to his glory to overlook an offense.

Sermon Topic: Taking care of ourselves and our families
Our bodies are the “temple” of the Lord. When we ask the Lord through faith to come into our life, our heart becomes the place where He lives. Therefore, destroying our own bodies or someone else’s is destroying “God’s temple.”

Related Scripture
2 Cor 6:16 …For you are the temple of the living God. As God has said, “I will dwell in them and walk among them. I will be their God, and they shall be My people.
1 Cor 6:19-20 Or do you not know that your body is the temple of the Holy Spirit who is in you, whom you have from God, and you are not your own? You were bought at a price; therefore glorify God in your body and in your spirit, which are God’s.

Sermon Topic: Asking for forgiveness
It is a sin to hurt others physically, mentally, emotionally, or spiritually. If you have hurt someone in your family, you can repent. You must first recognize that you have committed a sin against God's commandments. Feel true sorrow for the pain you have caused and for disobeying God. Pay attention to your own behavior. If you are abusing anyone in your family, ask yourself if this is the kind of person you want to be. Ask for forgiveness and try to find ways to show your change of heart.
Related Scripture
Psalms 38:18  For I will declare mine iniquity; I will be sorry for my sin.

Num. 5: 7  Then he shall confess the sin which he has committed. He shall make restitution for his trespass in full, plus one-fifth of it, and give it to the one he has wronged.

Ps 41: 4 I said, Lord, be merciful unto me: heal my soul; for I have sinned against thee.

Prov 28:13 He that covereth his sins shall not prosper: but whoso confesseth and forsaketh them shall have mercy.

Isa 1:18 “Come now, let us argue this out,” says the Lord. "No matter how deep the stain of your sins, I can remove it. I can make you as clean as freshly fallen snow. Even if you are stained as red as crimson, I can make you as white as wool.

Mark 11:25-26 And when you stand praying, if you have anything against anyone, forgive it so that also your Father in Heaven may forgive you your trespasses. But if you do not forgive, neither will your Father in Heaven forgive your trespasses.

Ephesians 4:32 And become useful and helpful and kind to one another, tenderhearted, forgiving one another as God in Christ forgave you.

Sermon Topic: The steps of true repentance
Through Christ’s atonement and sacrifice we can be cleansed from our sins. Here are six steps to repentance. They are not a recipe, but they can help lead individuals to true repentance.

Step 1 - Feel Godly sorrow
You must first recognize that you have committed a sin against God's commandments. Feel true sorrow for what you've done and for disobeying God, and feel sorrow for any pain you may have caused other people.

Related Scripture
Psalms 38:18 For I will declare mine iniquity; I will be sorry for my sin.

Step 2 - Confess to God
Pray to the Lord and be honest with him. Tell Him of your sin(s). If necessary discuss things with your religious leader.
Related Scripture
Num. 5: 7 Then he shall confess the sin which he has committed. He shall make restitution for his trespass in full, plus one-fifth of it, and give it to the one he has wronged.

Step 3 - Ask for forgiveness
Pray to God for His forgiveness. Forgive others who have hurt you. Forgive yourself and know that God loves you, even though you've sinned.

Related Scripture
Ps 41: 4 I said, Lord, be merciful unto me: heal my soul; for I have sinned against thee.

Step 4 – Fix problems caused by the sin(s)
Make restitution by fixing any problems caused by your sin. Problems caused by sin include physical, mental, emotional, and spiritual damage. If you can't rectify the problem sincerely ask forgiveness of those you wronged and try to find another way to show your change of heart.

Related Scripture
Exodus 22:12 And if it be stolen from him, he shall make restitution unto the owner thereof

Step 5 - Forsake sin
Promise yourself and God that you will never repeat the sin. Recommit yourself to obeying God's commandments. Continue to repent if you sin again.

Related Scripture
Prov 28:13 He that covereth his sins shall not prosper: but whoso confesseth and forsaketh them shall have mercy.

Step 6 - Receive forgiveness
The Lord will completely forgive you when you truly repent with a sincere heart. It is up to you to allow his forgiveness into your heart. When you feel at peace with yourself you can know you are forgiven. Don't hold onto your sin and the sorrow you've felt. Let it go by truly forgiving yourself, just as the Lord has forgiven you.

Related Scripture
Isa 1:18 "Come now, let us argue this out," says the Lord. "No matter how deep the stain of your sins, I can remove it. I can make you as clean as freshly fallen snow. Even if you are stained as red as crimson, I can make you as white as wool."
Family day activities
One way to reach out to families in your church is to arrange for family days at church. Family days can combine fun for the whole family with some education about issues related to domestic violence. A good way to get people to attend might be to plan a family day after Sunday services. Things you may want to include:

- Food. Ask church members to bring food to share.
- Music. Ask church members who sing or play instruments to provide live music.
- A short talk on issues related to family life and domestic violence. You will find suggested topics below.

Talking about issues related to family life and domestic violence
Talking about issues related to family life and domestic violence will help church members learn about domestic violence and healthy family life. Talking about these issues will also let them know you are willing to talk to them about domestic violence.

When you are ready to speak, ask for a few minutes to talk about some things that are important to families. Below you will find a number of talking points for each topic. You can talk about some or all of the points and about how these topics relate to Scripture.

How healthy families communicate
The Bible states that “life and death are in the power of the tongue” (Prov. 18:21). We can use words to nourish, heal, and strengthen our spouses and children. We can also use words to anger, frustrate, and destroy our spouses and children (Prov. 10; 21; 12:18; 13:2). It is important that we understand the power of words. It is just as important for us to learn the communication skills needed to build and maintain strong, stable and healthy families.

In healthy families, parents talk to each other and to their children.

- In healthy families, parents and children listen to each other and respect each others’ opinions.
- In healthy families, parents and children can talk to each other about what is important to them and things that bother them.
- In healthy families, parents and children can express their love for each other.
- In healthy families, parents and children can talk about problems and how to solve them.
- In healthy families, parents do not threaten or punish children for talking about their experiences at home. This teaches children to be honest and direct when they talk to others.
- Healthy families make time to talk. Good times for parents and children to talk together are when they are riding in the car, while the family is eating meals together, and at bedtime.
- People can change their behavior. If your family has trouble with talking and listening to each other, ask your pastor to help you learn how to communicate better.
Expressing anger

All of us feel anger at times. Ephesians 4:26 states, “be angry and do not sin.” Anger itself is not wrong. However, it is possible to express anger in ways that are destructive. God has promised His grace and strength to help us with our areas of weakness, including anger (1 Cor. 9-10). He has provided us direction through His Word on how to manage anger (Psalm 37:8; Prov. 15:1; 15:18; Eph. 4:26-27, 31-32; Jam. 1:19-20). Learning how to appropriately express anger can help us protect ourselves and our relationships from offense, hurt, and even violence.

- It is normal for people to get angry, what is important is how we express that anger.
- People get angry because something is bothering them.
- Anger is a problem if it happens too often.
- Anger is a problem if we hit, or push, or shove others when we are angry or if we call others names or make fun of them when we’re angry.
- People can learn to control their anger.
- People who get angry when they feel unsure of themselves should remember that God loves them.
- People who get angry because they are used to getting angry in certain situations can learn to turn away when they start to feel anger.
- The best way to stay in control of a situation is not to get angry.
- People can change their behavior. If anger is hurting you and your family, talk to your pastor and ask for help.

How domestic violence hurts children

Children are a blessing from God (Psa. 127:3). God wants parents and children to turn their hearts toward one another in love (Mal. 4:6). Domestic violence, both verbal and physical, hurts children and robs them of the physical, mental, and emotional security they need. God does not want anyone, especially children, to live in fear. He wants us to live in love and security with a restful mind (2 Tim. 1:7). God entrusts parents to love, protect, nurture, and guide their children. Therefore, it is also parents’ responsibility to understand what domestic violence is and how to protect their children from its effects.

- When there is domestic violence in families, it always hurts the children. It makes children tense and uneasy because they never know whether their parents will be loving or angry.
- Children feel afraid when they see violence and fighting between their parents. They have many fears and may not trust people.
- Children get confused when they learn at school that hitting is wrong but see their parents hitting at home to solve problems.
- Children often blame themselves when there is violence at home. They may feel hopeless because they cannot stop or prevent the violence.
• Children may feel they should protect an abused parent but also resent the parent for not stopping the abuse. They may be confused because they feel both love and hate for the abuser.

• Boys who grow up in homes where there is domestic violence often become abusers. Girls who grow up in homes where there is domestic violence often marry abusive men.

• People can change their behavior. If domestic violence is hurting you and your children, talk to your pastor and ask for help.

**Power and domestic violence**

The Bible does not teach that a woman must submit to a husband who mistreats or abuses her. Husbands are to love their wives in the same way that Christ loved the church. The Bible says, “Husbands, love your wives, just as Christ also loved the church and gave Himself for her” (Eph.5:25). Christ loved the church so much that He sacrificed His life to heal her from the stain of sin. In the same way, husbands should make sure that their wives are cared for and secure. A husband who loves his wife should give her physical, emotional, and spiritual comfort and security. The Bible commands wives to respect their husbands (Eph. 5:33), but if a husband mistreats his wife, she may lose respect for him. That is why the biblical principles of love and respect are so important for a healthy marriage (Col. 3:19; 1 Pet. 2:17; 3:7; Gal. 3:28).

• Men should use their power for the good of the family. Domestic violence involves using power to control one’s partner. There are many kinds of domestic violence.

• It is domestic violence when a man threatens to tell others about his partner’s problems or spreads rumors or tells lies about her.

• It is domestic violence when a man puts his partner down, tries to make her feel crazy or bad about herself; calls her names, humiliates her or tries to make her feel guilty.

• It is domestic violence when a man treats his partner like a servant, makes all the decisions, acts like the “master of the castle,” or defines men’s and women’s roles.

• It is domestic violence when a man uses looks, actions, gestures or weapons to cause fear or he smashes things or abuses pets.

• It is domestic violence when a man threatens to hurt his partner, to commit suicide, to leave, to report her to the police or immigration or to take the children away.

• It is domestic violence when a man uses threats to get his partner to drop charges or make her do illegal things.
• It is domestic violence when a man makes threats or uses violence to get sex or gets his partner drunk or drugged to get sex.

• It is domestic violence when a man controls what his partner does, who she sees and talks to, what she reads, where she goes.

• People can change their behavior. If there is domestic violence in your family, talk to your pastor and ask for help.

Healing from domestic violence
Jesus showed His love and compassion by meeting people’s spiritual and physical needs (Mat. 4:24). The scriptures say that Jesus is “the same yesterday, today, and forever” (Heb. 13:8). That means that Jesus still desires and wills people to be healed and whole. God promises to heal us through His Word, and His Word represents truth (Psa. 107:20). God desires that those who have suffered from domestic violence, as victims or abusers, be healed and restored (Isa. 53:4-5; Gal 5:1; Jer. 30:17; Psa. 34:19). However, healing will only come when victims and abusers face the truth of their past and or present problems.

• It is possible for families to heal from domestic violence, but it takes hard work to heal.

• To heal from domestic violence, men must admit the abuse, accept responsibility for their behavior and be willing to change.

• To heal from domestic violence, men must talk and act in ways that make their partners feel safe to express themselves. They must agree not to use threats or force to get what they want.

• To heal from domestic violence, men must learn to give a little and not always get their way.

• To heal from domestic violence, a couple must learn to settle conflicts in ways that are fair to both. They must learn to talk to each other openly and truthfully about themselves and their feelings and to listen to each other without judging.

• To heal from domestic violence, a couple must learn how to make decisions together and to support each other’s goals.

• To heal from domestic violence, a couple must respect each other’s rights to individual feelings, friends, activities and opinions.

• To heal from domestic violence, a couple with children must learn to share parenting responsibilities.

• If your family needs to heal from domestic violence, talk to your pastor and ask for help.
Part 4
What pastors should know to help women who are abused and men who abuse

Scripture teaches us to treat others as we want them to treat us (Matthew 7:12). Although men may have more power than women in Hispanic families, they should treat their partners the way they want to be treated, with respect and compassion.

Confidentiality
If a woman tells you she is being abused, it is important to keep what she tells you confidential. Confidentiality means not telling others when someone tells you something they do not want others to know.

Confidentiality and child abuse
As a pastor, you should know that there is one situation in which you must break confidentiality. If someone tells a pastor about a situation of child abuse or neglect, North Carolina law requires the pastor to report it to the authorities. You will find information in Part 6 about reporting child abuse.

Many people are not sure what child abuse and neglect mean in the United States. Child neglect means that parents are not meeting a child’s basic needs for food, shelter or health care. Child abuse includes:
- physical abuse such as hitting or scratching
- emotional and psychological abuse such as threatening or rejecting
- sexual abuse such as fondling or other sexual activity

When someone reports child abuse or neglect, Child Protective Services must make sure the child is safe. Child Protective Services does not report people for being undocumented. However, if there is abuse, they will report it to law enforcement. It is possible the parents could be arrested. There are very severe punishments in the United States for people who abuse children.

How pastors can help abused women
Most women find it very difficult to talk to others about being abused. Women who are abused often feel it is their fault. It is important for pastors to be able to listen to what an abused woman says without blaming her for the abuse. If a woman tells you she is being abused, the most important things you can do are:
- Listen to her
- Believe her story
- Help her and her children stay safe
- Refer her to any services that can help.
How to ask about abuse
What can you do if a woman tells you she is being abused or if you suspect she is being abused? Here are some questions you can ask. Answering yes to any of the nine questions below is a sign of an abusive relationship.

1. Does your partner call you names or insult you?
2. Does he make fun of you in front of family or friends?
3. Does he refuse to give you money for things you and your children need?
4. Is he jealous?
5. Does he accuse you of seeing other men?
6. Does he try to control what you do or who you spend time with?
7. Has he ever pushed, hit, kicked, punched or choked you?
8. Has he ever physically hurt you when you were pregnant?
9. Has he forced you to have sex with him when you did not want to?

If there is violence in the relationship, the next seven questions will help you find out how dangerous the situation is. The more “yes” answers a woman gives to these questions, the more danger she may be in.

1. Does he get drunk every day or almost every day?
2. Does he use drugs - amphetamines, speed, angel dust, cocaine, crack, heroin or other drugs?
3. Has the violence gotten more frequent since it started?
4. Has the violence gotten more severe since it started?
5. Has he threatened to kill you or your children or kill himself?
6. Has he assaulted or been violent with people outside the home?
7. Is there a gun or other weapon in your house?

The most dangerous men are those who are violent both inside and outside the home. Such men often have serious psychological problems. It is very difficult to work with them, and you should not attempt to intervene. Help the woman figure out how to keep herself and her children be safe. Keep in mind if the man is very dangerous, the woman may only be safe if she involves the police.

Talking with abused women
If a woman tells you her partner is abusing her, it will help her to talk about it. Ask her if she would like to talk about what has happened to her or if she wants help. Listen to what she says and do not judge her. Listening will help her begin the healing process. It will also give you an idea of the kind of help she needs. Here are some helpful things you can say:

- I believe you.
- You are not alone.
- It is not God’s will for anyone to accept violence in a relationship.
- No one deserves to be treated this way.
- It is not your fault.
• Hurting someone physically is against the law whether it is your partner or a stranger who does it.
• There is help available to you.
• I’m concerned for your safety.

You can also:
• Pray with her.
• Remind her that God loves her and does not want her or her children to be harmed.
• Encourage her to get support by telling her family and friends what is going on.
• Find out what she and her children need and make referrals.
• Suggest that she make a plan to keep herself and her children safe

What not to do
Do not tell her everything will be all right.
Do not go to her partner and ask for his side of the story. This could put her in danger.
Do not tell her what to do. Give information, support and referrals.

Planning for safety
When you talk with a woman who is being abused, you can suggest that she make a safety plan. This is especially important:
• if the violence is getting more frequent or more severe;
• if there is a weapon in the home;
• if her partner has threatened to kill her, her children or himself.

Here are some things you can suggest a woman do to keep herself and her children safe:
• Ask a family member or friend if she can come to them if she needs to leave home.

• Write down in one place important phone numbers such as police or sheriff, hotlines, family members, and friends.

• Pack and hide a suitcase with extra keys, some money, important phone numbers, extra clothing, and important documents such as birth certificates, green cards, work permits, passports and Social Security cards.

• Ask her neighbors to call the police if they hear angry or violent noises coming from her home.

• Teach her children how to dial 911.

• Make up a special sign she can use or a word she can say to her children, neighbors, a friend or family member to let them know she needs help.
• Think of places in her home where she can get out and there are no weapons. If abuse is about to happen, try to get the abuser to one of these places.

How pastors can help men who abuse
Hispanic men have a great deal of power in their families. It is important for them to use that power to protect and care for their families. Other family members who do not have equal power still deserve to be treated with love and respect. Even though men may have the final say in family decisions, they still need to respect their partners.

If your church begins a program to educate the community about domestic violence, some men may come to you for help. When you speak with men who abuse their partners, there are some things you can say that may be helpful. It is important to make it very clear to abusive men that violent behavior is not acceptable. You cannot change their behavior, but as a pastor, you can offer them the hope that they can change.

Scripture can help people understand that men and women have equal dignity in the eyes of the Lord. An abusive man may tell you the Bible says his wife should be submissive to him, but Scripture does not justify violence in a relationship. Ephesians 5:22 refers to husbands and wives submitting to each other out of love for Christ. Beginning with Genesis, Scripture teaches that women and men are created in God's image.

Many violent men use alcohol and drugs, but alcohol and drugs do not cause domestic violence. Being drunk or under the influence of drugs is not an excuse for violence. If an abusive man drinks or uses drugs, he has two problems he needs help with, substance abuse and domestic violence.

It is typical for violent men to promise to change. Promises to stop drinking or stop being violent mean nothing unless the man is willing to act. In order to change, he must accept responsibility for his behavior. If a man is serious about changing, he will seek help. If there are groups or classes for abusers in the community, he will be willing to join them. If he is drinking or taking drugs, he will admit it and be willing to seek help for that as well. As his pastor, you can refer him to resources for help and encourage him to use them. You will find information on community resources in Part 6.

If a man is willing to listen to you, here are some things you can say:
• No one but you is responsible for your behavior.
• Even if you are under pressure at work or the house is not clean or the children are noisy or your family has money problems, there is no excuse for violence.
• There is hope for you. You can change if you want to.
• It takes courage to ask for help but you can do it.
• If you change your behavior, you can be a better leader for your family.
• Your wife is a person and deserves respect even when she disagrees with you.
• There are other ways to act when you are frustrated or angry. You do not have to use violence.
• If you know a man who has stopped his abusive behavior, find out how he did it. Ask him to help you change your behavior.
You can also
- Pray with him.
- Remind him that Jesus respected the human dignity of women.
- Tell him that when he hurts his wife, he is also hurting his children.
- Tell him about resources for help in your community.

What not to do
Do not go to a man and tell him his partner told you he is abusive. This could put her in danger.

Do not go to the home to talk to the couple about domestic violence. That could be dangerous for you or the woman.

Do not take a man’s word that he has stopped the abuse. Talk to his partner alone, in private, and ask her if the violence has stopped.
Part 5

Intervention: How can churches reach out to men?

Education and support for men
Pastors can reach out to men by sponsoring activities for men. These could include card games, music classes, watching soccer or boxing, playing soccer, or going fishing or camping. The purpose of such activities is to bring men together and give them a chance to visit and talk with other men. As they get used to coming to attending church-sponsored activities for men, you may be able to talk to them about issues such as:

- the stresses in their lives
- how to be good husbands
- how to be good fathers
- how they deal with anger and frustration

If men come to the church for men’s activities and begin to discuss the topics above, you may want to think about ways to help them cope with these issues. People can benefit from talking with others who face problems similar to theirs. If several men in your church indicate they would like to know more about handling anger, coping with stress, being good fathers, or communicating with their wives, you may want to think about starting a group for men.

From brother to brother: Groups for men
One way for pastors to reach out to men is to begin a group for men. Such a group would give men a chance meet together to help, support and learn from each other’s experiences. Group discussions could include issues related to families, parenting, and adjusting to living in a new culture. The focus of group interactions should be on sharing healthy and spiritually positive ways to cope with pressures. Each week the group can discuss a specific topic. Here are some suggestions for starting such a group.

How to organize a group

- Decide how often the group will meet.
- Find a place to meet once every week or two weeks. Meetings could take place in members’ homes.
- Announce the group in church services and bulletins.
- Use flyers in stores, laundromats, gas stations, barber shops, and restaurants to invite men who are not church members.
- Allow men to come as often and for as many or few times as they want to.
- Serve as the leader of the group and keep the discussion moving.
- When members join the group, ask them to agree to the following rules:
  - All members have the right to speak and be listened to.
  - All members have the right to be treated with respect.
Group goals
The goals of the group can include members learning:

- Individuals are responsible for the way they respond to pressures.

- It is not healthy to cope with pressure by shouting, physically hurting others, drinking too much, or staying out all night.

- Physically or emotionally hurting others, especially family members, is never an acceptable way to settle conflicts or handle stress.

- Men can help each other learn positive ways to handle conflicts with family members and to cope with economic and work pressures.

- The church can provide strength and spiritual support for men who want to change their behavior.

Suggested weekly topics
- Respecting Self and Others: The Key to Good Relationships
- Stress Management
- Anger Management
- Building Strong Families
- Being an Effective Father
- Being an Effective Husband/Partner
- Letting Go of Resentments
- Strategies for Surviving in a Racist Environment
- Feeling Safe in a Hostile Host Culture

Finding help to start a group
If you feel there is a need for a group for men but do not feel prepared to begin one on your own, talk to your local domestic violence team. They may be able to help your church sponsor group sessions for men.

Help for abusers
You may want your church to play a role in helping men who abuse their partners. These men can be ordered to stay out of their homes. They must either attend group sessions sponsored by certified batterers’ programs or receive individual counseling before they can return home. In North Carolina, there are not enough trained facilitators to offer certified abusers’ groups. You may wish to consider working with others in your community to develop a group to help abusive men. For information on becoming certified to lead an abusers’ group, contact the North Carolina Council for Women and Domestic Violence Commission at 130 Penmarc Dr. Suite 110, Raleigh, NC 27603, phone (919) 733-2455, or see the information on their website about abusers’ treatment programs at http://www.doa.state.nc.us/cfw/abuser.htm.
If you are working with men who are abusing alcohol or other drugs, you may find the following information about Alcoholics Anonymous (AA) helpful. There is information in the Statewide Resources section of the resource guide to help you find AA meetings in your area.

**Information on Alcoholics Anonymous (AA)**
Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is free and open to anyone who wants to do something about his or her drinking problem. Members share their experiences and help each other to become and stay sober.

The A.A. Grapevine, a monthly international journal — also known as “our meeting in print” — features many interesting stories about recovery from alcoholism written primarily by members of A.A. It is a useful introduction and ongoing link to A.A.’s diverse fellowship and wealth of recovery experience. The Spanish-language magazine La Viña, is published bimonthly. For Grapevine information or to order a subscription to either the AA Grapevine or La Viña: (212) 870-3404; fax (212) 870-3301; Web site: www.aagrapevine.org.

To obtain more detailed information about AA, including information on how to start an AA group, contact: A.A. World Services, Inc., at A.A. General Service Office, Box 459, Grand Central Station, New York, NY 10163, telephone (212) 870-3400 or see their website: [www.aa.org](http://www.aa.org).
Part 6

Educational resources for church-sponsored programs

If you wish to offer information about families and domestic violence to your congregations or your community, you may find the materials in this section helpful. We have provided materials in on the following topics:

- Anger management
- General parenting guidelines
- Parent-child communication
- Stress management for parents
Managing Anger

What is anger?

1. **Anger is a secondary emotion, it is a response to an emotion.** You usually feel a primary emotion such as embarrassment, sadness, frustration, or fear first, then go back to anger since it is a familiar and learned behavior. It is often difficult to realize what exactly is the emotion underlying the anger, but the fact that we respond with anger tells us that something is bothering us.

2. **Anger is a form of self-discovery.** In discovering our anger we discover ourselves. If we are able to express anger positively, this means we understand the feelings below the anger and the reason we feel those feelings. For example, if someone feels angry but realizes that below the anger he/she feels sad and frustrated, then he/she can work to express those feelings of sadness and frustration instead of the anger.

3. **Anger is normal.** Anger is a positive response and a normal feeling. What we do with our anger is what can be negative.

4. **Anger is a way to positively communicate your limits.** Expression of anger is a way to raise your self esteem by being open and direct about what you are feeling inside. It is also a way to discover your limits without being passive or aggressive.

5. **Anger is a gift.** The appropriate expression of anger is brief, to the point and open. We understand where we are coming from and the position of the other person. We have the opportunity to resolve the feelings underlying the anger which gives us the opportunity to understand the other person better. You are expressing how you really feel, expressing the emotions underlying the anger. This only happens when you take the risk of being vulnerable and letting others know who you really are.

6. **Anger is liberating.** It takes an enormous amount of energy to suppress your anger and the primary feelings underlying it. If you use all your energy suppressing your emotions, you have limited amounts of energy for other areas of your life.

7. **Anger is a form of protecting yourself.** If you do not express your anger openly, directly and with respect towards others, in other words, if you negatively express your anger, you end up driving others away.


Be assertive, not aggressive

How do you look assertive?

Body language and tone of voice are said to be 93 % of all communication. So what does assertive body language and tone of voice look like?
Voice:
Use a firm, matter of fact tone of voice
Be fluent or smooth as you describe your thoughts and feelings.

Body Language:
1. Make appropriate eye contact. Look, don’t stare.
2. Stand up straight, without being intimidating.
3. Use pleasant facial expression.
4. Use meaningful, communicative gestures.
5. Keep a culturally appropriate distance.


“I” Statements
One of the most effective ways to talk to people about your feelings and to try to solve a problem is to use “I” statements. “I” statements reduce defensiveness and help other people to hear your concern without anxiety or anger. “You” statements tend to upset people and to lead to shouting matches. For example:

“I”: I feel so angry when you forget to take out the trash.
“You”: You are inconsiderate, why didn’t you do your chores!!!

“I”: I feel disappointed when you don’t get the grades you deserve.
“You”: You stupid kid, why don’t you do your homework, like your sister. You’ll wind up a bum like your father.

Try some for yourself: Write “I” statement to use instead of the “You statement”.

The formula is “I” feel (angry, sad, concerned, etc.) when you (describe specific behavior) because it __________.

1. You are always looking for the easy way out, aren’t you? You’ll never amount to anything.
   I feel ______________________________________________________________

2. You are driving me crazy screaming and running around the house. Get out of my sight!
   I feel ______________________________________________________________

3. This room looks like a cyclone hit. What a slob you are!
   I feel ______________________________________________________________

Self-Soothing
Many of us have not learned ways to calm ourselves after being upset. This skill is called “self-soothing”. Self-soothing can be done with words or by using any of our five senses.


Hearing: Listen to beautiful, soothing or exiting music. Pay attention to the sounds of nature. Sing or hum your favorite songs. Listen to sounds that come to you, letting them pass.

Smell: Use your favorite lotions or perfumes. Light a scented candle. Make cookies or bread. Smell the roses. Walk in the woods and breathe in the fresh smells of nature.

Taste: Have a good meal or a special dessert. Drink a favorite herbal tea. Sample flavors in an ice cream store. Try a piece of peppermint candy. Really taste the food you eat.


Get Active
Another coping strategy is to engage in activities that are physically or mentally demanding:
- Exercise
- Housework
- Gardening
- Re-arranging the furniture
- Taking the dog for a brisk walk
- Playing a team sport (e.g., soccer)
- Read a book
- Write a story


Tips for Resolving Conflict
1. **Have a point(s):**
   What is the expected result of the confrontation?
   What is really making you angry?

2. **Timing is Everything!**
   Plan a time to talk when you have plenty of time, privacy, and are feeling calm.
3. **Stay Focused:**
   Keep your voice calm and steady; take long, steady breaths, take a "time out" if you feel yourself escalating; own-up to your feelings and beliefs.

4. **Stay on Issue:**
   Only discuss the issue at hand. Don't get personal, insult or use foul language. Avoid making global accusations ("you always/never"); be specific in your concerns.

5. **Compromise:**
   Agree to disagree; don't try to "win" or change someone's mind. Accept responsibility for your thoughts and feelings. Tolerate diversity and/or ambiguity.
*Set a good example for your children.* Children often learn how to act by observing how their parents act. For example, if parents handle frustrations well, their children will probably learn to handle their own frustrations well. If parents swear and become upset when things don't go well, their children may learn to act the same way. Parents should avoid resorting to the old saying "Do as I say, not as I do."

*Don't take your children's good behavior for granted.* Parents should praise their children when they are behaving appropriately instead of just waiting to praise them only when they do something special. Parents should give their children the message that they notice appropriate behavior as much as inappropriate behavior. Catch them being good!

*Provide your children with a lot of verbal and physical affection.* Frequent physical contact between parents and their children (such as hugging or brief "love pats") is very important. This positive affection should be provided on a regular basis whenever children are behaving appropriately. Parents should avoid providing this affection soon after their children have misbehaved.

*Discipline should be immediate and should be administered in a matter-of-fact manner.* Parents need to avoid becoming upset while disciplining their children. Time-out and grounding techniques can be very effective if they are used correctly. After being punished, children should start with a clean slate. Parents should not remind or nag their children about their misbehavior.

*Be consistent and predictable with your children.* Children function best when they know what to expect. Parents should make it very clear exactly what are and are not acceptable behaviors. Children's appropriate and inappropriate behavior should be handled in a similar manner by both parents (e.g., both parents should use the same punishment techniques for misbehavior). Consistency is not only important between parents. It is also important from day-to-day for individual parents. Parental management of children's behavior from one day to another should not vary according to parental mood. Rather, it should always be based on their children's behavior.

Written by Kristin Zolten, M.A. & Nicholas Long, Ph.D., Department of Pediatrics, University of Arkansas for Medical Sciences. Artwork by Scott Snider. ©1997
*How directions are given to children can have an effect on whether or not the children will follow them.* Parents should make eye contact with their children before giving a direction. Yelling directions from another room is often not very successful. Directions should be given in a very specific and concise manner. Parents should avoid giving vague directions such as "Be good." A parent's idea of being good and their children's idea of being good may be very different. Parents should praise their children when they follow directions. They should also be prepared to enforce directions their children do not follow. If parents do not enforce directions, children learn that their parents don't mean what they say. Parents should avoid giving more than one warning following a direction.

*Make rules clear and specific.* Parents should avoid making rules that they cannot or may not enforce. Enforcement of rules should be as matter-of-fact as possible. The penalty for breaking rules should be stated in advance. When a rule is broken, children should be appropriately punished (e.g., time-out).

*Let your children help with as many everyday tasks as possible.* Most children enjoy spending time helping their parents, and it can also be a good learning experience. With younger children, "helping" may involve pretend work in the same area.

*Closely monitor your children.* For younger children, parents should praise them when they are behaving. Parents should avoid the trap of not wanting to disturb children while they are behaving. Parents should make sure they know where their children are and what they are doing.

*Avoid lecturing, nagging, yelling, and screaming to manage your children's behavior.* These approaches are typically not effective and often make problems worse.

---

Center for Effective Parenting
Little Rock Center: (501) 364-7580
NW Arkansas Center: (479) 751-6166

www.parenting-ed.org

Written by Kristin Zolten, M.A. & Nicholas Long, Ph.D., Department of Pediatrics, University of Arkansas for Medical Sciences. Artwork by Scott Snider
©1997
After a couple becomes parents, communication becomes increasingly important. Parents are often under a lot of stress, and they are at risk for neglecting their relationship, when in fact the relationship between parents may be the most important relationship in the family. Keeping the lines of communication open is not always easy. All couples, at one time or another, have trouble communicating. This is especially true when the stress of parenting is considered. Communication takes work, but it is worth the investment.

This handout contains some important information parents should know about communication. Knowing how to communicate effectively, and also knowing what gets in the way of effective communication are important not only to the relationship between parents, but to their children, too. As children get older they learn how to communicate by watching their parents. Therefore, parents must be effective communicators so their children will learn this important skill, too.

**Time**

Spending time together as a couple is very important for any relationship. Time, however, is not always easy to find when there are children involved. Therefore, parents should make a special effort to set aside special time to spend together. If time can't be found every day, that's okay. What's important is that parents regularly schedule time to be together. This can be every day, every other day, or once a week - whatever works for the parents. This special time can be spent talking together, taking part in some activity together, or doing anything else that interests both parents. What's important is that this time is spent communicating in some way. Special time together is not going to just happen. It must be planned for and protected by both parents. One to one time is very important to keep the lines of communication open.

**Communicating Effectively**

Another important part of communication between parents is learning how to do so effectively. If parents do not communicate effectively, they will more than likely pass on ineffective ways of communicating to their children.

*To communicate effectively, words must equal actions.* For example, if one parent is telling the other that he or she is not mad, but has an angry look on his or her face, is using an angry tone of voice and is standing with his or her hands clenched in fists, words do not equal actions, and effective communication is not taking place. When parents do this, they are sending mixed messages. Parents should be honest about their feelings. If they are angry they should find appropriate ways to express their anger.

Written by Kristin Zolten, M.A. & Nicholas Long, Ph.D., Department of Pediatrics, University of Arkansas for Medical Sciences. Artwork by Scott Snider. ©1997
*Touch is an excellent way to communicate nonverbally.* A pat on the back or a hug is a great way to show appreciation to either a spouse or a child.

*Attending and listening are two very important skills to have for effective communication.* Attending means giving complete attention to the person doing the talking. This can be done by stopping all other activities, looking the talker in the eyes, and by not saying a word. Listening means paying close attention to what is being said, not only through the speaker's words, but through body language, too.

*Giving and asking for feedback helps head off miscommunication.* Giving feedback means repeating to the speaker what you heard him or her say to make sure you got the message as it was intended to be received. Asking for feedback is a way of insuring that the listener received your message as you intended it to be received.

Finally, listed below are some things that both help and hinder effective communication.

<table>
<thead>
<tr>
<th>Don’ts</th>
<th>Dos</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instead of this…</td>
<td>Try this…</td>
</tr>
<tr>
<td><em>Accusing, blaming, putting down.</em> These types of statements put the respondent on the defensive, which encourages more of the same. For example, &quot;You are such a slob. You always leave your clothes on the floor.&quot;</td>
<td><strong>&quot;I&quot; statements.</strong> Instead of finger pointing, state your thoughts and feelings in terms of yourself. For example, &quot;I feel angry when you leave your dirty clothes on the floor.&quot;</td>
</tr>
<tr>
<td><em>Interrupting.</em> Interruptions can break the speaker’s train of thought.</td>
<td><strong>Listening.</strong> Listen to what the speaker is saying. Wait for natural pauses in the conversation before speaking.</td>
</tr>
<tr>
<td><em>Overgeneralizing and catastrophizing.</em> This includes statements like, &quot;You always…&quot; and &quot;You never…&quot;</td>
<td><strong>Making qualifying statements.</strong> Try using phrases like, &quot;Sometimes, you…” and &quot;Maybe…”</td>
</tr>
<tr>
<td><em>Lecturing and preaching.</em> These types of communication will quickly turn off the person</td>
<td><strong>Making brief, to the point, statements.</strong> Such statements will allow for give and take required...</td>
</tr>
<tr>
<td><strong>Sarcasm.</strong> The use of sarcasm can be hurtful to the person being spoken to. Sarcasm has no place in effective communication.</td>
<td><strong>Saying whatever comes to mind.</strong> Try to edit what you say, so that you do not deliberately hurt the person to whom you are speaking.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Showing respect.</strong> Try to show respect and understanding for the other person’s point of view. You can disagree but explain your concerns.</td>
<td><strong>Following the rules of common courtesy.</strong> Try to be polite and courteous to the person to whom you are speaking, no matter how heated conversations may get.</td>
</tr>
<tr>
<td><strong>Not making eye contact.</strong> This may send the wrong message to someone you’re speaking with.</td>
<td><strong>Yes-butting.</strong> Try not to find something wrong with every suggestion the person to whom you are speaking makes.</td>
</tr>
<tr>
<td><strong>Making eye contact.</strong> This will send the message that you’re interested, listening, and involved.</td>
<td><strong>Listening.</strong> Try to understand the other person’s point of view. You don’t necessarily have to agree with everything the other person says, but you should make an attempt at understanding others’ viewpoints.</td>
</tr>
<tr>
<td><strong>Mind reading.</strong> Try to avoid telling someone else what they feel or think. You may be wrong.</td>
<td><strong>Reflected and validating.</strong> Tell the person with whom you’re speaking what you’re hearing and how you’re interpreting what’s being said. Ask for clarification.</td>
</tr>
<tr>
<td><strong>Reflecting and validating.</strong> Tell the person with whom you’re speaking what you’re hearing and how you’re interpreting what’s being said. Ask for clarification.</td>
<td><strong>Commanding and/or threatening.</strong> Commands and/or threats are rarely effective. They often put the person being spoken to on the defensive.</td>
</tr>
<tr>
<td><strong>Commanding and/or threatening.</strong> Commands and/or threats are rarely effective. They often put the person being spoken to on the defensive.</td>
<td><strong>Suggesting alternative solutions.</strong> Try to work together to come up with solutions that are acceptable to both parties. Ask for feedback on possible solutions.</td>
</tr>
<tr>
<td><strong>Dwelling on the past.</strong> Once a problem or conflict is solved, don’t repeatedly bring it up in future conflicts. Parents should allow one another to start over with a clean slate.</td>
<td><strong>Sticking to the present and future.</strong> Focus on the specific issue of concern.</td>
</tr>
<tr>
<td><strong>Monopolizing the conversation.</strong> Don’t do all the talking. Both parties must make significant contributions to the discussion to facilitate effective communication.</td>
<td><strong>Taking turns talking.</strong> Ask for the other person’s opinions on the issue if they are reluctant to talk.</td>
</tr>
<tr>
<td><strong>Remaining silent.</strong> Communication that is effective will not take place unless both parties participate.</td>
<td><strong>Talking.</strong> Express your feelings, even if they’re negative.</td>
</tr>
<tr>
<td><strong>Talking.</strong> Express your feelings, even if they’re negative.</td>
<td><strong>Yes-butting.</strong> Try not to find something wrong with every suggestion the person to whom you are speaking makes.</td>
</tr>
</tbody>
</table>

Written by Kristin Zolten, M.A. & Nicholas Long, Ph.D., Department of Pediatrics, University of Arkansas for Medical Sciences. Artwork by Scott Snider. ©1997
*Cross complaining.* Try not to state one of your own complaints in response to a complaint the other speaker makes.

*Making an agenda.* Try making a list of the complaints that come up in conversation, and deal with them one at a time. Add new complaints to the list as they come up.

Center for Effective Parenting, Little Rock Center: (501) 364-7580, NW Arkansas Center: (479) 751-6166

Written by Kristen Zolten, M.A. and Nicholas Long, PhD, Department of Pediatrics, University of Arkansas for Medical Sciences, Artwork by Scott Snider, © 1997, 2006
Communication is the sending of information from one person to another. Communication can be verbal, for example, one person talking to another, or it can be non-verbal, for example, a scowl on a person's face that will probably let other people know he is angry. Communication can be positive or negative, effective or ineffective. It is very important for parents to be able to communicate openly and effectively with their children. Open, effective communication benefits not only the children, but every member of the family. Relationships between parents and their children are greatly improved when there is effective communication taking place. In general, if communication between parents and their children is good, then their relationships are good as well.

Children learn how to communicate by watching their parents. If parents communicate openly and effectively, chances are that their children will, too. Good communication skills will benefit children for their entire lives. Children begin to form ideas and beliefs about themselves based on how their parents communicate with them. When parents communicate effectively with their children, they are showing them respect. Children then begin to feel that they are heard and understood by their parents, which is a boost to self-esteem. On the other hand, communication between parents and children that is ineffective or negative can lead children to believe that they are unimportant, unheard, or misunderstood. Such children may also come to see their parents as unhelpful and untrustworthy.

Parents who communicate effectively with their children are more likely to have children who are willing to do what they are told. Such children know what to expect from their parents, and once children know what is expected of them, they are more likely to live up to these expectations. They are also more likely to feel secure in their position in the family, and are thus more likely to be cooperative.

**Ways to Communicate Positively With Children**

*Start communicating effectively while children are young.* Before parents and their children can communicate, both must feel comfortable enough to do so. While their children are very young, parents should begin setting the stage for open, effective communication. Parents can do this by making themselves available to their children when they have questions or just want to talk. Furthermore, parents who provide their...
children with plenty of love, understanding and acceptance are helping to create a climate for open communication. Children who feel loved and accepted by their parents are more likely to open up and share their thoughts, feelings, and concerns with their parents.

Sometimes it's easier for parents to feel acceptance for their children than it is to actually show it. Parents must demonstrate to their children that they love and accept them. Parents can do this in both verbal and nonverbal ways. Verbally parents can let their children know they accept them through what they say. Parents should try to send positive messages to their children. For example, when a child picks up his toys after he or she is finished with them, parents can let him or her know that they appreciate it by saying something like, "I appreciate it when you pick up your toys without being told." When talking with their children, parents should be careful of what they say and how they say it. Everything parents say to their children sends a message about how they feel about them. For example, if a parent says something like "Don't bother me now. I'm busy," their children may wind up thinking that their wants and needs are not important.

Nonverbally, parents can show their children they accept them through gestures, facial expressions, and other nonverbal behaviors. Parents should try to eliminate behaviors like yelling and not paying attention to their children. Such behaviors get in the way of effective communication. Practice makes perfect: Parents must learn to show acceptance in ways their children will pick up on.

*Communicate at your children's level. When parents communicate with their children, it is important for them to come down to their children's level both verbally and physically. Verbally, parents should try to use age-appropriate language that their children can easily understand. With younger children, this can be done by using simple words. For example, young children are much more likely to understand a direction such as, "No hitting your sister," as opposed to "It is not acceptable to hit your sister." Parents should try to know what their children are able to understand and they should try not to communicate in ways that their children are not able to understand. Physically, parents should not, for example, tower over their children when talking or communicating with them. Instead, they should try to come down to their children's level by lowering themselves, either by kneeling, sitting, stooping, etc. This will make eye contact much easier to maintain, and children are much less likely to feel intimidated by parents when they are eye to eye.

*Learn how to really listen. Listening is a skill that must be learned and practiced. Listening is an important part of effective communication. When parents listen to their children they are showing them that they are interested and they care about what their children have to say. Here are some important steps to becoming a good listener:

*Make and maintain eye contact. Parents who do this are showing their children that they are involved and interested. Children might get just the opposite message - that their parents are not interested in what they're saying - if minimal eye contact is made.
*Eliminate distractions. When children express a desire to talk, parents should give them their undivided attention. They should put aside what they were doing, face their children, and give them their undivided attention. If parents, for example, continue to read the paper or to watch television while their children are trying to communicate with them, children may get the message that their parents aren't interested in what they have to say, or that what they have to say is not important. If children express a desire to talk at a time that the parent is unable to, parents can schedule a time later on to talk with their children.

*Listen with a closed mouth. Parents should try to keep the interruptions to a minimum while their children are speaking. They can offer encouragement, for example through a smile or a touch, without interrupting. Interruptions often break the speaker's train of thought, and this can be very frustrating.

*Let your children know they have been heard. After children are finished speaking, parents can show them that they have been listening by restating what was said, only in slightly different words. For example, "Boy, it sounds like you really had a good day in pre-school." Not only will this let children know that their parents have been listening. This will also offer an opportunity for clarification if the parents are misinterpreting the message their children are trying to get across.

*Keep conversations brief. The younger children are, the more difficult it is for them to sit through long speeches. One good rule for parents is to speak to young children for no longer than 30 seconds, then ask them to comment on what was said. The goal is for parents to pass on information a little at a time while checking that their children are paying attention to and understanding what is being said at regular intervals. Parents should let their children decide when enough is enough. Parents can look for clues that their children have had enough. Some clues include fidgeting, lack of eye contact, distractibility, etc. Parents need to know when to communicate with their children, but they also need to know when to back off, too.

*Ask the right questions. Some questions help conversations along, while some can stop conversations dead in their tracks. Parents should try to ask open-ended questions in their conversations with their children. Such questions often require an in-depth response that will keep a conversation going. Open-ended questions that begin with the words "what," "where," "whom," or "how" are often very useful in getting children to open up. Parents should try to avoid asking questions that require only a yes or no answer. While asking the right questions can help a conversation along, parents need to be careful not to ask too many questions while conversing with their children. When this happens, conversations can quickly turn into interrogations, and children will be much less likely to open up.

*Express your own feelings and ideas when communicating with children. For communication to be effective, it must be a two way street. Not only must parents be available to and listen to their children for effective communication to take place; they must also be willing to share their own thoughts and feelings with their children. Parents
can teach their children many things, for example, morals and values, by expressing their thoughts and feelings. When expressing their ideas and feelings, however, parents must be careful to do so in a non-judgmental way. It seems logical that the more parents open up to their children, the more their children will open up to them.

*Regularly schedule family meetings or times to talk.* One very useful communication tool for families with older children is the regularly scheduled time to talk. This can be done in a number of ways. First of all, there is the family meeting. Family meetings can be scheduled, for example, once a week, and/or whenever there is something that the family needs to discuss. Families can use family meeting time to iron out the details of daily living, for example chores, curfews and bedtimes. Family meeting time can also be used to air grievances and to talk about problems. These times can also be used to talk about positive things that have occurred during the last week. What's important is that each family member be given time to talk to and be heard by other family members.

Regularly scheduled times to talk and communicate don't have to be as formal as the family meeting. For example, families can use the dinner hour each night as a time to catch up with each other. Or, parents can set aside time to play communication games, such as picking specific topics of discussion and giving everyone in the family a chance to express their opinions. What's important is that families set aside time at regular intervals to communicate with one another.

*Admit it when you don't know something.* When children ask questions that their parents can't answer, they should admit that they don't know. Parents can use such instances as learning experiences. For example, parents can teach their children how to get the information they're looking for by taking them to the library, using the encyclopedia, etc. It's far better for parents to show their children that they're human and thus don't know everything than it is to make up some answer that might not be true.

*Try to make explanations complete.* When answering their children's questions, parents should try to give them as much information as they need, even if the topic is something parents don't feel comfortable discussing. This doesn't mean that parents must go into great detail. It's just important that parents know how much information their children need and then give it to them. Parents should make sure that the information they give their children is age-appropriate. Parents should also encourage their children to ask questions. This will help parents figure out just what information their children are looking for. Not giving enough information can lead children to draw conclusions that aren't necessarily true.

### Communicating During Conflicts

All families will have conflicts at one time or another. While such conflicts can be upsetting, they need not be too disruptive. There are many different things that parents can do to smoothly get through conflicts and to keep the lines of communication open at the same time. Here are some suggestions.
*Work on one problem at a time.* During conflicts, it is best to try to solve one problem at a time. It is not a good idea to bring up many different issues at once. This can be very confusing to both children and their parents. When this happens families can quickly lose sight of the real issues.

*Look for creative ways to solve problems.* When trying to solve conflicts, parents should try to keep in mind that there is usually more than one solution to any problem. Parents and children should work together to find solutions that are agreeable to all parties. Learning to be flexible when solving problems is a great tool for children to have. If one solution doesn't work, parents should try to be flexible enough to try alternative solutions.

*Be polite.* Parents shouldn't forget the ordinary rules of politeness simply because they are dealing with their children. During conflicts, or at any other time, parents should treat their children with the same amount of respect that they would show to any other person. Children are people, too, and they deserve to be treated with respect. Sometimes during the heat of an argument or disagreement parents say things to their children that they would never say to another relative or a close friend. Parents should make an effort not to do this.

*Use "I" messages.* When discussing conflicts with their children, parents should always try to state problems in terms of how they feel. For example, instead of saying something like "You never pick up your clothes like you're supposed to," parents should try something like "I feel frustrated when you don't pick up your clothes." By using "I" messages, parents are telling their children how their behavior makes them feel, instead of accusing and/or blaming. "I" messages are effective because children are much less likely to resist or rebel against something that is stated in terms of how the parent feels. Stating things in terms of "I" messages are much less threatening to children than are accusing and/or blaming. "I" messages also show children how to take responsibility for their own actions. Parents who express their feelings in such a way are also teaching their children to do the same.

*Be willing to forgive.* Teach your children to be forgiving by doing so yourself.

### How to Avoid Negative Communication

Unfortunately, many parents aren't aware of just how often they use negative forms of communication with their children. These parents may, as a result, be planting the seeds of mistrust and low self-esteem in their children. This is why it is so important for parents to become aware of and to correct any negative forms of communication they may be using with their children. Below is a list of examples of negative communication. Parents should go through this list and identify any of these negative communication patterns that seem familiar. After identifying problem areas, parents can then begin making changes. Keep in mind that the list below does not contain every possible example of negative communication. There are probably many things that can be considered negative communication that are not included on the list below.
Examples of Negative Communication That Parents Should Avoid

*Nagging and lecturing.* Nagging is repeating something that has already been said. Lecturing is giving more information than is needed without stopping to listen to other opinions or ideas. Parents can avoid nagging and lecturing by keeping their conversations with their children brief. Parents should also keep in mind that once they have told their children something once, there is no need to say it again. Instead of nagging, parents should use a consequence other than nagging (for example, time-out) when their children do not do something they have been told to do. Nagging and lecturing cause children to stop listening or to become defensive or resentful.

*Interrupting.* When children are talking, parents should give them the opportunity to finish what they're saying before speaking themselves. This is common courtesy. Children who feel that they can't get a word in edgewise with their parents may stop communicating with them altogether.

*Criticizing.* Parents should avoid criticizing their children's thoughts, feelings, ideas, and/or children themselves. Children often see such criticisms as direct attacks, and the result can be lowered self-esteem. When necessary, parents should criticize behavior, or what children have done, not children themselves.

*Dwelling on the past.* Once a problem or conflict is solved, parents should try not to mention it again. Children should be allowed to start over with a clean slate. Parents who constantly bring up their children's past mistakes are teaching their children to hold grudges for long periods of time. Also, children need to know that once a matter is settled it remains settled.

*Trying to control children through the use of guilt.* This involves trying to make children feel guilty because of their thoughts, feelings, and/or actions. Parents who use guilt to control their children may do great harm to their relationship with their children.

*Using sarcasm.* Parents are using sarcasm when they say things they don't mean and imply the opposite of what they're saying through their tone of voice. An example is a parent saying something like, "Oh, aren't you graceful," when a child breaks something. The use of sarcasm hurts children. Sarcasm is never a useful tool for parents who are trying to effectively communicate with their children.

*Telling your children how to solve their problems.* This happens when parents jump in and tell their children how they should do things instead of letting them have some input into solutions for problems. Parents who tell their children how to solve their problems may lead children to believe that they have no control over their own lives. Such children may end up believing that their parents don't trust them. Or, they may resent being told what to do and as a result resist their parents' directions.

*Putting children down.* Put-downs can come in many different forms such as name calling, ridiculing, judging, blaming, etc. Put-downs are detrimental to effective communication and can lead to low self-esteem and increased defensiveness in children.
communication. Put-downs can damage children's self-esteem. Children who are put down by their parents often feel rejected, unloved, and inadequate.

*Using threats.* Threats are rarely effective. They often make children feel powerless and resentful of their parents.

*Lying.* No matter how tempting it is to make up a lie to, for example, avoid talking about uncomfortable topics like sex, parents should not do so. Parents should try to be open and honest with their children. This will encourage children to be open and honest with their parents. Also, children are very perceptive. They are often very good at sensing when their parents are not being totally honest with them. This can lead to feelings of mistrust.

*Denying children's feelings.* When children tell their parents how they feel, parents shouldn't make light of these feelings. If, for example, a parent feels his or her child shouldn't feel sad about losing a baseball game, he or she shouldn't say so. Parents should instead say something supportive, for example, "I know you really wanted to win. It's hard to lose sometimes." With younger children, this can be done by using simple, concrete words. Children need to have their feelings supported by their parents. Parents need to show their children understanding when it comes to their feelings. If they don't, children will as a result feel misunderstood by their parents.

**Communication Builders**

Here are some examples of things parents can say to their children to help open the lines of communication:

"I'd like to hear about it."

"Tell me more about that."

"Shoot. I'm listening."

"I understand."

"What do you think about ..."

"Would you like to talk about it?"

"Is there anything else you'd like to talk about?"

"That's interesting."

"Wow!"

"I'm interested."

"Explain that to me."
Effective, open communication takes a lot of hard work and practice. Parents should remember that they will not be perfect. Parents make mistakes. What is important is that parents make the effort to effectively communicate with their children starting when their children are very young. The result will be a much closer, positive relationship between parents and their children.
Stress is something that is a part of all of our lives. It is impossible to totally avoid stress. In fact, mild to moderate amounts of stress can be good for you. Too much stress, however, can result in various problems. Specific reactions to stress vary from person to person. Excessive stress can have a negative effect on people's health, making them more susceptible to illness. Too much stress can also have a negative effect on relationships with family and friends. Regardless of how stress affects an individual, all people experiencing excessive stress need to identify what stressors are impacting them, and how to prevent and manage stress.

**Signs That You May Be Experiencing Too Much Stress**

There are many clues that your body gives that indicate you are under too much stress. Such clues may include a tight throat, sweaty palms, headache, fatigue, nausea, diarrhea, uneasiness, indigestion, depression, restlessness, frustration, and changes in sleeping or eating patterns. People who learn how to recognize these stress signs have taken the first step to combating stress. If high levels of stress continue, it can lead to numerous problems including increased risk of illness, increased risk of accidents, decreased satisfaction with life, and increased risk of alcohol and/or drug abuse.

*Increased risk of illness.* There are a number of illnesses that are directly related to too much stress in one's life. Such illnesses include high blood pressure, coronary disease, and ulcers. Too much stress can also affect a person's immune system, making it more difficult to combat illnesses when they occur. Such people may get ill more easily and take longer to recover than a person who is not under stress.

*Increased risk of accidents.* There is a great deal of research indicating that when people are under a lot of stress they tend to have more accidents. People who are stressed are probably less likely to follow safety precautions and may have slower reaction times because they are preoccupied.

*Decreased satisfaction.* People who are under too much stress generally aren't able to enjoy themselves. Relationships with family and friends may suffer as a result, leaving the stressed-out person with little or no support.
*Increased risk of alcohol and/or drug abuse.* People who are under too much stress and who have not developed effective coping skills run the risk of abusing drugs and/or alcohol. People who don't know how to cope with their stress in constructive ways may turn to artificial means such as alcohol, drugs, or food to relieve their stress. When this happens, the stress is compounded.

**Things That Can Be Done to Decrease Stress**

*When you're experiencing stress, don't ignore it.* Learn to recognize what causes stress in your life. When you feel stress coming on, take steps to control it, rather than letting it control you. Whenever possible, try to eliminate significant stressors in your life.

*Reframe your stress.* You can control the way events affect you. You decide to a large extent how stressful a particular situation is for you. Try to take steps to change your interpretations of the things that cause stress for you. For example, if your spouse overreacts to a minor incident and yells at you, instead of letting the incident overly upset you, you can choose to reframe it by saying to yourself, "He's usually not so touchy about that. He must be having a bad day." This is an example of reframing a stressful situation. The key is to try to come up with alternative interpretations to stressful situations that will relieve the stress. Of course, it's not possible to reframe every stressful situation. There will be times when the stress you perceive in a situation is quite real. For example, if a mean looking dog begins chasing you, it is probably best to run instead of trying to reframe the stress you feel!

*Work on changing your beliefs.* Your beliefs determine a lot about your life: How you behave, how you raise your children, the choices you make in life, etc. Your beliefs also determine what will and will not be stressful for you. Sometimes certain faulty beliefs lead to increased stress. In these instances it's a good idea to make an attempt to change these specific beliefs. For example, if you believe that your children should be well-behaved at all times, you will likely experience frequent stress when they misbehave. In such a case, it would reduce stress to alter this belief to one that allows for normal misbehavior that is common in all children.

*Don't be perfectionistic.* It's not possible to be perfect in all areas of your life. Don't be so hard on yourself. Realize that you cannot do everything perfectly. Be more realistic in your expectations of yourself.

*Develop good problem-solving skills.* When faced with a significant problem, try to clearly define the exact problem. Then generate a list of various ways the problem could be managed. Evaluate each potential solution and then make a decision.

*Choose how to spend your time wisely.* It is important to decide which activities are important to you, and which are not. It is also important that you know your limit. Don't take on more than you can handle. One very important skill to develop is the ability to say "no."
*Don't put off making decisions.* Many people create and prolong stress by delaying a decision that needs to be made. They end up brooding about an issue rather than resolving it. Once you have all the information necessary to make a decision, try to make the decision as quickly as possible. Avoid hashing and rehashing issues once a decision has been made.

*Get organized.* Getting organized will help you make better use of your time and energy. Set realistic goals for yourself and stick to them. Getting organized also involves learning how to plan. Try to plan your activities in advance. Make lists and then rank each item on the list in order of priority. To increase your motivation to complete items on your list, decide in advance to do something enjoyable when you have completed specific items on your list. Another important part of getting organized is to stop procrastinating. Procrastination is putting off things that need to be done. This is a great time waster and stress increaser.

*Learn how to relax.* Relaxation skills can help you release tension caused by stress. There are many different ways of relaxing. Some people use their imagination to help them relax. They do this by closing their eyes, and trying to focus on positive and relaxing images (e.g., lying on a beach). Many specialized relaxation techniques are complex and require training (e.g., progressive muscle relaxation that involves learning how to tense and relax specific muscle groups). Health care providers who deal with stress-related disorders can often recommend professionals who offer training in these relaxation techniques. The use of specific relaxation skills, when used on a regular basis, has been shown to help people combat the physical and mental aspects of stress.

*Get enough sleep and/or rest.* People who do not get enough sleep and/or rest will not have the energy required to combat life's stresses. Make an effort to get to bed at a decent hour every night. An adequate and consistent sleeping schedule is important to your physical and mental health. If you have trouble falling asleep at night, practice specific relaxation techniques. Try to avoid using sleeping pills or alcohol to help you go to sleep.

*Set aside time for fun.* Make sure you set aside time for fun in your schedule. Participating in fun activities is a great way to restore energy. Such activities could be solitary hobbies, or things done with the family or a group of friends. What's important is that it is enjoyable to you.

*Eat a well-balanced diet.* Proper nutrition is a very important part of combating stress. Food is what gives a person the energy to combat stress. The best diet for stress is one that is natural (with few additives), has the right amount of calories - just enough to maintain a healthy body weight, and is balanced. Increase your consumption of fruits, vegetables, and whole grains. Decrease your intake of foods high in fat, cholesterol, and refined sugars. Decrease salt and caffeine in your diet.
*Maintain a healthy body weight.* Being overweight is stressful to your body and makes it more difficult to combat stress. A healthy weight allows you to have greater energy which enables you to handle stress more effectively.

*Get regular exercise.* Exercise is an excellent way to combat stress. First of all, it works out tension that has built up in your body. Secondly, exercise provides for physical fitness, which allows you to more efficiently combat stress. Finally, exercise helps clear the mind, making it easier to relax. Exercise, however, will not be effective in combating stress unless it is done regularly. The specific activity that is chosen is not important. What is important is that it is enjoyable to you, and you stick with it.

*Develop a budget.* Money (or rather lack of money) is a significant stressor to many individuals. If this is a concern for you, it is important to develop a weekly or monthly budget. Once you develop a budget, stay within it! If you have major financial problems consult a professional for advice (many communities have programs that offer free financial planning services for individuals in financial distress).

*Focus on the positives.* When people are under a lot of stress they tend to focus more on negative events. It is important not to lose perspective on your life. Try to maintain a focus on the positive aspects of your life both at home and at work.

*Develop support systems.* When you are under stress, you need the support of people around you. Learn how to reach out to those around you for comfort and support. Find a trusted friend to talk to about your stress. To develop an adequate support system, you must be willing to give support to others, too. Learn how to be a good friend. Listen to others and provide a shoulder to lean on when they are under stress and need support.

*Maintain a sense of humor.* A sense of humor is critical in helping people handle stress. It is important not to take things too seriously. People who can laugh at themselves tend to be able to handle stress more effectively. Try to look for humor in stressful situations.

*Seek professional assistance if you have significant problems coping with stress.* Consult with your health care provider if you feel overwhelmed and unable to cope with the stressors in your life and/or would like assistance learning how to more effectively cope with stress.

---

*Center for Effective Parenting,*  
Little Rock Center: (501) 364-7580,  
NW Arkansas Center: (479) 751-6166  
[www.parenting-ed.org](http://www.parenting-ed.org)

Written by Kristen Zolten, M.A. and Nicholas Long, PhD, Department of Pediatrics, University of Arkansas for Medical Sciences. Artwork by Scott Snider  
© 1997, 2006
References


Resources for helping families

Nationwide Resources

*National Domestic Violence Hotline
Location: Nationwide
Telephone: 1-800-799-SAFE (7233) toll-free or TTY 1-800-787-3224
Website: http://www.ndvh.org
Hours of operation: 24 hours a day, 365 days a year.
Services: Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals to agencies in all 50 states, Puerto Rico and the U.S. Virgin Islands.
Languages: English and Spanish with access to more than 170 languages through interpreter services.

*National Child Abuse Hotline- Child help
Location: Nationwide
Telephone: (800) 422-4453 toll-free)
Hours of operation: 24 hours per day, 7 days per week
Services: Professional crisis counselors provide confidential, anonymous crisis intervention, information, literature and referrals to thousands of emergency, social service and support resources throughout the United States.
Languages: 140 languages (including Spanish)

Statewide Resources

*Mexican Consulate
Location: 336 E. Six Forks Rd. Raleigh, North Carolina 27601
Telephone: (919) 754-0046
Consul: Carolina Zaragoza
Hours of operation: M-F: 9am - 12pm
Eligibility: Mexican citizens in North Carolina
Cost: Vary
Services: Oversees the wellbeing of Mexican citizens in North Carolina. Issues visas to travel to Mexico, passports, Mexican ID cards, military ID cards, power of attorney. Provides the registration of children born in North Carolina or South Carolina.
Application process: Call or walk in.
Languages: English and Spanish

*Central Intake Unit Legal Information
Location: North Carolina
Telephone: (866) 219-5262
**Hours of operation**: Monday-Friday 9 a.m.-4 p.m.; Monday-Wednesday 5:30 a.m.-8:30 p.m.

**Cost**: Free advice over the phone

**Services**: Attorneys answer questions by phone in English and Spanish.

**Application process**: Line is very busy line; keep trying until you get through.

**Languages**: English and Spanish

**Legal Aid of North Carolina**

**Location**: North Carolina

**Telephone**: (866) 219-5262.

**Hours of operation**: Monday-Friday 9:00 a.m.- 4:00 p.m.

**Evening hours**: Mondays and Wednesdays 5:30 p.m. - 8:30 p.m.

**Eligibility**: Applicants must fall below 125% of federal poverty guidelines and either reside in or have an action pending in the service area, or be over the age of 60.

**Cost**: None for those who meet eligibility guidelines.

**Services**: Provides advice, direct representation, and legal education to eligible clients. Domestic violence unit represents low-income clients in civil domestic violence, landlord/tenant disputes, adoptions, and child custody when the safety of the child is endangered. Some types of cases are only handled in certain counties. Please call first.

**Application process**: Call 1-800-672-5834 for legal advice and addresses of local legal aide offices.

**Languages**: English and Spanish

**Alcoholics Anonymous**

Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is free and open to anyone who wants to do something about his or her drinking problem.

For more information about Alcoholics Anonymous (AA) meetings in your area, contact any of the following:

1. For the Triangle: phone:(919) 783-8214 or for a map of meeting locations go to: www.nctriaa.org
3. Ashboro Intergroup, 707 Willow Creek Court, Asheboro, NC 27203, phone (704) 865-1561
4. Sandhills Intergroup, P O Box 2513, Southern Pines, NC 28388, phone (800) 496-1742
5. Cape Fear Intergroup, 310 Green Street Suite 202 B, Fayetteville, NC 28301, phone (910) 678-8733
7. High Point Intergroup, 1222 Eastchester Dr., Suite 101, High Point, NC 27265, phone (336) 885-8520
Resources by county

Alamance County

Alamance Domestic Violence and Child Abuse Services

*Alamance County Department of Social Services
Location: 319 N. Graham-Hopedale Rd, Suite C, Burlington, NC 27217
Telephone: (336) 570-6532
Hours of operation: Monday - Friday, 8 a.m. - 5 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

*Alamance County Domestic Violence Prevention Program
Location: 114-D South Maple Street, Graham, NC 27253
Telephone: 336-513-4370
Hours of operation: Call office for best time to make intake assessment appointment.
Eligibility: Accepts court-referrals. Please call to find out if other referrals are accepted.
Cost: Most abuser treatment programs require a deposit due upfront for the intake assessment and weekly payments for the program. Please call for more information on this program.
Services: Certified Abuser Treatment Program offering men’s groups only; follows the Duluth model.
Application process: Call office to schedule intake assessment.
Languages: English and Spanish speaking

*Family Abuse Services of Alamance County
Location: 192 S Lexington Ave Burlington, North Carolina 27215
Telephone: (336) 226-5982
Telephone-24 hour emergency: (336) 226-5985
Hours of operation: Office: Monday - Friday, 8:30 a.m. - 5:00 p.m.
Eligibility: Victims of domestic violence and child abuse
Cost: None
Services: Transitional housing for women and children homeless because of domestic violence. Services for women who have been abused include support groups, individual counseling, emergency shelter, court advocacy, community education, and parent education.
**Application process:** Call or stop by. For information in Spanish, call Monica Marino at (336) 228-9040

**Languages:** English and Spanish

*Parent Aide Home Visitation Program*

**Location:** 711 Hermitage Road Burlington, North Carolina 27215

**Telephone:** (336) 438-2072

**Hours of operation:** Monday - Friday, 8:00 a.m. - 4:30 p.m.

**Eligibility:** Families with children under the age of 12 in the home

**Cost:** None

**Services:** Available for families at risk for, or involved in, child abuse and neglect. 12-week class presents topics such as creative discipline, stress & anger management, problem solving, communication and building children's self-esteem.

**Application process:** Through referrals.

**Languages:** Will work to get translators

---

**Alamance Emergency Assistance**

*Christian Assistance Network*

**Location:** 206 N Fisher Street Burlington, North Carolina 27217

**Telephone:** (336) 229-0881

**Hours of operation:** Monday - Thursday, 9:00 a.m. - 4:00 p.m., Friday, 9:00 a.m. - 1:00 p.m.

**Eligibility:** Low income

**Cost:** None

**Services:** Emergency assistance with utility bills, heating fuel, and prescriptions.

**Application process:** Call to make an appointment.

**Languages:** English only

*Salvation Army - Alamance County*

**Location:** 812 Anthony Street Burlington, North Carolina 27217

**Telephone:** (336) 227-5529, (336) 228-0184

**Hours of operation:** Monday - Thursday, 8:30 a.m. - 12:00 p.m., 1:00 p.m. - 4:30 p.m., Friday, 8:00 a.m. - 12:00 p.m.

**Eligibility:** Based on need, circumstances and available funding.

**Cost:** None

**Services:** Assists with emergency food, fuel, clothing, limited furniture, utilities, budget counseling, general counseling, Christmas food and toys. Thrift store sells low cost items. Does not pay any security deposits.

**Application process:** Walk in

**Languages:** English only
**Loaves & Fishes Christian Food Ministry, Inc.**
Location: 509 S Lexington Ave. Burlington, North Carolina 27216
Telephone: (336) 570-4668
**Hours of operation:** Monday - Friday, 9:00 a.m. - 4:30 p.m., Saturday, 9:00 a.m. - 11:00 a.m.
**Eligibility:** Must have driver’s license or ID card.
**Cost:** None
**Services:** Assists people with groceries.
**Application process:** Apply in person, Monday, Tuesday or Thursday by 9:30 a.m.
**Languages:** English only

**Alamance Health and Substance Abuse Services**

**Open Door Clinic of Alamance County**
Location: 221 N Graham-Hopedale Road Burlington, North Carolina 27217
Telephone: (336) 570-9800
**Hours of operation:** Acute Care: Tuesdays, 5:00 p.m. - 8:30 p.m. Chronic Care: Thursdays, 5:00 p.m. - 7:00 p.m.
**Eligibility:** Must have **no** private insurance and **no** Medicaid
**Cost:** None
**Services:** Health care for Alamance County residents without insurance. Limited medication assistance; referrals to specialists for those who would otherwise be unable to afford it. **Application process:** Call for appointment. Bring proof of income (tax statement or check stub).
**Languages:** English and volunteer Spanish interpreters available upon request.

**Women's Health Clinic - Alamance County**
Location: 319-B N Graham-Hopedale Road Burlington, North Carolina 27217
Telephone: (336) 570-6459, (336) 570-6436
**Hours of operation:** Monday - Friday, 8:00 a.m. - 5:00 p.m.
**Eligibility:** Some services require income eligibility.
**Cost:** Fees vary by service. Medicaid accepted.
**Services:** Yearly physical exams including pap tests and breast exams for women age 40 and older; pregnancy testing; free or low-cost birth control methods; screening, diagnosis, and treatment for sexually transmitted diseases; confidential HIV screening & counseling. **Application process:** Call for appointment.
**Languages:** English and Spanish interpreter.

**Children's Health Clinic - Alamance County**
Location: 319-B N Graham-Hopedale Road Burlington, North Carolina 27217
Telephone: (336) 570-6747
**Health Department Telephone:** (336) 227-0101
**Hours of operation:** Wednesday, 8:00 a.m. - 12:00 p.m., Thursday, 8:00 a.m. - 3:00 p.m.
**Eligibility:** Some services require income eligibility.
**Cost:** Sliding scale; fees vary by service. Medicaid accepted.
Services: For children 0-21 years: well child check-ups, blood lead screening (6 months-6 years), pre-school screenings, immunizations, physical exams, vision & hearing screenings, developmental screenings.
Application process: Call for appointment.
Languages: English and Spanish interpreter.

*Residential Treatment Services
Location: 136 Hall Ave Burlington, North Carolina 27217
Telephone: (336) 438-2030
Intake Clinic: (336) 227-7417
Hours of operation: 24 hours per day, 7 days per week.
Eligibility: Services are available for residents of Alamance and surrounding counties with mental health and/or substance abuse diagnosis. There is a background check. Must be uninsured; cannot have Medicare or Medicaid.
Cost: Sliding scale based on ability to pay.
Services: 24 hour services include non-hospital medical detoxification, mental health crisis stabilization as an alternative to hospitalization; supervised living for individuals suffering from mental illness, alcoholism and/or drug addiction. Services include transportation, medication administration, individual and group counseling, recreation, education, and life skills training.
Application process: waiting list, must call for assessment of motivation.
Languages: No Spanish interpreter. Bring own interpreter.

Alleghany County

Alleghany Domestic Violence and Child Abuse Services

*Alleghany County Social Services/Child Protective Services
Location: 182 Doctors St. Sparta, NC 28675
Telephone: (336) 372-1445; Fax: (336) 372-2635
Hours of operation: Monday – Friday 8 a.m. – 5 p.m.
Cost: None
Application process: Call for information
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Languages: English and Spanish

*Family Resource Center (Child Abuse Prevention Programs)
Location: 994 N. Main St. Sparta, NC. 28675
Telephone: (336) 372-6583; Fax: (336) 372-7705
Hours of operation: Monday-Thursday 8am-5pm; Fridays 8am-12pm
Eligibility: All services available to both documented and undocumented persons.
Cost: None
Services: Parenting classes (Spanish/English), supervised visitation, Mommy & Me Playgroup (Spanish/English), women’s support group, WINGS (developmental program for children between ages 3-6 yrs.)
Application process: Must provide basic contact information. Clients do not have to state legal status in order to receive services.
Languages: English/Spanish

*Dana (Domestic Violence is Not Acceptable) Shelter
Location: Victim must call for location. The shelter will pick the victim up from a public place for security purposes.
Telephone: 24 hour a day Crisis Line: (336) 372-3262; toll free: (886) 261-3262; Spanish: (336) 657-0466
Hours of operation: 24 hours a day; 365 days a year
Eligibility: Anyone in serious danger with no place to go. Eligibility does not depend on legal status.
Cost: None.
Services: Domestic violence/substance abuse advocates; educational materials; referrals; English and Spanish support groups; transportation to required appointments; interpreting for Spanish speaking victims for required appointments.
Application process: Call agency. Sign confidentiality agreement. Follow shelter rules.
Languages: English, Spanish

*New River Behavioral Healthcare
Location: PO Box 159, Sparta, NC 28675
Telephone: 336-372-4095, Fax: 336-372-2722
Hours of operation: Appointments for assessments Monday – Friday 8am – 5pm; most group meetings on Wednesdays at 5pm.
Eligibility: Must bring court referral (preferred), self-referrals available in some cases.
Cost: Payment for assessment required upfront, call for more information.
Services: Certified abuser treatment program offers men’s groups and women’s groups, 26 sessions closely following the Duluth model.
Application process: Bring the court order and the victim’s information to the assessment. Interviews are conducted for batterers and victims.
Languages: English speaking and Spanish Interpretation Services

Alleghany Emergency Assistance

*Department of Human Services Income Maintenance Services
Location: 182 Doctors St. Sparta, NC 28675
Telephone: (336) 372-2411; Fax: (336) 372-2635
Hours of operation: Monday-Friday 8 a.m.- 5 p.m.
Eligibility: Based on income
Cost: None
Services: Medicaid assistance, food stamp assistance, TANF-Work First, special assistance for adults, heating/cooling assistance, Medicaid transportation, Health Choice for Children, Program Integrity, Carolina Access
Application process: Apply in person or request application to be mailed.
Languages: English, Spanish

Alleghany Health & Substance Abuse Services

*Alleghany County Health Department
Location: 157 Health Service Road, Sparta NC.
Telephone: (336) 372-5641
Hours of operation: Monday- Friday 8 a.m.- 4:45 p.m.
Cost: Accepts Medicaid, Medicare, health insurance, sliding scale payment plan
Services: Adult & child health care, maternal health care, immunizations, and other basic clinical services
Application process: Call for appointment
Languages: English; Spanish service by request

*Alleghany Memorial Hospital
Location: 233 Doctors St. Sparta, NC. 28675
Telephone: (336) 372-5511
Hours of operation: 24 hours a day; 7 days a week:
Languages: English/Spanish

*New River Behavioral Healthcare
Location: 1650 Hwy. 18 S. Sparta, NC. 286750
Telephone: (336) 372-4095 Fax: (336) 373-2722
Hours of operation: Monday-Friday 8 a.m. -5 p. m.; classes on Wednesday 5pm-6:30pm
Eligibility: Eligibility is not based on legal status
Cost: Accepts Medicare, Medicaid, private insurance; sliding fee scale.
Services: Mental health and substance abuse assessment and treatment.
Application process: Call for appointment
Languages: English/Spanish

Alleghany Legal Services

*Legal Aid of North Carolina
Location: 171 Rand Boulevard, Boone NC. 28607
Telephone: (828) 264-5640; 1-800-849-5666 (toll-free for clients & applicants only)
Hours of operation: Monday-Friday 9am-5pm
Eligibility: Based on income; no restrictions for cases of domestic violence
Cost: Based on income
Services: Legal assistance in civil matters to eligible, low income clients, representation for domestic violence victims
Application process: Intake Monday and Wednesday 9:30 a.m. – 12:30 p.m.
Language: English only. Spanish speaking clients need to bring an interpreter or someone who speaks English and Spanish to assist them.

Cabarrus County

Cabarrus Domestic Violence and Child Abuse Services

*Cabarrus County Department of Social Services
Location: 1303 South Cannon Boulevard, Kannapolis, NC 28083
Telephone: (704) 920-1400
Hours of Operation: Monday-Friday, 8 a.m. – 5 p.m.
Eligibility: Must meet income requirements for family services
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application Process: Call for information
Languages: English and Spanish

*Genesis…A New Beginning
Location: 17 Cabarrus Ave. W., Concord, NC 28025
Telephone: 704-720-7770
Hours of operation: Assessments available Monday- Friday 8:30 a.m. to 5 p.m.
Men’s groups Tuesday 6 p.m. – 7:30 p.m.; women’s groups Thursdays 5:30 p.m. – 7 p.m.
Eligibility: Court referrals and self-referrals
Cost: Assessments are $100. Group sessions are $40 each.
Services: Certified abuser treatment program (Genesis) offers both men’s groups and women’s groups.
Application Process: Bring court-referrals to assessment, if applicable.
Languages: English
Cabarrus Emergency Assistance

*Crisis Center - Cooperative Christian Ministry
Location: 246 Country Club Dr. Concord, NC 28025
Telephone: (704) 786-4709 Ext. 13
Hours of operation: Monday, Tuesday, Thursday and Friday, 9:00 a.m. - 4:00 p.m.; Wednesday, 9:00 a.m. - 12:30 p.m.
Eligibility: Expenses must exceed income as determined in interview.
Cost: None.
Services: Food pantry; financial aid for rent (if faced with eviction); fuel; help with electric bill with cut-off notice; life-saving medications; information and referral; and household items. There is a cap on financial assistance per year and time limits on return visits for food.
Application process: Bring proof of identification, bills, and receipts, employment check stubs.
Languages: English and Spanish

Cabarrus Health and Substance Abuse Services

*Cabarrus County Health Department
Location: 1307 South Cannon Boulevard, Kannapolis, NC 28083
Telephone: (704) 920-1000
Hours of Operation: Monday and Thursday, 8 a.m. – 6 p.m.; Tuesday, Wednesday, and Friday, 8 a.m. – 5 p.m.
Eligibility: Residents of Cabarrus County. Depends on program, call for more information.
Cost: Depends on insurance, sliding scale based on financial eligibility
Services: Family planning services, child birth classes, child health/pediatric clinic, immunization information, STDs and HIV/AIDS, tuberculosis (TB) information, day care information, family care coordination, home health care, WIC services.
Application Process: Call for appointment and requirements
Languages: English and Spanish

*Cabarrus Community Health Centers, Inc
Location: 202-D McGill Avenue Concord, NC 28026
Telephone: (919) 792-2242 (no answer)
Hours of operation: Monday-Friday, 8a.m. – 5p.m.
Eligibility: Must meet income requirements if no insurance. Proof of income required.
Cost: Sliding scale based on financial eligibility
Services: Family practice
Application process: Call
Languages: English and Spanish
Catawba County

Catawba Domestic Violence and Child Abuse Services

*Catawba County Department of Social Services*
Location: 3030 11th Avenue, Suite 602, Newton, NC 28658
Telephone: (828) 695-5600
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application Process: Call for information
Languages: English and Spanish

*First Step Domestic Violence Services*
Location: 17 Highway 70 SE Hickory, NC 28602
Telephone: (828) 322-1400
24 hour crisis line: (828) 228-1787
Hours of operation: Assessments Monday – Friday 8 a.m. – 5 p.m. Crisis center open 24 hours. Mate Abuser Treatment (MAT) groups meet Mondays and Thursdays from 6 p.m. – 8 p.m. There is a scheduled orientation after assessment.
Eligibility: Victims of domestic violence. Mate Abuser Treatment (MAT) groups accept court ordered referrals, Department of Social Services or self-referrals. To be admitted to a group, men must be willing to discuss and accept responsibility for their abusive or violent behavior.
Cost: None for domestic violence services. MAT intake assessments are $40 (for county residents) or $50 (for out-of-county residents); group sessions are $20 each.
Services: Shelter for battered women, 24 hour crisis assistance, support and counseling, domestic violence assessment, court advocacy/accompaniment, victim support group/life skills class, community education/training, individual and family counseling, couples counseling, child/adolescent programs (adjustment issues, depression, loss, divorce, child abuse, ADHD, school problems, peer pressure, self-esteem and behavior problems). Certified abuser treatment program (MAT Group) consists of both men’s groups and women’s groups. Mate Abuser Treatment is a year long program emphasizing accountability and providing tools to change behavior (weekly meetings for 5 months, followed by monthly meetings for 7 months).
Application process: Call or come to office. For MAT intake assessment, call for an appointment.
Languages: English speaking. Referrals available for Spanish speakers.
*Shelter of Hope - Salvation Army*
Location: 780 3rd Avenue Place SE Hickory, NC 28602
Telephone: (828) 324-6919
Hours of operation: 7 days a week; assessments every day from 3:30 - 10:00 p.m.
Eligibility: Must have valid picture ID and social security card.
Cost: None
Services: 90-day emergency shelter for men, women and families. Opens at 3:30 p.m. each afternoon. All residents must leave the shelter by 6:30 each morning. The shelter is not a long-term transitional facility; it is a short-term emergency shelter only.
Application process: Must come for assessment between 3:30 p.m. – 10 p.m.
Languages: English and Spanish

*Family Care Center of Catawba Valley, Inc.*
Location: 2875 Highland Ave NE Hickory, NC 28601
Telephone: (828) 324-9917
Hours of operation: Monday-Friday 9 a.m. – 5 p.m.
Eligibility: Homeless families with dependent children willing to address the causes of their homelessness, the steps required to achieve self-sufficiency, and willing to adhere to agency rules. Not a domestic violence shelter.
Cost: $50 security deposit upon admission (DSS has funds available to meet this requirement) returnable upon discharge if unit is in good condition and the keys are returned.
Services: Shelter offers emergency housing and physical, emotional, social, educational & financial services to assist families with dependent children become self sufficient.
Application process: Intake interview after application is verified.
Languages: English and Spanish

*Catawba Emergency Assistance*

*Greater Hickory Cooperative Christian Ministry (GHCCM)*
Location: 31 1st Ave.SE Hickory, NC 28602
Telephone: Client services: (828) 327-0979, ext.221; general information: (828) 327-0979
Hours of operation: Lobby hours 8 - 4 p.m.; call for other program hours.
Eligibility: Varies with program. All programs require photo ID, proof of all household income and proof of address. Clients must be adults age 18 to 64.
Cost: None
Services: Medical and pharmacy services, financial assistance, crisis assistance including emergency food, hot showers and clothing for the homeless.
Application process: Eligibility interviews are required for all programs and services. Interviews on a first-come, first-served basis
Languages: English and Spanish
**Resource Center - Salvation Army**  
**Location:** 760 3rd Avenue Place SE Hickory, NC 28602  
**Telephone:** (828) 322-8061  
**Hours of operation:** Monday-Friday 9am-5pm  
**Eligibility:** Must live in Catawba County and show emergency need.  
**Cost:** None  
**Services:** Emergency financial assistance programs to help with rent, mortgage, utilities, medication, food and clothing.  
**Application process:** Call for appointment. To be considered for assistance must bring a valid picture ID, social security cards for all household members, proof of monthly income and monthly expenses.  
**Languages:** English and Spanish

**Eastern Catawba Cooperative Christian Ministry, Inc. (ECCCM)**  
**Location:** 245 East N Street Newton, NC 28658  
**Telephone:** (828) 465-1702  
**Hours of operation:** Monday-Thursday 8:30 a.m. -5 p.m.  
**Eligibility:** Must be Catawba County resident.  
**Cost:** None for services. Most clothing in thrift store is 25 cents to $5.00 per item. Emergency clothing is provided for those who qualify.  
**Services:** Emergency help with food, clothing, utilities, fuel oil, medicine & rent. Vouchers are provided for those who qualify, cash is never given.  
**Application process:** Must provide photo ID; green card or social security card (or a document to verify social security number); must bring document with current name and address such as utility bill, lease agreement, etc.  
**Languages:** English and Spanish

---

**Catawba Health and Substance Abuse Services**

**Catawba County Health Department Child Health Clinic**  
**Location:** 3070 11th Ave Dr SE. Hickory, NC 28602  
**Telephone:** (828) 695-5800  
**Hours of operation:** 8 a.m. -12 p. m. the first two Wednesdays of each month  
**Eligibility:** Ages 2 weeks - 21 years old meeting income requirements  
**Cost:** Sliding fee scale based on income. Accepts Medicaid, NC Health Choice and other insurance  
**Services:** Provides well childcare for children from birth to age 21. Offers physical exams, which include lab tests, vision and hearing screenings, developmental testing, and immunizations  
**Application process:** Must meet eligibility requirements  
**Languages:** English and Spanish interpreters available.
Catawba Legal Services

*Centro Latino  
Location: 737 12th St SW Hickory, NC 28602  
Telephone: (828) 441-2493  
Hours of operation: Monday- Thursday 10:00 a.m. -6:00 p.m., Friday 10:00 a.m.-1:00 p.m.  
Eligibility: N/A  
Cost: Varies.  
Services: Offers Hispanic/Latino families information about resources for child care, education, human services, legal issues, etc.  
Application process: N/A  
Languages: English and Spanish

Chatham County

Chatham Domestic Violence and Child Abuse Services

*Chatham County Department of Social Services  
Location: 102 Camp St. Pittsboro, North Carolina 27312  
Telephone: (919) 542-2759  
Hours of operation: Monday - Friday: 8 a.m. – 5 p.m.  
Eligibility: Depends on program  
Cost: None  
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.  
Application process: Call for information  
Languages: English and Spanish

*Coalition for Family Peace  
Location: 144 N. Chatham Ave. Siler City, North Carolina 27344  
Telephone: (919) 742-7320  
Hours of operation: M-F: 9am - 5pm  
Eligibility: Anyone in Chatham County who believes he/she is a victim of intimate partner violence.  
Cost: Free.  
Services: Crisis intervention and case management services to domestic violence and their family members; community education about the domestic violence prevention; support groups for victims.  
Application process: Please call or walk-in.  
Languages: English and Spanish
*PEACE Program/Family Violence & Rape Crisis Services
**Location:** PO Box 1105, Pittsboro, NC 27312
**Telephone:** (919) 542-5445, Crisis Line: (919) 545-0224 (24 hour)
The Coalition for Family Peace: (919) 742-7320
Second Bloom Thrift Boutique: (919) 545-5565
**Hours of operation:** Office hours Monday – Friday, 9 a.m. – 5 p.m. English-speaking group meets Wednesdays 6 p.m. – 8 p.m.; Spanish-speaking group meets Thursdays 6 p.m. – 8 p.m.
**Eligibility:** Accepts referrals from courts, Department of Social Services, other treatment programs, and self-referrals.
**Cost:** None for most services. PEACE Program cost is $560 (total): includes a $40 Intake assessment, and $20/week for each session (26 weeks).
**Services:** Certified abuser treatment program (PEACE Program) offers men’s groups only; individuals can learn how to establish nonviolent relationships in a 26-week, state-certified batterers intervention program that provides assessments, information and referrals, counseling, and education.
**Other services:** 24-hour crisis intervention, shelter, court advocacy, support groups, individual and family counseling, children's programs, parenting education.
**Application process:** Call.
**Languages:** English and Spanish

---

Chatham Emergency Assistance

*Hispanic Liaison of Chatham County/El Vinculo Hispano*
**Location:** 105 E. Second St. Siler City, North Carolina 27344
**Telephone:** (919) 742-1448
**Hours of operation:** Monday, Wednesday & Friday 9:00 a.m. - 5:30 p.m.; Thursday 9:30 a.m. - 2:30 p.m.
**Eligibility:** Latino/Hispanic.
**Cost:** Most services free of charge, some based on sliding scale.
**Services:** Emergency food, clothing and financial assistance; general assistance and advocacy with housing, financial/consumer issues, driver's licenses, and IDs; translating and interpreting services; referrals and information about services available in the community; newcomer's assistance; and educational life skills workshops.
**Application process:** Walk-ins and referrals.
**Languages:** English and Spanish

---

*Chatham Outreach Alliance, Inc (CORA)*
**Location:** 40 Camp Dr. Pittsboro, North Carolina 27312
**Telephone:** (919) 542-5020
**Hours of operation:** M - F 10:00am - 2:00pm
**Eligibility:** Residents of Chatham County
**Cost:** None
Services: Food pantry
Application process: Referral from Community Service Agencies
Languages: English and Spanish

Chatham Health and Substance Abuse Services

*Chatham County Health Department
Location: 1000 South 10th Ave. Siler City, North Carolina 27344
Telephone: (919) 742-5641
Hours of operation: Monday & Thursday 8 a.m. – 5 p.m.; Tuesday & Wednesday 8 a.m. – 4 p.m.; Friday 8 a.m. – 12 p.m.
Eligibility: Must be Chatham County resident.
Cost: Sliding fee scale; Medicaid accepted
Services: Free child and adult immunizations, HIV testing, TB testing, pregnancy testing, blood pressure, blood sugar checks, flu shots.
Application process: Call for an appointment.
Languages: English and Spanish

*Residential Treatment Services
Location: 631 Crestview Dr. Burlington, North Carolina 27217
Telephone: (336) 438-2030, (336) 227-7417
Hours of operation: 24 hours per day, 7 days per week.
Eligibility: Must live in Alamance, Caswell, Chatham, Guilford, Orange, Person, or Rockingham County and have mental health and/or substance abuse diagnosis.
Cost: Sliding scale based on ability to pay
Services: 24 hour services include non-hospital medical detoxification, mental health crisis stabilization as an alternative to hospitalization; supervised living for individuals suffering from mental illness, alcoholism and/or drug addiction. Also offers transportation, medication administration, individuals and group counseling, recreation, education, and life skills training.
Application process: Contact Clinical Director.
Languages: English and Spanish

*Center for Behavioral Healthcare, PA
Location: 138 S. Steele Street Sanford, North Carolina 27330
Telephone: (919) 776-0303
Hours of operation: Monday and Wednesday 8:00 a.m.-8:00 p.m.; Tuesday, Thursday, and Friday 8:00 a.m.-5:00 p.m.
Eligibility: Must live in Chatham, Harnett, Lee, or Moore County.
Cost: Based on insurance. If self-pay, cost is $150 for first visit and $115 for following appointments.
Services: Comprehensive assessment, diagnosis, and treatment for mental health and substance abuse issues. Assessment, counseling, and medication management services for individuals, couples and families. Treatments available to children, adolescents, and adults.
Application process: Call for appointment.
Languages: English; person can bring own interpreter.

---

**Duplin County**

**Duplin Domestic Violence and Child Abuse Services**

*Social Services/Child Protective Services of Duplin County*

**Location:** 423 N. Main St. Kenansville, NC. 28349  
**Telephone:** (910) 296-2200; Fax: (910) 296-2323; 24 hour report line (910) 296-2293  
**Eligibility:** Depends on program  
**Cost:** None  
**Services:** Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.  
**Application process:** Call for information  
**Languages:** English/Spanish

*Sarah’s Refuge (For Battered Women & Children)*

**Location:** 222 West Hill St. Warsaw, NC. 28398  
**Telephone:** (910) 293-3467; 24 hour Crisis Line: (877) 299-8111  
**Hours of operation:** Monday-Friday 8:30am-5:00pm  
**Eligibility:** Women & children  
**Cost:** None  
**Services:** Group and individual counseling, referrals for assistance with utilities, rent, and housing  
**Application process:** Copy of ID and children’s social security preferred but not required.  
**Languages:** English

*U Care, Inc./Insight Abuser Treatment Program*

**Location:** 308 College St. Clinton, NC 28328 (Main office in Sampson)  
**Telephone:** 910-596-0931 (crisis hotline accessible through this number)  
**Hours of operation:** Call for best time to schedule an intake assessment.  
**Eligibility:** Be in need of domestic violence services. Call for more information.  
**Cost:** None for domestic violence victim services. Small fee for court mandated batterers’ program assessments and group sessions. Call for more information.  
**Services:** 24 hour crisis line, crisis counseling, court and victim's advocacy/accompaniment, information and referral, transportation, support groups, 24-hour emergency shelter, rape/sexual assault services, displaced homemakers program, anger management. "Insight" abuser treatment program is a court-mandated batterer’s program that offers men’s groups following the Duluth model.
Application process: Call for consultation or to make appointment for intake assessment.
Languages: English and Spanish translation on site.

**Duplin Emergency Assistance**

*Sanders Service Center/ Word of Faith Church Food Bank*
Location: 212 W. Bleeker Street, Magnolia, NC 28453
Telephone: (910) 289-3860
Hours of operation: Friday and Sat 10 a.m. – 2 p.m.
Eligibility: Open to the public
Cost: None
Services: Clothes closets, food pantry, furniture & fixtures, children’s tutoring
Application process: None
Languages: English (Spanish speakers welcome)

**Duplin Health and Substance Abuse Services**

*Duplin County Health Department*
Location: 340 Seminary Street Kenansville, NC. 28349
Health Clinic Telephone: (910) 296- 2130
Dental Clinic Telephone: (910) 289-1110
Hours: Health Department Monday – Friday 8:00 a.m.- 5:00 p.m.; Dental Clinic Monday- Thursday 8:00 a.m.- 6:00 p.m.
Cost: Sliding scale, Medicaid and insurance accepted
Services: Adult services, child health services, environmental health, family planning, health education, HIV/AIDS, immunizations, maternal health, dental care.
Application process: Most services require an appointment
Languages: English and Spanish

*Duplin General Hospital*
Location: 401 North Main Street Kenansville, NC 28349
Telephone: 910-296-0941
Languages: English/ Spanish Interpreter
Durham County

Durham Domestic Violence and Child Abuse Services

*Durham Social Services*
Location: 220 E. Main Street, Durham, NC 27701
Telephone: 919-560-8000
Hours of operation: 8:15 a.m. - 5:30 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

*CHANGE- Family Counseling Service of Durham*
Location: 1058 W. Club Blvd. Durham, North Carolina 27701
Telephone: (919) 416-4400
Hours of operation: Monday - Friday 8:30am - 5:00pm, evening hours Monday - Thursday
Eligibility: Please call
Cost: $25 for group session; intake and other fees apply; please call.
Services: 26 week group treatment for domestic violence offenders; additional individual, group, or family counseling following group treatment is available.
Application process: Must call for appointment.
Languages: English and Spanish

*Costran Batterer Intervention Program (main office in Wake County)*
Location: 311 S. East Main, Durham, NC 27704
Telephone: 919-667-1880
Hours of operation: Office hours Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Call for information on accepted referrals
Cost: Fee for intake assessments and each group session. Call for more information.
Services: Certified abuser treatment program offering both men’s groups and women’s groups.
Application process: Call for intake appointment.
Languages: English and Spanish

*Domestic Violence Assistance- *
Location: 201 E. Main St. Durham, North Carolina 27702
Telephone: (919) 560-0974
Hours of operation: Monday –Friday 8 a.m. – 5 p.m.
Eligibility: Durham County residents.
Cost: None
Services: Provides information and assistance regarding the domestic violence process.
Application process: Call for information
Languages: English and Spanish

*Survivor's Groups- Durham Crisis Response Center
Location: 206 Dillard St. Durham, North Carolina 27701
Telephone: (919) 403-9425, (919) 403-6562
Hours of operation: Monday-Friday 9 a.m. – 5 p.m.
Eligibility: Adult and adolescent survivors who are currently or have previously experienced domestic violence or sexual assault.
Cost: None
Services: Support groups for adult and adolescent survivors who are currently or have previously experienced domestic violence and sexual assault.
Application process: Call for support group times and availability.
Languages: English and Spanish

*E.B. Spaulding Durham Mediation Center- Women-in-Action for the Prevention of Violence
Location: 634 Foster St. Durham, North Carolina 27701
Telephone: (919) 680-4908
24-Hour telephone: (919) 683-5321
Hours of operation: Monday - Friday 9:30 a.m. - 4:30 p.m.
Eligibility: No restrictions
Cost: Sliding scale for divorce/separation mediation
Services: Mediation Center for divorce/separation
Application process: Call
Languages: English and Spanish interpreter and material available.

Durham Emergency Assistance

*Social Services, Salvation Army - Durham
Location: The Salvation Army of Durham 909 Liberty St Durham, North Carolina 27701
Telephone: (919) 688-7306
Hours of operation: Monday - Friday, 8:00 a.m. - 5:00 p.m.
Eligibility: Those experiencing a crisis situation.
Cost: None
Services: Emergency food and financial assistance. Must bring a picture ID and social security card for applicant and all household members. Must have proof of monthly bills responsible for paying and proof of income. Requirements vary by program; call for details.
Application process: Must call for appointment Monday - Friday, 8:00 a.m. - 9:00 a.m.
Languages: English and Spanish
Mission Society Food Pantry & Clothing Closet - Urban Ministries of Durham
Location: 410 Liberty St. Durham, North Carolina 27701
Telephone: (919) 682-0538
Hours of operation: Monday, Tuesday, Thursday: 1:45 p.m., - 4:30 p.m.; Friday by appointment or referral only.
Eligibility: Durham County residents; will assist transients and others if need qualifies.
Cost: None
Services: Food, clothing, diapers, baby formula, household items, counseling and community referrals.
Application process: Screening interviews with I.D. required; referrals and walk-ins, first come first served.
Languages: English and Spanish

Durham Health and Substance Abuse Services

Durham County Public Health Department
Location: 414 East Main Street, Durham, NC 27701
Telephone: 919-560-7600
Hours of operation: 8:30 a.m. - 5:00 p.m.
Eligibility: Durham County residents.
Cost: Sliding scale.
Services: Services for adults and children include pregnancy tests, pre-natal care, WIC certification (food vouchers), pap smears, family planning, immunizations, tuberculosis follow-up, dental care
Application process: Call for information
Languages: English and Spanish

Alcoholics Anonymous of Durham
Address: 1738 Hillandale Road, Durham, NC 27705
Telephones: (919) 619-3333; (919) 423-0634; (919) 225-9906
Hours of operation: Wednesdays and Sundays from 8:00pm – 10:00pm.
Cost: None
Services: Alcoholics Anonymous® is a fellowship of men and women who share their experiences, strength and hope to help each other recover from alcoholism.
Eligibility: The only requirement for membership is a desire to stop drinking.
Application process: None
Languages: Spanish

Durham Legal Assistance

Child Advocacy Commission of Durham, Inc.
Location: 2709 Chapel Hill Rd. Durham, North Carolina 27707
Telephone: (919) 490-4848
Hours of operation: Monday – Friday 8:30 a.m. - 5:00 p.m.
Eligibility: Children birth to 18 and their families who need legal representation or counseling.
Cost: Sliding scale.
Services: Legal representation and counseling for children and their families for abuse & neglect, dependency, delinquency, custody, support, visitation, school suspension/expulsion and mediation of family conflicts. Takes referrals from parents, family members, schools, police, courts, social services, young people themselves and other agencies.
Application process: Call for an appointment
Languages: English; interpreters on-call

Durham Other

*El Centro Hispano, Inc.
Location: 201 W. Main St., Ste. 100 Durham, North Carolina 27701
Telephone: (919) 687-4635
Hours of operation: Monday & Friday 1 p.m. – 5 p.m.; Tuesday, Wednesday, Thursday 9 a.m. – 5 p.m.
Eligibility: Open to public.
Cost: Call for information
Services: Orientation and service referrals for persons of Latino descent; referrals for the citizenship and naturalization process.
Application process: Please call.
Languages: English and Spanish

Forsyth County

Forsyth Domestic Violence and Child Abuse Services

*Forsyth County Department of Social Services
Location: 741 North Highland Avenue Winston-Salem, NC 27101
Telephone: (336) 703-3400
Hours of operation: Monday – Friday 8 a.m. – 5 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish
*Family Service Shelter - Winston-Salem
Location: Winston-Salem, North Carolina 27102
Telephone: (336) 723-8125
Hours of operation: 24 hours a day, 7 days a week
Eligibility: Must need temporary housing because of dangerous family/home environment.
Cost: None
Services: Provides safe temporary shelter for women and their children who are victims of domestic violence (or sexual assault). Offers counseling, guidance, support, and referrals to legal services, housing, jobs, medical services and educational programs.
Application process: Call.
Languages: English and Spanish

*Family Services, Inc./Abuser Intervention Program
Location: 610 Coliseum Dr, Winston-Salem, NC 27106
Telephone: 336-722-8173; HELPLINE: (336)-723-HELP (4357) .
Domestic Violence Crisis Line: (336) 723.8125—24 hours 7 days a week
Sexual Assault Crisis Line: (336) 722.4457—24 hours 7 days a week
Hours of operation: Office hours Monday & Wednesday 8:30 a.m. – 5:00 p.m.; Tuesday & Thursday 8:30 a.m. – 7:00 p.m., Friday 8:30 a.m. – 1:00 p.m. HELPLINE hours are 7 days/week 10:00 a.m. - 10:00 p.m. for supportive listening; 7 days/week 10:00 p.m. - 10:00 a.m. for crisis service.
Eligibility: All in need of services. Abuser Intervention Program accepts court-referrals; please call to find out if other referrals are accepted.
Cost: None for most domestic violence services. Most abuser treatment programs require a deposit upfront for the intake assessment and weekly payments for the program. Please call for more information.
Services: Counseling services (individuals, couples and families; child trauma; crime victimization; workplace violence), adoption services, pregnancy counseling, Head Start, advocacy for domestic violence victims. Certified Abuser Treatment Program offers men’s and women’s groups.
Application process: Call.
Languages: English for most services; Abuser Intervention Program offers Spanish speaking men’s groups

*CONTACT HELPLine of the Triad
Location: 610 Coliseum Drive Winston-Salem, North Carolina 27106
Telephone: (336) 722-5153
Domestic Violence Crisis Line: (336) 723-8125
Hours of operation: Monday - Friday, 8:00am - 5:00pm (office hours), Crisis line 24 hours a day 7 days a week
Eligibility: No restrictions.
Cost: None.
Services: Telephone crisis counseling, support, information and referral, and advocacy for victims of domestic violence.
Languages: English
**Domestic Violence Advocacy Center**

*Location:* 216 W 4th Street Winston-Salem, North Carolina 27101  
*Telephone:* (336) 725-9166  
*Hours of operation:* Monday – Friday 9 a.m.-5 p.m.  
*Eligibility:* Forsyth County only  
*Cost:* None  
*Services:* Helps victims of domestic violence prepare paperwork to get a protective order; represents victims at 10-day hearing, and handles custody issues necessary to provide for the safety of the victim and children.  
*Application process:* N/A  
*Languages:* English

---

**Forsyth Emergency Assistance**

*Crisis Control Ministry - Winston-Salem*

*Location:* 200 E 10th Street Winston-Salem, North Carolina 27101  
*Telephone:* (336) 724-7453  
*Hours of operation:* Monday - Friday, 9 a.m.-12 p.m., 1 p.m.-4 p.m.; Tuesday 5 a.m.-7 p.m.  
*Eligibility:* Must live in Forsyth County and have two forms of ID (i.e., social security card, driver's license, ITIN number, etc.), receipts to verify income and expenses. Eviction notice or notice to vacate needed for emergency rent assistance.  
*Cost:* None  
*Services:* Financial assistance for rent, utilities, fuel, food and clothing for families and individuals in crisis; food pantry and clothes closet.  
*Application process:* Private interview; first come, first served.  
*Languages:* English and Spanish

---

**St. Peter's Family Support Program**

*Location:* 3643 Old Lexington Road Winston-Salem, North Carolina 27107  
*Telephone:* (336) 784-9339  
*Hours of operation:* Monday, Tuesday, Thursday, Friday 8 a.m.-4 p.m.; Wednesday 8 a.m.-2 p.m.  
*Eligibility:* No restrictions.  
*Cost:* None  
*Services:* Financial assistance; parent/child resource room providing developmental and learning activities for families, reference books on various topics.  
*Application process:* Financial assistance requires valid picture ID, copy of the bill, and a completed application. Takes 3-4 days for approval.  
*Languages:* English and Spanish
**Emergency Assistance, Salvation Army - Winston-Salem**

*Location:* 1255 N Trade Street Suite 310 Winston-Salem, North Carolina 27101  
*Telephone:* (336) 722-8721  
*Hours of operation:* Monday – Friday  8:30 a.m.-4:30 p.m.  
*Eligibility:* Need based program  
*Cost:* None  
*Services:* Emergency and supplementary financial assistance for rent and utilities, often in cooperation with other helping agencies. Distributes food boxes and clothing vouchers Monday-Friday, 9 a.m.-11 a.m. Must show picture ID and speak with a caseworker. Also assists victims of house fires.  
*Application process:* By appointment only.  
*Languages:* Spanish speaking staff member available if needed.

**AGAPE Care and Share**

*Location:* 3650 Patterson Ave Suite G Winston-Salem, North Carolina 27105  
*Telephone:* (336) 744-4004  
*Hours of operation:* Monday - Thursday, 9:00 a.m. - 2:00 p.m.  
*Eligibility:* N/A  
*Cost:* None  
*Services:* Free groceries for families in need. Families are eligible every 60 days for assistance.  
*Application process:* Individual must provide a picture ID and documentation for household residents such as birth certificate, social security card, lease with names on it.  
*Languages:* English and Spanish

**Forsyth Health and Substance Abuse Services**

**Forsyth County Department of Public Health**

*Location:* 799 N. Highland Avenue, P.O. Box 686, Winston-Salem, NC 27102  
*Telephone:* (336) 703-3100  
*Hours of operation:* clinic hours Monday, Tuesday, Thursday 8:30 a.m. - 3:45 p.m.; Wednesday 9:30 a.m. - 6:45 p.m.; Friday 8:30 a.m. - 11:45 a.m.  
*Eligibility:* Forsyth County residents  
*Cost:* Sliding scale  
*Services:* Services for adults and children include pregnancy tests, pre-natal care, WIC certification (food vouchers), pap smears, family planning, immunizations, tuberculosis follow-up, dental care.  
*Languages:* English and Spanish

**Addiction Recovery Care Association**

*Location:* 1931 Union Cross Road Winston-Salem, North Carolina 27107  
*Telephone:* (336) 784-9470  
*Hours of operation:* 24 hours a day  
*Eligibility:* Must be at least 18 years  
*Cost:* Call for information
Services: Residential treatment for adults with alcohol/drug problems. Variable length of stay. Detoxification program with 24-hour nursing and physician staff.
Languages: English and Spanish on-call

*Alcoholics Anonymous - Winston-Salem
Location: 1020 Brookstown Ave #10 Winston-Salem, North Carolina 27108
Telephone: Helpline (336) 725-6031
Hours of operation: Helpline available 24 hours a day, 7 days a week
Eligibility: Anyone who wants to stop drinking.
Cost: None.
Services: Fellowship of men and women who share their experience, strength and hope to help each other to recover from alcoholism. Several meetings (discussion, support, study, lectures) are held daily at various sites throughout Forsyth County. Call the helpline for times and locations.
Application process: Call Helpline.
Languages: English and Spanish

*Community Care Center/Centro Clinico
Location: 2135 New Walkertown Road Winston-Salem, North Carolina 27110
Telephone: (336) 723-7904, (336) 760-7226
Hours of operation: Monday & Thursday 5:30 p.m.-8 p.m.
Eligibility: Must have no insurance and make less than 200% of federal poverty level.
Cost: None
Services: Provides basic medical care; no prenatal care services.
Application process: Walk-in.
Languages: English and Spanish

*Novant Health Hispanic Clinic
Location: Becks Baptist Church, 5505 Becks Church Road Winston-Salem, North Carolina 27106
Telephone: (336) 718-5000
Hours of operation: 9 a.m.-12 p.m. the second Saturday of each month.
Eligibility: N/A
Cost: None
Services: General medical clinic; physical exams, OB/GYN, pap and pregnancy tests; some lab services, immunizations. Free medicine for those unable to afford prescriptions.
Application process: N/A
Languages: English and Spanish

*Sunnyside Neighborhood Health Clinic
Location: 220 E Sprague Street Winston-Salem, North Carolina 27127
Telephone: (336) 724-7558
Hours of operation: 5:30 p.m. - 7:30 p.m., 1st and 3rd Thursday of each month
Eligibility: Must have Forsyth County address
Cost: Free
Services: Full service clinic with doctors, nurses, and lab technicians.
Application process: Proof of address, walk-ins accepted.
Languages: English and Spanish

### Forsyth Legal Assistance

*Casa Guadalupe*

**Location:** 621 West Second Street Winston-Salem, North Carolina 27101  
**Telephone:** (919) 727-4745  
**Hours of operation:** Monday - Friday 9 a.m.-5 p.m.; Saturday 10 a.m. – 2 p.m.  
**Eligibility:** No restrictions.  
**Cost:** None.  
**Services:** Immigration assistance, document translation and interpretations by phone, in the office or by appointment; case management, taxes and referral services. Bilingual staff has extensive list of local and national referral agencies. Food pantry available 6 days a week. Immigration specialist is available Monday - Friday on a first come, served basis.  
**Application process:** Call before coming for information.  
**Languages:** English and Spanish

### Forsyth Other

*El Puente Parent Resource Center, Chamber of Commerce*

**Location:** 601 W 4th Street Winston-Salem, North Carolina 27102  
**Telephone:** (336) 771-5181  
**Hours of operation:** Monday - Friday 8:30 a.m. -5 p.m.  
**Cost:** None  
**Services:** Parent resource center for the Hispanic/Latino community.  
**Languages:** English and Spanish

*Southside Hispanic Center, FTCC*

**Location:** 660 West 5th Street Winston-Salem, North Carolina 27101  
**Telephone:** (336) 631-1326  
**Hours of operation:** Monday - Thursday 8:30am-5pm; Friday 8:30am-3pm  
**Eligibility:** Services available to Hispanics who live in the community.  
**Cost:** None  
**Services:** English classes, GED classes in Spanish and English, career planning, advice and help to begin or improve a business, advice and help to buy a new home, advocacy services.  
**Application process:** Call or come in.  
**Languages:** English and Spanish
Greene County

Greene Domestic Violence and Child Abuse Services

*Greene County Human Services/Child Protective Services*
Location: 227 Kingold Blvd, Suite A, Snow Hill, NC 28580
Telephone: 252-747-5932
Hours of operation: Monday- Friday 8:00am- 5:00pm
Eligibility: Depends on program
Cost: None
Application process: Call for information
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Languages: English with Spanish interpreter (if interpreter not available, leave message on answering machine and interpreter will return call).

*SAFE of Lenoir County / Men In Transition / Domestic Violence Shelter*
Location: 834 Hardee Rd. Suite 818, Kinston, NC 28504
Telephone: 252-523-3475 (office and crisis hotline)
Hours of operation: Office hours Monday – Friday 9 a.m. – 5 p.m. Crisis hotline is 24 hours. Intake assessments for Men in Transition on Mondays by appointment only; classes conducted at 12:30 p.m. & 6 p.m. on Mondays.
Eligibility: For shelter, must be a victim of domestic violence at least 18 years old; children accepted with their mothers. Men in Transition program accepts court-referrals (criminal and civil court) and self-referrals.
Cost: Shelter is $1 per day, however services will still be provided to those who cannot pay. Men in Transition program requires a $50 registration fee and $15 per class (approximately $440 total)
Services: Domestic violence shelter, referrals to legal services, court advocacy, and meals. Certified Abuser Treatment Program (Men in Transition) offers men’s groups and is a 26 week open-ended program based on the Duluth model.
Application process: Call crisis hotline for information on the shelter. Call office for appointment for Men In Transition intake assessment.
Languages: English and Spanish. Men In Transition offers English groups only; however they can refer Spanish-speaking clients to Spanish-speaking groups in Wayne County.

Greene Emergency Assistance

*Greene County Interfaith Volunteers*
Location: 398 Hwy. 58 South, Snow Hill, NC 28580
Telephone: (252) 747-1090
Hours of operation: Monday-Friday 9 am – 4 pm, for eligibility: Wednesday 9am-12:30pm
Eligibility: Must meet income and expense criteria.
Cost: None
Services: Food pantry
Application process: Walk in on Wednesday between 9 am and 12:30 pm to check eligibility. Bring pay stub or other income verification. Application information available in Spanish.
Languages: English

Greene Health and Substance Abuse Services

*Greene County Health Department
Location: 227 Kingold Blvd, Suite B Snow Hill, NC 28580
Telephone: (252) 747-8183
Hours of operation: Monday- Friday 8:00am- 5:00pm
Eligibility: Follows federal & state guidelines for income eligibility
Cost: Sliding-scale or free depending on financial eligibility
Services: Maternal, child health, and adult health, family planning, sexually transmitted disease and tuberculosis services, immunizations
Application Process: Call for information
Languages: English and Spanish, Interpreter services provided free of charge

Harnett County

Harnett Domestic Violence and Child Abuse Services

*Harnett County Department of Social Services
Location: 311 Cornelius Harnett Blvd, Lillington, NC 27546
Telephone: (910) 893-7500
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program. Call for more information.
Cost: None
Application process: Call for information
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Languages: English and Spanish

*Halt/Eleventh Judicial District Reentry, Inc.
Location: 111E. Ivey St, Lillington, NC
Telephone: 910-814-3991
Hours of operation: Office hours Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Accepts court-referrals, Department of Social Services-referrals, and self-referrals  
Cost: $660 (includes intake assessment; paid over a 6 month period); $710 with Substance Abuse Session option.  
Services: Certified abuser treatment program (HALT) consists of men’s groups only that address responsibility, types of abuse, and anger management. A 13 month program (first 6 months includes once-a-week class; after successful completion of class, 7 month aftercare with a monthly one-on-one assessment of progress and a once-a-month class. Men with a substance abuse problem may add a substance abuse session (SAS) to their program. Referrals for other treatments are provided if necessary.  
Application process: Make appointment for intake assessment and orientation.  
Languages: English class with bilingual instructor.  
Harnett  

*Safe of Harnett Co.*  
Location: 1210 S Main St, Lillington, NC  
Telephone: 910-893-7233 (also a 24 hour crisis line)  
Hours of Operation: Monday – Friday 8 a.m. – 5 p.m.  
Eligibility: Victims of domestic violence, family violence, or sexual abuse  
Cost: None  
Services: Domestic violence and sexual abuse services for women, children, men, seniors, and families. Also offers referrals to other programs and agencies.  
Application Process: Call  
Languages: English and a Spanish speaking bilingual advocate.  

Harnett Emergency Assistance  

*Jubilee Food Closet*  
Location: 151 S. Broad St. West Angier, NC  
Telephone: (919) 552-4093  
Hours of operation: Call for information  
Eligibility: May receive food four times per year.  
Cost: None  
Services: Provides food on an emergency basis.  
Application process: Please call office.  
Languages: English only
Harnett Health and Substance Abuse Services

*Harnett County Health Department*
Location: 307 Cornelius Harnett Blvd, Lillington, NC 27546
Telephone: (910) 893-7550
Hours of operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Harnett County Residents
Cost: Fees are based on income
Services: Pregnancy tests, pre-natal care, WIC certification (food vouchers), screening and treatment for sexually transmitted diseases, pap smears, family planning, immunizations, tuberculosis follow-up, child health, child service coordination, maternity care coordination
Application process: Call
Languages: English and Spanish

*Angier Medical Center*
Location: 84 Medical Drive Angier, NC 27501
Telephone: (919) 639-2122 Ext: 1301 or Ext: 1300
Hours of operation: Monday-Wednesday 8:30 a.m.-5:00 p.m., Thursday 11:30 a.m.-8:00 p.m., Friday 8:30 a.m.-5:00 p.m.
Eligibility: Financial assessments determine sliding fee scale eligibility.
Cost: Sliding fee scale; private insurance, Medicaid, Medicare.
Services: Full range of health services including physical examinations; sport examinations; OBGYN; screenings; adolescent; maternal, infant, and child; and chronic disease management.
Application process: Telephone and appointment; walk-ins and emergencies accepted.
Languages: English and Spanish

*Benhaven Medical Center*
Location: 985 NC 87 South Cameron, NC 28326
Telephone: (919) 499-9422
Hours of operation: Monday-Wednesday 8:30 a.m.-5:00 p.m., Thursday 11:30 a.m.-8:00 p.m., Friday 8:30 a.m.-5:00 p.m.
Eligibility: Financial assessments determine sliding fee scale eligibility.
Cost: Sliding fee scale; private insurance, Medicaid, Medicare.
Services: Full range of health services including physical examinations; sport examinations; OBGYN; screenings; adolescent; maternal, infant, and child; and chronic disease management.
Application process: Telephone and appointment; walk-ins and emergencies accepted.
Languages: English

*Anderson Creek Medical Center*
Location: 6750 Overhills Road Spring Lake, NC 28390
Telephone: (910) 436-2900
Hours of operation: Monday-Wednesday 8:30 a.m.-5:00 p.m., Thursday 11:30 a.m.-8:00 p.m., Friday 8:30 a.m.-5:00 p.m.
Eligibility: Financial assessments determine sliding fee scale eligibility.
Cost: Sliding fee scale; private insurance, Medicaid, Medicare
Services: Full range of health services including physical examinations; sport examinations; OBGYN; screenings; adolescent; maternal, infant, and child; and chronic disease management.
Application process: Telephone and appointment; walk-ins and emergencies accepted.
Languages: English and Spanish

*Boone Trail Medical Center
Location: 1000 Medical Center Road Mamers, NC 27552
Telephone: (910) 893-3063
Hours of operation: Monday-Wednesday 8:30 a.m.-5:00 p.m., Thursday 11:30 a.m.-8:00 p.m., Friday 8:30 a.m.-5:00 p.m.
Eligibility: Financial assessments determine sliding fee scale eligibility.
Cost: Sliding fee scale; private insurance, Medicaid, Medicare
Services: Full range of health services including physical examinations; sport examinations; OBGYN; screenings; adolescent; maternal, infant, and child; and chronic disease management.
Application process: Telephone and appointment; walk-ins and emergencies accepted.
Languages: English and Spanish

*Center for Behavioral Healthcare, PA
Location: 138 S. Steele Street Sanford, North Carolina 27330
Telephone: (919) 776-0303
Hours of operation: Monday and Wednesday 8:00 a.m.-8:00 p.m.; Tuesday, Thursday, and Friday 8:00 a.m.-5:00 p.m.
Eligibility: Adults, adolescents, children.
Cost: Based on insurance or $150 first visit, following appointments $115 each.
Services: Comprehensive assessment, diagnosis, and treatment for mental health and substance abuse issues; assessment, counseling, and medication management services for individuals, couples and families. Therapeutic groups including: depression management, divorce recovery, parenting skills, social skills for children, substance abuse, and women’s issues.
Application process: Call for appointment.
Languages: English, no Spanish services available but clients may bring an interpreter.
Henderson County

Henderson Domestic Violence and Child Abuse Services

*Henderson County Department of Social Services
Location: 1200 Spartanburg Highway, Suite 300, Hendersonville, NC 28792
Telephone: (828) 697-5200; daytime child abuse/neglect reports (828) 697-5572; after hours child abuse/neglect reports (828) 697-4911
Eligibility: Depends on program
Hours of operation: 8 a.m. – 4:30 p.m.
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, financial assistance.
Application process: Call for information
Languages: English and Spanish

*Mainstay Emergency Shelter
Location: 125 S. Main Street Hendersonville, North Carolina 28792
Telephone: (828) 693-3840
Hours of operation: Shelter is available and phone answered 24 hours a day
Eligibility: Ages 18 and up; Henderson County residents preferred; victims of domestic violence or women needing basic life skills. Picture ID and Social Security card required for legal assistance.
Cost: None for shelter
Application process: By phone or in person; by referral. Call for information about abuser treatment program.
Languages: English, Spanish

*El Centro Comunitario of the Latino Advocacy Coalition
Location: 505 Brookside Camp Road Hendersonville, North Carolina 28792
Telephone: (828) 693-1981
Hours of operation: Monday-Friday, 9:00a.m. - 5:00p.m.
Eligibility: No restrictions; resident of Henderson County or surrounding area
Cost: GED and ESL free. Translations $5-$25 for members or $5-$35 for non-members
Services: Information & referrals for housing, childcare, legal aid, domestic violence, and healthcare services. Legal support for housing and immigration issues. Offers assistance with wage disputes and workers' compensation. English as a Second Language (ESL) and GED classes in Spanish, school registration, job training, and basic computer skills for adults. Alcoholics Anonymous in Spanish for Latino men; assistance with obtaining individual tax identification number (ITIN) which allows individuals to pay
taxes and provides a valid form of identification. Weekly food distribution program, and interpreting assistance.

**Application process:** Phone call  
**Languages:** English and Spanish

---

**Henderson Emergency Assistance**

*Food Pantry, Henderson Community Services/Seventh-Day Adventist*  
**Location:** 124 Haynes Street Hendersonville, North Carolina 28791  
**Telephone:** (828) 697-4288  
**Hours of operation:** Tuesday, 9:00a.m. - 12:00p.m.  
**Eligibility:** Phone call; apply in person  
**Cost:** None  
**Services:** Community center has thrift store with clothing and linens, and a food pantry. Items are provided for free to those in need. No financial assistance available.  
**Application process:** Must show need; food provided only once a month unless in dire need  
**Languages:** English

*Food Pantry, Interfaith Assistance Ministry*  
**Location:** 210 Ehringhaus Street Hendersonville, North Carolina 28739  
**Telephone:** (828) 697-7029  
**Hours of operation:** Monday-Friday, 9:00a.m. - 4:00p.m.  
**Eligibility:** Henderson County residents in financial crisis  
**Cost:** None  
**Services:** Assists with food and clothing depending on need and availability.  
**Application process:** N/A  
**Languages:** English and Spanish (limited)

*Emergency Assistance, Henderson County Department of Social Services*  
**Location:** 1200 Spartanburg Highway Hendersonville, North Carolina 28792  
**Telephone:** (828) 697-5500  
**Hours of operation:** Monday-Friday, 8:00 a.m. - 4:30 p.m.  
**Eligibility:** Henderson County resident; must have birth certificate, picture ID, income verification, and social security card; shut-off or eviction notice may be required. Income eligibility is based on net income.  
**Cost:** Free  
**Services:** Temporary financial assistance for families in financial crisis due to unusual circumstances. Can pay moving costs or deposits for those who are homeless or living in a home without power. Can help with past due bills for rent, water, electricity or gas for cooking or heating water. Heating and cooling assistance through Interfaith Assistance Ministry.  
**Application process:** Call or apply in person  
**Languages:** English and Spanish, others by arrangement; deaf accessible.
**Seventh Day Adventist Community Services**  
**Location:** 961 Upward Road Flat Rock, North Carolina 28731  
**Telephone:** (828) 697-9876  
**Hours of operation:** Wednesday, Thursday, 8:00a.m. - 1:00p.m.; Program: Tuesday, 9:00a.m. - 12:00p.m.  
**Eligibility:** Residents of the Dana, East Flat Rock, East Hendersonville areas.  
**Cost:** Free  
**Services:** Food and clothing assistance. No financial assistance available.  
**Application process:** Phone call; in person  
**Languages:** English and Spanish (limited)

---

**Henderson Health and Substance Abuse Services**

**Crossroads/Phoenix, ARP/Phoenix**  
**Location:** 224-K Grove Street Hendersonville, North Carolina 28792  
**Telephone:** (828) 693-7377  
**Hours of operation:** Monday, Wednesday, Friday 1:00p.m. - 6:00p.m. or by appointment; Groups: Monday, Wednesday, Friday 6:00 p.m. - 9:00 p.m.  
**Eligibility:** Age 18 and older; under 18 on a case-by-case basis  
**Cost:** Insurance and private pay accepted  
**Services:** Provides outpatient DWI and substance abuse assessment and treatment. Certified provider of anger management and domestic violence abuser programs, although not currently providing this service.  
**Application process:** Call or apply in person; referrals  
**Languages:** English

---

**Blue Ridge Family Practice, Blue Ridge Community Health Services**  
**Location:** 2579 Chimney Rock Road Hendersonville, North Carolina 28793  
**Telephone:** (828) 692-4289  
**Hours of operation:** Monday-Thursday, 8:00a.m. - 8:00p.m.; Friday, 8:00a.m. - 5:00p.m.  
**Eligibility:** Adults and children  
**Cost:** Sliding scale; accepts Medicaid/Medicare, credit cards  
**Services:** Treatment of illness and injury, physical exams, immunizations, and laboratory services. Adult and child mental health and dental services.  
**Application process:** Phone call; in person; referral  
**Languages:** English and Spanish
**Henderson Legal Assistance**

*Henderson Family Assistance Project, Pisgah Legal Services*

**Location:** 140 East 3rd Avenue Hendersonville, North Carolina 28739  
**Telephone:** (800) 489-6144  
**Hours of operation:** Monday-Friday 8:30 a.m. - 5:30 p.m.  
**Eligibility:** Must be at or below 125% of federal poverty guideline; income verification required  
**Cost:** None  
**Services:** Free legal advice to help disadvantaged children (age 0-18) escape abuse/neglect, avoid homelessness, obtain needed medical care, and meet other basic needs. Helps victims of domestic violence obtain legal protection from their abusers and secure resources needed to live independently.  
**Application process:** Phone call  
**Languages:** English and Spanish

*Hendersonville Legal Service, Pisgah Legal Services*

**Location:** 689-B Blythe Street Hendersonville, North Carolina 28792  
**Telephone:** (828) 253-0406  
**Hours of operation:** Monday-Friday, 9:00 a.m. - 5:00 p.m.  
**Eligibility:** Must be at or below 125% of the federal poverty guideline; income verification required  
**Cost:** None  
**Services:** Free civil (non-criminal) legal advice and representation for low-income individuals in the areas of housing, domestic violence, public benefits, health care, consumer protection, employment, education, civil rights, disability, and community economic development.  
**Application process:** Initially by telephone assessment  
**Languages:** English and Spanish.
Hoke County

Hoke Domestic Violence and Child Abuse Services

*Hoke County Human Services/ Child Protective Services
Location: 314 S. Magnolia St. Raeford, NC. 28376
Telephone: (910) 875-8725
Hours of operation: Monday-Friday 8 am-5 pm; after hours emergency services
Eligibility: Depends on services
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

Hoke Health and Substance Abuse Services

*Hoke County Health Department
Location: 683 E. Palmer Rd. Raeford, NC. 28376
Telephone: (910) 875-3717, Fax (910) 875-6351
Hours of operation: Monday-Friday 8 am-5 pm
Cost: Sliding scale, Medicaid, private insurance
Services: Primary care clinic, child health clinic, maternity clinic, family planning clinic, health education program, communicable disease clinic, WIC program
Languages: English

Iredell County

Iredell Domestic Violence and Child Abuse Services

*Iredell County Department of Social Services
Location: 349 North Center Street, Statesville, NC 28687
Telephone: (704) 873-5631
Hours of operation: Monday - Friday 8:00 a.m. - 5:00 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English; Spanish interpreter

*My Sister's House - Fifth Street Ministries
Location: P.O. Box 5217 Statesville, NC  28687
Telephone: (704) 872-4045
Hours of operation: 24 hours a day
Eligibility: None
Cost: None
Services: Emergency shelter for victims of sexual assault, or domestic violence and their children, group and individual counseling, court advocacy, children's after school program. Residency for 90 days, transportation to service centers (Department of Social Services, Health Department, etc.) and other community resources. .
Application process: Interview.
Languages: English and Spanish interpreter available

*SCAN - Exchange/Scan Child & Parenting Center
Location: 229 Davie Ave. Statesville, NC  28677
Phone: (704) 878-2227, (704) 873-6199
Hours of operation: Monday - Friday, 8:30 a.m. - 4:30 p.m.
Eligibility: All parents
Cost: None
Services: Parenting classes on child development, behavior and discipline; parent support groups. Childcare provided.
Application process: Self-referral and referral by service providers.
Languages: English and, for some programs, Spanish.

*Dove House Children's Advocacy Center
Location: 328 E. Broad St. Statesville, NC  28677
Phone: (704) 883-9814
Hours of operation: Monday - Friday, 8:30 a.m. - 4:30 p.m.
Eligibility: Any child from birth to 17 years of age who has allegedly been sexually assaulted.
Cost: None
Services: Coordinates investigation, prosecution and therapy follow-up of all reported child sexual abuse cases in Iredell County.
Application process: Must be referred by law enforcement.
Languages: English

*STAY KALM/Donlin Counseling Services (also serves Surry County )
Location: 925 E. Thomas St. Statesville, NC 28677
Telephone: 704-872-4449
Hours of operation: Call for best time to schedule an intake assessment.
Eligibility: Accepts court-referrals. Please call to find out if other referrals are accepted.
**Cost:** Most abuser treatment programs require a deposit due upfront for the Intake assessment and weekly payments for the program. Please call for more information on this program.

**Services:** Certified Abuser Treatment Program (STAY KALM) offers men’s groups only.

**Application process:** Call or stop by office to make intake appointment.

**Languages:** English speaking groups. Call to ask about possible arrangements for Spanish-speakers.

---

**Iredell Emergency Assistance**

*Ada Jenkins Center*

**Location:** 212 Gamble St. Davidson, NC 28036  
**Phone:** (704) 896-0471  
**Hours of operation:** Monday - Friday, 9:00 a.m. - 5:00 p.m.; some evening hours by appointment.  
**Eligibility:** Varies by program. Limited to North Mecklenburg and/or South Iredell residents.  
**Cost:** Varies by program. Limited to North Mecklenburg and/or South Iredell residents.  
**Services:** Helps individuals and families obtain needed crisis assistance. Free health clinic for uninsured and under-insured individuals; free dental clinic; after school tutoring for children. Works with other agencies to provide career counseling, job training and placement, credit counseling. Provides families in need with donated computers.  
**Application process:** Varies by program  
**Languages:** English and Spanish

*Mooresville Area Christian Mission Food Pantry, Clothing and Furniture Ministry*

**Location:** 100 Beam St. Mooresville, NC 28115  
**Phone:** (704) 664-2357  
**Hours of operation:** Monday - Friday 1:00 p.m. - 4:00 p.m.  
**Eligibility:** Southern Iredell County residents at 150% of the poverty level  
**Cost:** None  
**Services:** Food assistance, used furniture and appliances for low income families.  
**Application process:** Income verification and needs assessment required.  
**Languages:** English

*The Salvation Army*

**Location:** 1361 Caldwell St. Statesville, NC 28677  
**Phone:** (704) 872-5623, (704) 660-3066  
**Hours of operation:** Monday - Friday, 9:00 a.m. - 12:00 p.m., 1:00 p.m. - 4:00 p.m.  
**Cost:** None  
**Services:** Assists low-income families in crisis with medication costs, rent, utilities, food, clothing, financial and spiritual guidance, and Christmas assistance.
Application process: Must have current picture ID, social security cards for all members of household, proof of income, proof of expenses, current utility bill and/or eviction notice for assistance with rent.
Languages: English

*Community Pregnancy Center of Mooresville
Location: 212 Caldwell St. Mooresville, NC  28115
Phone: (704) 664-4673
Hours of operation: Monday - Thursday, 9:00 a.m.- 4:00 p.m.
Eligibility: Teens facing unplanned pregnancy regardless of documentation status.
Cost: None
Services: Educational information, free pregnancy tests, support groups, maternity clothing, baby clothing and furnishings, childbirth education, post-abortion counseling, referrals for medical care, legal assistance, and adoption.
Application process: Call or walk in; no appointment required
Languages: English.

Iredell Health and Substance Abuse Services

*Iredell Health Department - Migrant and Refugee Health
Location: 318 Turnersburg Highway Statesville, NC  28625
Phone: (704) 878-5300
Hours of operation: Monday - Friday, 8:00 a.m. - 5:00 p.m.
Eligibility: Iredell county residents.
Cost: Sliding fee scale based on size of household and income; some insurance; Medicaid.
Services: Comprehensive health history and physical examination; lab tests including lead poisoning, vision, hearing, and developmental screening tests; dental referral; health education, immunizations. Helps migrants and refugees find medical care.
Application process: Call for an appointment or walk in to request service.
Languages: English, Spanish

*Health Reach Community Clinic
Location: 400 E. Statesville Ave., Suite 300 Mooresville, NC  28115
Phone: (704) 663-1992
Hours of operation: Medical clinic: Thursday, 5:00p.m. - 9:00p.m.. Dental clinic: Mondays, 10:00a.m. - 4:00p.m. and 2nd and 4th Tuesday, 5:00p.m. - 9:00p.m. by appointment
Eligibility: Mooresville/Mt. Mourne residents living in zip codes 28115, 28117 and 28123.
Must have no health insurance including Medicare or Medicaid and income below 200% of federal poverty level. Proof of income and zip code required.
Cost: None
Services: Basic family medical; dental; pharmacy (for prescriptions written at the clinic); chiropractic.
Application process: Medical: Thursday nights by 5:30 p.m. Clients get priority by need. Dental: Monday by appointment; 2nd and 4th Tuesday by appointment.
Languages: English and Spanish

Johnston County

Johnston Domestic Violence and Child Abuse Services

*Johnston County Department of Social Services/ Child Protective Services
Location: 714 North Street Smithfield, NC. 27577
Telephone: (919) 989-5300
Hours of operation: Monday – Friday 8 a.m. – 5 p.m.
Cost: None
Eligibility: Depends on program
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English/Spanish

*Harbor, Inc.
Location: P.O. Box 1903 Smithfield, NC. 27577
Telephone: (919) 938-3566; Crisis 877-934-0233 or (919) 934-6161
Hours of operation: Office hours Monday-Friday 9:00 am-5:00 pm. Shelter open 24 hours a day 7 days a week.
Eligibility: Women and children victims of domestic violence or sexual assault.
Cost: None
Services: Shelter, food assistance, employment assistance, individual and group counseling, parenting skills, child advocacy
Application process: Must request help by phone.
Languages: English, Spanish interpreters available

*HALT/Eleventh Judicial District Reentry, Inc.
Location: 1329-A2 N. Brightleaf, Smithfield, NC 27577
Telephone: 919-989-7278
Hours of operation: Office hours Monday – Friday, 8 a.m. – 5 p.m.
Groups meet at the following times:
  Tuesday 6:15 p.m. - 7:45 p.m. (SAS extends 7:45 p.m. – 8:45 p.m.)
  Wednesday 6:30 p.m. – 8:00 p.m. (SAS extends 8:00 p.m. – 9 p.m.)
  Thursday 6:00 p.m. - 7:30 p.m.
  Sunday 1:45 p.m. - 3:15 p.m.
Eligibility: Accepts court-referrals, Department of Social Services-referrals, and self-referrals
Cost: Total $660 (cost is spread out over a 6 month period—intake assessment cost is included in this figure)—Total $710 with SAS
Cost: $660 (includes intake assessment; paid over a 6 month period); $710 with Substance Abuse Session option.
Services: Certified abuser treatment program (HALT) consists of men’s groups only that address responsibility, types of abuse, and anger management. A 13 month program (first 6 months includes once-a-week class; after successful completion of class, 7 month aftercare with a monthly one-on-one assessment of progress and a once-a-month class. Men with a substance abuse problem may add a substance abuse session (SAS) to their program. Referrals for other treatments are provided if necessary.
Application process: Make appointment for intake assessment and orientation.
Languages: English class with bilingual instructor.

Johnston Health and Substance Abuse Services

*Health Department of Johnston County
Location: 517 N. Brightleaf Blvd. Smithfield, NC 27577
Phone: 919-989-5200, Fax: 919-989-519
Hours of operation: Monday and Thursday 8:00am-6:00pm, Fridays 8:00am-5:00pm
Cost: Sliding scale, Medicaid, private insurance
Services: Primary health care, immunizations, parenting classes, WIC Program, Parents as Teachers Program, diabetes education.
Languages: English and Spanish (for most services)

Lee County

Lee Domestic Violence and Child Abuse Resources

*Lee County Department of Social Services
Location: 530 Carthage St., PO Box 1066 Sanford, NC 27330
Telephone: (919) 718-4690
Hours of operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish
**HAVEN**

**Location:** 160 Charlotte Avenue Sanford, North Carolina 27330  
**Telephone:** (919) 774-8923 (24 hours hotline)  
**Shelter hours of operation:** Open 24 hours a day; intake done between 9:00 a.m.- 4:00 p.m.  
**Batterer’s program:** Weekly sessions on Tuesdays; monthly sessions on Wednesdays.  
**Legal Assistance:** Monday-Friday 8:00 a.m.-5:00 p.m.  
**Eligibility:** Shelter for women only; certified abuser treatment program for men.  
**Cost:** None for shelter. Fee for men’s program is $30 for intake and $25 for each session.  
**Services:** Temporary shelter (60 days) for survivors of domestic and sexual violence. Assistance with filling out domestic violence protective orders, filing criminal charges, and companionship during court proceedings. Certified batterers’ intervention program for men (none in Spanish) who have assaulted female partners is voluntary or court ordered. One year batterers’ program has 6 months of weekly sessions and 6 months of monthly sessions.  
**Application process:** Clients come into office to complete intake.  
**Languages:** English and Spanish (during daytime hours)

---

**Lee Emergency Assistance**

**Salvation Army-Social Services**  
**Location:** 507 N. Steele Street Sanford, North Carolina 27330  
**Telephone:** (919) 718-1717  
**Hours of operation:** Monday-Thursday 9:00 a.m.-12:00 p.m.  
**Eligibility:** N/A  
**Cost:** None  
**Services:** Assistance provided for emergency utility, food, lodging, and resources.  
**Application process:** Come in with identification.  
**Languages:** English, no Spanish available.

---

**Hillview Christian Assembly-Food Pantry**  
**Location:** 3217 Lemon Springs Road Sanford, North Carolina 27330  
**Telephone:** (919) 776-8011  
**Hours of operation:** 2nd and 4th Wednesday 6:00 p.m.- 6:30 p.m.  
**Eligibility:** No restrictions  
**Cost:** None  
**Services:** Emergency food.  
**Application process:** Come or call on 2nd and 4th Wednesday nights.  
**Languages:** English and Spanish
Lee Health and Substance Abuse Services

*Lee County Public Health Department
Location: 106 Hillcrest Drive Sanford, North Carolina 27330
Telephone: (919) 718-4640
Hours of operation: Monday-Thursday 8:00 a.m.-5:00 p.m., Friday 8:00 a.m.-11:30 a.m.
Eligibility: None
Cost: Based on income
Services: Pregnancy tests, pre-natal care, WIC certification (food vouchers), screening and treatment for sexually transmitted diseases, pap smears, family planning, immunizations, tuberculosis follow-up, child health, child service coordination, maternity care coordination, and maternal outreach worker.
Application process: Call for appointment. Walk-ins welcome.
Languages: English and Spanish

*Helping Hand Clinic-Chronic Care Clinic
Location: 507 North Steele Street Sanford, North Carolina 27330
Telephone: (919) 776-4359
Hours of operation: Monday-Thursday, 10:00 a.m.-2:00 p.m. and by appointment
Eligibility: Must be uninsured, low-income, living below poverty line. Must bring prescription.
Cost: None
Services: Medical care and prescription medications to uninsured chronically ill people living below the poverty line.
Application process: Call to schedule an appointment
Languages: English, no Spanish available.

*Center for Behavioral Healthcare, PA
Location: 138 S. Steele Street, Sanford, North Carolina 27330
Telephone: (919) 776-0303
Hours of operation: Monday and Wednesday 8:00 a.m.-8:00 p.m.; Tuesday, Thursday, and Friday 8:00 a.m.-5:00 p.m.
Eligibility: N/A.
Cost: Insurance or self-pay; $150 for first visit and $115 for following appointments.
Services: Comprehensive assessment, diagnosis, and treatment for mental health and substance abuse issues for children, adolescents and adults. Assessment, counseling, and medication management services for individuals, couples and families. Group offered for depression management, divorce recovery, parenting skills, social skills for children, substance abuse, and women’s issues.
Application process: Place a call and make an appointment.
Languages: English and person/patient could bring own interpreter.

*Life Line Recovery Ministries
Location: 2302 Woodland Avenue Sanford, North Carolina 27330
Contact: Santiago (919) 498-4424 (for men information only- Spanish speaker).
Telephone: 919-498-5534 (for women information only, limited Spanish)
Hours of operation: Monday-Friday 8:00 a.m.-5:00 p.m. Meeting 7:00 p.m.
Eligibility: 18 years and older.
Cost: $105 per week for residential services includes meals and housing.
Services: Residential Christian program for male and female substance abusers. Program length varies from seven to 90 days. Helps residents find work and rejoin society.
Application process: Call, phone interview, person to person, or referral.
Languages: English and limited Spanish

Lee Other

*Salvation Army-Family Store
Location: 305 S. Steele Street Sanford, North Carolina 27330
Telephone: (919) 776-2769
Hours of operation: Monday-Saturday 9:00 a.m.-5:00 p.m.
Cost: Varies
Services: Low cost clothing, household items, furniture.
Application process: N/A
Languages: English, no Spanish available.

*Project Help Thrift Shop
Location: 916 Fields Drive Sanford, North Carolina 27330
Telephone: (919) 776-7794
Hours of operation: Monday-Friday 9:30 a.m.-6:00 p.m., Saturday 9:30 a.m.-4:30 p.m.
Cost: Varies
Services: Sells donated items at a low cost. Free clothing for people who are homeless or recently released from prison.
Application process: N/A
Languages: English and Spanish

*PTO Thrift Shop
Location: 303 S. Steele Street Sanford, North Carolina 27330
Telephone: (919) 776-4142
Hours of operation: Monday-Saturday, 9:00 a.m.-4:30 p.m.
Program fees: Vary
Services: Clothing, baby items, books, house wares, and toys.
Application process: N/A
Languages: English, occasionally have a Spanish-speaking staff person.
Lincoln County

Lincoln Domestic Violence and Child Abuse Services

*Lincoln County Department of Social Services
Location: 1136 E. Main Street Lincolnton, North Carolina 28092
Phone: (704) 736-8607, (704) 736-8784, (704) 736-8619
Hours of operation: Monday-Friday 8:00 a.m. - 5:00 p.m.
Eligibility: Varies by program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, crisis intervention, low income energy assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information or walk in.
Languages: Spanish and English

*Lincoln County Coalition Against Domestic Violence/Sexual Assault
Location: 810 S. Grier Street Lincolnton, North Carolina 28092
Phone: office #: (704) 736-0112 Crisis #: (704) 736-1224
Hours of operation: 7 days a week, 24 hours a day.
Eligibility: Lincoln county resident, domestic violence/sexual assault survivor and children
Cost: None
Services: Domestic violence shelter and program including sexual assault services. Provide assistance throughout domestic violence issue including court proceedings and legal issues, support groups, transportation to appointments, etc and any other pertinent services to assist survivor achieve self-stability for herself and /or her children. Provide public education pertaining to domestic violence prevention.
Application process: client screening and intake interview done upon referral
Languages: English and Spanish

*IMPACT: The Be There Group
Location: 341 East Main St, Lincolnton, NC 28092
Telephone: 980-721-7268; fax 704-569-8424
Hours of operation: Intakes Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: For adult men who acknowledge or have been referred for threats or acts of violence toward their partners. Clients must attend an intake and 26 weekly groups.
Cost: Intake: $50 (plus an additional $25 rescheduling fee for no-shows), groups: $40 each ($40/week for 26 weeks = $1090). No fees for screenings and consultation, for case management or reports and regularly scheduled reviews to the court.
Services: Certified abuser treatment program (The Be There Group) consists of men’s groups only. Offers case management, screenings, intakes, and assessments; offenders’ groups; court services; referrals to other services in the community
Application process: Call or email for referral from. Fax referral form to 704-569-8424. Clients should call 980-721-7268 to schedule intake. Clients must bring paperwork
such as court dispositions and police reports to the intake and $50 cash, money order or cashier’s check.
Languages: English speaking groups only

**Lincoln Emergency Assistance**

*Center of Hope, The Salvation Army – Gaston County*
**Location:** 107 S Broad St Gastonia, North Carolina 28052  
**Phone:** (704) 867-6145  
**Hours of operation:** 24 hours per day, 7 days per week.  
**Website:** http://www.salvationarmysouth.org/NC.htm  
**Eligibility:** Lincoln and Gaston County residents.  
**Cost:** None  
**Services:** A 90-day emergency shelter for men, women and families; soup kitchen provides homeless individuals with breakfast five days per week and three meals per day on weekends. Emergency assistance program assists with rent, mortgage, utilities, life sustaining medications, food and clothing.  
**Application process:** Interview and review intake package with case manager.  
**Languages:** English

*East Lincoln Christian Ministry, Inc.*  
**Location:** 4278 Catawba Ave Denver, North Carolina 28037  
**Phone:** (704) 483-4415  
**Hours of operation:** Tuesday, Wednesday, Thursday, Saturday, 9:00 a.m. -12:00 p.m.  
**Eligibility:** Expenses must be as much or more than income  
**Cost:** None  
**Services:** Food, clothes, monetary assistance for power, rent, doctor bills, gasoline, kerosene, furniture, etc.  
**Application process:** In person with proper identification and proof of total expenses and total income  
**Languages:** English

*Christian Ministry of Lincoln County*  
**Location:** 230 E Water Street Lincolnton, North Carolina 28092  
**Phone:** (704) 732-0383, (704) 732-2691  
**Hours of operation:** Monday – Friday, 9:00 a.m.-1:00 p.m.  
**Eligibility:** Must meet poverty guidelines  
**Cost:** None  
**Services:** Assists with rent, utilities, medication, doctor visits, used household items.  
**Application process:** First come, first served. Must complete interview and provide proof of income  
**Languages:** English
Lincoln Health and Substance Abuse Services

*Lincoln County Health Department*  
**Location:** 151 Sigmond Rd. Lincolnton, NC 28092  
**Phone:** (704) 736-8637  
**Hours of operation:** Monday-Friday 8 a.m. to 5 p.m.  
**Eligibility:** Varies by program  
**Cost:** None  
**Services:** Adult & child health care, maternal health care, immunizations, and other basic clinical services  
**Application process:** Call to make appointment.  
**Languages:** English

Mecklenburg County

Mecklenburg Domestic Violence and Child Abuse Services

*Mecklenburg County Department of Social Services*  
**Location:** 301 Billingsley Road, Charlotte, NC 28211  
**Hours of operation:** Monday - Friday, 8:00 a.m. - 5:00 p.m.  
**Eligibility:** Depends on program  
**Cost:** None  
**Services:** Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.  
**Application process:** Call for information  
**Languages:** English/Spanish

*United Family Services/Shelter for Battered Women*  
**Location:** Charlotte, NC 28222  
**Telephone:** (704) 332-2513  
**Hours of operation:** Monday - Friday, 8:30 a.m. - 5:00 p.m.; counseling: Monday - Friday, 8:30 a.m. - 7:00 p.m.; shelter and hotline operate 24 hours a day  
**Eligibility:** Must live or work in Mecklenburg County.  
**Cost:** $0 - $6.50 per day for residents.  
**Services:** Counseling for residents and non-residents, temporary emergency shelter, support and education groups, information and referral to community services.  
**Application process:** Women needing assistance must call shelter.  
**Languages:** English and translation/interpretation services available.

*Women's Commission, Mecklenburg County*  
**Location:** 700 N. Tryon St. Charlotte, NC 28202  
**Telephone:** (704) 336-3210
Programa Confianza for Spanish speaking: (704) 432-6970

Hours of operation: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Eligibility: Eligibility requirements for some employment services. No restrictions for domestic violence services.

Cost: None displaced homemakers, victims or child services. NOVA program is fee based.

Services: Programa Confianza (Battered Latina Program) offers individual counseling and case management services. Other domestic violence services include temporary emergency shelter, individual counseling, domestic violence support groups, parenting group, family law information services, employment assistance, and referrals to other community programs or organizations. Services for children and teens who have witnessed domestic violence include support groups, individual counseling, and case management. REACH (Reaching to Educate Adolescents about Choices and Healthy relationships) consists of 12 weekly group sessions for participants from 13 to 17 years of age who have witnessed domestic violence and who demonstrate at-risk behaviors.

Application process: Self-referral, court ordered or referred by agency or individual.

Call for appointment for domestic violence services.

Languages: English and Spanish

*Women’s Commission/NOVA

Location: 700 N. Tryon St, Charlotte NC 28202
NOVA: 3623 Latrobe Drive, Suite 107, Charlotte, NC 28211
NOVA Courthouse office located at 832 E 4th street, Charlotte NC 28211

Telephone: 704-336-4344 (24 hours)

Hours of Operation: Administrative office hours Monday – Friday 8 a.m. – 5 p.m.
Counseling hours Monday – Friday 8:00 a.m. – 7:00 p.m.
Shelter and hotline operates 24 hours a day.

NOVA Groups meet Tuesday, Wednesday, or Thursday from 6 p.m. – 8 p.m.; Thursday from 9 a.m. – 11 a.m.; Saturday from 10 a.m. – 12 p.m.

Eligibility: Must live or work in Mecklenburg County. NOVA (New Options for Violent Action) clients are primarily criminal court-mandated, but NOVA accepts referrals from the Department of Social Services and other community organizations.

Cost: $0 - $6.50 per day for residents. NOVA offers free intake assessments, and $16 per week sessions.

Services: Certified abuser treatment program (NOVA) consists of both men’s groups and women’s groups. NOVA offers a 32-session psycho-educational program (one class per week for 6 months followed by 6 months of once-a-month meetings).

Application Process: Women needing assistance should call the shelter. Men applying for NOVA must schedule an appointment for an intake assessment

Languages: English and Spanish speaking NOVA groups.

*United Family Services/Victim Assistance Domestic Violence Court Services

Location: 720 E. Fourth St., Ste. 204 Charlotte, NC 28202
Telephone: (704) 336-4126  Main number

Protective Order Information: (704) 336-7666
**Hours of operation:** Monday - Thursday, 8:30 a.m. - 5:00 p.m.; Friday, 8:30 am - 2:00 pm

**Eligibility:** Crime victims who live, or whose crime was committed, in Mecklenburg County.

**Cost:** None.

**Services:** Crisis counseling; information and referral to community services; accompanying women to court; 24-hour protective order information line.

**Application process:** Call for appointment

**Languages:** English and Spanish

---

**Mecklenburg Emergency Assistance**

*Crisis Assistance Ministry @ Ada Jenkins Center*

**Location:** 212 Gamble St. Davidson, NC  28036

**Telephone:** (704) 896-0471 Ext. 103, (704) 371-3000

**Hours of operation:** Wednesday and Friday, 9:00 a.m. - 1:00 p.m.

**Eligibility:** Residents of northern Mecklenburg County (Davidson, Cornelius and Huntersville) in financial crisis who have a feasible plan for maintaining expenses but need emergency aid

**Cost:** None

**Services:** Case planning; emergency financial assistance for rent and utilities, financial counseling; information and referral. Clients can be served in person or through their social worker.

**Application process:** Bring photo ID for applying adults (18 and over): driver's license, state or military ID, passports, current employee or school ID. Non-citizens must bring photo IDs for all adults and social security cards for all citizens in the household. Bring social security cards, printouts from Social Security Administration, paycheck stubs and official school records for children. Make appointment by phone or walk in.

**Languages:** English and Spanish

---

*Food Pantry - Northeast Seventh-Day Adventist Church*

**Location:** 827 Tom Hunter Rd. Charlotte, NC  28215

**Telephone:** (704) 345-5240

**Hours of operation:** Wednesdays only 5:00 p.m. - 7:00 p.m.

**Eligibility:** Must have picture ID and social security card; bring EBT card (if they have one)

**Cost:** None

**Services:** Food pantry and clothing. No appointment required, but call first to verify if open.

**Application process:** Self-referral; clients fill out questionnaire about family size and need.

**Languages:** English and Spanish
**Loaves & Fishes @ Ada Jenkins Center**

*Location:* 212 Gamble St. Davidson, NC 28036

*Telephone:* (704) 523-4333

*Hours of operation:* Monday, 3:00 p.m. - 3:30 p.m., Wednesday 12:30 p.m. - 3:30 p.m., Friday 9:30 a.m. - 12:30 p.m.

*Eligibility:* Iredell and Mecklenburg County residents. Must be referred by a human services professional (available on-site). Will take clients regardless of documentation status. Clients are eligible once every 60 days.

*Cost:* None

*Services:* Emergency food assistance of one week's worth of groceries for a family every sixty days. Limited personal hygiene supplies available.

*Application process:* Referrals available on-site during regular pantry hours.

*Languages:* English and Spanish

---

**Urban Ministry Center**

*Location:* 945 N. College St. Charlotte, NC 28206

*Telephone:* (704) 347-0278

*Hours of operation:* Monday - Friday, 8:30 a.m. - 4:30 p.m.; Lunch served 11:15 a.m. - 12:15 p.m., daily

*Eligibility:* No restrictions.

*Cost:* None

*Services:* Showers, laundry, counseling for specific needs; transportation assistance; assistance in obtaining identification documents and birth certificates. Soup kitchen serves lunch 7 days a week, 365 days a year.

*Application process:* First come, first served; door opens 8:30 a.m. and resets @ 1:30 p.m. each day for the afternoon session.

*Languages:* English and Spanish

---

**Mecklenburg Health and Substance Abuse Services**

**Free Clinic of Our Towns - Ada Jenkins Center**

*Location:* 212 Gamble St. Davidson, NC 28036

*Telephone:* (704) 896-0471, (704) 655-2880

*Hours of operation:* Thursday 6:00 p.m. - 8:30 p.m.

*Eligibility:* Individuals with no Medicaid, Medicare or other insurance who live in north Mecklenburg or south Iredell Counties.

*Cost:* None

*Services:* Health assessments, physicals, diagnosis and treatment for illnesses, health education, nutritional education, referral support, flu shots, and vaccinations.

*Application process:* Walk in, first come, first served. Brief health history required.

*Languages:* English and Spanish
**Mercy Horizons @ Mercy Hospital - Behavioral Health Centers**

**Location:** 2001 Vail Ave. Charlotte, NC  28207  
**Telephone:** (704) 379-5248, (800) 418-2065  
**Hours of operation:** 24 hours a day  
**Eligibility:** Adults 18 years and older with alcohol and drug dependency.  
**Cost:** Varies according to service, Medicare, Medicaid, private insurance.  
**Services:** 24-hour medical detoxification; intervention services; individual and group psychological support sessions, and 12-Step meetings. Staff will assist with placement in treatment facility if necessary.  
**Application process:** Voluntary admissions by phone.  
**Languages:** English and Spanish

**Presbyterian Behavioral Health at Uptown**

**Location:** 200 Hawthorne Lane Charlotte, NC  28204  
**Telephone:** 704) 384-4255, (800) 786-1585  
**Hours of operation:** 24 hours a day, 7 days a week  
**Eligibility:** No restrictions  
**Cost:** Varies according to amount and type of service; accept most insurances.  
**Services:** Adult in-patient; child & adolescent in-patient; child and adolescent partial hospitalization; child & adolescent outpatient counseling; in-patient detoxification, crisis stabilization for children, adolescents and adults; adult intensive outpatient counseling; adult dual diagnosis; adolescent dual diagnosis and electroconvulsiv therapy (ECT).  
**Application process:** Self-referral or physician/therapist referral.  
**Languages:** English and interpreter available.

**Mecklenburg Legal Assistance**

**Legal Services of Southern Piedmont at Charlotte**

**Location:** 1431 Elizabeth Ave. Charlotte, NC  28204  
**Telephone:** (704) 376-1600, (704) 971-2621  
**Client Help Line-Spanish Language Line:** (800) 247-1931  
**Hours of operation:** Monday - Friday, 8:30 a.m. - 5:00 p.m.  
**Eligibility:** Must be within 200% of federal poverty guidelines for size of household.  
**Cost:** Fees based on ability to pay and type of service provided.  
**Services:** Comprehensive legal education, advice and representation for family, health care, child support and other issues. Outreach and legal education for non-English-speaking taxpayers. Immigrant Justice Project includes family, housing, immigration law and unemployed workers services.  
**Application process:** Call office during business hours.  
**Languages:** Spanish

**Family Law Program - Legal Aid of North Carolina**

**Location:** 1431 Elizabeth Ave. Charlotte, NC  28204  
**Telephone:** (704) 376-1600, (704) 971-2621  
**Hours of operation:** Monday - Friday, 8:30 a.m. - 5:00 p.m.
Eligibility: Must be under 125% of poverty level
Cost: None
Services: Legal advice and representation to victims of domestic violence; assists with protective order cases; advice and representation in custody cases where there is domestic violence or danger to children.
Application process: Call to start intake process.
Languages: English and Spanish (Can refer Spanish-speaking clients to Legal Services for the Southern Piedmont LSSP).

Montgomery County

Montgomery Domestic Violence and Child Abuse Services

*Montgomery County Department of Social Services
Location: 102 East Spring Street, Troy, NC 27371
Telephone: (910) 576-6531
Hours of operation: Monday – Friday, 8am – 5pm; Crisis applications Monday – Friday, 8:00 a.m. - 4:30 p.m.
Eligibility: Depends on program; call for more information.
Cost: None
Services: Child and family services include child health insurance programs, Child Protective Services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: No appointment necessary. Identification needed to process applications may include: photo identification or birth certificates and Social Security numbers for all household members, and income verification. Call for more information about required materials.
Languages: English; Spanish interpretation.

*Living Solutions (Formerly MESA)
Location: 213 Main St, Troy, NC 27371
Telephone: 910-571-0047, Fax: 910-571-0048
Hours of operation: Office hours Monday – Friday, 8 a.m. – 5 p.m. Groups meet Wednesdays 5:00 p.m. – 6 p.m.
Eligibility: Accepts court-referrals and self-referrals
Cost: Intake assessment is $100. Classes are $40/each
Services: Certified abuser treatment program offering men’s groups which follow the Duluth model; a 26 session program.
Application process: Call to make appointment for intake assessment.
Languages: English speaking groups only
Montgomery Emergency Assistance

*Crisis Intervention Program (CIP) and Project SHARE
Location: Montgomery County DSS, 102 East Spring Street, Troy, NC 27371
Telephone: (910) 576-6531
Hours of operation:
Eligibility: Must be in crisis and meet income guidelines.
Cost: None
Services: Offers assistance with heating and cooling only during periods of extreme high and low temperatures.
Application process: Energy assistance is provided on a first come, first serve basis.
Language: English; Spanish interpretation

*Low Income Energy Assistance Program (LIEAP)
Location: Montgomery County Department of Social Services, 102 East Spring Street, Troy, NC 27371
Telephone: (910) 576-6531
Hours of operation: Operates from November through February. Call (910) 576-6531 for more information
Eligibility: Must meet income guidelines. Contact Montgomery County Department of Social Services for more information
Cost: None
Services: Assistance with utility bills from November through February.
Application process: Call for more information
Languages: English; Spanish interpreter services

Montgomery Health and Substance Abuse Services

*Montgomery County Health Department
Location: 217 South Main Street, Troy, N.C. 27371
Telephone: (910) 572-1393
Hours of operation: Monday-Friday, 8:00 am to 5:00 pm
Eligibility:
Cost: Fees based on income. Accepts Medicaid, private insurance, MasterCard/Visa.
Services: Pregnancy tests, pre-natal care, WIC certification (food vouchers), screening and treatment for sexually transmitted diseases, pap smears, family planning, immunizations, tuberculosis follow-up, child health, child service coordination, maternity care coordination, and maternal outreach.
Application process: Depends on program. Call for appointment. Walk-ins seen as time permits.
Languages: English; Spanish interpreter services.
Pitt County

Pitt Domestic Violence and Child Abuse Services

*Pitt County Department of Social Services*
Location: 1717 West Fifth Street, Greenville, NC 28734
Telephone: (252) 902-1110
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information.
Languages: English and Spanish

*The Great Program/Family Violence Program, Inc., of Pitt County*
Location: 805 S. Evans St, Greenville, NC 27835
Telephone: 252-758-5021, Fax: 252-752-4197
Hours of operation: Abuser treatment intakes Wednesdays 3 p.m. – 5 p.m. and Fridays 11 a.m. – 5 p.m. Evening intakes can be arranged. Intakes can also be scheduled on during Sunday Family Center hours of 2 p.m. – 5 p.m. Abuser treatment classes meet Wednesday evenings from 5:30 p.m. – 7 p.m. or 7:30 p.m. – 9 p.m.
Eligibility: Men referred from Department of Social Services, the county and city court systems, and self-referrals.
Cost: $50.00 for intake; $20.00 per week for 26 week program.
Services: Certified abuser treatment program (The Great Program) offers men’s weekly groups lasting an hour and a half each. Service also provides written letters for the courts.
Application process: The applicant calls (252) 758-5021 to set up intake appointment and then attends classes for the next 26 weeks.
Languages: English. Call for information on Spanish-speaking groups.

*Family Violence Program of Pitt County, Inc.*
Location: 823 S. Evans St, Greenville, NC 27835
Telephone: (252) 758-4400; 24-hour crisis line: (252) 752-3811
Hours of Operation: Monday – Friday 8:30 a.m. – 5:00 p.m.
My Sister’s Closet hours Monday – Saturday 10 a.m. to 5 p.m.
Eligibility: Women and children. Call for more information.
Cost: None
Services: Children’s services: Orientation for children entering the safe house; school and community education on family violence and conflict resolution; summer camp for all children dealing with domestic violence in the home; assessments and individual counseling for children and their families; children’s therapeutic group; children’s group during parent support group/counseling times; information and referrals.
Adult domestic violence services: individual counseling, new directions safe house, help forming a personal safety plan, weekly support group meetings, information and referrals.
Displaced Homemaker’s Program: for women who have lost their husband’s financial support through disability, divorce, domestic violence or death.

**Application Process:** Call
**Languages:** English. Call for possible arrangements for Spanish speakers.

*Social Work Consultation Services*
**Location:** 203 Government Circle, Greenville, NC 27835
**Telephone:** 252-353-9500, Fax: 252-413-0999
**Hours of operation:** Groups meet Mondays from 6:00 p.m. - 7:30 p.m.
**Eligibility:** Accepts court-ordered and self-referred clients
**Cost:** $50.00 assessment; $20.00/session thereafter. 26 mandatory sessions for those court ordered DV cases.
**Services:** Certified abuser treatment program consists of men’s groups and women’s groups. Both offer assessment, education about abuse and coping skills, referral to other agencies for further treatment such as substance abuse, parenting training, mental health treatment, couple counseling and or individual therapies.

**Application process:** Call for intake information. No documentation needed to enter and participate in the program.
**Languages:** English and Spanish speaking groups

---

**Pitt Health and Substance Abuse Services**

*Pitt County Health Department*
**Location:** 201 Government Circle, Greenville, NC 27834
**Telephone:** (252) 902-2300
**Hours of Operation:** Monday – Friday 8 a.m. – 5 p.m., Tuesday 10 a.m. – 6 p.m.
**Eligibility:** Pitt County Resident. No one is denied services for inability to pay.
**Cost:** Fees set on sliding scale based on family income and size. Some services are free. Call for more information.
**Services:** Adult, child and maternal health services; immunizations, lead screening, well child clinic, Women, Infants and Children Program, parenting classes; family planning, HIV testing and counseling.
**Application Process:** Bring proof of income. Call in advance for appointment.
**Languages:** English and Spanish

*Pitt County Memorial Hospital*
**Location:** 2100 Stantonsburg Rd. Greenville, NC. 27835
**Telephone:** Main (252) 847-4100, Emergency (252) 847-0279 or (252) 847-0191
**Cost:** Depends on services used
**Languages:** English and Spanish
Randolph County

Randolph Domestic Violence and Child Abuse Resources

*Randolph County Department of Social Services
Location: 1512 North Fayetteville Street Asheboro, North Carolina 27203
Telephone: (336) 683-8000 Asheboro; (336) 315-8000 Greensboro/Liberty; (336) 878-8000 Archdale/High Point/Trinity
Hours of operation: Monday – Friday, 8:00 a.m. - 5:00 p.m.
Eligibility: Depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

*Randolph County Family Crisis Center/Phoenix Program
Location: 229 East Academy Street, Asheboro, NC 27204
Telephone: 336-629-4159 (24 hours)
Hours of operation: Office hours are Monday – Friday 8 a.m. – 5 p.m. Shelter operates 24 hours a day. Phoenix programs groups meet Monday 6 p.m. – 8 p.m. and Tuesday 6 p.m. – 8 p.m.
Eligibility: Randolph county residents with evidence of domestic violence threat. Phoenix program accepts court-referrals and self-referrals.
Cost: None for most services. Phoenix programs requires $50 fee for intake assessment; total cost for classes is $495
Services: Court advocacy, bilingual advocacy, women’s support group’ children’s group; temporary shelter, parenting classes in English and Spanish. Assists with paperwork for protective orders and provides shelter for women and children in secret locations. Certified abuser treatment program (Phoenix Program) offers men’s groups following the Duluth model, a 26 week program.
Application process: Call to make appointment for intake assessment.
Languages: English and Spanish speaking advocate. Phoenix Program offers English-speaking groups only; refers Spanish-speakers to Chatham county program.

Randolph Emergency Assistance

*Assistance Program, Liberty Association of Churches
Location: 125 South Greensboro Street Liberty, North Carolina 27298
Telephone: (336) 622-8312
Hours of operation: Monday and Friday 9-12 and Tuesday and Thursday 2-5.
Eligibility: Must meet Department of Social Services standards for assistance. Focus on residents of Liberty and surrounding townships.
Cost: Free
Services: Food supplies, clothing, and limited funds for other needs.
Application process: Walk-in, written application and an interview.
Languages: English and Spanish

*Randolph County Health Department
Location: 2222 B South Fayetteville Street, Asheboro, NC 27205
Telephone: (336) 318-6217
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Randolph County residents. Must meet financial guidelines, call for more information.
Cost: Sliding scale fees based on income and family size
Services: Maternal, child and adult health services, dental health program, discount prescription card.
Application Process: Depends on program, call for more information.
Languages: English and Spanish

Robeson County

Robeson Domestic Violence and Child Abuse Services

*Social Services, Robeson County
Location: 435 Caton Rd Lumberton, NC 28360
Telephone: (910) 671-3500
Hours of operation: Monday-Friday 8a.m.-5p.m.
Eligibility: Resident of Robeson County.
Cost: Fees vary by program or service. Call for details.
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

*Southeastern Family Violence Center/Choices Abuser Treatment Program/Domestic Violence Emergency Shelter &Women’s and Children’s Support Groups
Location: Office 202 W. Chestnut St, Lumberton, NC 28359. Choices ATP groups meet at 109 North Court Square, Lumberton, NC. Support groups meet at 108 W 9th St, Lumberton NC.
Telephone: 910-739-8622 (also a 24 hour crisis line)
Hours of operation: Office hours Monday – Friday, 8:30 a.m. – 5:00 p.m.
Children groups meet Tuesdays 5:30 p.m. – 6 p.m.
Choices Abuser Treatment Program groups meet Thursday 7:00 pm - 9:00 pm and Saturdays 10 am – noon.

Eligibility: Women only for domestic violence emergency shelter and domestic violence support group. Support group for children under 18. Choices Abuser Treatment Program only offers men’s groups. Men can be referred through the courts, Department of Social Services or voluntarily. They must be willing to talk about their abuse and/or violence and accept responsibility.

Cost: None for emergency shelter and support groups. The total cost for the Choices ATP 6-month program is $400. Payments can be made at each group if the total is paid by the end of the 6 months; also offers a sliding-scale fee for individuals with a proven hardship. Accepts cash or check for payment.

Services: 24 hour crisis line, emergency shelter for women and children, emergency transportation, parenting classes/fathers and mothers, crisis counseling, court advocacy, women's support groups, legal workshops, children's programs, information and referral, domestic violence education classes, abuser treatment programs, community education, displaced homemakers services. Certified abuser treatment program consists of men’s groups offering a psycho-educational, behavioral-based abuser treatment group which centers on use of negotiation, fairness, equality, communication and non-violence in relationships, accountability and choice of behavior.

Application process: Walk-in or call. Men can complete paperwork for Choices ATP at first group meeting. If referred through the courts or Department of Social Services must bring a copy of referral or contact information from the referral source.

Languages: English.

---

Robeson Emergency Assistance

*Emergency Assistance, Church & Community Center*
Location: 210 E 15th St Lumberton, NC 28358  
Telephone: (910) 738-5204  
Hours of operation: Monday, Wednesday, Friday, 8:30 a.m. - 5:00 p.m.; Tuesday, 9:30 a.m.-5:00 p.m.  
Eligibility: Eligibility varies by service. Some require income verification, crisis, no assistance in the past, identification including social security card, etc. Call for detailed information.  
Cost: Free  
Services: Emergency financial assistance with electricity, heating gas, prescription medication, past due rent. Information and referrals for clothing, furniture, and household items to families burned out. Food pantry with prepared food boxes worth $40.00 per household.  
Application process: Some assistance may require an appointment. Call or stop by for information.  
Languages: English and Spanish
*Emergency Assistance, Church & Community Center*
Location: 134 N Main St Red Springs, NC 28377
Telephone: (910) 843-4120
Hours of operation: Monday - Friday, 8:00 a.m. - 3:00 p.m.
Eligibility: Clients are eligible for assistance once per year. Must meet income guidelines.
Cost: Free
Services: Emergency, financial assistance with utility bills, rent, mortgage and medication.
Application process: Come to office and complete intake application.
Languages: English and Spanish

*Food Pantry, Church & Community Center - Red Springs*
Location: 134 N Main St Red Springs, NC 28377
Telephone: (910) 843-4120
Hours of operation: Monday - Friday, 8:00 a.m. - 3:00 p.m.
Eligibility: Must live in Robeson County towns of Red Springs, Maxton, Shannon, Lumber Bridge or Rennert. May receive food assistance once every four months.
Cost: Free
Services: Food assistance for individuals and families.
Application process: Must complete intake application.
Languages: English and Spanish

Robeson Health and Substance Abuse Services

*Robeson County Health Department*
Location: 460 Country Club Road, Lumberton, NC 28360
Telephone: (910) 671-3200
Hours of Operation: Monday – Thursday: 8 a.m. – 5:30 p.m.; Friday: 8 a.m. – 5:15 p.m.
Eligibility: Robeson County residents.
Cost: Accepts Medicaid, Medical Insurance and Self Pay. Also offers a sliding fee scale based on income.
Services: Maternal, child and adult services; social work, home health & personal Care Services, immunizations, Women Infants and Children Program (WIC), TB testing & treatment
Application Process: Call for appointment. Walk-ins only accepted based on need. Call for more information.
Languages: English and Spanish

*Maxton Medical Center*
610 East Martin Luther King Jr. Drive, Maxton, NC 28372
Telephone: (910) 844-5253
Hours of Operation: Monday, Wednesday, Thursday 8 a.m. – 5 p.m.
Tuesday 8 a.m. – 7 p.m., Friday 8 a.m. – 3 p.m.
Eligibility: All age groups
Cost: Accepts Medicaid, Medicare, Health Choice, and private insurance. Applications are available for a sliding fee scale.

Services: Medical, laboratory, mental health and dental services; childbirth and parenting classes. Migrant outreach makes referrals to area health services.

Application process: Appointments and walk-ins welcome. Call for more information.

Languages: English and Spanish

*South Robeson Medical Center
Location: 1212 S. Walnut Street Fairmont, NC 28340
Telephone: (910) 628-6711
Hours of Operation: Monday – Friday 8 a.m. – 5 p.m., Thursday 8 a.m. – 9 p.m.
Eligibility: All age groups

Cost: Accepts Medicaid, Medicare, Health Choice, and private insurance. Applications are available for a sliding fee scale.

Services: Medical, laboratory, mental health and dental services; childbirth and parenting classes. Migrant outreach makes referrals to area health services.

Application process: Appointments and walk-ins welcome. Call for more information.

Languages: English and Spanish

*Lumberton Health Center
Location: 401 North Chestnut Street, Lumberton, NC 28358
Telephone: (910) 739-1666
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: All age groups

Cost: Accepts Medicaid, Medicare, Health Choice, and private insurance. Applications are available for a sliding fee scale.

Services: Medical, laboratory, mental health and dental services; childbirth and parenting classes. Migrant outreach makes referrals to area health services.

Application process: Appointments and walk-ins welcome. Call for more information.

Languages: English and Spanish

*Julian T. Peirce Health Center
Location: 307 East Wardell Dr, Pembroke, NC 28372
Telephone: (910) 521-2816
Hours of operation: Monday 8 a.m. – 7 p.m., Tuesday – Friday 8 a.m. – 5 p.m.
Eligibility: All age groups

Cost: Accepts Medicaid, Medicare, Health Choice, and private insurance. Applications are available for a sliding fee scale.

Services: Medical, laboratory, mental health and dental services; childbirth and parenting classes. Migrant outreach makes referrals to area health services.

Application process: Appointments and walk-ins welcome. Call for more information.

Languages: English and Spanish
Robeson Legal Assistance

*Legal Advocacy, Family Violence Center
Location: 108 W 9th St Lumberton, NC 28358
Telephone: (910) 739-8622
Hours of operation: Monday - Friday, 8:30am - 5:00pm
Eligibility: None
Cost: Call for information
Services: Supportive services to victims of domestic violence when attending court hearings. assistance with filing domestic violence protective orders. No legal advice.
Application process: Walk-in or call.
Languages: English and Spanish

Sampson County

Sampson Domestic Violence and Child Abuse Services

*Sampson County Department of Social Services
Location 1: 405 County Complex Road, Clinton, North Carolina 28328 (Medicaid, Work First Family Assistance, food stamps, long term care/special assistance, low income energy assistance, North Carolina Health Choice, transportation)
Telephone 1: (910) 592-7131
Location 2: 108 East Main Street, Clinton, North Carolina 28328 (daycare, child protective services, family services, foster care, adoptions, crisis intervention program)
Telephone 2: (910) 592-4200
Location 3: 101 West Elizabeth Street, Clinton, North Carolina 28328 (child support services)
Telephone 3: (910) 592-4137
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program. Call for more information.
Cost: None
Services: Child and family services include child health insurance programs, Child Protective Services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application Process: Depends on program. Call for more information.
Languages: English and Spanish interpretation services available.

*Insight ATP/U Care, Inc.
Location: 308 College St. (PO Box 761), Clinton, NC 28328
Telephone: office (910) 596-0931; crisis: (910) 596-0931
Hours of operation: UCare business hours are Monday – Friday, 9 a.m. – 5 p.m. Crisis and emergency services are available 24 hours a day, 7 days a week.
Eligibility: Serves women, men and families experiencing domestic violence. Call during business hours to make an appointment for abuser treatment intake.

Cost: None except small fee for court mandated batterer’s program. Call for more information.

Services: "Insight" court mandated abuser treatment program offers men’s groups. Other services by U Care include 24 hour crisis line, crisis counseling, court and victim's advocacy/accompaniment, information and referral, transportation, support groups, 24-hour emergency shelter, rape/sexual assault services, displaced homemakers program, anger management.

Application process: Call for consultation or to make appointment.

Languages: English and Spanish translation on site.

---

**Sampson Emergency Assistance**

*Sampson County Department of Social Services*

**Location:** 405 County Complex Road, Clinton, North Carolina 28328

**Telephone:** (910) 592-7131

**Hours of Operation:** Monday – Friday, 8 a.m. – 5 p.m.

**Eligibility:** Based on income; depends on program. Call for more information.

**Cost:** None

**Services:** Low Income Energy Assistance Program (LIEAP) provides a one-time cash payment to help eligible families pay their heating bills. Must apply in early November to receive a check in early February. General Assistance program helps with prescriptions, medical visits, food, overnight lodging, transportation and burials.

**Application Process:** Call for more information.

**Languages:** English and Spanish interpretation services available.

*Sampson Crisis Center Inc.*

**Location:** 309 East Main Street, Clinton NC 28328

**Telephone:** (910) 592-3599

**Hours of Operation:** Office hours are Monday – Friday 9 a.m. – 1 p.m. Thrift Shop hours are Monday – Friday 9 a.m. – 4:30 p.m. and Saturdays 9 a.m. – 2 p.m.

**Eligibility:** Must meet income requirements. Call for more information.

**Cost:** None for office services. Thrift shop offers low cost items.

**Services:** Provides food, help with rent, mortgage, utilities and prescription medications, emergency shelter and transportation. Thrift shop sells low cost clothing and household items.

**Application Process:** Call for more information

**Languages:** English
Sampson Health and Substance Abuse Services

*Sampson County Health Department
Location: 360 County Complex Road, Clinton, North Carolina 28328
Telephone: (910) 592-1131
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program, call for more information.
Cost: Fees based on household income. Call for estimates of charges. Accepts Medicaid and private insurance.
Services: Pregnancy tests, pre-natal care, WIC certification (food vouchers), screening and treatment for sexually transmitted diseases, pap smears, family planning, immunizations, tuberculosis follow-up, child health, child service coordination, maternity care coordination, and maternal outreach.
Application Process: Depends on program, call for more information.
Languages: English and Spanish interpretation services available.

Surry County

Surry Domestic Violence and Child Abuse Services

*Surry County Department of Social Services
Location: 118 Hamby Road, Dobson, NC 27017
Telephone: (336) 401-8700, Emergency phone: (336) 374-3000
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Depends on program. Citizens are entitled to benefits. Benefits for permanent residents, refugees, and other immigration classes may depend on personal situation. For more information visit the Department of Social Services or call CARE-LINE (toll-free) at 1-800-662-7030.
Cost: None
Services: Child and family services include child health insurance programs, Child Protective Services, Work First Family Assistance, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application Process: Must apply in person. Information needed includes more than one form of identification such as a birth certificate, social security card, or driver's license and proof of income. Some programs may require additional documentation.
Languages: English; Spanish interpretation services.

*Surry Women’s Shelter, Inc.
Location: P.O. Box 738, Dobson, NC 27017
Telephone: (336) 386-9657, hotline: (336) 386-8078
Hours of operation: 24 hours a day
Eligibility: Victims of domestic violence
Cost: None
Services: 24 hour crisis hotline, 24 hour domestic violence shelter, emergency transportation, emergency court advocacy, emergency financial assistance, screening for substance abuse and mental health issues, and follow-up services. Children’s services include support group, case management, information and referral, and playgroup. Hispanic Outreach Program assists domestic violence victims from the Latino community.
Languages: English and Spanish

*STAY KALM/Donlin Counseling Services
Location: 129A West Atkin St, Dobson, NC 27017
Telephone: 800-231-7371
Hours of operation: Call for best time to schedule an intake appointment and for group meeting times
Eligibility: Accepts court-referrals. Please call to find out if other referrals are accepted.
Cost: Most abuser treatment programs require a deposit due upfront for the intake assessment and weekly payments for the program. Please call for more information on this program.
Services: Certified Abuser Treatment Program (STAY KALM) offers men’s groups following the Duluth model.
Application Process: Call to make appointment for intake assessment.
Languages: English speaking groups. Call for possible arrangements for Spanish speakers.

*Surry Task Force on Domestic Violence, Inc.
Location: 114 W. Atkins Street, Dobson, NC 27017
Telephone: (336) 356-2014
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Victims of domestic violence
Cost: None
Services: 24-hour emergency crisis line, counseling, court accompaniment, advocacy, emergency transportation, off-site shelter, emergency supplies. Refers to other agencies as needed.
Languages: English; can provide Spanish interpreters.

Surry Emergency Assistance

*S.E.A.M.S Ministry Outreach Center
Location: Old Highway 52 (near Rescue Squad), Pilot Mountain, NC 27041
Telephone: (336) 368-4949—Thrift Store, (336) 368-4907—Food Pantry
Hours of Operation: Call for information
Eligibility: Depends need and situation
Cost: Low to none; depends on need.
Services: Food, assistance with utilities; thrift store offers low cost or free clothing and household items.
Languages: English

Surry Health and Substance Abuse Services

*Surry County Health Department
Location: 118 Hamby Rd, Dobson NC 27017
Telephone: (336) 401-8400, Appointments: (336) 401-8410
Hours of Operation: Monday – Friday, 8:15 a.m. – 5:00 p.m.
Eligibility: Depends on program. Call for more information.
Cost: Fees for all services are based on a sliding fee scale according to income.
Services: Pregnancy tests, pre-natal care, WIC certification (food vouchers), screening and treatment for sexually transmitted diseases, pap smears, family planning, immunizations, tuberculosis follow-up, child health, child service coordination, maternity care coordination, and maternal outreach, Migrant Farmworker Program.
Application Process: Patients are seen by appointment only
Languages: English; Spanish interpretation services.

Tyrrell County

Tyrrell Domestic Violence and Child Abuse Services

*Tyrrell County Department of Social Services
Location: 102 N Road Street, Columbia NC 27925
Telephone: (252) 796-3421
Hours of Operation: Monday - Friday: 8:30am -12:00pm, 1:00pm - 5:00pm
Eligibility: Depends on program. Call for more information.
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance, domestic violence, drug abuse, financial assistance, parenting, pregnancy and teenage pregnancies.
Application Process: Depends on program. Call for more information
Languages: English

*Options to Domestic Violence/Substance Abuse, Inc.
Location: 20 Oyster Creek Rd, Washington NC 27889 (Main office).
Call for other locations.
Telephone: (252) 946-3219, Crisis Hotline 1-877-723-8390
Hours of Operation: Crisis center is available 24 hours a day, 7 days a week.
Eligibility: Female and male victims of domestic violence, assault, and/or crime in Beaufort, Tyrrell, Hyde, Martin, Pamlico Counties.

Cost: None

Services: Provides assistance to community as well as specific assistance to the Hispanic population and ensures confidentiality for all services. Offers temporary shelters, food-assistance, transportation assistance, legal aid, court advocacy, 24 hour crisis center, migrant worker program, and translation services (to police, hospital, courts, etc.). Helps Hispanic victims to apply for a Crime Victim Visa, providing the application and assistance throughout the process. Helps Hispanic clients gain legal working status.

Application Process: None; call for appointment or visit the office.

Languages: English and Spanish

---

**Tyrrell Health and Substance Abuse Services**

*Tyrrell County Health Department*

Location: 408 Broad Street, Columbia NC 27925

Telephone: (252) 793-3023

Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.

Eligibility: Depends on program. Call for more information.

Cost: Sliding fee scale for all services. Some services require immediate payment. Some free women’s health services. Call for more information.

Services: Primary care, family planning, pre-natal, health, child health, women’s health program, Women Infants and Children (WIC) program, communicable disease testing, immunizations.

Application Process: Depends on program. Call for more information. Proof of income may be required for some services. Some services may request social security number which patient can refuse to provide.

Languages: English and Spanish interpreters available on site.
Union County

Union Domestic Violence and Substance Abuse Services

*Union County Department of Social Services
Location: 1212 West Roosevelt Blvd
Telephone: (704) 296-4300
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.; Tuesdays, 8 a.m. – 6 p.m.
Eligibility: depends on program
Cost: None
Services: Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
Application process: Call for information
Languages: English and Spanish

*Turning Point of Union County
Location: P.O. Box 952 Monroe, NC 28111-0952
Telephone: (704) 283-7233
Crisis Line: (704) 283-9150
Hours of operation: 24 hours, 7 days a week
Eligibility: Victims of physical, emotional, sexual, or financial domestic abuse and their dependent children.
Cost: None
Services: Temporary shelter, 24-hour crisis line; information and referral; community education; counseling for women and children in the shelter, legal advocacy and support groups.
Application process: Call 704-283-7233 for a confidential telephone crisis interview.
Languages: English and Spanish

*STOP
Location: 105 E. Franklin, Monroe, NC 28110
Telephone: 704-282-5006
Hours of operation: Call for best time to schedule an intake appointment and for group meeting times
Eligibility: Accepts court-referrals. Please call to find out if other referrals are accepted.
Cost: Most abuser treatment programs require a deposit due upfront for the Intake assessment and weekly payments for the program. Please call for more information on this program.
Services: Certified Abuser Treatment Program (STOP) offers men’s groups and women’s groups.
Application process: Call to make appointment for intake assessment.
Languages: English and Spanish speaking
Union Emergency Assistance

*Crisis Assistance Ministry of Union County*
Location: 1333 W. Roosevelt Blvd. Monroe, NC 28110
Telephone: (704) 225-0440
Crisis intervention: (704) 238-0155
Hours of operation: Monday - Friday, 9:00 a.m. - 5:00 p.m.; Saturday, 9:00 a.m. - 1:00 p.m.
Eligibility: Must live or work in Union County, have a verifiable crisis and the ability to maintain future expenses.
Cost: None.
Services: Emergency financial assistance for utilities, rent, eviction; information and referrals for food and medicine.
Application process: Must apply in person and have a referral slip from the Department of Social Services, Union County churches, or United Way agency.
Languages: English and Spanish

*Family Store - Salvation Army, The [Union]*
Location: 417 E. Franklin St. Monroe, NC 28112
Telephone: (704) 292-1379
Hours of operation: Monday - Saturday, 9:00 a.m. - 5:30 p.m.
Eligibility: None
Cost: Vary
Services: Low cost clothing, furniture and other household goods.
Application process: N/A
Languages: English, no Spanish available.

Union Health and Substance Abuse Services

*Union County Health Department*
Location: 1224 West Roosevelt Blvd, Monroe, NC 28110
Telephone: (704) 296-4800
Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m.
Cost: Fees charged for voluntary health services are adjusted according to income. Patients meeting certain financial eligibility guidelines may receive services at no charge. The Health Department will bill Medicaid, Health Choice, and Medicare. Fees are not charged for immunizations required by law, tuberculosis control services, or sexually transmitted disease services.
Services: Maternal, child and adult health services, pregnancy testing, prenatal care home visits, social work, parenting information and referral. immunizations, Women Infants and Children Program (WIC).
Application Process: Depends on program. Call for more information.
Languages: English and Spanish
*Community Health Services of Union County, Inc.*
Location: 1617 West Roosevelt Blvd., Suite M, Monroe, NC 28110
Telephone: (704) 296-0909
Hours of operation: Monday - Friday, 8:30 a.m. - 5:00 p.m.
Eligibility: Union County residents age 18 years and older
Cost: Blood screenings & immunizations have set fees; general screenings at targeted sites.
Services: 19 community clinics provide health assessments; adult immunizations for flu and pneumonia; individual health counseling; workshops. Makes referrals for necessary diagnostic and treatment services. Limited assistance to purchase prescriptions.
Application process: Call or apply in person at community sites
Languages: Spanish interpreter, part-time

*First Step @ CMC - Union - Behavioral Health Centers*
Location: 1623 Sunset Dr., Monroe, NC 28111
Telephone: (800) 446-6774 (toll-free) or (704) 444-2400
Call Center: (800) 418-2065 (toll-free)
Hours of operation: 24 hours, 7 days a week
Eligibility: Substance abuse patients must be 18 years old and over.
Cost: Vary
Services: Substance abuse treatment and education
Application process: Call
Languages: English and Spanish

Wake County

Wake Domestic Violence and Child Abuse Services

*Wake County Department of Human Services*
Location: Swinburne Building, 220 Swinburne St., Raleigh, NC 27610
Telephone: (919) 212-7000
Hours of operation: 8:30 a.m. to 5 p.m.
Location: Eastern Regional Center, 1002 Dogwood Drive, Zebulon, NC 27597-6814
Telephone: (919) 404-3900
Hours of operation: 8:30 a.m. to 5 p.m.
Location: Northern Regional Center, 350 E. Holding Ave., Wake Forest, NC 27587
Telephone: (919) 562-6300
Hours of operation: 8:30 a.m. to 5 p.m.
Location: Southern Regional Center, 130 N. Judd Parkway NE, Fuquay-Varina, NC 27526
Telephone: (919) 557-2501
Hours of operation: 8:30 a.m. to 5 p.m.
Location: Western Wake Human Services Center, 232 High House Road, Cary, NC 27513
Telephone: (919) 460-3366
Hours of operation: 8:30 a.m. to 5 p.m.
Eligibility: Depends on program.
Services: Child protective services; crisis intervention, emergency assistance, adult and family services; supportive services, food stamp program, family and child Medicaid services, mental health services.
Languages: English, Spanish

*Costran Batterer Intervention Program*
Location(s): 225 Hillsborough St, Raleigh; 1241 – 24B S. Main St., Raleigh; 315 N. Academy, Cary, NC
Telephone: 919-836-9021, Fax: 919-836-1837
Hours of operation: Office hours are Monday – Friday, 8 a.m. – 5 p.m.
Eligibility: Call for more information
Cost: Fee for intake assessments as well as for each group session. Call for more information.
Services: Certified abuser treatment program offers men’s groups and women’s groups.
Application process: Call for intake appointment.
Languages: English and Spanish

*DOSE / Triangle Family Services*
Location(s): 401 Hillsborough St. Raleigh; 600 Walnut St., Cary; 107 E. South St., Wake Forest, NC
Telephone: 919-821-0790 x 308, Fax: 919-821-8449
Hours of operation: Monday 8:00 a.m. – 8:00 p.m.; Tuesday, Wednesday & Thursday 8:00 a.m. - 6:15 p.m.; Friday 8:00 a.m. - 1:30 p.m.; Saturday 8:00 a.m. – 12:00 p.m.; Sunday 3:00 p.m. - 4:30 p.m. English-speaking men meet Monday, Tuesday, Wednesday, Thursday, or Saturday; Spanish-speaking men meet Tuesday or Sunday; English-speaking women meet Thursday or Saturday; Spanish-speaking women meet Wednesday.
Eligibility: Accepts court-referrals, Department of Social Services-referrals, self-referrals, and referrals from other treatment programs
Cost: $470 (total including intake down payment)—payable weekly; intake assessment requires down payment of $25 upfront when making appointment (if needed, may pay $10 down and pay rest on day of the actual intake assessment)
Services: Certified Abuser Treatment Program (DOSE) offers men’s groups and women’s groups. Consists of 26 sessions over 30 weeks, following the Duluth model
Application process: Must come to office in person to sign up for program (pay deposit $25 & complete a pre-intake assessment)—clients should bring their court-order or judgment and/or referral with them to make the appointment
Languages: English and Spanish
*Interact*
Location: 612 Wade Ave. Raleigh, North Carolina 27605
Telephone: (919) 828-7501
Domestic Violence Hotline: (919) 828-7740
Hours of operation: Monday - Thursday, 8:00 a.m. - 8:00 p.m.; Friday, 8:00 a.m.
Eligibility: Victims of domestic violence and or sexual assault, 13 years old and up.
Cost: None
Services: Provides array of services for the support and safety of victims of domestic violence or rape/sexual assault. Includes 24-hour crisis counseling, 24-hour hospital advocacy, office counseling, court advocacy, 24-hour emergency shelter assistance, variety of support groups, information and advocacy. The Project Together program assists victims with the 50B restraining order process.
Application process: Call 828-3067 to initiate call-out for a severe sexual assault forensic exam.
Languages: English and Spanish

*SAFEchild - MEN Engaged in Nurturing Strategies*
Location: Raleigh, North Carolina (locations vary by session)
Telephone: (919) 231-5800
Hours of operation: Call for hours and location of next session.
Eligibility: Fathers convicted of domestic violence.
Cost: $130
Services: Provides a parenting program for men convicted of domestic violence. Program focuses on helping fathers develop and strengthen communication, anger management, and positive discipline skills. Provides parents with information on appropriate expectations for various ages and stages of development, building children's self-esteem, and characteristics of healthy families.
Application process: Wake County Domestic Violence Court makes referrals.
Languages: English and Spanish

*NC Council for Women Domestic Violence Commission-Victims of Sexual Assault-Domestic Violence*
Location: 526 N. Wilmington St. Raleigh, North Carolina 27604
Telephone: (919) 733-2455
Hours of operation: Monday - Friday: 8 a.m. – 5 p.m.
Cost: None.
Services: Provides statewide directory of domestic violence and sexual assault programs and services.
Application process: Call office.
Languages: English
Wake Emergency Assistance

*Urban Ministries of Wake County-Crisis Intervention  
**Location:** 1390 Capital Blvd. Raleigh, North Carolina 27604  
**Telephone:** (919) 834-4707  
**Hours of operation:** Monday - Friday, 9:00 a.m. - 1:00 p.m.  
**Eligibility:** Low income Wake County families, elderly, and the disabled have priority. Rent must be $200. Past due notice needed.  
**Cost:** None.  
**Services:** Financial assistance for rent, utilities, and deposits to low income people in Wake County. Also offers prescriptions, employment assistance, and a food pantry. Makes referrals to other human service agencies in the county. Requires proof of income for financial assistance. Clients receiving financial assistance will be enrolled in the social work case management program. For emergency food, clients must have Wake County ID and ID for everyone in the household such as birth certificate, social security card or Medicaid card. Client can receive food every 90 days. Every 30 days, clients are eligible for a food referral to another pantry within Wake County.  
**Application process:** For financial assistance, call Mondays at 8:30 a.m. Other services available on a walk-in basis.  
**Languages:** English and Spanish

*Christian Community in Action- Social Concerns  
**Location:** 1231 NE Maynard Rd. Cary, North Carolina 27513  
**Telephone:** (919) 469-9861  
**Hours of operation:** Monday - Friday: 10:00 am - 1:30 pm  
**Eligibility:** Open to public.  
**Cost:** None.  
**Services:** Provides emergency help with food, clothing, utility bills, rent, and housing and makes referrals to other agencies.  
**Application process:** Fill out application and volunteer interview. The process for two scholarship programs is based on committee interview.  
**Languages:** English and Spanish interpreter available.

*Salvation Army of Wake County  
**Location:** 215 S. Person St. Raleigh, North Carolina 27601  
**Telephone:** (919) 834-6733  
**Hours of operation:** Monday - Friday: 8:30 a.m. - 4:30 p.m. Apply for financial assistance Monday, Tuesday, Wednesday or Friday, 8:30 – 9:00 a.m. Food pantry open Tuesday and Thursday at 1:00 p.m. Soup kitchen at 5:00 p.m. Monday through Friday.  
**Eligibility:** For financial assistance must have (1) North Carolina Identification Card, 2. Social Security Card or immigrant identification number, 3. Proof of currently working 30 hours per week, or of currently receiving social security benefits or of having been laid off for the last 6 months, 4. Proof of a rent/mortgage payment of at least $300 ($200 if on social security). Rent receipts, canceled checks, or money order receipts can be used. 5. Final notice for utility bills; or Court eviction papers for rental assistance.  
**Cost:** Financial assistance.
food pantry must have Social Security cards for all members of household a NC ID card, and a rent receipt for a permanent residence. Soup kitchen is open to all.

Cost: None.

Services: Financial assistance of up to $75 for utility bills, rent, or prescriptions, food pantry, free meals at soup kitchen.

Application process: Must bring documents described above in eligibility section.

Languages: English and Spanish

*Western Wake Crisis Ministry Food and Bill Assistance*

Location: 103 1/2 E. Chatham St. Apex, North Carolina 27502

Telephone: (919) 362-0657

Hours of operation: Monday, Tuesday, Wednesday, Thursday 10 am – 1 pm.

Eligibility: All residents of Apex, Friendship, Holly Springs, and New Hill and Fuquay-Varina.

Cost: None

Services: Food pantry available once every 30 days. Financial aid available up to once per year in emergency situations. Help available for rent, utilities, mortgage and prescriptions. Other assistance possible by special request.

Application process: Bring proof of current address; walk-ins are welcome. For financial aid, bring past-due bill and any available documentation of other crisis situations.

Languages: English and Spanish

*Brooks Avenue Church of Christ- Clothing Closet and Food Pantry*

Location: 700 Brooks Ave. Raleigh, North Carolina 27607

Telephone: (919) 821-2400

Hours of operation: 2nd & 4th Saturday: 9am - 12pm

Eligibility: Those in need of food or clothing must have identification.

Cost: Free.

Services: Provides food and two outfits per family member one time each month.

Application process: Come at assigned times to receive clothing.

Languages: English, Spanish

*Catholic Parish Outreach*

Location: 2539-C Noblin Rd. Raleigh, North Carolina 27604

Telephone: (919) 873-0245, (919) 821-9750

Hours of operation: Monday - Saturday, 10:00 a.m. - 1:00 p.m.

Eligibility: Wake, Franklin, or Johnston County residents with written referral from social service agency or church.

Cost: None.

Services: Offers 7-10 days of food for families, children's clothing up to size 4, and women's maternity clothing.

Application process: Bring social security card as identification. Without social security card may use DMV identification or tax ID number by arrangement

Languages: English and Spanish may be available.
*With Love From Jesus Ministries- Community Resource Center*

**Location:** 421 Chapanoke Rd. Raleigh, North Carolina 27603

**Telephone:** (919) 233-8010

**Hours of operation:** Tuesday, Wednesday, Friday, Saturday: 10am - noon

**Eligibility:** Open to the public.

**Cost:** None

**Services:** Food, household goods and other resources.

**Application process:** Come during operating hours or contact Charlotte Oakley by email at coakley@ncnewhires.com or by phone at (919) 828-7409.

**Languages:** English and Spanish

*St. Mark's United Methodist Church- Food Pantry (North Raleigh Ministries)*

**Location:** 2431 152 Spring St. Raleigh, North Carolina 27609

**Telephone:** (919) 785-9911

**Hours of operation:** Wednesday 5:45 p.m. - 6:45 p.m.

**Eligibility:** Working families and senior adults without income to for basic food needs. Must be referred by another agency.

**Cost:** None

**Services:** Families may receive food once a month for six months. After 6 months, the family must obtain another referral from the original referring agency.

**Application process:** Reserve a space by calling 919-787-0544.

**Languages:** English and some Spanish

*Triangle Vineyard Christian Fellowship Food Pantry*

**Location:** 3915 Western Blvd. Raleigh, North Carolina 27606

**Telephone:** (919) 233-8463

**Hours of operation:** Saturday 9 a.m. – 11 a.m.

**Eligibility:** Must live in zip codes 27606 or 27607.

**Cost:** None

**Services:** Provides a food pantry where persons can "shop" for food and household items free of charge.

**Application process:** Come, sign name and address.

**Languages:** English and some Spanish.

*Family Place, Inc., Food Pantry and Clothing Closet*

**Location:** 526 E. Hargett St. Raleigh, North Carolina 27601

**Telephone:** (919) 834-0169

**Hours of operation:** Clothing: Wednesday: 3 pm – 5 pm; Food Pantry: Thursday: 3-5 pm

**Eligibility:** Proof of income.

**Cost:** None

**Services:** Food pantry and clothing.

**Application process:** Fill out intake form. Need photo ID/driver's license. First time clients must make an appointment.

**Languages:** English and access to interpreters.
*Islamic Association Food Pantry*
Location: 3020 Ligon St. Raleigh, North Carolina 27607
Telephone: (919) 834-9572
Hours of operation: Every other Sunday: 1:30 pm - 3:15 pm; and by appointment.
Eligibility: Those in emergency need of food.
Cost: None
Services: Provides 2-3 days worth of food for emergency assistance. Sometimes provides non-food items such as soap, lotion, clothes, etc. Can arrange to meet clients on other days with 24 hours notice.
Application process: Please call for appointment.
Languages: English and serves non-English speaking clients

*Wake Health and Substance Abuse Services*

*Wake County Public Health*
Location: 10 Sunnybrook Road, Raleigh, NC 27620-4049
Telephone: (919) 250-4516; for clinic information (919) 212-7000
Hours of operation:
Eligibility: Wake County residents
Cost: Accepts Medicaid, private insurance and self pay. Also offers a sliding fee scale based on income.
Services:
Application process:
Languages: English and Spanish

*Wake County Public Health Southern Regional Center*
Location: 130 N. Judd Parkway NE, Fuquay-Varina
Telephone: 919-557-2501
Hours of operation: Monday – Friday 8:30 a.m. to 5 p.m.
Eligibility: Wake County residents
Cost: Accepts Medicaid, private insurance and self pay. Also offers a sliding fee scale based on income.
Services offered: Maternal, child and adult health services, Migrant Health Outreach, immunizations, mental health and substance abuse services
Languages: English and Spanish

*Wake County Public Health Eastern Regional Center*
Location: 1002 Dogwood Drive, Zebulon
Telephone: 919-404-3900
Hours of operation: Monday – Friday 8:30 a.m. to 5 p.m.; evening hours by appointment
Eligibility: Wake County residents
Cost: Accepts Medicaid, private insurance and self pay. Also offers a sliding fee scale based on income.
Services: Maternal, child and adult health services, Migrant Health Outreach, immunizations, mental health and substance abuse services
Languages: English and Spanish

*Wake County Public Health Western Regional Center*
Location: 232 High House Road, Cary
Telephone: 919-460-3366
Hours of operation: 8:30 – 5:00
Eligibility: Wake County residents
Cost: Accepts Medicaid, private insurance and self pay. Also offers a sliding fee scale based on income.
Services: Mental health services only
Languages: English

*Open Door Clinic- Urban Ministries of Wake County*
Location: 1390 Capital Blvd. Raleigh, North Carolina 27604
Telephone: (919) 832-0820
Hours of operation: By appointment only
Eligibility: Low-income, uninsured adults.
Cost: None
Services: Provides free medical treatment, prescription drugs, health education services, social work services and referrals. Offer confidential AIDS testing/counseling every Tuesday p.m.
Application process: Call for an appointment on Tuesday or Thursday from 9:00 a.m. - 11:00 a.m.
Languages: English and access to interpreters.

*Alliance Medical Ministry*
Location: 101 Donald Ross Drive, Raleigh, North Carolina 27610
Telephone: (919) 250-3320
Hours of operation: Monday – Friday 8:30 am – 5 pm (closed 12 pm – 1 pm for lunch); Saturday 9 am – 12 pm
Eligibility: Low-income, uninsured, working families; call for information
Cost: None
Services: Medical treatment, prescription drugs, health education services, social work services and referrals. Offer confidential AIDS testing/counseling every Tuesday p.m.
Application process: Call for information.
Languages: English and access to interpreters.

*Wake County Human Services Refugee Health*
Location: 10 Sunnybrook Rd. Raleigh, North Carolina 27610
Telephone: (919) 250-3067
Hours of operation: Monday - Friday: 8:30 am - 5:00 pm
Eligibility: Residents of Wake County who are refugees (not immigrants).
Cost: Vary, please call.
Services: Provides health care, referrals and follow-up until medical doctor has been obtained.
Application process: Call for an appointment.
Languages: English; call for other languages.

*Wake County Human Services Family Program — Alcoholism Treatment Center
Location: 3000 Falstaff Rd. Raleigh, North Carolina 27610
Telephone: (919) 250-1500
Hours of operation: 7 days a week, 24 hours a day
Eligibility: Open to public
Cost: None for education/prevention class; other service fees may apply
Services: Offers family counseling, family education, individual counseling and couples counseling to those affected by substance abuse. Counsels parents, spouses, friends, children of alcoholics/addicts (both minor and adult) and concerned others. Presentations are available for church, civic organization or other groups.
Application process: Call and ask for a family counselor.
Languages: English; call for other languages.

*Holly Hill Hospital Adult Chemical Dependency Care
Location: 3019 Falstaff Rd. Raleigh, North Carolina 27610
Telephone (RESPOND Counselors): (919) 250-7000
Telephone 2: (800) 447-1800
Hours of operation: 24/7
Eligibility: 18+ years old, with a chemical dependency.
Cost: Variable; accepts private insurance, under 21 Medicaid and Medicare.
Services: Provides inpatient and outpatient services for drug and alcohol addiction problems. Offers Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous meetings in the community, weekend family program, individual and group therapy, detoxification, referrals to outpatient treatment. Special treatment program for dually diagnosed adults, i.e. chemical dependency and psychiatric problems.
Application process: Call RESPOND at (800) 447-1800.
Languages: English; call for other languages.

*Alcoholics Anonymous of Wake County
Location: 3948 Browning Pl., Ste. 205 Raleigh, North Carolina 27609
Telephone: (919) 783-8214, (919) 783-6144
Hours of operation: 7 days, 24 hours
Eligibility: Those who want to stop drinking.
Cost: Free.
Services: Provides one-to-one peer counseling and meetings at various locations.
Application process: Call Hotline for meeting times and locations.
Languages: English and Spanish; call for other languages.
*Southlight - Going Places*
Location: 2101 Old Garner Rd., Suite 111, Raleigh, North Carolina 27610
Telephone: (919) 832-1400
Hours of operation: Monday - Friday 8:30 am-5:30 pm
Eligibility: At risk, low-income youth in southeast Raleigh, ages 8 - 18 years.
Cost: Call for information
Services: Offers assessment, education, counseling, life skills training, conflict resolution and violence reduction services for youth who are or may be affected by drugs or alcohol.
Application process: Call for appointment.
Languages: English and Spanish

*Oxford House - Wake County*
Location: 7208 Spanglers Spring Way Raleigh, North Carolina 27610
Telephone: (919) 662-1998
Hours of operation: Monday - Friday 8 am – 6 pm
Eligibility: Self-supporting men and women age 20 or older who are recovering alcoholics or drug addicts.
Cost: Varies; call for information; approximate cost $70 a week.
Services: Self-run, self-supported group housing throughout Wake County for men and women recovering from substance abuse.
Application process: Please call
Languages: English, Spanish, serves non-English speaking clients

Wake Legal Assistance

*El Pueblo*
Location: 4 N. Blount St.2nd Floor. Raleigh, North Carolina 27601
Telephone: (919) 835-1525
Hours of operation: Monday, Tuesday, Wednesday, Friday 9:00 am - 5:30 pm; Thursday 9 am – 9 pm
Eligibility: Interest in Latino issues.
Cost: Varies; call for information
Services: Information on immigration lawyers; statewide advocacy, leadership development, civic participation, legislative monitoring, and cultural activities.
Application process: Call for more information
Languages: English and Spanish

*Immigrants Legal Assistance Project*
Location: 224 S. Dawson St. Raleigh, North Carolina 27601
Telephone: (919) 856-2570, (888) 251-2776
Hours of operation: Monday - Friday 9 am – 5 pm
Eligibility: Low income immigrants.
Cost: Free.
Services: Provides low-income immigrants with assistance on immigration and farmworker issues.
**Application process:** Call 1-888-251-2776 on Tuesdays for telephone eligibility determination.
**Languages:** English and Spanish

**Refugee Resettlement and Immigration Services**
**Location:** 112 Cox Ave. Raleigh, North Carolina 27605
**Telephone:** (919) 832-2620, (800) 435-7464
**Hours of operation:** Monday - Friday: 8 am – 5 pm
**Eligibility:** Refugees (persons who have experienced persecution or have a well-founded fear of persecution) in the U.S. for five years or less
**Cost:** Fees only to apply for immigration services
**Services:** Assists refugees in becoming self-reliant as quickly as possible by providing services which include case management, job development, interpretation, and volunteer support.
**Application process:** Call office.
**Languages:** English, Spanish

**Yadkin County**

**Yadkin Domestic Violence and Child Abuse Services**

**Yadkin County Department of Social Services**
**Location:** 250 Willow St. (PO Box 548) Yadkinville, NC 27055
**Telephone:** (336) 679-4210
**Emergency Phone:** (336) 679-4210
**Hours of operation:** Monday – Friday, 8 a.m. – 5 p.m.
**Eligibility:** Depends on program
**Cost:** None
**Services:** Child and family services include child health insurance programs, child protective services, day care assistance, Medicaid, mental health services, food stamps, financial assistance.
**Application process:** Call for information
**Languages:** English. Spanish interpreters available Wednesday, Thursday, and Friday.

**Yadkin County Family Domestic Violence Program**
**Location:** 106 Elm St. (PO Box 1053) Yadkinville, NC 27055
**Telephone:** Office (336) 679-2072
Crisis line (336) 679-2500
**Hours of operation:** Monday – Friday 8 a.m. – 5 p.m.; emergency/crisis help has no closing time
**Eligibility:** Victims of domestic violence
**Cost:** None
Services: Court advocacy, emergency transportation to shelter or hospital, paperwork assistance, 24 hour emergency crisis line, support groups, referrals to other community agencies.

Application process: Call or stop by office. There is a short intake session to gather information for the program’s records.

Languages: English, Spanish interpretation available.

*Christine Booher DVATP
Location: 106 East Elm St, Yadkinville, NC 27055
Telephone: 336-526-6175, Fax: 336-835-3968

Hours of operation: Call for best time to schedule intake assessment.

Eligibility: Accepts court-referrals. Please call to find out if other referrals are accepted.

Cost: Most abuser treatment programs require a deposit due upfront for the intake assessment and weekly payments for the program. Please call for more information on this program.

Services: Certified Abuser Treatment Program offers men’s groups only.

Application process: Call to make appointment for intake assessment.

Languages: English. Call for possible arrangements for Spanish speakers.

Yadkin Health and Substance Abuse Services

*Yadkin County Health Department
Location: 217 East Willow St. P.O. Box 457 Yadkinville, NC 27055
Telephone: (336) 679-4203

Hours of operation: Monday – Friday, 8:00 – 5:00; WIC hours Monday 8:00 – 6:00, Tuesday – Friday, 8:00 – 5:00; Immunizations Monday – Friday, 8:00 – 4:00

Eligibility: Depends on program, call for more information.

Cost: Sliding fee scale based on size of household and income; some insurance; Medicaid.

Services: Family planning services, child birth classes, child health/pediatric clinic, immunizations, tuberculosis information, family care coordination, home health care, Women, Infants and Children (WIC) supplemental nutrition program.

Application process: Call for an appointment or walk in to request service.

Languages: English and Spanish