

# COMMUNITY RESOURCE INFORMATION GUIDE

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The information in this guide was originally compiled through a collaboration of the University of North Carolina at Charlotte's Office of Undergraduate Research and the Brenda H. Tapia Family Foundation with resources provided by Habitat for Humanity of the Charlotte Region. The Ada Jenkins Center has updated it with input from local nonprofit colleagues.

If you would like to have an entry included for the next update in July or see an item that needs revision, please email Diane Means at [diane.means@adajenkins.org](mailto:diane.means@adajenkins.org)

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## **Banks & Credit Unions**

The following institutions offer mortgages, investment opportunities, savings and checking accounts, and more.

### **Bank of America**

Offers services such as checking and savings accounts, loans, mortgages, and credit card accounts. Bank of America also provides investment services such as IRA (Individual Retirement Accounts) and college saving programs. For locations, hours, and other banking services go to: <https://www.BankofAmerica.com>

### **Fifth Third Bank**

Offers debit cards, online banking and bill pay, mobile banking and instant alerts. Fifth Third also offers checking and savings accounts, along with access to 50,000 fee-free ATMs. For locations, hours and other banking services go to: [Fifth Third Bank](#)

### **First Citizens Bank**

Has 19 Charlotte area locations that provide a full range of banking products and services to meet your individual or business financial needs. For locations, hours and other banking services go to: [First Citizens Bank](#)

### **South State Bank**

Provides checking and savings accounts, and Rx programs. South State Bank also offers personal lending for all types of recreational vehicles, along with wealth and investment services. For locations, hours and other banking services go to: [SouthState Bank](#)

### **Peoples Bank**

Offers deposit accounts, consumer loans, commercial loans, and other services with a "People First Banking" approach. For locations, hours and other banking services go to: [Peoples Bank](#)

### **Park National Bank: Charlotte Office**

A local community bank that offers access to full-service banking at every office, as well as convenient electronic banking. Park National Bank: Charlotte Office offers a complete menu of deposit accounts, loan options, trust, wealth management and investment services. For locations, hours and other banking services go to:

<https://parknationalbank.com/location/charlotte-office/>

### **Wells Fargo Bank**

Offers a wealth of financial and banking services for nearly every stage of life and business including banking, loans, credit cards, insurance, and investing. For locations, hours and other banking services go to: <https://www.wellsfargo.com>

**Regions Bank**

Makes banking easier, more convenient and more meaningful by having deeper conversations with customers to help them reach their financial goals and by offering the latest technology when a customer needs quick, efficient service early in the morning, in the evening, or even on Saturday or Sunday. For locations, hours and other banking services go to: [Regions Bank](#)

**Home Trust Bank**

Has a complete choice of product offerings, including savings accounts, checking accounts, money market accounts, CDs, IRAs, brokerage accounts, mortgage products, and credit cards. For locations, hours and other banking services go to: [HomeTrust Bank](#)

**Truist Bank**

Provides the following services and products: checking and savings accounts, credit cards, mortgages, wealth management, and retirement planning. For locations, hours and other banking services go to: <https://www.suntrust.com>

**Skyla**

Is a credit union - a COMMUNITY credit union. If you live, work, worship, or attend school in Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, or Union Counties in North Carolina or York, Lancaster, or Chester Counties in South Carolina, you can open an account. For locations, hours and other banking services go to: [Skyla Credit Union](#)

**Truliant Federal Credit Union**

Is a not-for-profit organization, whose goal is to make life easier, with products and services and trusted guidance designed to achieve the plans and dreams members have for themselves and their families. For locations, hours and other banking services go to: [Truliant Federal Credit Union](#)

**State Employees' Credit Union**

Is a member-owned financial cooperative providing banking services including savings, loans, and other financial services to employees of the State of North Carolina and their families. For locations, hours and other banking services go to: <https://locations.ncsecu.org>

**Charlotte Fire Department Credit Union**

Offers online services 24 hours a day from your computer, tablet, or smartphone. Employees of Charlotte Fire Department and their families, as well as volunteer firefighters and their families from the surrounding counties can become members. For locations, hours and other banking services go to: [Charlotte Fire Department CU \(cfdcu.org\)](#)

**Sharonview Federal Credit Union**

Located in NC and SC, offers a variety of banking services including checking accounts, auto loans, mortgages, credit cards and more. For locations, hours and other banking services go to: [Sharonview Federal Credit Union](#)

**Allegacy Federal Credit Union**

Strives for wellness of mind, body and wallet, believing that a truly healthy life means having healthy finances by providing financial services such as savings, loans and mobile banking to credit union members in local communities from 16 branch locations in 10 cities and 2 states. For locations, hours and other banking services go to: [Allegacy Federal Credit Union](#)

**Blue Flame Credit Union**

Offers loans on new and used cars, first mortgages, checking, savings, and online banking. Members of Blue Flame Credit Union may purchase tickets to various area attractions at discounted prices. For locations, hours and other banking services go to: [Blue Flame Credit Union](#)

**Self-Help Credit Union**

Offers low-cost loans, checking and savings accounts, branch access, mobile banking and more. For locations, hours and other banking services go to: [Self-Help Credit Union](#)

**First Legacy Credit Union**

Is now merged with Self-Help Credit Union and members have access to financial coaching, mobile banking, and online banking. For locations, hours and other banking services go to: [Welcome First Legacy Members](#)

**Carolina Telco Federal Credit Union**

Is a not-for-profit that has been serving members across the Carolinas since 1934. As the only credit union in the region focusing on telecommunications employees and their families, offering exceptional services and products, like auto loans, credit cards, mortgages, savings, and checking accounts. For locations, hours and other banking services go to [Carolinas Telco Federal Credit Union](#)

**Nova Credit Union**

Is a member-owned financial cooperative providing banking services including savings, loans, and other financial services to members. Membership is open to those who live or work within our Community 50-mile radius charter. USPS employees working anywhere in North Carolina can join. For locations, hours and other banking services go to: [Nova Credit Union](#)

## Employment Opportunities

The following organizations offer free to low-cost training programs in Charlotte

### **Charlotte Works**

Provides opportunities that prepare people for education and available careers while connecting businesses to skilled workers. At Charlotte Works they help Americans of all ages and skill sets find high-quality jobs and develop long-term careers. It also assists employers in hiring and retaining skilled workers.

Address: 8601 McAlpine Drive Park Suite 110 Charlotte NC 28211

Administrative Office Phone Number: 980-201-3256

Hours: Mon-Fri 8:00AM-5:00PM

For more information go to: [Charlotte Works](#)

### **Goodwill University**

Is designed to realize modern free learning opportunities for Goodwill clients and team members alike. Additional services are integrated into Goodwill University's curriculum to ensure equal access to critical skills development necessary for family-sustaining employment and personal growth. For more information visit or call them at:

Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208

Phone: 704-372-3434

### **Goodwill**

Stands ready with skilled professionals to assist you with your job search. Goodwill tailors its services to your needs, work history, and career goals. Goodwill provides intensive career development services, job connection centers, and on-the-job training programs to help you land a job and succeed in today's changing workforce. For more information visit or call:

Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208

Phone: 704-372-3434

For more information go to: [goodwillsp.org](http://goodwillsp.org)

## Employment Opportunities: Veterans

The following organizations assist veterans transitioning to civilian life.

### **Operation: Good Jobs**

Assists military and veteran families with job training and placement services by providing plans tailored to the individual to help participants succeed in achieving job placement, retention, and long-term financial stability. Transitioning military members, Reservists, National Guard members, veterans of all eras and ranks, military and veteran spouses, and dependents under 25 living with a veteran or military sponsor are eligible. For more information visit or contact them at: [www.goodwill.org/operation-goodjobs](http://www.goodwill.org/operation-goodjobs)

Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208.

Phone: 704-372-3434

### **RISE 2 WORK (FNS Employment and Training Program)**

The FNS E&T Program in Mecklenburg County Department of Social Services: Food and Nutrition Services (FNS) Employment and Training (E&T) is a federal program meant to support employment and training activities to increase FNS recipients' skills, careers, and ultimately their families' financial well-being. E&T Social Workers provide guidance, resources, and referrals to employment and skill-building programs. And through our partner agencies: Occupational skills training and certifications, job search support, High School completion, computer and other skills training programs, work experience and volunteer opportunities, job readiness services, resume building, career planning, assistance with transportation for participation in the job programs, and more. Visit the *Mecklenburg County Dept. of Social Service Public Assistance - Rise 2 Work* for the schools, training, and businesses they partner with. For more information visit or call the Service Centers at:

Address: Wallace H. Kuralt Centre 301 Billingsley Rd. or Community Resource Center 3205 Freedom Dr.

Phone: 704-336-3000

Hours: Monday-Friday 8AM-5PM

For more information go to: [Rise 2 Work | Mecklenburg County Government \(mecknc.gov\)](http://Rise2Work|MecklenburgCountyGovernment(mecknc.gov))

## **Employment Opportunities: Skilled Training**

The following organizations offer opportunities for skilled training in high growth careers.

### **Project P.I.E.C.E. (Partnership for Inclusive Employment and Career Excellence)**

High growth careers are necessary to decrease wealth gaps in the City. They are essential to upgrade the quality of life and strengthen communities. Project P.I.E.C.E., through the implementation of programs, partnerships, and policies, will focus on connecting businesses and Charlotte job seekers, particularly those with multiple barriers to employment. For more information:

Address: 600 E. Trade St., Charlotte, NC 28202

Phone: 704-336-3380

Email: [EconomicDevelopment@charlottenc.gov](mailto:EconomicDevelopment@charlottenc.gov)

For more information go to: [Partnership for Inclusive Employment and Career Excellence \(PIECE\) - Charlotte, NC - National Civic League](#)

### **Urban League of Central Carolinas (ULCC)**

ULCCs mission is to advocate for and equip African Americans and all underserved communities with the tools to achieve social and economic equality. ULCC's vision: To be the premiere change agent inspiring the community to attain socioeconomic and educational inclusion for a global economy. This is done through education, training, placement, and entrepreneurship. ULCC programs can benefit anyone in need of education, skills training, career development, employment services, and youth programs. Contact them at

Address: 740 W. Fifth St., Charlotte, NC 28202

Phone: 704-373-2256

Email: [ulcc@urbanleaguecc.org](mailto:ulcc@urbanleaguecc.org)

For more information go to: [Urban League of Central Carolinas – Civic & Social Organization](#)



## Employment Opportunities: Businesses

The following organizations offer opportunities for business and economic growth.

### **Mecklenburg County- Office of Economic Development**

Their mission: To provide resources to the business communities with the purposes of attracting, retaining and expanding employment opportunities for County residents. We strive to stimulate the local economy and expand the local sales and property tax base, while maintaining a positive balance between growth, social equity and the economy. Contact them for more information at:

Address: 600 East Fourth Street 2nd Floor - Suite 226, Charlotte, NC 28202

Phone: 704-336-3399

For more information go to: [Office of Economic Development | Office of Economic Development \(mecknc.gov\)](#)

### **Charlotte Business Resources**

Their goal: to connect you with the information you need to learn how to start a business and be successful running it! This site offers entrepreneurs of all backgrounds an opportunity to tap into the many workshops and free events designed to help the up-and-coming business owner.

Phone: 704-336-6924

For more information go to: [City of Charlotte - Explore Our Resources | RISE Charlotte Region \(rise-charlotteregion.com\)](#)

### **GET UP AND GROW**

A CPCC (Central Piedmont Community College) sponsored program is organized into ten learning modules with three sessions per month and consists of a total of 30.5 classroom training hours plus an introductory kickoff meeting and a celebratory graduation. One of the most valuable parts of the program is the inclusion of dedicated consulting hours each participant will receive with a team of experts with specialization in marketing, management, human resources, financial analysis, and business law. Working with one or all of the experts depending on your targeted needs will help springboard action and execution of elements within your growth plan.

Phone: 704-330-6736

Email: [sbc@cpcc.edu](mailto:sbc@cpcc.edu)

### **Leading on Opportunity**

Our Council reflects our Charlotte-Mecklenburg community. Their experiences and wisdom are coupled with a deep commitment to take bold action in improving economic mobility for all while governing our work.

Address: 911 Louise Avenue #101, Charlotte, NC 28204

Email: [info@leadingonopportunity.org](mailto:info@leadingonopportunity.org)

For more information go to: [Home - Leading On Opportunity](#)

## Other Resource Guides

The following services and databases list other resources available that are not included in this book.

### **findhelp.org**

This online directory is useful in assisting you with finding resources available to you based on your area code, including housing, medical, employment, and more.

For more information go to: [findhelp.org by findhelp - Search and Connect to Social Care](#)

### **NC211.org**

This online directory is useful in assisting you with finding resources available to you based on your location, including shelter, health care, and more.

For more information go to [NC 211](#)

### **MeckNC.gov Community Resource Guide**

This online community resource guide is provided by Mecklenburg County and includes direct links to some of the resources listed elsewhere in this book, as well as information regarding resources for health care, childcare, food security, active living, trauma and justice partnerships, pregnancy services, and more. For more information go to: [Department of Community Resources | Mecklenburg County Government \(mecknc.gov\)](#)

## Home Repairs

The following are resources for low or no cost home repairs.

### **Habitat for Humanity of the Charlotte Region**

The Critical Home Repair (CHR) program provides urgent, major repairs at a subsidized rate, allowing homeowners to remain in their homes.

CHR program addresses health and safety concerns such as, but not limited to:

- Unsafe roofing or flooring
- Lack of heat
- Electrical hazards
- Plumbing hazards
- Accessibility updates including handrails, ramps, and bathroom modifications

### CHR DOES NOT ADDRESS:

- Cosmetic repairs or painting
- Replacing carpeting or flooring (unless for structural reasons)
- Window replacement (unless current windows are rotted or contain lead)
- Bathroom renovations or remodels (unless for accessibility issues or as needed following plumbing repairs)

For more information and to see if you may qualify go to: [Habitat for Humanity of the Charlotte, NC \(habitatcltregion.org\)](http://HabitatforHumanityoftheCharlotte.NC(habitatcltregion.org)) or call the Critical Home Repair Hotline at 704-896-8957 x107

### **She Built This City**

A women-led and women-focused organization that provides critical repairs for women-headed households and women-focused community spaces to empower women to maintain safe and healthy homes, make a difference in their communities, and build a supportive community network.

Address: 920 Blair Hill Road, Suite B117, Charlotte, NC 28217

Email: info@shebuiltthiscity.org

Phone: 818-963-5136

For more information go to: [She Built This City](http://SheBuiltThisCity)

### **Rebuilding Together of Greater Charlotte (RTGC)**

Rebuilding Together of Greater Charlotte (RTGC)'s mission is repairing homes, revitalizing communities, rebuilding lives. We mobilize community volunteers and contractors to provide repairs that make homes safer and healthier for our neighbors in need. We also actively partner with other local organizations to connect the communities we serve with additional resources to meet their needs and help them create healthier, more vibrant neighborhoods.

Address: 9801 Southern Pine Blvd, Suite E, Charlotte, NC 28273 \*By Appointment Only\*

Email: info@rebuildingtogetherCLT.org

Phone: 980-236-0979

For more information go to: [Rebuilding Together of Greater Charlotte \(rebuildingtogetherclt.org\)](http://RebuildingTogetherofGreaterCharlotte(rebuildingtogetherclt.org))

## **The City of Charlotte**

Provides several housing repair programs for low-income city residents. In addition, the City partners with nonprofit organizations offering home repair programs to the Charlotte community. Some of the home rehabilitation and repair programs offered by the City of Charlotte include:

- **The Safe Home Emergency Repair Program** provides grants to low-income homeowners to address needed home repairs. The program seeks to correct code and incipient violations (items in a house that will need to be repaired or replaced in two to three years) and make general property improvements. The program serves single-family owner-occupied dwellings in need of repairs that can lead to a health and safety threat.
- **LeadSafe Charlotte** provides grants to assist low-income homeowners with addressing unsafe lead paint conditions that pose a potential health hazard to young children. The program is designed to assist owners of single and multifamily dwellings and investor owners of properties with two or more bedrooms. Some of the services we offer for those who qualify: Free lead inspections at your home, free blood testing of children (finger stick), and free remediation of lead hazards at your home or rental property. Visit the official website of the City of Charlotte at: [Home - City of Charlotte \(charlottenc.gov\)](http://Home - City of Charlotte (charlottenc.gov))

## **Home Repairs: Seniors and Special Needs**

The following are resources for home repairs for seniors and those with special needs.

### **North Carolina Housing Finance Agency (NCHFA)**

If you are elderly or have special needs and your income is low, you may be eligible for urgent repairs, comprehensive rehabilitation or accessibility modifications on your home. NCHFA provides financing to local government and nonprofit partners that may help you. Emergency repairs can correct housing conditions that threaten your life or safety, and accessibility modifications can help you to remain in your home after an injury or serious illness.

Phone: 919-877-5700

For more information go to: [Creating Affordable Housing Opportunities for North Carolinians | NCHFA](#)

### **Rebuilding Together Greater Charlotte (RTGC)**

Believes that older adults should be able to remain safe, healthy, and independent in their own homes and communities - "safe at home". Safe at Home (SaH) is RTGC's signature program designed to improve aging-in-place outcomes for low-income older adults and people living with disabilities. This program offers targeted repairs and safety modifications to improve home accessibility, reduce falls, increase independence at home, eliminate major medical expenditures and increase the potential for homeowners to age in place. As the program grows, we also envision expanding repairs to include fire prevention, asthma, and allergy reduction.

Address: 9801 Southern Pine Blvd, Suite E, Charlotte, NC 28273 (By appointment only)

Email: [info@rebuildingtogetherCLT.org](mailto:info@rebuildingtogetherCLT.org)

Phone: 980-236-0979

For more information go to: [Rebuilding Together of Greater Charlotte \(rebuildingtogetherclt.org\)](http://Rebuilding Together of Greater Charlotte (rebuildingtogetherclt.org))

## Understanding Eviction

Disclaimer: This guide is not meant to provide legal advice. The following is an overview of the eviction process. Contact the agencies listed below as soon as you receive a notice from your landlord. Appointment slots fill up fast and funds are quickly depleted.

### Know Your Rights:

- A verbal or written notice from your landlord to move out is not a legal eviction. The only legal way a landlord can evict is through a court order.
- When facing eviction, you will receive a summons and have the right to appear in small claims court to present your defense. You may also bring counterclaims to court, such as evidence of a landlord not making repairs to the property.
- North Carolina law generally doesn't allow tenants to withhold rent until repairs are made. But in some specific instances a judge or magistrate can order the rent to be held.
- Landlords cannot change the locks, or withhold or remove belongings before an eviction is granted. If you miss your court date: You have 10 days to appeal the eviction ruling and have the right to stay in the unit during the appeal as long as you continue to pay rent.
- North Carolina laws protect you from retaliatory eviction. Landlords cannot evict as retribution for calling code enforcement, asking for repairs, or organizing with other tenants.
- Hiring an attorney isn't required but often landlords are much more likely to appear in court with a lawyer than the tenant facing eviction.
- If you desire the assistance of an attorney contact Legal Aid's housing hotline at:

Phone: 704-594-8662 Ext. 4

See the Housing Financial Assistance section for more financial support resources.

# Understanding Foreclosure

The following are resources for understanding foreclosure.

## **Understanding Foreclosure**

Foreclosure is a legal process in which a lender attempts to recover the balance of a loan from a borrower who has stopped making payments to the lender by forcing the sale of the asset (usually the home) used as the collateral for the loan.

## **If You Receive a Foreclosure Notice in the Mail**

If you receive a foreclosure notice in the mail, it means you've fallen far enough behind in your mortgage payments that your lender intends to take your property and sell it off unless you make up the late payments.

## **If You Find Yourself in Need of Foreclosure Prevention Assistance**

Don't delay seeking help! The homeowner is given a limited period of time where they have a chance to cure the default and pay all amounts due, including interest, penalties, attorney charges and any other fees allowed by the law or the mortgage. Contact your mortgage lender as soon as you know you will be unable to make your mortgage payments. Let them know of your circumstances. *Contact your lender.* Find out the exact details of what the lender believes you did or did not do. Ask the lender what you can do to remedy the default. Some lenders will work with you, so it doesn't hurt to ask.

## Foreclosure Prevention Resources

The following are resources for people facing foreclosure.

### **DreamKey Partners**

We provide homeownership education to help homebuyers make informed decisions and connect to opportunities for down payment assistance.

Phone: 704-342-0933

Address: 4601 Charlotte Park Drive Suite 350, Charlotte, North Carolina 28217

For more information and eligibility go to: [DreamKey Partners](#)

### **Crisis Assistance Ministry**

Serves as the community's central location for distribution of local, state, and federal emergency funds in Mecklenburg County. Crisis Assistance Ministry helps stabilize Mecklenburg County families with life's basic needs: emergency rent and utility assistance, clothing, household goods, and appliances. Customers experiencing hunger may also receive referrals to local food providers, federal food support programs, and access to an onsite emergency pantry. There is no guarantee that financial assistance will be provided.

For more information on their programs and for more information:

Phone: 704-371-3001 press 0 for the operator or

Address: 500-A Spratt St., Charlotte, NC 28206

Or their website [Home | Crisis Assistance Ministry](#)

### **The North Carolina Foreclosure Mediation Program**

A clerk of court may be able to delay the foreclosure process for up to 60 days as needed. The delay of the foreclosure hearing will provide the homeowner more time to work out a payment plan with the bank, mortgage servicer, or lender. The ultimate goal of the program is to allow the homeowner to stay in the home. Contact the Dispute Resolution Commission at PO Box 2448, Raleigh, NC 27602 or [call](#) them at 919-890-1415.

### **North Carolina Housing Finance Agency**

Provides free Foreclosure Prevention counseling and Housing Stability counseling. For more information call 919-877-5700 or go to: [Creating Affordable Housing Opportunities for North Carolinians | NCHFA](#)

The NC Homeowners Assistance Fund can aid NC homeowners with housing payments, mortgage payments, and housing-related costs.

For more informational liability call 855-696-2423 or go to [Home - NC Homeowner Assistance Fund \(nchaf.gov\)](#)

Address: 2801 Slater Road, Morrisville, NC 27560

See the Housing Financial Assistance section for more financial support resources.

## Housing Financial Assistance

The following are resources for help with paying for rent and mortgages.

**Property Providers:** can sometimes be forgiving if you fall on temporary hard times. If you are a good tenant and have a good relationship with your landlord, they may be willing to work with you. Ask if they will accept a late payment or if you can pay your rent in installments. Could not hurt to speak to them as soon as you know you may be in trouble as they may not want the additional court costs for an eviction.

### **Crisis Assistance Ministry**

Known as a one-stop financial assistance organization that can assist with rental evictions, utility shut-offs, and other household needs. For evictions, you must have an eviction notice.

Phone: 704-371-3001 to see if you qualify.

Address: 500 A Spratt St., Charlotte, N.C. 28206 or [Home | Crisis Assistance Ministry](#)

### **Common Wealth Charlotte**

Assist in equipping low-income wage earners with increased financial capability, so they can attain financial stability and decrease reliance on charitable assistance. This is achieved through a trauma-informed approach including education, personalized counseling, access to banking, and no-interest loans.

Phone: 980-292-1148 Address: 5301 Wilkinson Blvd, Charlotte, NC 28208 or for more information go to: [Common Wealth Charlotte](#)

### **United Way 211**

24-hour helpline administered by United Way that connects people in need of assistance to resources in their communities. All you have to do is **dial 211**.

### **Homeless Prevention Fund**

Provides funding to those in immediate danger of becoming homeless. Funds are often for short-term to medium-term assistance. Phone: 704-336-2266

### **Ada Jenkins Center**

Provides economic support to families facing financial hardship through their Critical Assistance Fund. For families located in Cornelius, Davidson, and Huntersville. For information on eligibility visit [Financial Assistance - Ada Jenkins](#) Phone: 704-659-1051.

### **Alliance Credit Counseling**

A variety of assistance and support programs including bankruptcy counseling, mortgage delinquency advice, credit repair, debt reduction solutions, budget advice, home buyer education, foreclosure counseling, and reverse mortgage advice.

Address: 8000 Corporate Center Dr. STE. 114, Charlotte, NC 28226 Phone: 704-341-1010 or for more information go to: [ALLIANCE CREDIT COUNSELING - KNOWDEBT.ORG](#)



**Catholic Charities Diocese of Charlotte**

They have a program called Supportive Services for Veteran Families (SSVF). This program's purpose is to provide supportive services to very low-income Veteran families in Mecklenburg County who are homeless or at risk of homelessness and ultimately, to end homelessness among Veterans. SSVF prioritizes the delivery of rapid re-housing services to homeless Veteran households. For more information and eligibility requirements

Phone: 704-370-3233 Address: 1123 S. Church Street, Charlotte, NC 28203

**Just 1 Call**

Just 1 Call provides support for seniors and adults with disabilities. Your one-stop source for information about housing, transportation, healthcare services, and products, social security, insurance, financial aid, leisure and social activities, legal services, and more.

Phone: 704-432-1111 or visit [www.just1call.org](http://www.just1call.org)

**Davidson Housing Coalition**

Creates affordable housing options and prepares families and individuals for financial stability and homeownership. All services require recipients to be located in Huntersville, Cornelius, or Davidson. Phone: 704-892-4486 or visit [Davidson Housing Coalition](http://Davidson Housing Coalition)

## Emergency Housing & Homeless Prevention

The following are resources to help those who have been evicted.

### **Charlotte Emergency Housing Inc.**

A 14-bedroom facility that provides short-term shelter and comprehensive services for homeless families and single women. This is the only County shelter that accommodates families with adult or adolescent males. Rainbow Room licensed child care facility on site for up to 12 preschool children. Address: 300 Hawthorne Lane Charlotte. Phone: 704-335-5488

### **Harvest Center**

The Harvest Center CLT Passport Program is a biblical, value-based incentivized environment for non-chronic homeless families and individuals. They assist individuals impacted by situational homelessness, poverty and unemployment.

Address: 5415 Airport Drive, Charlotte Phone: 704-335-1616

### **Inlivian (Formerly The Charlotte Housing Authority)**

Develops and provides quality housing in sustainable communities of choice for residents of diverse incomes. Address: 400 E. Blvd. Charlotte, NC 28203 Phone: 704-336-5183

Roof Above connects individuals with emergency shelter, housing, benefits, and basic services (laundry, food, transportation) Phone: 704-284-9665 and a trained specialist will direct you to the appropriate resource. Visit one of the three locations for access to housing/shelter available to families and individuals.

1210 North Tryon Street, Charlotte, NC 28206, Phone:704-334-3187

945 North College Street, Charlotte, NC 28206, Phone:704-347-0278

534 Spratt Street, Charlotte, NC 28206, Phone:704-348-2560

### **Ada Jenkins Center**

Connects individuals who are unsheltered with the proper resources. A Street Outreach Coordinator will meet with individuals and families to share emergency supplies and connect them with helpful resources. Phone: 704-896-0471 or for more information go to: [Homeless Outreach - Ada Jenkins](#)

### **Hope House Foundation**

Provides housing and support services for single, unaccompanied women and women with children experiencing situational homelessness in a pleasant congregant living environment.

Address: 15604 Northcross Drive, Huntersville, NC 28078 Phone: 704-992-1902 or visit [Hope House Foundation](#)

# Defining Transitional Housing

The following are definitions of the different kinds of transitional housing available.

## **Transitional Housing**

Refers to a supportive - yet temporary - type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support (for addictions and mental health, for instance), life skills, and in some cases, education and training.

## **Day Shelter**

Day Shelters take in the homeless during the day. Some day shelters also operate as night shelters where individuals can also sleep. The purpose of a day shelter is to give the homeless a place to shower, eat meals, make phone calls, and use the computer to look for work.

## **Family Shelter**

As the name implies a family shelter attempts to house the whole family together. Most family shelters only house women and children, often separating the father from this family. However, some family shelters are equipped to keep the family unit together. Family shelters often have private cooking and bathing areas for each family unit. In a family shelter, there are counseling services, job search resources, and even child care.

## **Emergency Warming Center**

A Warming Center is a no-frills facility. Often called a "hot and a cot", it provides overnight shelter and a hot meal. This type of shelter is open to any one that passes the basic requirement: wanting to get off the streets for the night. A basic pat down is all that is required. Because of this, guests can change from night to night, so theft and drug overdoses are not uncommon. Warming Centers operate during the coldest months of the year. Guests are required to leave in the morning and often roam the streets or go to day centers.

## **Emergency Shelter**

Like the warming center, it is open to anyone wanting to get off the streets. Emergency shelters for families and individuals are open year-round and provide some limited resources. This type of shelter may see the same guest nightly so a more thorough screening is conducted and the guests are able to stay up to 30 days.

## **Rotating Shelter**

Rotating shelters are ones that move from location to location, often within a network of churches. As the location rotates, so do the guests. These shelters are more structured and the guests are expected to stay for a defined length of time to benefit from all of the available resources needed to get permanent housing. There are rules to follow such as no smoking or drug use in the facility. Breathalyzers and searches of the guest and their belongings are often done at check-in. Case management and job search resources are available. Failure to follow the rules can result in being discharged from the program.

## Utility Shut-Off Prevention Resources

The following are resources for people facing utility shut-off.

### Contact the Utility Company

Call the company before the threats become dire. Most utility companies will let you get two or three months behind as long as you tell them when you'll be able to make up what you owe. If your service has been shut off, the company will most likely require you to make a security deposit-usually for about three times the average of your monthly bill-before it reconnects you. The deposit rates following disconnects are regulated in some states. You may want to call a Legal Aid or Legal Services office to learn about your state's law.

### Utility Discount Programs

Many utility companies offer reduced rates and payment plans to elderly and low-income people.

### Programs That Average Your Bills Throughout the Year

Also called "being on a budget". Sometimes we fall behind on our energy bills during periods when we use a lot of energy and incur high bills-winter in the north, summers in the south, for example. Many energy utilities offer programs that average your periods of high and low usage and allow you to pay one set monthly payment all year long.

### Utility Conservation Assistance Programs

Often local utility companies offer utility conservation assist-need programs, often at no cost. These measures, like long lasting light bulbs, weather-stripping for doors and windows and filters for furnaces can often cut your bill by as much as one-third to one-half.

### Filing for Bankruptcy

Filing for bankruptcy can provide a temporary stop to a utility shut-off, but you'll have to provide some proof that you can pay future bills if you want to keep the termination at bay permanently. Contact your bankruptcy attorney or your local legal aid office for more information.

### Crisis Assistance Ministry

If you have received a disconnection notice on your utility service, they may be able to aid with paying all or a portion of your energy bill shut offs.

Address: 500-A Spratt Street in Charlotte and Phone: 704-371-3000. Funds are limited and there is an application process.

### Charlotte Area Fund

If you have received a disconnection notice on your utility service, they may be able to help with paying all or a portion of your energy bill payments.

Address: 901 North Tryon Street in Charlotte North Carolina. Phone: 704-372-3010 for more information on their services.

**Charlotte, North Carolina Area Salvation Army**

May have funds to help pay utility bills. Phone: 704-324-4731 for more information and eligibility requirements.

**The Mecklenburg County Department of Social Services**

Offers help to residents by providing Low Income Energy Assistance Program (LIEAP) funds to eligible households. LIEAP is a federal program that assists households with their home heating needs, so they won't have to choose between heating their homes and paying for other basic needs. Call 704-336-3000 or Just One Call U1 C) at 704-432-1111 to see if you qualify for help!

# Transportation

The following are resources for transportation services.

## **Charlotte Area Transit System (CATS)**

Bus Service Contact [Home - Charlotte Area Transit System \(charlottenc.gov\)](http://charlottenc.gov) for rates and schedules

## **Sprinter Bus Service**

A hybrid electric bus. Contact: [Home - Charlotte Area Transit System \(charlottenc.gov\)](http://charlottenc.gov) for rates and schedules

## **City LYNX Gold Line**

A light rail. [Home - Charlotte Area Transit System \(charlottenc.gov\)](http://charlottenc.gov) for rates and schedules

## **LYNX Blue Line**

A light rail line. Address: 600 E. Fourth St., Charlotte Phone: 704-336-7433

Follow the link [Home - Charlotte Area Transit System \(charlottenc.gov\)](http://charlottenc.gov) for hours and fares

## **Uber**

Follow the link to schedule a ride [Explore the Uber Platform | Uber United States](#) or download the app

## **Lyft**

Follow the link to schedule a ride [Ride with Lyft](#) to download the app

## **Cab Services**

(This resource guide does not endorse any of the following cab companies) Yellow Cab, American Cab, Eagle Cab and Universal Cab, are but a few of the many cab companies that provide taxi service to the greater Charlotte area, including within Charlotte and to Charlotte Douglas International Airport.

## **AMTRAK**

Charlotte Address: 1914 N Tryon St, Charlotte. Phone: 800-872-7245 or follow the link: [Charlotte, NC \(CLT\) | Amtrak](#) for rates and schedules

## **Greyhound Bus Station**

Located at 518 W 4th St, Charlotte, Hours: 24/7 Phone 704-372-0456 or follow the link: [Greyhound Bus Tickets To Charlotte, NC](#) for rates and schedules

## **Charlotte Douglas International Airport (CLT)**

Address: 5501 Josh Birmingham Pkwy, Charlotte Phone: 704-359-4013 or follow the link: [Charlotte Douglas International Airport \(cltairport.com\)](http://cltairport.com) for flights, rates, and other information

### **Shared Mobility Program**

Allows private operators to manage a fleet of electric scooters within the city. Follow the link below: [Charlotte Department of Transportation \(CDOT\) - City of Charlotte \(charlottenc.gov\)](http://charlottenc.gov)

### **Comprehensive Community Program**

Transportation provided directly by Mecklenburg Transportation System (MTS), for developmentally disabled adults to participating agencies that provide employment and enrichment opportunities. DSS Main Office Address: Wallace H. Kuralt Centre 301 Billingsley Road West Charlotte Location -Community Resource Center Address: 3205 Freedom Drive Phone number for both locations: 704-336-3000 Hours: Monday - Friday 8AM - 5PM

### **City of Charlotte Special Transportation**

In accordance with the Americans with Disabilities Act (ADA), CATS offers paratransit services to individuals who, because of a disability (physical, cognitive or visual), cannot access fixed route buses. The ADA defines eligibility for complementary Paratransit service in 49 CFR Section 37.123 of the federal regulations. CATS Paratransit is a pre-scheduled, shared-ride, origin to destination service.

Address: 901 N. Davidson Street, Charlotte Phone: 704-336-2637 For more information and application info go to [Paratransit - Charlotte Area Transit System \(charlottenc.gov\)](http://charlottenc.gov)

### **Carolina Transportation Care**

Available 24/7 for after hour, weekend and holiday Transports with a reservation. CTC Hospital Discharge Services are provided as an on-call priority. Whether you are ambulatory, use a wheelchair, crutches, a walker or have any other Special Needs, CTC is here to assist.

Address: 1101 Sunset Rd. Charlotte Hours: Monday-Friday 8AM-5PM. Sunday on call. Phone: 704-910-2452 for more information

### **Veterans Services Transportation**

Qualified veterans are transported to and from Veterans Affairs hospitals in NC and to and from medical clinics in Charlotte. Phone: 704-336-2102 for more information. No cost.

### **Rural General Public (RGP)**

Transportation within an unincorporated part of Mecklenburg County. Door-to-door service is provided or passengers may choose to be taken to a local Charlotte Area Transit System (CATS) park and ride facility or main CATS terminal in uptown Charlotte.

Phone: 704-336-3000

### **Disability Rights & Resources**

Let's All Go! Located at 5801 Executive Center Drive, Ste. 101, Charlotte. To see if you qualify, cost, and hours call 704-537-0550, ext. 18. Mecklenburg County Department of Social Services May provide funds for car repairs or purchase. Contact the office for more information and how you can apply. Phone: 704-336-3000 Hours: Monday - Friday 8AM- 4PM \*By Appointment Only\* Address: 5801 Executive Center Dr. Suite #101 Charlotte, NC 28212

## Education

The following are resources for youth and young adult education services.

### Generation Nation

Directly engages thousands of students in hands-on experiences to narrow learning opportunity gaps and build knowledge, interests, and skills. Generation Nation ensures that all students have the opportunity to gain the knowledge and experience they need to become informed, engaged, and effective civic leaders. Contact information: [info@generationnation.org](mailto:info@generationnation.org) or [GenerationNation | Developing a new generation of civic leaders](#) Phone: 704-343-6999

### MeckEd Career Pathways

Provides the experiences typically associated with well-resourced young people (job shadows, college visits, internships, community building activities) to low-resourced youth. As recommended by Leading on Opportunity, Career Pathways broadens the range of and access to high quality college and career pathways, and provides the support to ensure low income students can take advantage of a full range of opportunities. Career Pathways provides the guidance students and parents need to understand and navigate the multiple pathways available. When needed, we also provide transportation, child care, food, training costs, costs associated with licensure, enrollment requirements, and equipment including computers, materials and clothing in order to remove every possible obstacle to opportunity our students face. Address: 5104 Reagan Drive, Suite 12, Charlotte, NC 28206 Phone: 704-335-0100 Email: [info@mecked.org](mailto:info@mecked.org). For more information go to [Career Pathways | MeckEd](#)

### Charlotte Youth Programs

Charlotte is stronger when our children and youth are thriving. Youth programs support the improvement of life outcomes for our youngest citizens and improve the quality of life of our city, our neighborhoods, and our families. Visit them at [Youth Programs - City of Charlotte \(charlottenc.gov\)](#)

### NC Works Next Gen

Charlotte Works oversees several programs for youth and young adults ages 16-24 to support their future career aspirations. NC Works Next Gen offers career advising, mentoring and leadership development to help young adults ages 16 to 24 remove the obstacles to careers. We can also connect young adults who don't meet program eligibility with other youth-serving organizations. Whether in or out of school, there is an opportunity for any youth or young adult to take advantage and there is no cost to participate. Career Center Locations: Both Location Hours: Monday-Friday: 8AM - 4:30PM, 3rd Friday: 8AM - 2PM  
McAlpine Business Park 8601 McAlpine Park Drive Suite 110, Charlotte, NC 28212  
Phone: 704-566-2870  
Forest Point Boulevard 7140 Forest Point Blvd. Suite A, Charlotte, NC 28217  
Phone: 704-565-6865



**Operation: Good Jobs**

Assists military and veteran families with job training and placement services by providing plans tailored to the individual to help participants succeed in achieving job placement, retention and long-term financial stability. Transitioning military members, Reservists, National Guard members, veterans of all eras and ranks, military and veteran spouses, and dependents under 25 living with a veteran or military sponsor are eligible.

Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208. Phone: 704-372-3434

## Clothing

The following are resources for people seeking help with clothing.

### **Crisis Assistance Ministry- Free Store**

Offers clothing, shoes, and household items free-of-charge to people in Mecklenburg County. Shoppers can register at the Free Store window beginning at 9:30 am. When the Free Store opens, customers will be called to shop in the order they were received. The Free Store does its best to serve customers in a timely manner; however, on busy days, there may be a wait time before entering. Shoppers may visit once every 30 days. The store is open Tuesday through Saturday from 10AM to 4PM \*By Appointment\*

Address: 500-A Spratt St., Charlotte, NC 28206 Phone: 704-371-3001

### **Dress for Success Charlotte**

This agency can help people transition into the workforce by offering them free professional work attire. Career counseling is also offered. Items offered include one new suit for a job interview and a second suit when the client gets the job.

Address: 500-A Clanton Road, Charlotte, North Carolina 28217

Phone: 704-525-7706 or for more information go to: [Charlotte | Dress for Success Charlotte](#)

### **Jackson Park Ministries**

Services include a Children's Clothing Ministry. They are open on Mondays and Wednesdays from 9:45 am to 12:00 pm. Shoes, belts, winter hats, free book bags or uniforms for students and other supplies are given to children of low-income households. Address: 5415 Airport Dr. Charlotte, North Carolina 28208 Phone: 704-392-4981

### **Family Store - Mecklenburg Salvation Army**

Offers a clothing closet, a free school supply assistance program, and clothes for work or school. There are multiple locations, but the main location is located on Central Avenue.

Address: 1011 Central Ave. Charlotte, North Carolina 28204

Phone: 704-332-1171 or for more information: [Charlotte - ARC Command \(salvationarmy.org\)](#)

### **Lydia's Loft**

Provides clothing free of charge to those in need. Referral needed.

Address: 14835 N. Old Statesville Road, Huntersville, NC 28078 Phone: 704-948-7797 or visit

[Lydia's Loft – Clothing for our Community \(lydiasloft.org\)](#)

## Recreation

The following are resources for people seeking resources for recreational activity.

### **The Mecklenburg County Park and Recreation Department**

Home to 210 parks and facilities located on more than 17,600 acres of parkland throughout Mecklenburg County. The department is also responsible for 27 recreation centers, 5 public golf courses, 3 indoor pools, 2 outdoor pools, 3 nature preserves, a public campground and disc golf courses. In Mecklenburg County, you'll always have somewhere fun and exciting to go! For outdoor enthusiasts there are 33 miles of developed greenways and 147 miles of undeveloped greenways. Mecklenburg Park and Recreation is responsible for 11 nature preserves. Phone: 980-314-1000 for more information about centers around the city.

### **Charlotte Culture Guide**

Your source for upcoming cultural events in the Charlotte-Mecklenburg region. Explore arts, festivals, concerts, events and more! Follow the link: [Home - Arts & Science Council \(artsandscience.org\)](http://artsandscience.org)

### **County Library**

Main Library Address: 310 N Tryon St., Charlotte Phone: 704-416-0101 Contact the main number for locations, activities and hours or go to [Home Page - Welcome to Charlotte Mecklenburg Library | Charlotte Mecklenburg Library \(cmlibrary.org\)](http://cmlibrary.org)

### **YMCA of Greater Charlotte**

Main Location Address: 400 E Morehead St., Charlotte Phone: 704-716-6200 Contact the main number for locations, activities, and hours or go to [YMCA of Greater Charlotte \(ymcacharlotte.org\)](http://ymcacharlotte.org)

### **ImagineOn: The Joe and Joan Martin Center**

A one-of-a-kind youth destination located in Charlotte in the heart of the cultural arts district.

Address: 300 E 7th St., Charlotte Phone: 704-416-4600

Hours: Monday-Friday 9AM-5PM, Sunday 1PM-5PM

Discovery Place Address: 301 N Tryon St., Charlotte Phone: 704-372-6261

Hours: Monday-Friday 9AM-4PM, Saturday 9AM-5PM, Sunday 12PM-5PM

## Faith & Worship

The following are resources for people seeking resources for religious counseling.

Before you begin your search, here are some facts about faith and worship in Charlotte: Charlotte is home to one of the most loved evangelists, Billy Graham. Rev. Graham was born in Charlotte in 1918. At one time Rev. Graham was known as the "pastor to U.S. presidents' ". He died in February 2018 at 99, and is buried on the grounds of Charlotte's Billy Graham Library. Adjacent to the library is the Billy Graham Evangelist Association, now led by his son Franklin. Charlotte is also the home of the 1 million-member African Methodist Episcopal Zion (A.M.E. Zion) headquarters. The A.M.E. Zion denomination was founded in the early 1800s.

### **A Road Called Providence:**

In theology, divine providence, or just providence, is God's intervention in the Universe. Providence Road is home to many of the city's most prominent churches. Long known as "The City of Churches," Charlotte is becoming more diverse. As you begin your search for a place of worship, here are some of the faiths and religions you will find: Baptist, Methodist, Jewish, Catholic, Pentecostal, Unitarian, Protestant, Church of Christ, Church of Latter-Day Saints, Baha'is, Orthodox Christian, Episcopal, Presbyterian, and Islamic. There are also Vietnamese, Chinese, Hindu and Cambodian Temples.

## **Emergency Health Services**

The following are resources for understanding your healthcare options. If you are in immediate danger, call 911.

### **FindHelp.org**

FindHelp.org is an online resource for directory designed to assist with finding the right resources to meet your needs. You can search for resources available by zip code.

### **NC 211**

NC 211 is an information and referral service provided by United Way of North Carolina. Families and individuals can dial 2-1-1 or 1-888-892-1162 to obtain free and confidential information on health and human services and resources within their community.

### **National Suicide Prevention Hotline**

1-800-273-8255 (English) or just dial 988

1-888-628-9454 (Spanish) or just dial 988

If you or someone you know is thinking about suicide or would like emotional support. The line is free, confidential and available 24/7.

### **Greater Charlotte Hope Line**

980-771-HOPE (4673) Safe Alliance

If you need help because of domestic violence or sexual assault, the Hope Line is a local and confidential resource available 24/7.

### **Mobile Crisis Team for Mecklenburg County 704-566-3410 and Select Option 1**

Clinicians available 24/7 to assist with de-escalation, crisis intervention for mental health and substance use. There is no fee for this service within the county.

### **Gaston County Mobile Crisis:**

855-527-4747

### **Union County Mobile Crisis:**

866-275-9552

### **Cabarrus County Mobile Crisis:**

866-275-9552

### **Lincoln County Mobile Crisis:**

855-527-4747

### **Iredell County Mobile Crisis:**

866-275-9552

## Emergency Health Services - Domestic Violence

The following are resources for those in domestic violence or child abuse situations.

### **Safe Alliance NC**

The Lake Norman Community office provides a continuum of critical crisis services to those impacted by domestic violence, sexual assault, and child abuse, including:

- [24/7 Greater Charlotte Hope Line](#): free, safe, confidential hotline for Mecklenburg County survivors of domestic violence and sexual assault as well as parents in need of support
- Safety planning
- Crisis management
- Case management
- Systems advocacy
- Support groups for adults and children

### Safe Alliance - The Shelter for Battered Women

601 East Fifth Street, Suite 400

Charlotte, NC 28202

Office Phone: 704-944-0169

Crisis Phone: 704-332-2513

Fax: 704-944-0240

Website: [safealliance.org](http://safealliance.org)

### Safe Alliance-Victim Assistance

720 East 4th Street, Room 204

Charlotte, NC 28202

Phone: 704-336-4126

For more information go to: <https://www.safealliance.org/>

### **Cabarrus Victim Assistance Network**

CVAN (Cabarrus Victims Assistance Network) provides safety, shelter and support for battered women and their children in Cabarrus County, NC. Since 1982 - building a world where every home is a safe home.

Phone: 704-788-1108 24 Hour Hotline Phone: 704-788-2826 (704-788-CVAN)

For more information go to: [CVAN](#)

### **My Sister's House - Iredell County, N.C**

My Sister's House is a safe place for women and children fleeing domestic, sexual violence and/or human trafficking. Counselors and advocates work directly with individuals, providing hospital and court advocacy, peer support and case management services.

24/7 Crisis Line: 704-872-3403 or for more information go to: [My Sister's House - Statesville](#)

### **Safe Passage - York County**

Safe Passage provides free, supportive, trauma-informed services for victims and survivors of domestic violence and sexual assault in York, Chester, and Lancaster Counties.

Website: [Safe Passage, Inc.](#)

### **Sistercare - Richland County, S.C.**

Sistercare helps people identify and leave abusive relationships.

- Crisis planning, support, and services for those in abusive relationships and their children
- Long-term support and services for those who have left abusive relationships
- Healthy relationship education for teens and adults
- All services are confidential and free

24/7 Crisis Line: 803-765-9428 Phone: 803-926-0505.

Website: [Sistercare](#)

### **Turning Point - Union County, S.C.**

Turning Point is the only organization in Union County that provides emergency and lifesaving resources for survivors of domestic violence, sexual assault, and child abuse. We offer a wide range of services at no charge to the client. Turning Point believes that everyone who experiences abuse deserves a safe place to heal and receive the resources they need to seek independence and justice. Website: [Turning Point](#)

### **Mecklenburg County Community Support Services**

700 North Tryon St.

Hal Marshall Building

Charlotte, NC 28202

Office Phone: 704-432-7233 Fax: 704-336-4198

Website: [Community Support Services | Community Support Services \(mecknc.gov\)](#)

### **National Teen Dating Abuse Helpline**

A project of the National Domestic Violence Hotline, Love is Respect, offers 24/7 information, support, and advocacy to young people between the ages of 13 and 26 who have questions or concerns about their romantic relationships.

Website: [Love is Respect](#)

### **Mecklenburg County Community Support Services**

Mecklenburg County resources for adults and children in violent situations, as well as an intervention program for batterers and safe exchange/visitation center.

Website: <https://www.mecknc.gov/CommunitySupportServices/PI/GetHelp/Pages/Home.aspx>

## HealthCare

The following are resources for understanding your healthcare options.

**What Does The Health Department Do?** The county health department improves the health status of the community by preventing epidemics, protecting against environmental hazards, encouraging healthy behaviors, preparing for and responding to disasters, and assuring the quality and accessibility of health services.

The mandated services that a local health department must provide are:

- Food, lodging, and institutional sanitation
- Individual on-site water supply
- Sanitary sewage collection, treatment, and disposal
- Communicable disease control
- Vital records registration

The mandated services that a local health department must provide, contract for, or certify as available are:

- Adult health
- Home health
- Dental public health
- Grade A milk certification

### County Health Department Locations

- Northwest: 2845 Beatties Ford Rd., Charlotte, NC 28216 Phone: 704-336-6500
- Southeast: 249 Billingsley Rd., Charlotte, NC 28211 Phone: 704-336-6500
- Valerie C. Woodard Center: 3205 Freedom Dr., Charlotte NC 28208 Phone: 704-336-6500

### Health Insurance

Covers the cost of medical and surgical expenses incurred by the insured. The insured either has to pay such expenses out-of-pocket or is later reimbursed by the insurer or the insurance company settles the bill directly with the hospital.

### Affordable Care Act's Coverage Mandate

Under the ACA, also commonly called Obamacare, Americans who were not otherwise eligible for an exemption were required to have health insurance coverage for themselves and their families. Failure to have minimum health insurance triggered a tax penalty; at the same time, the ACA allowed for the creation of a premium tax credit to help Americans offset some of the cost of getting health insurance through the Open Marketplace. *This rule changed in January 2019, when the tax penalty mandate for health insurance was eliminated.* While the ACA technically still exists, Americans who choose not to maintain health insurance for themselves or their family members in 2019 and beyond won't be penalized at tax time. It's estimated that as many as four million Americans have chosen not to have health insurance coverage this year as a result of the penalty being eliminated.



# Medicaid

The following are resources for understanding your healthcare options.

## Medicaid Insurance

Program that provides free or low-cost health coverage to some low-income people, families and children, pregnant women, the elderly, and people with disabilities. Medicaid benefits and program names vary somewhat between states.

Medicaid may help pay for certain medical expenses including:

- Doctor Bills
- Hospital Bills
- Prescriptions (excluding prescriptions for Medicare beneficiaries)
- Vision Care
- Dental Care
- Medicare Premiums
- Nursing Home Care

## Applying for Medicaid

There are three ways to apply (one application works for Medicaid and Health Choice)

- Apply online at ePass [NCDHHS - ePASS](#)
- Apply in person at DSS Main Office, 301 Billingsley Road, Charlotte, NC 28211 or West Charlotte (Community Resource Center) 3205 Freedom Drive, Charlotte, NC 28208
- Fill out a paper application and mail it or drop it off at your local DSS office.

# Medicare

The following are resources for understanding your healthcare options.

## What is Medicare?

Medicare is a federal program that offers health insurance to American citizens and other eligible individuals. The program is often called Original Medicare. It has two parts-Part A and Part B.

## Eligibility Requirements

- Age 65 or older
- Younger than 65 with a qualifying disability
- Any age with a diagnosis of End-Stage Renal Disease (ESRD) or Amyotrophic Lateral Sclerosis (ALS)

## Applying for Medicare

You can enroll in Medicare Part A and/or Medicare Part B in the following ways:

- Online at [www.SocialSecurity.gov](http://www.SocialSecurity.gov)
- By calling Social Security at 1-800-772-1213 (TTY users 1-800-325-0778), Monday- Friday, from 7AM - 7PM
- In-person at your local Social Security office

## Oak Street Health

Oak Street Health is a care team that supports Medicare Advantage clients. Call Agent Support at 877-750-1361. You can reach them by email at [agentupdates@oakstreethealth.com](mailto:agentupdates@oakstreethealth.com) and online at [oakstreethealth.com/agents](http://oakstreethealth.com/agents)

## Health Clinics

The following are resources for free and low cost health clinics.

### **Camino Community Center**

Address: 133 Stetson Dr., Charlotte, NC 28262 Phone: 704-516-5606 [Camino Health Center](#)

### **Care Ring**

Empowering individuals with limited resources to establish and maintain good health.

Address: 601 East 5th Street, Suite 140, Charlotte, NC 28202 Phone: 604-375-0172

Or go to: [Care Ring](#)

### **Cardinal Innovations Healthcare**

Provide mental and behavioral health services. Address: 550 South Caldwell St., Suite 100, Charlotte, NC 28202 Phone: 704-939-7700 or to go: [www.cardinalinnovations.org](http://www.cardinalinnovations.org)

### **Charlotte Community Health Clinic - University**

Address: 8401 Medical Plaza Dr., Suite 300, Charlotte, NC 28262 Phone: 704-316-6561 or go to: [Home • Charlotte Community Health Clinic](#)

### **Charlotte Community Health Clinic - West**

Address: 5301 Wilkinson Blvd., Charlotte, NC 28208 Phone: 704-316-6561 or visit [Home • Charlotte Community Health Clinic](#)

### **C.W. Williams Community Health Center**

Address: 3333 Wilkinson Blvd., Charlotte, NC 28208 Phone: 704-393-7720 or visit [www.cwwilliams.org](http://www.cwwilliams.org)

### **HeartBright Foundation**

Cardiology clinic. Address: 2923 S. Tryon St., Suite 200, Charlotte, NC 28203

Phone: 704-373-3002 or visit [www.heartbright.org](http://www.heartbright.org)

### **Hope Community Clinic**

Addresses physical and emotional needs arising from injury, abuse, addiction, and trauma.

Address: 6900 Farmingdale Drive, Charlotte, NC 28212 Phone: 704-910-5810

or visit [Hope Community Clinic](#)

### **Lake Norman Community Health Clinic - Huntersville**

Address: 14230 Hunters Road, Huntersville, NC 28078 Phone: 704-316-6611 or for more information go to: [Lake Norman Community Health Clinic](#)

### **Matthews Free Medical Clinic - Matthews**

Address: 196 S. Trade St., Matthews, NC 28105 Phone: 704-841-8882 or for more information go to [www.matthewsfmc.org](http://www.matthewsfmc.org)

### **NAMI Charlotte**

Provides free mental health education and free in-person/online support groups for various mental health related topics. Address: 300 Hawthorne Lane, Charlotte, NC 28204  
Phone: 704-333-8218 or for more information go to: [About NAMI Charlotte - NAMI Charlotte](#)

### **Shifa Free Clinic**

For more information go to <https://www.freeclinics.com/>

## **Health Care: Senior Living**

The following are resources for senior living.

### **Money Follows the Person (MFP)**

Money Follows the Person (MFP) is a state project that helps NC Medicaid-eligible North Carolinians living in inpatient facilities move into their own homes and communities with support. For more information go to: [Money Follows the Person: What It Is, How It Works \(medicaidlongtermcare.org\)](#)

### **Community Alternative Program/Disabled Adults (CAP/DA)**

The CAP/DA Program is a program that allows elderly and disabled adults ages 18 and up to receive support services in their own home, as an alternative to nursing home placement. By providing in-home care, case management, and other support, CAP/DA can help these individuals stay at home. For more information, call 704-336-4674.

### **U.S. Department of Housing and Urban Development**

Commonly known as HUD, offers a number of programs designed to help seniors and disabled individuals with housing expenses. These programs offer rent subsidies, income-based housing, vouchers, and homeownership opportunities. Programs typically have high demand, and applicants may face long waiting periods of two years or more. If you're interested in a HUD program, it's a good idea to start the application process as early as possible.

For more information go to [HUD.gov / U.S. Department of Housing and Urban Development \(HUD\) |](#)

### **Section 202 Supportive Housing for the Elderly**

Under the Section 202 program, HUD finances the development of supportive housing for the elderly. These facilities offer residential options with support activities including cleaning, cooking, and transportation. The program includes rental assistance funds, which are designed to make up the difference between HUD-approved operating costs and tenant rent contributions. Section 202 occupancy is available for very low-income households with at least one member who is 62 years of age or older. Website: [Multifamily Housing - Program Description: Section 202 Supportive Housing for the Elderly Program | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

## Pregnancy

The following are resources for pregnancy and prenatal care.

### **The Pregnancy Resource Center of Charlotte**

Has been in operation for 34 years. They have provided compassionate support to over 80,000 women and families in the Charlotte metro area whose lives have been affected by unplanned pregnancy. They are a non-profit medical clinic providing medical services, accurate information and emotional support. PRC offers hassle-free pregnancy testing at no cost to you in a convenient & confidential atmosphere. If you are experiencing pregnancy symptoms our specialized medical services include pregnancy testing, ultrasounds, and confidential counseling services. Address: 505 East 4th Street, Charlotte, NC 28204  
Phone: 704-980-0226 for dates and times of service.

### **The Mecklenburg County Health Department's Family Planning Clinic**

Provides comprehensive family planning & reproductive health services. Services are available to females of reproductive age. \*By Appointment Only\*  
Phone: 704-336-6500 to make an appointment.

### **Medicaid for Pregnant Women (MPW)**

Coverage is limited to services or treatment for conditions that affect the pregnancy. If a pregnant woman is covered by Medicaid, her newborn child is automatically eligible for Medicaid up to age one. There are three ways to apply (one application works for Medicaid and Health Choice).

- Apply online at ePass [NCDHHS - ePASS](#)
- Apply in person at DSS Main Office, 301 Billingsley Road, Charlotte, NC 28211 or West Charlotte (Community Resource Center) 3205 Freedom Drive, Charlotte, NC 28208
- Fill out a paper application and mail to or drop it off at your local DSS office

## Pregnancy Counseling

The following are resources for pregnancy option counseling.

### **Catholic Charities**

Offers pregnancy support for those facing an unexpected pregnancy. They offer nonjudgmental information about available options. Located at 1123 S Church St, Charlotte, NC 28203  
Contact them at [ccdcc@charlottediocese.org](mailto:ccdcc@charlottediocese.org) or by Phone: 1-800-227-7261

### **Planned Parenthood**

One of the nation's leading providers of high-quality, affordable health care, and the nation's largest provider of sex education. With or without insurance, you can always come to us for your health care. Health Center Days and Hours:

Monday: 9AM -3PM

Tuesday: 8AM - 4PM

Wednesday: 10AM - 6PM

Thursday: 9AM - 5PM

Friday: 8AM - 4PM

Saturday: 9AM - 1PM

Sunday: CLOSED

You can privately and easily book appointments online for select services 24/7.

Phone: 704-536-7233 to book your appointment. Health center staff can also answer any questions you may have.

## Postpartum and Newborn Resources

The following are resources for postnatal and newborn support services.

### **CARE RING**

Is home to Nurse-Family Partnership, an evidence-based nurse home visiting program dedicated to improving maternal and infant health and quality-of-life outcomes up to 90 days postpartum. Address: 601 E 5th St #140, Charlotte. Phone: 704-375-0172, for information about other supportive services for new mothers.

### **Bottles N Bottoms, Inc.**

As the name implies, free infant formula as well as wipes, diapers, and other items for babies is available for free for low income families. Address: P.O. Box 481287 Charlotte, North Carolina or Phone: 704-900-4734

### **Safe Kids Charlotte Mecklenburg County**

Free baby and infant car seats are provided by this non-profit. This is a nationwide agency. To see what baby and infant car seat programs are available in the area, contact Janice Williams. Email her at [Janice.williams@carolinashealthcare.org](mailto:Janice.williams@carolinashealthcare.org) or call her at 704-208-6428.

### **Car Seat Distribution Program**

This statewide program provides free car seats to qualifying low income families. To qualify for a free car seat, the following requirements must be met: Child must be eligible for the Women, Infants, and Children program (WIC) or have a Medicaid or Medicare card. WIC offers two locations with evening hours:

Address: 2845 Beatties Ford Road, Charlotte, NC 28216 and 5624 Executive Center Drive, Suite 100, Charlotte, NC 28212

Hours: Monday - Thursday 7:45AM - 7PM, Friday 7:45AM - 5PM

### **Crittenton**

Provides comprehensive health, counseling, and education services for single pregnant and non-pregnant adolescents and women, mothers, and their babies in the foster care system.

Address: 3350 Holabird Lane, Charlotte, NC 28208 Phone: 704-372-4663 or for more information go to: [Crittenton of North Carolina](#)

## HIV/STD Services

The following are resources for sexual health and wellness.

### Testing Options

You have options for free, confidential testing and treatment services, including at-home testing kits mailed directly to you. Website: [Mecklenburg County Public Health](#)

### RAIN - Early Intervention Services

Linking individuals who have fallen out of care or newly diagnosed with HIV/AIDS and face the most barriers to effective treatment, adherence and viral suppression.

Request more information here: <https://carolinarain.org/outreach-inquiry>

### RAIN - EASE (Enhancing wellness through Affirming Services and Education)

Helping individuals decide if they are ready for HIV/AIDS treatment through a holistic wellness program that focuses on harm reduction based one-on-one counseling, group support and substance use treatment.

Request more information here: <https://carolinarain.org/outreach-inquiry>

### PrEP

PrEP, or pre-exposure prophylaxis, is a medication that can reduce your risk of getting HIV from sex. You must have a prescription from your doctor. If you are uninsured, you may be able to get it for free. Co-pay assistance programs can help lower the cost, including:

- **Gilead's Patient Assistance Program:** visit [U.S. Patient Access | Gilead](#)
- **Patient Advocate Foundation's Co-Pay Relief Program:** visit [HIV, AIDS and Prevention](#)

### Powerhouse Project

The program's goal is to achieve continuous reduction in new cases of HIV, to address these disparities and to achieve health equity for all Mecklenburg County residents. Find them on FaceBook: [The PowerHouse 2.0 | Charlotte NC](#)

### Education and Outreach

Mecklenburg County provides group and individual education and outreach, as well as referrals to community resources and agencies. Services are provided at no cost to clients. For more information Phone: 980-314-9307

### Care Services

Speak to a clinician if you are experiencing any symptoms or have a recent partner(s) who has tested positive for an STD. Appointment required. Phone: 704-336-6500 or for more information go to:

<https://www.mecknc.gov/HealthDepartment/CDCControl/HIVSTDSurveillance/Pages/Treatment.aspx>



**Have Questions?**

Visit these websites for more information and for answers to frequently asked questions:

- [www.cdc.gov/std/](http://www.cdc.gov/std/)
- <https://www.mecknc.gov/HealthDepartment/CDCControl/HIVSTDSurveillance/Pages/Common%20Questions.aspx>

## Prescription Medications

The following are resources for people seeking low-cost or free prescription medications.

### **NC 2-1-1- Help Starts Here**

If you need, NC 2-1-1 call specialists are available 24 hours a day, 7 days a week by dialing 2-1-1 or 888-892-1162 from any phone. The call is free, confidential, and available in any language.

### **NC MedAssist**

Provides medications to residents in all 100 counties of North Carolina. No matter where you are, if you need help with medications, please call them at 866-331-1348 or go to [Home - NC MedAssist - NC MedAssist](#) for more information

### **Partnership for Prescription Assistance**

A program sponsored by drug companies, doctors, patient advocacy organizations, and civic groups. It helps low-income, uninsured patients get free or low-cost, brand-name medications directly from the pharmaceutical company. Contact your doctor to see if they participate in the program.

### **CARE RING**

Provides affordable primary care in the clinic or over the phone. A referral is not needed to access the programs they offer. Patients may contact CARE RING directly for an appointment at Phone:704-375-0172 or for more information go to: [Care Ring](#)

### **Walmart \$4 Program**

A list of generic medications available for purchase at heavily discounted prices. Prices start at \$4 for 30-day prescriptions, and \$10 for 90-day supplies, with no insurance necessary to save. For more information go to [\\$4 Prescriptions - Walmart.com](#)

***Medicaid Insurance may also assist with prescription medication costs.***

## Dental Care

The following are resources for people seeking low-cost or free dental care and services

### **Affordable Dentures Services**

Include affordable dentures, implants, and tooth extractions. They offer finance and payment options, and they accept Medicaid. Address: 2842 Boyer Street Charlotte, NC 28208  
Phone: 704-269-6675 Monday-Friday. For more information go to: [Dentures Dentists | Affordable Dentures & Implants](#)

### **Agape Dental Ministry**

Free dental services to patients that qualify. Must make an appointment; they do not see walk-ins. Address: 7839 Idlewild Road, Charlotte, NC 28212 Phone: 704-778-1204. For more information go to: [Agape Dental - Home \(agapedentalministry.org\)](#)

### **Urban Ministry Dental Clinic**

Provides free routine dental care. No appointments. Arrive early to sign up and wait in line for an appointment. Address: 945 N. College Street, Charlotte, NC 28206 Phone: 704-347-0278

### **Carolinas Medical Center Dental Clinic**

Emergency dental care only. Sliding scale based on household income for Mecklenburg County residents. Must show proof of U.S. citizenship and have photo identification to apply for a sliding scale. Address: 1000 Blythe Boulevard Phone: 704-355- 2165  
Annex Building Address: 2nd Floor, Charlotte, NC 28203 Phone: 704-355-2165

### **Charlotte Emergency Dental Emergency**

Dental needs and general dental care are provided. Services include: dental exams & x-rays, root canals, cavity fillings, crown treatment, bridge treatment, common extractions, surgical extractions, wisdom tooth extractions, broken/chipped teeth, gum cleanings, abscesses and swollen jaw, dentures and denture repair. Financing options and payment plans available. Address: 4010 Park Road, Charlotte, NC 28209 Phone: 704-525-3939. For more information [Charlotte Dental Office | Charlotte Emergency Dental](#)

### **CPCC Dental Clinic**

The cost is \$35 for each of the following services: x-rays, oral prophylaxis (plaque and tartar removal), non-surgical periodontal therapy, coronal polishing, fluoride treatment, and arid sealants. Address: CPCC Dental Clinic Central Campus, Belk/Health Careers Building 1335 Elizabeth Ave., Charlotte, NC 28204 Phone: 704-330-6704 \*By Appointment Only\* For more information go to [Dental Clinic | Central Piedmont \(cpcc.edu\)](#)

**C.W. Williams Dental Clinic**

Current location and hours for mobile dental services at [FQHC in Charlotte - C.W. Williams Community Health Center, Inc.\(cwwilliams.org\)](#) Phone: 980-677-0294

**Charlotte Community Health Clinic West**

Provides routine cleanings and dental exams. Sliding scale available. Must apply for financial screening with CCHC for sliding scale and to be a patient at CCHC. Address: 5301 Wilkinson Boulevard, Charlotte, NC 28208 Phone: 704-316-6561 Hours: Monday-Friday 8AM - 5PM

**Mecklenburg County Health Dept. Children's Dentistry Program Pediatric Dental Clinic**

Clients must be 17 years old and younger. Services include routine dental treatment, dental exams, x-rays, teeth cleanings, sealants, fluoride treatments, and dental education. Address: CMC-Biddle Point 1801 Rozzelles Ferry Road, Charlotte, NC Phone: 980-314-9600  
Hours: Monday - Friday: 7AM - 5:30PM  
Website: [Mecklenburg County Public Health](#)

## **Substance Abuse Treatment: Definitions**

The following are resources for people seeking to understand substance abuse treatment.

### **Alcoholics Anonymous**

A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

### **Al-Anon**

Support groups work to equip loved ones with the tools they need to support the addict's recovery efforts, while nurturing and taking care of themselves along the way.

### **Narcotics Anonymous**

Offers recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle.

### **Addiction Treatment Centers**

Addiction treatment centers provide a monitored environment where you will get the medical attention you need, as well as the emotional support to overcome drug or alcohol abuse. Inpatient programs offer the highest level of treatment care, with medically supervised detoxification and around-the-clock care and support. Due to the many centers that are available in Charlotte, they are not listed. Google: Substance Abuse Treatment Centers, to find one that will meet your needs.

## Substance Abuse Treatment Resources

The following are resources for people seeking resources for substance abuse treatment.

### **Metrolina Intergroup Association**

Provides meetings, support, and information on a variety of topics related to recovery.

Phone: 704-377-0244 or call the 24 Hour Hotline 704-332-4387. Address: 1427 Elizabeth Ave., Charlotte NC 28204. Email: [info@charlotteaa.org](mailto:info@charlotteaa.org) Hours: Monday-Friday 8AM-7PM

### **The Carolina Region of Narcotics Anonymous (CRNA)**

Includes much of North and South Carolina and is represented in the NA service structure by the Carolina Regional Service Committee. The CRSC is composed of Narcotics Anonymous Groups and Areas in South Carolina and North Carolina. The CRSC was created to serve the needs of the Areas within its boundaries. It provides, coordinates, and develops services on behalf of the member Areas. Visit their web site to find more information on a meeting location near you [CRNA Home - crna.org](http://CRNA Home - crna.org)

### **Greater Charlotte Narcotics Anonymous**

Area Service Office: Charlotte Third Presbyterian Church 4019 Central Avenue Charlotte, North Carolina 28205

24/7 Helpline: 855-613-2712 For additional information and meeting locations go to

Meetings : [Charlotte Area of Narcotics Anonymous \(charlotte-na.org\)](http://Charlotte Area of Narcotics Anonymous (charlotte-na.org))

### **North Carolina Harm Reduction Coalition**

NCHRC is a grassroots harm reduction organization with services including but not limited to Testing for HIV and Hepatitis C counseling, rapid testing, confirmatory, and referral services, jail-based programming, safer sex work education, and referrals to drug treatment/detox, health services, mental health services, sexual assault, and DV support agencies, Hep C treatment, and HIV health services. Learn more at: [NCHRC Programs and Services - NC Harm Reduction Coalition](http://NCHRC Programs and Services - NC Harm Reduction Coalition)

## **Mental Health Resources**

The following are resources for those struggling with mental illness or in need of counseling.

### **NAMI Charlotte**

Provide free mental health education and free in-person/online support groups for various mental health related topics.

Address: 300 Hawthorne Lane, Charlotte, NC 28204

Phone: 704-333-8218 or for more information go to: [About NAMI Charlotte](#)

### **Mental Health America of the Central Carolinas**

MHA provides family support services to parents of children with behavioral, emotional or mental health needs; peer support for adults living with chronic mental illnesses; and mental health education and preventative training to the broader community.

Website: [Mental Health America of Central Carolinas, Charlotte, NC](#)

### **Promise Resource Network**

Offers alternative, trauma-informed supports and resources that enhance resilience, recovery and wellness. PRN's Recovery Hub in Charlotte is free, open to the community and steered by the Eight Dimensions of Wellness. The agency is operated and staffed by people with lived recovery experience and embraces a community collaboration of peer workers.

Phone: 704-390-7709 Warm Line: 833-390-7728 Website: [Promise Resource Network](#)

### **MindPath**

A professional healthcare organization dedicated to providing mental and behavioral healthcare (mindcare) through the highest level of clinical diagnosis, treatment and research of mind and brain conditions. It's one of the largest outpatient mental healthcare organizations in the southeast with over 25 locations and 180+ providers.

Phone: 877-876-3783 Website: [Mindpath Health](#)

### **The Genesis Project**

Works with families, as a total unit, to provide individual and collective services such as counseling, structured groups, exposure events, and in-home meetings, with the goal of empowerment, family growth and success. They primarily work with families in crisis to promote coping, life promotion/management and engagement skills that are alternatives to behaviors that are injurious and detrimental to self or others; provide choices of activities that are meaningful to our consumers; and share control over decisions with the consumers or their legally responsible person and staff.

Phone: 704-596-0505 Website: [Genesis Project](#)

### **Behavioral Health Center**

Atrium Health offers a comprehensive, integrated system of inpatient, outpatient, school-based, crisis and residential treatment programs for adults, teenagers and children.

Phone: 704-358-2700 Website: [Behavioral Health Care & Services](#)

**MHA**

Offers a program staffed by parents and caregivers of youth with emotional, behavioral, or mental health concerns. We provide trained and caring Family Support Specialists to help families navigate the education, child welfare, juvenile justice, and mental health systems. ParentVOICE provides the education, support and resources that you need to help your child. Phone: 704-365-3454 or for more information go to: [ParentVOICE](#)

**Family First Community Services**

Offers an array of community behavioral health and substance abuse services to children, adolescents, and adults with emotional, behavioral, and/or substance abuse challenges in North Carolina. We provide individual, group, and family therapy for individuals with Mental Health and/or Substance Abuse challenges.

Phone: 704-364-3989 Website: [Family First Community Services](#)

**Genesis A New Beginning**

Offers a variety of services including marriage and family counseling, anger management, treatment for depression, anxiety, and PTSD, group therapy, sex offender relapse prevention therapy, and more.

Phone: 704-944-3128 or for more information go to: [Genesis A New Beginning](#)

**SolidShe**

Is a nonprofit organization dedicated to promoting mental wellness for teenage girls and women, through advocacy, education and service. We aim to target the stigma that surrounds mental illness, and inspire good mental health for women and teen girls by influencing social change and targeting stigma by delivering key messages designed to educate and encourage access to much needed information, support and social activities. Phone: 704-755-5226

**Women's Transitional Healthcare**

Focuses on treating and educating our clients and their families about Perinatal mood disorders, postpartum psychosis, PMDD, and other related mental health concerns. We work with our patients to create a comprehensive treatment plan that includes coordinating care with other clinicians and community support.

Phone: 704-817-8230 or for more information go to: [Women's Transitional Healthcare](#)

**Presbyterian Psychological Services**

Is a full-service nonprofit mental health counseling center. We are inclusive, welcoming people of all ages, genders, races, ethnicities, faiths and sexual orientations. We accept most insurance and offer sliding-scale fees based on income. We provide pro bono therapy and education workshops for the YWCA's Women in Transition program and serve as a preferred referral resource for Charlotte Mecklenburg Police and Fire Department officers, family members, and communications personnel.

Phone: 704-554-9900 Website: [Presbyterian Psychological Services](#)



**Be Well Therapy**

Focuses on individualized clinical treatment that addresses healing & curing the underlying causes of depression, anxiety, child behavior problems, substance abuse, physical & sexual abuse, ADHD, bipolar disorder, PTSD, stress, adjustment to medical illness, financial burdens and much more.

Phone: 704-334-3170 or for more information go to: [Be Well Therapy, PLLC](#)

**ThriveWorks**

Offer services to help treat those recovering from addiction, difficult in school or sleeping, inability to focus, thoughts of suicide, marital trouble, and more. In network with most insurance plans, or offering sessions without insurance for a smaller fee.

Phone: 980-581-3061 or for more information go to: [Thriveworks](#)

**FACTS Initiative**

Provides outpatient therapy and an array of community-based services

For more information go to: [The FACTS Initiative](#)

## Medical Equipment & Other Services

The following are resources for people seeking low-cost or free medical equipment.

### **Assist M.E**

Takes in gently used medical equipment and gifts it to low income, uninsured patients in the community. Assist M.E. gets wheelchairs, bedside commodes, walkers, shower chairs and other medical equipment from individual donors and organizations. They are located at 2901 Rozzelles Ferry Road, Charlotte, NC 28208 and on Facebook at <http://www.facebook.com/AssistM.E.NC> or you can call or email them at: 704-659-1123 and [assistmenc@gmail.com](mailto:assistmenc@gmail.com)

### **Wounded Warrior Project**

Accessibility can mean different things to different people. It can range from a wheelchair ramp and wider doorways to something as simple as a special doorbell. An accessible home is one that lets its occupant with disabilities do what he or she wants and needs to do, as independently as possible. Address: Wounded Warrior Project, 1990 Fordham Drive, Suite 100, Fayetteville, NC 28304 Phone: 910-487-0116

### **Lions KidSight USA**

Standing project of the Charlotte South Park Lions. This is a National Lions program, providing vision screening to children ages 6 months to 6 years of age. Children with vision problems have trouble learning. Unlike a basic vision screening with an eye chart, which only gives an indication of visual acuity, Lions KidSight, using a PlusOptix Photoscreener, checks for the 6 most common vision problems in children. For more information find them on Facebook.

### **Lions Eye Service Clinics**

Offers a broad range of services designed to promote eye healthcare. From complete eye examinations and dilation to prescription glasses. This program is part of the Charlotte South Park Lions charity. For more information find them on Facebook.

### **If you have a problem with bed bugs**

Mecklenburg County Environmental Health does not have jurisdiction or authority over bed bug complaints or mold complaints in rental apartments. Environmental Health cannot investigate or regulate these issues. County residents may receive assistance from the City of Charlotte or Mecklenburg County Code Enforcement by calling **311**

### **If you think you or your child may have lice**

Head lice most often affect children who are in direct contact with one another or who share personal items, such as brushes, hats, or scarves. Symptoms include itching, visible lice on the scalp, and lice eggs (nits) on the hair shafts. Medicated shampoos often help, but lice are becoming resistant to some. Patiently combing and removing nits, sometimes over several days, is sometimes necessary. Consult a doctor for the best medical advice.

## **Immunization Services**

Commonly known as shots, protect our community from deadly diseases. These diseases still exist and can spread quickly. It is better to prevent diseases than to treat them. Your local health department offers immunizations (shots) in a safe and caring environment. They are committed to assessing and offering all shots to protect you from disease. Some immunizations provided by the Health Department are free. For paid vaccines there is a fee schedule.

## **Mecklenburg County Health Department Services Provided**

- Childhood immunizations (kids must have shots for daycare and school entry)
- Adult immunizations (i.e. Hepatitis A, Hepatitis B, Zostav21x, pre-rabies vaccine)
- Adolescent immunizations (i.e. HPV, Menactra, Tdap)
- College entrance immunizations
- Seasonal flu vaccine

Main Clinic Locations & Hours: Clinics open Monday-Friday. Late clinic hours on Wednesdays at northwest and Southeast campuses ONLY. Please call 704.336.6500 to make an appointment. Northwest Campus: 2845 Beatties Ford Road, Southeast Campus: 249 Billingsley Road. Valerie C. Woodard Campus: 3205 Freedom Drive

## Wellness: Youth

The following are resources for people seeking wellness resources for youth.

### **Fun 4 Charlotte Kids**

Has all the information you need to find a doctor or therapist for your child. They have listings for all the pediatricians, pediatric dentists, family practices, ENTS, occupational therapists, pediatric specialists, orthodontics, behavior and development specialists, and child psychologists in the Charlotte area. Fun 4 Charlotte Kids is the website for kids, families, and all residents of the greater Charlotte area, and they are here to help! Email them at [info@fun4charlottekids.com](mailto:info@fun4charlottekids.com)  
Website: [Home - Fun 4 Charlotte Kids](#)

### **Mecklenburg County Parks and Recreation**

The Youth Activities Department realizes the many benefits of starting kids in sports early. Not only will sports aid in teaching responsibility, teamwork, and commitment, but involvement in youth sports may also help:

- avoid childhood obesity
- build motor skills
- make new friends and improve social skills
- encourage a healthy lifestyle and continued physical activity as they get older.

For more information contact them at: Revolution Park Sports Academy 1225 Remount Road Charlotte, NC 28208 [Park-Admin@mecklenburgcountync.gov](mailto:Park-Admin@mecklenburgcountync.gov) Youth Athletics: 980-314-1116  
Website: [Park and Recreation | Park and Recreation \(mecknc.gov\)](#)

## Wellness: Senior

The following are resources for people seeking wellness resources for seniors.

### Mecklenburg County Senior Centers

Provide individuals 55 years and older various opportunities to improve their physical and cognitive health, expand their support systems, and find services they need to remain independent. Listed are some of the senior wellness activities they provide:

- Exercise Opportunities: Jazzercise Lite, Low- Impact Aerobics, Strength Training, Stretching Class, Tai Chi, Yoga, one-on-one exercise training, table tennis, line-dancing, Zumba, walking club
- Health Programs: Matter of Balance, Chronic Disease Self-Management, Diabetes Self-Management, Arthritis Foundation Tai Chi, Brain Fitness, Senior Nutrition Program, Tomando, Medication Education
- Education Programs: Managing Your Finances during Retirement, Legal Documents for End of Life Peace of Mind, Staying in Your Home Longer, English Language Training, Downsizing,
- Services Offered: Senior Health Insurance Information Program (Medicare counseling), Information & Assistance, balance assessment, exercise readiness assessment, income tax preparation, and assistance with advance medical directives. Locations:
  - David B. Waymer Recreation & Senior Center: 9AM-8:30PM, Monday through Friday  
Address: 14008 Holbrooks Rd, Huntersville, NC 28078 Phone: 980-314-1127
  - Shamrock Senior Center (has relocated to Methodist Home Recreation Center) 8AM-4PM, Monday through Friday 3200 Shamrock Drive, Charlotte NC Phone: 980-314-1123
  - Tyvola Senior Center 8:30AM-4:30PM, Monday through Friday  
Address: 2225 Tyvola Road, Charlotte NC Phone: 980.314.1320

### Senior Community Connections

Helps older adults in the Lake Norman area remain independent in their homes and actively engaged in the community. Address: 417 Winward Drive, Davidson, NC 28026  
Phone: 980-689-1843 Website: [Senior Community Connections](#)

### YMCA of Greater Charlotte

Many seniors seek classes that are fun and challenging. Low-intensity exercise classes are specifically designed to improve overall health with a good workout. Contact them for schedules and activities to fit your needs. The Main Campus of YMCA of Greater Charlotte is located at 400 E. Morehead St., Charlotte, or they can be reached by phone at 704-716-6200.

For additional information on other Charlotte area campus go to: [YMCA of Greater Charlotte \(ymcacharlotte.org\)](#)

## Wellness: Family

The following are resources for people seeking wellness resources for families.

### **Families Forward Charlotte**

Partners with families experiencing poverty to achieve lasting economic stability by providing educational opportunities, essential support, and long-term relationships through individualized mentoring. Phone: 704-659-1833 Website: [Families Forward Charlotte](#)

### **Wellness on Wheels**

Provides blood pressure and blood sugar screening to all. No insurance or YMCA membership is needed to access service through Wellness on Wheels. Each participant will have the opportunity to access screenings, a healthy snack, nutrition information and chronic disease prevention education. The American Heart Association's: Check. Change. Control will be offered and health coaches will be on-site to answer any questions and get participants signed up for this blood pressure self-monitoring system. For more information or to request the Wellness on Wheels unit, please contact [wellnessonwheels@ymcacharlotte.org](mailto:wellnessonwheels@ymcacharlotte.org).

### **The 658 Center**

Pulls together the incredible resources in our city with the goal of changing the lives of those in need. A person can walk into The 658 Center and be surrounded by an incredible team of ministry staff and skilled volunteers dedicated to aiding them in their journey away from poverty toward a life of stability, independence and spiritual health. From clothing to medical assistance, job training to food assistance all in one place.

Phone: 704-733-9934 Email: [info@project658.com](mailto:info@project658.com)

Address: 3646 Central Ave, Charlotte 28229 Mailing Address: P.O. Box 5464, Charlotte, NC 28299

### **The Smith Family Wellness Center (SFWC):**

Caring for the Health of the Mind, Body and Spirit, (SFWC) exists to be Charlotte's premier clinic that offers medical and counseling services in a combined facility for Charlotte families that are facing personal and family struggles and challenges. Contact information:

[info@smithfamilywellnesscenter.com](mailto:info@smithfamilywellnesscenter.com) Phone: 704-910-5810. Hours of Operation Monday-

Friday, 9AM-5 PM Medical Clinic Appointments Mon-Thurs: 9AM-4:30PM Fridays: 9AM-12PM

\*By Appointment Only\* Website: [Steve Smith Family Foundation \(stevesmithfamilyfdn.org\)](http://stevesmithfamilyfdn.org)

## Wellness: LGBTQ+

The following are resources for LGBTQ+ youth and adults navigating physical and mental healthcare.

### **Project Uplift**

Provides young LGBTQ+ adults (age 18-35) with brief intensive case management services connecting them to resources such as: peer support services and educational needs. The case manager can also assist with on-the-job training, housing, medical care, and legal concerns. Project Uplift also provides counseling for mental health, substance use, and trauma. Services are provided free of charge regardless of insurance status. Learn more [here](#)

### **NC Navigator Consortium**

Helps individuals enroll in the Affordable Care Act or Medicaid and has navigators specifically trained in working with LGBTQIA individuals regarding specific healthcare needs, including **transition-related care** benefits, identifying in-network affirming providers, determining if you qualify for subsidized insurance premiums, and dealing with insurance companies. Learn more: [NC Navigator](#)

### **Transcend Charlotte**

Mission is to pursue equity and social justice for transgender and gender expansive communities through education, advocacy, mental health and social support services for individuals ages 18+. Learn more: [Programs – Transcend Charlotte](#)

### **Time Out Youth**

Time Out Youth Center offers support, advocacy, and opportunities for personal development and social interaction to lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ) youth ages 13-24. Learn more: [Time Out Youth](#)

### **Transcend Charlotte**

Provides free and/or low-cost mental health, social support and education services to trans and gender-expansive folks (ages 18±) in Mecklenburg, and the adjoining counties in North and South Carolina. Learn more: [Programs – Transcend Charlotte](#)

## Lifelines

### [Trans Lifeline](#)

1-877-565-8860

### [Trevor Project Lifeline](#)

LGBTQ youth (ages 24 and younger)

1-866-488-7386

Text START to 678-678

### [GLBT National Hotline](#)

1-888-843-4564

### [GLBT National Youth Talkline](#)

1-800-246-7743

### [National Suicide Prevention Lifeline](#)

24 hours a day by people of all ages and identities.

Dial **988** or 1-800-273-8255



## Emergency Food Assistance

The following are resources for people seeking resources for emergency food.

### **Angels and Sparrows Community Table and Resource Center**

Lunch served daily Monday-Friday 11 am - 1 pm Address:15016 N. Old Statesville Road, Huntersville, NC 28078 Phone: 704-918-0122 or for more information go to: <https://angelsandsparrow.org>

### **Dilworth Soup Kitchen at First Christian Church**

Lunch served every Monday, 11AM-12PM.

Address: 1200 East Blvd., Charlotte Phone: 704-334-3771 Website: [Dilworth Soup Kitchen](#)

### **Harvest Center (Isabella's Kitchen)**

Breakfast & Lunch Served Tuesdays and Wednesdays. Breakfast: 6:30AM-8AM Lunch 11:30AM-12:30PM. Address: 225 Freedom Dr., Charlotte Phone: 704.335.1616

### **Hearts and Hands Food Pantry**

Address: 4040 Chesapeake Drive, Charlotte, NC 28216 Phone: 980-292-0357

Website: [Food Pantry](#)

### **Urban Ministry Center**

Food served daily including holidays. Website: [Roof Above - Uniting the community to end homelessness - Roof Above](#)

### **Ascension Lutheran Church**

Food served Tuesdays 11AM - 12PM. Address: 1225 E: Morehead St.,Charlotte.

Phone: 704-372-7317

### **Camino Community Center**

Food Pantry/Food Farmacy 3PM-5PM Tuesday-Friday. Address: 133 Stetson Dr. Charlotte.

Phone: 704-596-5606 For more information go to: [Pantry – Camino Health Center](#)

### **Catholic Social Services**

For more information go to: [Food & Clothing Assistance – Catholic Charities Diocese of Charlotte \(ccdoc.org\)](#) Phone: 704-370-3262 or Text: 704-268-9821

### **Oakhurst Baptist Church**

Contact the Church for pantry hours. Address: 5037 Monroe Rd., Charlotte.

Phone: 704.537.0604

**Loaves and Fishes is NOW NOURISH UP**

Provides food for 20 emergency food pantries in the county. Referrals are made by human services agencies, follow the link for more information: [Nourish Up – Food Pantry & Meals on Wheels Serving Charlotte, NC](#) Phone: 704-523-4333

**Mecklenburg County Department of Social Services: Food and Nutrition Services (EBT card)**

Provides financial assistance for food. Households may be eligible for expedited food benefits if qualified. Address: 301 Billingsley Rd., Charlotte. Monday - Friday 8AM-5PM.  
Phone: 704-336-3000

## **Pregnant and Postpartum Food Assistance**

The following are resources for pregnant and postpartum seeking emergency food services.

### **WIC Charlotte East**

5624 Executive Center Dr., Charlotte 7:45AM-7PM Mon-Thurs, 7:45AM-5PM Friday

### **WIC CRC Valerie C Woodard**

3205 Freedom Dr. Charlotte 8AM-5PM Mon-Fri

### **Health Dept. WIC.**

2845 Beatties FordCharlotte 7:45AM-7PM Mon-Thurs. 7:45AM-5PM FriPhone (for all three locations above): Phone: 704-336-4700 Offices close 12PM-1PM for lunch.

## Emergency Food Assistance: Seniors

The following are resources for seniors seeking resources for food and nutrition services.

### **Mecklenburg County Department of Social Services**

Address: 301 Billingsley Rd. Charlotte. Monday - Friday 8:00AM-5PM

Phone: 704-336- 3000 Services provided by Mecklenburg County:

- Mecklenburg County offers congregate meals at over 19 sites located throughout Mecklenburg County. Participants at the congregate nutrition sites meet Monday-Friday between the hours of 9AM-1PM to engage in positive, meaningful socialization, exercise and take part in a variety of fun activities, health promotion and educational programs. Volunteer opportunities are also available. At noon, participants eat hot, nutritious and appetizing meals that are planned by a dietitian and catered by a food vendor. For more information call either the Senior Nutrition Information line Call 704-336-3144.

- Mecklenburg County provides **Ensure nutritional supplements** on a limited basis (up to 3 months per calendar year) to seniors with prescribed supplemental nutrition needs. A signed authorization must be obtained from the physician to receive this service. Participants or their representatives are responsible for picking up this product from the SCNP Warehouse monthly. Interested? Call 704-432-1111 for more information.

- Mecklenburg County provides **weekly home-delivery of meals to seniors** who are assessed to be "homebound", therefore cannot attend a congregate nutrition site, they are unable to shop and prepare food for themselves and they have no reliable support. The goal of this program is to provide a support service to enable senior adults to remain independent in their own homes. Eligibility for home delivered meal services are assessed by a county caseworker. For more information about his service or to sign up for this program, please call "Just1Call"

Phone: 704-432-1111. A short term (up to 12 weeks) home delivered meal option is also available for those seniors recovering from hospitalization or rehabilitation and meet the homebound meal service eligibility as described above. For more information or to sign up for this program, please call our Office Phone: at 704-336-3144

## **Food and Nutrition Services: Seniors**

The following are resources for seniors seeking transportation for food and nutrition services.

### **Friendship Trays now part of NOURISH UP**

2401 Distribution St# A, Charlotte Hours: Monday-Friday 8AM-2PM Phone: 704-333-9229

Website: [Meals on Wheels – Nourish Up](#)

### **Love INC of Mecklenburg County**

Phone: 704-536-5588

## **Nutrition Education Services**

The following are resources for families seeking nutrition information

### **Second Harvest Food Bank of Metrolina**

Hunger Education Program Contact Second Harvest for more information Phone: 704-376-1785

or go to: [Second Harvest Food Bank of Metrolina \(secondharvestmetrolina.org\)](http://secondharvestmetrolina.org)

## Food and Nutrition Services: Fresh Produce

The following are resources for people seeking places to purchase fresh produce.

### **Charlotte Regional Farmers Market**

Address: 1801 Yorkmont Rd, Charlotte. Open: Wednesday- Sunday 8AM-5PM

Phone: 704-357-1269 or for more information go to: [Charlotte Regional Farmers Market | NC Agriculture](#)

### **Atlantic Farmers Market**

Address: 3122 Eastway Dr. Charlotte Monday-Sunday 9AM-9PM Phone: 704-568-0151

Website: [International Grocery Store | Charlotte, NC | Atlantic International Market](#)

### **Cotswold Farmers Market**

Address: 4921 Randolph Road Charlotte, NC 28211 May- October Saturday only 8AM-12PM

### **NoDA Farmers Market**

### **Mecklenburg County Market**

Address: 1515 Harding Pl, Charlotte, NC 28204

### **Rosa Parks Farmers Markets**

Address: 1600 W. Trad St., Charlotte, NC 28216