

Homelessness Resource Guide:

Tips for Your Business





WHAT TO DO WHEN...

You want to help an individual:

- Get to know the person living in your area and treat them in a way that builds respect between you as good neighbors. A little respect can go a long way.
- Offer to connect them to services. Call NC 2-1-1, a free, 24/7 resource that connects people to community, health, and disaster services. See the resources section for organizations directly serving unhoused persons.
- Encourage them to seek additional services and support. Call Homeward Bound's Outreach Team: 828-768-3435.

You want to take community action:

- When you want to get more involved, you can connect to one of the many organizations that directly help homeless people, try to end homelessness, or work to increase affordable housing.
- One of the best things you can do as a business is to find one organization that you want to support and ask them what they need.
- Asheville's service providers know how to help our homeless population; it's what they're best at. The more we support them, the more they can help people get off the streets and find pathways out of homelessness.
- Housing is an effective and long-term solution for homelessness, but it takes partnerships from private landlords willing to work with housing programs. Talk with landlords you know and encourage them to learn how they can participate in housing programs by calling the Community and Economic Development Department at 828-232-4505.

More Ways to Get Involved

Point In Time

Participating in the annual point in time count helps us know how many people are on the streets. That number is critical to bringing enough resources to address the issue. For more info go to:
bit.ly/Homeless-Initiative

Youth Outreach

Young people need caring adults in their lives. Become a mentor.

Social Services

Contact any of these organizations:
nc211.org

Housing

Talk to any of the landlords you know about accepting housing vouchers. For more information visit:
bit.ly/Community-Economic-Development

Advocacy

Participate in Asheville's Homelessness Initiative Advisory Committee.
bit.ly/Homeless-Initiative-Advisory-Committee

Job Training

Please hire and encourage other business owners you know to hire someone who's been homeless.
<https://bit.ly/Inclusive-Hiring>

How to Encourage a Positive Environment



Do's

- Keep the area around your store clean and well maintained. If you keep your area clean, others are more likely to respect it.
- Get to know your Homelessness Outreach Worker and APD Community Engagement Officer. Talk to them about the problems you're having with homeless individuals.
- If someone, homeless or not, is being disruptive, try to deescalate the situation if you are comfortable doing so. A few reasonable words may prevent the police or others from having to get involved and reduce the criminalization of homelessness.
- If homeless people are loitering around your business and won't leave, call the homelessness outreach staff: 828-768-3435 or the non-emergency APD line: 828-252-1110. If they are unruly or violent, call 9-1-1.
- Lock or turn off exterior power outlets. (See "Shelters & Libraries" in the Additional Resources section for locations providing power outlets.)
- Install motion-activated exterior lighting for after hours.
- File a "No Trespass" form, so the APD can enforce the law on your property after hours when you're not there. Call the APD non-emergency line 828-252-1110.
- Know local service providers who can provide a meal or shower in your neighborhood so you can point people in the right direction.
- If you have an ongoing community concern about homelessness needing attention, email: helpendhomelessness@ashevillenc.gov
- Download the Asheville App and the P2C Tool to report non-emergency problems to the City or APD. See a problem? Take a photo, upload it, and a report is generated.
- For concerns about trash or needles call Sanitation: 828-259-5857.
- For concerns about vehicles call Parking Services: 282-259-5792; parking@ashevillenc.gov

Dont's

- Don't offer food or money. It often encourages panhandling. Call NC 2-1-1 so you'll know the social service organizations nearest your business equipped to help and provide more comprehensive services beyond a meal.
- Don't permit anyone to camp on your property, unless you have developed a trusting relationship with them.
- Don't allow anyone to store shopping carts or personal belongings on your property.

Additional Resources

Shelters

Letters in Bold indicate bus routes. E.g., **E2**, **W2**...

- **ABCCM Transformation Village:** 828- 259-5365; 30 Olin Haven Way
 - Women, children, veterans with screening-Veteran contact 828-398-6609
- **ABCCM Veterans Restoration Quarters:** 828-259-5333; 1329 Tunnel Rd.
 - **E2**; Veterans with screening process-Veteran contact 828-398-6609
- **Center of Hope, Salvation Army:** 828-253-4723 204 Haywood St.
 - **W3,W4,W5**; Men, women, families with a screening process and waitlist.
- **Helpmate:** 828-254-0516; Domestic Violence
- **Trinity Place:** 828-253-7233; 12 Ravenscraft Dr.
 - Runaway & Homeless Youth Shelter Youth Ages 7-17; Services offered 24/7.
- **WC Rescue Ministries:** 828-254-0471; 225 Patton Ave.; **W3, W4, W5**; (Men, women, & women w/children)

Food Resources

- **ABCCM:** 828-259-5300; 1543 Patton Ave.; To-go meals M-F 11:30-1
- **AHOPE:** 19 N Ann St.; **W3, W4, W5**; Mon, Tu, Th, Fri 8-2, Wed 8-11:30; (Snacks, showers, storage & mail available)
- **Beloved Street Pantries:** 828-571-0766; 13 locations in Asheville, Arden, Candler, and Black Mtn
- **Bounty & Soul Fresh Food Mkt.:** 828-419-0533; 205 NC-9, Black Mtn. Tu 11-12:30, Fri 4-5:30
- **Catholic Charities:** 50 Orange St. Appt Only; Food Pantry; Wed 11-1 & Th 10-12
- **Church of the Advocate/The Red Door:** 60 Church St.-Trinity Church
 - **E1, E2**; Sun.: Open 12, 1:30 Worship; 2:30-Meal & services
 - Tu: Open 9 (coffee/snacks) 9:30-Prayer/Healing Service; 10:30-light meal, shoes, socks, basic supplies, first aid & health advice, employment assistance
- **(Closed COVID) First Baptist Church:** 5 Oak St.; Th 12 PM; Meal & Food Pantry
- **(Closed COVID) Foster ACS:** 828-274-2014 ext. 316; 375 Hendersonville Rd.; **S3**
 - Tu 8-10 Drive-thru to-go breakfast and Pre boxed food distribution.
 - In-person breakfast-7 & Pantry open Tu 9-11:30
- **Haywood St. Congregation:** 297 Haywood St.; **W3, W4, W5**; Lunch Wed 10:30-12; Breakfast Sun. 8:30-10
- **Sunrise Community Outreach** 1543C Patton Ave., **W3**; Breakfast Sat 7:30-9
- **Least of These Asheville at ABCCM:** 24 Cumberland Ave.; To-go meal Sat 9
- **Salvation Army:** 828-253-4723; 204 Haywood St.; **W3, W4, W5**
 - Wed 1:30-3:30-appointment only; food pantry
- **12 Baskets Cafe:** 610 Haywood Rd. **W1,W2**; Lunch to-go Tu & Fri 11AM-1PM
- **WC Rescue Mission:** 225 Patton Ave.; **W3, W4, W5**
 - Lunch Mon, Tu, Th, Fri 11:30-12:30; Dinner Mon-Sat 4:30-5:30
- **Families & Students-Buncombe Co Schools:** 828-779-4549
 - Food bags, hygiene items, household supplies, diapers/wipes & clothing
- **Families-Students of Asheville City Schools:** 828- 545-1817
 - Food bags, hygiene items, diapers & wipes

Restrooms/Showers

- **AHOPE:** 19 N Ann St.; **W3, W4, W5**; Mon, Tu, Th, Fri 8-2, Wed 8-11:30
- **ART Station:** 49 Coxe Ave. (See Transportation)
- **Asheville Police Department Office:** 100 Court Plaza; **E1, E2** in front of building
- **Buncombe County Courthouse:** 60 Court Plaza; Mon- Fri 8:30-5
- **Health & Human Services:** 40 Coxe Ave.; Mon- Fri 8-5
- **Haywood St. Congregation:** 297 Haywood St.; **W3, W4, W5**; Sun-Th 8-2
- **Pack Square Park Pavilion:** Corner of College & Market Streets; **E1, E2**; Apr-Oct 9-9, Nov-Mar 9-6
- **WC Rescue Mission:** 225 Patton Ave.; Mon, Wed, Fri 1-3 PM
- **(Closed COVID) Foster ACS:** 375 Hendersonville Rd.; Tu 7 AM-11 AM

Clothing

- **ABCCM:** 24 Cumberland Ave.; **N, N3**; Clients can access clothing room once every 7 days
- **Beloved:** 828-571-0766; No clothing provided-Camping gear available
- **(Closed COVID) Foster ACS:** 375 Hendersonville Rd.; **S3**; Tu 9-11:30
- **Haywood St. Congregation:** 297 Haywood St.; **W3, W4, W5**; Wed 10-12, Sun. 8-10
- **Least of These Asheville at ABCCM:** 24 Cumberland Ave.; Sat. 9; Clothing, blankets, sleeping bags, & other living essentials
- **WC Rescue Mission:** 225 Patton Ave.; **W3, W4, W5**; Tu & Fri 9-11

Transportation

- **ART Bus Station:** 828-253-5691 49 Coxe Ave.
 - Schedules, maps, & passes at office; See map for fare-free zone downtown
 - Mon-Sat. 6 AM-12 AM; Sun. & holidays 8:30 AM-6 PM; Schedule subject to change.
- **Mountain Mobility:** 828-250-6750
 - Three Trailblazer routes for anyone that needs to connect/extend beyond ART bus routes (North Buncombe, Black Mountain, & Enka-Candler)
 - Rides available Mon-Sat 5:30 AM - 7:30 PM; Office hours Mon-Fri 8-5;
- **Apple Country Transit:** 828-698-8571
 - ART bus route **S3** connects at Asheville Regional Airport to Henderson County Route 3 which goes to Hendersonville.
 - Schedules & information: hendersoncountync.org/planning

Veteran Services

- **Aura Home:** 828-771-6979 1 Dundee St.; Female veterans only
 - Homeless prevention, housing & employment search, VA benefit navigation, VA chaperone, Rent/utility deposit; Appt. only: call or email aurahomewv@gmail.com.
- **ABCCM Transformation Village & Veterans Restoration Quarters:** 828-398-6609
- **National Call Center for Homeless Veterans- VA:** 877-424-3838
- **NC Serves:** 855-962-8387; Veterans & Families
- **Veterans Crisis Line:** 1-800-273-8255

- **Veteran's Services Office- Buncombe Co.:** 828-250-5726; 40 Coxe Ave.

Housing

- **Asheville Housing Authority:** 828- 258-1222; 165 S. French Broad Ave.; **S4**; Applications for public housing & Section 8 Mon-Th 9 AM-5 PM
- **Homeward Bound:** 828-252-8883; (AHOPE) 19 N Ann St.; **W3, W4, W5**; Assistance towards permanent housing
- **ABCCM Medical Ministry:** 828-259-5339; 155 Livingston St.; **S4**; Medical & dental care for low income and uninsured; Medical: Mon-Wed 9-5; Dental: Mon-2

Healthcare

- **Appalachian Mountain Community Health:** 828-257-4745; Dale Fell 7 McDowell St Suite 200; **S3, S6**; Mon-Fri 7:30 AM-5:30 PM
- **Mays Care Clinic at WCRM:** 828-412-5315; Mon. 1-5 PM
- **Beloved (Street Medics):** 828-571-0766
- **Buncombe County Health Dept.:** 828-250-5000; 40 Coxe Ave.
- **Haywood Street Respite:** 828-575-2477; 297 Haywood St.
 - Physician referral required; Homeless adults can stay 1-2 weeks to finish recovery.
- **Leicester Health Center:** 828-253-3717; 711 New Leicester Hwy.; Mon-Fri 7:40-5
- **Mission Hospital Emergency Room:** 828-213-1111; 509 Biltmore Ave.; **S1**
- **Sunrise Community for Recovery and Wellness:**
 - Recovery Community Center 50 S. French Broad Ave. 828-552-3858
 - 24/7 Non-Crisis Peer Warmline 828-280-2554
 - Street Outreach 828-505-5147/5146
 - Syringe Services Program 828-747-9483; 40 Coxe Ave Mon-Fri 12 PM-4 PM
- **Steady Collective Syringe Exchange/Naloxone:** At Haywood St. Wed. 10:30 AM-12 PM; **W3, W4, W5**; At Firestorm Books Tu 1:30 PM-4 PM; **W1, W2**
- **VA Medical Center:** 828- 298-7911; 1100 Tunnel Rd.; **E1**; Mental Health Clinic 828-298-7911 x2519
- **WNCAP/NEPA:** 828-252-7489; 554 Fairview Rd.
 - S5; Free rapid testing for HIV, HCV, and syphilis. Mon-Fri 9 AM-4:30 PM
 - Harm Reduction/Syringe Service Program/Naloxone. Mon-Fri 9 AM-5 PM
- **WNC Community Health Services:** 828-285-0622; 257 Biltmore Ave.
 - **S1**; Minnie Jones Health Center Medical and Dental Mon-Fri 8 AM-5 PM

Government Offices

- **Div. Motor Vehicles (DMV):** 828-782-9600; 1624 Patton Ave.; **W3**; Next to Goodwill at end of bus route
- **Buncombe County Courthouse:** 828-259-3400; 60 Court Plaza; Mon-Fri 8-5; Pretrial services: 828-250-6294
- **Buncombe Health and Human Services:** 828- 250-5500; 40 Coxe Ave.; Mon-Fri 8-5
- **NC Works Career Center:** 828-251-6200; 48 Grove Street; Employment, Training, Veteran Services, Reentry; Mon-Fri 8-5
- **Social Security Administration:** 866-572-8361; 800 Centre Park Dr. West; **E2, S2**; Mon, Tu, Th, Fri, 9 AM-4 PM; Wed 9 AM-12 PM

- **Register of Deeds:** 828-250-4303; 205 College St.; Vital Records, Notary Public; Mon-Fri 8-5
- **U.S. Post Office:** 828-271-6428; 33 Coxe Ave.; Mon-Fri 8:30-5; Sat. 9-1

Pets

- **Asheville Humane Society:** 828-761-2008; Vet assistance, pet food, and temporary shelter
- **Brother Wolf:** 828-505-3440 ext. 112; Temp. pet shelter up to 90 days, food, medical care

Emergency & Legal Services

- **Asheville Police Dept.:** 100 Court Plaza; Emergency: 9-1-1; Non-Emergency: 828-252-1110
- **Buncombe Co. Justice Resource Center** 828-250-6401; 60 Court Plaza; 15th floor; Mon-Fri 8-5
- **Buncombe Co. Sheriffs Dept.:** 828- 250-4503; 60 Court Plaza
- **Family Justice Center:** 828-250-6900; 35 Woodfin St.
- **Pisgah Legal Services:** 828-253-0406; Legal help in non-criminal matters for those who can't afford a private attorney for basic needs; Mon-Fri 8:30-5
- **Catholic Charities:** 828-255-0146; 50 Orange St.; Assistance with Immigration Services
- **Helpmate:** 828-254-0516; Domestic Violence

Libraries

- **Pack Memorial** 828-250-4700 67 Haywood St.; **N, N3**
- **East Asheville** 828-250-4738 902 Tunnel Rd.; **E2**
- **North Asheville** 828-250-4752 1030 Merrimon Ave; **N1**
- **West Asheville** 828-250-4750 942 Haywood Rd; **W1**
 - Tu & Th 10- Wed & Fri. 10-6, Sat 10-5
- *Wi-Fi available and free internet access. Apply for library card with a photo ID.

Mental Health Services

- **PATH at Homeward Bound:** 828-252-8883; 19 N Ann St. St.
 - Outreach & SOAR assistance to unsheltered persons with mental health conditions
- **RHA Behavioral Health Services:** 828-254-2700; 356 Biltmore Ave.
 - Provides mental health, behavioral health & addiction services
- **Mobile Crisis Service:** 888-573-1006.

WIFI

- **WiFi map link for Buncombe, Madison, Transylvania, and Henderson Counties:** www.loswifilot.org
- **Free Mobile Hotspot NC Works:** 828-365-8299; 48 Grove St.

For Parents of School Age Children

- **Foster Care Coordinator-Buncombe County Schools:** 828-775-1898
- **Buncombe County Schools Family Resource Center:** 828-779-4549 for BCS students only
- **Youth in transition - Asheville City Schools:** 828-545- 1817

Restroom Map

Restrooms & Showers

- AHOPE Day Center

Public Restrooms

- ART Station
- Asheville Police Department
- Buncombe County Courthouse
- Buncombe County Social Work Services
- The Haywood Street Congregation
- Pack Square Park Restroom
- Western Carolina Rescue Ministries
- Asheville City Hall
- Pack Memorial Library
- East Asheville Public Library
- North Asheville Public Library
- West Asheville Public Library

