



Local Organization Resource Guide

Last update 1/4/23

Community Home Trust's Resources

Community Home Trust



*We deliver housing affordability to diverse populations
in partnership with our communities.*

Homeowner Qualifications:

- Earn 80% or below the Area Median Income (AMI). Applicants earning above 80% and no more than 115% of the AMI are limited to buying unsubsidized property in our inventory.*
- The CHT home must be primary residence (no investors).
- Complete the following (all of which are FREE):

Program Orientation
(1 hour)

First-Time Homebuyer Education Class
(8 hours)

Financial Counseling Session
(1 hour)

Household Size	1	2	3	4	5	6	7
80% of AMI	\$53,500	\$61,150	\$68,800	\$76,400	\$82,550	\$88,650	\$94,750
115% of AMI	\$76,906	\$87,903	\$99,015	\$109,825	\$118,666	\$127,434	\$136,203

* Income limits provided by HUD. Updated on April 22, 2022.

Where Our Homes Are Located

 140 West Franklin
(18 condos)

 Ballentine
(17 townhomes)

 Burch Kove
(11 townhomes)

 Carrboro
(3 attached homes)

 Carrboro
(6 single-family homes)

 Chandler Woods
(9 townhomes)

 Chancellor's View
(3 single-family homes)

 Courtyards
(2 single-family homes
55+ community)

 Claremont
(12 townhomes)

 Culbreth Place
(7 single-family homes)

 Burch Kove
(11 townhomes)

 East 54
(34 condos)

 Greenbridge
(15 condos)

 Greenway
(16 condos)

 Larkspur
(13 single-family homes)

 Legion Road
(14 townhomes)

 The Landings at Winmore
(58 apartments)

 Milton Avenue
(4 single-family homes)

 Montclair
(1 single-family home)


 Northside
(15 single-family homes)

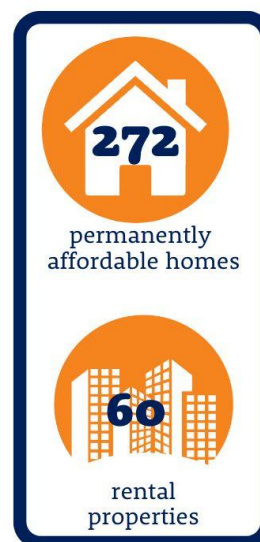
 Pacifica
(7 townhomes)

 Ramsley
(2 townhomes)

 Rosemary Place
(32 townhomes)

 Southgrove
(4 single-family homes)

 Vineyard Square
(30 townhomes)



info@communityhometrust.org | 919-967-1545

www.communityhometrust.org



Impact Data

Median Sales Price
of homes sold in Chapel Hill Carrboro in 2022

\$550,000

Median Cost
of a Community Home Trust purchased in 2022

\$110,313

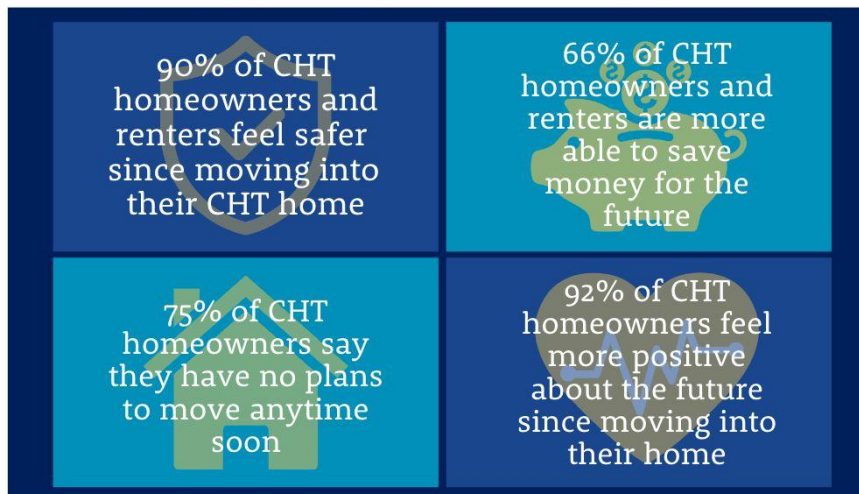
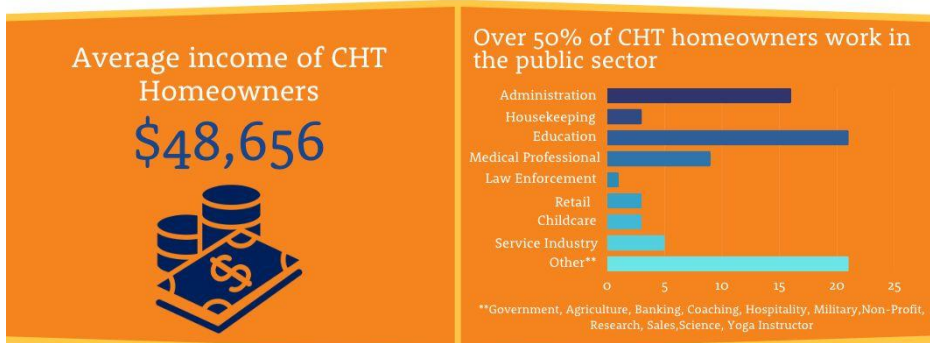
Community Home Trust (CHT) has bought and sold more than 330 permanently affordable homes

Over 270 Homes



60 Rental Properties





Join Community Home Trust to continue working with Housing Affordability Solutions in Chapel Hill and Carrboro

to learn more contact
919-967-1545 or info@communityhometrust.org

City of Durham Down Payment Assistance Program

City of Durham Down Payment Assistance Program



Who is eligible?

- Must be a first time home-buyer or have not owned a home for 3 years
- Must not own any other real property
- Liquid assets are limited to \$20,000
- Total household income cannot exceed 80% of the area median income*

Household Size	1	2	3	4	5	6	7
80% of AMI	\$53,500	\$61,150	\$68,800	\$76,400	\$82,550	\$88,650	\$94,750

income limits provided by HUD. Updated on April 22, 2022.

Financial Assistance

Eligible homebuyers may receive up to \$20,000 down payment assistance



*Home must be located within
City of Durham city limits.*

If you have any questions please contact Ivelisse Mercado, Community Engagement and Outreach Coordinator, at imercado@communityhometruster.org or 919-967-1545 ext. 302

Financial Wellness/ Assistance

Central Piedmont Community Action

[Central Piedmont Community Action, Inc](#)

Self-Sufficiency Program

CSBG Staff & Contact Information:

Director

Sheryl Andrews, Program Director

919-742-2277

Allexus Porter, Assistant Program Director

919-797-0888

Case Managers

Carol Currie (Chatham)

Tiffany Diaz (Chatham)

Lisa Scott (Orange)

Sandra Rush (Randolph)

James Michael Martin (Randolph)

Michael McMahon (Durham)

Angeline Roberts (Durham)

Support Staff

Cynthia Fair, Administrative Assistant

Natasha J. Elliott, Executive Director

1401 Ross Avenue

Post Office Box 626

Siler City, NC 27344

Telephone: 919-742-2277

Fax: 919-742-2299



Scan code with mobile phone
for CSBG **DURHAM** application.



Scan code with mobile phone for
CSBG **CHATHAM, ORANGE,
RANDOLPH** application.

**CENTRAL
PIEDMONT
COMMUNITY
ACTION, INC.**

**COMMUNITY SERVICES
BLOCK GRANT [CSBG]
PROGRAM**

Self-Sufficiency Program



"Helping Families. Changing Lives."

CSBG SELF-SUFFICIENCY PROGRAM

ELIGIBILITY REQUIREMENTS

APPLICANTS MUST MEET THE FOLLOWING ELIGIBILITY REQUIREMENTS:

- BE 18 YEARS OF AGE OR OLDER.
- HAVE RESIDED IN CHATHAM COUNTY FOR THE PAST 90 DAYS IF APPLYING IN CHATHAM, HAVE LIVED IN DURHAM COUNTY FOR THE PAST 90 DAYS IF APPLYING IN DURHAM, HAVE RESIDED IN ORANGE COUNTY FOR THE PAST 90 DAYS IF APPLYING IN ORANGE, OR HAVE RESIDED IN RANDOLPH COUNTY FOR THE PAST 90 DAYS IF APPLYING IN RANDOLPH.
- HAVE A TOTAL FAMILY INCOME THAT IS AT OR BELOW 125% OF THE FEDERAL POVERTY GUIDELINES FOR THE FAMILY SIZE.
- BE ABLE AND WILLING TO WORK.
- PROVIDE PROOF OF IDENTIFICATION (PICTURE ID AND BIRTH CERTIFICATE)
- PROVIDE BIRTH CERTIFICATES FOR ALL FAMILY MEMBERS LIVING IN THE HOUSEHOLD AND A COPY OF MARRIAGE CERTIFICATE, IF APPLICABLE.
- PROVIDE PROOF OF 90 DAYS RESIDENCY IN COUNTY

**Total Family Income is projected based on total income received by family during the 90-day lookback period. Family refers to all individuals living within the same household who are related to one another legally or by birth.*

***Customers must begin employment and/or educational/vocational activities within six (6) months of entering the program or be discharged from the program.*



Central Piedmont Community Action, Inc. **CSBG Offices**

1401 Ross Avenue
Post Office Box 626
Siler City, NC 27344
(P) 919-742-2277

1007 Broad Street
Durham, NC 27705
(P) 919-797-0888

703 Farr Street
Asheboro, NC 27203
(P) 336-636-5179

503 W. Franklin Street
Chapel Hill, NC 27516
(P) 919 245-4342

www.cpcanc.org www.facebook.com/cpcanc
(Form Revised 7/2019)

What is Community Services Block Grant or CSBG?

The federally-funded Community Services Block Grant Program (CSBG) helps local communities like ours address poverty issues by sponsoring programs that help disadvantaged individuals and families become economically self-sufficient. CPCA operates a CSBG program in Chatham, Orange, Randolph, and Durham counties called Participants Achieving Self Sufficiency (PASS).

How do we help?

PASS helps low income individuals and families work toward and attain economic self sufficiency. We understand that change is hard. It involves learning new information, developing different habits, and demonstrating new behaviors. We assign case managers to work one-on-one with participants to help them succeed in making the positive changes necessary to become financially independent.

ONCE ENROLLED the program offers...

- Self Sufficiency "Coaching"
- Educational Support (assistance with work-related education and training)
- Employment Support (assistance with securing & maintaining employment)
- Housing Support (assistance with securing & maintaining housing)
- Money Management/Financial Literacy
- Supportive Services (limited assistance with basic needs)
- Referrals
- Crisis Intervention

CENTRAL PIEDMONT COMMUNITY ACTION, INC.

Do You Qualify?

If your income level is at or below 200% of the federal poverty income guidelines, then you may qualify for CSBG Services.

2021-22 Poverty Income Guidelines

Family Size	200%
1	\$27,180
2	\$36,620
3	\$46,060
4	\$55,500
5	\$64,940
6	\$74,380
7	\$83,820
8	\$93,260

For families/households with more than 8 persons, add \$9,440 for each additional family member.



How To Apply:

Clients may apply online at cpcanc.org or contact the local CPCA CSBG office. Currently, client meetings are by appointment only.

CPCA provides CSBG services in Chatham, Orange, Randolph, and Durham Counties.

Chatham County Residents:

1401 Ross Avenue
Siler City, NC 27344
Phone - 919-742-2277

Orange County Residents:

880 MLK Boulevard
Chapel Hill, NC 27514
Phone - 919-391-4005

Randolph County Residents:

703 Farr Street
Asheboro, NC 27203
Phone - 336-636-5179

Durham County Residents:

1007 Broad Street
Durham, NC 27705
Phone - 919-797-0888

www.cpcanc.org
facebook.com/cpcanc

Due to COVID-19, masks, social distancing and other safety measures must be observed for entry into agency offices.

Community Empowerment Fund

[Community Empowerment Fund](#)

Financial Coaching and Safe Savings Account

Community	Empowerment	Fund
<p>Become A Member Members & Advocates</p>  <p>One-on-One Support Person-centered support provided by CEF's volunteer advocates to assist Members in:</p> <ul style="list-style-type: none">• Gaining employment and income• Securing stable housing• Building Savings• Achieving their goals  <p>Members are individuals dedicated to their personal success.</p> <p>Advocates are trained students and community volunteers, here to fight alongside Members every step of the way.</p>	<p>Pursue Knowledge Financial Coaching</p>  <p>The Skills to Succeed Work with Advocates and choose financial coaching sessions that are important to financial, employment, and housing goals.</p> <p>Topics Include</p> <ul style="list-style-type: none">BudgetingCredit RepairReducing DebtPrepare to File Taxes  <p>"CEF is a lifeline to financial freedom." <i>-Aneice, CEF Member</i></p>	<p>Find Financial Freedom Safe Savings Accounts</p>  <p>15% Match Receive a 15% match when you meet your savings goal and complete 8 financial coaching sessions</p>  <p>No Fees Our accounts are FREE to open and FREE to use. No fines, no fees, never! We're always here to help.</p> <p>Stress Free Deposit money via an auto-save schedule that can be changed at anytime. Set milestones and goals for your money. Easily accessible staff who can answer any questions you have about your account.</p>

CEF is a non-profit organization and offers all services and classes at no charge.

Chapel Hill: 919-200-0233
Durham: 919-797-9233

www.communityempowermentfund.org
info@communityempowermentfund.org

Advocates - Relationship-Based Support



Through our model, CEF Members are paired with volunteer Advocates to receive consistent support and encouragement as they set and achieve concrete goals around employment, housing, and financial savings. Members and Advocates work together to achieve these goals using CEF's own targeted financial tools and experience navigating many other community resources.

Members receive the support of Advocates as they work towards:

- Reaching individual goals
- Obtaining or increasing income
- Moving into independent housing
- Saving for significant assets
- Connecting to community
- Securing financial stability

Overwhelmingly, Members cite the relationships formed with Advocates as even more critical to their success than savings and financial services. This person-centered approach builds trust before building assets and is the key ingredient to CEF's work. CEF creates a community of support that empowers Members, offers experiential learning opportunities for Advocates to grow and learn, and uses advocacy and collaboration to address the systemic causes of homelessness and poverty. CEF's work is grounded in recognition of the detrimental impacts of systemic racism on Black and Brown members of our communities.

Safe Savings Accounts - Financial Freedom



CEF's Safe Savings Accounts make saving easy. Through one-on-one support and a 15% match incentive, Members can save for their personal goals, such as move-in costs or an emergency fund. CEF has a variety of savings programs designed to help individuals at different stages of achieving financial independence:

- **Safe Savings Account:** Members who achieve their savings goal and work 1-on-1 with Advocates receive a 15% match on top of their savings.
- **Laptop Savings:** By saving \$100 with CEF, members can purchase affordable, refurbished laptop computers through our partner nonprofit, the Kramden Institute.
- **External Banking Partners:** CEF also helps interested Members enroll in bank accounts with other financial institutions, recommending those with no- or low-cost savings options.

Curious about the details? Check out [CEF's Safe Savings FAQ here!](#)

Financial Coaching - The Skills to Succeed



CEF's customized, hands-on coaching programs cover 65 different topics—including everything from personal finance to job readiness to health. Working with Advocates, Members complete coaching topics that provide strategies and resources to support housing and financial security.

Housing Resources

The Marian Cheek Jackson Center

[The Marian Cheek Jackson Center](#)

Northside Neighborhood Initiative

The Northside Neighborhood Initiative

The Northside Neighborhood Initiative is a broad-based partnership effort to control the dirt in Northside, have neighbors determine the future of properties, and preserve the future of this diverse, family-friendly neighborhood.

Thanks to the leadership of Northside neighbors and the collaboration and support of dozens of partners, the Northside Neighborhood Initiative strategies and our community land bank are working to bend the market towards justice. By the end of 2019, we have purchased over 40 properties, welcomed 29 families and 40 children into Northside through these housing efforts, and implemented a set of community-first strategies that are preventing the displacement of long-term neighbors and preserving the future of these historic neighborhoods.

Click through the slide-deck below to see some of the successes to date, as well as the context for this work and strategies we are mobilizing alongside Northside and Pine Knolls neighbors. Please contact us with clarification or questions!

Services available

One of the primary strategies and goals of our efforts is the retention of long-term neighbors. Below are a list of services – all co-designed with neighborhood leaders – that are helping retain and support long-term residents and prevent land loss throughout the community.

Promise of Home Repairs	-
<p>The Promise of Home Program assists our elderly neighbors in Northside & Pine Knolls stay safe and rooted in our communities by providing quality home rehabilitation by local contractors and committed community organizations. We partner with Habitat for Humanity, Rebuilding Together, Self-Help, and a host of community volunteers to ensure homes of great pride are able to stay safe, affordable, accessible, and beautiful.</p> <p>Click here to learn more and access the application</p>	
Property Tax Support	+
Keeping Your House a Home Workshop	+
Wills Clinics and Legal Advocacy	+

Orange County Partnership to End Homelessness

[Orange County Partnership to End Homelessness](#)

Housing and Homeless Resources

ORANGE COUNTY HOUSING & HOMELESSNESS RESOURCE GUIDE



START HERE!

For help with emergency shelter/housing:

Call the **Homeless Helpline**,
919-245-2655, to talk with
someone **Mon - Fri, 10am-4pm**, or
in-person at DSS Southern Human
Services Tuesdays and Thursdays 9-4



For emergency financial assistance:

Inter-Faith Council for Social Service—
Chapel Hill/Carrboro residents; call 919-929-6380
to make an appointment **M-F 9am-5pm**.



Orange Congregations in Mission (OCIM)—
Orange County residents (excluding Chapel Hill/Carrboro
residents); call **919-732-6194 x. 18** to make an appointment
M-F 10am-2pm

HOUSING

ORANGE COUNTY: **EMERGENCY & TRANSITIONAL**

IFC Community House—Transitional housing for men;
1315 MLK Jr. Blvd., Chapel Hill; For information about cold
weather cots available when the temperature is projected to be
39 degrees or below, call **Homeless Info Line 919-245-2655**,
press 2 for men and press 3 for women, 1am-6am

IFC Homestart—Emergency shelter for women and families;
2505 Homestead Rd., Chapel Hill; Call **Homeless Info Line**
919-245-2655 for admission info. (Emergency cots when 39°F
or below)

Freedom House Recovery Center—Residential, outpatient,
& crisis mental health & substance abuse services for men,
women, children, families; 104 New Stateside Dr., Chapel Hill;
919-942-2803; 24 Hrs

Oxford Houses—Clean & sober housing option for men, women
in recovery from substance abuse; and women with children; call
Paula Harrington, **919-616-3020**; M-F 8am-5pm

AFFORDABLE HOUSING

Chapel Hill Public Housing—Affordable rental housing,
resident service programs, & transitional housing; 317 Caldwell
St. Ext., Chapel Hill; **919-968-2850**; M-F 8:30am-5pm

NC Housing Search—Online tool www.nchousingsearch.com
EmPOWERment, Inc.—Low income homeownership & rental
housing; 109 N. Graham St., Chapel Hill; **919-967-8779**;
M-F 9am-5pm

Orange County Housing Authority—Section 8 rental
assistance, housing discrimination help; 300 W. Tryon St.,
Hillsborough; **919-245-2490**; M-F 8am-5pm

CASA—Supportive housing for persons with disabilities, veterans;
624 W. Jones St.; **919-754-9960**; 8:30am-5pm

Adelaide Walters Apartments—Age 62+ or physically
disabled; 603 MLK Jr. Blvd., Chapel Hill; **919-968-8018**

Carolina Spring Apartments—Age 55+; 600 West Poplar Ave.,
Carrboro; **919-942-9559**

Covenant Place Retirement Homes—Age 62+;
919-929-0061; 103 Culbreth Rd., Chapel Hill

First Baptist Church—Manley Estates Apartments; age 62+;
805 S. Merritt Mill Rd., Chapel Hill; **919-968-9778**

Gateway Village—400 Lakeside Dr., Hillsborough;
919-732-6701

Coachwood—200 Cheshire Dr., Hillsborough; **919-732-9844**

Eno Haven—Age 55+; 811 Highway 70 E., Hillsborough;
919-245-0700

Greenfield Place—200 Formosa Lane, Chapel Hill; **919-240-7337**. For appointments: greenfieldplaceapts.com

Hampton Pointe—350 Hampton Pointe Blvd., Hillsborough;
919-296-9003

Dobbins Hill—1749 Dobbins Dr., Chapel Hill; **919-932-3100**
Elliott Woods/Chase Park—Interchurch Council Housing office;
106 Elliott Dr., Chapel Hill; **919-942-2197**, 103 Culbreth Rd.,
Carrboro; **919-929-0061**

Elmwood—616 E. Oakwood St., Mebane; **919-563-2977**

Cedar Hill—275 S. 11th St., Mebane; **919-563-3539**

DURHAM COUNTY:

EMERGENCY & TRANSITIONAL

Urban Ministries, Durham, Housing for New Hope—Durham
County Coordinated Entry system: For all persons seeking
emergency shelter in Durham, please call Entry Point at **984-287-8313**. In-person, individuals can come to 801 Gilbert Street
(nights, weekends, and holidays) if unable to access a telephone.

Durham Crisis Response Center—Domestic violence shelter;
206 N. Dillard St., Durham; **919-403-6562; 24 hrs**

Durham Rescue Mission—Shelter; 507 E. Knox St., Durham;
919-688-9641, ext 5034 (men) 5050 (women and children);
8am-10pm

WAKE COUNTY:

Wake County Coordinated Access (for emergency shelter):
919-443-0096.

VETERANS

Durham VA Health Care System Homeless Program Walk-In Clinic Services—Housing resources & supportive services to
homeless veterans, medical, surgical and psychiatric inpatient
services; Social Work Dept. B5013, 508 Fulton St., Durham; **877-424-3838**; Mon, Wed-Fri, 9am-11:30am, Mon-Fri 1:30-4pm.
Durham VA Health Care System Homeless Walk-In Clinic Services
is accessed by calling **919-286-6974** or **919-286-0411**.

Stop Soldier Suicide—Mental health referrals, emergency
financial aid, housing assistance, education/GI Bill (serves all
military service members regardless of discharge status);
884-889-5610; M-F 9am-5pm

Supportive Services for Veterans Families Program
(SSVF)—Housing and supportive services for veterans;
919-530-1100; M-F 9am-5pm. Referral required.

National Call Center for Homeless Veterans, **877-424-3838**.

EMPLOYMENT & EDUCATION

Community Empowerment Fund—Savings opportunities,
bank accounts, one-on-one employment assistance, financial
education, connection to other needed services; 208 N. Columbia
St., Ste. 100, Chapel Hill, **919-200-0233**; Accessible from most
Chapel Hill Transit routes M-F 9am-5pm, Thursday 5pm-7pm

DSS Employment & Training—Job coaching, vocational
training, job referrals for Orange County residents. 113 Mayo St.,
Hillsborough, **919-245-2800**

NCWorks Career Center of Orange County, Job Link—GED,
education & training, job assistance, resumes, employment,
career & business services, computer access; 503 W. Franklin St.,
Chapel Hill; **919-245-4335**; M-F 8am-5pm, 1206B W. Chapel
Hill St., Durham; **919-560-6880**; M-F 7:30am-5:30pm

Durham Technical Community College, Orange Campus—
Adult education, job skills, GED, adult HS diploma, Associate &
4-year degree programs; 525 College Park Rd., Hillsborough;
919-391-4005; M,Th,F 8am-5pm, T,W 8am-6pm. Durham Tech
has started a strong program for child care assistance for full-
and part-time students.

El Centro Hispano—Education, health, employment, support
services, & ESL resources for Spanish-speakers; 201 W. Weaver
St., Carrboro; **919-945-0132**; M-Th 9am-5pm

Central Piedmont Community Action—Job placement
& training, weatherization assistance; **919-391-4005**. Per
website, referral no longer required.

Durham Regional Financial Center—Financial education
& counseling, consumer credit counseling services, rental
and homeowner education & counseling, fair housing; 2634
Durham-Chapel Hill Blvd., Durham; **919-688-3381**; M-Th
9am-5pm

FOOD

IFC Community Kitchen—Lunch (11:15-12:30) every day &
dinner M-F (6:15-7) for anyone; 100 W. Rosemary St., Chapel
Hill; **919-929-6380 x 2000**

IFC Food Pantry—Groceries; 100 W. Rosemary St., 2nd floor,
Chapel Hill; arrive by 9am or call for an appointment; **919-929-6380**; M-F 9am-5pm, after hours appointments available on
select T, W

St. Joseph's Food Ministry—Heavenly Groceries; Monday-
Friday, 4pm; 510 W. Rosemary St., Chapel Hill; **919-929-1116**

Food-For-All—Food-for-All dinner program closed on 4/29/21.
They have a Food Pantry when minister is on site M-F **919-732-3571**; Fairview Baptist Church, 600 Cornelius St., Hillsborough;
919-563-4224

Orange Congregations in Mission—Food pantry (by DSS
referral), emergency assistance, Meals on Wheels; 300 Millstone
Dr., Hillsborough; **919-732-6194**

Meals on Wheels—Lunches for seniors & people with disabilities;
1712 Willow Rd., Chapel Hill; **919-942-2948**; M-F 9am-1pm

For more information on
local services and updates,
visit occonnect.info

Help for people experiencing homelessness



CONNECT TO HOUSING AND SERVICES

Orange County Housing Helpline

- Homelessness prevention
- Eviction prevention
- Shelter referrals
- Permanent housing
- Connections to security deposits, utility deposits, rental assistance



(all program availability dependent on funding)

Monday-Friday, 10am-4pm

(919) 245-2655

housinghelp@orangecountync.gov

In-person drop-in hours:

Mondays, 9am-1pm

IFC Commons

110 West Main St, Carrboro

Tuesdays and Thursdays, 8:30am - 4pm

Southern Human Services Center

2501 Homestead Rd, Chapel Hill

HELP FOR PEOPLE LIVING UNSHELTERED

Street Outreach, Harm Reduction and Deflection (SOHRAD) team

- Welfare checks for people living outside or in cars
- Connections to housing & services
- Case management and peer support
- Harm Reduction outreach
- Law enforcement deflection or warm hand-off where safety is not an issue



Monday-Friday, 8am-9pm

Saturday, 12 noon-9pm

(919) 886-3351

SOHRAD@orangecountync.gov

Chapel Hill Police Department Crisis Unit Hours:

Monday-Friday: 7am-12:30am



	Purpose	Meeting Time
OCPEH Leadership Team	Governing body of the Orange County Partnership to End Homelessness that serves as the Chapel Hill/Orange County Continuum of Care (CoC), sets policy and priorities for ending homelessness in our community	Third Monday, 6:00-7:30pm
Data & Grants Workgroup	Works to improve data quality, sets performance standards for Orange County homeless programs	First Monday, 1:45-3:15 p.m.
HMIS User Meeting	Meeting for Homeless Management Information System (HMIS) database users to improve data quality and reporting	First Monday, 3:30-4:30 p.m.
Vets Exp. Homelessnsss Working Group	Care coordination for veterans experiencing homelessness	First Tuesday of each month, 3:00-4:00 p.m.
HOME Committee	Care coordination for the most vulnerable people experiencing homelessness in Orange County	Second and Fourth Wednesday, 9 - 11:30am
SOAR Collaborative	Coordinate the SSI/SSDI Outreach and Access to Recovery (SOAR) work in Orange County, specifically to coordinate SOAR referrals, develop and monitor community goals for SOAR outcomes, trouble-shooting SOAR-related issues, and work towards SOAR Community Certification	Second Wednesday of each month, 9:00-10:00 a.m.
Coordinated Entry Planning Committee	Review system access, evaluate CE process and outcomes utilizing HMIS, HUD, and local data and develop recommendations for system improvements	First Wednesday of each month, 10:30am - 12:15pm

Help Is Available for People in Housing Crisis

The Orange County Housing Help program connects people in housing crisis with housing resources in Orange County.

Availability and Contact Information

Orange County Housing Helpline ☎919-245-2655 or housinghelp@orangecountync.gov


Monday - Friday 10am-4pm

Or leave a voicemail/send an email any time


In-person drop-in hours

- **Mondays, 9am - 1pm; IFC Commons, 110 West Main St, Carrboro**
- **Tuesdays and Thursdays, 8:30am - 4pm; Southern Human Services Center, 2501 Homestead Rd, Chapel Hill**

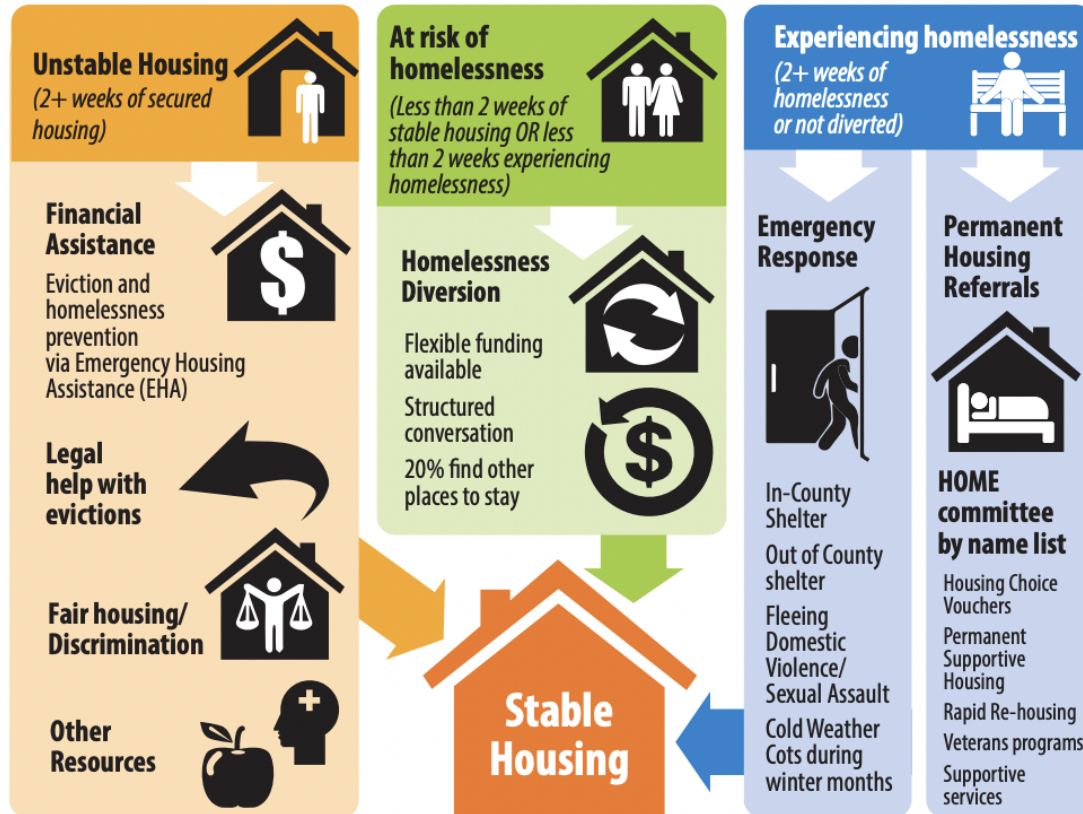
When You Contact the Housing Helpline...



By Phone **919-245-2655**
Phone answered live, 10am - 4pm, Monday-Friday. Leave a voicemail at any time, calls will be returned during office hours.

By Email
 **housinghelp@orangecountync.gov**
Email to get the conversation started, emails are returned during office hours.

There Are Different Outcomes Based On Household Need



Housing Help Ayuda con vivienda

आवास सहायता အိမ်ရာအကူအညီ 住房幫助

주택 지원 مساعدة الإسكان



- Rent & utility assistance
- Eviction diversion
- Emergency housing
- Homeless services

Contact the Orange County Housing Helpline!

Help is available in 200 languages, including English, Spanish, Karen, Burmese, Arabic, Hindi, Korean, Chinese, and more. You may be eligible for financial assistance if you are having trouble or are behind on paying rent, mortgage or utility bills.



919-245-2655

Monday-Friday, 10am-4pm
Leave a voicemail anytime



housinghelp@orangecountync.gov

Voicemails and emails returned during office hours



In-person drop-in hours:

Mondays, 9am - 1pm
IFC Commons, 110 West Main St, Carrboro
Tuesdays and Thursdays, 8:30-4:00
Southern Human Services Center,
2501 Homestead Rd, Chapel Hill

- Asistencia de alquiler y servicios públicos
- Prevención de desalojo
- Vivienda de emergencia
- Servicios para personas sin hogar

¡Comuníquese con la Línea de Ayuda de Vivienda del Condado de Orange!

La ayuda está disponible en 200 idiomas incluyendo inglés, español, karen, birmano y árabe. Puede ser elegible para recibir asistencia financiera si tiene problemas o está atrasado en el pago del alquiler, la hipoteca o las facturas de los servicios públicos.



919-245-2655

Lunes a Viernes, 10am-4pm, Deje un mensaje de voz



housinghelp@orangecountync.gov

Los mensajes de voz y correos electrónicos se contestarán durante el horario de oficina



Horario sin cita previa:

Lunes, 9am - 1pm
IFC Commons, 110 West Main St, Carrboro
Los martes y jueves de 8:30-4:00
Southern Human Services Center,
2501 Homestead Rd, Chapel Hill

www.ocpehnc.com/housing-help



Permanent Housing Referrals via the HOME Committee



People experiencing homelessness in Orange County are eligible to be added to the HOME Committee by-name list for case conferencing and permanent housing referrals. The HOME Committee list is updated twice per month (before and after the HOME Committee meeting) based on these criteria:

Overall HOME list prioritization

1. Service need – higher vulnerability scores prioritized over lower scores
2. Domestic Violence status – people fleeing domestic violence, sexual assault, or stalking prioritized over people who are not
3. Length of time homeless – longer lengths of time homeless prioritized over shorter
4. Living situation – people living unsheltered prioritized over people in shelter
5. COVID – persons at high risk of complications due to age and/or health status.

Permanent Housing referrals for housing/homeless programs are coordinated via the Orange County HOME Committee, including:

NAME	DESCRIPTION	OC PROGRAMS	ELIGIBILITY	REFERRAL
Housing Choice Vouchers (formerly known as Section 8)	Housing subsidy, permanent for as long as household is income-eligible	Orange County Housing Authority	HCV waitlist is open to people with experience of homelessness via the HOME Committee access point, who meet any of the following criteria <ul style="list-style-type: none"> • People on fixed incomes - disability, retirement • Low case management needs • Case management needs exist but are met • Permanent Supportive Housing Move On • RRH not stabilized in 3-12 months • "All But" chronic homeless status • Missing months, episodes of chronicity OR formal disability status but exhibiting signs of a disability • Veterans who are either <ul style="list-style-type: none"> • Not eligible for VA healthcare • Not stabilizing in SSVF in 3-12 months • Fleeing domestic violence, sexual assault, or stalking 	At HOME Committee meeting
Rapid Re-housing	Short-term services and financial assistance	<ul style="list-style-type: none"> • OCHCD/OCPEH HH • Compass Center (people fleeing domestic violence) 	<ol style="list-style-type: none"> 1. Serving people with high service needs not being served in other programs <i>Top of the list according to VI-SPDAT (3 people out of 15 total on caseload)</i> 2. People in need of mid-level services who are already connected to another service provider (HomeLink, ACTT) (5 people out of 15 total on caseload) <i>Determined during HOME meeting for any open slots on RRH caseload</i> 3. Long-term shelter stayers (7 people out of 15 total on caseload) <i>People with longest cumulative lengths of stay at IFC HomeStart and IFC Community House</i> 	At HOME Committee meeting
Permanent Supportive Housing	Long-term services and financial assistance	<ul style="list-style-type: none"> • IFC • Community Link 	<ul style="list-style-type: none"> • For people experiencing chronic homelessness (have a disability + 12 months of homelessness) • Top of HOME Committee list 	At HOME Committee meeting
HUD-VASH	Long-term services and financial assistance	Durham VA Medical Center	<ul style="list-style-type: none"> • Eligible for VA (Veterans Affairs) health care • In need of case management services in order to obtain and sustain independent community housing • Have serious mental illness, substance use disorder history, or physical disability. 	Done by the VA, contact the HUD-VASH program directly (919) 286-0411 x177065
Supportive Services for Veterans and their Families (SSVF)	Short to medium-term services and financial assistance	Volunteers of America of the Carolinas	<ul style="list-style-type: none"> • Veteran with a discharge other than dishonorable • A single person or family in which the head of household, or the spouse of the head of household, is a Veteran • Very low income of less than 50% of the area median income • Currently homeless or currently residing in permanent housing and in danger of becoming homeless (restrictions apply) or timing out of transitional housing 	(919) 530-1100 infocarolinas@voa.org https://www.vocarolinas.org/gethelp-ssvf
For persons living with HIV/AIDS, HOPWA	Housing subsidy, permanent for as long as household is income-eligible; some housing search support provided	Durham County DSS	<ul style="list-style-type: none"> • Individual or head of household living with HIV/AIDS 	(919) 560-8362 Fax: (919) 328-6108 csawyer@dconc.gov



IFC

[Inter-Faith Council for Social Service](#)

Homeless Services for Men

Community House

IFC SECU Community House is a 24-hour shelter for men experiencing homelessness. In keeping with IFC's belief that everyone deserves dignified and affordable housing, we provide a safe, temporary home until residents obtain permanent housing. We assist residents in connecting to appropriate community resources for finding housing as soon as possible, as well as other resources. In partnership with Piedmont Health, we offer healthcare to residents.



COLD WEATHER OVERNIGHT STAYS

IFC is currently providing overnight shelter from cold temperatures through April 30th. **Individuals seeking cold weather shelter may access a spot by calling IFC's main number at ☎(919) 929-6380 . Press x3000 for Community House shelter for men (or x4000 for HomeStart shelter for women and families).** Staff will answer and add folks to the list.

Cold weather guests should arrive between 7pm and 9pm and need to depart in the morning by 9am. Dinner and continental breakfast are provided.

If you are experiencing homelessness and need information about admission to Community House, please call the [Orange County Housing Helpline](#) at ☎919-245-2655. To speak to the Community House staff person on duty, call ☎919.929.6380 x3000.

Homeless services for Women

HomeStart

IFC HomeStart is a 24-hour emergency shelter for women and families experiencing homelessness. In keeping with IFC's belief that everyone deserves dignified and affordable housing, we provide a safe, temporary home until residents obtain permanent housing. We assist residents in connecting to appropriate community resources for finding housing as soon as possible, as well as other resources such as healthcare and income growth. During extremely cold weather, we offer emergency overnight accommodations as space allows.



COLD WEATHER OVERNIGHT STAYS

IFC is currently providing overnight shelter from cold temperatures through April 30th. **Individuals seeking cold weather shelter may access a spot by calling IFC's main number at ☎(919) 929-6380 . Press x4000 for HomeStart shelter for women and families (or x3000 for Community House shelter for men).** Staff will answer and add folks to the list.

Cold weather guests should arrive between 7pm and 9pm and need to depart in the morning by 9am. Dinner and continental breakfast are provided.

If you are experiencing homelessness and need information about admission to HomeStart, please call the Orange County Housing Helpline at ☎919-245-2655. To speak to the HomeStart staff person on duty, call ☎919.929.6380 x4000.

Housing is considered affordable when households spend less than 30 percent of their gross monthly income on shelter *and* utilities. Most IFC members can affordable to spend \$231 - \$605 on rent and utilities, which is well below market rate. IFC's housing support programs offer a combination of housing subsidy combined with varying levels of wrap-around support in order to help people get and keep housing in this community.

Permanent Supportive Housing

IFC uses federal funds to operate *Permanent Supportive Housing*, a best-practice housing-first model that provides permanent housing for people in our community who have multiple, complex barriers that have otherwise prevented access. Most PSH residents have experienced chronic homelessness. Case managers liaise with private landlords and neighbors in order to support the residents' transition to housing, ensure access to needed resources, and encourage integration into community life.

Habitat for Humanity Durham

[Durham Habitat for Humanity](#)

our mission statement

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.



Do you qualify for Habitat?

do you qualify?

You must meet the minimum requirements to be approved for Durham Habitat's homeownership program.

You must:

- Have lived or worked in Durham County for at least six months
- Be a US Citizen or permanent resident
- Have a stable income of at least 30% of Durham's median income

You must earn at least the monthly amount listed below for your family size. For families larger than 5, call our office at 919-682-0516. Please note, the amounts listed are gross (before taxes and deductions) amounts. [Click here](#) to learn more about income limits.

People in Household	2022 Monthly Income
1	\$1,672.00
2	\$1,910.00
3	\$2,150.00
4	\$2,387.00
5	\$2,580.00

Do you qualify income: <https://www.youtube.com/watch?v=mi0Q8husSB8&t=2s>

What is sweat equity: <https://www.youtube.com/watch?v=f9lsipggtuQ>

Habitat for Humanity Orange County

[Orange County Habitat for Humanity](#)

HOME PRESERVATION PROGRAM

Habitat for Humanity of Orange County's Home Preservation serves low-income homeowners who struggle to maintain the interior and exterior of their homes. The program is designed to help preserve affordable homeownership and assist homeowners to live in healthy, safe and accessible homes. Types of repairs include: Critical repairs (roof, HVAC, plumbing), accessibility modifications (wheelchair ramps, grab bars, and handrails), interior and exterior work (porch or deck, painting, patching, minor repairs).



Required Documents

	Applicant	Co-applicant	Household Member
2 months of pay stubs	X	X	X
Award Letters (SSI, SSDI, Annuity, Alimony, or Pension)	X	X	X
Profit and loss statements for self-employment	X	X	X
1 year of child support documentation	X	X	X
W2 forms from the past 2 years	X	X	
Tax returns for the past 2 years	X	X	
Tax Return Transcripts for the past 2 years	X	X	
2 months of bank statements	X	X	X
Student loan status letter	X	X	
Government Issued ID	X	X	
Social Security Card	X	X	
Current Lease	X	X	
Verification of Employment	X	X	X
Third-party authorization	X	X	X

US Department of Housing and Urban Development

[Resources](#) | [HUD.gov](#) / [U.S. Department of Housing and Urban Development \(HUD\)](#)



The infographic is titled "FAIR HOUSING COUNSELING" in large blue letters, with a blue house silhouette above it. The HUD logo is in the top left. Below the title, three steps are listed in colored boxes: "GET CONNECTED" (green), "GET EMPOWERED" (red), and "GET EDUCATED" (orange). Each step includes an icon and a description. The background features a photo of three people in business attire. A dashed line separates the title from the first step.

FAIR HOUSING COUNSELING

GET CONNECTED 

Meet with your HUD - approved housing counselors to obtain resources and information

GET EMPOWERED 

Know your rights: Understand the signs of housing discrimination

GET EDUCATED 

Learn the process of filing a housing discrimination complaint

Empowerment INC

[EMPOWERment, Inc.](#)

Services offered

MISSION & HISTORY

EmPOWERment, Inc.'s mission is to empower individuals and communities to achieve their destiny through community organizing, affordable housing, and grass roots economic development.

- Affordable living options through quality rental units
- Education surrounding pre and post home purchases
- 1-on-1 counseling for ownership preservation and foreclosure management
- Community building and organizing
- Grassroots economic development

Aside from facts, figures, and accomplishments, EmPOWERment, Inc. has become a listening ear, a helping hand, and a trusted friend to many people in our communities. Some successes cannot be measured by statistics, rubrics, or graphs, but instead lie in the social capital of connecting people with the tools to construct their dreams into reality.

Welcome to our OPEN HOUSE



HOW IT STARTED...



EMPOWERment purchased 707 Gomains Ave on September 26, 2019, from the Clarke family. Ms. Clarke was a long-time active member of the Northside community. When she passed away, the family decided to sell to EMPOWERment so the home could remain an affordable home in the Northside community. Funding received from Orange County allowed EMPOWERment to purchase the home. Elevated levels of asbestos and lead base paint in addition to major repairs,

prompted the decision to demolish the existing structure and build a new home.

Rising construction prices due to the COVID 19 pandemic caused building to be delayed. In October 2020, The Town of Chapel Hill called EMPOWERment with an offer. It had a house located in the construction path of the Rosemary Street Parking Deck. They were looking for an alternative to destroying the house. The Town offered to donate the home to EMPOWERment, if we had a vacant lot. This was a perfect partnership for EMPOWERment and the Town. We now had a home for the empty lot.



EMPOWERment received funding from Chapel Hill Affordable Housing Funding for the cost of relocating the house. On December 4, 2021, the North Street house was relocated to 707 Gomains. Renovations began with New Start Development using HOME funds from Orange County. Construction was completed on June 24, 2022.





For the second year the Chapel Hill Police Department has volunteered to assist EMPOWERment with beautification projects in the Northside community. The project for this home included planting shrubbery, donated by Apex Nursery, removing debris, spreading mulch, and outlining the shrub bed and driveway with landscaping timbers.



We are happy to report the new family will be moving in on August 1, 2022. The tenant is a Chapel Hill native and a Teacher's Assistant at Northside Elementary School.



HOW IT ENDED...

This becomes the 65th home in EMPOWERment's affordable rental inventory.

Thank you for celebrating with us!

EMPOWERment Inc ** 109 N. Graham Street, Suite 200, Chapel Hill, NC 27516 ** (919) 967-8779 ** www.empowermentincnc@gmail.com

CASA

[CASA - Raleigh](#)

Services Offered



Disability Housing

Over 40% of people without permanent housing are living with disabilities, and having a physical or behavioral health issue makes living on the streets even more difficult. That's why CASA has made it our mission to provide these individuals with specialized and affordable housing.

[Learn More](#)

Family Housing

Adults and children in families make up over a third of the homeless population across the country, according to the National Alliance to End Homelessness. Being homeless can have a tremendous impact on a child. Children who experience homelessness have higher levels of behavioral and emotional concerns, are at increased risk of serious health problems, and often fall behind their peers in school.

[Learn More](#)

Workforce Housing

According to the National Low Income Housing Coalition, an individual earning minimum wage needs to work 85 hours a week to rent the average two bedroom apartment in North Carolina.

What does that mean? It means that many of the individuals we depend on to keep our economy and lives running – school bus drivers, fast food workers, and home health care professionals, for example – are living in substandard or cost-burdened housing. A single paycheck is all that stands between many working families and homelessness.

[Learn More](#)

Veteran Housing

United States' veterans have experienced great sacrifice fighting for our freedoms, but we often fail to appropriately repay them for their service. Between 130,000 and 200,000 vets go without a place to live on any given night, with over 150 experiencing homelessness in North Carolina's Research Triangle alone.

[Learn More](#)

IMPACT

2020-2021



\$14,634

average annual
income of a CASA
resident

Your support makes a difference
to the people we serve.
Thank you.



463 total apartment units

- 44 Orange County
- 283 Wake County
- 136 Durham County

CASA has **324** apartments in the development pipeline

91% of residents successfully
completed a year of stable housing

- 23% of residents are veterans
- 65% of residents live with a disability



87% of residents report improved quality of life

79% of residents report improved emotional health

66% of residents report improved physical health

the **solution** to homelessness is **housing**



Orange County Housing

[Housing | Orange County, NC](#)

Longtime Homeowners Assistance (LHA) Program

Do you need assistance with your property taxes?

The Orange County **Longtime Homeowner Assistance Program (LHAP)** provides property tax bill assistance to help you stay in your home. You are still eligible to apply even if you have another form of assistance for your tax bill.

YOU MUST:

- Live in Orange County
- Have owned and lived in your home for at least 5 years
- Earn at or below these income limits:

Household Size	Household Income
1	\$53,500
2	\$61,150
3	\$68,800
4	\$76,400
5	\$82,550
6	\$88,650
7	\$94,750
8	\$100,850



**Applications are accepted from
August 1 through December 1
for the Current Year Tax Bill**

THREE WAYS TO APPLY:

- 1. Online Application Portal:**
www.orangecountync.gov/LHAP_Portal
- 2. On Paper:**
Pick up a paper application at the Orange County Housing and Community Development Department offices:
Hillsborough Office:
300 West Tryon Street, 3rd Floor, Hillsborough, NC 27278
Chapel Hill Office:
2501 Homestead Road, Chapel Hill, NC 27516
Completed paper applications can be dropped in the drop boxes outside of the Housing and Community Development offices or mailed to:
Orange County Housing and Community Development
P.O. Box 8181, Hillsborough, NC 27278
- 3. Phone/Email:**
Housing Helpline staff can help people complete and submit applications and to give information on the supporting documentation needed. Call **919-245-2655** or email HousingHelp@orangecountync.gov.



More Info:
www.orangecountync.gov/LHAP



AFFORDABLE HOUSING BENEFITS EDUCATION

Affordable housing provides stability that positively impacts children's developmental outcomes, academic achievements and future financial security. When quality housing is affordable, parents are able to invest more financially into their children's current and future educational opportunities. Affordable housing located in economically diverse communities also helps children access high-quality schooling.



AFFORDABLE HOUSING BENEFITS COMMUNITIES

Housing is the central component of every community. Affordable housing in a neighborhood improves community engagement and stability, strengthens social connections, increases property values and reduces crime. The NC Housing Finance Agency leverages public funds with private investments to create affordable housing opportunities in more than 500 communities across the state each year.



NORTH CAROLINA

**HOUSING
FINANCE
AGENCY**

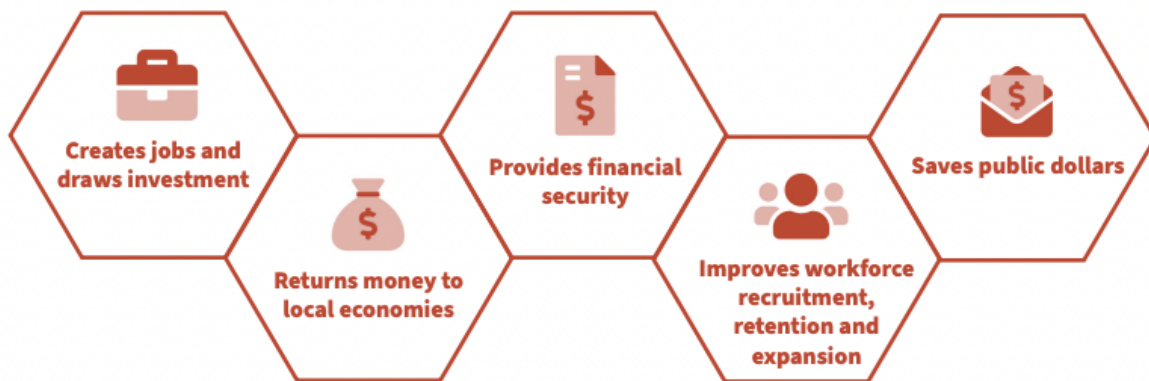
www.HousingBuildsNC.com
1-800-393-0988 or 919-877-5700
A self-supporting public agency.

J. Adam Abram, Chair
Scott Farmer, Executive Director



AFFORDABLE HOUSING BENEFITS THE ECONOMY

Affordable housing not only benefits the families living in the homes but also boosts the surrounding economy. Job creation, neighborhood investment and bolstered local tax bases are all associated with affordable housing development. The NC Housing Finance Agency invests in affordable housing through local partners who are familiar with regional economic trends and can make the most significant impact within their communities. In North Carolina, more than 109,700 affordable apartments, valued at \$10.6 billion, have been built and renovated for families, seniors and people living with disabilities.



NORTH CAROLINA
**HOUSING
FINANCE
AGENCY**

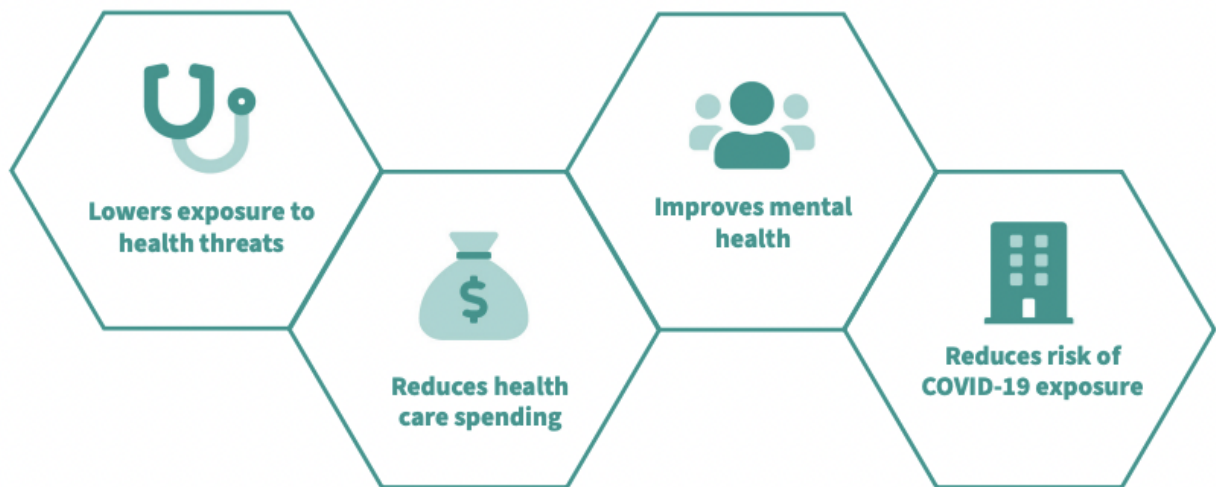
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Scott Farmer, Executive Director



AFFORDABLE HOUSING BENEFITS HEALTH

Housing has long been recognized as an important social determinant of health, which the COVID-19 pandemic has made even more apparent. Lower-income households typically spend a greater percent of their income on housing, potentially impacting health by leaving less money for preventative medical care, prescription medications and nutritious foods. Meanwhile, these same households are more likely to face eviction or foreclosure, which can also create long-term physical and mental health repercussions. The NC Housing Finance Agency can help by providing affordable housing options to North Carolinians who would otherwise be unable to access safe and healthy housing.



NORTH CAROLINA

**HOUSING
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Scott Farmer, Executive Director



Housing Choice Voucher Program

[Housing Choice Voucher Program | Orange County, NC](#)

Housing Choice Voucher Facts

What is the housing choice voucher program?

The housing choice voucher (HCV) program is the federal government's primary program for assisting very low-income families, the elderly, and persons with disabilities to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the HCV tenant, participants are able to find their own housing, including single-family homes, townhouses and apartments. Housing choice vouchers are administered locally by public housing agencies (PHAs) that receive federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the HCV program. This means that the tenant, landlord and PHA all have obligations and responsibilities under the HCV program. A brief summary of each party's role is below:

HUD: HUD provides funds to allow PHAs to make housing assistance payments on behalf of the HCV tenants. HUD also pays the PHA a fee for the costs of administering the program. HUD monitors PHA administration of the program to ensure program rules are properly followed.

Public Housing Agency: The PHA administers the HCV program locally and provides the HCV tenant with the housing assistance. The PHA must examine the tenant's income, household composition and ensure that their housing unit meets minimum housing quality standards. The PHA enters into a contract with the landlord to provide housing assistance payments on behalf of the family.

Landlord: The role of the landlord in the HCV program is to provide decent, safe, and sanitary housing to a tenant at a reasonable rent. The dwelling unit must pass the program's housing quality standards and be maintained up to those standards as long as the owner receives housing assistance payments. The Landlord enters into a lease agreement with the tenant.

Tenant: When a tenant selects a housing unit, they are expected to comply with the lease and the program requirements, pay their share of rent on time, maintain the unit in good condition and notify the PHA of any changes in income or family composition.

Rent: The PHA determines a payment standard that is between 90% and 110% of the Fair Market Rents regularly published by HUD representing the cost to rent a moderately-priced dwelling unit in the local housing market. The housing voucher tenant must pay 30% of its monthly adjusted gross income for rent and utilities, and if the unit rent is greater than the payment standard, the tenant required to pay the additional amount.

More detailed information regarding the HCV Program can be found at the following link: https://www.hud.gov/program_offices/public_indian_housing/

HCV Facts

- ◆ The average tenant time in the program is 4.9 years
- ◆ 26% of HCV households are elderly (older than 62)
- ◆ 26% of HCV households are non-elderly disabled
- ◆ 43% of HCV households are single person
- ◆ Over 80,000 HCV vouchers are designated for Veteran Affairs Supportive Housing

HCV Unit Type

- ◆ 33.5% are in 1-unit/single family buildings
- ◆ 25% in 2-4 unit buildings
- ◆ 13% in 5-9 unit buildings
- ◆ 11% in 10-19 unit buildings
- ◆ 7% in 20-49 unit buildings
- ◆ 8% in 50+ unit buildings

Where are HCV Units Located?

- ◆ 52.4% central cities
- ◆ 37.2% suburbs
- ◆ 10.5% rural areas

Housing Choice Voucher (HCV) Process Flowchart

Resident submits HCV application and all necessary documentation.

Upon application approval, resident is invited to HCV Briefing. After Briefing, **resident receives voucher** (must sign, date and submit to OCHA). Resident also receives Request for Tenancy Approval (RFTA) packet. They should complete the highlighted area in anticipation of finding a unit.

Resident begins housing search. Tools available to assist in search include:

- Affordable Housing List, managed by Housing Access Coordinator.
- Affordability Estimator which provides a range of rents resident can afford.
- For those who cannot find housing in Orange County or prefer to live elsewhere, the **Portability FAQ** explains how residents may transfer to another jurisdiction.

Resident identifies a unit and verifies that landlord will accept voucher clients. If so, the resident gives their partially-completed RFTA packet to landlord for them to complete and submit to OCHA.

Upon receiving RFTA from owner, OCHA schedules HQS Inspection. Upon the unit passing inspection, **resident signs lease and moves in.** Landlord sends signed lease to OCHA, which then executes Housing Assistance Payment (HAP) contract with landlord. If applicable, OCHA then sends Landlord Incentive (LIP) payment to landlord.

Benefits of Serving HCV Clients

- Owners receive **Landlord Incentive (LIP)** payments of \$1000 for signing lease with HCV clients (\$500 for repeating owners).
- OCHA's **Risk Mitigation fund** covers damages incurred by tenants up to \$1500. For details on Risk Mitigation and LIP, please contact Housing Access Coordinator (Anna Patterson, anpatterson@orangecountync.gov, 919-402-6310).
- Increased housing stability for owners: retention rates are significantly higher for voucher tenants compared to non-voucher tenants.

How HCV Rent Is Calculated

Per HUD, tenants pay no more than thirty percent of their income towards rent.

The payment standard for each unit, which is based on Fair Market Rents in Orange County (<https://www.huduser.gov/portal/datasets/fmr.html>):

Final Fiscal Year 2021 Fair Market Rent For All Bedroom Sizes	
Efficiency	\$972
One-Bedroom	\$974
Two-Bedroom	\$1,134
Three-Bedroom	\$1,493
Four-Bedroom	\$1,715

To determine the affordability of a unit, we first calculate Total Tenant Payment (TTP):

- From Gross Annual Income, deduct \$480 for each minor, and \$400 for disabled/elderly household members.
- Divide by 12 to get monthly amount.
- Multiply by 0.3 (30%) to get TTP. **Thirty percent is the HUD-regulated guideline for the proportion of income that tenants pay for rent.**

In this case, since \$252 is less than 40% of monthly income (\$266), the unit is considered **eligible**. The 40% threshold is HUD-regulated, therefore non-negotiable.

Other Factors

Factors we must take into account when determining the affordability of a unit:

- **Are utilities included?** If not, the amount of eligible rent will necessarily be lower, because we must allocate a larger portion of tenant income to utilities.
- **Which utility companies service the unit?** Certain companies have higher rates. The Orange County jurisdiction has a much wider variety of utility companies than most Housing Authorities.
- **Is the unit attached (apartment, condo, townhouse) or free-standing?** Houses have higher utility costs, which means rents must be lower to be eligible (see first bullet).
- **Remember:** "Gross Rent" = Rent + Utilities. The higher the utilities are, the lower the rent will need to be to make up for it. Everything must add up to the payment standard, the Fair Market Rent.

For questions or more information please contact the HCV Program Manager:

Blake Rosser, brosser@orangecountync.gov

Example 1 – Eligible Unit

Gross Annual Income	\$8,865.00
One Child	-\$480.00
Two Elderly People	-\$400.00
Balance	\$7,985/12=\$665.42 \$665.42 x 30% = \$200 TTP
Total Tenant Payment	\$200.00
40% of Monthly Adjusted Income	\$266.00
Payment Standard	\$1,356.00
Rent for three bedroom unit	\$865.00
Utilities for Unit -Tenant furnished utilities	\$226.00
Rent plus utilities (gross rent)	\$1,091.00
Calculation	
Lower of Gross Rent or Payment Standard	\$1,091.00
Minus Total Tenant Payment	-\$200.00
Housing Assistance Payment (HAP)	\$891.00
Tenant Rent (Rent – HAP)	\$26.00
Total Family Contribution (Tenant Rent + Utilities)	\$252.00

Crisis Assistance

Compass Center

[Compass Center](#)

Services available

ABOUT US

Compass Center for Women and Families is a nonprofit that helps people navigate their journeys to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. Our services include career and financial education, domestic violence crisis and prevention programs, assistance with legal resources, and youth health programs. We serve more than 6,500 people a year in Orange and surrounding counties. We are the state-designated domestic violence service agency for Orange County, North Carolina.

Our History

Compass Center was born of the merger of two strong agencies with successful track records serving women and families in the community — The Women's Center and the Family Violence Prevention Center of Orange County.

Founded in 1979, The Women's Center helped women in transition. The organization partnered with women and girls to build their knowledge, skills, and confidence to become self-sufficient through financial literacy education, career exploration and preparedness, legal information, adolescent empowerment programs, and connections to community resources.

Family Violence Prevention Center of Orange County (FVPC) opened in 2000 in response to Orange County's need for a county-specific agency to work with victims of domestic violence, their friends and families. FVPC's mission was to prevent and end domestic violence through direct services and community education.

HOW WE HELP

Giving a Lifeline to Survivors of Domestic Abuse

Leaving an abusive relationship is a process, not a one-time action. Compass Center's comprehensive services provide the emotional and practical support to help survivors of abuse find safety and self-sufficiency for the long-term. Our domestic violence services are available in English and Spanish.

Crisis Counseling:

Trained staff and volunteers provide in-person counseling and phone support through our 24-hour crisis line. Domestic violence advocates provide emotional support and discuss strategies to keep victims of abuse safe before, during, and after domestic violence incidents.



Emergency Housing/Shelter Placements:

The most dangerous time for a victim of domestic abuse is when they leave their abuser. We get survivors into immediate, 24-hour emergency shelter and provide them with toiletries and food during their stay. Orange County does not have a shelter for survivors of abuse, so we coordinate victims placement to shelters in surrounding areas. **Compass Center provides housing assistance for up to 120 days for some clients needing transitional or "bridge housing."**

Court Advocacy:

Compass Center court advocates help people navigate both civil and criminal court as they take legal action to find safety and move forward with their lives. Court advocates help victims file Domestic Violence Restraining Orders and stay with the clients in the courtroom throughout proceedings to offer guidance and moral support.

Support Groups:

Survivors of abuse have often been isolated from typical support systems such as friends and family. Our support groups help alleviate some of the stigma and shame associated with abuse. Participants say they gain strength from sharing their experiences and feeling heard.

Therapy:

Compass Center connects survivors of abuse and their children to trained therapists. More details to come.

Domestic Violence Awareness Training and Education:

Our vision is for a safe and equitable society in which all individuals and families thrive. Nationally, 1 in 3 women and 1 in 4 men will experience intimate partner violence in their lifetime. We provide trainings to community groups and professionals such as first responders to raise awareness about the prevalence of domestic violence in our society's dynamics of abuse, and how to connect people to services that help.

Compass Center for Women and Families
210 Henderson St. Chapel Hill, NC 27514

www.compassctr.org

Office: (919) 968-4610
24/7 Domestic Violence Helpline: (919) 929-7122

IFC

[Inter-Faith Council for Social Service](#)

Emergency Financial Assistance (Rent, Utilities)

Emergency Financial Assistance

Emergency Financial Assistance is located at 110 W. Main Street in Carrboro by appointment.

- For help with rent or utilities, call the Emergency Financial Assistance Line on Tuesday mornings at 9 am. The number is 📞 **919-929-6380 x2024**.
- Navigator services (access to phone and computer and other resources) will be provided by a combination of IFC staff, SOHRAD (Street Outreach, Harm Reduction and Deflection) program and interns and volunteers, generally Monday-Friday between 9am and 3:30pm.

The Crisis Intervention program serves local households and persons in need by providing food, clothing, rent, utility assistance, help obtaining IDs, transportation, information and referrals. Anyone who lives or works in Chapel Hill or Carrboro may call or visit us when they are faced with economic uncertainty, an illness, or hardship that could lead to homelessness. Trained volunteers and professional staff assess clients' needs and provide a compassionate response to personal and household emergencies.

Members of IFC Community Services may be eligible for:

- Assistance with rent and/or utilities once every 12 months.
- Household groceries and hygiene items every month on an as-needed basis ([Community Market](#))
- Clothing vouchers for [CommunityWorx](#) once every six months
- Medication in case of an emergency
- Help getting an ID every two years
- Bus passes for appointments, interviews, funerals or emergencies



NCDHHS

<https://www.ncdhhs.gov/assistance/low-income-services>

Low Income Household Water Assistance Program

Do you need assistance paying your water bill?



Low-Income Household Water Assistance Program (LIHWAP) can help!

LIHWAP is a temporary emergency program that will help eligible households and families afford water and wastewater services, providing a one-time payment for eligible low-income households paid directly to the utility company. LIHWAP runs through September 2023 or until the funds are exhausted.

How Do I Know if I Qualify for LIHWAP?

If your water or wastewater services have been cut off or if you have received notice that your services are in danger of being cut off because your bill is past due, or you simply need help paying your water bill, you may be eligible!

Who is eligible to receive LIHWAP?

To be eligible for the LIHWAP program, a household must have at least one U.S. citizen or eligible legal permanent resident and:

- Have income equal to or less than 150% of the federal poverty level,
- Have water or wastewater services that are disconnected, in jeopardy of being disconnected or have a current outstanding bill, and
- Is responsible for paying the water bill.

Households that currently receive Food and Nutrition Services (FNS), Temporary Assistance for Needy Families (TANF) or Work First services, or those that received Low-Income Energy Assistance Program (LIEAP) services between Oct. 1, 2020, and Sept. 30, 2021, are automatically eligible to receive this benefit. Please contact your local county Department of Social Services for more information.

How do I apply?

If you need assistance paying your water bill you can apply online at <https://epass.nc.gov/>.

You can also apply over the phone by calling your local county Department of Social Services, printing out a paper application at <https://epass.nc.gov/> and drop it off or fax it to your local county Department of Social Services, or by apply in person at your local county Department of Social Services office.

**LIHWAP runs through September 30, 2023 or until funds are exhausted.
Applicants can receive assistance more than once.**

For more information on this program and eligibility, visit the LIHWAP website www.ncdhhs.gov/divisions/social-services/energy-assistance/low-income-household-water-assistance-program-lihwap.



NC Department of Health and Human Services • Division of Social Services • www.ncdhhs.gov • NCDHHS is an equal opportunity employer and provider. • 1/2022



Durham County Crisis Services

<https://www.dconnc.gov/county-departments/departments-f-z/social-services/aging-and-adult-services/crisis-services>

Services Available

- Rent
- Utilities
- Temporary Emergency Food Assistance
- Burials
- Bus Passes
- Prescription Assistance

Eligibility:

- Adults
- Families with Children
- Elderly or Disabled(in some cases)
- Income

You may apply at our office:

The Human Services Building

414 East Main Street,

Durham, NC 27701

Apply by phone: 919-560-8000

Durham Low Income Homeowners Relief Program

Are Your Property Taxes too
HIGH?

The **LIHR** Program will provide property tax help on current taxes for eligible homeowners.

- **Property must be within Durham County**
- **Homeowners who have owned and used the property as a primary residence for at least the immediately preceding 5 years**
- **Residents must not receive other state tax assistance**
- **Households with incomes \leq 80% AMI**
- **Provide all required documentation**

The New & Improved LIHR program is here! Tax assistance based upon a 3-tiered income model and more improvements!

Apply August 1, 2022-January 31, 2023 on our website DCONC.gov/DSS, or call 919-560-8000 for an appointment.



Social Services

Health and Wellness

Orange County Health Department

<https://www.orangecountync.gov/204/Health-Department>

Medicaid Options

Community Behavioral Health Crisis Resources: Medicaid Options

	Carolina Outreach Urgent Care Durham 919-251-9009	Daymark Mobile Crisis * (face to face & virtual) 866-275-9552	Durham Recovery Response Center Crutchfield Road, Durham w 919-560-7305	Freedom House Crisis Unit Chapel Hill 919-967-8844	Holly Hill Hospital Raleigh 919-250-7000	Monarch Urgent Care Raleigh 919-703-2845	Therapeutic Alternatives Mobile Crisis ** (face to face) 877-626-1772	Triangle Springs Hospital Raleigh 919-372-4408	Wakebrook UNC Crisis Assessment Raleigh 984-974-4800
Amerihealth Caritas Access Line 1-833-712-2262 amerihealthcaritasnc.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Children only (per Amerihealth)	Adults only (per Amerihealth)	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes
Carolina Complete Health Member services 1-833-552-3876 Crisis line 1-855-798-7093 carolinacompletehealth.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes
Healthy Blue = BCBS 1-844-594-5070 Crisis line 1-844-594-5076 HealthyBlueNC.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
NC Medicaid Direct (Alliance)	Yes	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
United Health Care 1-800-349-1855 Crisis line 1-877-334-1141 uhccommunityplan.com/nc	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
Wellcare 1-866-799-5318 Crisis line 1-833-207-4240 wellcare.com/NC	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes

*Can respond regardless of insurance status unless they have ACT team, Intensive In-home (Family-Centered Therapy) or Multi-Systemic Therapy. No cost for assessment regardless of insurance status (they are funded through MCO). Not providing transportation because of the pandemic, but when they were it was provided at No cost.

**No charge to clients for services regardless of insurance, immigration status (there may be a charge for EMS transport if required however).

Updated 2022 01 14



NC Department of Health and Human Services

Medicaid

MOST PEOPLE GET MEDICAID SERVICES THROUGH A HEALTH PLAN



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Benefits

You have access to a network of providers, 24-hour Nurse Line and can see your doctor as often as you need. NC Medicaid Managed Care offers different health plan choices, including Standard Plans and Tailored Plans.

STANDARD PLANS

- Standard Plans offer physical health, pharmacy, care management and basic behavioral health services for beneficiaries. Added services are available and different for each Standard Plan.
- Depending on where you live, you may have four or five Standard Plans to choose from.
- If you do not know which Standard Plan you are enrolled in or want to change your Standard Plan, contact us in one of these ways:
 - Go to ncmedicaidplans.gov to login through the secure portal (chat feature available)
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com)

TAILORED PLANS

- Tailored Plans offer physical health, pharmacy, care management and enhanced behavioral health services for beneficiaries who may have a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI). Enhanced behavioral health services are not available under the Standard Plans. Added services are available and different for each Tailored Plan.
- There are six Tailored Plans, and **only one Tailored Plan serves each county**. Your Tailored Plan is based on the county that manages your Medicaid case.
- If you qualify for a Tailored Plan, you may be automatically enrolled in a Tailored Plan and receive information in the mail. If you are enrolled in a Tailored Plan, you must choose a primary care provider (PCP) and Tailored Care Management provider. If you do not choose a PCP or Tailored Care Management provider, your Tailored Plan will choose for you.
 - Contact your Tailored Plan to choose a PCP and Tailored Care Management provider.
 - For a list of providers that work with your Tailored Plan, go to ncmedicaidplans.gov. You can also call 1-833-870-5500 (TTY: 711 or RelayNC.com) to speak with someone. The call is toll free.

IF YOU HAVE QUESTIONS

- **About your Standard Plan benefits:** Call your Standard Plan.

WellCare	1-866-799-5318 (TTY: 711)
UnitedHealthcare Community Plan.....	1-800-349-1855 (TTY: 711)
HealthyBlue	1-844-594-5070 (TTY: 711)
AmeriHealth Caritas	1-855-375-8811 (TTY: 1-866-209-6421)
Carolina Complete Health*	1-833-552-3876 (TTY: 711 or 1-800-735-2962)
- **About your Tailored Plan benefits:** Call your Tailored Plan.

Alliance Health.....	1-800-510-9132 (TTY: 711 or 1-800-735-2962)
Eastpointe.....	1-800-913-6109 (TTY: 1-888-819-5112)
Partners Health Management.....	1-800-235-4673 (TTY: 1-800-735-2962)
Sandhills Center.....	1-800-256-2452 (TTY: 711 or 1-866-518-6778)
Trillium Health Resources.....	1-877-685-2415 (TTY: 711)
Vaya Health.....	1-800-962-9003 (TTY: 711)
- **About your eligibility:** Contact your local Department of Social Services (DSS) office. A list of DSS locations can be found here: ncdhhs.gov/localdss.
- **About your health care choices or services provided by health plans:** Go to ncmedicaidplans.gov (chat feature available), use the NC Medicaid Managed Care mobile app or call toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com) to learn more about your choices, including the EBCI Tribal Option or NC Medicaid Direct.
- **About changing your PCP only:** Call your health plan at the number on your Medicaid ID card or in your Member Handbook.

Visit ncmedicaidplans.gov

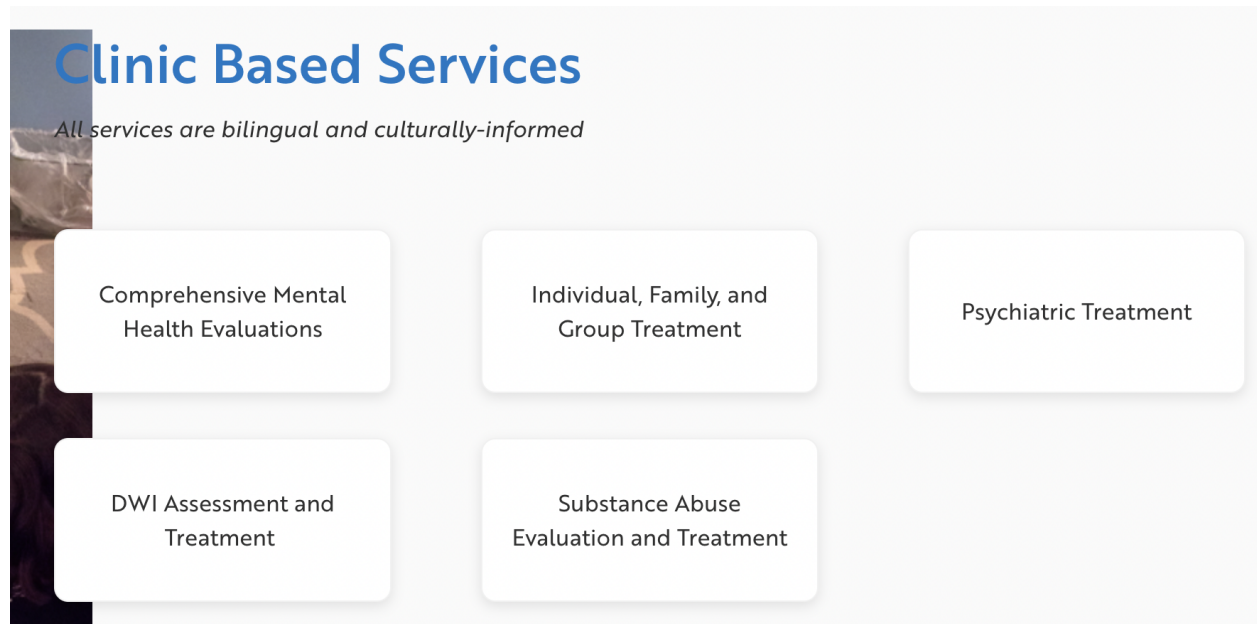


* Carolina Complete Health is not a statewide health plan and limited to certain counties.

El Futuro

<https://elfuturo-nc.org/>

Bilingual Mental Health Services



Food Resources

IFC

[Inter-Faith Council for Social Service](#)

Community Kitchen

The Community Kitchen in Carrboro prepares hot meals for anyone who is hungry every day of the year, as well as for people living at Community House and HomeStart shelters in Chapel Hill.

Volunteers from faith congregations, businesses, neighborhoods, civic groups, and local employers work alongside staff to prepare, serve, and clean up. Nearly all of the food that is served is donated by local restaurants, campus groups, farmers, and more. IFC partners with Farmer Foodshare and other local groups to provide fresh, locally-grown produce. Volunteers also help pick up, receive, sort and store food donations. **Staff members pictured (l to r) Danielle, Erika, and Lance look forward to seeing you at the Kitchen!**



MEALS ARE OFFERED:

IFC Commons
110 W. Main Street
Carrboro, NC 27510
J Bus Line

Mon-Fri	Lunch	11:15am - 12:30pm
Mon-Fri	Dinner	5:15pm - 6pm
Sat and Sun	Lunch	11:15am - Noon

Community Market (Food Pantry)

The Community Market makes available fresh produce, pantry staples, and hygiene items at no cost to households where someone lives or works in Chapel Hill or Carrboro. We also provide holiday meals in November and December. To work with shoppers and stock shelves, IFC relies on daily volunteer power and donations from individuals, congregations, community food drives, civic groups, grocery stores, and more. The Market also partners with Farmer Foodshare and Weaver Street Market to provide fresh locally-grown produce. Want to give to the Market? Please see our list of [current needs](#).



Our staff is ready to welcome you! Pictured here are (L to R): Dyana, Gee, and Katina.

Table

[Table NC](#)

Food Programs




 FOOD ACCESS PROGRAMS




 NUTRITION EDUCATION PROGRAMS

[Request Food | Table NC](#)

Town of Chapel Hill Resources



Food Distribution in Orange County, NC



Food Pickup: These colors show which groups this food distribution serves:

For Seniors
 For Kids & Families
 For Everyone

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	Lunch for adults age 60 and older: Provides hot meals for curb-side or indoor dining during the week. Must be an Orange County resident. Registration is required, call 919-245-4256.					2 bags of food: Every 1st and 3rd Saturday of the month from 11-12pm at Hillside Church, 201 Culbreath Road, Chapel Hill, Lower Gravel Parking Lot. A joint ministry of Hillside Church and Point Church.
			Box of food: Weekly food bank from 10-11:30am at Eubanks Park and Ride Lot. Directions: from MLK Jr Blvd. turn onto Eubanks Road. Go 0.6 miles, just past Carraway Village, and turn into the Park-and-Ride Lot.			Bag of food: Every 3rd Saturday, 10am-3pm at RENA Center, 101 Edgar Street, Chapel Hill
			Food Pickup: Every fourth Wednesday of the month. Must call (919) 245-4354 the day before to schedule appointment slot. Pickup at DSS Hillsborough, 113 Mayo St.			
Lunch: IFC serves a pickup lunch daily at 110 W. Main St., Carrboro. Monday to Friday from 11:15-12:30pm, Saturday and Sunday 11:15am-12pm noon.						
Dinner: Inter-Faith Council (IFC) serves a dinner for pickup, Monday to Friday, 5:15-6pm at 110 W. Main St., Carrboro.						
Week of groceries: IFC provides any household with a week's worth of groceries once per month. Call (919) 929-6580 and press "0" to make an appointment.						

Food Delivery or Other Food Distribution:

- TABLE** is doing home-based delivery of bags of healthy non-perishables and fresh food to families with children in the Chapel Hill Carrboro City School system. To request food visit www.tablenc.org/request-food.
- PORCH** Chapel Hill-Carrboro has a food program for families with children in the Chapel Hill Carrboro City Schools. If you have children who currently attend school in Chapel Hill or Carrboro, contact chceporchcommunities.org to ask about enrollment options.
- Meals on Wheels** is delivering meals to older adults once a week. Apply at www.mowocnc.org/apply-meals or call 919-942-2948.
- Orange County Seniors Supplemental Food box program** distributes a box of non-perishable groceries once a month to qualified Orange County residents who are over 60. To enroll e-mail shmcperson@orangecountync.gov or call 919-245-4243.
- Carrboro Farmer's Market** For customers who use EBT, WIC FMNP or Seniors FMNP, they are offering "double bucks" (ex: \$20 in EBT is \$40 value at the market). If you're out of benefits on your card, they will also match cash. Visit www.carrborofarmersmarket.com/covid-19 to learn more. Market is open Saturdays 7am - noon and Wednesdays 3-6pm.
- Food Not Bombs:** Request food or supplies using their [online form](#). They'll contact you within 48 hours and will call or text you upon arrival and let you know where they leave the supplies.

Contact housingandcommunity@townofchapelhill.org or 919-969-5079 with updates or questions.

Last updated: April 11, 2022



Food Distribution in Orange County, NC



NC Department of Health and Human Services (NCDHHS) Food Assistance:

- The **Food and Nutrition Services Program (FNS)** is a federal program that provides eligible individuals or families a monthly amount of money for food. Money cannot be used to buy tobacco, pet food, paper products, soap products, or alcoholic beverages. FNS participants can now purchase groceries online using their Electronic Benefit Transfer (EBT) cards through Instacart.com or the Instacart mobile app, providing access to an additional authorized online EBT retailer, Food Lion. There are 3 ways to apply:
 - Apply online with ePass at epass.nc.gov.
 - Apply in-person at the [Orange County Department of Social Services \(DSS\)](https://www.orangecountync.gov/1870/Application-Information).
 - Fill out a paper application at www.orangecountync.gov/1870/Application-Information and mail in or drop off at [Orange County DSS](https://www.orangecountync.gov/1870/Application-Information).
- **WIC** provides access to food, breastfeeding support, and encouragement for eligible moms-to-be, new moms and families, and young children up to age 5.
 - All applications are being done through phone. Local numbers are:
 - UNC Site: 919-357-4704
 - Carrboro: 919-913-1698
 - Hillsborough: 919-245-2422
 - You can also complete an online form to ask the WIC clinic near you to contact you, usually within 10-20 business days. The form is at: www.nutritionnc.com/wic/wic-referral.asp
- **Pandemic Electronic Benefit Transfer (P-EBT) Program:** This program provides a benefit on an EBT card (like a debit card) to students who are enrolled in a school that participates in the National School Lunch Program (NSLP) and are eligible for free and reduced-price meals. Visit the website below for more information on benefit amounts. Families can use the P-EBT benefit to purchase food items at EBT authorized retailers, including most major grocery stores. Unused benefits will rollover month-to-month and must be used within 365 days.
 - Eligible families already receiving Food and Nutrition Services (FNS) benefits will receive an additional benefit on their existing EBT card.
 - Questions? Call the EBT Call Center at 1-866-719-0141.
 - Find more information at www.ncdhhs.gov/divisions/public-health/covid19/assistance/p-ebt

Family Support Services

Families and Communities Rising

[Families & Communities Rising](#)

Families & Communities Rising, formerly Chapel Hill Training Outreach Project, is a Durham, NC based nonprofit organization with locations in Durham, Orange and Chatham Counties of NC and programs that reach nationwide. FCR was established in 1969 and is a national provider of training and technical assistance services, audiovisual and print materials, and offers direct services to children, families and communities.

Head Start & Early Head Start

KidSCOPE

ARCH Respite Network

FRIENDS National Center for

CBCAP

Headstart

Apply Now in English

FOR DURHAM COUNTY CLICK HERE FOR ENGLISH

FOR ORANGE COUNTY CLICK HERE FOR ENGLISH

Postularse a Español

PARA EL CONDADO DE DURHAM HAGA CLIC AQUÍ PARA ESPAÑOL

PARA EL CONDADO DE ORANGE HAGA CLIC AQUÍ PARA ESPAÑOL

Frequently Asked Questions

+ Who is Eligible for the Program?

+ Age and Residence

+ Head Start & Early Head Start Services

+ Are Parents Involved in the Program?

+ Head Start & Early Head Start Program Governance

+ Early Head Start Locations in Durham County

+ Early Head Start Locations in Orange County

+ Head Start Locations in Durham County

+ Head Start Locations in Orange County

KidSCOpe

KidSCOpe

Created in 1988 to provide services to young children and their families, KidSCOpe's specialized staff provides social-emotional health services for young children, consultation in child care classrooms, parent education, inclusive child care, and resources for families and providers of young children.

- + Mental Health Consultation
- + Mental Health Services
- + Parent Education Support
- + Assuring Better Child Health and Development (ABCD)
- + Inclusive Child Care Programs

Boomerang

[Boomerang Youth Inc.](#)

Youth Services

- **Alternative to Suspension:** Monday to Friday, 9:00 am – 2:00 pm
Middle and high school students on short-term suspension may be referred to Boomerang by their school; families may also refer their student. For self-referrals, please call the office to find out if space is available.
- **Continuing Connections After School:** Tuesday to Thursday, 4:00 pm – 6:00 pm
 1. Tutoring in math, science, language arts and history
 2. College exploration
 3. Job readiness
 4. Arts-focused workshops on effective communication and self-expression
 5. Personal finance and goal setting

Program Components

In our work with STRIVE student participants, we:

- **Provide mentoring support.** Building positive and caring relationships with adults allows students to engage in self-reflection and receive new information.
- **Help students name and meet a short-term goal.** Goal attainment increases a student's self-efficacy, the feeling that they can be successful and manage obstacles with learned strategies. Self-efficacy is directly linked to positive academic outcomes.
- **Receive individualized academic support.** A certified CHCCS teacher will be working with the students and supporting the Boomerang team, to help students complete assignments and identify needed academic resources and skills for school success.
- **Learn new life skills/strategies.** Students will be invited to attend small groups with topics centering on stress management, communication and conflict, healthy relationships and academic strategies.

The Boomerang team act as another layer of intervention to help students who are struggling to find their way to school engagement and success. At the completion of services, we hold a virtual wrap meeting with parents/guardians, school supports and the student to determine a continued plan for success.

Bounce Back After School Program

This year, we will offer after-school opportunities to youth in grades 6-9. This positive development and youth leadership program will provide students with a safe space to receive academic tutoring and reinforcement, develop life skills, and engage in student-directed service learning opportunities. This program will be a student-led space through which Orange County youth can connect with positive, caring adults and build resilience while enriching and positively impacting their communities. Sessions will take place at our Chapel Hill location from 3:30p-6:30p on Tuesday, Wednesday, and Thursday. This program is intended to be a year-long program for a cohort of ~15 students, rather than a 'drop-in' style after school program.

Students will:

- Receive academic help from a CHCCS Teacher, Boomerang staff, and volunteers
- Participate in life skills and social and emotional learning skill building activities
- Earn community service hours through participation in and planning of service learning projects
- Set personal and academic goals, and receive regular check-ins with Boomerang staff to discuss their progress in reaching them
- Learn and engage with parents during Family Academies to continue skill building and strengthen family connection

Goldfish Swim School

<https://www.goldfishswimschool.com/>



DROWNING PREVENTION

WATER SAFETY FACTS EVERY GROWN-UP SHOULD KNOW!

DROWNING CAN HAPPEN TO YOU & YOUR FAMILY.

ONE MINUTE IS ALL IT TAKES FOR A CHILD TO DROWN.
70% of the time, it happens when a child is not expected to be around the water.

EACH YEAR, NEARLY 7,000 CHILDREN VISIT AN EMERGENCY ROOM FOR WATER RELATED INJURIES.

DROWNING IS SILENT.
It is NOT like it is shown in the movies with splashing & screaming.

DROWNING DOES NOT DISCRIMINATE.
but boys make up for almost 75% of drownings.

DROWNING IS THE LEADING CAUSE OF INJURY-RELATED DEATH IN CHILDREN UNDER 5

WHAT YOU CAN DO TO BE SAFER IN & AROUND THE WATER!

SAFER WATER
Pools – including temporary, plastic & play pools – should have **complete four-sided isolation fencing** with a self-locking gate. Remove all toys from the water when not in use.

SAFER RESPONSE
• Have an Emergency Plan. Teach children to 'Throw, Don't Go!' so that they know to throw a life-saving flotation device - such as a life preserver - to someone in distress, as opposed to jumping in after them.
• Guardians should also know how to swim, and how to do CPR.

SAFER KIDS
Always have undistracted adult supervision. Assign a **Water Guardian** at all times - someone committed to watching the children near the water, free of all distractions!

LEARN TO SWIM
Formal swim lessons have been shown to reduce the risk of drowning by 88%. Pediatricians recommend children participate in lessons starting at age 1.



Scan here to sign up for a **FREE TRIAL LESSON** at Goldfish Swim School **TODAY!**



AT HOME WATER SAFETY CHECKLIST

IN CASE OF EMERGENCY, CALL 9-1-1

MY NAME IS: _____
MY ADDRESS IS: _____
MY PHONE NUMBER IS: _____

☐ Identify your risks around your home. Pools, bathtubs, lakes, ditches and even toilets or buckets can all be a risk.

☐ Enroll in swim lessons, and always assign a **Water Guardian**. Change out your Water Guardian every 30 minutes to make sure that they are fresh and alert.

☐ Add protective barriers, such as **fencing, locks and door alarms**, to help prevent access to water hazards.

☐ Keep a first aid kit and phone close to water hazards. **Learn and practice CPR.**

☐ Educate your family about the water safety rules, and what to do in an emergency. **Practice your Emergency Plan!**

☐ Visit www.goldfishswimschool.com for more water safety tips to help your children be safer in and around the water.



**SUPERVISE
BATH TIME**



**LEARN
CPR**



**DRAIN
PLAY POOLS**



**CLOSE THE
POTTY**



**LOCKING
POOL FENCE**

■ LIKE US! /goldfishchapelhill
■ FOLLOW US! goldfish_chapelhill
■ FOLLOW US! @goldfishswim

CHAPEL HILL | 919.528.2883
1725 Foreman Blvd., Suite 143
Chapel Hill, NC 27514
www.chapelhillgoldfish.com

Giving Closet (Durham)

[Giving Closet | Mysite](#)

Am I eligible to shop at the Giving Closet?

Shoppers must:

- be a Durham County resident
- be 4 months pregnant and/or have at least one child ages newborn to 5 years
- provide valid photo identification (driver's license, state ID, passport, school ID, embassy ID) each time you visit the Giving Closet
- Verify residency once a year (provide utility bill, lease, Medicaid card, mail addressed to you, etc.)
- WIC, Medicaid or birth certificate for each child under 5
- Legal guardians/foster parents must provide documentation of children in care.

When and where can I visit the Giving Closet?

Hours of Operation:

- Friday mornings: 9:00am- 1:00pm
- Drive through style.
- By appointment only.
- Call 📞919-560-7150 to make your appointment.

Location:

721 Foster St.
Durham, NC 27701

Parenting Classes

Welcome Baby offers parents, guardians and grandparents a range of evidence-based curricula to help strengthen parenting skills and build a strong relationship with their child(ren).

Classes are free and available to Durham County residents that care for children from birth to age 8. The schedule of courses varies with availability.

Educational Opportunities

Hope Renovations

[Hope Renovations](#)

At Hope Renovations, we *inspire hope* in women and older adults for a joyful and fulfilling future. We envision a world where women earn wages that allow them to support their families, and where seniors can stay comfortably in their homes their whole lives. And we believe that BOTH of these can be accomplished by bringing the two together.

Through our construction trades training program, we will empower underemployed women in our community to seek living-wage paying jobs in the construction trades. Our program will provide the skills, the support and the connections that women need to blaze new career paths for themselves that can help lift their families out of poverty.

Through our Aging-in-Place program, we will offer repairs, renovations and modifications in the homes of older adults. Trainees will work alongside our crews on these jobs, gaining on-the-job experience while helping us fulfill a growing community need for seniors.

It's a win-win.

Our Training program is **completely free** and includes:

- Industry-recognized core construction skills curriculum in carpentry, electrical, plumbing, painting and finishing, and landscaping
- Soft skills coaching (communication, conflict resolution, etc.)
- Safety and First Aid/CPR training
- Resume and interview coaching
- Connections to industry employers and placement assistance
- One-on-one case management

Our Aging-in-Place work is offered on a **sliding scale** and includes:

- Accessibility modifications (grab bars, hand rails, ramp installation, etc.)
- Minor accessibility remodels (bathrooms, kitchens)
- Small to mid-sized home repairs
- General Handy(wo)man services

Courses offered

INTRO TO CONSTRUCTION (NCCER CORE)

Intro to Construction grants a Pre-Apprenticeship Certificate in Core and includes the following topics:

- OSHA 10 Safety Certification
- First Aid & CPR Certification
- Construction Math
- Hand Tools & Power Tools
- Construction Drawings
- Material Handling

The Professional Skills portion of the curriculum includes:

- Employment Fundamentals
- Communication Skills

Intro to Construction is a pre-requisite for the other courses.

CONSTRUCTION 101: Building Fundamentals

The Construction 101: Building Fundamentals course draws on material from NCCER's Carpentry 1 and Introduction to the licenses trades. Credit for individual modules is available. The first six weeks of the course involve learning and hands-on experience at our workshop, including building a structure. Trainees will receive on-the-job experience with the Hope construction crew during the last two weeks of the course. The curriculum includes the following topics:

- Orientation to the trades
- Floor and Wall Systems
- Ceiling Joist and Roof Framing
- Introduction to Building Envelope Systems, Exterior Finishing, and Thermal and Moisture Protection
- Intro to Roofing and Roofing Applications
- Drywall Installation and Finishing
- Doors and Door Hardware
- Window, Door, Floor, and Ceiling Trim
- Occupational Overview: The Electrical Industry, Electrical Safety, and Residential Electrical Services
- Intro to Plumbing Profession and Intro to Plumbing Fixtures
- Intro to HVAC

The Professional Skills portion of the curriculum includes:

- Job Seeking
- Networking
- Resume & Cover Letter Writing
- Interviewing Skills

**Intro to Construction is a prerequisite for this course.*

SUMMER 2022 COHORT

***Construction 101: Building Fundamentals** (daytime): July 11 - September 1

FALL 2022 COHORT

Intro to Construction (evening): September 13 - December 13

Intro to Construction (daytime): September 12 - October 6

***Construction 101: Building Fundamentals** (daytime): October 10 - December 8

The deadline to apply for this cohort is Friday, August 12th

Classes meet in Carrboro, NC.

Daytime classes meet 9:00am - 3:00pm, Monday - Thursday

Evening classes meet 5:30-8:30pm on Tuesdays and Thursdays

*Intro to Construction is required before taking these courses.

Eligibility

If you are a woman, age 18+, living in Alamance, Chatham, Durham, Orange or Wake County, North Carolina, you can apply for our trades training program!

The program is FREE to trainees.

Orange Literacy

[Orange County Literacy Council](#)

Free Literacy Classes

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

ADULT BASIC EDUCATION & GED/HISET PREP

FAMILY LITERACY

DIGITAL LITERACY

FREE ENGLISH CLASSES

For non-native speakers at any level.

English for Speakers of Other Languages (ESOL) provides small classroom settings for learning English.

Learn more and get started below.

Diverse, Supportive Classrooms.

76% of all ESOL students made measurable improvements in their abilities during 2018.

Our students come from all over the world and represent various cultures, languages and religions.

HISET & GED PREPARATION

We offer preparation for all subjects of
the GED and the HiSET.

Tutor and student pairs typically meet for
two hours — twice a week.

Progress at your own pace.

All instruction is currently **online**
due to COVID-19.

REGISTER NOW

IFC

[Inter-Faith Council for Social Service](#)

Community Navigation services were added in 2022 to provide drop-in access to computers, phones, and community resource support. Staff and volunteers work alongside members to obtain government IDs, earned benefits, information and referral to community resources, clothing vouchers, a permanent address for mail delivery, and much more. Lockers for secure storage of belongings will soon be available, as will access to hot showers.



Staff members shown here, Katina (left) and Crystell (right), help people find the critical information they need. Drop by!

IFC Commons
110 W. Main Street
Carrboro, NC 27510
J Bus Line

Mon-Fri
9a-6p
☎919.929.6380 x2025

Orange County Resources

OWASA (Orange Water and Sewer Authority)

<https://www.owasa.org/>



Step 1: Register

OC Alerts is Orange County's emergency notification system. OWASA uses OC Alerts to issue notices any time your water service is interrupted to keep you up to date with the latest information.

OWASA customers and anyone using OWASA drinking water at home or work are encouraged to sign up for OC Alerts in order to receive electronic notices of any outages affecting your address. Please be sure to select OWASA Alerts in the "Non-Emergency Alerts" subscription section of the sign-up process.

Step 2: Customize How You Receive Alerts

OC Alerts allows you to customers how you would like to receive alerts.

Email? Text Message? Phone Call? You can opt in to receive notices in the way that works best for you.

You can also sign up for multiple addresses if you live and work in the OWASA service area or if you are a caretaker and would like to receive alerts for an additional location within the service area.

Step 3: Stay Informed

Once you have registered, you will receive alerts any time there is a water service interruption at the address in your account.

OWASA will also issue notices through OC Alerts for any planned outages that might be necessary due to improvements being made in the water line impacting your service so that you can prepare ahead of time.

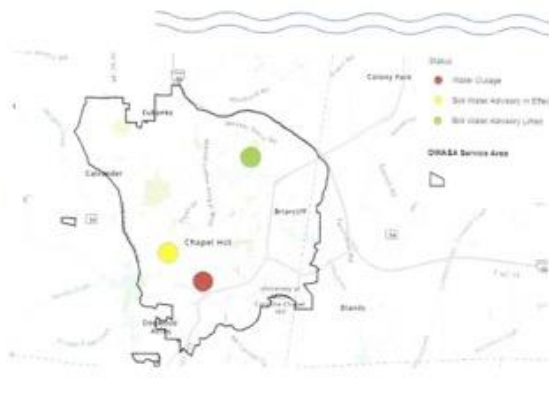
Don't forget to update your profile if you move or need to add a new address to your account for future notices.

Thank You for Helping Us Keep You Informed!

Information also available on OWASA website

OWASA has a map at OWASA.org that is updated with real-time information on any water service outages, ongoing repairs, and the status of Boil Water Advisories across the service area.

You can find the map at OWASA.org and clicking on the "Outages and Alerts" tab.



UNC Student Resources

Student Wellness

S.H.A.R.E



The flyer is divided into two main vertical sections. The left section has a white background with a yellow and black bee at the top left, a blue bird in flight in the center, and a large green and yellow wave-like shape at the bottom. The right section has a white background with a large blue bird in flight in the center, a green and yellow wave-like shape at the bottom, and a yellow and black bee at the bottom right. The text is arranged in a clean, modern font, with key information highlighted in green and yellow.

STUDENT wellness

s.h.a.r.e
SEXUAL HEALTH AND RELATIONSHIP EDUCATION

S.H.A.R.E. is a Student Wellness initiative that supports and normalizes sexual health and healthy relationships.

Let's talk about it.
letstalkaboutit@unc.edu

Maintaining healthy relationships is an important part of our overall wellness. We frame sexuality as a normal and healthy part of the relationship you have with yourself and others. We strive to empower students of all identities to think critically and make informed decisions to keep themselves healthy. This program centers our relationship with self, others, and our communities by providing inclusive, data-informed education and services. This includes education around sexual health, communication, boundaries, accountability, and consent—which are all important components of healthy relationships!

Need to contact us?

919.962.9355
LetsTalkAboutit@unc.edu
or visit us on the
1st floor of
SASB South!
(385 Manning Drive)

Love Empowers

LOVE EMPOWERS

RELATIONSHIPS SHOULD FEEL:

SAFE	FULFILLING
SUPPORTIVE	EQUAL
TRUSTING	ACCEPTING
MUTUALLY RESPECTFUL	VALIDATING

**RELATIONSHIPS
SHOULD NEVER HURT**

Visit safe.unc.edu for
information and resources.

Interpersonal violence (relationship violence) can include physical, sexual, emotional, economic, or psychological actions or threats of actions that are intimidating, frightening, terrorizing, or threatening. Resources are available on campus to help those who have experienced these types of conduct.

UNC-CHAPEL HILL RESOURCES

TITLE IX COMPLIANCE COORDINATOR
TITLEIXCOORDINATOR@UNC.EDU

GENDER VIOLENCE SERVICES COORDINATORS (CONFIDENTIAL)
GVSC@UNC.EDU

EDC.UNC.EDU
[@HEELSUNITEDUNC](https://twitter.com/HEELSUNITEDUNC)







THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

#HEELSUNITEDPROJECT
AN ONGOING COMMUNICATION INSTALLATION
ABOUT CREATING A SAFE CAMPUS FOR ALL

RESOURCE GUIDE

FOR

sexual and gender-based harassment,
sexual assault, sexual violence,
interpersonal (relationship) violence,
and stalking

Use as many or as few of the options below as needed

SEEK CONFIDENTIAL MEDICAL ATTENTION

If you have experienced physical or sexual violence, go to Campus Health Services or the Emergency Department at UNC Hospitals for evidence collection, treatment of injuries, and medication for sexually transmitted infections and pregnancy prevention. Forensic exams can be obtained for up to 5 days after an assault. Financial assistance may be available through the Survivor's Assistance Fund.

REPORT THE INCIDENT TO THE UNIVERSITY

Reporting the incident allows the University to provide supportive measures, such as academic accommodations, changes to housing, and changes to class or work schedules. It also allows you to explore options for formally addressing the incident within the University's process.

You're encouraged to report to the Report and Response Coordinators and/or the Title IX Coordinator in the Equal Opportunity and Compliance Office. You can call, email, or file a report online.

SEEK CONFIDENTIAL SUPPORT

Confidential emotional and psychological support can be obtained at any time. The ComPsych Employee Assistance Program, Counseling and Psychological Services (CAPS), Gender Violence Services Coordinators, and University Ombuds Office are resources provided by UNC-Chapel Hill. The Orange County Rape Crisis Center and Compass Center for Women and Families are resources in the community.

CONTACT LAW ENFORCEMENT

If you are in an emergency situation and need an immediate response, dial 911 to contact local law enforcement. If you call 911 on campus, the UNC Police Department will respond. For non-emergency situations, call local law enforcement or UNC Police's non-emergency number and ask to speak with an investigator. UNC Police will inform the necessary University staff of the incident.

OTHER RESOURCES

There are additional University and community resources available to you, such as legal assistance, financial aid, and for our international community members, visa and immigration assistance. For a comprehensive list of resources, please visit eoc.unc.edu.

CONFIDENTIAL MEDICAL ATTENTION

Campus Health Services
campushealth.unc.edu | 919-966-2281
Emergency Department at UNC Hospitals
med.unc.edu/emergmed | 919-966-4721

REPORTING TO THE UNIVERSITY

Equal Opportunity and Compliance Office
Report and Response Coordinators
eoc.unc.edu | reportandresponse@unc.edu | 919-966-3576
Equal Opportunity and Compliance Office
Title IX Compliance Coordinator
eoc.unc.edu | titleixcoordinator@unc.edu | 919-966-3576

CONFIDENTIAL SUPPORT*

Counseling & Psychological Services (CAPS)
caps.unc.edu | 919-966-3658 (24 hours)
Gender Violence Services Coordinators
gvsc@unc.edu | 919-962-1343
Compsych Employee Assistance Program
guidanceresources.com | 877-314-5841 (24 hours)
University Ombuds Office
ombuds.unc.edu | 919-843-8204
Orange County Rape Crisis Center
occcc.org | 866-WE-LISTEN (866-935-4783) (24 hour hotline)
Compass Center for Women and Families
compassctr.org | 919-929-7122 (24 hour hotline)

*SPEAKING TO CONFIDENTIAL RESOURCES IS NOT A REPORT TO THE UNIVERSITY.

LAW ENFORCEMENT

Contact Law Enforcement
For emergency situations, dial 911 for immediate assistance
UNC Police Department
police.unc.edu | 919-962-8100 (non-emergency) or 911

OTHER RESOURCES

LEGAL ASSISTANCE

Carolina Student Legal Services
uncstudentlegal.unc.edu | csls@unc.edu | 919-962-1303
Legal Aid of North Carolina
legalaidnc.org | 1-866-279-5262
North Carolina Bar Association Lawyer Referral Service
ncbar.org | 919-677-0561

VISA AND IMMIGRATION ASSISTANCE

International Student and Scholar Services
iss.unc.edu | oisss@unc.edu | 919-962-5661
North Carolina Justice Center
ncjustice.org | 919-856-2159
U.S. Committee for Refugees & Immigrants
refugees.org/uscri-north-carolina/ | 919-334-0072

FINANCIAL AID ASSISTANCE

Office of Scholarships & Student Aid
studentaid.unc.edu | aidinfo@unc.edu | 919-962-8396
Student Emergency Fund
odos.unc.edu | 919-966-4042
Employee Emergency Loan Program
hr.unc.edu | 919-962-3071

1001



THE UNIVERSITY
OF NORTH CAROLINA
AT CHAPEL HILL

HEELS
United

EQUAL OPPORTUNITY AND COMPLIANCE OFFICE

eoc.unc.edu | safe.unc.edu | 919-966-3576

UNC Gap Year

OUR GAP YEAR MODEL

INDEPENDENCE & PURPOSE

- Explore new passions and perspectives
- Develop resiliency, empathy, intercultural understanding, independence and maturity
- Start college with a strong sense of self confidence and purpose

TRAINING & SUPPORT

- Full time support from the Campus Y
- Training to prepare for your gap year
- Access to UNC resources including language learning tools, counseling and health services, and connection to our global engagement experts
- Ongoing staff-led advising and fellowship with 80+ Global Gap alumni that extends throughout your four years on campus.

“

My gap year taught me the value of independence and travel, my drive for community-building, and a continuous motivation for pursuing service domestically and abroad.

ALYSON CABEZA
GGYF 18-19




GGYF 19-20



Phun H
GGYF 15-16



Apply Early Admission (Oct.15th) to UNC-Chapel Hill on Common App & look for the Global Gap Year Fellowship under 'Special Opportunities'



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL


LEARN MORE:

globalgap.unc.edu
[@uncglobalgap](http://campusy.unc.edu)

UNC GLOBAL GAP YEAR FELLOWSHIP

A year of public service,
a lifetime of global citizenship



Rose Houck
GGYF 20-21

WHAT A GAP YEAR?

A gap year is a period of time when students take a break from formal classroom-based education to travel, volunteer, intern, or work. Gap years allow individual students to mature, creating highly motivated students who make greater impacts on their campuses when they arrive.

WHAT IS THE GLOBAL GAP YEAR FELLOWSHIP?

The Global Gap Year Fellowship is the first college-sponsored gap year program that allows students to design their own experience. The Campus Y and the Office of Undergraduate Admissions partnered together to create the program after an anonymous donation.

Students defer their acceptance to UNC-CH for one year and commit to enrolling the fall after the gap year is completed.

COVID PIVOT

Since 2020, our program has been completed domestically. Gappers have been able to travel to different parts of the U.S., including territories. We hope to return travel globally as time progresses.

DESIGN YOUR OWN GAP YEAR

Create a custom gap year volunteering at one or more placements.

CUSTOMIZE YOUR OWN ADVENTURE

Decide where you want to travel and what service organization(s) you want to volunteer with. Spend your year in one place, or explore different locations. Your volunteer service can take many forms, from public health and youth development to education and environmental conservation.

TAKE THE INITIATIVE

Former fellows, staff, and UNC faculty will help you vet volunteer organizations and arrange housing, depending on your interests.

GROW AS YOU GO

Develop skills like financial management, intercultural communication and independent living, that will help you prepare for your time at UNC.

\$8,000 STIPEND

UNC provides an \$8,000 stipend to fund your service. Six months of service is required.



Sonia Rao
GGYF 21-22

