

SAMPLE B2:
REASONABLE ACCOMMODATION REQUEST FOR CURRENT TENANT

Date _____

Building Manager's Name _____

Address _____

Dear _____,

I live in Apartment No. ____ at _____. I have a disability that prevents me from

_____. I am therefore requesting a reasonable accommodation. I have attached verification from _____ of my disability and the functional limitations I experience as well as the accommodation(s) I need in order to compensate for my disability. I am asking for this accommodation so that I can have full use and enjoyment of my home.

Please reply to my request in writing within the next ten (10) business days. If you have any questions about my request, please do not hesitate to contact me. I look forward to your response and appreciate your attention to this matter.

Sincerely,

[signature]

SAMPLE B3:
ASSORTED RESPONSE LETTERS FROM LANDLORDS

RESPONSE NO. 1 (requesting confirmation letter from service providers)

Date _____

Dear _____,

We have received your request for a reasonable accommodation, specifically: _____

_____.

Please provide us with a letter from your service providers confirming your disability status and need for the accommodation. Once we receive that letter, we will give prompt consideration to your request.

Sincerely,

[signature]

RESPONSE NO. 2 (outlining accommodation to be made)

Date _____

Dear _____,

We have received your request for a reasonable accommodation, specifically: _____

_____.

together with your health care provider's letter documenting your disability and need for the accommodation.

We will provide the accommodation as follows: _____

_____.

Sincerely,

[signature]

RESPONSE NO.3 (asking for clarification of accommodation request)

Date _____

Dear _____,

We have received your request for a reasonable accommodation. However, we are unclear about your specific needs and would like to meet with you to discuss the accommodation request.

Please contact me as soon as possible so that we can discuss what will best meet your needs.

Sincerely,

[signature]

RESPONSE NO. 4 (outlining reasons for denial of accommodation)

Date _____

Dear _____,

We have received your request for an accommodation for your disability, specifically:

_____. We have given your request reasonable consideration and have decided to deny your request for the following reason(s):

_____.
Under federal and state fair housing laws, we are not required to grant such requests as we consider unreasonable. If you feel our determination is incorrect, or if you have suggestions for an alternative accommodation, please do not hesitate to contact me.

Sincerely,

[signature]

SAMPLE B4:
REASONABLE MODIFICATION REQUEST

Date _____

Dear _____,

I am a resident of _____. I (or a member of my household) have a disability. As an accommodation for such a disability, I request your permission to

_____.

at my expense. I intend to hire _____ to do the work.

_____ is willing to discuss the project with you and discuss any concerns you may have. If you wish, I can have any changes removed when I vacate my unit.

Please respond in writing to my request for a reasonable modification within ten (10) business days. I look forward to your response and appreciate your attention in this matter.

Sincerely,

[signature]

SAMPLE B5:
REASONABLE MODIFICATION RESPONSE FROM LANDLORD

Date

Dear _____,

We have received your request for a reasonable modification, specifically, to be allowed to

_____.

We have spoken to _____, who has assured us that the project will be done in a professional manner to meet building codes.

Your request to make this modification is granted. Please let me know when the work begins and ends.

When you vacate your unit, we request that you

_____.

Sincerely,

[signature]

APPENDIX C: Housing Resource Guide

Agencies to Contact with Fair Housing Concerns

NC Human Relations Commission

217 West Jones Street
Raleigh, NC 27699-1318
919-733-7996
Toll Free: 866-324-7474

NC Fair Housing Center

PO Box 1029
Durham, NC 27702
919-667-0888

Local Human Relations Councils/Commissions With Paid Staff

*Asheville-Buncombe Human Relations

Bob Smith, Director
50 S. Frenchbroad Ave., Suite 214
Asheville, NC 28801
(828) 252-4713

LaTerrie Ward, Director
Post Office Drawer A - City Hall
214 N. Center Street
Goldsboro, NC 27530
(919) 735-6121

*Charlotte-Mecklenburg Community Relations

Willie Ratchford, Director
600 E. Trade Street
Charlotte, NC 28202
(704) 336-2424

*Greensboro Human Relations

John Shaw, Director
Post Office Box 3136
City-County Complex
1 Governmental Plaza
Greensboro, NC 27402
(336) 373-2038

Cabarrus Co. Human Relations

Andy Simmons, Director
16 Church Street NE
Concord, NC 28025
(704) 795-3537

Greenville Human Relations

Cassandra Daniels, Director
Post Office Box 7207
210 W. 5th Street
Greenville, NC 27835
(252) 329-4494

Duplin Co. Human Relations

Warren Helper, Director
310 W. Main Street
Wallace, NC 28466
(910) 285-2957

High Point Human Relations

(Kathy Baker Gray 336-883-3689)
Post Office Box 230
High Point, NC 27261
(336) 883-3124

*Durham Human Relations**

Yvonne Pena, Director
101 City Hall Plaza
Durham, NC 27701
(919) 560-4107

Lexington Human Relations

Jean Thompson, Director
28 W. Center Street
Lexington, NC 27292
(336) 248-3955

Fayetteville Human Relations

Ron McElrath, Director
City Hall - 433 Hay Street
Fayetteville, NC 28301
(910) 433-1696

Lumberton Human Resources Department

James Moore, Director
Post Office Box 1388
Lumberton, NC 28359
(910) 671-3800

Gaston Human Relations

Hugh Grant, Director
Post Office Box 1264
Gastonia, NC 28053
(704) 866-3692

Goldsboro Community Affairs

***New Hanover Human Relations* ***

Carl Byrd, Director
801 Princess Street, Suite 101
Wilmington, NC 28401
(910) 341-7171

***Orange Co. Human Relations* ***

Milan Pham, Director
Post Office Box 8181
Hillsborough, NC 27278
(919) 967-9251 x 2250

Raleigh Human Resources Division

Hardy Watkins, Director
Post Office Box 590
Raleigh, NC 27603
(919) 831-6101

Rocky Mount Human Relations

Loretta Braswell, Director
Post Office Box 1180
Rocky Mount, NC 27802
(919) 972-1182

Wilson Human Relations

Veronica Creech, Director
Post Office Box 10
112 N. Goldsboro Street
Wilson, NC 27893
(252) 399-2308

***Winston-Salem Human Relations**

Wanda Allen Abraha, Director
Post Office Box 2511
Winston-Salem, NC 27102
(336) 727-2429 or 727-2431

***HUD Substantially Equivalent**

****Employment Enforcement**

Legal Services

Legal Services are available statewide for individuals who cannot afford to hire an attorney and who meet low-income guidelines based on family size. Twenty-four legal service offices offer help in the following areas:

- Housing and public benefits
- Consumer protection
- Employment
- Family or domestic issues

For more information, see the Legal Aid of North Carolina Web site at www.legalaidnc.org.

■ Legal Services Offices

Ahoskie Office

(Bertie, Camden, Chowan, Currituck, Dare, Gates, Halifax, Hertford, Northampton, Pasquotank, Perquimans)
610 East Church Street
Ahoskie, NC 27910
(252) 332-5124
800-682-0010 (toll-free; for clients and applicants)

Asheville Office

(Buncombe, Henderson, Madison, Polk, Rutherford, Transylvania)
184 East Chestnut
Asheville, NC 28801
(828) 236-1080
877-439-3480 (toll-free; for clients only)
E-mail: angied@legalaidnc.org

Boone Office

(Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey)
171 Grand Boulevard
Boone, NC 28607
(828) 264-5640
800-849-5666 (toll-free; for clients and applicants)

Charlotte Office

(Mecklenburg)
1431 Elizabeth Avenue
Charlotte, NC 28204-2506
(704) 971-2621
800-738-3868 (toll-free; for clients only)

Concord Office

(Anson, Cabarrus, Stanly, Union)
133 Union Street South
Concord, NC 28025
(704) 786-4145 (Concord)
800-849-8009 (toll-free; for clients only)

Durham Office

(Durham, Caswell, Franklin, Granville, Person, Vance, Warren)
201 West Main Street, Suite 400
Durham, NC 27702
(919) 688-6396
800-331-7594 (toll-free; for clients only)

Fayetteville Office

(Cumberland, Hoke)
157 Gillespie Street
Fayetteville, NC 28302
(910) 483-0400
800-824-5340 (toll-free; for clients only)

Gastonia Office

(Cleveland, Gaston, Lincoln)
111 East Third Avenue, Suite 200
Gastonia, NC 28052
(704) 865-2357
800-230-5812 (toll-free; for clients only)

Goldsboro Office

(Greene, Lenoir, Wayne)
102-A South William Street
Goldsboro, NC 27530
(919) 731-2800
800-682-7902 (toll-free; for clients only)

Greensboro Office

(Davidson, Guilford, Montgomery, Randolph,
Rockingham, Rowan)
122 North Elm Street, Suite 700
Greensboro, NC 27401
(336) 272-0148
800-951-2257 (toll-free)

Greenville Office

(Beaufort, Carteret, Craven, Hyde, Jones,
Martin, Pamlico, Pitt, Tyrrell, Washington)
301 South Evans Street, Suite 200
Greenville, NC 27858
(252) 758-0113
800-682-4592 (toll-free; for clients only)

Monroe Office

(Stanley, Union)
100 West Jefferson Street
Monroe, NC 28110
(704) 283-2172 (Monroe)
800-849-8009 (toll-free; for clients only)

Morganton Office

(Alexander, Burke, Caldwell, Catawba,
McDowell)
211 East Union Street
Morganton, NC 28655-3449
(828) 437-8280
800-849-5195 (toll-free; for clients only)

New Bern Office

(Beaufort, Carteret, Craven, Hyde, Jones,
Martin, Pamlico, Pitt, Tyrrell, Washington)
213 Pollock Street
New Bern, NC 28560
(252) 637-9502
800-672-8213 (toll-free; for clients only)

Pembroke Office

(Cumberland, Hoke, Robeson, Scotland)
101 East Second Street

Pembroke, NC 28372
(910) 521-2831
800-554-7852 (toll-free; for clients only)

Pittsboro Office

(Alamance, Chatham, Lee, Moore, Orange,
Richmond)
959 East Street, Suite A&B
P. O. Box 1728
Pittsboro, NC 27312-8836
(919) 542-0475

Raleigh Office

(Harnett, Johnson, Sampson, Wake)
224 South Dawson Street
Raleigh, NC 27601
(919) 828-4647

Rocky Mount Office

(Edgecombe, Nash)
148 South Washington Street, Suite 105
Rocky Mount, NC 27802-0388
(252) 442-0635
800-682-7902 (toll-free; for clients only)

Sanford Office

(Lee)
133 South Horner Boulevard, Suite 8
Sanford, NC 27330
(919) 774-6241
800-672-5834 (toll-free to Pittsboro office; for
clients)

Smithfield Office

(Harnett, Johnston, Sampson)
300 South Third Street, Suite A
Smithfield, NC 27577
(919) 934-5027
800-682-1016 (toll free; for clients and
applicants)

Sylva Office

(Cherokee, Clay, Graham, Haywood, Jackson,
Macon, Swain)
1286 West Main Street
P. O. Box 426
Sylva, NC 28779
(828) 586-8931
800-458-6817 (toll-free; for clients only)

Wilmington Office

(Bladen, Brunswick, Columbus, Duplin, New
Hanover, Onslow, Pender)
201 North Front Street, Suite 1002
Wilmington, NC 28402

(910) 763-6207
800-672-9304 (toll-free; for clients only)

Wilson Office

(Edgecombe, Greene, Lenoir, Nash, Wayne,
Wilson)
409 North Goldsboro Street
Wilson, NC 27893
(252) 291-6851
800-682-7902 (toll-free; for clients only)

Winston-Salem Office

(Davie, Forsyth, Iredell, Stokes, Surry, Yadkin)
102 West Third Street, Suite 305
Winston-Salem, NC 27101
(336) 725-9162
866-472-4243 (toll-free; for clients only)

**ADDITIONAL LEGAL SERVICES
FOR LOW INCOME CLIENTS:**

Pisgah Legal Services

(Buncombe, Henderson, Madison, Polk,
Rutherford, Transylvania)
89 Montford Avenue
P.O. Box 2276
Asheville, NC 28802
(828) 253-0406
800-489-6144 (toll free)

Legal Services of Southern Piedmont

(Mecklenburg)
1431 Elizabeth Avenue
Charlotte, NC 28204
(704) 376-1600
800-247-1931 (toll free; en Espanol)

Legal Aid Society of Northwest NC

(Davie, Forsyth, Iredell, Stokes, Surry, Yadkin)
216 W. 4th Street
Winston-Salem, NC 27101
(336) 725-9166
800-660-6663 (toll free; for clients only)

Carolina Legal Assistance

Mental Disability Law Project
(Statewide)
P.O. Box 2446
Raleigh, NC 27602
(919) 856-2195

Services for Older Adults, Adults with Disabilities and their Families

The Division of Aging and Adult Services supports a wide range of home and community-based services working through two primary agencies:

- (1) Working with seventeen area agencies on aging and more than 425 public and private local organizations, the array of services, programs and protections offered to those persons age 60 and older varies from one county to another based on local need and other factors. Services allowing persons to remain in independent living can include but are not limited to:

- Adult day care/day health
- Care management (please note that it is care management)
- Congregate nutrition
- Consumer fraud protection
- Family caregiver support
- Home delivered meals
- Housing assistance and home improvement
- In-home aide service
- Legal services
- Senior centers
- Senior employment program
- Transportation

View Area Agency on Aging additional information at www.dhhs.state.nc.us/aging.

- (2) Working with the state's 100 county departments of social services, services, program and protections for the adult population, age 18 and above with disabilities and their families. These services which can vary from one county to another are intended to enable persons to maintain independent living can include:

- Adult protective services
- At-risk case management
- Counseling (includes financial management needs)
- Guardianship
- In-home special assistance
- Transportation

View the www.dhhs.state.nc.us/dss website for a listing of all 100 county departments.

■ Area Agencies on Aging

Region A

(Cherokee, Clay, Graham, Haywood, Jackson,
Macon, Swain)
Southwestern N.C. Planning and Economic
Development Commission
P. O. Box 850
Bryson City, NC 28713
(828) 488-9211
(828) 488-3950 FAX

Region B

(Buncombe, Henderson, Madison,
Transylvania)
Land-of-Sky Regional Council
25 Heritage Drive
Asheville, NC 28806
(828) 251-6622
(828) 251-6353 FAX

Region C

(Cleveland, McDowell, Polk, Rutherford)
Isothermal Planning and Development
Commission
P. O. Box 841
Rutherfordton, NC 28139
(828) 287-2281
(828) 287-2735 FAX

Region D

(Alleghany, Ashe, Avery, Mitchell, Watauga,
Wilkes, Yancey)
High Country Council of Governments
P. O. Box 1820
Boone, NC 28607
(828) 265-5434
(828) 265-5439 FAX

Region E

(Alexander, Burke, Caldwell, Catawba)
Western Piedmont Council of Governments
P. O. Box 9026
Hickory, NC 28603
(828) 322-9191
(828) 322-5991 FAX

Region F

(Anson, Cabarrus, Gaston, Iredell, Lincoln,
Mecklenburg, Rowan, Stanly, Union)
Centralina Council of Governments
1300 Baxter Street
P. O. Box 35008
Charlotte, NC 28235
(704) 372-2416 COG
(704) 347-4710 FAX

Region G

(Alamance, Caswell, Davidson, Guilford,
Montgomery, Randolph, Rockingham)
Piedmont Triad Council of Governments
Koger Center, Wilmington Bldg.
2216 West Meadowview Road, Suite 201
Greensboro, NC 27407-3480
(336) 294-4950
(336) 632-0457 FAX

Region I

(Davie, Forsyth, Stokes, Surry, Yadkin)
Northwest Piedmont Council of Governments
400 West Fourth Street, Suite 400
Winston Salem, NC 27101
(336) 761-2111
(336) 761-2112 FAX

Region J

(Chatham, Durham, Johnston, Lee, Moore,
Orange, Wake)
Triangle J Council of Governments
P. O. Box 12276
Research Triangle Park, NC 27709
(919) 549-0551
(919) 549-9390 FAX

Region K

(Franklin, Granville, Person, Vance, Warren)
Kerr Tar Regional COG
P. O. Box 709
Henderson, NC 27536
(252) 436-2040
(252) 436-2055 FAX

Region L

(Edgecombe, Halifax, Nash, Northampton,

Wilson)
Upper Coastal Plain Council of Governments
P. O. Drawer 2748
Rocky Mount, NC 27802
(252) 446-0411
(252) 446-5651 FAX

Region M

(Cumberland, Harnett, Sampson)
Mid-Carolina Council of Governments
P. O. Drawer 1510
Fayetteville, NC 28302
(910) 323-4191
(910) 323-9330 FAX

Region N

(Bladen, Hoke, Richmond, Robeson, Scotland)
Lumber River Council of Governments
4721 Fayetteville Road
Lumberton, NC 28358
(910) 618-5533
(910) 618-5576 FAX

Region O

(Brunswick, Columbus, New Hanover, Pender)
Cape Fear Council of Governments
1480 Harbour Drive
Wilmington, NC 28401
(910) 395-4553
(910) 395-2684 FAX

Region P

(Carteret, Craven, Duplin, Greene, Jones,
Lenoir, Onslow, Pamlico, Wayne)

Eastern Carolina Council of Governments
233 Middle Street
P. O. Box 1717
New Bern, NC 28563
(252) 638-3185
(252) 638-3187 FAX

Region Q

(Beaufort, Bertie, Hertford, Martin, Pitt)
Mid-East Commission
P. O. Box 1787
Washington, NC 27889
(252) 946-8043
(252) 948-1883 FAX

Region R

(Camden, Chowan, Currituck, Dare, Gates,
Hyde, Pasquotank, Perquimans, Tyrrell,
Washington)
Albemarle Commission
P. O. Box 646
Hertford, NC 27944
(252) 426-5753
(252) 426-8482 FAX

Mental Health, Developmental Disabilities, and Substance Abuse Services

Services to assist individuals with mental health, developmental disabilities, and substance abuse problems are available statewide through local management entities and state institutions.

For more information, see the Department of Health and Humans Services Web Site at www.dhhs.state.nc.us/mhddsas/lmedirectory.htm.

COUNTIES	LOCAL MANAGEMENT ENTITY (LME)
Alamance Caswell	Alamance-Caswell Area MH/DD/SA Authority 319 N. Graham-Hopedale Road, Suite A Burlington, NC 27217 (336) 513-4200 (336) 513-4203-FAX (336) 513-4444 Emergency Phone Number
Camden, Chowan Currituck, Dare Pasquotank Perquimans	Albemarle MH Center & DD/SAS 305 E. Main St., Elizabeth City, NC 27906 (252) 338-8352 (252) 338-81933-FAX 888-627-4747 Emergency Phone Number
Catawba	Mental Health Services of Catawba County 1985 Tate Blvd. SE Suite 529, Hickory, NC 28602 (828) 327-2595 (828) 325-9826-FAX
Davie Forsyth Stokes	CenterPoint Human Services 4045 University Parkway, Winston-Salem, NC 27106 (336) 714-9100 (336) 714-9111-FAX 888-581-9988 Emergency Phone Number
Iredell Surry Yadkin	Crossroads Behavioral Healthcare 200 Business Park Drive, Elkin, NC 28621 (336) 835-1000 (336) 835-1002-FAX 888-235-4673 Emergency Phone Number
Cumberland	Cumberland Mental Health Center PO Box 3069, Fayetteville, NC 28302-3069 (910) 323-0601 (910) 323-0096-FAX (910) 323-0601 Emergency Phone Number
Durham	The Durham Center 501 Willard Street, Durham, NC 27701 (919) 560-7100 (919) 560-7250-FAX 800-510-9132 Emergency Phone Number
	Eastpointe PO Box 599, 117 Beasley Street, Kenansville, NC 28349-0599

COUNTIES	LOCAL MANAGEMENT ENTITY (LME)
<p>Duplin Sampson Wayne Lenoir</p>	<p>(910) 296-1851 (910) 296-1731-FAX 800-913-6109 Emergency Phone Number</p>
<p>Edgecombe Nash</p>	<p>Edgecombe-Nash MH/DD/SAS 500 Nash Medical Arts Mall, Rocky Mount, NC 27804 (252) 937-8141 (252) 443-9574-FAX 888-893-8640 Emergency Phone Number</p>
<p>Franklin Granville Vance Warren Hailfax</p>	<p>Five County Mental Health Authority 134 S. Garnett Street, Henderson, NC 27536 (252) 430-1330 (252) 430-0909-FAX (877) 619-3761 Emergency Phone Number Halifax Office: PO Box 1199, 210 Smith Church Road, Roanoke Rapids, NC 27870-1199 (252) 537-6174 (252) 533-2610-FAX (252) 537-2909 Emergency Phone Number</p>
<p>Alexander Burke Caldwell McDowell</p>	<p>Foothills Area MH/DD/SA Program 306 S. King Street, Morganton, NC 28655 (828) 438-6230 (828) 438-6238-FAX 866-327-4968 Emergency Phone Number</p>
<p>Guilford</p>	<p>Guilford Center for Behavioral Health and Disability Services 232 N. Edgeworth Street, Greensboro, NC 27401-2221 (336) 641-4981 (336) 641-7761-FAX (336) 641-4993 Emergency Phone Number</p>
<p>Johnston</p>	<p>Johnston County Area MH/MR/SA Authority PO Box 411, 521 N. Brightleaf Blvd., Smithfield, NC 27577-0411 (919) 989-5500 (919) 989-5532-FAX 911 Emergency Phone Number</p>
<p>Mecklenburg</p>	<p>Mecklenburg County Area Mental Health Authority 429 Billingsley Road, Charlotte, NC 28211-1098 (704) 336-2023 (704) 336-4383-FAX (704) 358-2800 Emergency Phone Number</p>
<p>Carteret Craven Jones Pamlico</p>	<p>Neuse Center for MH/DD/SAS PO Box 1636 New Bern, NC 28563-1636 (252) 636-1510 (252) 633-1237-FAX (252) 639-7800 Emergency Phone Number</p>
	<p>New River Behavioral HealthCare 895 State Farm Road, Suite 508, Boone, NC 28607-4996 (828) 264-9007 (828) 264-9468-FAX</p>

COUNTIES	LOCAL MANAGEMENT ENTITY (LME)
Alleghany Ashe, Avery Watauga Wilkes	866-333-8545 Emergency Phone Number
Onslow	Onslow County Behavioral Healthcare 165 Center St., Jacksonville, NC 28546 (910) 219-8000 (910) 219-8072-FAX (910) 353-5118 Emergency Phone Number
Chatham Orange Person	O-P-C MH/DD/SA Authority 100 Europa Dr., Suite 490 Chapel Hill, NC 27517 (919) 913-4000 (919) 913-4003-FAX 800-233-6834 Emergency Phone Number
Gaston Lincoln, Cleveland	Pathways MH/DD/SA 901 S. New Hope Rd., Gastonia, NC 28054 (704) 884-2501 (704) 854-4809-FAX (704) 867-4357 Emergency Phone Number
Cabarrus Rowan Stanly, Union Davidson	Piedmont Behavioral Healthcare 245 LePhillip Court, Concord, NC 28025 (704) 721-7000 (704) 721-7010-FAX 800-939-5911 Emergency Phone Number
Pitt	Pitt County MH/DD/SA Center 203 Government Circle, Greenville, NC 27834-7706 (252) 413-1600 (252) 413-1606-FAX 911 Emergency Phone Number
Bertie Gates Hertford Northampton	Roanoke-Chowan Human Services Center 144 Community College Rd., Ahoskie, NC 27910-9320 (252) 332-4137 (252) 332-8457-FAX (252) 332-4442 Emergency Phone Number
Rockingham	Rockingham County Area MH/DD/SA Program PO Box 355 Highway 405 NC 65, Wentworth, NC 27375-0355 (336) 342-8316 (336) 342-8352-FAX (336) 634-3300 Emergency Phone Number
	Sandhills Center for MH/DD/SAS PO Box 9 West End, NC 27376-0009 (910) 673-9111 (910) 673-6202-FAX 800-256-2452 Emergency Phone Number Lee-Harnett Office: 130 Carbonton Road Sanford, NC 27330-4009

COUNTIES	LOCAL MANAGEMENT ENTITY (LME)
Anson Hoke Montgomery Moore Richmond Randolph Harnett Lee	(919) 774-6521 (919) 776-6179-FAX Emergency Phone Numbers Lee: (910) 774-4520 Harnett: (910) 893-2118 Smoky Mountain Center for MH/DD/SAS PO Box 127, Sylva, NC 28779 (828) 586-5501 (828) 586-3965-FAX 800-849-6127 Emergency Phone Number
Cherokee, Swain Clay, Graham Haywood Jackson, Macon	Southeastern Center for MH/DD/SAS PO Box 1230, Wilmington, NC 28402-1230 (910) 251-6440 (910) 796-3133-FAX (910) 251-6551 Emergency Phone Number
Brunswick New Hanover Pender	Southeastern Regional MH/DD/SA Services 2003 Godwin Avenue Lumberton, NC 28358-2901 (910) 738-5261 (910) 738-8230-FAX 800-672-8255 Emergency Phone Number
Bladen Columbus Robeson Scotland	Tideland MH Center 1308 Highland Drive, Washington, NC 27889-3494 (252) 946-8061 (252) 946-8078-FAX 800-682-0767 Emergency Phone Number
Beaufort Hyde, Martin Tyrrell Washington	Wake County Human Services PO Box 46833, Raleigh, NC 27620-6833 (919) 212-7301 (919) 212-7309-FAX (919) 250-3133 Emergency Phone Number
Wake	Western Highlands MH/DD/SAS 356 Biltmore Avenue, Asheville, NC 28801 (828) 225-2800 (828) 252-9584-FAX 800-951-3792 Emergency Phone Number
Buncombe Henderson, Madison, Mitchell, Polk, Rutherford Transylvania, Yancey Greene Wilson	Wilson-Greene Area MH/MR/SAS 1709 S. Tarboro Street, PO Box 3756 Wilson, NC 27895-3756 (252) 399-8021 (252) 399-8151-FAX 888-399-8021 Emergency Phone Number

Vocational Rehabilitation Independent Living Program

Assisting individuals with significant disabilities in achieving independence is the primary objective of VR's Independent Living Program.

That means providing services that enable these individuals to live and function in the homes and communities of their choice. Counselors and program participants jointly develop a plan that will provide a viable, cost-effective alternative to institutional living and in many cases help maintain or improve employment opportunities.

For more information, see <http://dvr.dhhs.state.nc.us/DVR/IL/ilhome.htm>.

Administrative Office:

2801 Mail Service Center
805 Ruggles Dr., Raleigh, NC 27699-2801
Phone: (919) 855-3500, Fax: (919) 733-1628

Albemarle Office

(Union, Stanly, Montgomery, Rowan, Richmond, Anson, and Cabarrus)
702 Henson Street, Albemarle, NC 28001
Phone: (704) 985-1172; 982-2568
Fax: (704) 983-3797

Asheville Office

(Buncombe, Henderson, McDowell, Madison, Polk, Rutherford, and Transylvania)
599 Tunnel Rd., Asheville, NC 28805
Phone: (828) 670-3377 Fax: (828) 298-9330

Boone Office

(Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey)
245 Winklers Creek Rd, Suite A
Boone, NC 28607
Phone: (828) 265-5419 Fax: (828) 265-5376

Charlotte Office

(Gaston, and Mecklenburg)
401 S Independence Blvd., Ste 660
Charlotte, NC 28204
Phone: (704) 568-8804 Fax: (704) 347-7130

Durham Office

(Chatham, Durham, Lee, Orange, Person, and Granville)
4312 Western Park Place
Durham, NC 27705
Phone: (919) 560-6815 Fax: (919) 560-3231

Elizabeth City Office

(Bertie, Camden, Chowan, Currituck, Dare, Gates, Pasquotank, Perquimans, Tyrrell, and Washington)
401 S. Griffin St., Suite 75
Elizabeth City, NC 27909
Phone: (252) 338-0175 Fax: (252) 338-0179

Fayetteville Office

(Bladen, Cumberland, Harnett, Hoke, Robeson, Sampson, Moore, Scotland)
1200 Fairmont Court, Fayetteville, NC 28304
Phone: 910/486-1717 Fax: 910/486-1548

Greensboro Office

(Alamance, Caswell, Guilford, Randolph and Rockingham)
3401-A W. Wendover Ave.
Greensboro, NC 27407
Phone: (336) 852-4523 Fax: (336) 299-9281

Greenville Office

(Beaufort, Greene, Hyde, Lenoir, Pitt and Wayne)
P.O. Box 2427, 101 Fox Haven Dr.
Greenville, NC 27836
Phone: (252) 830-3471 Fax: (252) 830-6599

Hickory Office

(Alexander, Burke, Caldwell, Catawba, Cleveland, Iredell and Lincoln)
2661 Hwy. NC 127 South
Hickory, NC 28602
Phone: (828) 294-0338 Fax: (828) 294-0255

New Bern Office

(Carteret, Craven, Jones, Onslow and Pamlico)
2203 Neuse Blvd., New Bern, NC 28561
Phone: (252) 514-4806 Fax: (252) 514-4897

Raleigh Office

(Franklin, Johnston, Vance, Wake and Warren)
2803 Mail Service Center
436 N. Harrington St.
Raleigh, NC 27699-2803
Phone: (919) 715-0543 Fax: (919) 715-0813

Rocky Mount Office

(Edgecombe, Halifax, Hertford, Martin, Nash,
Northampton and Wilson)
Station Square, Suite 163
Rocky Mount, NC 27804
Phone: (252) 446-0867 Fax: (252) 446-3191

Sylva Office

(Cherokee, Clay, Graham, Haywood, Jackson,
Macon and Swain)
122 Sylva Plaza, P. O. Box 756
Sylva, NC 28779
Phone: (828) 586-3455 Fax: (828) 586-2129

Wilmington Office

(Brunswick, Columbus, Duplin, New Hanover
and Pender)
1506 Market St., Suite B
Wilmington, NC 28401
Phone: (910) 251-5810 Fax: (910) 251-2659

Winston-Salem Office

(Davidson, Davie, Forsyth, Stokes, Surry and
Yadkin)
1510-B Martin St., Suite 201
Winston-Salem, NC 27103
Phone: (336) 761-2433, Fax: (336) 761-2395

APPENDIX D: Telecommunications Relay Service

■ Background

Telecommunications Relay Services (TRS) permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico, and all of the U.S. territories. Businesses, government agencies, family, friends, and employers of persons with hearing and speech disabilities make and receive relay calls everyday.

■ How Does TRS Work?

TRS uses operators, called “communications assistants” (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Federal Communications Commission (FCC) rules require telephone companies to provide TRS nationwide on a 24 hour-a-day, 7 day a week basis, at no extra cost to callers. Conversations are relayed in real-time and CAs are not permitted to disclose the content of any conversation. Relay callers are not limited in the type, length, or nature of their calls.

■ What is a TTY (Text Telephone)?

TTYs are also called text telephones. TTYs have a typewriter keyboard and allow persons to type their telephone conversations via two-way text. The text is read on a lighted display screen and/or a paper printout on the TTY.

■ 7-1-1 Access to TRS

Just as you can call 4-1-1 for information, you can dial 7-1-1 to connect to relay service anywhere in the United States. 7-1-1 makes it easier for travelers to use relay because they do not have to remember relay numbers in every state.

■ Don't Hang Up!

Some people hang up on relay calls because they think the CA is a telemarketer. If you answer the phone and hear, “Hello, this is the relay service. Have you received a relay call before?” please don't hang up. Congratulations! You are about to talk to a person who is deaf, hard-of-hearing, or has a speech disability on your phone!

MORE INFORMATION ON TELECOMMUNICATIONS RELAY SERVICES

To learn more about TRS, visit the FCC's Web site at www.fcc.gov/cgb.

NOTES

NOTES

NOTES

NOTES

NOTES

NOTES

NOTES

