



RESOURCES FOR Your Next Steps

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Buncombe County has compiled a number of resources to assist those who were impacted by Tropical Storm Helene. This guide includes information on grant programs and food, housing, and health services. Please note that due to the nature of disaster recovery, area resources change frequently.

This guide is current as of April 21, 2025.

In-Person Support



Find more information on Buncombe County's Helene Resource Center on [Page 2](#).

Scam Advisory



Find more information on reporting scams and price gouging after a disaster on [Page 3](#).

Housing & Land



If you need assistance with housing or agricultural land, find more information on [Page 4](#).

Food & Goods



If you need assistance with finding food, goods, and other physical resources, find more information on [Page 6](#).

Health



If you need assistance with healthcare and medical needs, find more information on [Page 7](#).

Financial & Legal Help



If you need financial resources or legal assistance, find more information on [Page 8](#).



FIND SUPPORT AT THE **Helene Resource Center**

Buncombe County's Helene Resource Center (HRC) serves as a central hub for Helene survivors, providing continued access to vital recovery services in a survivor-focused setting.

The opening of the Helene Resource Center marks a key milestone in the transition from short-term federal disaster relief to a long-term, locally curated recovery model. Survivors will find access to multiple resources in one place, including:

- FEMA Individual Assistance
- Private Property Debris Removal
- State Disaster Case Management
- Small Business Administration (SBA) disaster loans
- Hazard Mitigation Grant Program
- Additional survivor-focused services and referrals

The HRC is open to all individuals and families impacted by Hurricane Helene, regardless of where they are in their recovery journey.

Location and Additional Information

The HRC is located at 94 Coxe Avenue in Downtown Asheville; it is open 8 a.m. to 5 p.m., Monday through Friday. Free parking is located across the street, and no appointment is necessary.

As a part of this transition, the Fairview Disaster Resource Center will close on April 11, and these resources will move to the HRC.

Find more information at www.buncombecounty.org/countycenter/news-detail.aspx?id=22074.





ADVISORY

Reporting Scams and Price Gouging

In the wake of disasters, it's common to see people or companies try to take advantage of survivors by impersonating official organizations, aid workers, or relatives or by raising prices of a service or product to an unreasonable level. If you believe you have experienced or witness a scam or price gouging, here's how to report it.

Resources for Reporting

North Carolina Consumer Protection Agency and North Carolina Attorney General's Office lines are open to report price gouging and other Helene-related concerns. You can also contact the Attorney General's Office for help with a complaint about disaster repair or a contractor.

Victims of scams, wage theft, etc., should report online at www.ncdoj.gov or by calling 1-877-5-NO-SCAM (1-877-566-7226).

Additional Information

Find more details about what to watch for and how to recognize post-disaster scams in this online resource from FEMA: www.fema.gov/press-release/20250122/disaster-survivors-beware-fraud-and-scams.





NEXT STEPS FOR Housing

Transitional Sheltering Assistance

Continued assistance through FEMA's Transitional Sheltering Assistance (TSA) program is being reviewed on an individual basis. Learn more about the program and eligibility.

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Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program is a FEMA-funded initiative aimed at reducing or eliminating future damages and losses following a disaster.

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Asheville Regional Coalition for Home Repair

The coalition, which is a partnership among four area nonprofits, assists with storm damage and home repairs.

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Rental, Mortgage, and Utilities Assistance

Rental, mortgage, and utilities assistance can be found through local organizations, FEMA, and programs from Buncombe County and the City of Asheville.

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Rental Assistance Info for Landlords

Landlords and property managers can find details on how rental assistance works and the advantages of these programs.

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Code Purple Emergency Shelter

Code Purple is the emergency winter shelter program in Asheville and Buncombe County. During extremely cold weather, shelters open extra space overnight for people with nowhere else to go.

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NEXT STEPS FOR **Housing**

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Privately owned roads and bridges that sustained damage could be eligible for repair assistance from FEMA or the NC-PRB Program.
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Emergency Watershed Protection

Residents with damage or severe erosion from Helene causing a threat to a structure, road, bridge, culvert, or other infrastructure could be eligible for this U.S. Department of Agriculture program.
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Farm & Agricultural Resources

Farmers, farm workers, and rural landowners can find support for their unique disaster-related needs.
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NC 211

This information and referral service from United Way can connect residents in need to a variety of resources.
Page 46

NC Disaster Case Management

The state-led NC-DCM program is now available to guide individuals and households in Buncombe County through the recovery process.
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NEXT STEPS FOR

Food & Goods

ePASS

Create an account to learn more about and apply for benefits and services.

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Community Care Station

The Community Care Station gives access to laundry, showers, food, and more.

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Community Engagement Markets

Hosted by Buncombe County, these markets offer access to free food as well as other programs and services.

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Community-led Food & Goods Resources

Many local organizations are assisting residents with finding food and essentials.

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NC 211

This information and referral service from United Way can connect residents in need to a variety of resources.

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NC Disaster Case Management

The state-led NC-DCM program is now available to guide individuals and households in Buncombe County through the recovery process.

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NEXT STEPS FOR **Health**

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Community Care Station

The Community Care Station gives access to laundry, showers, food, and more.

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Medical Clinics & Federally Qualified Health Centers

Local organizations and FQHCs offer no-cost and sliding-scale options for medical and behavioral care.

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NC 211

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NC Disaster Case Management

The state-led NC-DCM program is now available to guide individuals and households in Buncombe County through the recovery process.

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NEXT STEPS FOR



Financial & Legal Assistance

Red Cross Assistance

Eligible residents, whose homes were destroyed or sustained major damage, can receive help from the American Red Cross.

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Eblen Charities Assistance Programs

The organization offers help with rent and mortgage payments, as well as bills and medical needs.

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Small Business Administration

Find help from the SBA through physical damage loans for repairs, replacements, and mitigation improvements.

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Legal Services

Pisgah Legal and Legal Aid of North Carolina provide pro bono legal services for residents in need.

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NC 211

This information and referral service from United Way can connect residents in need to a variety of resources.

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TSA Eligibility

Eligibility for the Transitional Sheltering Assistance (TSA) Program for Buncombe County residents is being reviewed on an individual basis. If you are eligible for TSA, visit www.femaemergencyhotels.com to find available accommodations.

Once your individual deadline is reached and you have been deemed ineligible for continued assistance, you will be removed from the program and costs will no longer be covered by FEMA.

You're ineligible if...

- You have not verified your identity, citizenship, or proof of residency.
- You are not a resident of Buncombe County or another disaster-declared county.
- You have insurance or other disaster assistance that is able to meet your needs.
- Your storm-damaged home was not your primary residence.
- Your expenses and needs were not caused by Tropical Storm Helene.
- FEMA inspectors determined that your home is habitable.

If you do not agree that your home is habitable, you can appeal FEMA's decision online at www.disasterassistance.gov, by calling the helpline at (800) 621-3362, or by visiting the Helene Resource Center (find more info on [Page 2](#)).

Options for Continued FEMA Housing Assistance

FEMA is contacting TSA participants via phone and email, but if you have not heard directly, **make sure to check your online account** at www.disasterassistance.gov and **speak with your hotel's front desk** to see if you're eligible for continued FEMA housing assistance.

Continued housing assistance could include:

- Rental assistance, which allows you to rent alternative housing accommodations while you're displaced.
- Transportable Temporary Housing Units, like an RV or manufactured housing, that is purchased or leased by FEMA.
- Direct lease assistance, which leases residential property in or near the disaster area for use as temporary housing.





NEXT STEPS FOR

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program (HMGP) is a FEMA-funded initiative aimed at reducing or eliminating future damages and losses following a disaster. While federally funded, the program is managed in North Carolina by the Department of Public Safety's Division of Emergency Management.

Mitigation Strategies

- The **elevation project** raises the home as is, demolishes the old foundation, and builds a new foundation that raises the first floor approximately 2 feet above the 100-year flood elevation. For these projects, the homeowner is provided temporary lodging while work is done on the home, and nothing is moved out of the home.
- The **mitigation reconstruction** project is used when it is determined a home cannot be raised due to the home's instability. The program will move out all the household furnishings and store them, provide temporary lodging, demolish the old home, build a new foundation at 2 feet above 100-year flood elevation, and build a new home on the foundation. These are contractor-grade homes with no custom furnishings.
- The **acquisition project** buys the property from the homeowner, at the value of the property the day prior to the disaster. Once the homeowner relocates, the home is demolished, and the property remains as greenspace into perpetuity.

In all three of these projects, FEMA provides 75% of the cost and the state pays the 25% match. There is no cost to the homeowner.

The program does not have an income requirement and is intended to assist all of those impacted by the disaster.

Participation in the program is entirely voluntary, and property owners may withdraw their applications anytime.





NEXT STEPS FOR

Hazard Mitigation Grant Program

Apply for the HMGP

Even though the FEMA Individual Assistance deadline has passed, **applications are still being accepted for HMGP.**

1. Watch the 8-minute video at the link below.
2. Complete the 5-minute Grant Information Request.
3. After receiving an email from a Hazard Mitigation team member, complete and return the application as instructed in the email.
4. Be approved by the local government (town or county) for inclusion in their application to FEMA.

You can find links to the video and the grant request online at www.buncombecounty.org/countycenter/news-detail.aspx?id=21858.





NEXT STEPS FOR

ARCHR Home Repair Assistance

The Asheville Regional Coalition for Home Repair (ARCHR) consists of Asheville Habitat for Humanity, Community Action Opportunities, PODER Emma, and Mountain Housing Opportunities. ARCHR is providing disaster-related home repairs for low-income homeowners in Buncombe and Madison counties.

Apply for ARCHR Assistance

To request repairs, you can fill out an online form that will assess your eligibility for assistance. The form is also intended to match your needs with the coalition organization that is best positioned to help.

Those who meet the initial criteria will be contacted for a home visit to assess requested repairs.

The online form is available at www.ashevillehabitat.org/housing-programs/disaster-repairs.





NEXT STEPS FOR

Rental Assistance

Rental assistance programs help low income households pay for rent and other housing costs, such as security deposits or utilities, or assist with legal issues to avoid eviction or foreclosure. Many also include services that match tenants looking for housing with landlords who have available units.

FEMA Rental Assistance

FEMA Rental Assistance is a grant to provide disaster survivors with a temporary place to live while they repair or rebuild their home. This money can be used to rent a place to live, such as a house, apartment, hotel room, RV, or other options while your home is repaired, or while you look for a new place to live. If you are deemed eligible for FEMA Rental Assistance, the initial grant is for two months.

The FEMA Individual Assistance deadline has passed, but if you have already submitted an application for IA, you can inquire about the availability of rental assistance.

County & City Rental Assistance

Buncombe County and the City of Asheville are distributing funds for rental assistance through Grace Covenant Presbyterian Church. The program being managed by Grace is available to low-income families. Families can apply by visiting Grace Covenant Presbyterian Church at 789 Merrimon Avenue between noon and 4 p.m., Monday-Friday. You can also call (828) 254-324 for more information.

The City of Asheville is also distributing funds through Eblen Charities. The Eblen program is available to all individuals and families who need help paying for rent or mortgage in Asheville. Learn more online at www.eblencharities.org/programs or by calling (828) 255-3066.

Continued on the next page.





NEXT STEPS FOR Rental Assistance

These local organizations are also offering assistance with finding or paying for rental accommodations.

AGENCY	ELIGIBILITY
Asheville Buncombe Community Christian Ministry 24 Cumberland Avenue, Asheville (828) 259-5300 www.abccm.org/ministry-service/crisis	<ul style="list-style-type: none"> - Under threat of eviction - <80% Area Median Income - Apply by phone
Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs	<ul style="list-style-type: none"> - Experiencing crisis or hardship - <80% Area Median Income - Apply online
Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254-3274 www.gcpcusa.org	<ul style="list-style-type: none"> - Suffering economic hardship from Helene - <80% Area Median Income - Apply by phone or in-person
Southern Smoke Foundation (713) 364-6501 www.southernsmoke.org	<ul style="list-style-type: none"> - Food and beverage staff - Must have worked 30+ hours per week in the industry for at least 6 months - Apply online

Continued on the next page.





NEXT STEPS FOR

Rental Assistance

AGENCY	ELIGIBILITY
Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcmbblackmountain.org	<ul style="list-style-type: none">- Black Mountain, Swannanoa, or homes east of the VA hospital- <200% of the poverty line- Apply by phone or in person
The ARC of Buncombe County 50 South French Broad Avenue #246, Asheville (828) 253-1255 www.arcofbuncombecounty.org/assistance	<ul style="list-style-type: none">- Buncombe County household that includes member with an intellectual or developmental disability- <80% Area Median Income- Apply by phone or online
The Giving Kitchen (404) 254-1227 www.thegivingkitchen.org/help	<ul style="list-style-type: none">- Food and beverage staff facing crisis- Apply online
Thrive Asheville kristal@thriveasheville.org www.thriveavl.org/landlord-tenant-partnership-1	<ul style="list-style-type: none">- Must have an active Housing Choice Voucher or active Section 8 Voucher- Apply online





NEXT STEPS FOR

Mortgage Assistance

Mortgage assistance programs help households pay their mortgage and other housing costs, such as utilities, to help avoid foreclosure and homelessness.

AGENCY	ELIGIBILITY
Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs	<ul style="list-style-type: none">- Experiencing crisis or hardship- <80% Area Median Income- Apply online
Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254.3274 www.gcpcusa.org	<ul style="list-style-type: none">- Suffering economic hardship from Helene- <80% Area Median Income- Apply by phone or in-person
OnTrack Financial Education & Counseling 50 South French Broad Avenue, Suite 227, Asheville (828) 255-5166 www.ontrackwnc.org <i>Foreclosure prevention counseling</i>	<ul style="list-style-type: none">- Homeowners who are late on mortgage payments or are concerned about being able to afford their home in the near future
Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcmbblackmountain.org	<ul style="list-style-type: none">- Black Mountain, Swannanoa, or homes east of the VA hospital- <200% of the poverty line- Apply by phone or in person





NEXT STEPS FOR

Utilities Assistance

These local organizations are helping low- and moderate-income households pay for water, electric, gas, or other utility costs to avoid services being turned off.

AGENCY	ELIGIBILITY
Asheville Buncombe Community Christian Ministry 24 Cumberland Avenue, Asheville (828) 259-5300 www.abccm.org/ministry-service/crisis	<ul style="list-style-type: none">- Under threat of eviction- <80% Area Median Income- Apply by phone
Disaster Energy Assistance Program 40 Coxe Avenue, Asheville (828) 250-5500 www.buncombecounty.org/countycenter/news-detail.aspx?id=21942	<ul style="list-style-type: none">- Buncombe County resident- Impacted by Helene- Income of 60% of State Median Income- Apply in person or by phone
Eblen Charities 23 Hamilton Street, Asheville (828) 255-3066 www.eblencharities.org/programs	<ul style="list-style-type: none">- Experiencing crisis or hardship- <80% Area Median Income- Apply online
Grace Covenant Presbyterian Church 789 Merrimon Avenue, Asheville (828) 254.3274 www.gcpcusa.org	<ul style="list-style-type: none">- Suffering economic hardship from Helene- <80% Area Median Income- Apply by phone or in-person

Continued on the next page.





NEXT STEPS FOR

Utilities Assistance

AGENCY	ELIGIBILITY
Southern Smoke Foundation (713) 364-6501 www.southernsmoke.org	<ul style="list-style-type: none">- Food and beverage staff- Must have worked 30+ hours per week in the industry for at least 6 months- Apply online
Swannanoa Valley Christian Ministry 101 North Ridgeway Avenue, Black Mountain (828) 669-9404 www.svcmbblackmountain.org	<ul style="list-style-type: none">- Black Mountain, Swannanoa, or homes east of the VA hospital- <200% of the poverty line- Apply by phone or in person
The ARC of Buncombe County 50 South French Broad Avenue #246, Asheville (828) 253-1255 www.arcofbuncombecounty.org/assistance	<ul style="list-style-type: none">- Buncombe County household that includes member with an intellectual or developmental disability- <80% Area Median Income- Apply by phone or online
The Giving Kitchen (404) 254-1227 www.thegivingkitchen.org/help	<ul style="list-style-type: none">- Food and beverage staff facing crisis- Apply online





NEXT STEPS FOR

Rental Assistance Info for Landlords

Landlords and property managers can play a vital role in reducing housing instability and promoting recovery after a disaster. One resource that benefits landlords and tenants is rental assistance.

Advantages of Accepting Rental Assistance

One-time or ongoing payments of rent ensures that tenants stay in their homes and landlords receive the money for their unit(s). Often households and individuals seeking rental assistance are looking for stabilization in the safe and secure housing they are currently residing within.

There are several advantages to accepting rental assistance.

- **Guaranteed rent payments:** Rental assistance programs are specifically designed to make sure that landlords get paid and keep tenants housed.
- **Guaranteed security deposits, arrears, utility payments, and more:** Rental assistance can be more than just a regular monthly payment; many tenants are eligible for security deposits, arrears, utility assistance, and even support to cover accidental damages.
- **Less vacancy time:** When tenants move out, it takes time to find someone new and empty rentals do not generate rental income. By accepting rental assistance from an existing tenant, landlords continue to receive payment and reduce the time and headache of changing occupants.
- **More potential renters:** Accepting more forms of rent gives you access to a bigger pool of potential ready-to-rent tenants.
- **Additional support:** Many rental assistance programs work with households to provide additional support like case management, transportation, meals, medical care, and other resources necessary to maintain a safe, healthy, and sustainable home.
- **Satisfaction of helping others:** Everybody needs a little help sometimes. By accepting rental assistance, landlords become an important partner in the community safety net that allows neighbors to maintain a place to call home.

Find FAQs on the next page.





NEXT STEPS FOR

Rental Assistance Info for Landlords

Frequently Asked Questions

Who pays the rent?

Typically, rental assistance programs pay landlords directly each month assistance is needed. This ensures the landlord receives the funds.

Where could I refer my tenant for assistance?

Many charitable organizations provide rental assistance to households in need and have varied requirements. Some organizations serve specific tenants (low-income households, families with children, or seniors). For a list of rental assistance providers, go to [Page 13](#).

How much rental assistance is available?

Rental assistance providers may have varying assistance thresholds based on program guidelines. These thresholds could be a monetary cap, a time limit, or may be limited based on Federal standards for Fair Market Rent. To best understand what assistance may be available to a household contact each provider to learn more about their program.

What is Fair Market Rent?

Each year the Department of Housing and Urban Development (HUD) calculates the average rents in the region and sets the maximum amount that federally funded programs can pay. Non-federal programs and non-profits often use the same standard. To view Fair Market Rent amounts, visit <https://bit.ly/ashevillefmr>.

How do tenants qualify for rental assistance?

Qualifications will vary between each organization. Tenants may need to demonstrate the need for assistance and be income eligible in accordance with Area Median Income (AMI) levels. Area Median Income levels are determined by the number of people in the household and are published by HUD annually, to view these income levels visit <https://bit.ly/ashevilleami>.

Continued on the next page.





NEXT STEPS FOR

Rental Assistance Info for Landlords

Frequently Asked Questions

What documentation do landlords need to provide?

Documentation that may need to be provided by a landlord will vary. Generally, landlords provide a copy of the lease agreement (if not provided by the tenant), a W9, and contact information for the landlord. In some cases, a signed attestation to accepting the assistance will be required.

How can I trust the payment will be valid?

Providers of rental assistance are typically certified 501(c)(3) nonprofit organizations with proper funding and a mission directly connected to the assistance they provide to the community. These organizations have a variety of grant funding with third parties like government agencies or foundations that often hold them accountable to ensure funds are expended properly and not misused.

Can landlords apply for rental assistance on behalf their tenants?

Landlords cannot apply directly for rental assistance on behalf of their tenants. Program eligibility requirements are based on the needs of the tenants. However, landlords can encourage tenants to apply for such assistance to receive payment from a provider on behalf of their tenant.

Best Practices

- Reach out to your tenant(s).
- Honor the lease and be flexible when possible.
- Include flexibility with existing tenants to arrange for late payments through assistance providers.
- Seek help to find solutions.





NEXT STEPS FOR

Code Purple Emergency Shelter

Code Purple is the emergency winter shelter program in Asheville and Buncombe County. During extremely cold weather, shelters open extra space overnight for people with nowhere else to go. Code Purple is called when temperatures are at or below 32 degrees, including windchill (or below 40 degrees with rain or snow).

Staff and volunteers can work with you to find ongoing shelter and housing options.

Eligibility Requirements

You do not need an ID to stay. You do not need to be sober to get in. You must be able to care for your own basic needs (get in and out of bed, visit the restroom, shower, take your medications, etc.). You may bring some personal items, but storage lockers are limited.

However, you must agree to the following conditions:

- No using, buying, or selling drugs or alcohol in the shelter or on property.
- No theft or violence.
- No weapons (any dangerous items must be turned in at entry and will be returned you at exit).
- No pets.

Transportation

Free transportation to Code Purple shelters is available.

- Inform the ART Bus driver that you need to ride to a Code Purple shelter.
- A shuttle picks up guests at ABCCM Crisis Ministry (24 Cumberland Avenue, Asheville) at 4 p.m. when shelters are open.

Find More Information

For more information on the program, call the Code Purple Hotline at 828-398-6011 or visit www.ashevillenc.gov/service/cold-weather-emergency-shelter.

You can find the latest weather information online at www.weather.gov.

Find shelter locations on the next page.





NEXT STEPS FOR

Code Purple Emergency Shelter

The Code Purple program provides beds and meals at the following locations:

LOCATION	POPULATION	HOURS	BUS ROUTE
Asheville Buncombe Community Christian Ministry 20 20th Street, Asheville 828-398-6013	Single men	Intake: 4-8 p.m. Exit: 7:30 a.m.	WE2
Transformation Village 30 Olin Haven Way, Asheville 828-259-5365	Single women and women with children	Intake: 4-8 p.m. Exit: 7:30 a.m.	W2 Stop 877: Asheville Outlets (shuttle)
Safe Shelter 587 Haywood Road, Asheville 828-606-2091 or 828-595-6101 <i>Referral is required; complete the <u>online referral form</u> before you call one of the above phone numbers.</i>	Families	Intake: 6 p.m. Exit: 7:30 a.m.	W1 W2 W6





NEXT STEPS FOR

Private Road & Bridge Repair

If an individual had a privately owned road or bridge damaged or destroyed by Tropical Storm Helene, repair or replacement assistance may be available from FEMA or the NC Private Road and Bridge Program.

FEMA Eligibility Requirements

To receive repair assistance for privately-owned access routes, the following conditions must be met:

- A FEMA inspection must determine repairs are necessary to provide drivable access to the primary residence.
- The applicant must be responsible (or share responsibility with other homeowners) for maintaining the privately-owned access route to their primary residence.
- The privately owned access route is the only way to reach the applicant's primary residence; repair or replacement of a secondary route is necessary for practical use (for example, it is impossible to access the residence without a bridge or road); OR the safety of the occupants or the residence would be adversely affected because emergency vehicles cannot reach the residence.

Apply for FEMA Bridge and Road Repair Assistance

Assistance for repairing privately owned roads and bridges is provided through FEMA Individual Assistance (IA). **When you're applying, it is considered Home Repair.**

The deadline for initial IA applications has passed, but if you have already applied for IA, you can speak to a FEMA representative to find out whether you're eligible for private road and bridge repair.

- Download the [FEMA app](#) for mobile devices.
- Call 1-800-621-3362. The line is open 7 a.m. to midnight ET every day and is available in multiple languages.
- Visit the Helene Resource Center at 94 Coxe Avenue, Asheville. It is open Mon.-Fri, 8 a.m.-5 p.m.





NEXT STEPS FOR

Private Road & Bridge Repair

Applying to FEMA with Multiple Families

In an instance where the private road or bridge serves multiple households and these households share responsibility for its maintenance, all households are encouraged to apply. However, not all households are required to apply.

FEMA will need additional coordination between applicants, including:

- Written consent from all applicants as pertains to the shared privately-owned access route.
- A declarative statement affirming any assistance FEMA provides will be used to make repairs to the access route and that the applicant understands they are responsible for getting permits and complying with local codes and ordinances.

All applications will be reviewed to determine an equitable award, and each party could receive up to the maximum repair amount of \$42,500.

Private roads and bridges that are maintained by an HOA may not be eligible for assistance. However, if the HOA is unable to receive assistance from insurance or other sources, FEMA may still help.

If You Already had Your Bridge or Road Repaired...

You may still be eligible for assistance. Let the FEMA inspector know that your road or bridge was damaged then repaired, and make sure you keep all repair receipts to send copies to FEMA after the inspection.

Repairs through FEMA Public Assistance

Private road and bridge repair can also be made through FEMA Public Assistance, which is provided to local, state, and tribal governments as well as some nonprofits. This assistance only allows for the minimum, temporary work required for emergency service access. PA can potentially supplement IA, if that assistance does not fully cover repairs.





NEXT STEPS FOR

NC Private Road & Bridge Program

The North Carolina Private Road and Bridge Program (NC-PRB) was launched to assist property owners across Western North Carolina with damages from Helene. The program will:

- Give priority to repairs to private roads/bridges that are the sole access for emergency services to residential properties occupied by the property owner for over six months of the calendar year.
- Give priority to repairs to roads/bridges providing access to multiple residential homes, recreation or commercial facilities.

Apply for NC-PRB

If you have a private road, culvert, pipe, or bridge that was damaged or destroyed following Tropical Storm Helene and you are located in an eligible county, fill out the NC-PRB Interest Form at www.ncdps.gov/helene/prb.

If you need assistance with the form or have general questions about the NC Private Roads and Bridges Program, please contact ncemprb@ncdps.gov.





NEXT STEPS FOR

Emergency Watershed Protection Program

Buncombe County residents with damage or severe erosion from Helene that causes a threat to a structure, road, bridge, culvert, or other infrastructure could be eligible for the U.S. Department of Agriculture EWP Program.

Eligible Damage

The EWP Program assists landowners with repairing damage that is threatening their property's safety.

- Debris-clogged waterways
- Unstable streambanks
- Severe erosion jeopardizing public infrastructure
- Wind-borne debris removal
- Steep slopes that have lost ground cover and are in danger of sliding

The disaster-related damage must be causing a threat to an existing structure, road, bridge, or other infrastructure to be eligible. While this program does fund repairs, the timeline is generally 1-3 years.

Apply for the EWP Program

There are two ways to apply for funding.

- Online through the Buncombe County Property Damage Form. You can find the online application at www.buncombecounty.org/countycenter/news-detail.aspx?id=21893.
- By phone at (828) 250-4785. Provide your name, address, and a brief description of the damage, and Buncombe County Soil & Water Conservation will reach out as soon as possible.





NEXT STEPS FOR

Farm and Agricultural Assistance

Emergency Watershed Protection ([Page 27](#)) and Hazard Mitigation Grants ([Page 10](#)) can help property owners repair their land and make it more resilient, but these resources address other commonly reported recovery needs from agricultural and farming communities. Find additional information online at www.buncombecounty.org/countycenter/news-detail.aspx?id=21932.

General Farmer and Landowner Resources

- **Farm Service Agency Emergency Conservation Program (ECP)** offers financial and technical assistance to agricultural producers to repair and restore farmland affected by natural disasters. ECP helps farmers and ranchers implement emergency conservation measures to rehabilitate damaged land, restore agricultural production, and prevent further environmental degradation. Contact Charles Zink of the Madison/Buncombe FSA Office by calling 828-649-2712 Extension 2 or emailing at charles.zink@usda.gov.
 - Find more information online at www.fsa.usda.gov/resources/programs/emergency-conservation-program-ecp.
- **Natural Resources Conservation Service Environmental Quality Incentives Program (EQIP)** provides technical and financial assistance to agricultural producers and forest landowners to address natural resource concerns, such as:
 - Improved water and air quality
 - Conserved ground and surface water
 - Increased soil health
 - Reduced soil erosion and sedimentation
 - Improved or created wildlife habitat
 - Mitigation against drought and increasing weather volatility
 - Forest Management Plan, invasive management, and implementation of forest management practices
 - Contact Kayla Martineau by emailing kayla.martineau@usda.gov or by calling the NRCS Asheville Service Office at (828) 254-0916, extension 3.
 - Find more information online at www.nrcs.usda.gov/programs-initiatives/eqip-environmental-quality-incentives.

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NEXT STEPS FOR

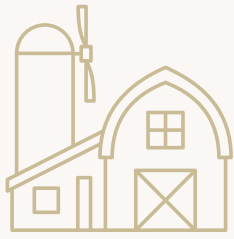
Farm and Agricultural Assistance

General Farmer and Landowner Resources

- **Emergency Assistance for Livestock, Honeybees & Farm-Raised Fish** provides financial help for farmers, ranchers, small honey producers, and fish nurseries. It includes items that aren't covered by other disaster assistance programs, like feed, hay, and grazing losses. You can apply for assistance at your local Farm Service Agency center.
 - Find more information online at www.fsa.usda.gov/resources/programs/emergency-assistance-livestock-honeybees-farm-raised-fish-elap.
- **Tree Assistance Program** helps eligible nurseries, orchards, and vineyards replace or rehabilitate trees, bushes, shrubs, and vines that were produced for commercial purposes and damaged by the disaster.
 - Applications can be submitted at your local USDA Service Center. To locate a nearby center, visit www.farmers.gov/working-with-us/service-center-locator.
 - Find more information online at www.fsa.usda.gov/programs-and-services/disaster-assistance-program/tree-assistance-program.
- **NC Cooperative Extension** has shared multiple resources on disaster preparation and recovery, including:
 - *Dealing With Pasture, Hay, Feed and Animal Health Issues*, www.ncdisaster.ces.ncsu.edu/2024/10/dealing-with-pasture-hay-feed-and-animal-health-issues-during-recovery-from-hurricane-helene
 - *Soil Management Recommendations*, www.ncdisaster.ces.ncsu.edu/2024/10/soil-management-recommendations-for-helene-impacted-western-n-c/
 - Find more farm and landowner resources online at www.buncombe.ces.ncsu.edu/helene-recovery-information.

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NEXT STEPS FOR

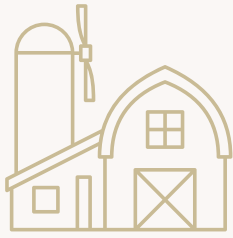
Farm and Agricultural Assistance

Farm and Agritourism Business Recovery

- **WNC Strong Grants**, www.wncstrongtogether.org/grants
- **WNC Strong Recovery Loans**, www.wncstrongtogether.org/loans
- **ASAP Appalachian Grown Farmer Immediate Needs Grant**,
www.asapconnections.org/farmer-resources/emergency-relief
- **Empowering Mountain Food Systems Recovery Grant**,
www.buncombe.ces.ncsu.edu/2024/10/empowering-mountain-food-systems-recovery-grant/
- **Crop Insurance Guidance for Farmers**,
www.ncdisaster.ces.ncsu.edu/2024/10/crop-insurance-guidance-for-farmers
- **Pesticide Disposal Safety After Flooding**,
www.buncombe.ces.ncsu.edu/2024/10/pesticide-disposal-safety-after-flooding
- **Soil Management Recommendations for Helene-Impacted WNC**,
www.ncdisaster.ces.ncsu.edu/2024/10/soil-management-recommendations-for-helene-impacted-western-n-c
- **Planting Fields After Flood Events**, www.soilmanagement.ces.ncsu.edu/2024/10/considerations-for-planting-into-agricultural-fields-after-flood-events
- **Assessing a Food Processing Facility**, www.foodsafetyprocessors.ces.ncsu.edu/2024/10/reopening-a-food-processing-facility-after-a-flood-event
- **Guidance for Small Farms: Cleaning Packing Sheds, Coolers, and Soil Testing**,
www.buncombe.ces.ncsu.edu/helene-recovery-information/guidance-for-small-farms-cleaning-packing-areas-and-testing-soils

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NEXT STEPS FOR

Farm and Agricultural Assistance

Severe Stream Erosion

- **Shade Your Stream** is a grant-funded initiative through Mountain Valleys Resource Conservation and Development to incentivize landowners to restore healthy streamside vegetation on their land.
 - Learn more online at www.mountainvalleysrcd.org/sys.
- **Small-Scale Solutions to Eroding Streambanks** is a resource from the NC Cooperative Extension about evaluating and managing your streambank.
 - Find the booklet online at www.bae.ncsu.edu/wp-content/uploads/sites/3/2017/07/Small-scale-Solutions-to-Eroding-Streambanks.pdf.

Forestland Recovery

- **Emergency Forest Restoration Program** helps non-industrial forested landowners recover from natural disasters. This program provides funding and technical support for practices that restore forest health, mitigate further damage and encourage sustainable forests.
 - Learn more online at www.fsa.usda.gov/resources/disaster-assistance-program/emergency-forest-restoration.
- **NC-registered foresters** can help with forest management on private property. Individual landowners can hire private foresters to create a plan or implement forest management practices on their private property.
- **NC Forest Service** can help with forest management plans and technical assistance. Contact the Buncombe County office at 828-686-5885 or buncombe.ncfs@ncagr.gov.

Landslides

- **How to Avoid Landslide Hazards**, www.appalachianlandslide.com/how-to-avoid-landslide-hazards
- **Landslides in Western North Carolina** collects landslide data and information on reducing risk.
 - Learn more at www.experience.arcgis.com/experience/b55c8497d115400aa09d9cb7a27f5dc8/page/page_7/





NEXT STEPS FOR **ePASS**

North Carolina's ePASS is a quick and easy way for individuals and families to learn about and apply for available benefits and services. It does not just apply to disaster assistance, but it can help those impacted by the storm.

Programs Available Through ePASS

ePASS is a web-based, self-service tool that allows North Carolinians to screen for potential eligibility for a range of benefits and programs. If you're eligible for a program, the program will offer information about pursuing assistance.

These programs and benefits are offered through ePASS:

- Food and Nutrition Services
 - *Note:* You can also apply for FNS without creating an ePASS account.
- Medical assistance
- Energy Crisis Intervention Program
- Special Supplemental Nutrition Program for Women, Infants and Children
- Temporary Assistance for Needy Families (TANF) - Work First

Set Up Your ePASS Account

You can create an account online at epass.nc.gov. The website also includes links to view or print PDF copies of program applications.





NEXT STEPS FOR

Community Care Station

A Community Care Station with showers, self-service laundry, bottled water, and more remains open in the heavily impacted area of Swannanoa:

- **Owen Pool**, 117 Stone Drive, Swannanoa
 - Hours: Monday-Friday, 9 a.m.-9 p.m.; Saturday-Sunday, 7 a.m.-7 p.m.

This facility is being evaluated by County teams for use. As of April 21, 2025, it is still available; an announcement will be made if a closure date is set.





NEXT STEPS FOR

Community Engagement Markets

Buncombe County's community engagement markets offer food at no cost to the public, along with resource connections to services offered by the County and community partners. In addition to healthy food, the markets include onsite connections to services like health screenings, vaccinations, voter registration, employment, and more.

Market Locations and Schedule

Market	Time	Frequency	Address
Aston Park Towers	3-4:40 p.m.	1st Wednesday of the month	165 French Broad Avenue, Asheville
Pisgah View Apartments	3-4:30 p.m.	2nd and 4th Wednesdays of the month	1 Granada Street, Asheville
Deaverview Apartments	3-4:30 p.m.	1st and 3rd Mondays of the month	275 Deaverview Road, Asheville
Shiloh	3-5 p.m.	3rd Wednesday of the month	486 Caribou Road, Asheville
Dr. Wesley Grant Sr. Center	3-4:30 p.m.	4th Wednesday of the month	285 Livingston Street, Asheville

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NEXT STEPS FOR

Community Engagement Markets

Market	Time	Frequency	Address
Bartlett Arms Apartments	3-4:40 p.m.	2nd and 4th Tuesdays of the month	121 Bartlett Street, Asheville
ABCCM: Hominy Valley	2-4 p.m.	4th Friday of the month	1914 Smokey Park Highway, Candler
Big Ivy Community Center	9:30-11:30 a.m.	2nd, 3rd, and 4th Tuesdays of the month	540 Dillingham Road, Barnardsville
Asheville Middle School	5-6:30 p.m.	3rd Tuesday of the month	211 South French Broad Avenue, Asheville
Erwin Middle School	5-6:30 p.m.	2nd Monday of the month	20 Erwin Hills Road, Asheville
Enka Middle School	4:30-6 p.m.	1st Tuesday of the month	390 Asbury Road, Candler
Grove Street Center	12-1:30 p.m.	2nd Friday of the month	36 Grove Street, Asheville

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NEXT STEPS FOR

Community Engagement Markets

Market	Time	Frequency	Address
Klondyke Apartments	3-4:40 p.m.	3rd Thursday of the month	500 Montford Avenue, Asheville
Maple Crest Apartments	3-4:30 p.m.	2nd Monday of the month	20 Lee Garden Lane, Asheville
Fairview Public Library	3-5 p.m.	1st Friday of the month	1 Taylor Road, Fairview
Asheville Christian Academy	4:30-6 p.m.	1st Monday of the month	74 Riverwood Road, Swannanoa





NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

12 Baskets Cafe

A program of the Asheville Poverty Initiative, 12 Baskets Cafe serves a community lunch and runs a free grocery store on Monday, Tuesday, Thursday, and Friday from 11 a.m. to 1 p.m. The cafe is located at 610 Haywood Road.

ABCCM Crisis Ministries

Asheville Buncombe Community Christian Ministries has four Crisis Ministry locations in the area, offering food, clothing, goods, financial assistance, and counseling.

- North Samaritan - 403 Weaverville Highway, Asheville
- Downtown Asheville - 24 Cumberland Avenue, Asheville
- Hominy Valley - 1914 Smokey Park Highway, Candler
- South - 10 Buck Shoals Road, Arden

The organization also offers to-go meals through its Our Daily Bread Meal at Sunrise program at 1543 Patton Avenue. Meals are offered Monday-Friday, 11:30 a.m.-1 p.m.

For more information, call (828) 259-5300 or visit www.abccm.org/get-help.

BeLoved Asheville

The nonprofit's distribution center at 32 Old Charlotte Highway is open Tuesday-Saturday, 9 a.m.-1 p.m.

Continued on the next page.





NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

Bounty & Soul

The nonprofit is not currently hosting produce markets at its main location. In the wake of the storm, it has transitioned to pop-up markets and distribution through its Farmers Market Truck.

- **Mondays:**
 - Blunt Pretzels, 120 Alexander Plaza, Swannanoa - 12-1:30 p.m.
- **Tuesdays:**
 - UNETE, 55 Adams Hill Road, Asheville - 3:30-5 p.m. *This market is Spanish speaking, but all are welcome.*
 - Food Lion, 1350 Charlotte Highway, Fairview - 3-4:30 p.m.
- **Wednesdays:**
 - Covenant Community Church, 11 Rocket Drive, Asheville - 3:30-5 p.m.
 - Beacon, 216 Whitson Avenue, Swannanoa - 4-5 p.m. *This market is Spanish speaking, but all are welcome.*
- **Thursdays:**
 - BiLo, 205 NC-9, Black Mountain - 3:30-5 p.m. *This market is drive-through only.*
- **Fridays:**
 - Rock Hill Baptist Church, 486 Caribou Road, Asheville - 10 a.m.-12 p.m.
- **Saturdays:**
 - ArtSpace, 2030 US 70, Swannanoa - 10-11 a.m.

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NEXT STEPS FOR

Food & Goods Distribution

There are many local nonprofits and community-led groups offering food and goods to those impacted by Tropical Storm Helene. These are some of the organizations where you can find assistance.

MANNA FoodBank

MANNA maintains a free food resource with a map of its partners and food distributions across 16 WNC counties. You can find it online at www.mannafoodbank.org/wnc-free-food-distributions.

Note: Due to the impact of the storm, some information may be out of date.

The Salvation Army

The organization offers a number of services, including food assistance, clothing and furniture vouchers, rent and utility assistance, and disaster relief.

To find support, you can call (828) 253-4723 or visit the shelter and social services center at 204 Haywood Street in Asheville.

Western Carolina Rescue Ministries

The organization serves meals in the driveway of 225 Patton Avenue in Asheville. The meals are available to anyone in need. Lunch is served on Monday, Tuesday, Thursday, and Friday at noon. Dinner is served daily at 4:30 p.m.





NEXT STEPS FOR

Health & Medical Care

There are many local nonprofits and community-led groups offering medical and behavioral care at no cost or on a sliding scale. These are some of the organizations where you can find assistance.

ABCCM Medical Ministries

Eligible patients can receive medical care at no cost during the walk-in clinic, Monday-Thursday, 9 a.m.-12 p.m. The clinic is located at 155 Livingston Street in Asheville.

To be eligible for no-cost care, you must:

- Be a Buncombe County resident.
- Be without health insurance.
- Have a gross income of below 250% of the federal poverty level.

Appalachian Mountain Health

AMH offers a program that reduces fees charged to insured and uninsured patients based on their income and family size. Insured patients may still be eligible for a fee reduction for non-covered services.

AMH has several Buncombe County locations:

- 77 McDowell Street, Asheville
- 711 New Leicester Highway, Asheville
- 225 Patton Avenue, Suite 200, Asheville
- 7 McDowell Street, Asheville (dental care)

Continued on the next page.





NEXT STEPS FOR

Health & Medical Care

There are many local nonprofits and community-led groups offering medical and emotional care at no cost or on a sliding scale. These are some of the organizations where you can find assistance.

Blue Ridge Health

Sliding-scale fees are available for all services, including medical and dental care. Eligibility for discounted care is based on family size and income.

In addition to several school health centers, Blue Ridge Health's main office is located at 303 Airport Road in Arden.

SVCM NeighborCare Clinic

This cost-free medical clinic can be found at 101 North Ridgeway Avenue in Black Mountain. The current hours are Wednesdays and Saturdays, 9 a.m.-12 p.m.

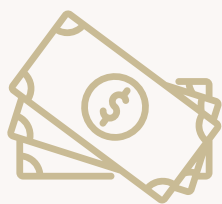
Western North Carolina Community Health Services

The sliding discount program reduces the cost of care, including medical care and behavioral health, for uninsured patients as well as for insurance deductibles for qualifying insured patients. The sliding scale is based on family size and income.

There are two Buncombe County locations:

- Minnie Jones Health Center, 257 Biltmore Avenue, Asheville
- Hominy Valley Health Center, 1914 Smokey Park Highway, Candler





NEXT STEPS FOR

Red Cross Financial Assistance

The American Red Cross has been on the ground providing assistance with basic needs, but eligible applicants can receive financial assistance as well.

Eligibility Requirements

The Red Cross Immediate Assistance financial aid is for those in homes that sustained major damage or were destroyed by Helene.

- A **destroyed** home will not be able to be repaired. The residents will have to move away permanently or for an extended amount of time while their home is rebuilt.
- A structure with **major damage** is currently uninhabitable but can be repaired. The residents will need to live elsewhere while repairs take place.

The Red Cross is reaching out directly via phone, text, and email to qualified households. If you received one of these communications from the organization, follow the instructions in the message. The Red Cross will not ask for your social security number. You do not need to be a US citizen to receive financial assistance.

The second round of financial assistance will roll out at the end of January 2025. This assistance is for any disaster-impacted individual with unmet needs.

Apply for Red Cross Financial Assistance

If you need assistance from the Red Cross or you were contacted and have questions, call 1-800-RED-CROSS (1-800-733-2767).

A case manager will work with you to provide assistance and will stay in contact to bridge any future gaps in your recovery.

Learn more online at www.redcross.org/about-us/our-work/disaster-relief/hurricane-relief/hurricane-helene/hurricanes-helene-milton-financial-assistance.html.





NEXT STEPS FOR

Eblen Charities Assistance Programs

At this time, the nonprofit is assisting with back-due rents, mortgages, and water bills as well as medical needs. Assistance with utilities and heating is being referred to Buncombe County Department of Health and Human Services.

Apply for Rent and Mortgage Assistance

The rent and mortgage assistance program is available to all individuals and families who need help paying for rent or mortgage in Buncombe and surrounding storm-impacted counties. Find the application at www.eblencharities.org/programs or by calling (828) 255-3066.

Note: If you are applying for rent assistance, your landlord must complete a form before payments are issued.

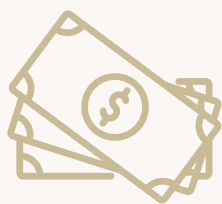
For more information on rental or mortgage assistance, go to [Page 13](#).

Apply for Other Assistance

Eblen also offers general and medical assistance for residents in need. Find the application at www.eblencharities.org/programs or by calling (828) 255-3066.

If you require assistance with a different need, call the office at the above number for help and information.





NEXT STEPS FOR

Small Business Administration Loans

The US Small Business Administration (SBA) extended its physical damage loan deadline to Sunday, April 27. Those in disaster-declared counties can apply for business, home, and personal property loans.

Types of Loans Available

Businesses and nonprofits are eligible to apply for business physical disaster loans and may borrow up to \$2 million to repair or replace disaster-damaged or destroyed real estate, machinery and equipment, inventory, and other business assets.

Homeowners and renters are eligible to apply for home and personal property loans and may borrow up to \$100,000 to replace or repair personal property, such as clothing, furniture, cars, and appliances. Homeowners may apply for up to \$500,000 to replace or repair their primary residence.

Applicants may also be eligible for a loan increase of up to 20 percent of their physical damages, as verified by the SBA, for mitigation purposes. Eligible mitigation improvements include strengthening structures to protect against high wind damage, upgrading to wind rated garage doors, and installing a safe room or storm shelter to help protect property and occupants from future damage.

Apply for SBA Loans

Submit a loan application online at www.lending.sba.gov/search-disaster.

If you need assistance with your application, call (800) 659-2955 or schedule an in-person appointment by visiting www.appointment.sba.gov.





NEXT STEPS FOR

Legal Services

These firms can provide free or low-cost legal services to assist with disaster and non-disaster-related legal concerns, making recovery appeals, proving property ownership, and avoiding foreclosure and evictions.

Pisgah Legal Services

This nonprofit firm provides free civil legal aid, advocacy, and health care access to low-income people in 18 counties and the Qualla Boundary.

Eligibility Requirements

Pisgah Legal Services determines eligibility through income, family size, assets, and living expenses.

Get in Contact

Visit the website at www.pisgahlegal.org or call (828) 253-0406.

Legal Aid of North Carolina

This statewide organization provides free legal help to low-income residents in civil cases. Reaching out for advice does not require you to pursue a legal process or take action in court.

Eligibility Requirements

Eligibility for legal advice and services from Legal Aid of North Carolina is determined by income and legal status. The firm gives priority to services for families whose income is under 125% of the Federal Poverty Level, and families cannot have assets that exceed twice the income limit. Legal Aid must serve individuals documented to reside in the U.S.

Get in Contact

Visit the website at www.legalaidnc.org or call the helpline at 1-866-219-5262.





NEXT STEPS FOR NC 211 Information Service

NC 211 is an information and referral service run by United Way to connect residents to basic needs, like housing and food. The service can be access online or via phone at any time on any day.

Resources through NC 211

NC 211 is an information and referral service, so it does not directly provide resources. However, it can connect those in need to a variety of verified resources in our area, including:

- Housing
- Food
- Transportation
- Utilities assistance
- Health care
- Legal services
- Income support
- Mental health and substance use disorder services
- Educational support

How to Connect

Anyone in the state can make a free call to 2-1-1 or (888) 892-1162, and the lines are available in multiple languages. A Community Resource Specialist will identify needs and connect you to local resources.

You can also use the search tool on www.nc211.org to find information about resources in our area.





NEXT STEPS FOR **Disaster Case Management**

The state-led North Carolina Disaster Case Management Program (NC-DCM) is now available to guide individuals and households in Buncombe County through the Tropical Storm Helene recovery process.

Details and Eligibility Requirements

The NC-DCM program is designed to provide one-on-one help for anyone who has unmet, disaster-related needs, but priority is being given to individuals who were most impacted.

Survivors can access the program even if they have not applied for FEMA assistance. Survivors may also be able to get help even if they were previously unhoused before the storm.

After you complete an initial needs assessment, a case manager will work with you to make a personalized recovery plan and connect you with available resources. Survivors should be ready to share contact information, details of the current needs and barriers to recovery, and information about the household.

There is no cost to participate.

Apply for NC-DCM

To get started, call the NC-DCM Contact Center at 844-746-2326. The Contact Center is open Monday-Friday, 8 a.m.-5 p.m.

You can also fill out the NC-DCM intake survey at www.ncdps.gov/helene/dcm or meet with a Disaster Case Manager at the Helene Resource Center at 94 Coxe Avenue in Asheville (find more info on [Page 2](#)).





Notes





Notes

