

## **NEW: Buncombe County Operated Helene Resource Center Now Open**

The Helene Resource Center (HRC) will serve as a central hub for Helene survivors, providing continued access to recovery services.



94 Coxe Avenue in Downtown Asheville  
8 am – 5 pm, Monday-Friday  
\*Free parking is located across the street and  
no appointment is necessary.

Survivors can access multiple resources 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

## **NEW: Private Road and Bridge Program**

Residents with a private road, culvert, pipe, or bridge that was damaged by Tropical Storm Helene, may be eligible for assistance. Complete the interest form by scanning the QR code to the right. This program is separate from FEMA assistance and is administered by North Carolina Emergency Management.



## **NEW: Agriculture Crop Loss Program** **Apply by May 2**

If you are an agricultural producer who lost crops due to Helene or other natural disasters in 2024, a new funding program is available to help with the monetary losses. Have questions or need help applying?

- Call Buncombe County Cooperative Extension at 828-255-5522.
- You will need a copy of the Farm Service Agency's Producer Form "FSA 578" from your local USDA-FSA office.
- Disaster Assistance Hotline for crop losses related to Hurricane Helene or other disasters, call 1-866-645-9403 Monday - Friday 8 a.m. to 5 p.m



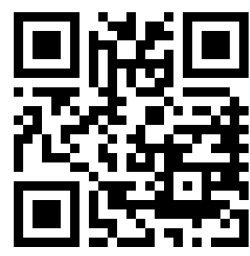
**GET PERSONALIZED HELP**

## **North Carolina Disaster Case Management Program**



The North Carolina Disaster Case Management Program (NC-DCM) is now available to guide Helene survivors through the recovery process. Case managers make personalized recovery plans with available resources.

Call 844-746-2326  
or fill out the NC-DCM intake form at  
[www.ncdps.gov/helene/dcm](http://www.ncdps.gov/helene/dcm)



**SCAN HERE**

## **NEW: Community Care Station Closing on April 30**

The last day of services for the Owen Pool Community Care Station is Wednesday, April 30. Swannanoa Valley Christian Ministry will offer these services to the area:

- Laundry Assistance Program: Scan the QR code at the right to access an intake form to get a reloadable card for Black Mountain Coin Laundry.
- Showers Available: Monday-Friday, 8 am-4 pm and 7-9 pm; Saturday, 8 am-4 pm; and Sundays, 1-4 pm at Swannanoa First Baptist Church, 503 Park St., Swannanoa. Towels are provided, but you will need to bring your own toiletries.





## Food and Goods Assistance Available

- Buncombe County's Community Engagement Markets offer food at no cost to the public, along with connections to County services and community partners. Check [buncombecounty.org](http://buncombecounty.org) for calendar and locations.



Scan here for more food and goods resources

[NEW: Swannanoa Community Engagement Market](#)  
1st Monday of Every Month, Asheville Christian Academy  
74 Riverwood Rd, Swannanoa, NC 28778 4:30-6 pm

- MANNA FoodBank maintains a free food resource at [www.mannafoodbank.org/wnc-free-food-distributions](http://www.mannafoodbank.org/wnc-free-food-distributions).
- Bounty & Soul shares fresh produce and other whole foods at no cost to support people experiencing food insecurity. Learn more at [bountyandsoul.org/](http://bountyandsoul.org/)
- ABCCM Asheville Buncombe Community Christian Ministries has 4 locations in the area, offering food, clothing, goods, financial assistance, and counseling. Call (828) 259-5300 or visit [www.abccm.org/get-help](http://www.abccm.org/get-help).
- NEW** Families who are seeking diaper assistance can visit [www.nc211.org](http://www.nc211.org) or call 1-888-892-1162 to be connected to other social service agencies. Community members can learn more or donate to support this work by visiting [www.babiesneedbottoms.org](http://www.babiesneedbottoms.org).

## Housing, Rental, Mortgage & Utility Assistance

Scan here for more rental, mortgage and housing assistance programs

Disaster Energy Assistance Program provides funds to help with a variety of home heating costs. This can include electricity bills, insulation replacement costs, roof repairs, and more.

- Apply in person or via phone M-F from 8 a.m. to 5 p.m. now as funds are expected to run out.
- Call: (828) 250-5500
- In-person: 40 Coxe Avenue, Asheville.

SCAN HERE



## Legal Services



Pisgah Legal Services: offers free legal assistance with FEMA and Disaster Benefits applications, insurance issues, housing and evictions issues, consumer protections, and domestic violence and custody issues. Apply at [www.pisgahlegal.org](http://www.pisgahlegal.org) or call 828-253-0406

## Hazard Mitigation Grant Program

North Carolina Emergency Management offers assistance to property owners for strategies including:

- elevation
- strengthening buildings to withstand natural disasters
- property buyouts (property remains greenspace)

Scan the QR code to learn more or visit [www.ncdps.gov](http://www.ncdps.gov).



## IMPORTANT PHONE NUMBERS:

Call 911 for life-threatening emergencies

- One Buncombe Call Center: M-F 9-5: (828) 250-6100
- City of Asheville Water Resources customer service (828)-251-1122
- Non-Emergency Issues: (828) 250-6650
- Sign up for BC Alerts by texting BCAlert to 99411
- NC Attorney General's Office report scams and fraud call (877) 5-NO-SCAM

Mental Health Resources:

- Call or text 988
- Disaster Distress Helpline: 800-985-5990
- NC Peer Warmline 855-PEERS-NC
- VAYA Behavioral Health 800-849-6127

**ONE BUNCOMBE**

[buncombeready.org](http://buncombeready.org) | (828) 250-6100

**Buncombe County Helene:  
Need to Know Information**

Updated 4/23/2025