

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



SCAN HERE

Affected by Flooding or Landslides? Hazard Mitigation Grant Program Open

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

- elevation
- strengthening buildings to withstand natural disasters
- property buyouts (property remains greenspace)
- slope stabilization for landslides



Hazard Mitigation Grant Program



Visit www.ncdps.gov or scan the QR code to learn more.



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 for calendar and locations.

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



Scan here for more food and goods resources

- MANNA FoodBank maintains a free food resource at 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/
- 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.
- NEW** Families who are seeking diaper assistance can visit 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.

Housing, Rental, Mortgage & Utility Assistance

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 for more rental, mortgage and housing assistance programs

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 or call 828-253-0406

Community Care Station



Showers, self-service laundry, charging, food, WiFi, and water are available.

Swannanoa: Owen Pool
 117 Stone Dr, Swannanoa, NC 28778
 Open 9 a.m.-9 p.m. weekdays, 7 a.m.-7 p.m. weekends

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