

Helene-Related Social Need Resources

Type of Assistance	Name	Contact	Description
Primary Verified Resources			
Shelter, Food, and Water	American Red Cross	1 (800) 733-2767 https://www.redcross.org/local/north-carolina	Hotline and website can be used to locate community care centers with potable water, showers, and laundry as well as shelters for unhoused.
Financial, Food, Shelter	FEMA Application	1 (800) 621-3362 https://www.disasterassistance.gov OR To find nearest Disaster Recovery Center, text "DRC" and your ZIP to 43362 (ex. DRC 28803)	Application to connect patients to emergency needs including food, shelter, and financial assistance Disaster Recovery Centers provide food, potable water, showers, and laundry services.
Shelter, Food, Health Care; Other	NC 2-1-1 (United Way)	Dial: 2-1-1 https://nc211.org/	Free access to community resource specialist from United way to identify needs and connect person to appropriate resources
Additional Verified Resources			
Housing & Shelter	VAYA Housing Team	1 (800) 893-6246, ext. 4560 https://www.vayahealth.com/benefits-services/housing-initiatives/	Connect people experiencing homelessness or housing insecurity with appropriate housing resources
Health & Safety	Emergency Prescription Assistance Program (EPAP)	1 (855) 793-7470 https://aspr.hhs.gov/EPAP/Pages/EPAP-NC-Helene.aspx	Eligible individuals can receive prescription fills, vaccines, medical supplies, and durable medical equipment at no cost.
Food & Water Assistance	Salvation Army	(828) 456-7111 (Waynesville - Does NOT serve Buncombe) (828) 253-4723 (Buncombe)	Offers emergency food. Also offers clothing when available. Offers emergency financial assistance (in-person application)
Food & Water Assistance	MANNA -- Food Helpline & Food Bank	1 (800) 820-1109 https://www.mannafoodbank.org	Hotline provides information about food assistance/pantries in WNC
Crisis Hotline	Disaster Distress Helpline (SAMHSA)	1 (800) 985-5990	Hotline dedicated to providing year-round disaster crisis counseling.
Crisis Hotline	Helpmate	(828) 254-0516	Provides free emergency shelter, counseling, and safety support
Financial & Legal	Pisgah Legal Services	(828) 253-0406 https://www.pisgahlegal.org	Legal help with FEMA Aid Application, Tenant/Renters Rights, SNAP Benefits, and unemployment assistance. Check website for pop-up location and times
Mountain Mobility	Transportation	(828) 250-6750 (Option 5 for Eligibility Information) https://www.buncombecounty.org/governing/depts/transportation	Complementary transportation services for eligible Buncombe Co. residents; Open 9-5 M-F