

Taking care of our Staff, Clients & Facilities


 A yellow diamond-shaped sign with a black umbrella icon and the text "BAD WEATHER AHEAD". To its right, the text "weather CLOSING" is displayed in bold, yellow, sans-serif font.

- **WNCSource closed from 9/26/24 to 10/4/24 (7 days)**
 - Senior Leadership Team met by phone
 - Program Directors and leadership checked on staff and most vulnerable clients
 - 8 Staff were displaced from their homes. Staff were given time to attend to personal and family needs during the crisis
- **Facilities Team assessed every site for damages and to ensure operational safety**
- **Transportation team assisted in community evacuation efforts**





- ALL WNCSource staff received full pay during the closings
- Staff were given an extra \$100 bonus in their 10/11 pay check to help pay for unexpected expenses
- WNCSource brought in relief supplies for distribution to staff and their families
- WNCSource HR Team continues to support our employees' physical, emotional and personal needs are met by providing access to resources (EAP, FEMA application assistance, local relief sources, supplies, etc.)

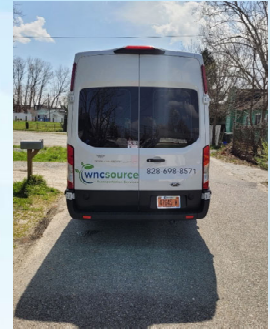


Program Recovery Efforts



Partnering with Emergency Responders

- ✎ Apple Country Transit suspended operation 9/27 @ 12PM due to flooded roads. WNCSource Transportation kept rolling! (9/26 through 10/11 including the weekend!)
- ✎ Partnered with Hendersonville Planners office, Emergency Management Svcs., Pardee Hospital, Advent Health, Asheville Dialysis Center, Red Cross, Lake Pointe Landing, and local storm shelters
- ✎ Worked with local hospitals and medical centers to evacuate oxygen-dependent patients to Hendersonville High School shelter
- ✎ Together with Emergency Management Svcs., WNCSource Transportation helped to evacuate residents of Bat Cave from rising flood waters
- ✎ Picked up helicopter evacuees and transported to 7 area shelters
- ✎ 106 trips to rescue 85 people
- ✎ Larry worked with Emergency Management Svcs. to deliver over 3,000 loaves of bread to local shelters!



Tim Camp, Bonnie Wilson, Bill Gibbs and 4 staff volunteer drivers made this happen!

After the Storm...

- ✎ Our staff our safe – No one displaced
- ✎ WNCSource Transportation continues to assist Emergency Management in transporting shelter inhabitants back home or to other locations
- ✎ 20 additional trips to transport displaced individuals to shelters and assisted with Edneyville shelter transfer to East Henderson High shelter
- ✎ Apple Country Public Transit has resumed service to all routes as of 10/9
- ✎ WNCSource Transportation has resumed service for Medical, Shopping Routes, and Rural General Public. Senior Congregate Meal & Lite Shopping program will reopen per Henderson Co. Council on Aging
- ✎ Bus drivers continue to offer encouragement, along with bottled water, to weary passengers



Program Recovery Efforts



Reaching out...

- ✎ Linda Carter mobilized the CS Management team and began reaching out to staff across 4 counties via phone tree, text messages, word of mouth, etc. to make sure everyone was safe and their needs were being met. Daily virtual huddles held to share site status and resources.
- ✎ CS leaders checked on our CCP partners, substitute teachers, and kept in contact with the Facilities team to make sure every classroom was clean & safe.
- ✎ 6 staff members and 8 enrolled families were displaced and have moved into hotels or are staying with family.

Helping out...

- ✎ Margit Nelson, Bridgett Librado and Kiki Jackson secured a load of relief supplies, diapers, and formula for agency staff and families to access. Text and emails shared with families. Pick-up at King Creek CC and Justice St. offices.
- ✎ CS Staff continues to share info on food/products available locally, resources for Hispanic families, community relief efforts, available supplies
- ✎ Human Resources continues to share a variety of EAP and community resources and is assisting staff with completing FEMA applications as needed

Reopening our Children's Services

Rutherford County: Forest City Children's Center (0-3 yrs.)

Opened 10/10/24

Transylvania County: Hillview Children's Center (0-5 yrs.)

Opened 10/15/24

Henderson County: 13 of 14 Centers (0-5 yrs.)

Opened 10/16/24

Etowah Children's Center is closed for storm repairs. Children offered care at Tebeau (EHS) and other Henderson Co. centers (NC-Pre-K)

Polk County

Recently received a Certificate of Occupancy on 10/11.

Licensing and opening expected January 2025!



Program Recovery Efforts





Reaching Out...

- Robert Hooper began reaching out to staff on Thursday morning and throughout the weekend to ensure they were safe and aware of agency developments
- Robert and his staff created client and landlord email messages with guidance on next steps, filing renter's insurance, available resources, etc.
- All staff are safe. 10 HCV households (19 people) have been displaced from rental properties. Robert is working with HUD to file Waivers (ease regulations/extend voucher terms) to help these displaced households locate new rental units.
- Elizabeth Mackin saw a FB video featuring a CS employee whose house was flooded. She reached out to help her friend and fellow staff member obtain a free generator and gasoline from a Pennsylvania fire fighter group, along with towels, hygiene and clean-up supplies from other local aid groups.

After the Storm...

- Housing staff continue to take calls and reschedule appointments
- Advising clients and landlords to contact Homeowners/Rental Insurance providers, seek FEMA assistance w/Pisgah Legal, and access other local aid resources



Program Recovery Efforts





• Reaching out...

- Deb Haight reached out to her staff on Thursday and Friday to check on their safety and inform clients and the community about program closures. Managers immediately began reaching out to check on our seniors and determine needs
- Kathy Williams and her husband picked up meal boxes from Hillview, along with additional water and snacks from Anchor Baptist Church (Pisgah Forest). They personally delivered food and did wellness checks on several of our elderly clients in Transylvania Co.
- Deb worked with Lake Toxaway Charities to secure a donation of 10 space heaters. One Lake Toxaway resident drove from Raleigh with a donation of 8 heaters for immediate distribution to seniors who needed them.



After the Storm...

- Transylvania Co. Hospital having food supply issues but is still able to meet our OAS meal needs
- We were able to purchase 225 meal boxes w/ 7-day supply of shelf-stable meals from Golden Corral to give to seniors without food, water or power
- LunchPlus Congregate meal sites at Quebec and Silvermont re-opened on 10/7 and 10/8 along with Mobile Meal delivery. We are delivering 15-20 meals daily to elderly homebound and serving 30 to 40 seniors through congregate meals
- We still need blankets, electric blankets, 3XL/4XL Adult diapers, and Clear Ensure or Boost nutritional supplement



Our hearts are heavy, and our thoughts and prayers are with the many individuals and families affected throughout Western North Carolina by the devastating hurricane Helene. The loss of life, property, livelihoods, and the profound impact on the environment while catastrophic, continues to unfold.

WNCSource is grateful to the first responders, utility engineers, and countless others working tirelessly day and night to help put our lives back together.

WNCSource, founded in 1966 as WCCA, has provided programs to our community in children, housing, transportation, and older adult services.

We will continue to stand strong with you, *empowering people and transforming lives.*

#WNCStrong



Our message To the Community