



Managing & Leading Through a Disaster

Presented by

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County Manager, Buncombe County Government



BUNCOMBE COUNTY



LOCAL

'Horrific abuse of office': Wanda Greene gets 7 years for wide-ranging corruption

[Jennifer Bowman](#), [Mackenzie Wicker](#) and [John Boyle](#) Asheville Citizen Times

Published 5:36 p.m. ET Aug. 28, 2019 | Updated 7:19 a.m. ET Aug. 29, 2019

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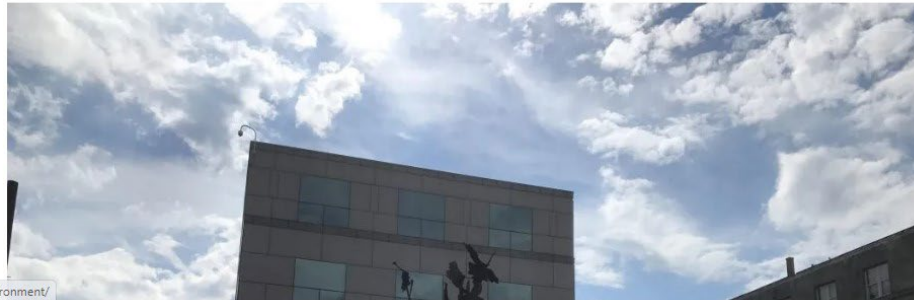
[HEALTH](#)

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CRIME & JUSTICE

Judge issues federal sentences to 5 tied to defrauding Buncombe County

by Staff Reports • August 28, 2019



/category/environment/

Latest News

Waiting for the feds: Some NC
sat on ARPA funds for months
unclear rules

July 11, 2022

How state ARPA grants are he
communities in Southeastern

July 8, 2022

ENCE

News

Wanda Greene Indicted For 3rd Time, Two Former Employees Also Charged

Matt Bush, August 7, 2018

UPDATE 10:00 PM - A statement put out by Buncombe County commissioners Tuesday evening seemed to name the contractor in the indictment as Joseph Wiseman...

News

Buncombe County Cuts Ties With Consultant Linked To Latest Gre... Indictment, Announces Lawsuit

Matt Bush, August 14, 2018

Buncombe County commissioners voted Tuesday afternoon to cut ties with a consultant linked to the indictment of three former...

SHARE

News

U.S. Attorneys » Western District of North Carolina » News
Department of Justice
U.S. Attorney's Office
Western District of North Carolina

Wednesday, August 28, 2019

FOR IMMEDIATE RELEASE

**Former Buncombe County Manager, Three Former County
Employees, And A County Contractor Are Sentenced To Prison
For Embezzling Public Funds**

Pete Kaliner

Former Buncombe County Commissioner Ellen Frost indicted for fraud

4 ex-Buncombe officials so far have been indicted on federal charges. What's their status?



Jennifer Bowman

The Citizen-Times

Published 6:00 a.m. ET Dec. 19, 2018

View Comments



Stephanie Santostasi



@TVReporterSteph · Aug 28, 2019
#BREAKING: Former Buncombe County Manager Wanda Greene
sentenced to 84 months in prison.
@WLOS_13



Stephanie Santostasi



@TVReporterSteph · Follow
MORE: Judge to Greene: "this is horrific abuse of office"
and "out of control criminal activity"
@WLOS_13



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Ret...

3:50 PM · Aug 28, 2019 from Asheville, NC



on Twitter

Talking Points

- 1) Resource Input
- 2) Create New Roles
- 3) Emotional & Practical Support

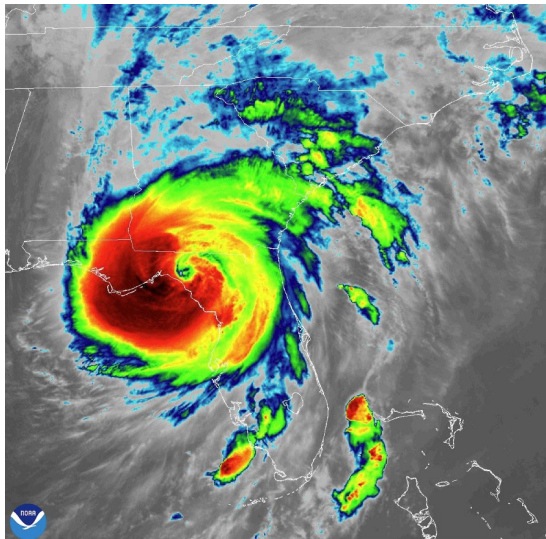
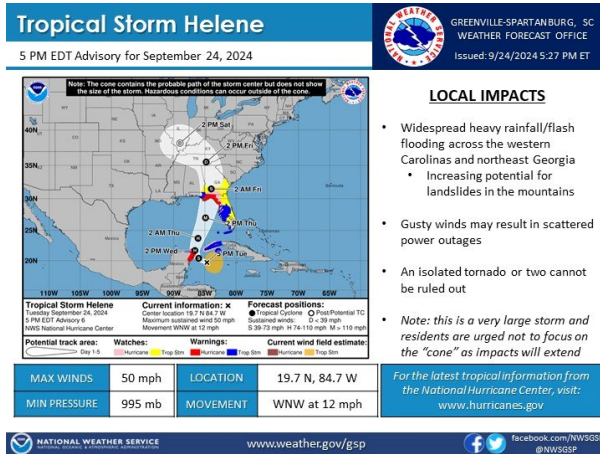




Resource Input



PREPLANNING & PREPOSITIONING



BUNCOMBE READY

Do these three things today BEFORE weather arrives:

1. Pack an emergency kit: www.buncombeready.org
2. Photograph or scan important documents like insurance and home policies.
3. Plan NOW for your family's needs in case you have to seek shelter. Staying with a family member or friend would be much more comfortable than an emergency shelter.

WWW.BUNCOMBEREADY.ORG

- Training
- COOP
- EOP
- All Hazards
- Build your team



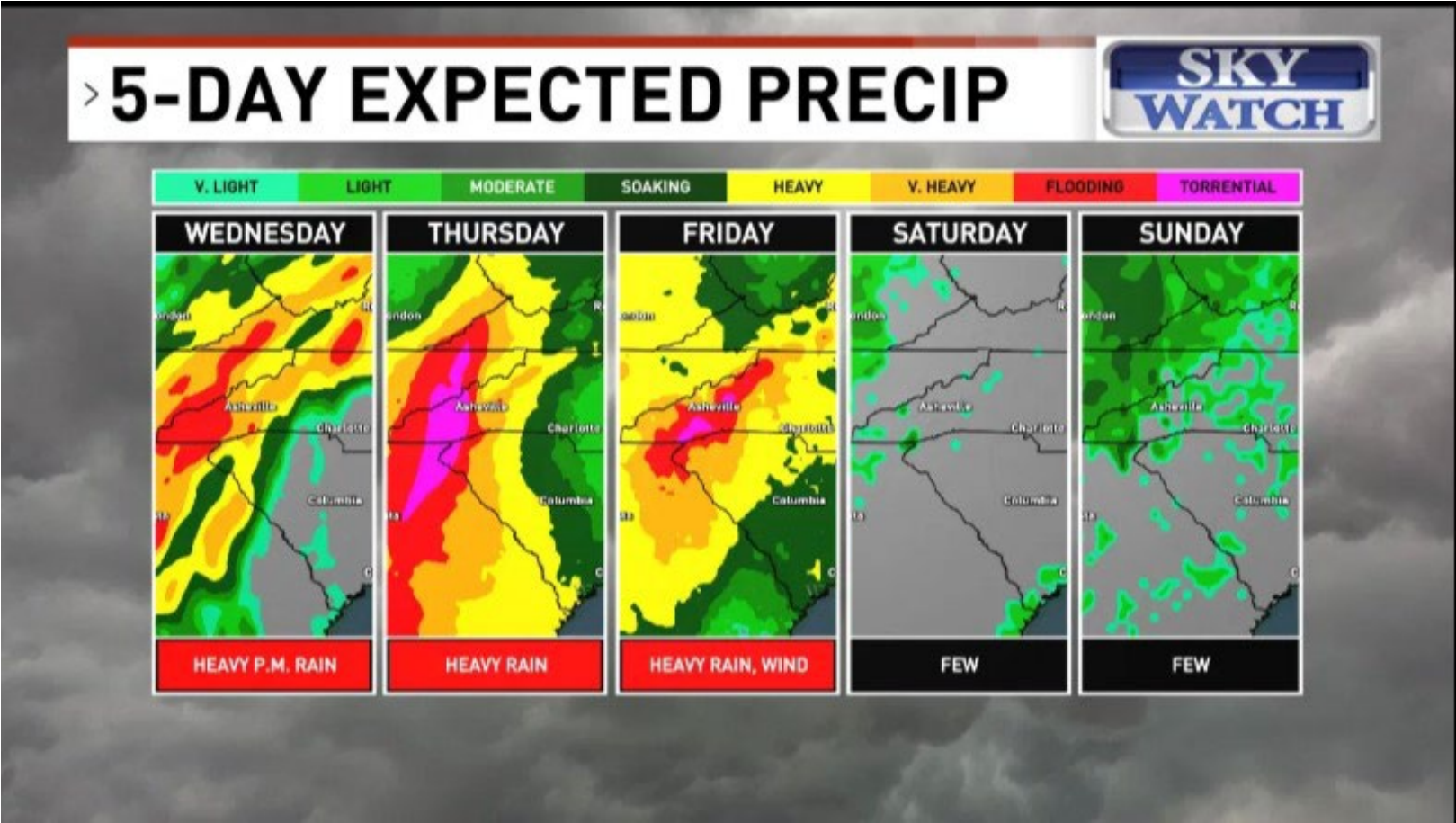
DISASTER TIMELINE



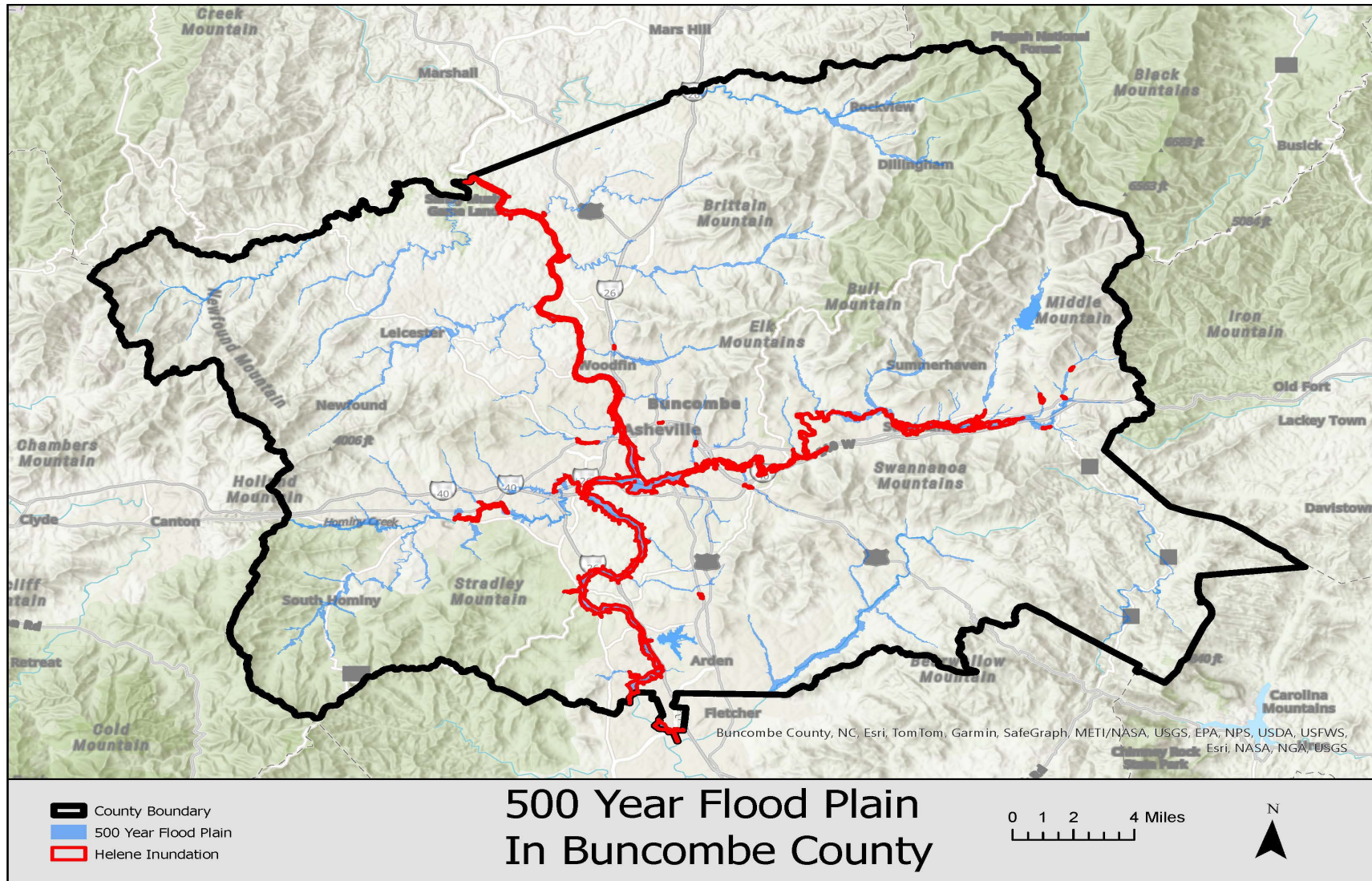
- **COOP Completed:** 12/30/23
- **EOP Finalized:** 06/23/24
- **Initial Response:** 9/25/24
Partial EOC Opened
- Buncombe County Board of Commissioners declared a **Local State of Emergency**
@3pm on 9/25/24
- **State of Emergency Declared by NC:** 9/25/24
- **Evacuee Shelter Opened:** 9/25/24



5 DAY FORECAST



PREPARING FOR THE UNPRECEDENTED





**FLASH FLOODING IS
POSSIBLE IN THIS AREA**
**INUNDACIONES REPENTINAS
SON POSIBLES EN ESTA ÁREA**

Potential for flooding is very high in your area. Prepare **NOW** to evacuate.

El potencial de inundaciones es muy alto en su área. Prepárese **AHORA** para evacuar.

- Once flooding begins, first responders may not be able to rescue you.
Una vez que comience la inundación, es posible que los socorristas no puedan rescatarlo.
- Seek higher ground should flooding occur and you are still in this area.
Busque un terreno más alto en caso de que se produzca una inundación y todavía se encuentre en esta área.

828-250-6650

Non-emergency line if you experience non-life-threatening issues

Línea de no emergencia si experimenta problemas que no ponen en peligro su vida

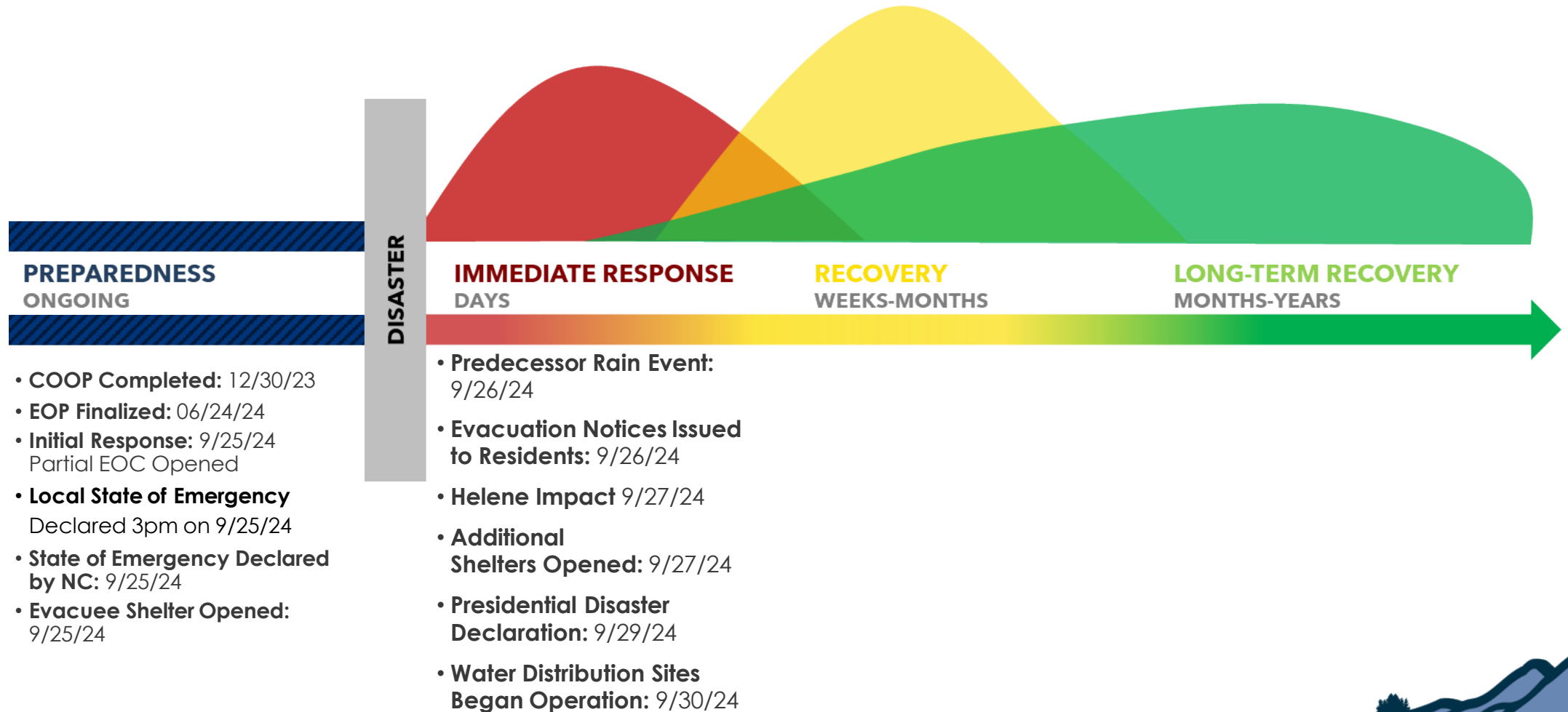
Call 911 for life-threatening emergencies
Llame al 911 para emergencias que pone en peligro la vida.



CREATING NEW ROLES



DISASTER TIMELINE



EMERGENCY OPERATIONS CENTER (EOC)

EOC Objectives

- Ensure the **safety of responders and the community** for the duration of the incident.
- Provide for the immediate & ongoing **basic and hygienic needs** for affected communities.
- Keep the **public and key stakeholders informed** on the status of the recovery efforts.
- Develop immediate-term and long-term **Recovery Plan**.
- Monitor **debris management** operations and improve access into affected areas.
- Provide **support and coordination** to county departments, local municipalities, and partner agencies to strengthen joint efforts and ensure a unified response for community recovery.

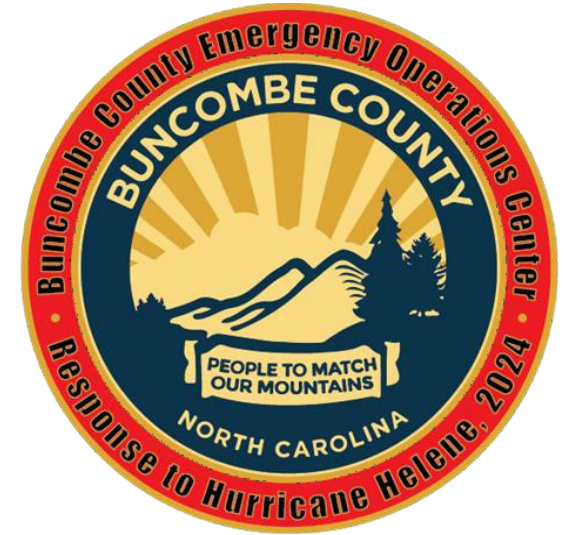
Transition of EOC Location

- 
1. **Small Footprint** (Emergency Services Building) 9/25
2. **Expansion** (HHS Building) 9/30
3. **Largest Footprint** (Embassy Suites) 10/7
4. **Emergency & Recovery Operations** (Administration Building) 10/28
- **Election-specific EOC** (11/4-5)
- The map shows Buncombe County with various districts labeled: GROVE PARK-SUNSET, ALBEMARLE, CHARLOTTE STREET, FIVE POINTS, HUSTON-COURTLAND, ECHO HILLS, WILSHIRE PARK, DEAVERTOWN, LUCERNE PARK, FALCONHURST, BURTON STREET, WESTWOOD PLACE, RIVER ARTS DISTRICT, SOUTH SLOPE BREWING DISTRICT, LEE WALKER HEIGHTS, WIND OAKS TOWN HOMES, and EAST END - VALLEY STREET. The locations for the EOC transitions are marked with colored pins corresponding to the list items.



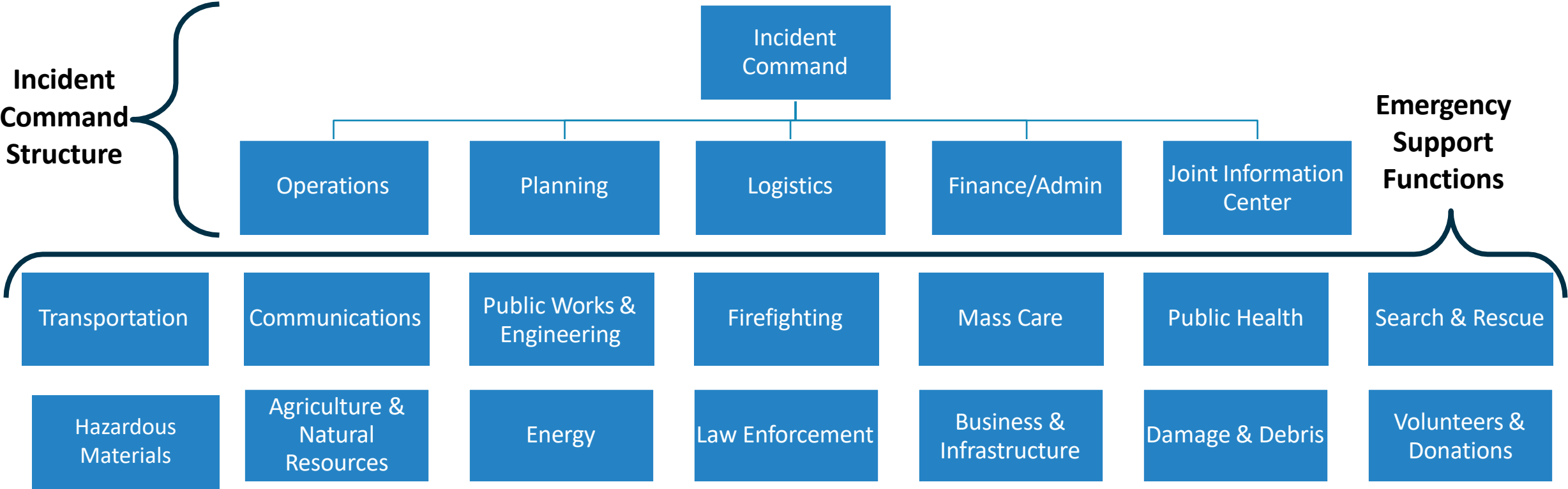
INITIAL RESPONSE

- **Emergency/Rescue Efforts**
 - 5,500 calls received to 911 by 9/28
 - 18 USAR & swift water teams supporting operations
- **Communications**
 - Widespread & enduring Internet and cellular outages
 - Online geotagging damage reporting tool launched 10/5
- **Infrastructure**
 - 1,989 landslides identified
 - Roadway damage; Interstates I-40 & I-26 closed
 - More than 350 bridges damaged or destroyed
 - Widespread water outages and water infrastructure disruption
- **Electricity**
 - Nearly 100,000 households without power (10/2)
- **Sheltering**
 - 585 people sheltered (peaked on 10/8)
- **Donations and Volunteer Management**
 - 840 volunteers deployed to Family Assistance Center (10/3)





BUILD YOUR TEAM



YOUR TEAM-WHO IS AT THE TABLE?



- Blue sky work
- Identify your team-before, during, and after
- Develop relationships



EMOTIONAL & PRACTICAL SUPPORT



TRAUMA & MENTAL HEALTH

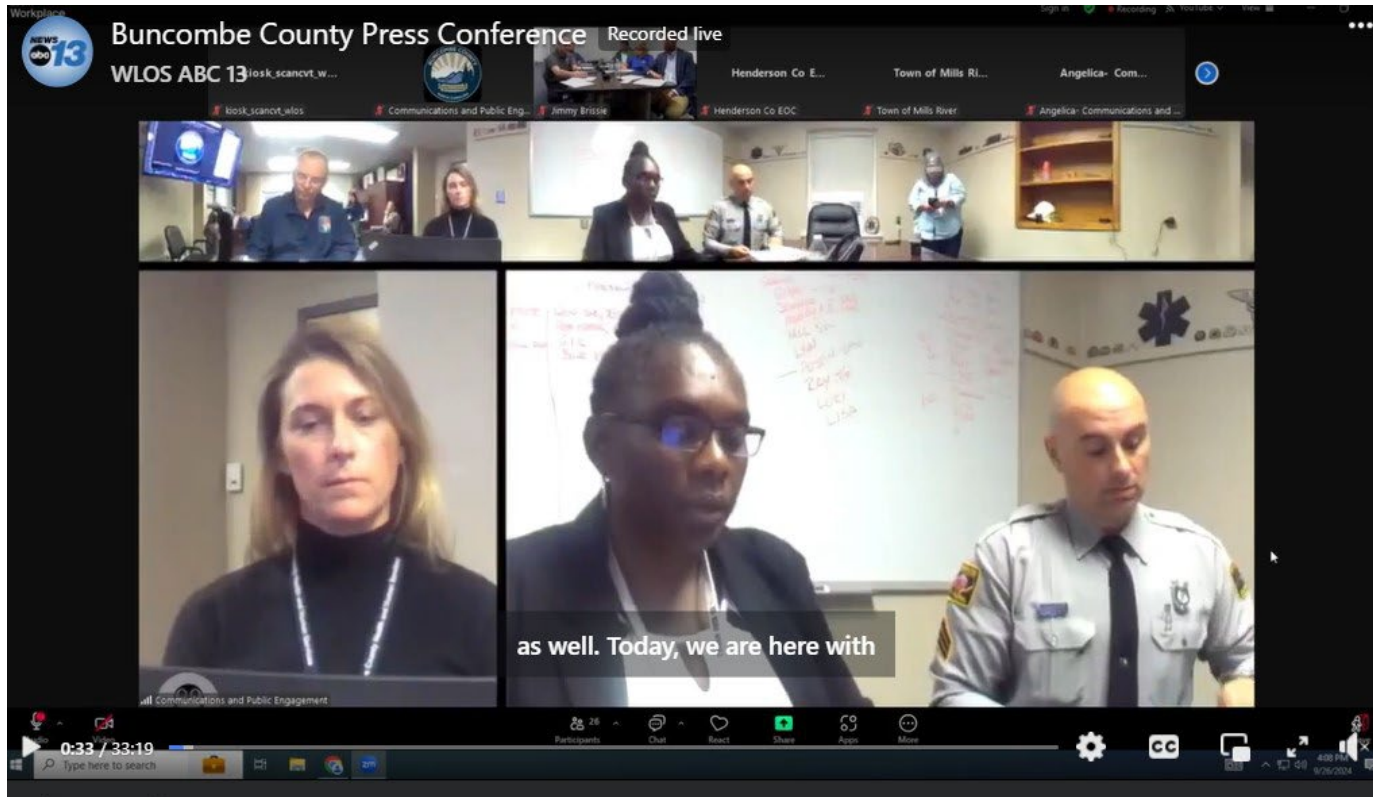
- Bring counselors in
- Build resilience in to Battle Rhythm
- Celebrate the small wins
- 5,500 calls received to 911 by 9/28
- Embedded counselor in 911/and with first responders



EMERGENCY OPERATIONS



COMMUNITY-CENTERED RESPONSE



COMMUNICATION AND ENGAGEMENT

- Press conferences
- OneBuncombe Call Center: 828-250-6100
- Community Briefings (Multilingual)
- Communication Materials Distribution
- Mobile Engagement

2.6M people reached
through social media



RESPONSE & RECOVERY

- **POINTS OF DISTRIBUTION & COMMUNITY CARE STATIONS**

- 8 locations open across the county (County-specific sites)
- Nearly 100,000 cases + 200,000+ gallons of potable water & 84,000 gallons non-potable water distributed as of 11/18
- 29,177+ showers and 25,850+ loads of laundry as of 11/18

- **FOOD ASSISTANCE**

- 16,950 households approved for DSNAP for \$10+ million in benefits

- **PUBLIC HEALTH**

- Monitoring and awareness of outbreaks & health risks
- 1,700+ vaccines administered by 11/7

- **DEBRIS REMOVAL**

- 10M+ cubic yards of debris estimated; 174K collected as of 11/18



RESPONSE & RECOVERY

- **TEMPORARY HOUSING SOLUTIONS (FEMA)**

- 1,664 households checked into transitional sheltering assistance as of 11/13
- 149 households approved for direct housing assistance.
- 4 direct housing unit placed on private sites

- **DAMAGE ASSESSMENTS (COMMUNITY & PUBLIC)**

- 214 linear miles of floodplain impact; \$1.2+ in agriculture crop loss
- 1,150 initial damage assessments completed (out of 2,092; approx. 54%). These include damage points within the City of Asheville

- **REESTABLISHING COUNTY SERVICES**

- Successful 2024 election effort
- Public-facing services and facilities opening, such as permits office, health clinic, some parks/libraries & more reopening



TRANSITION FROM EMERGENCY RESPONSE TO RECOVERY SUPPORT

RECOVERY SUPPORT ACTIVITIES

- Convene RSF Task Forces
- Complete an initial recovery planning process.
- Identify achievable, tangible community-based recovery actions and activities
- Develop strategies to rebuild and improve resiliency to future disaster risks
- Coordinate planning efforts with community and regional partners.

RECOVERY SUPPORT FUNCTIONS (RSFs)

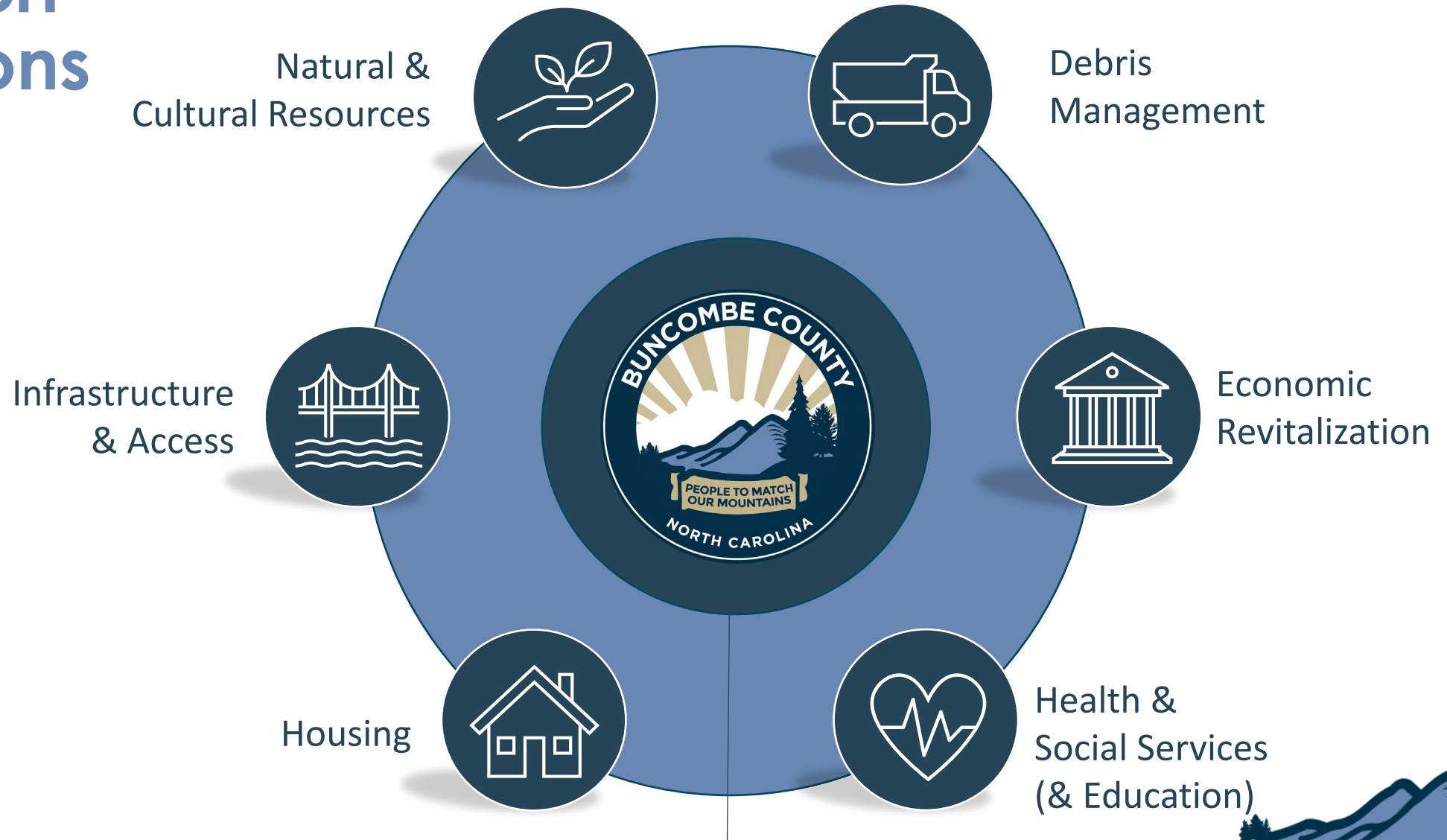
- Debris Management
- Economic Revitalization
- Education
- Health & Social Services
- Housing
- Infrastructure & Access
- Natural & Cultural Resources
- Foundational

IMMEDIATE PRIORITIES

- RSF Task Force development
- Current state needs identification
- Short-term action planning (Dec-Feb)



Recovery Support Functions



Foundational



BUNCOMBE COUNTY



May 9, 2025

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QUESTIONS?



THANK YOU



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