



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK BENTON • Chief Deputy Secretary for Health
KELLY KIMPLE • Acting Director, Division of Public Health

Memorandum

To: North Carolina Sheriffs Association, North Carolina Police Chiefs Association

Date: 16 October 2024 10:00 AM

Subject: Family Resource Center and Missing Persons Reporting

The North Carolina Department of Health and Human Services (NCDHHS) has opened a [Family Resource Center \(FRC\)](#) in Asheville to help connect families in storm-impacted counties who have lost a loved one during Hurricane Helene with bereavement and family support.

The FRC is a state-operated program in partnership with FEMA, the American Red Cross, NC Vital Records, NCDHHS and the Disaster Mortuary Operational Response Team (DMORT). Staff on-site will provide grief and bereavement services, connection to [FEMA Funeral Assistance](#) for burial and cremation support, assistance with vital records assistance with the provision and replacement of vital records such as birth and death certificates, and help navigating funeral, burial and life insurance processes.

Please note that the FRC does **not** provide assistance with FEMA Disaster Recovery benefits (such as property loss, food loss and other benefits), showers, food, clothing, shelter, or similar services.

Families will primarily be referred to the FRC by 2-1-1 and local law enforcement. People who have lost a loved one are able to walk-in, but the main process is to schedule an appointment by referral.

We also encourage you to refer families who have filed a missing persons report, or who have reasonable cause to believe an unaccounted-for individual is deceased, to the FRC to conduct an interview and/or collect DNA samples that could assist in identifying their loved one. These individuals can call 1-828-357-7663 to make an appointment. The FRC will not interfere with law enforcement investigations.

Location:

WNC Bridge Foundation
294 Overlook Rd.
Asheville, NC 28803

Hours of Operation:

Tuesday – Saturday 10 a.m. – 8 p.m.
Sunday and Monday noon – 6 p.m.

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State EOC Mass Fatality Lead
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North Carolina Department of Health and Human Services