Optum

Tennessee Hurricane Helene
September 27, 2024

Office of the Governor

Governor Bill Lee
1st Floor, State Capitol
Nashville, TN 37243
(615) 741-2001
Governor Bill Lee (tn.gov)
Gov. Bill Lee | Facebook
Gov. Bill Lee (@GovBillLee) / X

Social media post on 9/27/24:

> "*Today, I signed Executive Order 105 to provide critical relief to victims of severe weather & flooding in TN.*
> *TN is also requesting a Major Disaster Declaration from FEMA to provide impacted TN counties with additional relief & resources."*

Office of Emergency Management and Homeland Security Agency

Tennessee Emergency Management Agency
3041 Sidco Dr.
Nashville, TN 37204
(615) 741-0001
Tennessee Emergency Management Agency (tn.gov)
Tennessee Emergency Management Agency | Facebook

Press release on 9/27/24:

> *"**Flash Report #2 Hurricane Helene***
> *Friday, September 27, 2024 | 11:55am*
>
> ***KEY HIGHLIGHTS***
>
> - *Unicoi County Hospital is inundated and patients and staff are being evacuated; however, the evacuations are complicated by the Nolichucky River, which is rapidly rising and full of debris.*
> - *Local officials in Washington County have told Embreeville residents to evacuate.*

- *Hawkins County officials have told residents to shelter-in-place.*
- *Northeast Tennessee continues to be impacted by flooding. If you live in a flood prone area, please find higher ground, evacuate if you are told to, and stay informed of the evolving situation.*
- *Sheltering locations can be found on TEMA's website.*
- *Many roadways have been impacted by flooding. Before going out, visit TDOT's SmartWay website.*

CURRENT SITUATION

The remnants of tropical cyclone Helene will continue to impact Tennessee with greatest impacts lasting through Friday night. Heavy rain and flooding are the primary concerns from this tropical system. An estimated 6 to 10 inches of rain has fallen across the mountainous terrain of Eastern Tennessee over the past 48 hours. Rain will come to an end across the east early Friday afternoon as the remnants of Helene track towards the northwest. Heaviest rain will then shift over Middle and Western Tennessee where an additional 2 to 4 inches is possible. While rain will persist through the weekend, rainfall rates will decrease after tonight.

Wind gusts of 30 to 45 mph are expected through this evening but will gradually diminish overnight. The severe weather threat is very low, and hail and damaging winds from thunderstorms are not expected.

Several East Tennessee counties have issued protective actions to both evacuate and shelter-in-place. We recommend residents to continue to tune into information provided by their local officials to remain safe.

TEMA has deployed personnel at the request of the counties and is coordinating with local officials to assess damages and ensure life safety needs are met.

POWER OUTAGES AND UTILITIES

- *As of September 27, at 11:30 a.m. CDT, there are 75,500 reports of power outages statewide.*
- *TVA is monitoring water levels and will be opening spillways to manage levels.*

SHELTERING LOCATIONS

- *Local jurisdictions and the American Red Cross have opened storm shelters and overnight shelters in impacted areas.*
- *For the most up to date shelter locations, visit TEMA's website.*

THP

- *THP is providing assistance with law enforcement responsibilities.*
- *North Carolina has closed I-40 West of Asheville at the state line.*
- *I-26 at 40 mm is closed in Unicoi County due to flooding.*

TDH

- *The Tennessee Department of Health has not reported any weather-related fatalities or injuries.*
- *Unicoi County Hospital is inundated, and patients and staff are being evacuated; however, the evacuations are complicated by the Nolichucky River, which is rapidly rising and full of debris.*

TDOT

- *TDOT is continuing to monitor road conditions across the state and assist with debris removal.*
- *Before you go out, check road conditions on TDOT's SmartWay website.*

PROTECTIVE ACTIONS/KEY MESSAGES

- *Tune into information provided by local officials on evacuation and shelter-in-place guidance.*
- *Do not self-deploy to assist impacted areas. Wait for local officials to issue guidance.*
- *Do not attempt to cross flooded roads or walkways. Turn around, don't drown.*
- *Take photos of any damages and use caution when handling debris.*
- *Continue to monitor for updated weather information from reliable sources.*
- *Contact your local emergency management agency if you need immediate assistance."*

American Red Cross

American Red Cross – Tennessee Region
2201 Charlotte Ave.
Nashville, TN 37203
(615) 250-4300
Tennessee Region | American Red Cross
American Red Cross of Tennessee | Nashville TN | Facebook

Press social media post on 09/27/24:

> *"The Tennessee Red Cross and community partners have opened shelters in #CarterCounty #JohnsonCounty and #GreeneCounty.*

- *Cloudland High School*
  476 Cloudland Drive
  Roan Mountain, TN 37687

- *First Christian Church of Mountain City*
  401 W Main St
  Mountain City, TN 37683

- *Asbury United Methodist Church*
  201 S Main St.
  Greeneville, TN 37743

Our team is continuing to work with local officials and community partners to provide aid, support, and shelter to those needing assistance due to #Helene. Download the free Red Cross Emergency App to stay informed about shelter locations near you."

Open Shelters:

Carter County

- Cloudland High School
  476 Cloudland Drive
  Roan Mountain, TN 37687

Greene County

- Asbury United Methodist Church
  201 S. Main Street
  Greeneville, TN 37743

Johnson County

- First Christian Church of Mountain City
  401 West Main
  Mountain City, TN 37683

Department of Transportation

Tennessee Department of Transportation
505 Deaderick Street
Nashville, TN 37243
(615) 741-2848
TDOT (tn.gov)
myTDOT | Nashville TN | Facebook
myTDOT (@myTDOT) / X

Social media post on 9/27/24:

> *"***1:45pm UPDATE: I-40 Closed BOTH WAYS in Cocke County***
> *Helene Update 4 1:30pm: SPREAD THE WORD. Here are maps of the interstate and state route closures in East TN. Note: All roads in Western NC should be considered closed."*

To view current road conditions, visit TDOT SmartWay: Home (tn.gov).

United Way/211 Information and Referrals Lines

These information and referral lines may know of additional resources currently providing assistance, such as food pantries, clothing closets, emergency shelters, and agencies offering financial assistance. Please dial 2-1-1 and provide your zip code and demographic information in order to receive referrals. Information can also be obtained at Call 211 for Essential Community Services | United Way 211.

TN 211
Dial 211 or text zip code to 898-211
Home (myresourcedirectory.com)

Federal Emergency Management Agency (FEMA)

(800) 621-3362
FEMA.gov
Please visit the website and click on "*Disaster Declarations*". If a disaster is declared, please call to apply for assistance by phone, or visit: Individual Assistance | FEMA.gov to apply online.

DisasterAssistance.gov

Home | disasterassistance.gov
Offers information about local resources for disasters, including: FEMA Disaster Recovery Centers (DRCs), Red Cross, food, shelter, state emergency management agencies, and hospital locators.
To determine if individual disaster assistance is available through FEMA, please visit the website and enter the address.
To locate your local state emergency management agency for disaster information and updates, please visit: Search Your Location | FEMA.gov

American Red Cross National

(800) 733-2767
American Red Cross | Help Those Affected by Disasters

National Weather Service

Weather alerts by state are available at: Active Alerts (weather.gov).

The Weather Channel

Local forecasts and severe weather. Please call or visit the website to locate your local chapter and open shelters.
National and Local Weather Radar, Daily Forecast, Hurricane and information from The Weather Channel and weather.com.

Safe Travel USA

SafeTravelUSA

National Traffic And Road Closure Information

National Traffic and Road Closure Information | Federal Highway Administration (dot.gov)

Free Help Line

Optum, a leading health and behavioral health services company, is offering a free emotional-support help line.

The toll-free number, 866-447-3573, will be open Monday-Friday, 8am-8pm CST. The service is free of charge and open to anyone. Specially trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

Along with the toll-free help line, emotional-support resources and information are available online at https://www.liveandworkwell.com.