



FEMA

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Hurricane Florence – North Carolina

Daily Fact Sheet – 27

Navigating the Road to Recovery

- **Stay in touch with FEMA.** To update your contact numbers, supply missing documentation or re-schedule an inspection, visit a disaster recovery center or call the disaster assistance helpline at **800-621-3362** or **800-462-7585 (TTY)**.
- **Disaster recovery centers offer in-person help to homeowners, renters and businesses affected by Hurricane Florence.** To find center locations and hours, go to FEMA.gov/DRC or download the [FEMA mobile app](#) in English and [Spanish](#).
- **All North Carolina disaster survivors have equal access to information on how to apply for disaster assistance.** If you need an accommodation or assistance due to a disability, call the disaster assistance helpline at **800-621-3362** or **800-462-7585 (TTY)**. Multilingual operators are available. To apply online, go to DisasterAssistance.gov (English) or DisasterAssistance.gov/es (Spanish).

Scope

- **31** counties designated for Individual Assistance
- **40** counties designated for Public Assistance (Categories A-G)
- **1** county designated for Public Assistance (Categories A-B only)
- **7** shelters open with a population of **266 survivors** (peak 21,272 on 9/15)

Overview

Total state and federal resources: more than \$537 million

- **IHP grants** approved for homeowners and renters: more than **\$103 million**
- **SBA low-interest loans:** more than **\$204 million**
- NFIP claims paid to policyholders: **roughly \$230 million.**

By the Numbers:

- IHP grants approved for homeowners and renters: more than **\$103 million**
 - Housing Assistance approved: more than **\$86 million**
 - Other Needs Assistance approved: more than **\$17 million**
- FEMA inspectors in the field: **111**
- FEMA inspections completed: **90,556 (99%) out of 91,191 assigned**
- Households in TSA hotels: **416**
- Total household members in TSA hotels: **1,186**
- DRC visitors: **18,195**
- SBA loans: **5,004** loans for more than **\$204 million**
 - Loans approved for **4,715** homeowners and renters: nearly **\$188 million**
 - Loans approved for **289** businesses: more than **\$16 million**
- NFIP claims paid: roughly **\$230 million**
- NFIP claims filed: **14,000**
- Homes visited by DSA crews: **71,000**
- Case updates and inquiries made by DSA crews: **3,700**

Individuals and families in **31 counties** are eligible to apply for Individual Assistance: **Anson, Beaufort, Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Greene, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Moore, New Hanover, Onslow, Orange, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, Scotland, Union, Wayne and Wilson.**

Disaster Recovery Centers (DRCs)

Disaster recovery centers serve as one-stop shops for hurricane survivors who want to know [what to expect after registering for assistance](#). For a list of the centers and their current hours, visit fema.gov/DRC or download the FEMA mobile app in English or Spanish.

County and #	Location	Hours
Bladen #17	Powell-Melvin Agricultural Center 450 Smith Circle, Elizabethtown, N.C. 28337	9 a.m. to 7 p.m. Mon. to Sat.
Brunswick #9	Virginia Williams Event Center Odell Williams Auditorium 150 College Rd. NE, Bolivia, NC 28422	9 a.m. to 7 p.m. Mon. to Sat.
Carteret #8	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 7 p.m. Mon. to Sat.
Carteret #15	Newport Town Hall Parking Lot 20 Howard Blvd., Newport, NC 28570	9 a.m. to 7 p.m. Mon. to Sat.
Craven #7	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 7 p.m. Mon. to Sat.
Craven #18	Former rue21 Clothing Store 537 Hwy. 70 W, Suite 103, Havelock, N.C. 28532	9 a.m. to 7 p.m. Mon. to Sat.
Cumberland #2	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 7 p.m. Mon. to Sat.
Duplin #10	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28446	9 a.m. to 7 p.m. Mon. to Sat.
Hoke #21	Raeford Civic Center 200 College Drive, Raeford, N.C. 28376	9 a.m. to 7 p.m. Thu. to Sat.
Jones #5	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	9 a.m. to 7 p.m. Mon. to Sat.

Lenoir #12	Kinston Diagnostic Group, 109 Airport Road Kinston, NC 28504	9 a.m. to 7 p.m. Mon. to Sat.
New Hanover #6	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 7 p.m. Mon. to Sat.
Onslow #1a	175 Freedom Way, Suite 18 A, Midway Park, NC 28544	9 a.m. to 7 p.m. Mon. to Sat.
Pamlico #3	Grantsboro Town Hall 10628 NC Hwy 55E, Grantsboro, NC 28529	9 a.m. to 7 p.m. Mon. to Sat.
Pender #13a	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	9 a.m. to 7 p.m. Mon. to Sat. Closes 2 p.m. Oct. 23 thru Oct. 24, re-opens Oct. 25 at 9 a.m.
Robeson #14	Lumbee Tribe of North Carolina Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	9 a.m. to 7 p.m. Mon. to Sat.
Sampson #22	Sampson County Complex, 406 County Complex Road, Building C, Clinton, N.C. 28328	9 a.m. to 7 p.m. Thu. to Sat.
Scotland #19	Scotland County Parks and Recreation 1210 Turnpike Road, Laurinburg, N.C. 28352	9 a.m. to 7 p.m. Mon. to Wed.
Wayne #20	TC Coley Building 516 S. Leslie St., Goldsboro, N.C. 27530	9 a.m. to 7 p.m. Mon. to Wed.

Mobile Registration Intake Centers (MRICs)

MRICs change locations every few days. Survivors may visit any center to register for disaster assistance or find out more information about the types of help available.

County	Location	Hours	Scheduled Through
Richmond	Richmond Community College, Cole Auditorium, 1042 W. Hamlet Ave., Hamlet, NC 28345	9 a.m. to 6 p.m.	Mon., Oct. 22 through Wed., Oct. 24

U.S. Small Business Administration (SBA)

The SBA offers low-interest disaster loans to businesses of all sizes, nonprofits, homeowners and renters to cover uninsured or uncompensated losses or damage from Florence. After registering for disaster assistance, applicants may be referred to the SBA. There’s no obligation to accept a loan, but you may miss out on the largest source of federal disaster recovery funds. Those who don’t qualify for an SBA disaster loan may be referred back to FEMA for certain other grants.

SBA Business Recovery Centers (BRCs)

The SBA has opened 10 BRCs to help businesses affected by Florence. Hours and locations follow:

County	Location	Hours
Bladen	Powell-Melvin Agricultural Service Center, 450 Smith Circle, Elizabethtown, NC 28337	8 a.m. to 5 p.m. Mon. to Sat.
Carteret	Sound Bank 5039 Executive Drive, Morehead City, NC 28557	9 a.m. to 5 p.m. Mon. to Thu. 9 a.m. to 6 p.m. Fri.
Columbus	Old Columbus County Board of Elections Building 50 Legion Drive, Suite A, Whiteville, NC 28472	8 a.m. to 5 p.m. Mon to Fri.
Craven	Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560	8 a.m. to 5 p.m. Mon. to Sat.

Cumberland	Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 6 p.m. Mon. to Sat.
Johnston	Riverwalk Office Suites, 101 East Market Street, Unit 2C, Smithfield, NC 27577	8 a.m. to 5 p.m. Mon. to Sat
New Hanover	Wilmington Chamber of Commerce 1 Estelle Lee Place, Wilmington, NC 28401	8 a.m. to 5 p.m. Mon. to Sat
Onslow	Onslow County 234 NW Corridor Blvd, Room 107, Jacksonville, NC 28540	8 a.m. to 5 p.m. Mon. to Fri.
Pitt	SBTDC Regional Service Center at East Carolina University, 300 East First Street, Willis Building, Greenville, NC 27858	8 a.m. to 5 p.m. Mon. to Sat.
Robeson	Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358	8 a.m. to 5 p.m. Mon. to Sat

Transitional Sheltering Assistance (TSA)

The [Transitional Sheltering Assistance](#) program provides short-term hotel stays to survivors who were displaced from their homes and need shelter while they look for longer-term housing.

- TSA is available to eligible survivors whose pre-disaster primary residence is in one of the following **nine** counties: ***Brunswick, Carteret, Columbus, Craven, Jones, New Hanover, Onslow, Pender or Robeson.***
- Survivors will be notified of their eligibility through an automated phone call, text message, and/or email depending upon the method of communication they selected when they registered for assistance. Or call the disaster assistance helpline at **800-621-3362** or **800-462-7585 (TTY).**

Direct Temporary Housing Assistance

Based upon the needs identified by the State of North Carolina, FEMA is providing two forms of Direct Temporary Housing Assistance in **10** counties: **Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Onslow, Pender, New Hanover and Robeson.** The two forms are:

- *Travel Trailers* provide a timely, effective interim solution for most households with a high degree of confidence that repairs to their home can be completed in less than a year, ideally within six months.
- *Manufactured Housing Units (MHUs)* provide a longer-term solution for survivors whose repairs will take longer to complete due to greater degree of damage.

Survivors displaced from their homes due to Hurricane Florence must first apply for disaster assistance to be considered for FEMA programs. Apply online at DisasterAssistance.gov or by calling the disaster assistance helpline at **800-621- 3362** or **800-462-7585 (TTY).**

U.S. Housing and Urban Development (HUD)

North Carolinians living in HUD-assisted housing who were affected by Hurricane Florence may call **800-304-9320** to learn about resources. Survivors can also email recovery@hud.gov to contact HUD. To apply for disaster assistance online, go to DisasterAssistance.gov (English) or DisasterAssistance.gov/es (Spanish). Or call **800-621-3362** or **800-462-7585 (TTY).**

Crisis Cleanup

Homeowners affected by Florence who need help clearing disaster debris, tarping disaster-damaged roofs, or cleaning up their disaster-damaged homes may call Crisis Cleanup at **800-451-1954** to be paired with voluntary agencies. All services are free.

Disaster Legal Services

Free legal services are available for low-income survivors of Hurricane Florence. For legal assistance, call the **Disaster Legal Hotline** at **833-242-3549**.

Disaster Distress Helpline

If you're feeling stressed or overwhelmed by Florence, call the **Disaster Distress Helpline** at **800-985-5990** any time day or night to speak with a trained crisis counselor. Or text TalkWithUs to 66746. For Spanish, text Hablanos to 66746.

Disaster Assistance for Farmers and Ranchers

Along with FEMA grants and SBA loans, farmers and ranchers are eligible to apply for emergency loans through the U.S. Department of Agriculture's Farm Service Agency (FSA). For more information, go online to fsa.usda.gov or visit the nearest FSA office.

Disaster Unemployment Assistance (DUA)

If you're out of work or lost income due to Florence, you now have more time to apply for DUA, which helps those who do not qualify for regular unemployment benefits—such as farm laborers and small business owners. To apply, call **866-795-8877**. For more information, visit the state's [Division of Employment Security](#). **The deadline to apply has been extended to Oct. 31, 2018.**

Unmet Needs

FEMA works closely with state, federal, faith-based and voluntary agency partners. Survivors who do not qualify for FEMA disaster assistance may call **2-1-1**, the statewide information and referral service for basic unmet needs.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Residents in the newly designated counties of **Anson, Orange and Union** who were impacted by Hurricane Florence can apply for help buying food through D-SNAP. **Applications will be accepted today through Oct. 30, 2018.**

- For more information about [D-SNAP eligibility and guidance](#), call **866-719-0141**.
- For a list of the three D-SNAP locations and hours, go to the [NC Department of Health and Human Services](#) website.

Mitigation Outreach

Disaster survivors can get tips and advice on how to rebuild stronger against future storm damage from FEMA flood mitigation specialists at Disaster Recovery Centers and at select hardware and home improvement stores for a limited time. Their schedule follows:

County	Location	Open/close date, hours
<i>Brunswick</i>	Lowe's Home Improvement, 5084 Southport-Supply Road SE, Southport, N.C. 28461	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Cumberland</i>	The Home Depot, 2060 Skibo Road,	Oct. 10, 2018 to Oct. 26, 2018

	Fayetteville, N.C. 28314	Mon. thru Sun. 7 a.m. to 6 p.m.
New Hanover	The Home Depot, 5511 Carolina Beach Road, (Village at Myrtle Grove) Wilmington, N.C. 28412	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.
Onslow	The Home Depot 479 Western Blvd., Hwy. 17 Jacksonville, N.C. 28546	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.

National Flood Insurance Program

To help speed recovery, the [National Flood Insurance Program](#) is allowing advanced payments up to \$5,000 to policyholders on their flood insurance claims, without an adjuster visit or additional documentation. NFIP policyholders who have not yet filed a claim should call their agent or insurance company and file immediately. Policyholders who need assistance contacting their insurance company can contact the NFIP Call Center at **800-427-4661**.

Insurance Hotline

If you need help with your insurance claim or settlements, call the North Carolina Department of Insurance at **855-408-1212**. For more information, go to NCHurriClaims.com.

Public Assistance

FEMA's Public Assistance program reimburses state, local and tribal governments, as well as certain private non-profit organizations for the costs of debris removal, emergency protective measures and the repair or replacement of disaster-damaged infrastructure.

Government entities and non-profit organizations must provide a formal Request for Public Assistance to the State of North Carolina to be considered for a grant. The deadlines are:

- **November 11:** for Alleghany, Anson, Ashe, Cabarrus, Chatham, Dare, Granville, Montgomery, Person, Randolph, Stanly, Union, and Yancey counties.
- **November 16:** Beaufort, Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Greene, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Moore, New Hanover, Onslow, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, Scotland, Wayne, and Wilson counties.

Disaster Fraud Hotline

If you suspect fraud, waste, abuse or mismanagement of disaster relief operations, call the Disaster Fraud Hotline at **866-720-5721**. (Calls can be made anonymously and confidentially.)
