



FEMA

*Durham Joint Field Office*

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# Hurricane Florence – North Carolina Daily Fact Sheet – 15

## *Navigating the Road to Recovery*

- **For residents displaced from their homes by Hurricane Florence**, rental assistance from FEMA may be their fastest and best solution to move their recovery forward. Rental assistance from FEMA is grant money meant to help pay for a safe, sanitary and functional place for survivors to stay while making repairs to or rebuilding their storm-damaged homes.
- **Another disaster recovery center opened in Havelock in Craven County**, in addition to the center in New Bern. For a list of the centers and their hours, visit [fema.gov/DRC](https://fema.gov/DRC) or download the FEMA mobile app.
- **North Carolina residents with losses from Hurricane Florence are encouraged to follow up with FEMA to ensure a timely inspection and keep their recovery on track.** If your home was found to be inaccessible at the time of inspection and you must reschedule, you must let FEMA know when the home is accessible and [request a new inspection to be issued](#). Call **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY) anytime from 7 a.m. to 11 p.m. local time seven days a week until further notice. Multilingual operators are available. For an ASL interpreter, please call **202-655-8824**.
- **If you are in the path of Hurricane Michael**, make sure to stay closely tuned in to local forecasts for updates and emergency information. As the storm approaches, heed directions from local officials. There is a serious threat of damaging winds and flooding—from the Florida Panhandle to North Carolina.

## *Scope*

- **28** counties designated for Individual Assistance
- **28** counties designated for Public Assistance (Categories A&B)
- **11 shelters** open with a population of **511 survivors (peak 21,272 on 9/15)**

### **Overview**

**Nearly \$299 million in state and federal resources as of Oct. 9:**

- **\$93 million** in state and federal grants were approved for homeowners and renters.
- **\$97.7 million** in low-interest disaster loans from the U.S. Small Business Administration (SBA) were approved for 2,461 businesses, homeowners and renters.
- **\$108 million** in claims were paid by the National Flood Insurance Program (NFIP) to policyholders.

### **Individuals & Households Program (IHP)**

Individuals and families in **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 are eligible to apply for federal disaster assistance through IHP.

**As of Oct. 9:**

- IHP approved: more than **\$93 million**
  - Housing Assistance approved: nearly **\$79 million**
  - Other Needs Assistance approved: more than **\$14 million**
- FEMA inspectors in the field: **247**
- FEMA inspections completed: **82,443 (97%) out of 85,178 assigned**
- Nearly **26,000** North Carolina homeowners and renters have received FEMA housing assistance including grants for repairs to make their homes livable.
- Nearly **16,000** homeowners and renters have received financial rental assistance, FEMA’s quickest and most efficient temporary housing program for displaced survivors.
- **414 households**, representing **1,218 household members**, are currently checked into hotels through FEMA’s Transitional Sheltering Assistance program.

### **Disaster Recovery Centers (DRCs)**

DRCs have welcomed **10,591** visitors to date. The centers serve as one-stop shops for hurricane survivors who want to know [what to expect after registering for assistance](#).

Need an American Sign Language interpreter? There are iPads located in the Disaster Recovery Centers where a remote Video Relay Interpreter can provide communication access. If an onsite interpreter is preferred or needed, please call or text 202-655-8824. If possible, please allow at least 24 hours to schedule an interpreter.

For a list of the centers and their hours, visit [fema.gov/DRC](http://fema.gov/DRC) or download the FEMA mobile app. Hours as shown until further notice.

<b>County and #</b>	<b>Location</b>	<b>Hours</b>
<b>Beaufort #4</b>	Bobby Andrews Center 231 East 7th Street, Washington, NC 27889	<b>9 a.m. to 7 p.m. Mon. to Sat.</b> <b>9 a.m. to 1 p.m. Sun.</b>
<b>Bladen #17</b>	Powell-Melvin Agricultural Center 450 Smith Circle, Elizabethtown, N.C. 28337	<b>9 a.m. to 7 p.m. Mon. to Sat.</b> <b>9 a.m. to 1 p.m. Sun.</b>

<b>Brunswick #9</b>	Virginia Williams Event Center Odell Williams Auditorium 150 College Rd. NE, Bolivia, NC 28422	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Carteret #8</b>	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Carteret #15</b>	Newport Town Hall Parking Lot 20 Howard Blvd., Newport, NC 28570	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Craven #7</b>	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Craven #18</b>	Former rue21 Clothing Store 537 Hwy. 70 W, Suite 103, Havelock, N.C. 28532	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Cumberland #2</b>	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Duplin #10</b>	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28446	9 a.m. to 7 p.m. Mon. to Sat. Closed Sun.
<b>Harnett #11</b>	Commons Area, 309 W. Cornelius Harnett Blvd., Lillington, NC 27546	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Hyde #16</b>	O. A. Peay School 1430 Main St., Swan Quarter, NC 27885	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Jones #5</b>	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Lenoir #12</b>	Kinston Diagnostic Group, 109 Airport Road Kinston, NC 28504	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>New Hanover #6</b>	Old Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Onslow #1</b>	Nissan Car Dealership, 312 Western Blvd, Jacksonville, NC 28546	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Pamlico #3</b>	Grantsboro Town Hall 10628 NC Hwy 55E, Grantsboro, NC 28529	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Pender #13</b>	Caswell Presbyterian Church 318 W. Church Ave., Atkinson, NC 28421	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
<b>Robeson #14</b>	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. 9 a.m. to 1 p.m. Sun.

### ***Mobile Registration Intake Centers***

Mobile Registration Intake Centers change locations every few days. Survivors may visit any center to register for federal assistance or find out more information about the types of help and programs available.

<b><i>County</i></b>	<b><i>Location</i></b>	<b><i>Hours</i></b>	<b><i>Scheduled Through</i></b>
<b><i>Carteret</i></b>	County Health Department 3820 Bridges St., Morehead City, NC	9 a.m. to 7 p.m.	Wed., Oct. 10

### ***U.S. Small Business Administration (SBA)***

The SBA offers low-interest disaster loans to businesses of all sizes (including landlords), 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 if you don't apply.

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- If you don't qualify for an SBA disaster loan, you may be referred back to FEMA for Other Needs Assistance grants.
- More than **\$97.7 million** in low-interest disaster loans have been approved by SBA for **2,461** homeowners, renters and business owners, which includes:
  - **\$91.8 million, 2,332** loans approved for homeowners and renters.
  - **\$5.9 million, 129** loans approved for business owners.

### ***SBA Business Recovery Centers***

The SBA has opened nine BRCs to help businesses affected by Florence. Below are their current locations and hours.

<b><i>County</i></b>	<b><i>Location</i></b>	<b><i>Hours</i></b>
<b><i>Bladen</i></b>	Powell-Melvin Agricultural Service Center, 450 Smith Circle, Elizabethtown, NC 28337	<b>8 a.m. to 5 p.m. Mon. to Sat.</b>
<b><i>Carteret</i></b>	Sound Bank 5039 Executive Drive, Morehead City, NC 28557	<b>9 a.m. to 5 p.m. Mon. to Thu. 9 a.m. to 6 p.m. Fri.</b>
<b><i>Craven</i></b>	Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560	<b>8 a.m. to 5 p.m. Mon. to Sat.</b>
<b><i>Cumberland</i></b>	Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC 28301	<b>9 a.m. to 6 p.m. Mon. to Sat.</b>
<b><i>Johnston</i></b>	Riverwalk Office Suites, 101 East Market Street, Unit 2C, Smithfield, NC 27577	<b>8 a.m. to 5 p.m. Mon. to Sat</b>
<b><i>New Hanover</i></b>	Wilmington Chamber of Commerce 1 Estelle Lee Place, Wilmington, NC 28401	<b>8 a.m. to 5 p.m. Mon. to Sat</b>
<b><i>Onslow</i></b>	Onslow County 234 NW Corridor Blvd, Room 107, Jacksonville, NC 28540	<b>8 a.m. to 5 p.m. Mon. to Fri.</b>
<b><i>Pitt</i></b>	SBTDC Regional Service Center at East Carolina University, 300 East First Street, Willis Building, Greenville, NC 27858	<b>8 a.m. to 5 p.m. Mon. to Sat.</b>
<b><i>Robeson</i></b>	Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358	<b>8 a.m. to 5 p.m. Mon. to Sat</b>

### ***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.

- As of Oct. 9, there were **414 households** (1,218 total household members) checked into TSA-participating hotels.
- 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** (voice, 711 or VRS) or **800-462-7585 (TTY)**.
- Transitional Sheltering Assistance is a ***sheltering*** option using participating hotels/motels to help fill a gap ***until*** survivors identify short or long-term ***housing*** solutions.

- TSA is available to eligible survivors whose pre-disaster primary residence is in one of the following **nine** counties: ***Brunswick, Carteret, Craven, Columbus, Jones, New Hanover, Onslow, Pender or Robeson.***
- Survivors who do not have the option to return home and are unable to have their housing needs met through insurance, congregate shelters, or rental assistance provided by FEMA or another agency (federal, state or voluntary) may be eligible for TSA.
- Survivors will be notified of their eligibility through an automated phone call, text message, and/or email depending upon the method of communication selected when they registered for assistance.
- To locate participating hotels, visit **DisasterAssistance.gov**, scroll down to the Quick Links section, and click on **“Transitional Sheltering Assistance Hotel Locator.”** You can also call the disaster assistance helpline at **800-621-3362** (voice, 711 or VRS) or **TTY 800-462-7585.**
- Continued eligibility is determined on an individual basis. When eligibility for a particular household ends, those survivors will be notified seven days prior to their checkout date.
- FEMA provides rental assistance, home repair assistance and other forms of housing to help eligible survivors transition from TSA to a short or long-term **housing** option.

### ***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.

The specialists can answer questions about home repair, making disaster plans, putting together supply kits and the importance of flood insurance. Their schedule follows:

<b>County</b>	<b>Location</b>	<b>Open/close date, hours</b>
<b><i>Brunswick</i></b>	Lowe’s Home Improvement 5084 Southport-Supply Road SE Southport, N.C. 28461	<b>Oct. 9, 2018 to Oct. 26, 2018</b> <b>Mon. thru Sun.</b> <b>7 a.m. to 6 p.m.</b>
<b><i>Cumberland</i></b>	The Home Depot 2060 Skibo Road Fayetteville, N.C. 28314	<b>Oct. 10, 2018 to Oct. 26, 2018</b> <b>Mon. thru Sun.</b> <b>7 a.m. to 6 p.m.</b>
<b><i>New Hanover</i></b>	The Home Depot 5511 Carolina Beach Road (Village at Myrtle Grove) Wilmington, N.C. 28412	<b>Oct. 9, 2018 to Oct. 26, 2018</b> <b>Mon. thru Sun.</b> <b>7 a.m. to 6 p.m.</b>
<b><i>Onslow</i></b>	The Home Depot 479 Western Blvd., Hwy. 17 Jacksonville, N.C. 28546	<b>Oct. 9, 2018 to Oct. 26, 2018</b> <b>Mon. thru Sun.</b> <b>7 a.m. to 6 p.m.</b>
<b><i>Wake</i></b>	Scott Building, Space 069 North Carolina State Fair 1025 Blue Ridge Road Raleigh, N.C. 27607	<b>Oct. 11, 2018</b> <b>4 p.m. to 9:45 p.m.</b> <b>Oct. 12 through Oct. 21, 2018</b> <b>9 a.m. to 9:45 p.m.</b>

### ***Disaster Legal Services***

Free legal services are available for low-income survivors of Hurricane Florence. Attorneys may be able to assist survivors with disaster-related legal matters. Call the **Disaster Legal Hotline** at **833-242-3549**. Hours are Monday through Friday from 8:30 a.m. to 4:15 p.m. Extended hours on Monday and Thursdays are from 5:30 to 8:30 p.m. until further notice.

### ***Disaster Distress Helpline***

If you're feeling stressed or overwhelmed by Florence, call the Disaster Distress Helpline at **800-985-5990** (voice, 711 or VRS) any time day or night to speak with a trained crisis counselor. Or text TalkWithUs to 66746. For Spanish, text Hablanos to 66746.

### ***Disaster Unemployment Assistance***

If you're out of work or lost income due to Florence, you may be eligible for Disaster Unemployment Assistance (DUA). DUA helps those who do not qualify for regular unemployment benefits—such as farm laborers and self-employed workers. To apply, call **866-795-8877**. For more information, visit the state's [Division of Employment Security](#) website.

### ***Disaster Supplemental Nutrition Assistance Program (D-SNAP)***

Survivors in **Greene County** have until **Oct. 11, 2018** apply for help buying food through the Disaster Supplemental Nutrition Assistance Program, or “D-SNAP.” **The deadline has passed for all other counties.**

- For more information regarding [D-SNAP eligibility and guidance](#), call the State's SNAP hotline at **866-719-0141**.
- People receiving SNAP can also get extra help buying food, but do not need to fill out a D-SNAP application. Call **2-1-1** for more information.
- For a list of D-SNAP locations, go to the [NC Department of Health and Human Services](#) website.
- More than **\$84 million** in food assistance has been issued through the Disaster Supplemental Nutrition Assistance Program (D-SNAP). This includes more than 413,000 people who have received a supplement to their existing Food and Nutrition Services (FNS) benefits and more than 192,000 people who were not already receiving help through the FNS program.

### ***Disaster Survivor Assistance (DSA)***

Dozens of DSA crews are talking to survivors out in storm-damaged communities. Crew members can answer questions, register survivors and make referrals to community partners. All FEMA employees and contractors carry an official government or contractor badge to identify themselves. To guard against fraud, survivors should ask to see a badge.

- To date, the crews have visited more than **45,000** homes, registered more than **3,500** survivors and made **2,888** case updates and inquiries.

### ***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—such as food or cleaning supplies and help to pay utility bills and child care expenses.

### ***National Flood Insurance Program***

- To help speed recovery, the [National Flood Insurance Program](#) is allowing advanced payments to policyholders on their flood insurance claims.
- Policyholders who contact their insurer can receive an advance payment of up to \$5,000 on a flood claim, 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**.
- NFIP has already paid out more than **\$108 million** in advanced payments and claims to policyholders in North Carolina affected by Florence. More than **13,700** claims have been filed in North Carolina.

### ***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.)

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