



*Durham Joint Field Office*

Oct. 4, 2018

DR-4393-NC DFS 009



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## Hurricane Florence – North Carolina

# Daily Fact Sheet – 9

### *Navigating the Road to Recovery*

- **Do you have insurance?** If you have a homeowners and/or [flood insurance policy](#), file your claim immediately, before you apply for disaster assistance.
- **Homeowners and renters who sustained uninsured losses from Florence may register for federal assistance at [DisasterAssistance.gov](#).** Disaster grants help pay for temporary rental assistance, basic repairs to make homes habitable and serious disaster-related needs not covered by insurance. You can also apply by phone at **(800) 621-3362** (voice, 711 or VRS) or **(800) 462-7585** (TTY).
- **After registering for disaster assistance, you may receive a determination letter by mail or email from FEMA.** Read your determination letter carefully to understand your eligibility for federal assistance. The most common reason for an ineligibility determination is the need to provide FEMA with a copy of a letter verifying your insurance coverage before FEMA can process your grant application.

### *Scope*

- **28** counties designated for Individual Assistance
- **28** counties designated for Public Assistance (Categories A&B)
- **12 shelters** open with a population of **658 survivors (peak 21,272 on 9/15)**

### *Overview*

**Nearly \$210 million in state and federal resources as of Oct. 3:**

- **\$82 million** in state and federal grants were approved for homeowners and renters.
- **\$62 million** in low-interest disaster loans from the U.S. Small Business Administration (SBA) were approved for over 1,158 businesses, homeowners and renters.
- **\$66 million** in advance payments and 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. 3:

- IHP approved: approximately **\$82 million**
  - Housing Assistance approved: nearly **\$69 million**
  - Other Needs Assistance approved: more than **\$12 million**
- FEMA inspectors in the field: **516**
- FEMA inspections completed: **71,958 (91%) out of 78,617 assigned**

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

DRCs have welcomed more than **5,339** visitors to date. The centers serve as one-stop shops for hurricane survivors who want to know [what to expect after registering for assistance](#).

If visitors need an American Sign Language Interpreter, there are iPads in each DRC where a remote Video Relay Interpreter can provide communication access. If an on-site interpreter is preferred or needed, call or text **202-655-8824**. Allow at least 24 hours to schedule an interpreter.

For a list of DRCs 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><i>Onslow</i></b><br><b>#1</b>      | Nissan Car Dealership,<br>312 Western Blvd, Jacksonville, NC 28546                                     | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Cumberland</i></b><br><b>#2</b>  | Social Services Department,<br>1225 Ramsey Street, Fayetteville, NC 28301                              | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Pamlico</i></b><br><b>#3</b>     | Grantsboro Town Hall<br>10628 NC Hwy 55E, Grantsboro, NC 28529   | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Beaufort</i></b><br><b>#4</b>    | Bobby Andrews Center<br>231 East 7th Street, Washington, NC 27889                                      | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Jones</i></b><br><b>#5</b>       | County Civic Center<br>794 Hwy 58 South, Trenton, NC 28585   | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>New Hanover</i></b><br><b>#6</b> | Old Independence Mall<br>3500 Oleander Drive, Wilmington, NC 28403                                     | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Craven</i></b><br><b>#7</b>      | Former Eckerd Drugstore<br>710 Degraffenreid Ave., New Bern, NC 28560                                  | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Carteret</i></b><br><b>#8</b>    | Board of Elections<br>1702 Live Oak St., Beaufort, NC 28516  | <b>9 a.m. to 7 p.m. Mon. to Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b> |
| <b><i>Brunswick</i></b><br><b>#9</b>   | Virginia Williams Event Center,<br>Odell Williams Auditorium,<br>150 College Rd. NE, Bolivia, NC 28422 | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Duplin</i></b><br><b>#10</b>     | Wallace Presbyterian Church<br>205 W. Main St., Wallace, NC 28446                                      | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>Closed Sun.</b>              |
| <b><i>Harnett</i></b><br><b>#11</b>    | Senior Corps Building, 309 W. Cornelius Harnett<br>Blvd., Lillington, NC 27546                         | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |
| <b><i>Lenoir</i></b><br><b>#12</b>     | Kinston Diagnostic Group<br>109a Airport Road, Kinston, NC<br>28504                                    | <b>9 a.m. to 7 p.m. Mon.—Sat.</b><br><b>9 a.m. to 1 p.m. Sun.</b>    |

### **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>County</b>   | <b>Location</b>   | <b>Hours</b>     | <b>Scheduled Through</b> |
|-----------------|---|------------------|--------------------------|
| <b>Carteret</b> | County Health Department<br>3820 Bridges St., Morehead City, NC | 9 a.m. to 7 p.m. | Thurs., Oct. 4           |
| <b>Pender</b>   | 801 S. Walker St., Burgaw, NC                                   | 9 a.m. to 7 p.m. | Sat., Oct. 6             |
| <b>Duplin</b>   | Mad Boar, 111 River Village Pl.,<br>Wallace, NC                 | 9 a.m. to 7 p.m. | Thurs., Oct. 4           |

### **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.
- If you don’t qualify for an SBA disaster loan, you may be referred back to FEMA for Other Needs Assistance grants.
- More than **\$61.8 million** in low-interest disaster loans approved by SBA for **1,635** homeowners, renters and business owners, which includes:
  - **\$58.6 million, 1,552** loans approved for homeowners and renters.
  - **\$3.1 million, 83** loans approved for business owners.

### **SBA Business Recovery Centers**

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

| <b>County</b>      | <b>Location</b>  | <b>Hours</b>                                     |
|--------------------|--|--|
| <b>Bladen</b>      | <i>Powell-Melvin Agricultural Service Center,<br/>450 Smith Circle, Elizabethtown, NC 28337</i>                  | <b>8 a.m. to 5 p.m.<br/>Mon. to Fri.</b>         |
| <b>Carteret</b>    | <i>Sound Bank<br/>5039 Executive Drive, Morehead City, NC 28557</i>  | <b>8 a.m. to 5 p.m.<br/>Mon. to Sat.</b>         |
| <b>Craven</b>      | <i>Centenary United Methodist Church, Education<br/>Building Entrance<br/>309 New Street, New Bern, NC 28560</i> | <b>8 a.m. to 5 p.m.<br/>Mon. to Sat</b>          |
| <b>Cumberland</b>  | <i>Cumberland County Department of Social Services<br/>1225 Ramsey Street, Fayetteville, NC 28301</i>            | <b>9 a.m. to 6 p.m.<br/>Mon. to Sat.</b>         |
| <b>Johnston</b>    | <i>Riverwalk Office Suites, 101 East Market Street, Unit<br/>2C, Smithfield, NC 27577</i>                        | <b>8 a.m. to 5 p.m.<br/>Mon. to Sat</b>          |
| <b>New Hanover</b> | <i>Wilmington Chamber of Commerce<br/>1 Estelle Lee Place, Wilmington, NC 28401</i>                              | <b>8 a.m. to 5 p.m.<br/>Mon. to Sat</b>          |
| <b>Pitt</b>        | <i>SBTDC Regional Service Center at East Carolina<br/>University, 300 East First Street, Willis Building,</i>    | <b>8 a.m. to 5 p.m.<br/>Mon. to Fri., 9 a.m.</b> |

|                |  |                                 |
|----------------|--|---------------------------------|
|                | Greenville, NC 27858   | to 5 p.m. on Sat.               |
| <b>Robeson</b> | Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358 | 8 a.m. to 5 p.m.<br>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.

- 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 FEMA helpline at **800-621-FEMA** (voice, 711 or VRS) or **800-462-7585 (TTY)**.
- As of Oct. 3, there were **342 households** (1,044 total household members) checked into TSA-participating hotels.

### ***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 or 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 27 counties impacted by Hurricane Florence can apply for help buying food through the Disaster Supplemental Nutrition Assistance Program, or "D-SNAP."

- Counties include: *Bladen, Beaufort, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Moore, New Hanover, Onslow, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, Scotland, Wayne, and Wilson.*
- 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 **\$54.4 million** in food assistance has been issued through the Disaster Supplemental Nutrition Assistance Program (D-SNAP). This includes nearly 185,000 people who have received a supplement to their existing Food and Nutrition Services (FNS) benefits and more than 180,000 new 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 nearly **26,000** homes, registered nearly **2,800** survivors and made **1,800** case updates.

### ***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 childcare 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 **\$66 million** in advanced payments to policyholders in North Carolina affected by Florence. More than **13,000** 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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