



FEMA

Durham Joint Field Office

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Hurricane Florence – North Carolina

Daily Fact Sheet – 24

Navigating the Road to Recovery

- **Disaster recovery centers will close Sundays, starting Oct. 21.** The centers will continue to operate during their currently scheduled days and hours, offering in-person help to homeowners, renters and businesses affected by Hurricane Florence. To find center locations and hours, go to FEMA.gov/DRC.
- **Stay in touch with FEMA.** Homeowners with losses from Florence are encouraged to follow up with FEMA to ensure a timely inspection. After you register with FEMA, you'll be contacted by an inspector to schedule an inspection of your damaged property. The call may be from an out-of-state or blocked number. If the call goes to voicemail, the inspector will leave a call-back number. 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](#). To update your case, call the disaster assistance helpline at **800-621-3362** or **800-462-7585 (TTY)**.
- **If you're out of work or lost income due to Florence, you now have more time to apply for Disaster Unemployment Assistance.** DUA 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](#) website. As of Oct. 18:
 - More than **12,750** workers filed claims for regular unemployment due to Florence and received nearly **\$975,000** in disaster-related unemployment benefits.
 - Nearly **12,000** workers also filed for DUA and have received more than **\$28,300** in benefits. The deadline to apply has been extended to **Oct. 31, 2018**.

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)
- **8** shelters open with a population of **340 survivors** (peak 21,272 on 9/15)

Overview

Roughly \$507 million in state and federal resources as of Oct. 18:

- **More than \$102 million** in state and federal grants were approved for homeowners and renters.
- **More than \$191 million** in low-interest disaster loans from the U.S. Small Business Administration (SBA) were approved for 4,691 businesses, homeowners and renters.
- **An estimated \$214 million** in claims were paid by the National Flood Insurance Program (NFIP) to policyholders.

Individuals & Households Program (IHP)

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.**

As of Oct. 18:

- IHP approved: more than **\$102 million**
 - Housing Assistance approved: more than **\$85 million**
 - Other Needs Assistance approved: nearly **\$17 million**
- FEMA inspectors in the field: **121**
- FEMA inspections completed: **89,217 (98%) out of 90,458 assigned**
- More than **29,000** North Carolina homeowners and renters have received FEMA housing assistance, including grants for repairs to make their homes livable.
- Of those **29,000**, more than **17,000** homeowners and renters have received financial rental assistance, FEMA's quickest and most efficient temporary housing program for displaced survivors.

Disaster Recovery Centers (DRCs)

Centers have served **16,716** 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? If an onsite interpreter is 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 current hours, visit fema.gov/DRC or download the FEMA mobile app. Center hours and locations may be adjusted based on visitor demand.

County and #	Location	Hours
Beaufort #4	Bobby Andrews Center 231 East 7th Street, Washington, NC 27889	9 a.m. to 7 p.m. Mon. to Sat. Closing permanently Sat.
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	Board of Elections	9 a.m. to 7 p.m. Mon. to Sat.

#8	1702 Live Oak St., Beaufort, NC 28516	
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.
Hyde #16	O. A. Peay School 1430 Main St., Swan Quarter, NC 27885	9 a.m. to 7 p.m. Mon. to Sat. Closing permanently 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.
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

Mobile Registration Intake Centers change locations every few days. Survivors may visit any center to register for federal assistance or find out more information.

County	Location	Hours	Scheduled Through
Moore	211 Main St Vass, NC 28394	9 a.m. to 6 p.m.	Thu., Oct. 18 through Sat., Oct. 20
Wilson	Emergency Medical Center, Front Parking Lot 1817 Glendale Drive SW Wilson, NC 27893	9 a.m. to 6 p.m.	Thu., Oct. 18 through Sat., Oct. 20
Johnston	Smithfield Library 305 East Market Street Smithfield, NC 27577	9 a.m. to 6 p.m.	Thu., Oct. 18 through Sat., Oct. 20

Lee	Enrichment Center 1615 S 3rd Street Sanford, NC 27330	9 a.m. to 6 p.m.	Thu., Oct. 18 through Sat., Oct. 20
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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 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.
- As of Oct. 18, more than **\$191 million** in low-interest disaster loans have been approved by SBA for **4,691** homeowners, renters and business owners, which includes:
 - **More than \$177 million** in loans approved for **4,428** homeowners and renters.
 - **More than \$14 million** in loans approved for **263** business owners.

SBA Business Recovery Centers

The SBA has opened 10 BRCs to help businesses affected by Florence. Below are their current locations and hours.

<i>County</i>	<i>Location</i>	<i>Hours</i>
<i>Bladen</i>	Powell-Melvin Agricultural Service Center, 450 Smith Circle, Elizabethtown, NC 28337	8 a.m. to 5 p.m. Mon. to Sat.
<i>Carteret</i>	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.
<i>Columbus</i>	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.
<i>Craven</i>	Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560	8 a.m. to 5 p.m. Mon. to Sat.
<i>Cumberland</i>	Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 6 p.m. Mon. to Sat.
<i>Johnston</i>	Riverwalk Office Suites, 101 East Market Street, Unit 2C, Smithfield, NC 27577	8 a.m. to 5 p.m. Mon. to Sat
<i>New Hanover</i>	Wilmington Chamber of Commerce 1 Estelle Lee Place, Wilmington, NC 28401	8 a.m. to 5 p.m. Mon. to Sat
<i>Onslow</i>	Onslow County 234 NW Corridor Blvd, Room 107, Jacksonville, NC 28540	8 a.m. to 5 p.m. Mon. to Fri.
<i>Pitt</i>	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.
<i>Robeson</i>	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.

- As of Oct. 18, there were **398 households** (1,118 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)**.
- 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.***
- 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.

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.**
 - *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.
- These units are used only when rental resources are not available in the area.
- **FEMA contacts households that may qualify for a travel trailer or MHU** to conduct a pre-placement interview to determine whether the applicant needs direct housing and, if so, what type of housing. This determination is based on the size and needs of the household, including any people with disabilities or other access or functional needs.
- FEMA specialists work closely with displaced survivors on their housing needs and keep them up-to-date on program details and deadlines with face-to-face meetings, phone calls and letters. Survivors also have access to a toll-free helpline to help them as they make plans for permanent housing.

U.S. Housing and Urban Development

The U.S. Department of Housing and Urban Development (HUD) has activated the Disaster Assistance Hotline for Survivors. North Carolinians living in HUD-assisted housing who were affected by Hurricane Florence can call **800-304-9320** to learn about resources available from HUD. They can also email recovery@hud.gov to contact HUD.

Disaster Assistance for Farmers and Ranchers

Farmers and ranchers are also eligible to apply for disaster assistance for damage or losses from Florence. Along with FEMA grants and SBA loans, farmers and ranchers are eligible for emergency loans through the U.S. Department of Agriculture’s Farm Service Agency (FSA). Eligible losses covered by emergency loans and other programs may include crops and livestock. For more information go online to fsa.usda.gov or visit the nearest FSA office.

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:

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 Fayetteville, N.C. 28314	Oct. 10, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>New Hanover</i>	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.
<i>Onslow</i>	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.
<i>Wake</i>	Scott Building, Space 069 North Carolina State Fair 1025 Blue Ridge Road Raleigh, N.C. 27607	Oct. 12 through Oct. 21, 2018 9 a.m. to 9:45 p.m.

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 (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 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 **66,000** homes, registered more than **4,000** survivors and made more than **3,500** 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**.
- As of Oct. 18, NFIP has already paid out an estimated **\$214 million** in claims to policyholders in North Carolina affected by Florence. More than **14,000** claims have been filed in North Carolina.

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 provides grants to state, local and tribal governments, and to certain types of private non-profit organizations so that communities can quickly respond to and recover from major disasters or emergencies.
- These funds reimburse eligible applicants for the cost of life-saving emergency protective measures, debris removal, and the repair, replacement, or restoration of disaster-damaged facilities like buildings, roads, and utilities.

- FEMA reimburses applicants not less than 75 percent of the eligible cost of a project. The state determines how the non-federal share of the cost of a project (up to 25 percent) is split with the sub-recipients like local and county governments.
- 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 deadline is **November 16** for all PA-designated 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.)

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