



FEMA

*Durham Joint Field Office*

Oct. 23, 2018

DR-4393-NC DFS 028



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## Hurricane Florence – North Carolina

# Daily Fact Sheet – 28

### *Navigating the Road to Recovery*

- **Last week, homeowners and renters in three more North Carolina counties—Anson, Orange and Union—became eligible to apply for disaster assistance under the Hurricane Florence declaration.** To be eligible, the uninsured storm damage must have occurred as a result of Florence between Sept. 7 and Sept. 29, 2018 and you must live in a designated county. If you have insurance, file your claim before applying for disaster assistance. To apply, go to [disasterassistance.gov](https://disasterassistance.gov). The deadline for all survivors to apply for disaster assistance is **Nov. 13, 2018**.
- **Survivors in Anson, Orange and Union who were affected by Hurricane Florence can now apply for food assistance through the Disaster-Supplemental Nutrition Assistance Program (D-SNAP).** Applications will be accepted 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.
  - In the first month after the declaration, 270,000 families affected by Florence had received **\$111 million** in food assistance through D-SNAP and the regular SNAP.
- **If you're out of work or lost income due to Florence, you now have more time to apply for Disaster Unemployment Assistance, 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**. The deadline to apply has been extended to **Oct. 31, 2018**.
  - For more information, visit the state's [Division of Employment Security](#).
  - Over **12,000** workers who lost income or work due to Florence and filed for regular unemployment benefits or Disaster Unemployment Assistance have received more than **\$1 million** in benefits.

## Scope

- **31** counties designated for Individual Assistance
- **44** counties designated for Public Assistance (Categories A-G)
- **7** shelters open with a population of **250 survivors** (peak 21,272 on 9/15)

## Recovery Update

- **Total state and federal resources approved: \$564 million**
- **FEMA Individuals and Households grants: \$104 million** approved for homeowners and renters
  - **Housing Assistance** approved: **\$87 million** for **29,654** households
  - **Other Needs Assistance** approved: **\$17 million**
- **U.S. Small Business Administration (SBA) disaster loans approved: \$211.7 million** for **5,204** applicants
  - **\$194 million** in loans approved for **4,897** homeowners and renters
  - **\$17 million** in loans approved for **307** business owners
- **National Flood Insurance Program (NFIP) claims paid: \$249 million**
- **FEMA inspectors in the field: 93**
- **FEMA inspections completed: 90,852 (99%)**
- **Disaster Recovery Center visits: 18,971**
- **Disaster Survivor Assistance** teams have visited **73,310** homes, registered **4,220** survivors and made **3,758** case updates and inquiries
- **Transitional Sheltering Assistance: 421 households** with **1,197** household members checked into TSA-participating hotels

## 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.**

## Disaster Recovery Centers (DRCs)

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](http://fema.gov/DRC) or download the FEMA mobile app. Center hours and locations may be adjusted based on visitor demand.

County and #	Location	Hours
<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>Brunswick #9</b>	Virginia Williams Event Center Odell Williams Auditorium 150 College Rd. NE, Bolivia, NC 28422	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Carteret #8</b>	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>

<b>Carteret #15</b>	Newport Town Hall Parking Lot 200 Howard Blvd., Newport, NC 28570	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Craven #7</b>	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Craven #18</b>	Former rue21 Clothing Store 537 Hwy. 70 W, Suite 103, Havelock, N.C. 28532	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Columbus #23</b>	Old Board of Elections Bldg. 50 Legion Dr., Suite A Whiteville, NC 28472	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Cumberland #2</b>	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Duplin #10</b>	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28446	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Hoke #21</b>	Raeford Civic Center 200 College Drive, Raeford, N.C. 28376	<b>9 a.m. to 7 p.m. Thu. to Sat.</b>
<b>Jones #5</b>	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Lenoir #12</b>	Kinston Diagnostic Group, 109 Airport Road Kinston, NC 28504	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>New Hanover #6</b>	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Onslow #1a</b>	175 Freedom Way, Suite 18 A, Midway Park, NC 28544	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Pamlico #3</b>	Grantsboro Town Hall 10628 NC Hwy 55E, Grantsboro, NC 28529	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Pender #13a</b>	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	<b>9 a.m. to 7 p.m. Mon. to Sat.</b> <b>Closes 2 p.m. Oct. 23 thru Oct. 24, re-opens Oct. 25 at 9 a.m.</b>
<b>Robeson #14</b>	Lumbee Tribe of North Carolina Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	<b>9 a.m. to 7 p.m. Mon. to Sat.</b>
<b>Sampson #22</b>	Sampson County Complex, 406 County Complex Road, Building C, Clinton, N.C. 28328	<b>9 a.m. to 7 p.m. Thu. to Sat.</b>
<b>Scotland #19</b>	Scotland County Parks and Recreation 1210 Turnpike Road, Laurinburg, N.C. 28352	<b>9 a.m. to 7 p.m. Mon. to Wed.</b>
<b>Wayne #20</b>	TC Coley Building 516 S. Leslie St., Goldsboro, N.C. 27530	<b>9 a.m. to 7 p.m. Mon. to Wed.</b>

### **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.

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

### **SBA Business Recovery Centers**

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

<b>County</b>	<b>Location</b>	<b>Hours</b>
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<b>Bladen</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>Carteret</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>Columbus</b>	Old Columbus County Board of Elections Building 50 Legion Drive, Suite A, Whiteville, NC 28472	<b>9 a.m. to 6 p.m. Mon. to Sat.</b>
<b>Craven</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>Cumberland</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>Johnston</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>New Hanover</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>Onslow</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>Pitt</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>Robeson</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. 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)**.

- 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.***

### ***Direct Temporary Housing Assistance***

- FEMA is providing Direct Temporary Housing Assistance in **10** counties: **Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Onslow, Pender, New Hanover and Robeson.** Travel trailers and manufactured housing units are provided for eligible households displaced from their homes.

### ***U.S. Housing and Urban Development (HUD)***

HUD has activated the Disaster Assistance Hotline for North Carolinians living in HUD-assisted housing who were affected by Hurricane Florence. Call **800-304-9320** to learn about resources. Survivors can also email [recovery@hud.gov](mailto:recovery@hud.gov) to contact HUD.

### ***Disaster Assistance for Farmers and Ranchers***

FEMA NC News Desk for media inquiries only: **256-454-3863**

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](http://fsa.usda.gov) or visit the nearest FSA office.

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

Residents in the newly added counties of Anson, Orange and Union who were impacted by Hurricane Florence can apply for help buying food through D-SNAP.

- For more information about [D-SNAP eligibility and guidance](#), call the State’s SNAP hotline at **866-719-0141**.
- Applications will be accepted from Oct. 22-30, 2018. 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.

<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>

### ***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 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.

### ***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**.

### ***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 nonprofit organizations so that communities can quickly respond to and recover from major disasters or emergencies.
- The following **44** counties are now eligible to apply for all categories of Public Assistance: **Alleghany, Anson, Ashe, Beaufort, Bertie, Bladen, Brunswick, Cabarrus, Carteret, Chatham, Columbus, Craven, Cumberland, Dare, Davidson, Duplin, Granville, Greene, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Montgomery, Moore, New Hanover, Onslow, Orange, Pamlico, Pender, Person, Pitt, Randolph, Richmond, Robeson, Sampson, Scotland, Stanly, Union, Wayne, Wilson and Yancey.**

### ***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.)