



FEMA

Durham Joint Field Office

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Hurricane Florence – North Carolina

Daily Fact Sheet – 30

Navigating the Road to Recovery

- **Renters who had uninsured or underinsured losses due to Hurricane Florence may be eligible for disaster recovery assistance.** Renters may be eligible for grants from FEMA to help pay for disaster-related expenses, such as temporary rental assistance, disaster-related medical and dental expenses, and repair or replacement of vehicles damaged by the disaster.
- **Renters who face eviction or have been evicted** from their storm-damaged apartment complex—whether their unit had damage or not—may be eligible for disaster assistance from FEMA. You should register, and if you already registered for federal assistance and were later evicted due to damage to other parts of your complex, you should take the eviction notice to a disaster recovery center. To find a center, visit fema.gov/DRC.
- **If you were receiving U.S. Department of Housing and Urban Development rental assistance** and were displaced by Hurricane Florence, you may be eligible for help from FEMA. If you live in one of the 31 counties designated for FEMA Individual Assistance and were receiving rental assistance from HUD prior to Florence, you should register for federal assistance if you were forced from your HUD-assisted housing. Register at DisasterAssistance.gov.

Scope

- **31** counties designated for Individual Assistance
- **44** counties designated for Public Assistance (Categories A-G)
- **6** shelters open with a population of **206 survivors** (peak 21,272 on Sept. 15)

Recovery Update

- **Total state and federal resources approved: \$606.7 million**
- **FEMA Individuals and Households grants: \$105.7 million** approved for homeowners and renters

- **Housing Assistance** approved: **\$88.3 million** for **29,953** households
- **Other Needs Assistance** approved: **\$17.5 million**
- **U.S. Small Business Administration (SBA)** disaster loans approved: **\$226 million** for **5,578** applicants
 - **\$207 million** in loans approved for **5,240** homeowners and renters
 - **\$18.8 million** in loans approved for **338** business owners
- **National Flood Insurance Program (NFIP)** claims paid: **\$275 million**
- **NFIP claims: 14,479**
- **Total registrations: 129,031**
- **FEMA inspectors** in the field: **68**
- **FEMA inspections** completed: **92,453** (99%)
- **Disaster Recovery Center visits: 20,723**
- **Disaster Survivor Assistance** teams have visited **77,237** homes, registered **4,301** survivors and made **3,830** case updates and inquiries
- **Transitional Sheltering Assistance: 388 households** with **1,101** 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 or download the FEMA mobile app. Center hours and locations may be adjusted based on visitor demand.

County and #	Location	Hours
<i>Bladen #17</i>	Powell-Melvin Agricultural Center 450 Smith Circle, Elizabethtown, N.C. 28337	9 a.m. to 7 p.m. Mon. to Sat.
<i>Brunswick #9</i>	Virginia Williams Event Center Odell Williams Auditorium 150 College Rd. NE, Bolivia, NC 28422	9 a.m. to 7 p.m. Mon. to Sat.
<i>Carteret #8</i>	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 7 p.m. Mon. to Sat.
<i>Carteret #15</i>	Newport Town Hall Parking Lot 200 Howard Blvd., Newport, NC 28570	9 a.m. to 7 p.m. Mon. to Sat.
<i>Craven #7</i>	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 7 p.m. Mon. to Sat.
<i>Craven #18</i>	Former rue21 Clothing Store 537 Hwy. 70 W, Suite 103, Havelock, N.C. 28532	9 a.m. to 7 p.m. Mon. to Sat.
<i>Columbus #23</i>	Old Board of Elections Bldg. 50 Legion Dr., Suite A Whiteville, NC 28472	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. Closed 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. There are no MRICs open at this time.

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	9 a.m. to 6 p.m. Mon. to Sat.
<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.

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. 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.

Disaster Tax Relief

Survivors of Hurricane Florence may qualify for tax relief from the Internal Revenue Service. Taxpayers may be eligible for deadline extensions to file returns or pay taxes, and may be able to claim qualified disaster losses. The IRS may waive fees and expedite requests from survivors. To download forms and publications, go to irs.gov or call **800-829-3676**. For general tax questions, call **800-829-1040**.

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 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.

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.

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.

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**.
- 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:
 - **Nov. 11:** *Alleghany, Anson, Ashe, Cabarrus, Chatham, Dare, Granville, Montgomery, Person, Randolph, Stanly, Union and Yancey counties.*
 - **Nov. 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.*
 - **Nov. 21:** *Bertie, Davidson and Orange counties.*

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- Private Non-Profits (PNPs) and Houses of Worship (HOWs) do not have a separate deadline. Their deadline is dependent upon the county in which they are located.

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.)
