



FEMA

Durham Joint Field Office

Nov. 2, 2018

DR-4393-NC DFS 037



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Hurricane Florence – North Carolina

Daily Fact Sheet – 37

Navigating the Road to Recovery

- **Have your housing needs changed since you registered with FEMA and now you must temporarily relocate?** Let us know. Call **800-621-3362**. Deaf/hard of hearing can call **800-462-7585 (TTY)**.
- **North Carolina homeowners, renters or business owners who sustained property damage or loss caused by Hurricane Florence have been granted an additional 30 days** to apply for federal disaster assistance. The deadline to register for assistance from FEMA is now 11:59 p.m., Dec.13, 2018.
- **Five disaster recovery centers in North Carolina will close temporarily due to voting activities.** The center in Laurinburg is closed until 9 a.m. Nov. 12. The center in Raeford will close at 3 p.m. Nov. 3 and reopen 9 a.m. Nov. 8. The center in Grantsboro will close at 3 p.m. Nov. 3 and reopen 2 p.m. Nov. 7. The center in Burgaw will close at 6 p.m. Nov. 3 and reopen 2 p.m. Nov. 7. The center in Beaufort will close at 6 p.m. Nov. 5 and reopen 9 a.m. Nov. 7.

Scope

- **34** counties designated for Individual Assistance
- **49** counties designated for Public Assistance (Categories A-G)
- **2** shelters open with a population of **84 survivors** (peak 21,272 on Sept. 15)

Recovery Update

- **Total state and federal resources approved: \$715.6 million**
- **FEMA Individuals and Households grants: \$109.6 million** approved for homeowners and renters
 - **Housing Assistance** approved: **\$91.1 million** for **30,989** households

- **Other Needs Assistance** approved: **\$18.5 million**
- **U.S. Small Business Administration (SBA)** disaster loans approved: **\$258 million** for **6,437** applicants
 - **\$234 million** in loans approved for **5,989** homeowners and renters
 - **\$24 million** in loans approved for **448** business owners
- **National Flood Insurance Program (NFIP)** estimated claims paid: **\$348 million**
- **NFIP claims: 14,652**
- **FEMA inspectors** in the field: **65**
- **FEMA inspections** completed: **94,203 (99 percent)**
- **Disaster Recovery Center visits: 26,111**
- **Disaster Survivor Assistance** teams have visited **86,449** homes, registered **4,472** survivors and made **4,228** case updates and inquiries
- **Transitional Sheltering Assistance: 407 households** with **1,129** household members checked into TSA-participating hotels

Individuals & Households Program (IHP)

Individuals and families in **34 counties** are eligible to apply for Individual Assistance: **Anson, Beaufort, Bladen, Brunswick, Carteret, Chatham, Columbus, Craven, Cumberland, Duplin, Durham, Greene, Guilford, 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
Bladen #17	Powell-Melvin Agricultural Center 450 Smith Circle, Elizabethtown, NC 28337	9 a.m. to 6 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 6 p.m. Mon. to Sat.
Carteret #8	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 6 p.m. Mon. to Sat. Closes temporarily for voting Mon., Nov. 5 at 6 p.m. and reopens Wed., Nov. 7 at 9 a.m.
Carteret #15	Newport Town Hall Parking Lot 200 Howard Blvd., Newport, NC 28570	9 a.m. to 6 p.m. Mon. to Fri. Closing 6 p.m. Friday, Nov. 2 May close earlier due to weather
Craven #7	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 6 p.m. Mon. to Sat.
Craven #18	Former rue21 Clothing Store	9 a.m. to 6 p.m. Mon. to Sat.

	537 Hwy. 70 W, Suite 103, Havelock, NC 28532	
Columbus #23	Old Board of Elections Bldg. 50 Legion Dr., Suite A Whiteville, NC 28472	9 a.m. to 6 p.m. Mon. to Sat. Closed today Nov. 2
Cumberland #2	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 6 p.m. Mon. to Sat.
Duplin #10	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28446	9 a.m. to 6 p.m. Mon. to Sat.
Hoke #21	Raeford Civic Center 200 College Drive, Raeford, NC 28376	9 a.m. to 6 p.m. Thu. to Sat. Closes temporarily for voting 3 p.m. Sat. Nov. 3 reopening 9 a.m. Thu. Nov. 8
Jones #5	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	9 a.m. to 6 p.m. Mon. to Sat.
New Hanover #6	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 6 p.m. Mon. to Sat.
Onslow #1a	175 Freedom Way, Suite 18 A, Midway Park, NC 28544	9 a.m. to 6 p.m. Mon. to Sat.
Pamlico #3	Grantsboro Town Hall 10628 NC Hwy 55E, Grantsboro, NC 28529	9 a.m. to 6 p.m. Mon. to Sat. Closes temporarily for voting at 3 p.m. Sat. Nov. 3, reopens 2 p.m. Wed., Nov. 7
Pender #13a	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	9 a.m. to 6 p.m. Mon. to Sat. Closes temporarily for voting at 6 p.m. Sat. Nov. 3, reopens 2 p.m. Wed. Nov. 7
Robeson #14	Lumbee Tribe of North Carolina Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	9 a.m. to 6 p.m. Mon. to Sat.
Sampson #22	Sampson County Complex, 406 County Complex Road, Building C, Clinton, NC 28328	9 a.m. to 6 p.m. Thu. to Sat.
Scotland #19	Scotland County Parks and Recreation 1210 Turnpike Road, Laurinburg, NC 28352	9 a.m. to 6 p.m. Mon. to Sat. Closes temporarily for voting at 6 p.m. Wed. Oct. 31, reopening 9 a.m. Mon. Nov. 12
Wayne #20	TC Coley Building 516 S. Leslie St., Goldsboro, NC 27530	9 a.m. to 6 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.

County	Location	Hours
Bladen	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.
<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

Shelters

The Red Cross Shelter in Jacksonville (Onslow County) is now closed. The last two occupants moved out Nov. 1. Two shelters remain open: the New Bern (Craven County) shelter with 38 occupants and the Wilmington (New Hanover County) with a population of 46.

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 **13** counties: **Bladen, Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Lenoir, Onslow, Pamlico, 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. Additional information is available at hud.gov/program_offices/housing/sfh/nsc/qaho0121.

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.

County	Location	Open/close date, hours
<i>Brunswick</i>	The Home Depot 150-1 Shallotte Crossing Pkwy. Shallotte, NC 28470	Oct. 29, 2018 to Nov. 16 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Carteret</i>	Sound Ace Hardware 300 Emerald Plantation Road Emerald Isle, NC 28594	Oct. 30 to Nov. 16, 2018 7 a.m. to 6 p.m. CLOSED TODAY DUE TO INCLEMENT WEATHER
<i>Pamlico</i>	Pamlico Home Builders and Supply 13646 NC Hwy. 55 Bayboro, NC 28515	Nov. 1 to Nov. 16, 2018 Mon. to Fri. 7:30 a.m. to 5:30 p.m. Saturday 8:00 a.m. to 2 p.m. Closed Sunday

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

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

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, and reside in Chatham, Durham and Guilford Counties, 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**. Chatham, Durham and Guilford residents have until Nov. 28, 2018. 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 **49** counties are now eligible to apply for all categories of Public Assistance: **Alamance, 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, Madison, Montgomery, Moore, New Hanover, Onslow, Orange, Pamlico, Pender, Person, Pitt, Polk, Randolph, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Tyrrell, Union, Wayne, Wilson and Yancey counties.**
- 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.*

Daily Fact Sheet, Nov. 2, 2018 – page 7 of 7

- **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.*
 - **Nov. 23:** *Alamance, Madison, Polk, Rowan and Tyrrell counties.*
- 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.)
