



FEMA

Durham Joint Field Office

Nov. 21, 2018

DR-4393-NC DFS 049



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Hurricane Florence – North Carolina

Daily Fact Sheet – 49

Navigating the Road to Recovery

- **The state/FEMA disaster recovery centers** in Trenton in Jones County and in Laurinburg in Scotland County will close permanently at 6 p.m. today, Nov. 21. Help is still available at any open center. To find a center, go online at [FEMA Disaster Recovery Centers](#). You can also visit DisasterAssistance.gov or call **800-621-3362** or **800-462-7585** (TTY). You can update your contact information, ask questions about a letter from FEMA, get information about FEMA home inspections, or learn how to appeal a FEMA decision.
- All State/FEMA disaster recovery centers in North Carolina will be closed tomorrow, Nov. 22 in observance of Thanksgiving. The recovery centers will resume regular business hours at 9 a.m. on Friday, Nov. 23, **except for Sampson County, which will re-open Saturday, Nov. 24**. All SBA Business Recovery Centers (BRCs) in North Carolina will close tomorrow, Nov. 22. The BRCs located in Bladen, Carteret, Columbus, Craven, Cumberland, Johnston, and New Hanover counties will reopen on Friday, Nov. 23 and the BRCs located in Onslow, Pitt and Robeson counties will resume normal operations on Monday, Nov. 26.
- Have you been asked to vacate your storm-damaged apartment complex whether your unit had damage or not? You may be eligible for disaster assistance. Here are four steps you must take:
 - 1) First, you must register for disaster assistance. Call 800-621-3362 or go online to disasterassistance.gov.
 - 2) Once you've registered, you must give FEMA a copy of your notice to vacate. Fax, mail or upload a copy of the notice. Only send copies. Keep your originals. Write your nine-digit registration number on every page.
 - Fax: 800-827-8112
 - Upload: disasterassistance.gov online account
 - Mail: FEMA, P.O. Box 10055, Hyattsville, MD 20782-8055

- Disaster Recovery Center: Stop by in-person

Additional Documents to Provide:

- Proof of Residency
 - Lease Document
 - Driver's License
 - Utility Bill
- 3) Keep receipts for all costs related to your forced relocation.
 - 4) Stay in touch with FEMA. Call 1-800-621-3362 after you have vacated your apartment and provide where you are now staying (for example, with family or friends, at a hotel, etc.) and any changes to your contact address and phone number.

Scope

- **34** counties designated for Individual Assistance
- **51** counties designated for Public Assistance (Categories A-G)
- **All Hurricane Florence shelters closed Nov. 9** (peak population 21,272 on Sept. 15)

Recovery Update

- **Total state and federal resources approved: \$911.8 million**
- **FEMA Individuals and Households grants: \$116 million** approved for homeowners and renters
 - **Housing Assistance** approved: **\$96.2 million** for **32,538** households
 - **Other Needs Assistance** approved: **\$19.9 million**
- **As of Nov. 19, U.S. Small Business Administration (SBA) disaster loans approved: \$302.2 million** for **7,582** applicants
 - **\$267.2 million** in loans approved for **6,991** homeowners and renters
 - **\$35 million** in loans approved for **591** business owners
- **National Flood Insurance Program (NFIP) estimated claims paid: \$493.6 million**
 - **NFIP claims: 14,881**
- **FEMA inspectors** in the field: **30**
- **FEMA inspections** completed: **97,940 (99 percent)**
- **Disaster Recovery Center** visits: **34,821**
- **Disaster Survivor Assistance** teams have visited **106,365** homes, registered **4,856** survivors and made **4,958** case updates and inquiries
- **As of Nov. 19, Direct Housing Units** licensed in: **118**
- **As of Nov. 19, Direct Housing Units** work orders issued: **495**
- **Transitional Sheltering Assistance: 398** households with **1,116** 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 Disaster Recovery Centers](#) or download the FEMA mobile app. Center hours and locations may be adjusted based on visitor demand.

NOTE: All DRCs are closed Thanksgiving Day.

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.
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 537 Hwy. 70 W, Suite 103, Havelock, NC 28532	9 a.m. to 6 p.m. Mon. to Sat.
Columbus #23	Columbus County Community Farmers Market 132 Government Complex Road Whiteville, NC 28472	9 a.m. to 6 p.m. Mon. to Sat.
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.
Jones #5	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	9 a.m. to 6 p.m. Mon. to Sat. Closes permanently at 6 p.m. Wed., Nov. 21.
New Hanover #6	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 6 p.m. Mon. to Sat.

County and #	Location	Hours
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.
Pender #13a	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	9 a.m. to 6 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 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. Closed Nov. 22 to Nov. 23, re-opening Sat., Nov. 24
Scotland #19	Scotland County Parks and Recreation 1210 Turnpike Road, Laurinburg, NC 28352	9 a.m. to 6 p.m. Mon. to Wed. Closes permanently at 6 p.m. Wed., Nov. 21.

SBA disaster loan application deadlines

The deadline for filing an SBA application for low-interest disaster loans for physical damage as a result of Hurricane Florence has been extended to Thursday, **Dec. 13, 2018**. The deadline to return economic injury disaster loan applications is **June 14, 2019**.

SBA Business Recovery Centers

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

NOTE: All BRCs are closed Thanksgiving Day.

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.
Carteret	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.
Columbus	Columbus County Community Farmers Market 132 Government Complex Road Whiteville, NC 28472	9 a.m. to 6 p.m. Mon. to Sat.
Craven	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,	8 a.m. to 5 p.m. Mon. to Fri.

County	Location	Hours
	Jacksonville, NC 28540	
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 **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](#) 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 programs online](#).

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
Carteret	Lowe's 5219 Hwy. 70 Morehead City, NC 28557	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
Columbus	Lowe's	Nov. 19 to Dec. 7

County	Location	Open/close date, hours
	100 Greenhill Drive Whiteville, NC 28472	Mon. thru Sun. 7 a.m. to 6 p.m.
<i>New Hanover</i>	Lowe's 191 Porters Neck Wilmington, NC 28403	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Cumberland</i>	Lowe's 3909 Ramsey Street Fayetteville, NC 28311	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.

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. Additional information is available online at [Substance Abuse and Mental Health Disaster Distress Helpline](#)

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 [NC Hurricane Claims](#).

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.

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

- The following **51** 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, Guilford, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Madison, McDowell, 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.*
 - **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.*
 - **Dec. 15:** *Guilford and McDowell 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.)
