



FEMA

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Hurricane Florence – North Carolina

Daily Fact Sheet – 56

Navigating the Road to Recovery

- **State/FEMA disaster recovery centers will change their hours of operation beginning today, Monday, Dec. 3, 2018.** The centers will operate from 9 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 1 p.m., Saturdays. All centers are closed on Sundays.
- **The Columbus County disaster recovery center in Whiteville has moved.** It will remain at the new location until it closes permanently at 5 p.m., Wednesday, Dec. 5. The center is now located at: The Econo Lodge, 503 N. JK Powell Blvd., Whiteville, N.C. 28472. Hours are 10 a.m. to 5 p.m., Monday through Wednesday.
- **The U.S. Small Business Administration has announced that the SBA Business Recovery Center (BRC) in Cumberland County will adjust its operating hours starting today, Monday, Dec. 3.** New hours are 9 a.m. to 5 p.m. on Monday through Friday and 9 a.m. to 1 p.m. on Saturdays.
- **If you are a North Carolina homeowner, renter or business owner who sustained property damage or loss caused by Hurricane Florence you have less than two weeks left to register for federal disaster assistance.** The deadline to apply for assistance from FEMA and for low-interest disaster loans from the U.S. Small Business Administration is 11:59 p.m. **Thursday, Dec. 13, 2018.**

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: \$970.8 million**
- **FEMA Individuals and Households grants: \$117.7 million** approved for homeowners and renters
 - **Housing Assistance** approved: **\$97.4 million** for **32,963** households
 - **Other Needs Assistance** approved: **\$20.3 million**
- **U.S. Small Business Administration (SBA) disaster loans approved: \$327.3 million** for **8,264** applicants
 - **\$286.6 million** in loans approved for **7,587** homeowners and renters
 - **\$40.7 million** in loans approved for **677** business owners
- **As of Nov. 30, National Flood Insurance Program (NFIP) estimated claims paid: \$525.8 million**
 - **NFIP claims: 14,938**
- **FEMA inspectors in the field: 28**
- **FEMA inspections completed: 99,144 (99 percent) of 99,322 assigned**
- **Disaster Recovery Center visits: 37,854**
- **Disaster Survivor Assistance** teams have completed their mission. They visited **113,069** homes, registered **4,901** survivors and made **5,116** case updates and inquiries.
- **Direct Housing Units** licensed in: **207**
- **Direct Housing Units** work orders issued: **681**
- **Transitional Sheltering Assistance: 393** households with **1,117** 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.

County and #	Location	Hours
Carteret #8	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.

County and #	Location	Hours
Craven #7	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Craven #18	Former rue21 Clothing Store 537 Hwy. 70 W, Suite 103, Havelock, NC 28532	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Columbus #23	The Econo Lodge 503 N. JK Powell Blvd., Whiteville, NC 28472.	10 a.m. to 5 p.m., Mon. to Wed. Closes permanently at 5 p.m., Wed., Dec. 5
Cumberland #2	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Duplin #10	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28466	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
New Hanover #6	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Onslow #1a	175 Freedom Way, Suite 18 A, Midway Park, NC 28544	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Pender #13a	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.
Robeson #14	Lumbee Tribe of North Carolina Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat.

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 several 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.
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.
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 5 p.m. Mon. to Fri.

County	Location	Hours
		9 a.m. to 1 p.m. 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 **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
<i>Carteret</i>	Lowe's 5219 Hwy. 70 Morehead City, N.C. 28557	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Columbus</i>	Lowe's 100 Greenhill Drive Whiteville, N.C. 28472	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Cumberland</i>	Lowe's 3909 Ramsey Street Fayetteville, N.C. 28311	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>New Hanover</i>	Lowe's 191 Porters Neck Wilmington, N.C. 28403	Nov. 19 to Dec. 7 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Robeson</i>	Pembroke Hardware 7331 NC Hwy. 711 Pembroke, N.C. 28372	Nov. 26 to Dec. 14 Mon. thru Fri. 7 a.m. to 6 p.m. Sat. 7 a.m. to 5 p.m. Closed Sunday

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](#)

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.
- 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.**
- 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.)
