



FEMA

Durham Joint Field Office

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Hurricane Florence – North Carolina

Recovery Fact Sheet

Navigating the Road to Recovery

- The deadline for North Carolinians who are eligible to participate in North Carolina's Sheltering and Temporary Essential Power (STEP) program has been extended to **February 1**.
- FEMA as well as voluntary agencies and state partners are meeting with North Carolina residents who are still staying in hotels as part of FEMA's Transitional Sheltering Assistance program to discuss steps for moving toward a more permanent housing solution.

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: More than \$1 billion**
- **FEMA Individuals and Households grants: \$125.8 million** approved for **34,378** homeowners and renters
 - **Housing Assistance** approved: **\$103.8 million**
 - **Other Needs Assistance** approved: **\$22 million**
- **U.S. Small Business Administration (SBA)** disaster loans approved: **\$381.2 million** for **9,666** applicants
 - **\$327.1 million** in loans approved for **8,789** homeowners and renters
 - **\$54.1 million** in loans approved for **877** business owners
- As of Dec. 14, the **National Flood Insurance Program (NFIP)**:
 - **Estimated claims paid: \$556.3 million**
 - **NFIP claims filed: 15,014**
- **Direct Housing Units** licensed in: **572**
- **Work orders** issued: **871**
- **Transitional Sheltering Assistance: 298** households with **838** household members checked into TSA-participating hotels.
- **FEMA inspectors** in the field: **3**

- **FEMA inspections** completed: **103,311 (99 percent)** of **103,347** assigned
- **Disaster Recovery Center** visits: **42,287**. **All DRCs closed as of Dec. 20, 2018.**
- **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.

State Housing Recovery Centers

There are currently six state housing recovery centers open to provide rental assistance, housing leads, and financial information. Below are their current locations and hours.

<i>County</i>	<i>Location</i>	<i>Hours</i>
Craven	2825 Neuse Blvd. New Bern, NC 28562	8 a.m. to 5 p.m. Mon. to Fri.
New Hanover	Old Independence Mall (Old Sears Store location) 3500 Oleander Dr., Wilmington, NC 28403	8 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Saturday
Robeson	Department of Social Services 120 Glen Cowan Rd. Lumberton, NC 28360	8 a.m. to 5 p.m. Mon. to Fri.
Jones	134 Office A Industrial Park Dr. Trenton, NC 28585	8 a.m. to 5 p.m. Mon to Fri.
Onslow	127 Center Street Jacksonville, NC 28546	8 a.m. to 5 p.m. Mon to Fri.
Pender	Shiloh Columbia Volunteer Fire 19170 U.S. Hwy. 421 Willard, NC 28478	8 a.m. to 5 p.m. Mon to Fri.

SBA Economic Injury Disaster Loans

The deadline to return SBA economic injury disaster loan applications is **June 14, 2019**.

SBA Disaster Loan Outreach Centers

The SBA has opened three DLOCs to help businesses affected by Hurricane Florence. Below are their current locations and hours.

<i>County</i>	<i>Location</i>	<i>Hours</i>
Craven	Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560	8 a.m. to 5 p.m. Mon. to Fri. 8 a.m. to 1 p.m. Saturday Closed Sundays
New Hanover	Old Independence Mall (Old Sears Store location) 3500 Oleander Dr., Wilmington, NC 28403	9 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Saturday Closed Sundays
Onslow	Onslow County 234 NW Corridor Blvd., Room 107, Jacksonville, NC 28540	9 a.m. to 5 p.m. Mon. to Fri. Closed Saturdays and Sundays

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 on 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 in 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, New Hanover, Onslow, Pamlico, Pender** 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](http://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 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 the hardware and home improvement stores at the locations and dates listed below.

County	Location	Open/close date, hours
<i>Sampson</i>	Lowe's Clinton 911 Sunset Ave. Clinton, NC 28328	8 a.m. to 6 p.m. Jan. 22 through Feb. 1 Seven days a week
<i>Robeson</i>	Lowe's 5060 Fayetteville Rd. Lumberton, NC 28358	8 a.m. to 6 p.m. Jan. 22 through Feb. 1 Seven days a week
<i>Scotland</i>	Walmart Supercenter 901 US 401 S. Laurinburg, NC 28352	8 a.m. to 6 p.m. Jan. 22 through Feb. 1 Seven days a week
<i>Onslow</i>	Walmart Supercenter 345 Kinston Hwy. Richlands, NC 28574	8 a.m. to 6 p.m. Jan. 22 through Feb. 1 Seven days a week
<i>Brunswick</i>	Ace Calabash Hardware and Home Center 9030 Beach Drive SW Calabash, N.C. 28467	8 a.m. to 6 p.m. Jan. 22 through Feb 1. Mon.-Sat. Closed Sun.

Community Mitigation Resiliency Workshops

Area residents can get tips and advice on how to make their homes more resistant to flood

damage at community mitigation resiliency workshops. The workshops will be held at the following locations and dates:

County	Location	Date, hours
<i>Pender</i>	Emergency Operations Center 805 Ridgewood Dr. Burgaw, NC 28425	Tue., Jan. 22, from 6 p.m. to 8 p.m.
<i>Bladen</i>	Emergency Operations Center 5853 U.S. Hwy. 701 N. Elizabethtown, NC 28337	Thu., Jan. 24, from 6 p.m. to 8 p.m.
<i>Robeson</i>	Emergency Operations Center 38 Legend Dr. Lumberton, NC 28358	Thu., Feb. 7, from 6 p.m. to 8 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](#)

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.

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 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.**
- To date, FEMA has obligated **\$11.8 million** in Public Assistance funding for Hurricane Florence.

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.)