



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 **Friday, Feb. 1.**
- The U.S. Small Business Administration (SBA) announced that its Disaster Loan Outreach Centers located in Jacksonville and New Bern North Carolina will cease operations at 5 p.m. on **Monday, Feb. 4.** That will also be SBA representatives' last day at the state Housing Recovery Center in Wilmington.

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: \$126.6 million** approved for **34,428** homeowners and renters
 - **Housing Assistance** approved: **\$104.4 million**
 - **Other Needs Assistance** approved: **\$22.2 million**
- **U.S. Small Business Administration (SBA)** disaster loans approved: **\$384.4 million** for **9,720** applicants
 - **\$327.9 million** in loans approved for **8,821** homeowners and renters
 - **\$56.5 million** in loans approved for **899** 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: **601**
- As of **Jan. 27**, work orders issued: **885**
- **Transitional Sheltering Assistance: 273** households with **773** household members checked into TSA-participating hotels.

- **FEMA inspectors** in the field: **6**
- **FEMA inspections** completed: **103,426 (99 percent) of 103,451 assigned**

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 SBA representatives available at this location until Feb. 4. | 8 a.m. to 5 p.m. Mon. to Fri. 9 a.m. to 1 p.m. Sat. |
| 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 two DLOCs to help businesses affected by Hurricane Florence. Below are their current locations and hours. They will close permanently at 5 p.m. on **Monday, Feb. 4**.

| <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. Sat. Closed Sun. |
| Onslow | Onslow County 234 NW Corridor Blvd., Room 107, Jacksonville, NC 28540 | 9 a.m. to 5 p.m. Mon. to Fri. Closed Sat. and Sun. |

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 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](https://www.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 4:30 p.m. Jan. 22 through Feb. 1 Mon. to Sat., closed Sun. |
| <i>Robeson</i> | Lowe's 5060 Fayetteville Rd. Lumberton, NC 28358 | 8 a.m. to 4:30 p.m. Jan. 22 through Feb. 1 Mon. to Sat., closed Sun. |
| <i>Scotland</i> | Walmart Supercenter 901 US 401 S. Laurinburg, NC 28352 | 8 a.m. to 4:30 p.m. Jan. 22 through Feb. 1 Mon. to Sat., closed Sun. |
| <i>Onslow</i> | Walmart Supercenter 349 Kinston Hwy. Richlands, NC 28574 | 8 a.m. to 4:30 p.m. Jan. 22 through Feb. 1 Mon. to Sat., closed Sun. |
| <i>Brunswick</i> | Ace Calabash Hardware and Home Center 9030 Beach Drive SW Calabash, N.C. 28467 | 8 a.m. to 4:30 p.m. Jan. 22 through Feb. 1 Mon. to 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>Johnston</i> | Johnston Medical Mall 514 N Brightleaf Blvd. Smithfield, NC 27577 | Tue., Jan. 29, from 4 p.m. to 6 p.m. |
| <i>Cumberland</i> | College Lakes Recreation Center 4945 Rosehill Rd. Fayetteville, NC 28311 | Tue., Feb. 5, 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. |
| <i>Duplin</i> | Ed Emory Auditorium 165 Agriculture Dr. Kenansville, NC 28349 | Tue., Feb. 12, 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 more than **\$12.6 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.)