



FEMA

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Hurricane Florence – North Carolina

Daily Fact Sheet – 6

Navigating the Road to Recovery

- **Do not wait to begin cleaning up and making repairs.** Take photos of your damage and save all receipts.
- **Do you have insurance?** If you have a homeowners and/or [flood insurance policy](#), file your claim immediately, before you apply for disaster assistance.
- **If you cannot return home, or you are unable to live in your home** because of disaster damage, visit DisasterAssistance.gov, or call **800-621-3362** (voice, 711 or VRS) or 800-462-7585 (TTY) to apply for federal assistance and determine if state, voluntary, and local organizations can address your immediate needs.
- **If you return and find your home safe to inhabit (with working power, water, and sewer service), but you and your family still have unmet disaster-related needs**, visit DisasterAssistance.gov or call **2-1-1** for referrals to state, voluntary, and local organizations in your community that can help.

Scope

- **28** counties designated for Individual Assistance
- **28** counties designated for Public Assistance (Categories A&B)
- **104,363** survivors registered for federal assistance
- **14** shelters open with a population of **1,098** survivors (peak **21,272** on 9/15)

Overview

More than \$146 million in state and federal resources as of Sept. 30:

- **\$69.9 million** in state and federal grants were approved for homeowners and renters.
- **\$35.8 million** in low-interest disaster loans from the U.S. Small Business Administration (SBA) were approved for over 692 businesses and residents.
- **\$40.7 million** in advance payments and claims were paid by the National Flood Insurance Program (NFIP) to policyholders.

Individuals & Households Program (IHP)

Individuals and families in **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 are eligible to apply for federal disaster assistance through IHP.

As of Sept. 30:

- Total registrations: **104,000 survivors**
- IHP approved: Approximately **\$69 million**
 - Housing Assistance approved: **\$58 million**
 - Other Needs Assistance approved: **\$10 million**
- FEMA inspectors in the field: **930**
- FEMA inspections completed: **62,779 out of 72,529 (+812) assigned**

Disaster Recovery Centers (DRCs)

DRCs have welcomed more than **2,500** visitors to date. The centers serve as one-stop shops for hurricane survivors who need one-on-one help. For a list of DRCs and their hours, visit fema.gov/DRC or download the FEMA mobile app. Hours as shown until further notice.

County and #	Location	Hours
Onslow #1	Nissan Car Dealership, 312 Western Blvd, Jacksonville, NC 28546	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Cumberland #2	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Pamlico #3	Grantsboro Town Hall 10628 NC Hwy 55E, Grantsboro, NC 28529	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Beaufort #4	Bobby Andrews Center 231 East 7th Street, Washington, NC 27889	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Jones #5	County Civic Center 794 Hwy 58 South, Trenton, NC 28585	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
New Hanover #6	Old Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Craven #7	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Carteret #8	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Brunswick #9	Virginia Williams Event Center Odell Williams Auditorium 150 College Rd. NE, Bolivia, NC 28422	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.

Mobile Registration Intake Centers

Mobile Registration Intake Centers are scheduled to stop in affected areas for a limited time. Survivors may visit any center to register for federal assistance or find out more information about the types of help and programs available.

County	Location	Hours	Scheduled Through
Jones	221 Main St. Pollocksville, NC 28573	9 a.m. to 7 p.m.	Mon., Oct. 1

Craven	River Bend City Hall, 45 Shoreline Dr., River Bend, NC	8:30 a.m. to 4 p.m.	Wed., Oct. 3
Carteret	County Health Department 3820 Bridges St., Morehead City, NC	9 a.m. to 7 p.m.	Mon., Oct. 1
Pender	801 S. Walker St., Burgaw, NC	9 a.m. to 7 p.m.	Tues., Oct. 2
Duplin	Mad Boar 111 River Village Pl., Wallace NC	9 a.m. to 7 p.m.	Tues. Oct. 2

U.S. Small Business Administration (SBA)

The SBA offers low-interest disaster loans to businesses of all sizes (including landlords), nonprofits, homeowners and renters to cover uninsured or uncompensated losses or damage from Florence.

- After registering for disaster assistance, applicants may be referred to the SBA. There's no obligation to accept a loan, but you may miss out on the largest source of federal disaster recovery funds if you don't apply.
- More than **\$35.8 million** in low-interest disaster loans approved by SBA for **944** homeowners, renters and business owners, which includes:
 - **\$34.1 million, 895** loans approved for homeowners and renters.
 - **\$1.77 million, 49** loans approved for business owners.

SBA Business Recovery Centers

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

<i>County</i>	<i>Location</i>	<i>Hours</i>
<i>Bladen</i>	<i>Powell-Melvin Agricultural Service Center, 450 Smith Circle, Elizabethtown, NC 28337 (opens Mon., Oct. 1 at noon)</i>	<i>8 a.m. to 5 p.m. Mon. to Fri.</i>
<i>Carteret</i>	<i>Sound Bank 5039 Executive Drive, Morehead City, NC 28557</i>	<i>8 a.m. to 5 p.m. Mon. to Sat.</i>
<i>Craven</i>	<i>Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560</i>	<i>8 a.m. to 5 p.m. Mon. to Sat</i>
<i>Cumberland</i>	<i>Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC 28301</i>	<i>9 a.m. to 6 p.m. Mon. to Sat.</i>
<i>Johnston</i>	<i>Riverwalk Office Suites, 101 East Market Street, Unit 2C, Smithfield, NC 27577 (opens Mon., Oct. 1 at 1:30 p.m.)</i>	<i>8 a.m. to 5 p.m. Mon. to Sat</i>
<i>New Hanover</i>	<i>Wilmington Chamber of Commerce 1 Estelle Lee Place, Wilmington, NC 28401</i>	<i>8 a.m. to 5 p.m. Mon. to Sat</i>
<i>Pitt</i>	<i>SBTDC Regional Service Center at East Carolina University, 300 East First Street, Willis Building, Greenville, NC 27858</i>	<i>8 a.m. to 5 p.m. Mon. to Fri., 9 a.m. to 5 p.m. on Sat.</i>
<i>Robeson</i>	<i>Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358</i>	<i>8 a.m. to 5 p.m. Mon. to Sat</i>

Transitional Sheltering Assistance (TSA)

- Survivors who do not have the option to return home and are unable to have their housing needs met through insurance, congregate shelters, or rental assistance provided by FEMA or another agency (federal, state or voluntary) may be eligible for TSA.
- Under TSA, FEMA pays for a free hotel stay for displaced survivors and their families for a limited time.
- 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 FEMA helpline at **800-621-FEMA** (voice, 711 or VRS) or **800-462-7585** (TTY).
- To locate participating hotels, visit [DisasterAssistance.gov](https://www.disasterassistance.gov), scroll down to the Quick Links section, and click on “***Transitional Sheltering Assistance Hotel Locator.***”
- As of Oct. 1, there were **345 households** (1,081 total household members) checked into TSA-participating hotels. TSA is a ***sheltering*** option using participating hotels/motels to help fill a gap ***until*** survivors identify short or long-term ***housing*** solutions.
- TSA is available to eligible survivors whose pre-disaster primary residence is in one of the following ***nine*** counties: ***Brunswick, Carteret, Craven, Columbus, Jones, New Hanover, Onslow, Pender or Robeson.***
- Continued eligibility is determined on an individual basis. When eligibility for a particular household ends, those survivors will be notified seven days prior to their checkout date.
- FEMA provides rental assistance, home repair assistance and other forms of housing to help eligible survivors transition from TSA to a short or long-term ***housing*** option.
- **As one sign of progress, many displaced survivors are leaving TSA and moving into apartments using FEMA rental assistance.** They may use FEMA rent money for security deposits, rent and the cost of essential utilities (such as gas or water). The grants may not be used to pay for separate cable or Internet bills. If a landlord requires a security deposit, survivors can use up to one month of FEMA rent money to cover it.

Disaster Legal Services

- Free legal services are available for low-income survivors of Hurricane Florence. Attorneys may be able to assist survivors with disaster-related legal matters. Call the **Disaster Legal Hotline** at **833-242-3549**. Hours are Monday through Friday from 8:30 a.m. to 4:15 p.m. Extended hours on Monday and Thursdays are from 5:30 to 8:30 p.m. until further notice.

Disaster Distress Helpline

- If you’re feeling stressed or overwhelmed by Florence, call the Disaster Distress Helpline at **800-985-5990** (voice, 711 or VRS) any time day or night to speak with a trained crisis counselor. Or text TalkWithUs to 66746. For Spanish, text Hablanos or 66746.

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

- Counselors provide free help—such as tips for healthy coping, advice on recognizing emotional distress in children, and referrals to local crisis call centers for additional follow-up care and support.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Survivors in 27 counties impacted by Hurricane Florence can apply for help buying food through the Disaster Supplemental Nutrition Assistance Program, or “D-SNAP.”

- Counties include: *Bladen, Beaufort, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Moore, New Hanover, Onslow, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, Scotland, Wayne, and Wilson.*
- For more information regarding D-SNAP eligibility and operations, [click here](#), or call the State’s SNAP hotline at **866-719-0141**.
- People receiving SNAP can also get extra help buying food, but do not need to fill out a D-SNAP application. Call **2-1-1** for more information. If you need a replacement of your North Carolina EBT card, call **888-622-7328**.
- For a list of D-SNAP locations, go to the [NC Department of Health and Human Services](#) website. Wait times should be anticipated at application sites due to the volume of people expected to apply. County officials will do everything they can to process applications as quickly as possible.

Disaster Survivor Assistance crews

Disaster Survivor Assistance crews continue to visit shelters, mobile registration intake centers, and impacted neighborhoods to answer questions, register survivors, and make case updates and inquiries. All FEMA employees and contractors carry an official government or contractor badge to identify themselves. Survivors should ask to see a badge to guard against fraud.

- To date, the crews have visited more than **14,000** homes, registered **2,338** survivors and made **1,419** case updates.

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**.
- NFIP has already paid out more than **\$40 million** in advanced payments to policyholders in North Carolina affected by Florence. Nearly 12,000 claims have been filed in North Carolina.