



Durham Joint Field Office

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Hurricane Florence – North Carolina

Daily Fact Sheet – 13

Navigating the Road to Recovery

- **All state/FEMA Disaster Recovery Centers are open today, Columbus Day.** The centers serve as one-stop shops for hurricane survivors who want to know [what to expect after registering for assistance](#). For a list of the centers and their hours, visit fema.gov/DRC or download the FEMA mobile app.
- **Call 2-1-1 for help meeting 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 childcare expenses. They can also call 888-892-1162, visit the 2-1-1 [online site](#), or text FLORENCE to 898211 for information about local resources.
- **Beware of bogus charities, phony housing inspectors, fly-by-night contractors and fake offers of state and federal aid.** Call local police to report such criminals. A real FEMA-contracted home inspector will carry official ID and will know your registration number. If you suspect fraud, call the Disaster Fraud Hotline at **866-720-5721**.

Scope

- **28** counties designated for Individual Assistance
- **28** counties designated for Public Assistance (Categories A&B)
- **11 shelters** open with a population of **579 survivors (peak 21,272 on 9/15)**

Overview

More than \$261 million in state and federal resources as of Oct. 7:

- **\$89.4 million** in state and federal grants was approved for homeowners and renters.
- **\$88.3 million** in low-interest disaster loans from the U.S. Small Business Administration (SBA) was approved for over 2,241 businesses, homeowners and renters.

- **\$83.9 million** in claims was 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 Oct. 7:

- IHP approved: more than **\$89 million**
 - Housing Assistance approved: nearly **\$76 million**
 - Other Needs Assistance approved: more than **\$13 million**
- FEMA inspectors in the field: **296**
- FEMA inspections completed: **80,397 (97%) out of 82,975 assigned**
- More than **24,000** North Carolina homeowners and renters have received FEMA housing assistance including grants for repairs to make their homes livable.
- More than **15,000** homeowners and renters have received financial rental assistance, FEMA’s quickest and most efficient temporary housing program for displaced survivors.
- **392 households**, representing **1,174 household members**, are currently checked into hotel through FEMA’s Transitional Sheltering Assistance program.

Disaster Recovery Centers (DRCs)

DRCs have welcomed more than **8,773** visitors to date. The centers serve as one-stop shops for hurricane survivors who want to know [what to expect after registering for assistance](#).

If visitors need an American Sign Language Interpreter, there are iPads in each DRC where a remote Video Relay Interpreter can provide communication access. If an on-site interpreter is preferred or needed, call or text **202-655-8824**. Allow at least 24 hours to schedule an interpreter.

For a list of the centers and their hours, visit fema.gov/DRC or download the FEMA mobile app. Hours as shown until further notice. **All centers are open on Columbus Day (Monday, Oct. 8) with normal hours.**

County and #	Location	Hours
<i>Onslow</i> #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.
<i>Cumberland</i> #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.
<i>Pamlico</i> #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.
<i>Beaufort</i> #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.
<i>Jones</i> #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.
<i>New Hanover</i> #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.
<i>Craven</i> #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.
Duplin #10	Wallace Presbyterian Church 205 W. Main St., Wallace, NC 28446	9 a.m. to 7 p.m. Mon. to Sat. Closed Sun.
Harnett #11	Senior Corps Building, 309 W. Cornelius Harnett Blvd., Lillington, NC 27546	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Lenoir #12	Kinston Diagnostic Group, 109 Airport Road Kinston, NC 28504	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Pender #13	Caswell Presbyterian Church 318 W. Church Ave., Atkinson, NC 28421	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Robeson #14	Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Carteret #15	Newport Town Hall Parking Lot 20 Howard Blvd., Newport, NC 28570	9 a.m. to 7 p.m. Mon. to Sat. 9 a.m. to 1 p.m. Sun.
Hyde #16	O. A. Peay School 1430 Main St., Swan Quarter, NC 27885	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 change locations every few days. Survivors may visit any center to register for federal assistance or find out more information about the types of help and programs available.

<i>County</i>	<i>Location</i>	<i>Hours</i>	<i>Scheduled Through</i>
Onslow	Piney Green Shopping Ctr. Parking Lot 175 Freedom Way, Midway Park, NC	9 a.m. to 7 p.m.	Mon., Oct. 8
Jones	221 Main St. Pollocksville, NC	9 a.m. to 7 p.m.	Mon., Oct 8
Carteret	County Health Department 3820 Bridges St., Morehead City, NC	9 a.m. to 7 p.m.	Wed., Oct. 10

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.
- If you don’t qualify for an SBA disaster loan, you may be referred back to FEMA for Other Needs Assistance grants.
- Nearly **\$88.3 million** in low-interest disaster loans have been approved by SBA for **2,241** homeowners, renters and business owners, which includes:
 - **\$83 million, 2,129** loans approved for homeowners and renters.
 - **\$5.2 million, 112** loans approved for business owners.

SBA Business Recovery Centers

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

County	Location	Hours
Bladen	<i>Powell-Melvin Agricultural Service Center, 450 Smith Circle, Elizabethtown, NC 28337</i>	8 a.m. to 5 p.m. Mon. to Sat.
Carteret	<i>Sound Bank 5039 Executive Drive, Morehead City, NC 28557</i>	9 a.m. to 5 p.m. Mon. to Thu. 9 a.m. to 6 p.m. Fri.
Craven	<i>Centenary United Methodist Church, Education Building Entrance 309 New Street, New Bern, NC 28560</i>	8 a.m. to 5 p.m. Mon. to Sat.
Cumberland	<i>Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC 28301</i>	9 a.m. to 6 p.m. Mon. to Sat.
Johnston	<i>Riverwalk Office Suites, 101 East Market Street, Unit 2C, Smithfield, NC 27577</i>	8 a.m. to 5 p.m. Mon. to Sat
New Hanover	<i>Wilmington Chamber of Commerce 1 Estelle Lee Place, Wilmington, NC 28401</i>	8 a.m. to 5 p.m. Mon. to Sat
Onslow	<i>Onslow County 234 NW Corridor Blvd, Room 107, Jacksonville, NC 28540</i>	8 a.m. to 5 p.m. Mon. to Fri.
Pitt	<i>SBTDC Regional Service Center at East Carolina University, 300 East First Street, Willis Building, Greenville, NC 27858</i>	8 a.m. to 5 p.m. Mon. to Sat.
Robeson	<i>Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358</i>	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.

- As of Oct. 7, there were **392 households** (1,174 total household members) checked into TSA-participating hotels.
- 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** (voice, 711 or VRS) or **800-462-7585 (TTY)**.
- Transitional Sheltering Assistance 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**.
- 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.
- Survivors will be notified of their eligibility through an automated phone call, text message, and/or email depending upon the method of communication selected when they registered for assistance.

- To locate participating hotels, visit **DisasterAssistance.gov**, scroll down to the Quick Links section, and click on “**Transitional Sheltering Assistance Hotel Locator.**” You can also call the disaster assistance helpline at **800-621-3362** (voice, 711 or VRS) or **TTY 800-462-7585**.
- 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.

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.

The specialists can answer questions about home repair, making disaster plans, putting together supply kits and the importance of flood insurance. Their schedule follows:

County	Location	Open/close date, hours
<i>Brunswick</i>	Lowe’s Home Improvement 5084 Southport-Supply Road SE Southport, N.C. 28461	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>New Hanover</i>	The Home Depot 5511 Carolina Beach Road (Village at Myrtle Grove) Wilmington, N.C. 28412	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.
<i>Onslow</i>	The Home Depot 479 Western Blvd., Hwy. 17 Jacksonville, N.C. 28546	Oct. 9, 2018 to Oct. 26, 2018 Mon. thru Sun. 7 a.m. to 6 p.m.

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 to 66746.

Disaster Unemployment Assistance

If you’re out of work or lost income due to Florence, 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**. For more information, visit the state’s [Division of Employment Security](#) website.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Survivors in **Greene County** have until **Oct. 11, 2018** apply for help buying food through the Disaster Supplemental Nutrition Assistance Program, or “D-SNAP.” **The deadline has passed for all other counties.**

- For more information regarding [D-SNAP eligibility and guidance](#), 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.
- For a list of D-SNAP locations, go to the [NC Department of Health and Human Services](#) website.
- More than **\$76 million** in food assistance has been issued through the Disaster Supplemental Nutrition Assistance Program (D-SNAP). This includes nearly 185,000 people who have received a supplement to their existing Food and Nutrition Services (FNS) benefits and more than 180,000 new people who were not already receiving help through the FNS program.

Disaster Survivor Assistance (DSA)

Dozens of DSA crews are talking to survivors out in storm-damaged communities. Crew members can answer questions, register survivors and make referrals to community partners. All FEMA employees and contractors carry an official government or contractor badge to identify themselves. To guard against fraud, survivors should ask to see a badge.

- To date, the crews have visited more than **37,000** homes, registered more than **3,300** survivors and made **2,420** case updates and inquiries.

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**.
- NFIP has already paid out nearly **\$84 million** in advanced payments and claims to policyholders in North Carolina affected by Florence. More than **13,000** claims have been filed in North Carolina.

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.)