



FEMA

*Durham Joint Field Office*

Dec. 12, 2018

DR-4393-NC DFS 062



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## Hurricane Florence – North Carolina

# Daily Fact Sheet – 62

### *Navigating the Road to Recovery*

- **If you are a North Carolina homeowner, renter or business owner who sustained property damage or loss caused by Hurricane Florence you have only two days 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.**
- Total federal assistance approved for Hurricane Florence has surpassed **\$1 billion.**
- As the Dec. 13 deadline to register for assistance approaches, disaster recovery centers in six counties will close their doors this week. The centers in **Carteret, Cumberland, and Pender Counties** will close at **5 p.m. today, Wednesday, Dec. 12.** The centers in **Craven, Onslow and Robeson Counties** will close at **5 p.m. Thursday, Dec. 13.** The New Hanover County recovery center located in Wilmington will remain open until further notice.

### *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: \$119.9 million** approved for homeowners and renters
  - **Housing Assistance** approved: **\$99.2 million** for **33,386** households
  - **Other Needs Assistance** approved: **\$20.7 million**

- **U.S. Small Business Administration (SBA)** disaster loans approved: **\$337.9 million** for **8,559** applicants
  - **\$294.9 million** in loans approved for **7,833** homeowners and renters
  - **\$43 million** in loans approved for **726** business owners
- **National Flood Insurance Program (NFIP)** estimated claims paid: **\$550.5 million**
  - **NFIP claims filed: 14,992**
- **FEMA inspectors** in the field: **27**
- **FEMA inspections** completed: **100,145 (99 percent)** of **100,590** assigned
- **Disaster Recovery Center** visits: **40,799**
- **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.
- **As of Dec. 10, Direct Housing Units** licensed in: **293**
- **As of Dec. 10, Direct Housing Units** work orders issued: **740**
- **Transitional Sheltering Assistance:** **371** households with **1,049** 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.

<b>County and #</b>	<b>Location</b>	<b>Hours</b>
<b><i>Carteret</i></b> <b>#8</b>	Board of Elections 1702 Live Oak St., Beaufort, NC 28516	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently today at 5 p.m. Wed., Dec. 12</b>
<b><i>Craven</i></b> <b>#7</b>	Former Eckerd Drugstore 710 Degraffenreid Ave., New Bern, NC 28560	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently at 5 p.m. Thu., Dec. 13.</b>
<b><i>Cumberland</i></b> <b>#2</b>	Social Services Department, 1225 Ramsey Street, Fayetteville, NC 28301	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently today at 5 p.m. Wed., Dec. 12</b>

<b>County and #</b>	<b>Location</b>	<b>Hours</b>
<b>New Hanover #6</b>	Independence Mall 3500 Oleander Drive, Wilmington, NC 28403	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b>
<b>Onslow #1a</b>	175 Freedom Way, Suite 18 A, Midway Park, NC 28544	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently at 5 p.m. Thu., Dec. 13.</b>
<b>Pender #13a</b>	Pender County Agriculture Auditorium 801 S. Walker Street, Burgaw, NC 28425	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently today at 5 p.m. Wed., Dec. 12</b>
<b>Robeson #14</b>	Lumbee Tribe of North Carolina Soaring Eagle Community Building 442 Norment Road, Lumberton, NC 28360	<b>9 a.m. to 5 p.m. Mon. to Fri.</b> <b>9 a.m. to 1 p.m. Sat.</b> <b>Closes permanently at 5 p.m. Thu., Dec. 13.</b>

### ***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 is 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.

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

<b>County</b>	<b>Location</b>	<b>Hours</b>
<b>Robeson</b>	Robeson Community College Workforce Development Center, Building 18, 5160 Fayetteville Road, Lumberton, NC 28358	<b>8 a.m. to 5 p.m. Mon. to Sat.</b>

### ***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, 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](#) 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](mailto: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.

<b>County</b>	<b>Location</b>	<b>Open/close date, hours</b>
<b>Pender</b>	Surf City Lowe’s 106 Wilkes Lane Hampstead, NC 28443	<b>Dec. 10 to Dec. 28 except Christmas Mon. thru Fri. 8 a.m. to 6 p.m.</b>
<b>Brunswick</b>	Walmart Supercenter 1675 N Howe St. Southport, NC 28461	<b>Dec. 10 to Dec. 28 except Christmas Mon. thru Fri. 8 a.m. to 6 p.m.</b>

<b>County</b>	<b>Location</b>	<b>Open/close date, hours</b>
<b><i>New Hanover</i></b>	Walmart Supercenter 5226 Sigmon Road Wilmington, NC 28403	<b>Dec. 10 to Dec. 28 except Christmas Mon. thru Fri. 8 a.m. to 6 p.m.</b>
<b><i>Sampson</i></b>	Walmart 1415 Sunset Ave. Clinton, NC 28328	<b>Dec. 10 to Dec. 28 except Christmas Mon. thru Fri. 8 a.m. to 6 p.m.</b>
<b><i>Robeson</i></b>	Pembroke Hardware 7331 NC Hwy. 711 Pembroke, N.C. 28372	<b>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</b>

### ***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 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.)

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