



FEMA

Durham Joint Field Office

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North Carolina

Recovery Fact Sheet

Navigating the Road to Recovery

- After a disaster, volunteer organizations play a vital role in aiding with disaster relief. These nonprofits step up to fill the gaps and help meet the needs of survivors not met by other means. The North Carolina Voluntary Organizations Active in Disasters (NCVOAD) provides a blueprint for forming and running LTRGs and helps find volunteer workers and donations of money and goods. For Hurricane Florence, 32 Long Term Recovery Groups are working to help survivors and two other groups are forming.
- FEMA is urging North Carolinians to purchase flood insurance through the National Flood Insurance Program (NFIP). All areas of the state are at risk of flooding, and flood insurance pays out even when federal assistance for homeowners is unavailable. To date, flood insurance policy payouts for Tropical Storm Michael total roughly \$6.9 million and \$600 million for Hurricane Florence.
- Total federal assistance approved for North Carolina's Hurricane Florence recovery has topped \$1.2 billion, including FEMA grants, National Flood Insurance Program payments, and U.S. Small Business Administration loans.

Hurricane Florence Recovery Update

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 **\$1.2 billion**
- As of March 26, FEMA Individuals and Households grants: **\$129.9 million** approved for **34,602** homeowners and renters
 - Housing Assistance approved: **\$106.7 million**
 - Other Needs Assistance approved: **\$23.2 million**

- As of March 27, **593 households** licensed-in to temporary housing units; **64** families have successfully moved on to more permanent housing by getting home repairs done or finding a rental property.
- FEMA inspectors in the field: **0**
- FEMA inspections completed: **103,780** (99 percent) of **103,797** assigned
- As of March 26, U.S. Small Business Administration (SBA) disaster loans approved: **\$398 million** for **9,911** applicants
 - **\$333 million** in loans approved for **8,959** homeowners and renters
 - **\$64.9 million** in loans approved for **952** business owners
- The National Flood Insurance Program (NFIP):
 - Hurricane Florence*
 - Estimated claims paid: **\$600.8 million**
 - NFIP claims filed: **15,110**
 - Tropical Storm Michael*
 - Estimated claims paid: **\$6.9 million**
 - NFIP claims filed: **528**
- **\$107.2 million** in Public Assistance funding has been obligated for Hurricane Florence.

State Housing Recovery Centers

There are currently seven 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>
<i>Craven</i>	2825 Neuse Blvd. New Bern, NC 28562	8 a.m. to 5 p.m. Mon. to Fri.
<i>New Hanover</i>	1241 Military Cutoff Road Wilmington, NC 28405 (Side entrance of the Northeast Library)	9 a.m. to 5 p.m. Mon. to Fri.
<i>Robeson</i>	Department of Social Services 120 Glen Cowan Rd. Lumberton, NC 28360	8 a.m. to 5 p.m. Mon. to Fri.
<i>Jones</i>	134 Office A Industrial Park Dr. Trenton, NC 28585	8 a.m. to 5 p.m. Mon to Fri.
<i>Onslow</i>	127 Center Street Jacksonville, NC 28546	8 a.m. to 5 p.m. Mon to Fri.
<i>Pender</i>	Shiloh Columbia Volunteer Fire 19170 U.S. Hwy. 421 Willard, NC 28478	8 a.m. to 5 p.m. Mon to Fri.
<i>Pamlico</i>	Bay River Commons 210 Vandemere Rd./Hwy 304 Unit C Bayboro, NC 28515	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**.

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.

Sheltering and Temporary Essential Power (STEP)

The [Sheltering and Temporary Essential Power](#) (STEP) provides basic, partial repairs to make homes safe, clean and secure to help North Carolina homeowners with minor damage from Hurricane Florence get back in their home quickly. The deadline to request participation in the program has passed.

- Eligible residents in the following 12 counties may take advantage of the STEP program: Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Jones, New Hanover, Onslow, Pender and Robeson.

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**.

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. Individuals who may have suffered losses not covered by state or local government programs may also utilize Disaster Case Management services. The state has contracted with experienced case managers who will work with faith-based and volunteer organizations to help meet survivors' unmet needs. To contact the Disaster Case Management service provider, please email: DCMNC@Endeavors.org or call one of the two offices:

- Residents of Anson, Bladen, Brunswick, Chatham, Columbus, Cumberland, Durham, Guilford, Harnett, Hoke, Johnston, Lee, Moore, New Hanover, Orange, Richmond, Robeson, Sampson, Scotland and Union counties should call the Fayetteville office at (910) 672-6175
- Residents of Beaufort, Carteret, Craven, Duplin, Greene, Hyde, Jones, Lenoir, Onslow, Pamlico, Pender, Pitt, Wayne, and Wilson counties should call the Jacksonville office at (910) 378-4913

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](#).

Disaster Fraud Hotline

If you suspect fraud, waste, abuse or mismanagement of disaster relief operations, you can report it by calling the National Center for Disaster Fraud Hotline at 866-720-5721 or email disaster@leo.gov, and/or FEMA's Office of the Chief Security Officer (OCSO) Tip Line at 866-223-0814 or email FEMA-OCSO-Tipline@fema.dhs.gov. Calls can be made anonymously and confidentially.

Public Assistance

Hurricane Florence

- 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.

Tropical Storm Michael

- The following **21** counties are eligible for all categories of Public Assistance for Tropical Storm Michael damage that occurred between Oct. 10 and 12, 2018, under declaration DR-4412-NC: Alamance, Brunswick, Caswell, Chatham, Dare, Davidson, Davie, Forsyth, Granville, Hyde, Iredell, McDowell, Montgomery, Orange, Person, Randolph, Rockingham, Stokes, Surry, Vance, and Yadkin Counties.

Hazard Mitigation

All areas within the State of North Carolina are eligible for assistance under the Hazard Mitigation Grant Program (HMGP). Property owners have submitted Letters of Interest to their local officials for consideration for HMGP acquisition grants.