



FEMA

November 7, 2016  
DR-4285-NC

# Daily Fact

## Sheet Key Messages

### *The first step to federal disaster assistance is registering with FEMA*

Day 29

- Download **FEMA's mobile app** or register online at **DisasterAssistance.gov**
- Or call the FEMA helpline at **800-621-3362**. The same number can be used for 711, VRS and other relay services. Survivors who are deaf, hard of hearing, or have difficulty speaking and use a **TTY** should call **800-462-7585**.
- FEMA Individual Assistance is designed to help survivors get back on their feet and covers essential needs not covered by insurance, including assistance with essential home repairs and temporary rental assistance.
- FEMA is working closely with the state to identify many housing options for those impacted by Matthew. Each situation is different and the solution must be tailored to the applicant. Manufactured homes are only one option, and are utilized only when other options have been exhausted.
- The state and FEMA also work closely with state, federal, private sector, faith-based and voluntary agency partners to help match survivors who have remaining needs with other sources of assistance.

### *Cleaning up – no need to wait*

- **Don't delay your cleanup and repairs**, but be sure to take photos and document your damage and repairs and keep all receipts.
- **If you have flood insurance**, report your loss to your insurance agent as soon as possible. Photograph and move water-damaged items outside to prevent mold, but don't have them hauled away until an adjuster sees them.
- **FEMA does not issue permits**. Check with local officials for guidance about permitting and building codes before making repairs.

### *Determination letters (see NR 015 for additional info)*

- If you receive a letter from FEMA about your eligibility for assistance, take the time to read the information thoroughly. Sometimes people do not immediately qualify for financial help, but may become qualified with a simple fix.
  - The letter will include explanations of what steps need to be taken to have the status of your request for assistance reconsidered.
  - If you have questions about a letter you received from FEMA, call the FEMA helpline or take the letter to a disaster recovery center.
  - You can ask FEMA to review your application again if you appeal the agency's decision within **60 days** of receiving the letter.

### *Individual Assistance*

- FEMA Individual Assistance is designed to help survivors get back on their feet and covers essential needs not covered by insurance, including assistance with essential home repairs and temporary rental assistance.
  - FEMA is working closely with the state to identify many housing options for those impacted by Matthew. Each situation is different and the solution must be tailored to the applicant. Manufactured homes are still only one option, and are only utilized when other options have been exhausted.
  - The state and FEMA also work closely with state, federal, private sector, faith-based and voluntary agency partners to help match survivors who have remaining needs with other sources of assistance.

### **Designated Counties**

- 45 counties for **Individual Assistance** – **Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chatham, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Harnett, Hertford, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Martin, Moore, Nash, Northampton, Onslow, Pasquotank, Pender, Perquimans, Pitt, Richmond, Robeson, Sampson, Scotland, Tyrrell, Wake, Washington, Wayne and Wilson.**
  - Residents with flooding damage living **in counties not named** in the federal disaster declaration can still register with FEMA. If a county is added to the declaration, applications from that county will be processed automatically.
- 47 counties for **Public Assistance** (Categories A and B, including direct federal assistance) – **Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chatham, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Harnett, Hertford, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Martin, Moore, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Richmond, Robeson, Sampson, Scotland, Tyrrell, Wake, Washington, Wayne and Wilson.**
- Anson, Chatham, Northampton, Richmond, and Scotland Counties were added by amendment to the disaster declaration for both Individual Assistance and Public Assistance. Carteret and Perquimans Counties were added by amendment to the disaster declaration for Individual Assistance (previously designated only for Public Assistance).

### **ESF # 1- Transportation (DOT)**

- 255 NC roads remain closed.
- I-95 northbound off-ramp closed near exit 90 near Four Oaks (Johnston County) until noon Nov. 11.

### **ESF # 3- Public Works/Engineering (USACE)**

- Completed 44 total Substantial Damage Estimates (SDEs).
- Critical Public Facilities (CPF) Team performed site visits in Dare, Edgecombe, Johnston, and Robeson counties.
- Conducted site visit to Windsor water and wastewater treatment facilities in Bertie County.

### **ESF # 8- Public Health & Medical Services (HHS)**

- Nothing to report.

### **ESF # 10- Hazardous Materials Response (EPA)**

- Nothing to report.

### **ESF # 11 – US Department of Agriculture**

- Nothing to report.

### **Individual Assistance**

- Temporary Sheltering Assistance (TSA) is for eligible disaster survivors who are unable to stay in their homes and need a **short-term** place to stay when housing options in their area are limited. TSA is a temporary solution to help **bridge the gap** for survivors until they can find a more permanent housing solution. TSA is available in the following North Carolina counties: Columbus, Cumberland, Dare, Edgecombe, Hoke, Johnston, Lenoir, Robeson Wayne and Wilson. TSA-eligible applicants are authorized to remain in TSA lodging until Nov. 12, 2016.
- Individual Assistance can include **grants for temporary housing and home repairs**, low interest disaster loans to cover uninsured and underinsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster.
- **Disaster Unemployment Assistance** has been approved for **45** counties. Additional counties may be added to the designation.
  - Workers who became unemployed as a direct result of the effects of Hurricane Matthew may be eligible for unemployment insurance benefits under the Disaster Unemployment Assistance program. Business owners affected by the storm may also qualify for benefits.
- Individuals who would like to meet with a FEMA representative in person can visit any of the Disaster Recovery Centers around the state (See list below).
- **FEMA can help survivors locate temporary rental resources.** Applicants may receive information on housing resources by calling FEMA's hotline at **800-621-3362** or through FEMA's housing portal: [asd.fema.gov/inter/hportal/home.htm](http://asd.fema.gov/inter/hportal/home.htm).
- **Remember: Those receiving FEMA grants for rental assistance need to save their receipts.**

### **Registration Information**

- The important thing to do now is register. Register online at [DisasterAssistance.gov](http://DisasterAssistance.gov), **download the FEMA app**, or call **800-621-3362 for voice, 711, or Video Relay Service**. Survivors who are deaf, hard of hearing or who have difficulty speaking and use a TTY, should call **800-462-7585** directly.

### **Registrations as of 0700 on 11/05:**

- Total registrations: **66,882**
- Total IHP Approved: **\$66 million**

**\*Find a full list of open DRCs at the bottom of the report.**

### **Help with SBA Loans**

- The U.S. Small Business Administration (SBA) offers low-interest disaster loans to help homeowners and renters as well as businesses of all sizes and private non-profit organizations to cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. Total SBA loan dollars approved: **\$19.99 million.**

- Contact U.S. Small Business Administration's Disaster Assistance Customer Service Center by:
  - Calling **800-659-2955**
  - Emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)
  - Visiting SBA's website at [www.sba.gov/disaster](http://www.sba.gov/disaster)
  - Deaf and hard-of-hearing individuals may call TTY **800-877-8339**

**\*Full list of Business Recovery Centers open in the State is at the bottom of this report**

### **Public Assistance**

- Conducted Applicant Briefings in nine counties.
- Critical facilities strike teams performed site assessments in Robeson County.
- Water/Wastewater SMEs visited the Cross Creek and the Rockfish wastewater treatment plants and met with plant operators and the directors of operations to assess damages to the facilities.
- Federal Emergency Management Agency's (FEMA) Public Assistance (PA) Grant Program provides assistance to state, tribal and local governments, and certain types of private nonprofit organizations so that communities can quickly respond to and recover from the effects of Hurricane Matthew.
- Through the PA Program, FEMA provides supplemental federal disaster grant assistance for debris removal, emergency protective measures, and the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain private nonprofit (PNP) organizations. The PA Program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.
- Applicant Briefings were conducted in Currituck, Gates, Hertford and Perquimans counties.
- Teams are aiding the state with power, providing generators and technical assistance on electrical outages to the state with a focus on hospitals and shelters.
- Providing the state with guidance on emergency protective measure concerns.
- Providing technical assistance and installation of pumps for dams.
- Performing PDAs at the request of the state.

### **Hazard Mitigation**

- Completed 73 total substantial damage estimates (SDEs).
- Coordinated meetings on key dam safety-related issues.
- Floodplain Management inspection team completed Substantial Damage Estimator (SDE) Quality Control (QC) work in Bertie and Cumberland counties.
- Met with State NFIP Coordinator to finalize damage assessment process.
- Hazard Mitigation 404 and 406 staff have been researching potential mitigation techniques and funding sources for reinterments.
- Engineering & Floodplain Management staff continue to work with Planning and Operations staff to identify increasing downstream river flows, correlated to dam risk status and potential critical infrastructure impacts.
- Floodplain Management staff meeting with state to discuss damage assessments in the affected area.
- Developing a FEMA Mitigation Dam Assessment Report for Hurricane Matthew in NC.
- Twenty CEO Mitigation Advisors are staffing DRCs providing personal and property risk reduction information and advice to survivors. The cumulative interview total is 4,256.

### **Environmental Historic Preservation**

- Supporting PA and IA for temporary facilities, debris removal, PDAs and housing mission.
- Supporting PA in attending applicants' briefings, kick off meetings and site visits

### **National Flood Insurance Program (NFIP)**

As of Nov. 5, approximately **5,459** NFIP claims were submitted by North Carolina survivors. These claims have resulted in over **\$13.2** million in Advance Payments to North Carolina residents.

- As of October 10, advanced payments were authorized for NFIP policyholders affected by Hurricane Matthew who sustained flood damages.
  - These payments provide expedited relief to disaster survivors.
  - By paying up to 50 percent of the estimated covered losses allows the policyholder the ability to proceed with recovery efforts while negotiating the proof of loss with the adjuster.
- When calling FEMA to register, survivors are asked if they have insurance. Remember that regular home insurance does not cover flood damage – it's important to distinguish between homeowners insurance and National Flood insurance.
- Survivors with Flood Insurance questions can call the same registration number at **800-621-3362**, Monday through Friday from **9 a.m. to 7 p.m. EST** and select number **1** then option number **2**. Call center staff will be available to assist them with information regarding their policy, offer technical flood guidance to aid in recovery and answer other flood insurance questions. They can also be transferred to their insurance carrier for additional assistance if they have further questions.
- FEMA is working closely with our General Adjusters, Direct Servicing Agent and the Write Your Own companies to survey the impacted areas. We are assessing damage and determining claims exposure before making decisions about a Flood Response Office (FRO) location or resources.

### **Disaster Survivor Assistance**

- Disaster Survivor Assistance (DSA) teams are visiting shelters and canvassing designated counties. The teams are knocking on doors in affected neighborhoods to support registration of survivors and to provide resource referrals.
- The teams answer questions about the types of help available, help survivors apply for state and federal assistance and update an applicant's contact information.
- Team members wear FEMA vests and have photo IDs. To safeguard against fraud and scams, survivors should always ask to see FEMA photo IDs if they are not visible.

### **Other Resources**

- FEMA/State Disaster Recovery Centers operational hours in all North Carolina counties hosting them are Monday through Saturday, 10 a.m. to 7 p.m. until further notice. Mobile DRC hours are Monday through Saturday, 9 a.m. to 6 p.m.
- Wake County has been approved for the Disaster Supplemental Nutrition Assistance Program (D-SNAP). Wake County residents may qualify for disaster nutrition benefits for a one-month period if they suffered losses from Hurricane Matthew. Those applying for D-SNAP must provide proof of identity along with proof of residency. Once eligibility is determined, benefits will be issued within 72 hours.
- If you have questions about the safety of food in your home, call the USDA Meat and Poultry Hotline at **888-MPHotline (888-674-6854)** on weekdays from **10 a.m. to 4 p.m. EST** or visit AskKaren.gov to chat live with a food safety specialist, available in English and Spanish.
- Owners of meat and poultry producing businesses who have questions or concerns may contact the FSIS Small Plant Help Desk by phone at **877-FSIS-HELP (877-374-7435)**, by email at [infosource@fsis.usda.gov](mailto:infosource@fsis.usda.gov), or 24/7 online at <http://www.fsis.usda.gov/wps/portal/fsis/topics/regulatory-compliance/svsp/sphelpdesk>.
- Disaster Legal Services (DLS) is now available for survivors. DLS provides immediate temporary legal assistance to disaster survivors at no charge. Survivors with questions can call **800-662-7407**.

### **IRS Expands Tax Relief to Matthew Survivors in North Carolina**

- Storm survivors in designated counties have until March 15, 2017, to file certain individual and business tax returns and make certain tax payments, the Internal Revenue Service announced. This includes an additional filing extension for those with valid extensions that ran out at midnight Oct. 17.

Taxpayers in counties added later to the disaster area will automatically receive the same filing and payment relief.

- For counties now eligible for relief, see Designated Counties listed above.
- Details on available tax relief can be found on the [disaster relief](#) page on IRS.gov.

## **Fraud**

- Recovery officials encourage North Carolina residents to watch for and report any suspicious activity to the North Carolina consumer hotline at **877-566-7226**.
- There is no fee required to apply for, or to receive disaster assistance from FEMA. There is also no fee to schedule or obtain a housing inspection from FEMA.
- FEMA does not endorse any commercial businesses, products or services.
- FEMA does not charge for its services.
- If you suspect fraud, call the North Carolina consumer hotline at **877-566-7226** or FEMA Disaster Fraud Hotline at **866-720-5721**.
- All federal employees have an official badge/ID. Ask to see it.

## **Safety Information:**

- Do not drive through standing water on the road.
- Listen to your local officials for safety, shelter and other information.
- If you had to leave your home due to flooding, wait for local officials to say it's safe to return.
- Check your home for damage before you re-enter. There may be a gas leak or downed electric lines in or near your home. Do not enter if it isn't safe.
- Check for snakes and other animals that may have made their way into your home.

## **Disaster Timeline**

- 10/10/2016:** A Major Disaster Declaration was signed by President Barack Obama for Hurricane Matthew in North Carolina from October 4th and onwards; the declaration makes available Individual Assistance for Beaufort, Bladen, Columbus, Cumberland, Edgecombe, Hoke, Lenoir, Nash, Pitt, and Robeson Counties and Public Assistance for Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Greene, Hoke, Hyde, Johnston, Lenoir, Nash, New Hanover, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Robeson, Tyrrell, Washington, and Wayne counties.
- 10/11/2016:** A Major Disaster Declaration for the State of North Carolina was amended to include Bertie, Johnston, Wayne and Wilson counties for both Individual and Public Assistance.
- 10/12/2016:** A Major Disaster Declaration for the State of North Carolina was amended to include Greene for Individual Assistance and Harnett and Sampson counties for both Individual and Public Assistance.
- 10/13/2016:** A Major Disaster Declaration for the State of North Carolina was amended to include Dare and Hyde Counties for Individual Assistance and Jones County for both Individual and Public Assistance.
- 10/14/2016:** The Major Disaster Declarations for the State of North Carolina was amended twice to include Dare, Duplin, Hyde and Pender Counties for Individual Assistance as well as Gates and Jones County for both Individual and Public Assistance.



Days: Monday through Friday, 9 a.m. – 6 p.m.  
 Saturdays Starting Oct. 22, 9 a.m. – 1 p.m. Closed: Sundays

## Disaster Recovery Centers

Hours are Monday through Saturday, 10 a.m. to 7 p.m. until further notice. Closed Sundays

<b>Edgecombe County DRC</b> Riverside Plaza 1600 W. Howard Avenue Tarboro, NC 27886	<b>Bladen County DRC</b> Powell Melvin Agricultural Service Center 450 Smith Circle Elizabethtown, NC 28337
<b>Greene County DRC</b> 201 Carolina Drive Snow Hill, NC 28580	<b>Sampson County DRC</b> Sampson County Human Services 360 County Complex Road, Suite 200, Room 274 Clinton, NC 28328
<b>Craven County DRC</b> Old Family Dollar Store 281 NC Hwy 43 Vanceboro, NC 28586	<b>Robeson County DRC</b> Old Kmart store 2750 N. Roberts Ave. Lumberton, NC 28358
<b>Cumberland County DRC</b> Dept. of Social Services 1225 Ramsey Street Fayetteville, NC 28301	<b>Pender County DRC</b> Malpass Corner Elementary School 4992 Malpass Corner Rd. Burgaw, NC 28425
<b>Pitt County DRC</b> Pitt County Agricultural Center 403 Government Circle Greenville, NC 27834	<b>Jones County MDRC</b> Farm Service Agency office 110 S. Market St. Trenton, NC 28585
<b>Columbus County DRC</b> Employment Security Commission 913 Jefferson Street Whiteville, NC 28472	<b>Pasquotank County MDRC</b> County Cooperative Extension Center 1209 McPherson Street Elizabeth City, NC 27909
<b>Harnett County DRC</b> Harnett County Governmental Complex 309 West Cornelius Harnett Blvd. Lillington, NC 27546	<b>Bertie County DRC</b> Senior Citizens Center 103 W. School Drive Windsor, NC 27983
<b>Edgecombe County DRC</b> The Imperial Centre 270 Gay St. Rocky Mount, NC 27802	<b>Lenoir County DRC NOVA Building</b> 105 W. Caswell St. Kinston, NC 28501
<b>Johnston County DRC</b> Johnston County Industries 912 N Brightleaf Blvd. Smithfield, NC 27577	<b>Hoke County DRC</b> City of Raeford Civic Center 220 College Drive Raeford, NC 28376
<b>Wayne County DRC</b> W.A. Foster Recreation Center (Top of the hill at Mina Weil Park) 1012 S. John St., Room 110.2 Goldsboro, NC 27530	<b>Tyrrell County DRC Tyrrell Hall</b> 906 US Hwy 64 East Columbia, NC 27925