

North Carolina Helene Recovery

Nov. 9, 2024

Key Messages

- FEMA has approved **\$225 million to more than 123,000 households and individuals** beginning their recovery. FEMA has approved **\$203 million in Public Assistance funding in North Carolina** to support community recovery.
- A new Disaster Recovery Center (DRC) opened today at the Asheville Mall (former Gap Store). This center replaces the Cane Creek Pool DRC location that closed Friday.
- FEMA is providing **multiple temporary housing options** to meet North Carolinians' individual needs. More than **4,450 households** are checked in to Transitional Sheltering Assistance hotels and motels. The first step to receiving housing assistance is applying with FEMA.
- The **deadline to submit Requests for Public Assistance (RPA) to FEMA has been extended to Jan. 7, 2025**, for local governments, houses of worship and other nonprofit organizations in counties designated for Public Assistance.



A FEMA Disaster Survivor Assistance team visits Madison County, North Carolina, Oct. 25, 2024.

FEMA is Hiring – Apply Online

- FEMA is hiring in Asheville, Durham, Hickory and Raleigh to support community recovery. Applications are being accepted online. To see open positions and apply, visit usajobs.gov, type keywords “FEMA, Local Hire” and enter the location as “North Carolina.”

Direct Temporary Housing Assistance

- FEMA offers several types of housing assistance and temporary shelter solutions for eligible households. Direct Temporary Housing Assistance is approved for 25 counties as an interim solution to permanent housing needs. Learn more about housing assistance options and eligibility at: <https://www.fema.gov/fact-sheet/direct-temporary-housing-assistance-0>.



FEMA

Spending of FEMA Grant Money

- If you are a disaster survivor in North Carolina who received a federal disaster assistance grant from FEMA, it is important to use the money only for disaster-related expenses. FEMA sends a letter to grant recipients explaining how to use the funds. Disaster grants are not for regular living expenses.

Free Disaster Legal Service Assistance

- Free disaster-related legal counseling, assistance and referrals are available for eligible North Carolina homeowners and renters in disaster-designated counties. For legal assistance, call the toll-free hotline at 866-219-5262 and dial 2657 or visit: legalaiddnc.org/disaster.

Online is Fastest Way to Apply for FEMA Assistance

- Homeowners and renters affected by a disaster can apply for federal assistance in several ways: Online at DisasterAssistance.gov. Via the FEMA App (fema.gov/about/news-multimedia/mobile-products), Calling 800-621-3362. If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service.

Appeal a Decision

- You can appeal any FEMA decision or award amount by sending additional documents, like estimates for repairs, receipts, bills, etc., that show you qualify and need more help. Each decision letter from FEMA explains why you are ineligible and the types of documents to help you appeal. For more details, please visit: <https://www.fema.gov/fact-sheet/how-appeal-fema-decision>.

N.C. Disaster Recovery Centers

- A Disaster Recovery Center (DRC) is a one-stop shop to meet with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance, apply with the U.S. Small Business Administration (SBA) for low-interest disaster loans and more. Disaster survivors can visit any open center, including locations in other states. No appointment is needed.
- Twenty-five DRCs are operating in North Carolina. Centers are open 8 a.m.-7 p.m. daily. Find one near you at: FEMA.gov/drc or text “DRC” and a ZIP code to 43362.

Meet with a FEMA mitigation specialist in a DRC

- FEMA mitigation specialists are in DRCs to help answer questions about potential property buyouts and give advice on techniques to repair and rebuild safer and stronger. They are meeting with people at DRCs in:
 - Burke County
 - Caldwell County
 - Haywood County
 - Henderson County
 - McDowell County (No. 2)
 - Mecklenburg County
 - Mitchell County
 - Watauga County

- Yancey County

Disaster Unemployment Assistance (DUA) hotline is now available to survivors of Helene. English: 919-629-3857 | Spanish: 919-276-5698. For more information or to register online, visit: <https://www.des.nc.gov>.

United Way's NC 211 is a multilingual, confidential service that provides health and human services information and referrals through a free statewide phone number (2-1-1 or 1-888-892-1162 if calling from an out-of-state area code) and website (www.nc211.org).

NC Department of Health and Human Services (NC DHHS) shares guidance on ensuring water is safe and preventing waterborne disease or illness: www.ncdhhs.gov/safe-water-simplified/download?attachment.

NC Department of Public Safety (DPS): Emergency Management (www.ncdps.gov/our-organization/emergency-management).

North Carolina Office of the Governor: Gov. Roy Cooper (www.governor.state.nc.us).

North Carolina State and Local Level Referrals: (www.fema.gov/assistance/individual/disaster-survivors/state-local-referral-lists/north-carolina).

North Carolina Disaster Relief Fund: (<https://www.nc.gov/disaster-relief-fund-faqs>).

FEMA is working to stop the spread of dangerous rumors. Learn more at: www.fema.gov/disaster/current/hurricane-helene/rumor-response.

United States Postal Service has established alternate locations. Find a nearby location at: about.usps.com/newsroom/service-alerts/residential/welcome.htm.

For the latest information about North Carolina's recovery, visit fema.gov/disaster/4827. Follow FEMA Region 4 [@FEMARegion4](#) on X or follow FEMA on social media at: [FEMA Blog](#) on fema.gov, [@FEMA](#) or [@FEMAEspanol](#) on X, [FEMA](#) or [FEMA Espanol](#) on Facebook, [@FEMA](#) on Instagram, and via [FEMA YouTube channel](#). Also, follow Administrator Deanne Criswell on X [@FEMA_Deanne](#).