



May 22, 2017
DR-4285-NC
FS 022
NCEM News Desk: (919) 316-7311
FEMA News Desk: (404) 358-2776

FACT SHEET

Key Messages

- Federal Emergency Management Agency (FEMA) is still here. Applicants with questions, updates or issues should call the FEMA help line at **800-621-3362**, for voice, 711 and Video Relay Service. If you are deaf, hard of hearing or have a speech disability and use a TTY call **800-462-7585**.
- Temporary Sheltering Assistance (TSA) lodging has been extended for eligible survivors currently occupied in TSA until May 26, 2017, with a checkout date of May 27, 2017.

Designated counties

- Forty-five (45) counties are eligible for Individual Assistance (IA).
- Fifty (50) counties are eligible for Public Assistance (PA), Categories A through G.
- List of designated counties:
<https://www.fema.gov/disaster/4285/designated-areas>

Individual Assistance

- Total Individuals and Households Program (IHP) dollars approved as of **May 22: more than \$97.1 million.**
- 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 permanent housing solution.
- Currently there are **93** TSA-eligible survivors lodged in 114 hotel rooms in the following North Carolina counties: Columbus, Cumberland, Edgecombe, Lenoir, Robeson, Wayne and Wilson.
- TSA Outreach Centers transitioned to State Housing Resource Centers in Robeson, Edgecombe and Cumberland counties. They continue to support survivors into temporary or permanent housing and make referrals to resources for unmet needs.

(MORE)

Fact Sheet-Page 2

- FEMA can help survivors locate temporary rental resources. Applicants may receive information on housing resources by calling FEMA's help line at **800-621-3362** or through FEMA's housing portal: asd.fema.gov/inter/hportal/home.htm.
- The State of North Carolina is using <http://nchousingsearch.org/> to help find housing for those displaced. Property providers can help by logging in to add or update listings, or call **877-428-8844** (toll free).

Help through SBA Disaster Loans

- Total SBA loan dollars approved for homes and businesses as of **May 22**: more than **\$99.9 million**.
- To contact SBA's Disaster Assistance Customer Service Center: **Call 800-659-2955**.
 - Email disastercustomerservice@sba.gov
 - Visit SBA's website at www.sba.gov/disaster
 - Deaf and hard-of-hearing individuals may call TTY **800-877-8339**

HUD Assistance

HUD assistance is available:

- Survivors who lived in a public housing authority unit; or a subsidized unit (Section 8); or have a Housing Choice Voucher; and were impacted by Hurricane Matthew, should contact your local housing authority. If you have additional questions, contact HUD at **336-851-8058** or email at hudhelping@hud.gov.
- Survivors who are homeowners and need help or have questions about foreclosure, foreclosure prevention or your next steps, contact a HUD approved housing counseling agency by calling **800-569-4287**. Survivors concerned about housing discrimination after the disaster may contact HUD at **800-669-9777** or **888-560-8913**.

Public Assistance

- As of **May 22**, **802 project worksheets** (PWs) have been obligated for a federal share of more than **\$69 million**.
- FEMA's Public Assistance (PA) Grant Program provides assistance to state, tribal and local governments and certain types of private nonprofit organizations to help communities quickly respond to and recover from the effects of Hurricane Matthew.
- Through the PA Program, which is administered by North Carolina Emergency Management, 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 protecting these damaged facilities from future events by providing assistance for hazard mitigation measures.

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National Flood Insurance Program (NFIP)

- As of **May 22**, **5,860 NFIP claims** have been submitted with a total amount paid to North Carolina survivors of more than **\$195 million**.
- Survivors with flood insurance can call the FEMA help line at **800-621-3362**, Monday through Friday from **9 a.m. to 7 p.m. EST** and select No. 1 then option No. 2. The call center staff will assist you with information regarding your policy and survivor's calls can be transferred to their insurance carrier for additional assistance.

Other Resources

- Owners of meat and poultry producing businesses who have questions of 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, or 24/7 online at www.fsis.usda.gov/wps/portal/fsis/topics/regulatory-compliance/svsp/shelpdesk.
- Legal Aid of North Carolina provides temporary legal assistance to disaster survivors at no charge. Survivors with questions can call **866-219-5262**.