

North Carolina Helene Recovery

Oct. 18, 2024

More than \$190 Million in Expedited FEMA Funds Support North Carolina

Just three weeks after Tropical Storm Helene affected North Carolina, FEMA has approved more than \$190 million in expedited public assistance grant funds for debris removal and emergency protective measures in affected counties across western North Carolina.

FEMA has made individual assistance available to **39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians**.

FEMA's Individuals and Households Program has approved more than **\$115 million to more than 84,000 households** including:

Disaster Survivor Assistance (DSA) specialists are in North Carolina communities helping individuals apply for assistance. As of today, these teams have registered **more than 6,500 survivors**.

[Ten Disaster Recovery Centers](#) (DRC) are operating in impacted areas and to-date have served **more than 3,400 visitors**. Even more centers will be opening in the coming days.

FEMA is providing temporary hotel stays to more than **2,200 households** through Transitional Sheltering Assistance (TSA).

FEMA inspectors have performed more than **17,800 home inspections**.

More than **1,500 FEMA responders** remain deployed supporting the response and recovery operations, including hundreds of DSA staff dedicated to supporting communities.

DRCs Continue to Open Across North Carolina

Two additional DRCs have opened in Ashe and Haywood counties, bringing the total number of open DRCs to 10. Eight DRCs are already open in Buncombe, McDowell, Caldwell, Jackson, Mitchell Watauga, Henderson and Transylvania counties and are assisting North Carolinians. Hours are from 8 a.m. – 7 p.m. Monday through Sunday. More centers will be opening soon. Find a center nearest you at [FEMA.gov/drc](https://www.fema.gov/drc). Survivors can visit any open center, including locations in other states. No appointment is needed.



Survivors registering at Asheville DRC



FEMA

- The **Buncombe County DRC** is located at: A.C. Reynolds High School, 1 Rocket Dr., Asheville, N.C. 28803.
- The **McDowell County DRC** is located at: McDowell County Senior Center, 100 Spaulding Rd., Marion, N.C. 28752.
- The **Caldwell County DRC** is located at: Caldwell County Health & Human Services Center, 2345 Morganton Blvd SW, Lenoir, N.C. 28645.
- The **Jackson County DRC** is located at: Jackson County Annex Building, 198 WBI Dr., Sylva, N.C. 28779.
- The **Watauga County DRC** is located at: Appalachian Enterprise Center, 130 Poplar Grove Connector, Boone, N.C., 28607.
- The **Mitchell County DRC** is located at: Mitchell County Senior Center, 152 Ledger School Rd., Bakersville, N.C., 28705.
- The **Henderson County DRC** is located at: Blue Ridge Commons, 2111 Asheville Hwy., Hendersonville, N.C., 28791.
- The **Transylvania County DRC** is located at: Community Services Building, 106 E. Morgan St., Brevard, N.C., 28712.
- The **Ashe County DRC** is located at: Family Central Parks & Recreation Center, 626 Ashe Central School Rd., Jefferson, N.C., 28640.
- The **Haywood County DRC** is located at: Regional High Technical Center, 112 Industrial Park Dr., Waynesville, N.C., 28786.

DSA Teams are a vital part of the recovery process. They are in affected communities helping residents apply for federal assistance and assess other disaster needs.

Learn How to Salvage Disaster-Damaged Family Treasures

FEMA's preservation teams will be in DRCs throughout the state to demonstrate how to safely handle and salvage damaged items. These specialists will show you how to salvage storm-damaged family photos, artwork, textiles, media and other family treasures.

- **Oct. 18 – 20:** [McDowell County DRC](#) from 8:30 a.m. – 5:30 p.m.
- **Oct. 19 – 21:** [Buncombe County DRC](#) from 9 a.m. – 5 p.m.

If you are unable to attend an in-person demonstration, you can learn more about salvaging family treasures by www.fema.gov/disaster/recover/save-family-treasures or culturalrescue.si.edu/who-we-are/hentf.

Apply for FEMA Assistance: Online is the Fastest Option

Homeowners and renters in 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians (www.fema.gov/disaster/4827/designated-areas) can apply for federal assistance in several ways: online to DisasterAssistance.gov, via the **FEMA App**, or by 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. For a video on how to apply for assistance, go to www.youtube.com/watch?v=HhtlyTX49RE.

After you apply, you will be contacted by a FEMA inspector to schedule an appointment. Be sure to answer the phone even if the caller ID as reads as “unavailable.”

After the inspection is completed, you will receive an eligibility letter from FEMA in the mail or by email. Read the letter carefully. If you have questions, or disagree with the initial decision, call FEMA at **800-621-3362** to find out what additional information FEMA needs.

Additional Resources

- **Disaster Supplement Nutrition Assistance Program (D-SNAP):** Residents in the 25 declared N.C. counties and members of the Eastern Band of Cherokee Indians impacted by Helene can apply to receive assistance through the D-SNAP program. For the ePASS tool and more information, visit <https://epass.nc.gov/>.
- **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/>.
- **Have friends or family who are missing or unaccounted for?** Text **PERSON** to **40403** to add your loved one to search and rescue efforts. If you or someone you know is in immediate danger, call 9-1-1.
- **United Way's NC 211** is a multilingual and 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) is sharing guidance on actions people can take to ensure water is safe and to prevent waterborne disease or illness after the storm. Learn more at: www.ncdhhs.gov/safe-water-simplified/download?attachment
- NC DPS: Emergency Management (www.ncdps.gov/our-organization/emergency-management)
- North Carolina Office of the Governor - Gov. Cooper (www.governor.state.nc.us/)
- [North Carolina State and Local Level Referrals](#)
- 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.
- The **United States Postal Service** has established alternate locations. Find a nearby location at usps.com.

For the latest information about North Carolina recovery, visit the North Carolina DPS Helene site (www.ncdps.gov/our-organization/emergency-management/hurricane-helene) or fema.gov/disaster/4827. Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.