

North Carolina Helene Recovery

Nov. 5, 2024

Key Messages

- FEMA has approved **\$213.5 million to more than 126,000 households and individuals** beginning their recovery. FEMA has approved **\$203 million in Public Assistance funding in North Carolina** to support community recovery.
- FEMA is providing **multiple temporary housing options** to meet North Carolinians' individual needs. More than **4,100 households** are checked in to Transitional Sheltering Assistance hotels and motels. The first step to receiving housing assistance is applying with FEMA.
- A new Disaster Recovery Center (DRC) opened today in Macon County. DRCs operating in North Carolina have served more than **23,000 visitors**.
- 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.



FEMA Administrator Deanne Criswell visits a Disaster Recovery Center in Charlotte, N.C. Nov. 4, 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.”

Debris Clearance and Removal

- For disaster-designated counties, U.S. Army Corps of Engineers (USACE) provides debris removal, reduction and disposal to local governments through direct federal assistance by FEMA at the request of the state. For more information on USACE debris removal assistance, please visit: <https://www.fema.gov/fact-sheet/debris-clearance-and-removal>.



FEMA

If You Cannot Live in Your Home

- FEMA can help homeowners and renters who can't return to homes damaged by Helene. The first step in receiving assistance is to apply. For more information on FEMA housing assistance, please visit: <https://www.fema.gov/fact-sheet/if-you-cannot-live-your-home-after-tropical-storm-helene>.

FEMA Assistance for Those Experiencing Homelessness

- FEMA assistance is available to disaster survivors experiencing homelessness or residing in non-traditional housing. FEMA may provide some forms of Other Needs Assistance to these applicants. For more information on assistance options and eligibility, please visit: <https://www.fema.gov/fact-sheet/fema-assistance-those-experiencing-homelessness-or-residing-non-traditional-housing>.

Apply for FEMA Assistance: Online is the Fastest Option

- Homeowners and renters affected by a disaster can apply for federal assistance in several ways:
- Online at [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance)
- Via the FEMA App ([fema.gov/about/news-multimedia/mobile-products](https://www.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>.

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 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 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](#).

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.

FEMA Community Education & Outreach (CEO) Specialists are in DRCs

CEO specialists are part of FEMA's Hazard Mitigation Cadre. Mitigation is the effort to reduce loss of life and property damage by lessening the impact of future disasters. They are in DRCs meeting with disaster survivors to give advice and guidance on hazard mitigation techniques to repair and rebuild safer and stronger.

CEO specialists are now in the following DRCs:

- Buncombe County (Cane Creek Pool parking lot)
- Burke County
- Caldwell County
- Haywood County
- Henderson County
- McDowell County (No. 2)
- Mecklenburg County
- Mitchell County
- Watauga County
- Yancey County

DRCs are open 8 a.m.-7 p.m. daily

Disaster survivors can visit any open center, including locations in other states. No appointment is needed.

- **Alleghany County DRC:** Blue Ridge Business Development Center (BDC), 115 Atwood St., Sparta, N.C. 28675
- **Ashe County DRC:** Family Central Parks & Recreation Center, 626 Ashe Central School Rd., Jefferson, N.C. 28640
- **Avery County DRC:** Mayland Community College-Avery Campus, 785 Cranberry St., Newland, N.C. 28657
- **Buncombe County DRC:** Cane Creek Pool (parking lot), 590 Lower Brush Creek Rd., Fairview, N.C. 28730
- **Burke County DRC:** Foothills Higher Education Center, 2128 S. Sterling St., Morganton, N.C. 28655
- **Caldwell County DRC:** Caldwell County Health & Human Services Center, 2345 Morganton Blvd SW, Lenoir, N.C. 28645
- **Catawba County DRC:** Conover Fire Department Station 3, 1776 Village Square NW, Conover, N.C. 28613
- **Gaston County DRC:** Dallas Civic Center, 206 S. Oakland St., Dallas, N.C. 28034
- **Haywood County DRC:** Regional High Technical Center, 112 Industrial Park Dr., Waynesville, N.C. 28786
- **Henderson County DRC:** Blue Ridge Commons, 2111 Asheville Hwy., Hendersonville, N.C. 28791
- **Jackson County DRC:** Jackson County Annex Building, 198 WBI Dr., Sylva, N.C. 28779

- **Macon County DRC:** Macon County Public Health Center, 1830 Lakeside Dr., Franklin, N.C. 28734
- **Madison County DRC:** Madison County Public Library, 1335 N Main St., Marshall, N.C. 28753
- **Mecklenburg County DRC:** Former Corvian Community School Building, 9501 David Taylor Dr., Charlotte, N.C. 28262
- **Mitchell County DRC:** Mitchell County Senior Center, 152 Ledger School Rd., Bakersville, N.C. 28705
- **McDowell County DRC:** McDowell County Senior Center, 100 Spaulding Rd., Marion, N.C. 28752
- **McDowell County (No. 2) DRC:** A.C. “Bud” Hogan Community Center, 909 East Main St., Old Fort, N.C. 28762
- **Polk County DRC:** Polk County Recreation Complex (Parking Lot), 235 Wolverine Trail, Mill Spring, N.C. 28756
- **Rutherford County DRC:** Mountains Branch Library, 150 Bills Creek Rd., Lake Lure, N.C. 28746
- **Swain County DRC:** Swain County Business and Training Center (Swain County Training Center), 45 East Ridge Dr., Bryson City, N.C. 28713
- **Transylvania County DRC:** Community Services Building, 106 E. Morgan St., Brevard, N.C. 28712
- **Watauga County DRC:** Appalachian Enterprise Center, 130 Poplar Grove Connector, Boone, N.C. 28607
- **Yancey County DRC:** County Annex Facility (Old Ridge Hardware), 671 W U.S. Hwy 19E Bypass, Burnsville, N.C. 28714

Mobile DRCs in Buncombe County

- **Swannanoa Fire Rescue - Bee Tree Fire Sub Station:** 510 Bee Tree Rd., Swannanoa, N.C. 28778
 - **Open:** 8 a.m. – 7 p.m. Nov. 2–5 and Nov. 11–14
- **Buncombe County Sports Park (Parking Lot):** 58 Apac Dr., Asheville, N.C. 28806
 - **Open:** 8 a.m. – 5 p.m. Nov. 6–9 and Nov. 15–18