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Fact Sheet

Resources for Hurricane Florence Survivors with Unmet Needs

North Carolinians who still face unmet needs from Hurricane Florence may find help through other state and federal resources. The deadline has passed for survivors to register for disaster assistance from FEMA and to apply for a U.S. Small Business Administration low-interest disaster loans, but help is still available.

State Assistance

Hurricane Florence Recovery

For information regarding Hurricane Florence recovery visit the North Carolina Department of Public Safety at ncdps.gov/Florence.

North Carolina Emergency Management Individual Assistance Helpline

The NCEM Individual Assistance Helpline is available for those who suffered property damage or loss as a result of Hurricane Florence or have issues related to their unmet needs, housing assistance, repairs and medical equipment. Call **919-825-2378**.

NC 2-1-1

Survivors with unmet needs may call the statewide information line which can provide callers with nearby shelter, housing and other storm-related details. Dial **2-1-1** or **888-892-1162**, or text Florence to 898211. The information line is staffed around the clock to connect North Carolinians to disaster-related resources.

Disaster Case Management

Disaster Case Management involves a partnership between a case manager and a disaster survivor to develop and carry out the survivor's long-term recovery plan. Individuals who have suffered losses not covered by state or local government programs may benefit from case management services. To contact the Disaster Case Management service provider, please email: DCMNC@Endeavors.org or call one of the two offices depending on where you live.

- Residents of Bladen, Brunswick, Columbus, Cumberland, Harnett, Hoke, Johnston, Lee, Moore, New Hanover, Richmond, Robeson, Sampson and Scotland counties should call the Fayetteville office at **910-672-6175**.
- Residents of Beaufort, Carteret, Craven, Duplin, Greene, Hyde, Jones, Lenoir, Onslow, Pamlico, Pender, Pitt, Wayne and Wilson counties should call the Jacksonville office at **910-378-4913**.

Crisis Counseling

Those affected by Hurricane Florence can access confidential crisis counseling services provided by the Hope 4 NC program, which is overseen by a division of the NC Department of Health and Human Services. In addition to counseling, survivors can receive assessments and referrals for services and support. Call **855-587-FIND (3463)**.

ReadyNC

Download the [ReadyNC app](#) or visit [ReadyNC.org](#). **ReadyNC** provides resources for everything from traffic jams to hurricanes and ice storms. The app and website provide information on real-time traffic and weather conditions, river levels, evacuations and power outages.

Housing

The NC Department of Human and Health Services, in partnership with the NC Coalition to End Homelessness, the NC Housing Finance Agency and other state agencies and partners, is continuing to house individuals and families affected by Hurricane Florence at risk of homelessness through the Back@Home initiative. Visit [backathome.org](#) to learn more.

Available Housing Information

North Carolina residents who have been displaced by Hurricane Florence may search for available housing on [NCHousingSearch.org](#), Property owners and managers can add and/or update listings of available units. [Login](#) or call toll-free **877-428-8844** for assistance.

Disaster Legal Services

Free legal services are available for low-income survivors of Hurricane Florence. Attorneys may be able to assist survivors with disaster-related legal matters. Call the **Disaster Legal Services Hotline** at **833-242-3549**.

Insurance Hotline

If you need help with your insurance claim or settlements, call the NC Department of Insurance at **855-408-1212**. For more information, go to [NCHurriClaims.com](#).

Services for Seniors

North Carolina has many programs and services for seniors. Details are available on the NC Department of Health and Human Services website: [ncdhhs.gov/assistance/aging-and-adult-services](#).

County Departments of Social Services

Every county in North Carolina has its own local social services agency. A directory with contact names, addresses and phone numbers is on the NC Department of Health and Human Services website: files.nc.gov/ncdhhs/documents/files/directory_5.pdf.

Mental Health and Developmental Disabilities Services

The NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services works to promote excellence in prevention, treatment, and rehabilitation programs for persons with mental illness, developmental disabilities, and substance abuse disorders in North Carolina. Visit their website: ncdhhs.gov/divisions/mhddsas.

Federal Assistance

Disaster Distress Helpline

If you're feeling stressed or overwhelmed by Hurricane Florence, call the **Disaster Distress Helpline** at **800-985-5990** any time day or night to speak with a trained crisis counselor. Or text TalkWithUs to 66746. For Spanish, text Hablanos to 66746. The Substance Abuse and Mental Health Services Administration (SAMSHA) operates the hotline. SAMSHA offers free, year-round disaster crisis counseling services. Additional information is available online at [Substance Abuse and Mental Health Disaster Distress Helpline](https://www.samhsa.gov/disaster-distress-helpline).

U.S. Small Business Administration

Economic injury disaster loans are available from the SBA to provide disaster-related working capital to small businesses and most private nonprofit organizations. These working capital loans may be used to pay fixed debts, payroll, accounts payable, and other bills that could have been paid had the disaster not occurred. The deadline to return economic injury disaster loan applications as a result of Hurricane Florence is **June 14, 2019**. Applicants may apply online using the Electronic Loan Application via the SBA's secure website at [DisasterLoan.sba.gov](https://disasterloan.sba.gov).

U.S. Housing and Urban Development

The [Federal Housing Administration](https://www.hud.gov) insures mortgages on single family and multifamily homes, including manufactured homes. Call **800-304-9320** or email recovery@hud.gov to learn about resources. To find an approved lender near you, visit [HUD Lender List Search](https://www.hud.gov/ELSL).

U.S. Department of Agriculture Farm Service Agency

Farmers and ranchers can apply for disaster assistance for damage or losses from Hurricane Florence. Along with FEMA grants and SBA loans, farmers and ranchers may be eligible for emergency loans through the USDA's Farm Service Agency. Eligible losses covered by emergency loans and other programs may include crops and livestock. For more information, go online to fsa.usda.gov or visit the nearest FSA office. In addition, the [Value Added Producer Grants](https://www.fsa.usda.gov/ValueAdded) program provides funding to help agricultural producers enter value-added activities related to the processing and/or marketing of new products.

U.S. Department of Agriculture Rural Development

The USDA Rural Development can provide assistance to homeowners in rural areas. The

[USDA Single Family Housing Direct Home Loans Program](#), also known as Section 502 Direct Loan Program, helps low- and very-low-income families living in rural areas by providing payment assistance to increase an applicant's repayment ability. Loan funds can be used to purchase homes in rural areas; as well as, to build, repair, renovate or relocate a home, or to purchase and prepare sites. The [USDA Single Family Housing Guaranteed Loan Program](#), also known as Section 502 Guaranteed Loan Program, provides low- and moderate- income families living in rural areas with loan funds to build, rehabilitate, improve or relocate a dwelling in eligible rural communities. The [USDA Single Family Housing Repair Loans & Grants](#), also known as Section 504 Home Repair Program, provides loans to very-low-income homeowners to repair, improve or modernize their homes or grants to elderly (age 62 and older) very-low-income homeowners to remove health and safety hazards.

U.S. Department of Health and Human Services

The website for the [Office for Civil Rights](#) division of HHS provides information on effective planning, response and recovery for people who have special needs. Before, during and after a disaster, members of this population may have additional needs to maintain independence, communication, transportation, supervision and medical care. Visit [Office of Civil Rights Special Needs Training](#).

National Center for Disaster Fraud

If you suspect fraud, waste, abuse or mismanagement of disaster relief operations, call the Disaster Fraud Hotline at **866-720-5721**. Calls can be made anonymously and confidentially.

Other Resources

Volunteer Opportunities

The North Carolina Voluntary Organizations Active in Disaster (NCVOAD) coordinates volunteer efforts. For information visit ncvoad.org. The North Carolina organization is part of the [National Voluntary Organizations in Disaster](#).

The American Red Cross provides volunteer opportunities. Go online to find how to help: redcross.org/volunteer/become-a-volunteer.html.

Donate to Florence Recovery

The North Carolina Disaster Relief Fund is accepting contributions for Hurricane Florence damage that will help with unmet needs of Hurricane Florence survivors. Contributions may be made online by secure link after you submit the webform at governor.nc.gov/donate-florence-recovery. You also may text FLORENCE to 20222 or mail your donation to North Carolina Disaster Relief Fund, 20312 Mail Service Center, Raleigh, N.C. 27699.

Cash donations offer volunteer agencies the most flexibility in obtaining the most-needed resources and bring money into the local economy to help businesses recover.

More Information

For more information on North Carolina's recovery from Hurricane Florence, visit

ncdps.gov/Florence and FEMA.gov/Disaster/4393. Follow us on Twitter:
[@NCEmergency](https://twitter.com/NCEmergency) and [@FEMARegion4](https://twitter.com/FEMARegion4).

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