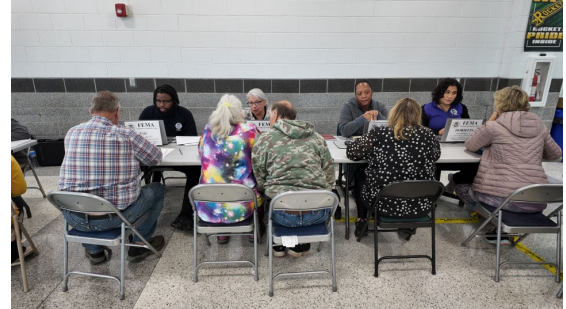


# North Carolina Helene Recovery

Oct. 15, 2024

## We're Here for as Long as it Takes

FEMA and the entire federal family will be in North Carolina for as long as it takes to help these communities recover. Together, we will continue to reach as many North Carolinians as possible and get them the help they need, while ensuring the safety of our FEMA employees and state partners.



*FEMA staff help survivors register at Asheville DRC*

There are over **1,200** FEMA responders deployed supporting the response and recovery operations, including hundreds of Disaster Survivor Assistance staff dedicated to supporting communities.

## Another Disaster Recovery Center Opens

**Five Disaster Recovery Centers (DRCs)** have opened in Buncombe, McDowell, Caldwell, Jackson and Watauga counties to help North Carolinians in disaster affected counties. 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.

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.

**Disaster Survivor Assistance (DSA) Teams** are a vital part of the recovery process, they are stationed in community spaces across affected communities helping residents apply for federal assistance and assess other disaster needs.

## D-SNAP

People living in 25 declared western NC counties and members of the Eastern Band of Cherokee Indians impacted by Tropical Storm Helene can apply to receive a one-time benefit to help buy food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP). Pre-registration is available beginning Oct. 15, by using the



# FEMA

ePASS pre-registration tool. For the tool and more information, visit <https://epass.nc.gov/>. To be eligible, applicants must:

- Have suffered losses/damages related to Hurricane Helene, such as damage to property or loss of income.
- Have proof of identity and proof of residency (if available).
- Not currently receiving benefits through Food and Nutrition Services (FNS). People receiving FNS can also get extra help to buy food but do not need to fill out a D-SNAP application.
- Certain income and resource limits may apply.

## Ongoing Response

FEMA has approved **\$99 million** in housing and other types of individual assistance for **78,000** households. Additionally, the Transitional Sheltering Assistance (TSA) program supporting more than **1,900** families. Through TSA, survivors who cannot return home may be eligible to receive help from FEMA to find a safe and clean place to stay while they make their long-term housing plans.

**Thirteen shelters** are housing over **500 occupants**. Two mass feeding sites are delivering meals to approximately **45** mobile sites across **13** counties. FEMA has provided more than **7.8 million meals** and **10 million liters of water** to the state, fulfilling all requests from the state for meals and water.

**Search and rescue operations** are ongoing in western North Carolina.

FEMA continues to coordinate with **North Carolina Department of Transportation** and **Federal Highway Administration** on roadway and bridge assessments and our approach to expedite repairs.

Approximately **98%** of originally reported power outages have been restored, concentrated in western North Carolina. Cellular restoration continues to improve, with **91%** of cellular sites in service as of today.

## Apply for FEMA Assistance: Online is the Fastest Option

Homeowners and renters in 27 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians ([www.fema.gov/disaster/4827/designated-areas](http://www.fema.gov/disaster/4827/designated-areas)) can apply for federal assistance in several ways: online to [DisasterAssistance.gov](http://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](https://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 Unemployment Assistance (DUA)** benefits are now available for designated counties. File an application for DUA at [des.nc.gov](https://des.nc.gov) or over the phone at 919-629-3857. A toll-free legal aid hotline is now available for low-income survivors with disaster-related legal questions at 866-219-5262.
- **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](https://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. Visit [www.ncdhhs.gov/safe-water-simplified/download?attachment](https://www.ncdhhs.gov/safe-water-simplified/download?attachment)
- NC DPS: Emergency Management ([www.ncdps.gov/our-organization/emergency-management](https://www.ncdps.gov/our-organization/emergency-management))
- North Carolina Office of the Governor - Gov. Cooper ([www.governor.state.nc.us/](https://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](https://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](https://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](https://www.ncdps.gov/our-organization/emergency-management/hurricane-helene)) or [fema.gov/disaster/4827](https://fema.gov/disaster/4827). Follow FEMA on X at [x.com/femaregion4](https://x.com/femaregion4) or on Facebook at [facebook.com/fema](https://facebook.com/fema).*