

North Carolina Helene Recovery

Dec. 4, 2024

Key Messages

- **Survivors have just over a month to apply for assistance.** Quickest way to apply is online at DisasterAssistance.gov. Or use the [FEMA App](#) for mobile devices. You can also call the FEMA Helpline at 800-621-3362. The deadline is Jan. 7.
- At the request of the state of North Carolina, **FEMA will be extending the Transitional Sheltering Assistance (TSA) program past the holiday season.** This extension will continue providing free hotel and motel rooms to more than 5,200 Helene families already checked into area hotels. More details will be released later this week about the program’s end date.
- FEMA may help with [moving and storage costs](#) for eligible North Carolina survivors who are unable to stay in your home or who are living in a temporary shelter.



FEMA Video: [Mental Health Expert Provides Tips for Hurricane Helene Survivors](#)

By the Numbers

- **\$263 million approved to 138,000+ households and individuals** beginning their recovery.
- **\$274 million in Public Assistance funding approved** to support community recovery.
- FEMA is providing **multiple temporary housing options to meet North Carolinians’ individual needs.** The first step to receiving housing assistance is applying with FEMA.
 - More than **5,200 households are using Transitional Sheltering Assistance hotels and motels.**
 - **45 households** are now in travel trailers or Manufactured Housing Units provided by FEMA Direct Temporary Housing Assistance.

North Carolina 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. No appointment is needed.
- DRCs are open 8 a.m. to 6 p.m. weekdays and 9 a.m. to 2 p.m. Saturdays. Find one near you at: FEMA.gov/drc or text “DRC” and a ZIP code to 43362. You can visit any open center, including locations in other states.



FEMA

Direct Temporary Housing Assistance

- FEMA offers several types of housing assistance and temporary shelter solutions for eligible households. Direct Temporary Housing Assistance is approved for 25 counties as an interim solution to permanent housing needs. These temporary housing solutions include travel trailers or manufactured home units, and more will be available soon. These options take time, and individuals will be contacted by FEMA if they are eligible. Learn more about housing assistance options and eligibility by watching this video: [Direct Housing Assistance available in North Carolina for Helene Survivors](#).

Crisis Counseling, Mental Health Resources Available for Helene Survivors

- The North Carolina Department of Health and Human Services' Hope4NC Crisis Counseling Program provides immediate support and crisis counseling services for North Carolinians following Helene. Survivors experiencing stress, emotional fatigue, a mental health crisis or just need someone to talk to, can call the Hope4NC Helpline 24/7 at 1-855-587-3463. Services are provided at no cost and are available to anyone residing within the declared 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians, regardless of their eligibility for FEMA financial assistance.
- Additionally, the Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline is available anytime to provide support. Survivors and responders feeling overwhelmed can call or text 1-800-985-5990 to receive free, confidential support in any language.

Read Your FEMA Letter Carefully

- If you applied for assistance, you will receive a letter explaining your application status. If you are not currently approved for assistance, you may need to send additional documentation to FEMA. You can easily upload documents to [Disasterassistance.gov](https://disasterassistance.gov) or submit them at a Disaster Recovery Center.

Support for Repairs on Private Roads and Bridges

- FEMA funding may be available to support repairs on private roads and bridges, even if your primary home is not damaged. For more information or to schedule an inspection, call 800-621-FEMA (3362).

Updated FEMA Programs Better Assist People with Disabilities

- FEMA funding is available to eligible survivors with disabilities to make certain accessibility improvements to homes damaged by a declared disaster. Recent updates in FEMA Individual Assistance programs provide disaster support by increasing accessibility and eligibility for affected people, families and communities. To learn more, visit: [People with Disabilities | disasterassistance.gov](#)

Online Application is Fastest Way to FEMA Assistance

- Homeowners and renters affected by a disaster can apply for federal assistance in several ways: Online at [DisasterAssistance.gov](https://disasterassistance.gov), Via the FEMA App (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-1>. Video on [How to Appeal](#).

Meet with a FEMA mitigation specialist in a DRC

- FEMA mitigation specialists are in DRCs to help answer questions and give advice on techniques to repair and rebuild safer and stronger. They are meeting with people at DRCs in Alleghany, Ashe, Avery, Burke, Caldwell, Haywood, Henderson, Madison, McDowell, Mecklenburg, Mitchell, Rutherford, Transylvania, Watauga and Yancey counties.

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, 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) shares guidance on ensuring water is safe and preventing waterborne disease or illness: 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](#).