

# North Carolina Helene Recovery

Oct. 24, 2024

## Three New North Carolina Disaster Recovery Centers (DRC) Open

Three new DRCs opened in Burnsville, Lake Lure and Marshall, bringing the total number of [open DRCs to 18](#). More centers will open soon. The DRCs operating across North Carolina have served **more than 10,300 visitors**.

## Mobile Centers Available to Help While Asheville DRC Moves

The Asheville DRC at A.C. Reynolds High School will close Oct. 24 at 7 p.m. to allow the school to open and students to resume learning. A new fixed site in Buncombe County will be announced soon.



*A disaster survivor registering for FEMA assistance at a Disaster Recovery Center in Jefferson, N.C.*

Mobile Disaster Recovery Centers (M-DRCs) will open to provide in-person support at:

- **Swannanoa Fire Rescue - Bee Tree Fire Sub Station:** 510 Bee Tree Rd., Swannanoa, N.C. 28778  
**Open: Oct. 24 – 27, 8 a.m. - 7 p.m.**
- **Buncombe County Sports Park (Parking Lot):** 58 Apac Dr., Asheville, N.C. 28806  
**Open: Oct. 28 – 31, 8 a.m. – 5 p.m.**

## Ongoing Response and Recovery Efforts

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 **\$138 million to more than 96,000 households**.

**Disaster Survivor Assistance (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. DSA specialists in North Carolina communities have registered **more than 8,500 survivors**.



# FEMA

FEMA is providing temporary hotel stays to more than **2,900 households** through Transitional Sheltering Assistance.

FEMA inspectors have performed more than **29,000 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.

## Navigating FEMA Assistance

### 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](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** (<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. For a video on how to apply for assistance, go to [www.youtube.com/watch?v=HhtlyTX49RE](http://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 reads as “spam” or “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.

### Verify Your Identity for FEMA Assistance

North Carolinians do not need identification to start the application process for FEMA assistance. However, FEMA may need proof of identity, residence and other documentation before assistance can be paid.

If FEMA is unable to verify your identity during the application process, you will be required to submit **one of the following supporting documents**:

- Documentation from the Social Security Administration, or other federal entity, containing full or last four digits of your Social Security Number (SSN);
- Social Security card if sent with federal or state-issued identification;
- Employer’s payroll document containing full or last four digits of your SSN;
- Military identification;
- Marriage license to confirm proof of maiden name; or
- U.S. passport.

**If you lost your North Carolina driver license or ID card in the storm**, you may apply for a replacement at any driver license office. Standard licenses may also be replaced online at [ncdot.gov](http://ncdot.gov). If there is a change of address, you have 30 days to update your address on the credential.

## Document Home Ownership and Occupancy

As part of the disaster assistance process, FEMA must determine [ownership and occupancy](https://www.fema.gov/assistance/individual/after-applying/verifying-home-ownership-occupancy) (<https://www.fema.gov/assistance/individual/after-applying/verifying-home-ownership-occupancy>) of damaged primary residences. There are several ways North Carolinians who were affected by Tropical Storm Helene can provide this information.

### Ownership

Homeowners may provide official documentation such as:

- The original deed or deed of trust to the property;
- A mortgage statement or escrow analysis;
- Property tax receipt or property tax bill;
- Manufactured home certificate or title; or
- Property insurance documentation.

### Occupancy

Homeowners and renters must document that they occupied the dwelling at the time of the disaster. Applicants may provide official documentation, such as:

- Utility bills, bank or credit card statements, phone bills, etc.;
- Employer's statement;
- Written lease agreement;
- Rent receipts; or
- Public official's statement.

For more information on documenting home ownership and occupancy, visit: <https://www.fema.gov/fact-sheet/how-document-home-ownership-and-occupancy-fema-8>.

## Understand Your FEMA Letter

If you applied for FEMA assistance, you will receive **a letter explaining FEMA's decision within 10 days**. Read your letter carefully and stay in touch with FEMA. They may need more information to approve your application.

### If you are approved:

You may get funds by direct deposit or a U.S. Treasury check based on which payment method you chose in the application. Your first payment may be for essentials, like food and water. You could also receive funds to hire a contractor to provide an estimate for home repairs. Stay in touch with FEMA even if you are approved. If your situation changes, you may be eligible for further disaster assistance.

### If you are NOT approved:

FEMA may need additional information from you to support your application. This will be explained in your determination letter. **Read the letter carefully**. The fastest way to submit additional documents is to upload to your disaster assistance account at DisasterAssistance.gov.

For more information on the best way to send disaster documents to FEMA, please visit: <https://www.fema.gov/fact-sheet/have-you-read-your-fema-letter>.

## Appeal a FEMA Decision

FEMA's first decision may not be the final decision. Survivors have the right to appeal any FEMA decision or award amount.

You can appeal any FEMA decision or award amount by sending documents that show you qualify and need more help, like estimates for repairs, receipts, bills, etc. Each decision letter you receive from FEMA explains the reason you are ineligible and the types of documents that may help you appeal FEMA's decision or award amount for that type of assistance.

Documentation or estimates supporting your claim is all that is required to appeal a FEMA decision. You can also fill out the Appeal Request Form included with your FEMA decision letter. **Appeals must be submitted within 60 days of the date on the FEMA decision letter.**

All documents you send to FEMA as part of your appeal should include your full name, current phone number and address, Disaster Number (DR-4827-NC) and FEMA Application Number written on all pages and address of the disaster-damaged home. Receipts, bills and estimates must include the business name and contact information to help FEMA confirm the information.

### How to send documents:

- Upload to your disaster assistance account at [DisasterAssistance.gov](https://DisasterAssistance.gov).
- Mail to: FEMA, P.O. Box 10055, Hyattsville, MD 20782-8055.
- Fax to 1-800-827-8112.
- Visit a DRC. To find your nearest DRC, visit [fema.gov/drc](https://fema.gov/drc) or text "DRC" and a zip code to **43362**.

## 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>.
- **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. Learn more at: [www.ncdhhs.gov/safe-water-simplified/download?attachment](https://www.ncdhhs.gov/safe-water-simplified/download?attachment).
- **NC Department of Public Safety (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. Roy Cooper ([www.governor.state.nc.us](https://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](http://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](http://www.fema.gov/disaster/current/hurricane-helene/rumor-response).
- The **United States Postal Service** has established alternate locations. Find a nearby location at [about.usps.com/newsroom/service-alerts/residential/welcome.htm](http://about.usps.com/newsroom/service-alerts/residential/welcome.htm).

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*For the latest information about North Carolina's recovery, visit [fema.gov/disaster/4827](http://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 Twitter [@FEMA\\_Deanne](#).*

# North Carolina Disaster Recovery Centers

A Disaster Recovery Center (DRC) is a one-stop shop where survivors can meet face-to-face with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance in their area, apply with the U.S. Small Business Administration (SBA) for low-interest disaster loans and much 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.

FEMA CEO specialists are in DRCs meeting with disaster survivors to give advice and guidance on hazard mitigation rebuilding techniques and measures. Discussions may include damages, preparedness, recovery, flood insurance, referrals to other agencies and strategies to repair and rebuild to be safer and stronger.

### CEO specialists are now in the following DRCs:

- Buncombe County
- Caldwell County
- McDowell County (No. 2)
- Haywood County
- Henderson County
- Mitchell County

## Learn How to Salvage Disaster-Damaged Family Treasures in a DRC

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

### Save Your Treasures Program Schedule:

- **Oct. 24:** McDowell County DRC (No. 2) from 9 a.m. – 5 p.m.
- **Oct. 24 – 25:** McDowell County DRC from 9 a.m. – 5 p.m.
- **Oct. 25 – 26:** Caldwell County DRC from 9 a.m. – 5 p.m.

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

## **Eighteen DRCs and one Mobile DRC (M-DRC) are currently open. Hours are from 8 a.m. - 7 p.m. Monday through Sunday.**

- **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:** A.C. Reynolds High School, 1 Rocket Dr., Asheville, N.C. 28803
- **Buncombe County M-DRC:** Swannanoa Fire Rescue - Bee Tree Fire Sub Station, 510 Bee Tree Rd., Swannanoa, N.C. 28778
- **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
- **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
- **Madison County DRC:** Madison County Public Library - Marshall Branch, 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
- **Rutherford County DRC:** Mountains Branch Library (Rutherford County Library System), 150 Bills Creek Rd., Lake Lure, N.C. 28746
- **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

More DRCs and M-DRCs will open soon. Find a DRC nearest you at [FEMA.gov/drc](https://www.fema.gov/drc) or text "DRC" and a zip code to **43362**. Disaster survivors can visit any open center, including locations in other states. **No appointment is needed.**

All centers are accessible to people with disabilities or access and functional needs and are equipped with assistive technology.