

# North Carolina Helene Recovery

Nov. 25, 2024

## Key Messages

- **Free crisis counseling and mental health resources are available for Helene survivors through the Hope4NC Helpline 24/7 at 1-855-587-3463.** Services are available to anyone residing in the declared 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians, regardless of their eligibility for FEMA financial assistance.
- **Disaster Recovery Centers will be closed Nov. 28–Dec. 1 for Thanksgiving weekend.** DRCs in Alleghany, Gaston, Jackson and McDowell counties will permanently close 6 p.m. Nov. 27. Otherwise, **DRCs are open 8 a.m. to 6 p.m. weekdays and 9 a.m. to 2 p.m. Saturdays.**
- **Hotels available for eligible survivors.** Through Transitional Sheltering Assistance (TSA), FEMA pays directly to participating hotels and motels to cover the cost of room, taxes and non-refundable pet fees to provide short-term accommodations for eligible disaster survivors. If you are eligible for TSA, FEMA will notify you using the contact information you provided on your application.



*FEMA, U.S. Army Corps of Engineers and the Environmental Protection Agency worked alongside the city of Asheville to restore its water service after repairs and water treatment at the North Fork Reservoir after Tropical Storm Helene caused severe damage to the facility.*

## By the Numbers

- **\$252 million approved to 136,000+ households and individuals** beginning their recovery.
- **\$279 million in Public Assistance funding approved** to support community recovery.
- FEMA is providing **multiple temporary housing options to meet North Carolinians' individual needs.**
  - More than **5,150 households** are using **Transitional Sheltering Assistance hotels and motels.** The first step to receiving housing assistance is applying with FEMA.
  - **24 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.



# FEMA

- Find one near you at: [FEMA.gov/drc](https://www.fema.gov/drc) or text “DRC” and a ZIP code to 43362. You can visit any open center, including locations in other states.

## 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](#).

## Qualifying Private Nonprofit Houses of Worship May be Eligible for FEMA Grants

- FEMA’s Public Assistance program may cover costs to repair or replace facilities damaged during the storm. Interested applicants should contact North Carolina Emergency Management at [pahotline@ncdps.gov](mailto:pahotline@ncdps.gov).

## 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.

## Boil Advisory Lifted in Asheville

- Customers may resume normal water system usage. Customers with plumbing installed before 1988 are advised to continue flushing cold water for 30 seconds to two minutes before gathering water for consumption.

## 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).

## FEMA is Hiring – Apply Online

- FEMA is hiring in Asheville, Durham, Hickory and Raleigh to support community recovery. To see open positions and apply, visit [usajobs.gov](https://usajobs.gov), type keywords “FEMA, Local Hire” and enter the location as “North Carolina.” Learn more about the journey of a local hire by watching this video: [FEMA Local Hire: Clifton J](#)

## 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](https://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](https://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](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).

**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).

*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 X [@FEMA Deanne](#).*