

North Carolina Helene Recovery

Dec. 11, 2024

Key Messages

(This fact sheet will now be produced Monday, Wednesday and Friday until further notice.)

- Due to severe weather, Disaster Recovery Centers in Ashe, Caldwell and Watauga counties will have a delayed opening at 10 a.m. on Thursday, Dec. 12. Help is still available, to find your nearest open center visit [fema.gov/drc](https://www.fema.gov/drc). You can also go online to [DisasterAssistance.gov](https://www.DisasterAssistance.gov), or call 800-621-FEMA.
- A Mobile Disaster Recovery Center in Buncombe County is available today through Friday in Weaverville, N.C., to provide one-on-one help to North Carolinians affected by Helene. The MDRC is at the Weaverville Town Hall, 30 Main Street in Weaverville, N.C., Hours are 8 a.m.-6 p.m. Wednesday-Friday, Dec. 11-13,
- FEMA mitigation specialists will be in local big box stores beginning today to help answer questions and give advice to contractors, homeowners and do-it-yourselfers on proven techniques to repair and rebuild safer and stronger. Specialists will be available through Saturday at The Home Depot 127 Acton Circle, Asheville, NC 28806 8 a.m.-6 p.m. before moving to other locations.



FEMA Video: [Asheville Water Restoration Project Restores Clean Water to the North Fork Reservoir](#)

By the Numbers

- \$273 million approved to 139,000+ households and individuals beginning their recovery.
- \$292 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 5,000 households are using Transitional Sheltering Assistance hotels and motels.
 - 55 households have been placed in travel trailers or manufactured housing units provided by FEMA Direct Temporary Housing Assistance.
- To date, more than 1.9 million cubic yards of debris has been removed from public rights of way by FEMA and the U.S. Army Corps of Engineers and its contractors. Debris currently being removed includes: vegetative/woody debris, construction debris, white goods (appliances) and household hazardous waste.



FEMA

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](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](#).

Public Assistance: Federal Cost Share Increases for North Carolina

To assist North Carolina communities with recovery costs associated with Tropical Storm Helene the President approved an increase of the federal cost share on Oct. 2, from 75% to 100% for the first 180 days of the disaster incident period. On Dec. 6 an additional increase was approved, a 90% cost share was put in place for Public Assistance projects after the first 180 days.

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://www.fema.gov/disaster/4827) 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).

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.

Assistance for Moving and Storage Costs

- 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.

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](#).

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.

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](#).