

North Carolina Helene Recovery

Jan. 22, 2025

Key Messages

FEMA continues to work with survivors in Transitional Sheltering Assistance Program. FEMA is contacting Tropical Storm Helene survivors staying in hotel rooms paid for by FEMA to ensure their continued need for the Transitional Sheltering Assistance program.

The short-term sheltering program pays for hotel rooms for homeowners and renters displaced by Helene while they find permanent housing solutions or make repairs to their homes. Eligibility reviews are a key part of the program’s management. These occur periodically to ensure that available rooms are being used by those in need.



FEMA Video: [Helene Survivor Finds Hope in FEMA Housing Program](#)

Due to the extenuating circumstances in Western North Carolina, FEMA representatives will be calling any survivors who may become ineligible to work with them and to give them additional time to check out of their hotel room. Now, instead of seven days, survivors who are no longer eligible for the program will have three weeks’ notice.

Keep your recovery on track. Survivors who still need assistance with their recovery should stay in touch with FEMA to provide regular updates on their housing status and update contact information so their recovery process is not delayed. Anyone who has received a notification and still needs housing assistance, should call the helpline at 800-621-FEMA (3362) or visit a Disaster Recovery Center. No appointment is needed. To find those center locations, go to [fema.gov/drc](https://www.fema.gov/drc) or text “DRC” and a ZIP code to 43362.

By the Numbers

- **\$318 million approved to 145,000+ households and individuals** beginning their recovery. That includes money to help rent a home or apartment as survivors begin their recovery.
- **\$318 million in Public Assistance funding approved** to support community recovery.
- **The U.S. Small Business Administration is still accepting low-interest loan applications.** To date more than 15,532 loan applications have been received, with 2,962 approved for more than \$223 million. Of that, \$79 million in low-interest disaster loans have been paid directly to North Carolina survivors.
- FEMA is providing **multiple temporary housing options to meet North Carolinians’ individual needs.** The first step to receiving housing assistance is applying with FEMA.



FEMA

- More than **2,777 households** are using **Transitional Sheltering Assistance hotels and motels**.
- **140 households** have been placed in temporary housing units provided by FEMA Direct Temporary Housing Assistance.
 - FEMA has contracted with **18 commercial parks** to be able to place units and the agency is working with **15 other parks** for potential contracting purposes.
- FEMA has awarded more than **\$11.7 million** for repair or replacement of roads and bridges to 4,000+ families.
- More than **3.3 million cubic yards** of debris has been removed from public rights of way by FEMA and the U.S. Army Corps of Engineers and contractors.
- More than \$49.5 million in federal unemployment benefits have been provided to 9,000+ survivors. For more information, call the unemployment assistance hotline at 919-629-3857 (for Spanish call 919-276-5698).

Applied for FEMA Assistance? Read Your FEMA Letter Carefully

- If you applied for disaster assistance with FEMA, 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/assistance) or submit them at a Disaster Recovery Center.

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 855-587-3463. Services are free and available to anyone in the declared 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians.
- 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 800-985-5990 to receive free, confidential support in any language.