

Disaster Recovery Resources

FEMA

FEMA -The Federal Emergency Management Agency (FEMA) aids individuals, communities, and local governments affected by disasters, helping them recover and rebuild.

- FEMA Individual and Household Program: [Individuals and Households Program | FEMA.gov](#)
- Apply [online](#), over the phone 800-621-3362, or in person with officials.
- Individuals and Households Program (IHP) provides financial and direct services to eligible individuals and households affected by a disaster. IHP assistance is not a substitute for insurance and cannot compensate for all losses caused by a disaster. The assistance is intended to meet your basic needs and supplement disaster recovery efforts.
- Can cover temporary housing, repair or replacement of owner-occupied homes, a temporary housing unit, hazard mitigation assistance, or other disaster caused expenses.

Small Business Administration

Provides low-interest loans to businesses or homeowners/individuals for disaster recovery efforts. Apply now. You do not have to know when you are going to reopen yet and you do not have to accept it or disperse it immediately, but they are suggesting for business owners and anyone looking for this type of loan to apply ASAP.

- Link online: [Disaster assistance | U.S. Small Business Administration \(sba.gov\)](#)
- Phone Number: 800-659-2955 from 8:00 a.m. – 8:00 p.m. ET Monday through Friday. If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.
- Email: disastercustomerservice@sba.gov

Disaster Unemployment Assistance

DUA is a federal program that provides temporary payments for people who, as a direct result of a disaster: No longer have the job that provided their primary source of income, are unable to reach their place of employment, cannot work because of an injury caused by the storm or were unable to begin employment or self-employment due to the storm. Have become the major supplier of household income due to a storm-related death of the previous major supplier of household income.

- The fastest way to file a claim is to file online at [des.nc.gov](#). If you need help, you may file over the phone by calling the DUA Hotline at 919-629-3857.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

The Disaster Supplemental Nutrition Assistance Program (D-SNAP) gives food assistance to low-income households with food loss or damage caused by a natural disaster.

- Link Online: [NC DHHS: Food and Nutrition Services Food Stamps](#)
- Phone: [866-719-0141](tel:866-719-0141)
- You can also receive benefits by going to your local department of social services office.



NORTH CAROLINA
**DEPARTMENT of
COMMERCE**

Disaster Support Numbers

Storm Recovery Helpline

For shelters, food assistance, welfare checks and additional storm recovery help call **211** or **1-888-892-1162**

Disaster Distress Helpline

The DDH is the only national hotline dedicated to providing year-round crisis counseling to individuals experiencing emotional distress related to natural or human-caused disasters.

Anyone in the U.S. and territories can call or text **1-800-985-5990** to connect with a trained counselor. The 24/7, 365-day-a-year hotline is free and confidential.

- Spanish speakers can call the hotline and press “2” for 24/7 bilingual support, and callers to the hotline can also connect with counselors in over 100 other languages via third-party interpretation services.
- Deaf or hard-of-hearing American Sign Language users can contact the DDH through a videophone option via any videophone-enabled device and dialing **1-800-985-5990** or by selecting the “ASL Now” option on the DDH website

Crisis Clean-up Helpline

If your home has damages and you need assistance with clean up, please call Crisis Cleanup for access to volunteer organizations that can assist you at **844-965-1386**



Local Food Assistance Sites

Ashe County –

- Westwood Elementary School, *4083 US-221, West Jefferson, NC 28694*
- Mountain View Elementary School, *Hwy. 221 North, Jefferson, NC 28640*

Buncombe County

- UNC-Asheville, *1 University Heights, Asheville, NC 28804*
- Asheville-Buncombe Tech Ferguson, *10 Genevieve Cir, Asheville, NC 28801*
- WNC Ag. Center, *775 Boylston Hwy, Fletcher, NC 28732*
- Asheville-Buncombe Tech Conference Center, *16 Fernhurst Dr, Asheville, NC 28801*
- Biltmore Baptist Church, *35 Clayton Road Arden, NC 28704*
- The Greens at Weaverville, *78 Weaver Blvd, Weaverville, NC 28787*
- Fletcher Nursing and Rehabilitation, *86 Old Airport Rd, Fletcher, NC 28732*

Catawba County

- Catawba Valley Community College Tarlton Complex, *2540 70 SE, Hickory, NC 28602*

Henderson County

- First Baptist Church Hendersonville, *312 5th Ave W, Hendersonville, NC 28739*
- Greens at Hendersonville, *1870 Pisgah Dr, Hendersonville, NC 28791*

Madison County

- Madison County Cooperative Extension Service, *258 Carolina Ln, Marshall, NC 28753*

McDowell County

- Nebo Crossing Church, *263 Barnes Rd, Marion, NC 28752*
- Grace Community Church, *5182 US-70, Marion, NC 28752*

Mitchell County

- First Baptist Spruce Pine, *125 W Tappan St, Spruce Pine, NC 28777*

Polk County

- Polk County High School, *1681 NC-108, Columbus, NC 28722*

Rowan County –

- Rowan-Cabarrus YMCA, *5325 Langford Ave NW, Concord, NC 28027*

Watauga County –

- Cove Creek Volunteer Fire Department, *193 Smith St, Vilas, NC 28692*
- Zionville VFD, *6610 Old US Hwy 421, Zionville, NC 28698*
- Foscoe Christian Church, *8834 NC-105, Boone, NC 28607*
- Watauga EOC, *336 Deerfield Rd, Boone, NC 28607*
- Holmes Convocation Center, *111 Rivers St, Boone, NC 28608*
- Meat Camp Road
- Town of Boone PD, *1500 Blowing Rock Rd, Boone, NC 28607*
- First Baptist Boone, *375 W King St, Boone, NC 28607*

