

North Carolina Hurricane Matthew 2016

Relief and Recovery Assistance Guide



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NC211disasterassistance@unitedwaync.org

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I. PURPOSE

The purpose of this Assistance Guide is to connect North Carolina residents affected by Hurricane Matthew. The Guide lists information on many programs and agencies. Updates and verification are on-going. Updates are available at www.NC211.org.

The Guide is arranged in sections based on needs and the types of services provided. Where applicable there are tables arranged to show help available statewide and within the counties. Phone numbers and specific information regarding service eligibility, hours etc. may also be outlined.

You are welcome to call "2-1-1" 24 hours a day, seven days a week for help in finding available disaster assistance services. Spanish speaking staff and language translation is offered to any caller. You can also visit www.NC211.org to review the flood resource section, search the database of services in your local community or to chat live with an experienced call specialist. 2-1-1 will help identify with you the best local resources to fit your individual needs after a disaster or for life's everyday situations.

Disaster Distress Helpline: Overview (for quick/easy reference)

- The Disaster Distress Helpline (DDH) is a program of the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) which provides crisis counseling and support for anyone in the U.S. experiencing distress or other behavioral health concerns related to any natural or human-caused disaster.

Calls (1-800-985-5990) and texts (text "TalkWithUs" to 66746) are answered by a network of independently-operated crisis centers around the country, who provide psychological first aid, emotional support, crisis assessment and intervention, and referrals to local/state behavioral health services for follow-up care & support.

State Crisis Support Resource: **REAL Crisis Intervention**

- [REAL Crisis Intervention](#) (Local: 1-252-758-4357) is the Lifeline-networked crisis center serving the state of North Carolina.

The SAMHSA DDH website has a page dedicated to *TS/Hurricanes* with distress risk factors and warning signs + resources for coping [http://1.usa.gov/ 1G1Q2VG](http://1.usa.gov/1G1Q2VG) that can be added to any online resource directories.

@Distressline 1-800-985-5990 hurricane distress risk factors, warning signs & coping resources @<http://1.usa.gov/1G1Q2VG> #HurricaneMatthew

II. GETTING STARTED

Disaster Declaration- DC-4285

The U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) announced that federal disaster aid has been made available to the State of North Carolina in the area affected by Hurricane Matthew.

FEMA individual assistance in North Carolina is available for Beaufort, Bertie, Bladen, Columbus, Cumberland, Dare, Duplin, Edgecombe, Gates, Greene, Harnett, Hoke, Hyde, Johnston, Jones, Lenoir, Nash, Pender, Pitt, Robeson, Sampson, Wayne and Wilson counties. Public Assistance Program funding is also available for state and eligible local governments and certain private nonprofit organizations on a cost-sharing basis for debris removal and emergency protective measures, and the repair or replacement of facilities damaged by Hurricane Matthew.

Residents and business owners who sustained losses in the designated counties can begin applying for **Individual Assistance** by registering online , by web enabled mobile device at m.fema.gov or by calling 1-800-621-FEMA(3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. EDT seven days a week until further notice

Insurance Claims

If your home has suffered damage, call the agent who handles your insurance to file a claim. If you have suffered damage related to flooding conditions and do not know if you have flood insurance, you can call the National Flood Insurance Program at 1-800-638-6620 to confirm your current flood insurance and to find out where to submit your claim. A flood insurance claims handbook is also available <https://www.fema.gov/media-library/assets/documents/6659#>

If you are unable to stay at home, make sure to say where you can be reached. To make filing your claim easier, take photos of the house and save damaged personal property. If necessary, place these items outside the home. An insurance adjuster will need to see what is damaged in order to process your claim. If FEMA assistance is available to you because you live in the area included in the declaration you are expected to contact your insurance company **first**. FEMA may only help with damage not covered by your insurance policy.

Disaster Recovery Centers

Disaster Recovery Centers (DRCs) will open to assist individuals, households and businesses affected by Hurricane Matthew. DRCs are planned for all designated counties and openings will be announced as arrangements are finalized.

Residents are encouraged to register with FEMA **before** visiting a center. Through a partnership with State and Municipal governments, DRCs are providing the disaster survivors an opportunity to talk with experienced personnel about: disaster assistance, low interest rate federal disaster loans, disaster crisis counseling, voluntary agencies

disaster assistance available and preventive measures to mitigate damages to property and life.

Disaster Recovery Centers (DRC) Locations				
Representatives from North Carolina Emergency Management, the Federal Emergency Management Agency (FEMA) and U.S. Small Business Administration (SBA), are at the centers to answer questions about disaster assistance and low-interest disaster loans. They can also help survivors apply for federal disaster assistance. If possible, survivors should register with FEMA before visiting a recovery center. Visiting with a recovery specialist is not a requirement for survivors who want disaster assistance, but the centers are an excellent way for people to get answers to their questions about disaster aid and registration assistance.				
County	Site	Address	City	Hours
Edgecombe	Disaster Recovery Center	270 Gay St	Rocky Mount	Monday - Saturday: 9:00 a.m. - 7:00 p.m. and Sunday: 12:00 p.m. - 5:00 p.m.
Harnett	Harnett County Governmental Complex	309 West Cornelius (Harnett) Blvd.	Lillington	Monday - Saturday: 9:00 a.m. - 7:00 p.m. and Sunday: 12:00 p.m. - 5:00 p.m.
Nash	Continuing Education Building at Nash Community College	3866 Eastern Avenue	Rocky Mount	Monday - Saturday: 9:00 a.m. - 7:00 p.m. and Sunday: 12:00 p.m. - 5:00 p.m.
Nash	The Imperial Centre	270 Gay St.	Rocky Mount	Monday – Saturday, 9 a.m. - 7 p.m. and Sunday, 12 p.m. - 5 p.m.
Wilson	DaVita Dialysis Center (Old Location),	2693 Forrest Hills Road SW	Wilson	Monday - Saturday: 9:00 a.m. - 7:00 p.m. and Sunday: 12:00 p.m. - 5:00 p.m.

FEMA Assistance Programs

Individual Assistance is disaster assistance directed to families, individuals and businesses within a declared disaster area. Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster. Specific information on what is covered under individual assistance is available [here](https://www.fema.gov/apply-assistance). (https://www.fema.gov/apply-assistance)

Public Assistance provides assistance to states, local governments, and certain non-profit organizations for emergency work and the repair or replacement of disaster-damaged facilities.

Hazard Mitigation Grant Program which provides assistance to State and local governments and certain private, nonprofit organizations for actions taken to prevent or reduce long term risk to life and property from natural hazards, is available to all counties in the State of North Carolina. All are eligible to apply for assistance under the Hazard Mitigation Grant Program.

Filing for FEMA Assistance

If you have been impacted by the recent storm you must first register with FEMA to get assistance!

You may [apply online \[http://www.disasterassistance.gov/\]](http://www.disasterassistance.gov/) and or by calling 1-800-621-3362; TTY users can call 1-800-462-7585. The call takes about 20 minutes. If call volume is high, you may have trouble getting through. In that case it is recommended that you call during off-hours (after 5:00 PM and before 8:00 AM.) The system is automated. Please have a pen and paper ready whether you file on the phone or online. You will also need the following information:

- Five Digit Zip Code
- Current Contact Telephone Number
- Social Security Number
- Current Mailing Address and Address of Damaged Property
- Date the Damage Occurred
- Directions to the Property
- Brief Description of Damaged Property
- Insurance Information and Policy Number(s)
- Family Gross Income
- A Bank Routing Number if you want funds deposited directly to your bank account. Lookup your bank routing number online [here \[http://www.fedirectory.frb.org/search.cfm\]](http://www.fedirectory.frb.org/search.cfm).

Note: FEMA verifies the name and social security number of those registering for disaster assistance. If the name and social security number on file with the Social Security Administration does not match the information you provide, you will be asked to submit a copy of an original document, e.g. marriage license, military ID, tax documents, etc., for proof of identity. A need to review and update identity documentation may cause delays in delivery of assistance.

What should I expect when I answer the questionnaire?

Answering the questionnaire should only take a few minutes. You don't have to answer all of the questions, but you'll get the best results if you do. You'll get a personalized list of help you could apply for based on your answers. It's anonymous, so your answers aren't being saved and won't be used by any federal agency. The types of

questions will vary. Most are directly related to disasters, but others use your answers to suggest other types of assistance you may qualify for.

Be sure to get a FEMA application number. After you've completed your application for assistance, you will receive a FEMA application number. **Write down this number and keep it for future reference.** If you do not have a FEMA Registration Number, you will not receive services. You can also use the number for identification at banks, airlines, etc. if your identification has been destroyed.

Who do I contact for help with the site?

If you get an error or need help to access your account, call FEMA's Internet Help Desk at 1-800-745-0243, 24 hours a day, 7 days a week.

To apply by phone or check the status of your application, call the FEMA Helpline, 7 a.m. to 11 p.m. ET, 7 days a week:

- 1-800-621-FEMA (1-800-621-3362)
- TTY 1-800-462-7585
- 711 or VRS 1-800-621-3362
- Or email questions from the [Disaster Assistance](#) webform.

There are also other contact options on the [Contact Us](#) page.

FEMA Assistance for Immigrant Families

FEMA helps the Household - the Family. If anyone in the family qualifies (eg. a child born in the United States, or a father with a green card), then the FAMILY qualifies for FEMA help.

After Applying for FEMA Assistance

Inspectors contracted by the Federal Emergency Management Agency are contacting North Carolina residents who have applied for disaster assistance. These inspectors have **approved FEMA identification badges** that include the inspectors name and photo, and the name of the company under contract with FEMA. They will ask for information to verify your name and address and registration with FEMA. **They will NOT ask for a Social Security number nor ask to be paid for the inspection. The FEMA inspection is FREE, so beware of fraudulent individuals attempting to charge for an inspection.**

The inspection generally takes 30 - 40 minutes, during which the inspector will assess disaster-related damage for both real and personal property and may take photos of the interior and exterior of the damaged dwelling. The inspector will then enter damage-related information into a handheld computer and send that data electronically to FEMA. The inspector does not determine whether a registrant is eligible for assistance, or the amount of a FEMA grant the individual may receive.

The inspector will ask the applicant to sign a form authorizing FEMA to verify that the information given is accurate. Within about 10 days a letter will be sent by FEMA to the applicant with notification about the decision of whether the applicant is eligible for help. If you are eligible, that letter will be followed by a check (or there will be an electronic transfer to the appropriate bank account). The letter will explain what the money can be used to pay for, and applicants should be careful to use the funds as indicated.

What to do if FEMA Assistance is Denied

A denial letter does not necessarily mean that an applicant is ineligible for assistance. It may mean that the information provided is incomplete. Make sure that you have submitted sufficient documentation of identity, ownership, and disaster damage. Complete and return the U. S. Small Business Administration loan application as this is an essential part of the recovery process as well. A letter from FEMA that states you have been denied assistance because you are "INS-insured" is an indication that there is an insurance issue. Call the FEMA helpline to update insurance information as soon as it becomes available.

Applicants have 60 days from the date of their determination letter to appeal the FEMA decision. All appeals must be in writing and should include the disaster identification registration number.

If I don't agree with FEMA's decision, can I appeal?

You do have the right to appeal if you don't agree with FEMA's determination of eligibility or the assistance provided. The appeal should include new or missing information, documents and damage repair estimates that support the appeal request.

You must appeal within 60 days of the date on your notification letter.

Send appeal letters to:

- Appeals Officer
FEMA - Individuals & Households Program
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055

For questions, call the FEMA Helpline, 7 a.m. to 11 p.m. ET, 7 days a week:

- 1-800-621-FEMA (1-800-621-3362)
- TTY 1-800-462-7585
- 711 or VRS 1-800-621-3362

Report False Damage Claims

If you know of someone who is filing false damage claims with FEMA, you should report this or other instances of fraud, waste or abuse to the Fraud Hotline at 1-800-323-8603. The line is open 24 hours a day, seven days a week. Caller identification will remain confidential.

Calls may be answered by a recorded message. The caller will be asked a few questions. The information will be entered into the data system and assigned to a field investigator. If the caller left a name and phone number, it will be the investigator who will call back, not the person who took the call. An inspector has 90 days to verify the complaint. Calls can be taken in both English and Spanish.

You can also fax a complaint to 1-202-254-4292, fill out an online form on the Office of Inspector General website (www.oig.dhs.gov) or send mail to: Office of Inspector General/MAIL STOP 0305, Department of Homeland Security, 245 Murray Drive SW, Building 410, Washington, DC 20528.

SBA Loans

SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, non-profit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.

Interest rates for these loans are low with terms up to 30 years. Loan amounts and terms are set by the SBA and are based on each applicant’s financial condition.

Small Business Recovery Centers				
Cumberland	Small Business & Technology Development Center at Fayetteville State University, Small Business and Economics Building	1200 Murchison Rd, Suite 306 (Rooms A & D)	Fayetteville	Monday - Friday; 9:00 a.m. - 6:00 p.m.. Closed Saturday and Sunday

Applying For A Disaster Loan

[You can apply online](#) for all types of SBA disaster assistance loans. The online application is the fastest method to receive a decision about your loan eligibility. You have the option of submitting a paper application [by mail](#). For either application, you must submit the completed loan application and a signed and dated [IRS Form 4506-I](#) giving permission for the IRS to provide SBA your tax return information.

You may also apply in person at any Disaster Recovery Center once opened, and receive personal, one-on-one help from an SBA representative. For information please contact our Customer Service Center. Call 1-800-659-2955 (TTY: 1-800-877-8339) or e-mail disastercustomerservice@sba.gov.

Required Information to Complete the Application

After a Presidential disaster declaration, you must first register with the Federal Emergency Management Agency (FEMA). To obtain a registration number, call FEMA at 1-800-621-3362 (TTY: 1-800-462-7585) or visit DisasterAssistance.gov.

The following information is required to complete the SBA online application:

- Contact information for all applicants
- Social security numbers for all applicants
- FEMA registration number
- Deed or lease information
- Insurance information
- Financial information (e.g. income, account balances and monthly expenses)
- Employer Identification Number (EIN) for business applicants

How to Repay a Disaster Loan

To make a one-time payment or schedule recurring monthly payments, register on Pay.gov and select the *1201 Borrower Payments* option.

There are several ways you can make a payment on your disaster loan: by phone, by mail or online. To make a payment, contact the SBA disaster customer service center at 1-800-659-2955 (TTY: 1-800-877-8339). There is no fee for this service.

You may also send a check or money order to the SBA. Please include your loan number on your check and your payment coupon, if available. Make your check payable to the U.S. Small Business Administration.

Mail payments to:

U.S. Small Business Administration Collections
P.O. Box 740192
Atlanta, GA 30374-0192

More information can be found [here](#).

Other Needs Assistance (ONA)

North Carolina residents who did not receive reimbursement from FEMA for items purchased in direct response to Hurricane Matthew may qualify under a separate FEMA grant program: Other Needs Assistance (ONA).

The purpose of ONA is to provide financial assistance to individuals and households who have no applicable insurance and may have been denied by the U.S. Small Business Administration Disaster Assistance program. FEMA may be able to reimburse you for disaster-related purchases. In order to be considered you must provide receipts

documenting the purchases. *Lost receipts can often be replaced at the original place of purchase.*

Disaster-related items eligible for reimbursement may include:

- Smoke detectors
- Dehumidifiers
- Chainsaws
- Carbon monoxide detectors
- Weather radios

III. IMMEDIATE ASSISTANCE

The American Red Cross and the Salvation Army are considered First Responders in an emergency. Necessities such as shelter, food, clothing, or cleaning materials can often be obtained from these organizations. Clean-up plans are now being developed and will be announced as soon as they are finalized. Check www.NC211.org for the most current information.

American Red Cross

The Red Cross provides immediate emergency assistance to people affected by disaster, such as; shelter, food and water, health and mental health services to address basic human needs.

- The goal of Red Cross disaster relief is to enable individuals and families to resume their normal daily activities independently.

The Red Cross also feeds emergency workers, handles inquiries from concerned family members outside the disaster area, provides blood and blood products to disaster victims, and helps those affected by disaster to access other available resources.

To locate your local Red Cross Chapter, go to www.redcross.org and enter your zip code under "Find the Red Cross Nearest You". To access a current list of emergency shelters that are open now call 2-1-1 or go to <http://app.redcross.org/nss-app/>.

Information and Referral

Call 2-1-1 by simply dialing 2-1-1 from any phone to learn about your local community resources. Each county has specific services set up for individuals and families affected by the recent flooding. An experienced call specialist can help you find the best and most current service available to meet your needs.

Disaster Mental Health Hotline

Crisis counselors will provide outreach and education services about coping with the emotional difficulties in the aftermath of emergencies such as these. Stress can surface in many forms and often appears weeks or months after a traumatic event. It may include anger, fatigue, loss of appetite, sleeplessness, nightmares, depression, inability to concentrate, hyperactivity and/or increased alcohol or drug use. If you or someone you know is experiencing distress or feeling overwhelmed by painful emotions related to recent events, call the **North Carolina MentalHealthCares' Disaster Mental Health Helpline (877) 294-HELP (4357)** where experienced crisis counselors can be reached. A TTY line is available at (877) 294-4356. Translation services are available as well.

SAMHSA also offers the following tip sheets on coping, stress, and trauma after hurricanes and other disasters:

- [Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event: A Guide for Parents, Caregivers, and Teachers – 2012](#) covers signs of stress reactions in different age groups and how to help.
- [Tips for Disaster Responders: Preventing and Managing Stress – 2014](#) includes strategies to help disaster responders prevent and manage stress during assignments. This tip sheet is also [available in Spanish](#).
- [Tips for Survivors of a Disaster or Other Traumatic Event: Managing Stress – 2013](#) discusses stress-relief strategies and when to seek professional help.

IV. MORE FEDERAL AND STATE DISASTER ASSISTANCE

Impacted Roadways

Roadways impacted by Hurricane Matthew are updated frequently at <https://www.ncdot.gov/traffictravel/> or by dialing 5-1-1. Out of state drivers can call 1-877-511-4662 about major interstate travel through NC.

Shelter

A nearly real-time listing of Red Cross emergency shelters throughout the state is accessible at <http://app.redcross.org/nss-app/> or by calling 2-1-1.

NC Housing Resource Center helps people locate available apartments, rental homes, condos and other housing that fits their individual and family needs. This service can be accessed online 24 hours a day and through a toll-free, bilingual call center, Monday - Friday, 9:00 am - 8:00 pm EDT. In addition, NCHousingSearch.org connects people to other housing resources through website links and provides helpful tools for renters such as an affordability calculator, rental checklist, and information on renter rights and responsibilities. [Visit the NC Housing Resource Search Website at www.nchousingsearch.org.](http://www.nchousingsearch.org)

Assistance for Homeless Veterans

The Department of Housing and Urban Development and VA Supported Housing (HUD-VASH) Program provides permanent housing and ongoing case management treatment services for homeless Veterans who require these supports to live independently. This program allows Veterans and their families to live in Veteran-selected apartment units. This program provides for the most vulnerable Veterans, and is especially helpful to Veterans with families, women Veterans, recently returning Veterans and Veterans with disabilities. [Learn more about HUD-VASH.](http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp) [http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp]

Please Remember Your Pets: If you are ever evacuated, you need to bring your pets with you. Some shelters are pet friendly, but many are not. Additionally, some counties have deployed their County Animal Response Team to shelter animals. You and your pet will feel better if your pet(s) can stay with a friend or family member until your housing situation stabilizes.

An alternative is to find a pet friendly motel. The official pet friendly hotel search can be found here <http://www.officialpethotels.com/>.

Assistance with Food

For the time being, assistance through the SNAP (formerly known as Food Stamps) Program is only available to current SNAP recipients. Please visit your local DSS office within 10 days for replacement food stamps or call EBT CUSTOMER SERVICE at # 1-888-622-7328

- SNAP replacement benefit will be based on a percentage of lost food and will be placed on your EBT card.
- The prepared food waiver also is also available for a limited time, to purchase hot and cold prepared meals from participating stores with your benefits, an exception to the SNAP rules. **Effective through November 14, 2016.**
- Anyone not currently receiving Food and Nutrition Services may apply regular benefits at any time with their local county department of social services office or apply using the online application at <https://epass.nc.gov/>. Anyone who is currently receiving Food and Nutrition Services and experienced a food loss, must contact their local county department of social services within 10 calendar days from the date of the food loss and request a replacement of benefits.

Disaster Food Stamps (DSNAP) are not yet available in North Carolina. Additionally, the rumor about FEMA providing \$300 food vouchers is also not true

Call 2-1-1 for a list of food pantries near your home or visit <http://content.foodbankcenc.org/about/zip.asp> To search for food pantries in the affected areas. . Operational hours may have changed and supplies may be limited so be sure to call before you go to verify details. You may need an ID to prove residency and will be asked to declare that you were affected by the disaster.

Disaster Unemployment Assistance

Residents or people employed in affected areas may be eligible for Disaster Unemployment Assistance. Federal Disaster Unemployment Assistance (DUA) is available for persons, including self-employed individuals, who were living or working in the affected counties at the time of the disaster, and who are unemployed as a direct result of the damages caused by this storm.

The counties that were approved include:

- | | |
|------------------|------------------|
| • Beaufort Co. | • Johnston Co. |
| • Bertie Co. | • Jones Co. |
| • Bladen Co. | • Lenoir Co. |
| • Columbus Co. | • Martin Co. |
| • Cumberland Co. | • Nash Co. |
| • Craven Co. | • Pitt Co. |
| • Dare Co. | • Robeson Co. |
| • Edgecombe Co. | • Sampson Co. |
| • Greene Co. | • Tyrell Co. |
| • Harnett Co. | • Washington Co. |
| • Hoke Co. | • Wayne Co. |
| • Hyde Co. | • Wilson Co. |

These counties were approved following the damage caused by Hurricane Matthew. Other counties may be added to the DUA availability at a later date.

The one-week waiting period and job search requirements for individuals whose employment or self-employment has been lost or interrupted due to the storm, will not be enforced. This order was directed from Governor Pat McCrory, in order to assist the citizens who have suffered losses and are likely to suffer imminent widespread losses.

Those affected by the disaster and are unable to continue working must file an application for the benefits within 30 days of October 13, or by November 14, 2016.

Workers who became unemployed due to the storm may be eligible for unemployment insurance benefits under the DUA program. Business owners may also qualify.

Workers or business owners must fall within a certain criteria to be eligible for benefits:

- Individuals must be unemployed due to Hurricane Matthew, and must not qualify for regular unemployment insurance benefits. If you do qualify for regular unemployment benefits, you must exhaust those benefits first.
- Self-employed workers and small business owners who lost their income due to the hurricane.
- Workers who were prevented from working due to an injury caused by the disaster.
- Workers who have become the major supplier of the household income due to death or injury of the previous major supplier of the household.
- Workers who are unable to attend work because they would have to travel through affected areas, and are prevented from doing so.
- Workers who were to commence employment or self-employment but were prevented from doing so by the disaster.

Individuals who would like to apply for the assistance will first need to file for regular unemployment insurance, if they are denied those benefits, or have exhausted those benefits, a DUA claim may then be filed.

Individuals will need their Social Security number, copies of their most recent federal income tax forms or check stubs, or documentation to prove that they were working or self-employed when the hurricane hit. All required documentation must be submitted within 21 days from the day the application is filed.

The benefits will be available for weeks of employment beginning the week of October 9, and will last for up to 26 weeks, as long as the claimant's unemployment continues to be a result of Hurricane Matthew.

If you would like to apply for DUA, call 1-866-795-8877, between 8 a.m. and 5 p.m.

If you have any questions on how to apply, please email DES at esc.dua@nccommerce.com or visit www.ncesc.com.

Document Replacement

The North Carolina Vital Records information visit <http://vitalrecords.nc.gov>:

Same Day Service

Same-day expedited service is available at the walk-in window at the Raleigh location. An appointment is required if customer needs in-person assistance to change or correct a record.

Office Hours for Walk-In Service:

Monday through Friday, 8:00 AM-3:00 PM.

Main Switchboard Hours:

Monday through Friday, 8:00 AM-5:00 PM. (see [Contact Us](#))

NOTE: ID OF THE PERSON REQUESTING A CERTIFICATE IS REQUIRED.

For a list of acceptable IDs see **What forms of ID may I use to obtain a certificate?** on our [FAQs page](#). Requests that do not include proper identification will be returned.

Other Options

Birth, death and marriage certificates also may be obtained at the [Register of Deeds](#) (ROD) office in the county where the event took place. In Mecklenburg County, birth and death certificates may be obtained at the [local health department](#). (Please be aware that N.C. Vital Records is the only place to get a birth certificate for an adopted child.) Divorce certificates may be obtained from the [clerk of court](#) in the county where the divorce is filed.

What You Can Get Here

- Birth Certificates: 1913-Present
- Death Certificates: 1930-Present
- Marriage Certificates: 1962-Present
- Divorce Certificates: 1958-Present
- Fetal Death Reports: 2001-Present

[Order a certificate.](#) Need older records? [Here is some information that could help.](#)

North Carolina Drivers License or ID

Storm victims who wish to obtain a North Carolina Driver's License or ID will be required to meet the North Carolina documentation requirements. Visit <http://www.dmv.org/drivers-license.php> .

New or Replacement Social Security Card

Anyone receiving Social Security payments that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit, or locating the nearest Social Security office, call 1-800-772-1213 (TTY 1-800-325-0778) from 7 a.m. – 7 p.m./ Monday through Friday or go online at <http://www.socialsecurity.gov>.

Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)

Storm victims who already receive SSI and SSDI should contact the Social Security Administration directly at 1-800-772-1213 to learn how checks may be reissued, cards replaced or to report a change in address.

Suspension of Federal Student Loan Payments

If you live in a federally declared disaster area, you may be eligible for relief that would temporarily suspend your federal student loan payments. Relief will not be proactively given to you—you must request it. You have different options for requesting relief, depending on how you received your loans:

- For Direct Loan (DL) program loans: Call the Direct Loan Servicing Center at 800.848.0979.
- For Federal Family Education Loan Program (FFELP) loans: Contact your lender directly or call 800.4FEDAID (800.433.3243).
- All borrowers can also contact the Federal Student Aid Ombudsman at 877.557.2575 or 202.377.3800 for assistance.
[Learn more.](http://www.asa.org/repay/options/disaster/default.aspx) [<http://www.asa.org/repay/options/disaster/default.aspx>]

Preserving Wet Documents

To preserve family treasures, review this informational link at the National Archives www.archives.gov/preservation/disaster-response/guidelines.html.

Housing

NC Housing Resource Center helps people locate available apartments, rental homes, condos and other housing that fits their individual and family needs. This service can be accessed online 24 hours a day and through a toll-free, bilingual call center, Monday - Friday, 9:00 am - 8:00 pm EDT. In addition, www.NCHousingSearch.org connects people to other housing resources through website links and provides helpful tools for renters such as an affordability calculator, rental checklist, and information on renter rights and responsibilities.

Housing Assistance for Homeless Veterans

The Department of Housing and Urban Development and VA Supported Housing (HUD-VASH) Program provides permanent housing and ongoing case management treatment services for homeless Veterans who require these supports to live independently. This

program allows Veterans and their families to live in Veteran-selected apartment units and provides for the most vulnerable Veterans. It is especially helpful to Veterans with families, women Veterans, recently returning Veterans and Veterans with disabilities. [Learn more about HUD-VASH](http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp). [http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp]

If you are in need of assistance in finding housing. Other resources will be coming soon, check back again in a few days.

Change of Address

A change of address form is available online at <http://www.usps.com> or at any U.S. Postal Service location. Please be sure when you find permanent housing that your address is current and that FEMA has also been notified if you are expecting assistance.

Legal Services

Low-income survivors facing legal issues may call 1-800-662-7407, the assistance hotline activated by the North Carolina Bar Association. Callers should identify that they are seeking Hurricane Matthew-related legal assistance, ask for Disaster Legal Services, and should identify the county in which they are located. Survivors who qualify for assistance will be matched with North Carolina lawyers who have volunteered to provide free legal help.

Examples of legal assistance available include:

- Assistance with securing FEMA and other benefits available to disaster survivors
- Assistance with life, medical and property insurance claims
- Help with home repair contracts and contractors
- Replacement of wills and other important legal documents destroyed in the disaster
- Assisting in consumer protection matters, remedies and procedures
- Counseling on mortgage-foreclosure problems
- Counseling on landlord/tenant problems

The hotline is available weekdays from 9 a.m. to 4 p.m. Individuals who qualify for assistance will be matched with North Carolina lawyers who have volunteered to provide free, limited legal help. Survivors should be aware that there are some limitations on disaster legal services. For example, assistance is not available for cases that will produce a fee (i.e., those cases where fees are paid part of the settlement by the court). Such cases are referred to a lawyer referral service.

Your Rights as a Renter

Rent Abatement and Security Deposits

If you are a tenant and you have been displaced as a result of the storm, you may be entitled to a return of part of the rent you paid if you are unable to live in your home

during that period of time. You also may not have to pay your rent for the months after that if you are not able to go back into your apartment. Finally, if you are able to return to your apartment, but it is not completely habitable, you may not have to pay all the rent

Your displacement due to this natural disaster, may also entitle you to have your security deposit returned quickly. A landlord must return your security deposit within five business days if:

- The displacement is caused by fire, flood, condemnation or evacuation; and
- An authorized public official posts the premises with a notice prohibiting occupancy, or
- A building inspector has certified within 48 hours that displacement is expected to continue longer than seven days and has so notified the owner in writing.

Finding a Lost Pet / Caring for Pets When Returning Home

It is also a good idea to contact veterinarians, humane societies, pet shelters, and other facilities that might house animals. Be prepared to identify and document ownership when claiming lost livestock. The United States Department of Agriculture Missing Pet Network at www.missingpet.net may be of assistance.

Once you and your pets return to your home, be careful about allowing your pets outdoors unattended and off-leash. The floods may have altered familiar scents and landmarks and your pet could easily get confused and become lost.

In addition, sharp objects, downed electric lines, fallen trees and other debris, or contaminated water could present a real danger to your pet. Raccoons, skunks or other wild animals may have entered the area and could also present a danger to your pets.

Farming Assistance

Many areas lost power for days as a result of the storm. If you are a farmer with crops or herds of animals and are experiencing difficulties getting adequate food or water as a result of this disaster event Call the Ag Assistance Hotline at 1-866-645-9403.

Financial Services and Consumer Advice

If you believe you have been the victim of a fraud, or if you want to find out how to avoid fraud when making purchases and paying for services, contact the NC Division of Consumer Protection <http://www.nc.gov/agency/consumer-protection-division> or call 919-716-6000 x919.

Other Resources Include:

Fraud Detection

FEMA fraud detection 1-800-323-8603

Insurance Information

National Flood Insurance Program
(Customer Service) 1-800-427-4661
(Existing Policies) 1-800-638-6620

Insurance Complaints and Assistance

North Carolina Department of Insurance
(Information) 1-855-408-1212
(Complaints) 1-855-408-1212
To learn more go to www.ncdoi.org

Veterans Benefits

U.S Department of Veteran Affairs
1-800-827-1000
TTY 1-800-829-4883
Or online at www.va.gov

Report Scams and Price Gouging

NC Department of Justice
www.ncdoj.gov, 1-877-5-NO-SCAM

V. LOCAL COUNTY RESOURCES COMING SOON

This section of our Guide is being continuously updated. Please send any resources you think should be included to nc211disasterassistance@unitedwaync.org.

VI. RETURNING HOME AND CLEAN-UP

Drinking Water Precautions

Power outages often occur in many municipalities as a result of storm waters. Public Water Utilities in these areas recommend specific safety precautions be taken to be sure that the water is safe for drinking, cooking, bathing and washing. To find out what is recommended in your area, contact your local municipality or call your water company.

BOIL WATER ADVISORIES IN EFFECT

Every day since Hurricane Matthew hit our shores, boil water advisories (BWA) have been announced. These advisories change as conditions change. To get the most current information read alerts posted on your municipality's website or follow announcements issued through ReadyNC.org.

If you get your water from a private well, flush the well until the water is clear and free of sediment. To do this, attach a hose to an outside spigot and turn the water on. After the water is clear, then test the well for coliform bacteria. Do not drink the water until it has been tested if your well was under floodwater or if the water was dirty or cloudy when you turned it on.

Use bottled or boiled water until the testing can be done. To properly boil water, bring water to a rolling boil and hold it there for one minute. Let it cool and use as needed for drinking, cooking, brushing teeth, washing hands and for your pets.

Call your <http://www.ncalhd.org/map/> for information on disinfecting private wells.

Debris Removal

Call your local municipality to find out what is being done to collect debris in your area.

Flood Water Clean-up Tips

In an emergency, call 9-1-1. If you, a family member or others are in immediate danger or your property is threatened by fire or downed power lines or a gas smell, call 9-1-1 immediately.

Crisis Clean-Up.

Crisis Clean-up allows a family or individual who needs help with clean-up who are unable to do it themselves to be added to a list for volunteer help. This might include muck-out, some tree removal, or tear out of wet interiors but NOT REBUILDING. You should be prepared to share information on their family composition, location etc so that you can be connected to a faith based organization who has volunteers who can help. Call 1-800-451-1954 to be added to list. There are no guarantees but this allows volunteer groups to see your need.

[*Creating a Healthy Home – A Field Guide for Cleanup of Flooded Homes*](#) is a comprehensive do-it-yourself booklet that provides easy, step-by-step instructions on how to handle mold removal in flooded homes before starting to rebuild or renovate. Agencies working directly with individuals impacted by the floods can also order a shipment of printed booklets to distribute to those needing assistance. Please call the National Center for Healthy Housing (NCHH) at 877.312.3046 for more information.

For general information, contact the NC Office of Emergency Management – ReadyNC.org **or** Contact the Center for Disease Control and Prevention at <http://emergency.cdc.gov/disasters/hurricanes/>

Inside the Home

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become iNCured or ill.

Outside the Home

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves and goggles during cleanup of affected area.
- Have your onsite waste-water system professionally inspected and serviced if you suspect damage.

- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- After completing the cleanup, wash your hands with soap and warm water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon [~0.75 milliliters] of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use solution of 1/4 teaspoon (~1.5 milliliters) of household bleach per 1 gallon of water.
- Seek immediate medical attention if you become injured or ill.
- See also:
 - <http://www.cdc.gov/disasters/floods/cleanupwater.html>
 - [Reentering Your Flooded Home\(http://www.cdc.gov/disasters/mold/reenter.html\)](http://www.cdc.gov/disasters/mold/reenter.html)
 - [Mold After a Disaster\(http://www.cdc.gov/disasters/mold/\)](http://www.cdc.gov/disasters/mold/)
 - [Cleaning and Sanitizing With Bleach after an Emergency \(http://www.cdc.gov/disasters/bleach.html\).](http://www.cdc.gov/disasters/bleach.html)

SEPTIC systems:

<http://www.cdc.gov/healthywater/emergency/sanitation-wastewater/septic.html>

- CAUTION: Do not drink well water until you know it is safe. Use a safe water supply like bottled or treated water (learn how to [make water safe \(http://www.cdc.gov/healthywater/emergency/drinking/making-water-safe.html\)](http://www.cdc.gov/healthywater/emergency/drinking/making-water-safe.html)).
- Be aware that flood water may contain sewage. For more information about how to protect yourself and your family, visit CDC's [After a Hurricane or Flood: Cleanup of Flood Water](#).
- Precautions related to septic systems include:
 - Avoid contact with any septic system electrical devices until they are dry and clean.
 - Do not pump out the septic tank more than halfway or the tank may float out of the ground.
 - Reduce all nonessential water use (for example, dishwashing, washing clothes, showering).
 - Flush toilets as little as possible or use a temporary toilet.
 - If you suspect septic system damage, get the system professionally inspected and serviced. Contact your health department for a list of septic system contractors who work in your area.

Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced. Additional resource: <http://nasdonline.org/1970/d001564/flooded-private-sewage-systems-safety-sanitation-and-clean.html>

Mold

Para informacion en Espanol, favor visitar el sitio de internet
<http://www.bt.cdc.gov/disasters/mold/es/moldprotection.asp>

Mold in a damaged home can create serious health problems for residents following severe storms and flooding FEMA officials warn.

Mold flourishes in moist environments in water-damaged homes. It often appears as a fuzzy growth or a discoloration of surfaces, and may be accompanied by a musty, earthy odor or a foul stench. Residents are advised to use care when cleaning up the mold. If there are signs of mold growth in your home before you do anything about it you must decide who is best equipped to do the clean-up. This depends on a number of factors.

One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service. Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service.
- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's [Mold Remediation in Schools and Commercial Buildings](#), the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.
- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide [Should You Have the Air Ducts in Your Home Cleaned?](#) before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water. To access lists of consultants, laboratories, remediation firms and trade groups who provide various environmentally-related services click [here](#).
[http://www.state.NC.us/health/iep/mold_ta.shtml]
- If you have health concerns, consult a health professional before starting cleanup.

HAZARDS OF MOLD INFESTATION

- **Do not spend time in houses with mold.** Nasal stuffiness, throat irritation, coughing or wheezing, eye irritation, or, in some cases, skin irritation may occur.
- **People with mold allergies may have more severe reactions.** Immune-compromised people and people with chronic lung illnesses, such as obstructive lung disease, may get serious infections in their lungs when they are exposed to mold. These people should stay away from areas that are likely to have mold.

Tips and Techniques to Remove Mold

The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

Before you begin

Use fans at open windows or doors to dry a flooded residence, but be sure they blow outward, not inward, to avoid spreading the mold. Accelerate the drying process by using a dehumidifier to extract moisture from the air and the contents of your home. Do not use an air conditioning system until it has been checked by a professional. Using a system contaminated by mold will spread the mold throughout the house. Instead, open windows and doors to provide fresh air.

Discard porous materials such as carpet, mattresses, upholstered furniture insulation and ceiling tiles which are infected by mold. Wallboard, drywall and particle board are also porous and should be discarded. Workers should wear masks, protective eyewear and non-porous gloves while handling anything that is suspected of containing mold.

Immediate actions you can take to remove mold:

- Clean the area to remove, as much as possible, the mold and the material on which it is growing
- Clean with a non-ammonia detergent in hot water
- Scrub the entire area affected by the moisture
- Use a stiff brush or cleaning pad on block walls or uneven surfaces
- Rinse the area with clean water
- Thoroughly dry the area as quickly as possible
- Repeat cleaning as necessary to remove mold
- Disinfect with a 10% bleach solution (1 cup of bleach to 1 gallon of water), by applying a thin coat of bleach solution to the entire area, ensuring that the entire area is cleaned, not just the area where the moisture problem occurred. Use a sprayer or a sponge to apply the solution liberally, but avoid excessive amounts of runoff or standing pools
- Allow the area to dry naturally. Drying time is important for the disinfectant to be effective at killing mold and bacteria

Further Advice

- **Never mix bleach and ammonia. The fumes are toxic!**
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

Learn more about mold clean-up, and prevention

<http://www.cdc.gov/mold/cleanup.htm>

VII. REPAIRS AND REBUILDING

Beware of Scams

- Don't become the victim of disaster-related scams.
- Before you begin making repairs to your home make sure that the professional you are about to hire is licensed to do the repair work.
- Ask to see identification before you let anyone who claims to be from a utility company inspect your home.
- Never give your credit card number or financial information to strangers over the phone or on the Internet.
- It is customary not to pay for the entire home improvement project in advance. Pay one-third beforehand, one-third halfway through and one-third upon completion.

Read more on this topic here:

Learn more at the <http://www.nc.gov/agency/consumer-protection-division>

Licensed Home Improvement Contractors

To search for a licensed business, enter the company name. To search for a licensed individual, enter at least the last name. If you know the full name of the licensed individual, enter the last name, followed by a comma and then the first name.

<http://www.nclbgc.org/>

Complaints about General Contractors

The link below will allow you to submit a complaint request. After submitting our complaints department will contact you to continue the complaint process.

Your complaint is eligible if:

- The contractor is licensed
- **or**
- The contractor is unlicensed and the contract is \$30,000 or more

<http://www.nclbgc.org/search/complaint/create.form>

Search for Licensed Electrical Contractors

To search for a licensed electrical contractor by name, visit this link

<https://lookup.ncbeec.org/Lookup/LicenseLookup.aspx>

NC Corporations Search <http://www.sosnc.gov/search/index/corp>

To determine if a business is a registered corporation in North Carolina, search by name on this page.

Tips for Repairing your Home

The American Red Cross articles on what to do after a flood are available at

[http://www.redcross.org/www-](http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf)

[files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf](http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf) or

En Español - <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>

III. INFORMATION ABOUT DONATIONS

Verifying the credibility of an organization

To verify the legitimacy of any organization you can check Charitable Registration Section of the Secretary of State's Office by searching their database

Volunteer Your Services

Agencies looking for volunteers may register their needs, and volunteers willing to assist in relief efforts, may search for opportunities at

Clean-up Services

Register your organization to help with clean-up at <https://www.crisiscleanup.org/> or if you need with Crisis Clean-up by calling 800-451-1954.

Other

Visit NC National Organizations Active in Disaster for other volunteer opportunities at <https://www.ncvoad.org/cms/bank>.

Financial Donations

NC Disaster Relief Fund <http://ncdisasterrelief.org> or text NCRECOVERS to 30306

Supply Donations

For individual donations of goods (clothing is not encouraged), go to <https://www.ncvoad.org/> to find a charity accepting things.

Local food pantries are always in need of food. Find a food pantry near you at <http://content.foodbankcenc.org/about/zip.asp>

Many local drives are occurring throughout the state. See the most current list of volunteer and donation opportunities at NC 2-1-1.org. All of the organizations listed in the local resources section of this guide are directing all of their staff efforts to assisting people in need throughout this disaster and throughout the year. All of these organizations are non-profit and could always use your support. If you are able, please donate to the organization of your choice.

If anything in this guide is incorrect, or additions recommended, please contact nc211disasterassistance@unitedwaync.org