



# Disaster Recovery Resources – Contact Information

Federal Resources	Website/Email	Phone Number
FEMA Disaster Recovery Assistance Applications & Helpline	<a href="http://www.DisasterAssistance.gov">www.DisasterAssistance.gov</a> <a href="http://FEMA.gov/webform/disaster-assistance">FEMA.gov/webform/disaster-assistance</a>	1-800-621-3362 (also for 711 & VRS) TTY: 1-800-462-7585 7 a.m.-11 p.m., 7 days/week
FEMA Transitional Sheltering Assistance	<a href="http://www.FEMAevachotels.com">www.FEMAevachotels.com</a>	Same FEMA numbers as above.
FEMA National Flood Insurance Program	<a href="http://www.floodsmart.gov">www.floodsmart.gov</a> Email: <a href="mailto:floodsmart@fema.dhs.gov">floodsmart@fema.dhs.gov</a>	800-427-4661
IRS Tax Relief in Disaster Areas	<a href="https://www.irs.gov/newsroom/tax-relief-in-disaster-situations">https://www.irs.gov/newsroom/tax-relief-in-disaster-situations</a>	800-829-1040   TTY: 800-829-4059 7 a.m.-7 p.m., Monday-Friday
National Center for Disaster Fraud	<a href="http://www.justice.gov/disaster-fraud">www.justice.gov/disaster-fraud</a> Email: <a href="mailto:disaster@leo.gov">disaster@leo.gov</a>	866-720-5721
SAMHSA Disaster Distress Helpline – Available 24/7, 365 days a year	<a href="http://www.SAMHSA.gov/find-help/disaster-distress-helpline">www.SAMHSA.gov/find-help/disaster-distress-helpline</a>	1-800-985-5990 TTY: 1-800-846-8517 Text: TalkWithUs to 66746
		1-800-985-5990 (Press 2 - Español) Text: Hablanos to 66746
Social Security Administration	<a href="http://www.SSA.gov">www.SSA.gov</a> <a href="https://secure.ssa.gov/emailus/">https://secure.ssa.gov/emailus/</a>	1-800-772-1213 TTY: 1-800-325-0778
U.S. Chamber of Commerce Foundation	<a href="http://www.uschamberfoundation.org/node/43168">www.uschamberfoundation.org/node/43168</a> Email: <a href="mailto:foundation@uschamber.com">foundation@uschamber.com</a>	202-463-5500
USDA Emergency Farm Loans	<a href="https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index">https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index</a>	(910) 259-9123 ext. 2 – Closest FSA Service Center Office in Pender Co.
U.S. Small Business Administration – Low-interest loans for businesses, homeowners, and renters	<a href="http://www.sba.gov/funding-programs/disaster-assistance">www.sba.gov/funding-programs/disaster-assistance</a> Email: <a href="mailto:disastercustomerservice@sba.gov">disastercustomerservice@sba.gov</a>	1-800-659-2955 TTY: 1-800-877-8339 ASL Customer Support: 855-440-4960
Veterans Affairs	<a href="http://www.vets.gov">www.vets.gov</a>	1-855-574-7286 TTY: 1-800-877-8339 8 a.m.-8 p.m., Monday-Friday

State Resources	Website/Email	Phone Number
Statewide 24/7 Info Helpline	<a href="http://www.nc211.org">www.nc211.org</a>	2-1-1 or call 888-892-1162 Text Florence to 898211
Attorney General – Disaster-Related Scams	<a href="http://www.ncdoj.gov/disasters.aspx">www.ncdoj.gov/disasters.aspx</a>	1-877-5-NO-SCAM 919-716-0058 (Español)
Disaster Legal Services – help with disaster benefits, insurance claims, housing issues, consumer scams, and more	<a href="https://ncbar.org/florence">https://ncbar.org/florence</a> <a href="https://nc.freelegalanswers.org">https://nc.freelegalanswers.org</a> – Free answers to civil legal questions <a href="http://www.legalaidnc.org/disasters">www.legalaidnc.org/disasters</a> – Videos and fliers on disaster legal issues	1-833-242-3549 9 a.m.-12 p.m., Monday-Friday
		1-866-219-5262 8:30 a.m.-4:30 p.m., Monday-Friday & 5:30-8:30 p.m., Monday & Thurs.



# Disaster Recovery Resources – Contact Information

State Resources	Website/Email	Phone Number
Dept. of Agriculture & Consumer Services – Emergency Programs	<a href="https://www.ncagr.gov/oep">https://www.ncagr.gov/oep</a>	919-807-4300
Department of Commerce	<a href="http://www.nccommerce.com">www.nccommerce.com</a> Email: <a href="mailto:info@nccommerce.com">info@nccommerce.com</a>	919-814-4600
Dept. of Health & Human Services – Food, Medicaid, & Behavioral Health Assistance	<a href="http://www.ncdhs.gov/assistance/hurricane-florence">www.ncdhs.gov/assistance/hurricane-florence</a>	1-800-662-7030
Department of Insurance – HurriClaims Center	<a href="http://www.ncdoi.com/HurriClaims">www.ncdoi.com/HurriClaims</a>	855-408-1212
Department of Public Safety – Emergency Management	<a href="http://www.ncdps.gov/ncem">www.ncdps.gov/ncem</a> <a href="http://www.ncdps.gov/contact/contact-us">www.ncdps.gov/contact/contact-us</a>	919-733-3300
Department of Military & Veterans Affairs	<a href="http://www.milvets.nc.gov">www.milvets.nc.gov</a> <a href="http://www.milvets.nc.gov/contact-us">www.milvets.nc.gov/contact-us</a>	844-624-8387
Disaster Unemployment Assistance	<a href="https://des.nc.gov/des">https://des.nc.gov/des</a>	1-866-795-8877 8 a.m.-5 p.m., Monday-Friday
Division of Employment Security	<a href="https://des.nc.gov/des">https://des.nc.gov/des</a>	888-737-0259 8 a.m.-5 p.m., Monday-Friday
Dept. of Transportation – Road Closures	<a href="https://tims.ncdot.gov/tims">https://tims.ncdot.gov/tims</a>	1-877-368-4968 8 a.m.-5 p.m., Monday-Friday
Foreclosure Prevention Fund – Mortgage Assistance	<a href="http://www.ncforeclosureprevention.gov">www.ncforeclosureprevention.gov</a>	1-888-623-8631 9 a.m.-5 p.m., Monday-Friday
Housing Finance Agency	<a href="http://www.NCHFA.com/about-us/hurricane-resources">www.NCHFA.com/about-us/hurricane-resources</a> <a href="http://www.nchfa.com/contact-us">www.nchfa.com/contact-us</a>	800-393-0988   TTY: 711
Housing Search	<a href="http://www.nchousingsearch.org">www.nchousingsearch.org</a>	1-877-428-8844 (Español)   TTY:711 9 a.m.-8 p.m., Monday-Friday
Licensing Board for General Contractors	<a href="https://nclbgc.org">https://nclbgc.org</a> – Search Licenses & Avoid Contractor Scams	919-571-4183
NC Realtors Housing Foundation – Rent & Mortgage Assistance	<a href="http://ncrealtorshf.org/housing-assistance-for-those-impacted-by-florence/">http://ncrealtorshf.org/housing-assistance-for-those-impacted-by-florence/</a> Email: <a href="mailto:housingfoundation@ncrealtors.org">housingfoundation@ncrealtors.org</a>	336-294-1415, ext. 150
Secretary of State – Charity Registration & Fraud	<a href="https://sosnc.gov/divisions/charities">https://sosnc.gov/divisions/charities</a> Email: <a href="mailto:csl@sosnc.gov">csl@sosnc.gov</a>	1-888-830-4989
Small Business & Technology Development Center	<a href="http://www.sbtcd.org/hurricaneflorence">www.sbtcd.org/hurricaneflorence</a> Email: <a href="mailto:blnc@edpnc.com">blnc@edpnc.com</a>	800-228-8433 (Español) 8 a.m.-5 p.m., Monday-Friday
Trillium Health Resources – 24-Hour Access to Care	<a href="http://www.trilliumhealthresources.org">www.trilliumhealthresources.org</a> Email: <a href="mailto:disasterassistance@trilliumnc.org">disasterassistance@trilliumnc.org</a>	1-877-685-2415 (Español)   TTY:711 Available 24/7



# Disaster Recovery Resources – Contact Information

County Departments	Website/Email	Phone Number
Hurricane Florence Recovery Coordination Office – Disaster Recovery Resources	<a href="http://HurricaneRecovery.NHCgov.com">HurricaneRecovery.NHCgov.com</a>	910-798-7429
Emergency Management – Emergency Event Information	<a href="http://EmergencyNHC.com">EmergencyNHC.com</a>	910-798-6800 – Information Hotline <b>*during active emergencies only*</b>
Building Safety – Hurricane Repairs & Permits	<a href="http://BuildingSafety.NHCgov.com">BuildingSafety.NHCgov.com</a> Email: <a href="mailto:dsc@nhcgov.com">dsc@nhcgov.com</a>	910-798-7304 - Please call or visit the Building Safety website for info on hurricane repair permits.
Department of Social Services – SNAP & Food Benefits, Medical Assistance, Energy Bill Pay Assistance	<a href="http://SocialServices.NHCgov.com">SocialServices.NHCgov.com</a>	910-798-3400 8 a.m.-5 p.m., Monday-Friday Open until 6 p.m. on Wednesdays
Engineering – Stormwater Management & Erosion Control	<a href="http://Engineering.NHCgov.com">Engineering.NHCgov.com</a>	910-798-7139 8 a.m.-5 p.m., Monday-Friday
Environmental Health – Free Well Water Test Kits & Mosquito Larvicide Tablets, County-wide Mosquito Spraying	<a href="http://Health.NHCgov.com">Health.NHCgov.com</a>  Environmental Health is located at 230 Government Center Drive, Suite 140, Wilmington	910-798-6667 8 a.m.-5 p.m., Monday-Friday <b>*Please call to confirm the availability of supplies before visiting Environmental Health.</b>
Environmental Management – Debris Collection (in the unincorporated county only)	<a href="http://Recycling.NHCgov.com">Recycling.NHCgov.com</a>	910-798-4400
Fire Rescue	<a href="http://FireRescue.NHCgov.com">FireRescue.NHCgov.com</a>	910-798-7420
<b>*A burn ban is in effect until county debris collection is complete.*</b>		

County Partners	Website/Email	Phone Number
Cape Fear Public Utility Authority (CFPUA)	<a href="http://www.cfpua.org">www.cfpua.org</a>	910-332-6550 910-332-6565 (Emergencies)
Duke Energy	<a href="http://www.duke-energy.com/outages">www.duke-energy.com/outages</a>	800-419-6356
City of Wilmington	<a href="http://www.wilmingtonnc.gov">www.wilmingtonnc.gov</a>	910-341-7800
Carolina Beach	<a href="http://www.carolinabeach.org">www.carolinabeach.org</a>	910-458-2999
Kure Beach	<a href="http://www.townofkurebeach.org">www.townofkurebeach.org</a>	910-458-8216
Wrightsville Beach	<a href="http://www.townofwrightsvillebeach.com">www.townofwrightsvillebeach.com</a>	910-256-7900
New Hanover County Schools	<a href="http://www.nhcs.net">www.nhcs.net</a>	910-254-4206
WAVE Transit	<a href="http://www.wavetransit.com">www.wavetransit.com</a>	910-343-0106

For a full list of county partners, visit [EmergencyNHC.com/partners](http://EmergencyNHC.com/partners).