

# Disaster Recovery Resources

## Department of Commerce & SBTDC

The Department of Commerce and the Small Business and Technology Development Center are recommending businesses receive free counseling before applying for federal aid. **Call 1-800-228-8443** for assistance.

- Link to Commerce Assistance: <https://www.commerce.nc.gov/grants-incentives/disaster-recovery#HurricaneHeleneRecoverySupport-471>
- Link to Business Recovery Portal: <https://sbtdc.org/hurricane-helene>

## 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](mailto: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](https://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.

# 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**

