As a prudent precaution, all military members are requested to update their contact information and potential evacuation location on their respective Services’ accountability systems. If an evacuation order is given, correct information is crucial for accountability!

U.S. Army Disaster Personnel Accountability and Assessment System
https://adpaas.army.mil/

NORTH CAROLINA STATE EMERGENCY MANAGEMENT

Contact Information
Main Office 919-825-2500
1636 Gold Star Drive Raleigh
NC 27607

County Emergency Management Agencies
# NORTH CAROLINA RESOURCE GUIDE

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**HURRICANE FLORENCE, 2018**
IMPORTANT CURRENT EMERGENCY INFORMATION

HURRICANE FLORENCE
For weather updates, please visit the National Weather Service
Visit ReadyNC.org for the latest on hurricane readiness and response.

North Carolina Flood Risk Information System
Fort Bragg Information

https://www.bragg.army.mil/
State of Emergency Declaration

WHEREAS, the State of North Carolina is under imminent threat from Tropical Storm Florence, which has the potential to make landfall next week; and

WHEREAS, it is expected that the people of North Carolina in the storm’s path will be exposed to a substantial risk of injury or death; and

WHEREAS, it is expected that the tropical storm will cause significant damage to public and private property and may seriously disrupt essential utility services and systems; and

WHEREAS, the potential impacts from Tropical Storm Florence constitute a state of emergency as defined in N.C. Gen. Stat. § 166A-19.3(9); and

WHEREAS, certain measures are necessary to ensure the protection and safety of North Carolina residents and coordinate the emergency response among state and local entities and officials; and

WHEREAS, N.C. Gen. Stat. §§ 166A-19.10 and 166A-19.20 authorize the Governor to declare a state of emergency and exercise the powers and duties set forth therein to direct and aid in the response to, recovery from, and mitigation against emergencies.

NOW, THEREFORE, by the authority vested in me as Governor by the Constitution and the laws of the State of North Carolina, IT IS ORDERED:

Section 1.

I hereby declare that a state of emergency, as defined in N.C. Gen. Stat. §§ 166A-19.3(6) and 166A-19.3(19), exists in the State of North Carolina.

The emergency area, as defined in N.C. Gen. Stat. §§ 166A-19.3(7) and 166A-19.20(19), is the State of North Carolina (“the Emergency Area”).

Section 2.

I order all state and local government entities and agencies to cooperate in the implementation of the provisions of this declaration and the provisions of the North Carolina Emergency Operations Plan (“the Plan”).
Section 3.

I delegate to Erek A. Hooks, the Secretary of the North Carolina Department of Public Safety, or his designee, all power and authority granted to and required of me by Article 1A of Chapter 166A of the North Carolina General Statutes for the purpose of implementing the Plan and deploying the State Emergency Response Team to take the appropriate actions necessary to promote and secure the safety and protection of the populace in North Carolina.

Section 4.

Further, Secretary Hooks, as Chief Coordinating Officer for the State of North Carolina, shall exercise the powers prescribed in N.C. Gen. Stat. § 143D-602.

Section 5.

I further direct Secretary Hooks or his designee to seek assistance from any and all agencies of the United States Government as may be needed to meet the emergency and seek reimbursement for costs incurred by the State in responding to this emergency.

Section 6.

I hereby order that this declaration be: (1) distributed to the news media and other organizations calculated to bring its contents to the attention of the general public; (2) promptly filed with the Secretary of the North Carolina Department of Public Safety, the Secretary of State, and the superior court clerks in the counties to which it applies, unless the circumstances of the state of emergency would prevent or impede this; and (3) distributed to others as necessary to ensure proper implementation of this declaration.

Section 7.

This declaration does not prohibit or restrict lawfully possessed firearms or ammunition or impose any limitation on the consumption, transportation, sale or purchase of alcoholic beverages as provided in N.C. Gen. Stat. § 166A-19.30(e).

Section 8.


Section 9.

This declaration is effective immediately and shall remain in effect until rescinded.

IN WITNESS WHEREOF, I have hereunto signed my name and affixed the Great Seal of the State of North Carolina at the Capital in the City of Raleigh, this 7th day of September in the year of our Lord two thousand and eighteen.

[Signature]
Governor

ATTEST:

[Signature]
Rodney S. Maddox
Chief Deputy Secretary of State
Evacuation Routes

**Mandatory and Voluntary Evacuations**

**Fuel**

For anyone evacuating, here is a [link](#) to find gas stations near you that have fuel.

Download the App [HERE](#)

**Power Outages**

**Closings and Delays**

**HURRICANE FLORENCE, 2018**
Make a Plan - Does everyone in your family know what to do, where to go, and who to contact in an emergency? Make a family communication plan so everyone can be prepared. (Ready.gov)

Safe & Well  
Safe and Well - After a disaster, you can let your family and friends know that you're safe. You can register yourself as “safe and well” or search to find loved ones. (American Red Cross)
There may be multiple shelters opened through Red Cross for this event. (See list below). Additionally, staff can go to http://www.redcross.org/get-help/disaster-relief-and-recovery/find-an-open-shelter to see a map of where these are located. This link may be a helpful tool to Soldiers and Families if they have access to a smart phone and/or computer.

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Shelter information for Eastern N.C. due to Hurricane Florence

HURRICANE FLORENCE, 2018
If you are eligible for Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels or motels for a limited period of time. Costs covered are for the cost of the room and taxes, and any other expenses are not included. Search the list below of participating locations to see if they have availability in the area you have selected. Since room availability changes quickly, please call the hotel prior to travelling to be sure the hotel can accommodate your need.

FEMA Emergency Lodging Assistance Program

**Find a Participating Hotel**

**HomelessShelterDirectory**
Helping The Needy of America

[http://www.homelessshelterdirectory.org/]
Feeding America Food Banks that serve North Carolina

Feeding America food banks serve large areas and will be able to find a feeding program in your local community.

http://www.feedingamerica.org/

FAQs, FORMS, INFORMATION FOR UNEMPLOYMENT
Find Your Closest AER Location

AER Headquarters
2530 Crystal Drive
Suite 13161, 13th Floor
Arlington, VA 22202

If you have further questions about applying for AER assistance, please contact HQ AER at 1-866-878-6378.

Who is Eligible for Financial Assistance?

Call the American Red Cross Hero Care Center at 1-877-272-7337 (toll-free) if you are:

☐ An active duty service member
☐ A member of an activated National Guard or Reserve unit
☐ An immediate family member of a service member in the above two categories
☐ A military retiree or spouse/widow(er) of a retiree

Information to Have Ready

When calling the Red Cross, please provide as much of the following information about the service member as is known:

☐ Full legal name
☐ Rank/rating
☐ Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
☐ Social Security number
☐ Date of birth
☐ Military unit address
☐ Information about the deployed unit and home base unit (for deployed service members only)

PET & LIVESTOCK RESOURCES

HURRICANE FLORENCE, 2018
The best way to protect your family from the effects of a disaster is to have a disaster plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives.

If you evacuate your home, DO NOT LEAVE YOUR PETS BEHIND! Pets most likely cannot survive on their own; and if by some remote chance they do, you may not be able to find them when you return.

**LOCAL TRANSPORTATION INFORMATION**

http://www.apta.com/resources/links/unitedstates/Pages/NorthCarolinaTransitLinks.aspx

Use above link to locate all forms of public transportation in the state of North Carolina

**Traveler Information Management System**

https://tims.ncdot.gov/tims/

**Road Closings**

DOT Road Closure Information
THINGS TO KNOW ABOUT BEING PREPARED FOR A HURRICANE

1. Writing down your plan will ensure you don’t make mistakes when faced with an emergency.

2. Document all of your valuables and possessions with a camera or video camera well before the storm.

3. Gather all vital documents, like passports and medical records, and put them somewhere that you can quickly access.

4. Make planning and preparedness a family affair to ensure everyone knows what to do.

5. It does NOT matter how many hurricanes are forecast for this year. It only takes one storm.

For more Hurricane Safety information, visit: weather.gov/hurricanefieldsafety

VOLUNTEER / DONATION ASSISTANCE INFORMATION

HURRICANE FLORENCE, 2018
National VOAD members respond to disasters in the United States and around the world.

EVENT RELATED ASSISTANCE/INFORMATION

U-HAUL

U-Haul offering 30 days free self-storage for those in path of Florence

NORTH CAROLINA (26 locations):

U-Haul Moving & Storage of E. Asheville
387 Swannanoa River Road
Asheville, NC 28805
(828) 298-8551

U-Haul Moving & Storage of S. Asheville
3161 Sweeten Creek Road
Asheville, NC 28803
(828) 483-5707

U-Haul Moving & Storage of Boone
849 NC Hwy. 105 Bypass
Boone, NC 28607
(828) 297-1723

U-Haul Moving & Storage of Farm Pond
6216 Albemarle Road
Charlotte, NC 28212
(704) 535-0030

U-Haul Moving & Storage at Freedom Mall
1530 Ashley Road
Charlotte, NC 28208
(704) 399-2528

U-Haul at Independence Blvd. (U-Box containers only)
6601 E. Independence
Charlotte, NC 28212
(704) 536-7785
NORTH CAROLINA RESOURCE GUIDE

U-Haul Moving & Storage at Sharon Road
1400 Sharon Road W.
Charlotte, NC 28210
(704) 358-0010

U-Haul Moving & Storage at South Blvd.
5108 South Blvd.
Charlotte, NC 28217
(704) 525-5889

U-Haul Moving & Storage at Statesville Road
4124 Statesville Road
Charlotte, NC 28269
(704) 900-1311

U-Haul Moving & Storage of Uptown Charlotte
1224 N. Tryon St.
Charlotte, NC 28206
(704) 379-1414

9136 Wilkinson Blvd.
Charlotte, NC 28214
(704) 392-0056

U-Haul Moving & Storage of Concord
855 Concord Parkway S.
Concord, NC 28027
(980) 248-2308

U-Haul Moving & Storage of Lake Norman
19116 Statesville Road
Cornelius, NC 28031
(704) 892-8885

U-Haul Moving & Storage of Safe Harbor
9208 Westmoreland Road
Cornelius, NC 28031
(704) 655-8312

U-Haul Moving & Storage at Bragg Blvd.
5400 Bragg Blvd.
Fayetteville, NC 28303
(910) 864-2797

U-Haul Moving & Storage of Fayetteville at Coliseum
2346 Gillespie St.
Fayetteville, NC 28306
(910) 223-1556

HURRICANE FLORENCE, 2018
NORTH CAROLINA RESOURCE GUIDE

U-Haul Moving & Storage of Gastonia
3919 E. Franklin Blvd.
Gastonia, NC 28056
(704) 824-5298

U-Haul Moving & Storage of Piedmont Triad Airport
7203 W. Friendly Ave.
Greensboro, NC 27410
(336) 790-8654

U-Haul Moving & Storage of Hendersonville
1500 Airport Road
Hendersonville, NC 28793
(828) 233-5017

U-Haul Moving & Storage of Downtown Hickory
542 Main Ave. SE
Hickory, NC 28602
(828) 256-0209

U-Haul Moving & Storage of West Hickory
331 U.S. Hwy. 70 SW, Suite #101
Hickory, NC 28602
(828) 358-3669

U-Haul Moving & Storage of New River
425 S. Marine Blvd.
Jacksonville, NC 28540
(910) 455-2717

U-Haul Moving & Storage of Mooresville
304 W. Plaza Drive
Mooresville, NC 28117
(704) 663-6267

U-Haul Moving & Storage of Ballantyne
13401 Lancaster Hwy.
Pineville, NC 28134
(704) 541-7999

U-Haul Moving & Storage of Sanford
2701 S. Horner Blvd.
Sanford, NC 27330
(919) 842-3309

U-Haul Moving & Storage of Thomasville
1020 Randolph St.
Thomasville, NC 27360
(336) 481-0348
Postal

https://about.usps.com/news/service-alerts/

Service Alerts

Last updated Sept. 12, 2018, 5 p.m. ET

**North Carolina**

**Mid-Carolinans**

Due to Hurricane Florence, effective immediately, Priority Mail Express and live animals are not being accepted for the following 3-digit ZIP Codes:

- 283
- 284
- 285

All collection boxes are out of service for the following 3-digit ZIP Codes:

- 283
- 284
- 285

The following Post Offices are closed (no retail services or delivery):

- Cherry Point-Havelock, 28533
- Havelock, 28532
- Holden Beach, 28462
- Jacksonville-Camp Lejeune, 28547

**Greensboro**

Due to impacts from Hurricane Florence, Priority Mail Express is not being accepted for ZIP Codes 278 and 279. The following Post Offices will not be open (no retail service or delivery) on Sept. 13:

- Aurora, 27806
- Avon, 27915
- Bath, 27808
- Belhaven, 27810
- Blounts Creek, 27814
- Buxton, 27920
- Chocowinity, 27817
- Corolla, 27927
NORTH CAROLINA RESOURCE GUIDE

- Edward, 27821
- Farmville, 27828
- Frisco, 27936
- Grimesland, 27837
- Hatteras, 27943
- Jamesville, 27846
- Kill Devil Hills, 27948
- Kitty Hawk, 27949
- Manns Harbor, 27953
- Manteo, 27953
- Nags Head, 27959
- Pantego, 27860
- Pinetown, 27865
- Rodanthe, 27968
- Simpson, 27879
- Wanchese, 27981
- Washington, 27889

**Outer Banks area**

Priority Mail Express and Marketing Mail will be temporarily embargoed beginning at 8 a.m. on Tuesday, Sept. 11 for the following offices:

- Rodanthe, 27968
- Rodanthe, 27972
- Rodanthe, 27982
- Avon, 27915
- Frisco, 27936
- Buxton, 27920
- Hatteras, 27943

**Mental Health Services**

1-800-662-4357 (HELP)

SAMHSA’s National Helpline

SAMHSA’s National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.
### NORTH CAROLINA RESOURCE GUIDE

<table>
<thead>
<tr>
<th><strong>1-800-985-5990</strong> Disaster Distress Helpline</th>
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</thead>
<tbody>
<tr>
<td>SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.</td>
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</tbody>
</table>

### Mental Health Care

Mental health problems can affect your thoughts, mood and behavior. Learn about TRICARE's mental health coverage.
- Getting Mental Health Care
- Covered Treatments
- Programs and Resources

### Veterans Crisis Line

If you or a family member needs help, call a crisis hotline now!

### Give An Hour

Give an Hour is a national nonprofit organization with a large network of mental health professionals who offer no cost mental health counseling to those in need. info@giveanhour.org

### Crisis Text Line

Text SIGNS to 741741 for the Crisis Text Line

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**Internet / Phone Service / Wi-Fi Hotspots**

![AT&T]

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**HURRICANE FLORENCE, 2018**
Verizon to offer free calling, text and data for customers impacted by Hurricane Florence

Comcast has opened nearly 7,000 Xfinity WiFi hotspots ahead of Hurricane Florence, the company announced Tuesday.

The hotspots will be available to anyone who needs them, including non-Xfinity customers, for free until Monday, Sept. 17 at noon. For a map of the Xfinity WiFi hotspots go to www.Xfinity.com/wifi

Cable company Spectrum is offering “more than 5,000 WiFi hotspots” in areas of North Carolina and South Carolina, WRAL reported.

Spectrum was offering unlimited WiFi for its customers, but is making it available to “all wireless users,” in the Carolinas, per WRAL.

Read more here: https://www.thestate.com/news/weather/article218280870.html#storylink=cpy

REPLACE YOUR LOST DOCUMENTS

HURRICANE FLORENCE, 2018
NORTH CAROLINA RESOURCE GUIDE

Bank Checks, ATM/Debit Cards or Safe Deposit Boxes
Phone: 877-275-3342
Website: https://www.fdic.gov

Credit Cards-Contact the appropriate issuing institution:

American Express: 800-327-1267
https://www.americanexpress.com/us/content/help/lost-stolen-card.html

Discover: 800-347-2683
https://www.discover.com/credit-cards/help-center

MasterCard: 800-627-8372
https://www.mastercard.us/en-us/consumers/get-support.html

Visa: 800-847-2911
https://usa.visa.com/support/consumer/lost-stolen-card.html

Credit Reports: Equifax, Experian or TransUnion
Phone: 877-322-8228
Website: https://www.annualcreditreport.com/index.action

General: https://www.archives.gov/

Green Cards
Phone: 800-375-5283
Website: https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card

Identity Theft Resource Center Phone: 888-400-5530
Website: http://www.idtheftcenter.org Email: info@fightidentitytheft.com

Insurance Documents
Phone: Check with your insurance agent.
Website: http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html

Medical and Prescription Records
Call your doctor; medical and prescription records are tracked electronically.

Medicare Cards Phone: 800-772-1213
Website: https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708

Military Records Phone: 866-272-6272
Website: https://www.archives.gov/veterans/military-service-records

National Archives Records Phone: 866-272-6272

Passports Phone: 877-487-2778
Website: https://travel.state.gov/content/passports/en/passports/lost-stolen.html

Proof of Address/Residency
Contact your local utility company to obtain a recent bill.

HURRICANE FLORENCE, 2018
Real Estate and Property Records (Mortgage Documents, Deeds, etc.)
Phone: Contact your agent.
Website: http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html

Social Security Cards Phone: 800-772-1213
Website: https://www.ssa.gov/ssnumber

Tax Returns Phone: 800-829-1040
Website: https://www.irs.gov/uac/About-Form-4506T

U.S. Savings Bonds
Phone: 844-284-2676 (toll-free)
Website: https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

STATE RESOURCES:
MARRIAGE CERTIFICATE: 919-733-3000 http://vitalrecords.nc.gov/order.htm

NATIONAL RESOURCE LINKS / INFORMATION

Connecting you to valuable resources and programs you need

SERVICE PROVIDER NETWORK

HURRICANE FLORENCE, 2018
Our mission is to provide 24/7 confidential, stigma free peer support by veterans to Active Duty, National Guard and Reserve service members, Veterans, Retirees, and their families/caregivers. Share lived experiences to create an environment of trust that demonstrates you are never alone, there is a caring, empathic voice ready to connect and follow up.

Food, Property and Shelter, Food Safety and Food Assistance, Crop and Livestock Loss, Community Recovery Resources.

Emergency Assistance for Livestock, Honey Bees, and Farm-raised Fish (ELAP)

Army Emergency Relief 1-866-878-6378

Disaster assistance applicants who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly. For those who use 711 or Video Relay Service (VRS), call 1-800-621-3362. The toll free numbers will operate from 7 a.m. to 10 p.m., seven days a week until further notice.

NTAS advisories – whether they be Alerts or Bulletins – encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect themselves from the threat as well as help detect or prevent an attack before it happens. Individuals should review the information contained in the Alert or Bulletin, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.

The Disaster Assistance Improvement Program’s (DAIP) mission is to provide disaster survivors with information,

Aunt Bertha
Find food, health, housing, job training programs and more, anywhere.

1-800-RED-CROSS

HURRICANE FLORENCE, 2018
Family Programs provides services to Soldiers, Family members, command teams and civilians throughout the geographically dispersed Army Reserve community. That resource is Fort Family Outreach and Support Center, or simply “Fort Family.” It’s available as a crucial component in the suite of programs and services established by the Army Reserve Family Programs. We Inspire and Empower
MOBILE APPS

EMERGENCY: This all-inclusive app lets you monitor more than 35 different severe weather and emergency alerts, to help keep you and your loved ones safe. [iTUNES](#)  [GOOGLE](#)

Hero Care by American Red Cross: Hero Care by the American Red Cross is a complete solution for members of the military, veterans, and their families to prepare for, cope with and respond to the challenges of military service. [iTUNES](#)  [GOOGLE](#)

First Aid: Get instant access to information on handling the most common first aid emergencies. [iTUNES](#)  [GOOGLE](#)

Pet First Aid: Be prepared to help your furry friends with veterinary advice for everyday emergencies. [iTUNES](#)  [GOOGLE](#)

Disaster Alert: (by Pacific Disaster Center) is a free download providing mobile access to multi-hazard monitoring of and early warning for “Active Hazards” around the globe. Additional information and reports about hazards can be viewed and shared. [iTUNES](#)  [GOOGLE](#)

ReUnite: ReUnite® is a post-disaster family reunification app that enables users to report and search for missing or found person information on U.S. National Library of Medicine's PEOPLE LOCATOR® Web site, (http://pl.nlm.nih.gov).  [iTUNES](#)  [GOOGLE](#)

SirenGPS: SirenGPS solves the 911 location issue as part of a larger mission to create safer communities in a time when terrorists, natural disasters and infectious disease threaten us where we live, work and play. SirenGPS connects everyone in a community to first responders and allows first responders to communicate with each other, all on a single platform. It allows first responders to determine the precise location of 911 callers. [iTUNES](#)  [GOOGLE](#)

SAMHSA Disaster App: It’s easier than ever to provide support in the aftermath of disasters, and focus on what really matters—the people in need. SAMHSA Behavioral Health Disaster Response App, recipient of a Silver Web Health Award from the National Health Information Center, is designed for behavioral health professionals and provides access to evidenced-based mental health and substance use information, tools, and resources for use in the field. [iTUNES](#)  [GOOGLE](#)

FEMA App: Receive alerts from the National Weather Service for up to five locations. Get safety reminders, read tips to survive natural disasters, and customize your emergency checklist. Locate Open shelters and were to talk to FEMA in person (or on the phone). [iTUNES](#)  [GOOGLE](#)
Disaster Recovery Center Locator

Apply Online for FEMA Assistance or Apply/Check your status by phone 1-800-621-3362.

Crisis Counseling Assistance and Training Program Fact Sheet

The CCP supports short-term interventions that involve the counseling goals of assisting disaster survivors in understanding their current situation and reactions, mitigating stress, assisting survivors in reviewing their disaster recovery options, promoting the use or development of coping strategies, providing emotional support, and encouraging linkages with other individuals and agencies who may help survivors in their recovery process. This document gives a brief program overview of CCP.

Disaster Legal Services Fact Sheet

The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs. This fact sheet outlines when DLS can be provided and explains the general conditions and limitations of DLS.

Disaster Unemployment Assistance Fact Sheet

The purpose of Disaster Unemployment Assistance (DUA) is to provide unemployment benefits and re-employment services to individuals who have become unemployed as a result of a major disaster and who are not eligible for regular State unemployment insurance. This fact sheet outlines general information pertaining to the requirements and conditions under which an individual may be eligible for DUA.

Emergency Food and Shelter National Board Program

This fact sheet describes the Emergency Food and Shelter National Board Program.

Funeral Assistance Fact Sheet
This fact sheet describes the eligible costs associated with FEMA Funeral Assistance under the Individuals and Households Program (IHP).

**Assistance to Individuals and Households-Individuals and Households Program (IHP) Fact Sheet**

The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet the needs through other means. This fact sheet gives a brief introduction to the forms of help offered under the IHP.

**Disaster Case Management Guidance**

Final guidance document for Regional, State, Tribal, and local partners for developing a grant and implementing and administering disaster case management.

**National Emergency Family Registry and Locator System Fact Sheet**

The FEMA National Emergency Family Registry and Locator System (NEFRLS) may be activated following a Presidentially declared disaster at the request of an affected State to help reunite families that have become separated as a result of the disaster. Individuals and families can register online at www.fema.gov or www.disasterassistance.org or by phone at 1-800-588-9822 when the system is activated.

**Generator Reimbursement – Individuals and Households Program Fact Sheet**

Under the Other Needs Assistance provision of the Federal Emergency Management Agency’s (FEMA) Individuals and Households Program, and in conjunction with the State or Tribe, eligible applicants may be reimbursed for the purchase or rental of a generator required for medical purposes. Funds awarded for generator reimbursement are counted toward an applicant’s financial assistance limit, which is an annually adjusted amount based on the Consumer Price Index.

**Manufactured Housing Units (MHUs) – Individuals and Households Program Fact Sheet**

FEMA may provide direct assistance to eligible disaster survivors through either the Multi-family Lease & Repair Program, in which FEMA contracts with the property owner or landlord to repair multi-family rental units for use as temporary housing, or by providing Manufactured Housing Units (MHUs). This fact sheet outlines the use of MHUs.

**Cora Brown Fund Fact Sheet**

HURRICANE FLORENCE, 2018
The purpose of the Cora Brown Fund is to help provide for disaster-related needs that have not or will not be met by governmental agencies or any other organization, which has programs to address such needs. The Cora Brown Fund is for survivors of presidentially declared major disasters or emergencies not caused by or attributable to war. Disaster survivors do not apply for assistance from the fund; instead, they are identified and recommended by a FEMA Regional Director or his/her representatives, with assistance from other governmental agencies and voluntary disaster agencies.

Disaster Survivor Assistance Fact Sheet

The DSA mission is to build and sustain an expeditionary cadre that can establish a timely presence primarily focused on addressing the needs of disproportionately impacted populations and disaster survivors.

Child Care Assistance Fact Sheet

The Sandy Recovery Improvement Act of 2013 provides FEMA the specific authority to award Child Care Assistance through the Other Needs Assistance (ONA) provision of the Individuals and Households Program (IHP), to assist disaster survivors who have a disaster-caused financial burden for child care. FEMA may provide Child Care Assistance to address disaster-caused child care expenses for eligible households with:

- Children aged 13 and under; and/or
- Children aged 14 up to 18 with a disability, as defined by federal law, who need assistance caring for themselves.

Child Care Assistance is a form of financial assistance and funds are paid directly to eligible applicants. FEMA will award a one-time payment for the household’s increased financial burden for up to eight cumulative weeks of child care, plus any eligible expenses, or the maximum amount of assistance for Child Care Assistance, whichever is less. The maximum amount of Child Care Assistance is established by the state, territorial, or tribal government.

Disaster Recovery Centers Fact Sheet

A Disaster Recovery Center (DRC) is a fixed or mobile provisional facility set up by FEMA that provides a central location near disaster impacted areas where Federal, State, Tribal, and non-government organizations have recovery information, assistance, and services to disaster survivors. This facility offers disaster survivors a place to register with FEMA and obtain information and assistance on disaster relief resources available from Federal, State, and Tribal Nations and non-governmental organizations.
Group Flood Insurance Policy Fact Sheet

As part of the effort to reduce future expenses from floods, FEMA directly purchases Group Flood Insurance Policy (GFIP) certificates on behalf of applicants who are required to obtain and maintain flood insurance. The National Flood Insurance Reform Act (NFIRA) of 1994 requires FEMA applicants to obtain and maintain flood insurance after receiving Individuals and Households Program (IHP) real and/or personal property assistance, when the pre-disaster home is located in a Special Flood Hazard Area (SFHA); this is otherwise known as a flood insurance requirement. The GFIP is a policy that is established for each disaster declaration that results from flooding and authorizes the Individual Assistance program.

Mass Care/Emergency Services Reunification Service Fact Sheet

FEMA has the statutory requirement to facilitate the reunification of unaccompanied minors with their custodial parents/legal guardians, as well as the voluntary reunification of adults with their families, during declared emergencies or major disasters. Working collaboratively with whole community partners, FEMA Mass Care/Emergency Assistance (MC/EA) develops procedures, identifies best practices and provides resources to strengthen reunification services. MC/EA facilitates partner agreements and identifies and develops new resources and tools, including training and exercises, in support of state, local, tribal, and territorial (SLTT) governmental reunification planning and operations. FEMA coordinates deployment of national reunification resources, both human and material, to support state-led reunification task forces as well as field operations.

Assistance for Active Military and Civilian Personnel Fact Sheet

FEMA may provide assistance to active military and civilian personnel if it is not duplicated with assistance offered by the Department of Defense or other available resources.

Active duty military personnel stationed outside of the country can authorize a third party to be present for a FEMA inspection of disaster damage to their primary residence.

Individual Assistance Program Fact Sheet

When a local, state, territorial, or Indian Tribal Government determines that an incident exceeds their capabilities to respond, the mayor, governor or Indian Tribal Chief Executive must request a declaration from the President. The President may authorize Individual Assistance programs and services based upon whether the resulting damage and its effects are of such severity and magnitude as to be beyond the response capabilities of the state, affected local governments, and other potential recipients of supplementary Federal assistance.

HURRICANE FLORENCE, 2018
The Individual Assistance mission ensure disaster survivors have timely access to a full range of authorized programs and services to maximize recovery, through partnered coordination of local, state, territorial, and Indian Tribal governments, as well as other Federal Agencies, nongovernmental organizations and the private sector.