



# News Release

**FOR IMMEDIATE RELEASE**

Sept. 22, 2018

Public Information Office

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## State/FEMA Disaster Recovery Center Opens 7 Days a Week at DSS

FAYETTEVILLE, N.C. -- The State of North Carolina and FEMA have opened a Disaster Recovery Center at the Cumberland County Department of Social Services, 1225 Ramsey St., that will operate seven days a week. Hours are Monday through Saturday, 9 a.m. to 7 p.m., and Sunday, 9 a.m. to 1 p.m. The state said in a media release today that other centers will be opening soon in the affected areas.

The centers offer in-person support to individuals and businesses in the counties included in the North Carolina major disaster declaration for Hurricane Florence and the subsequent floods. Recovery specialists from FEMA, the U.S. Small Business Administration (SBA), the state and other interests will be at the centers to talk about assistance and to help anyone who needs guidance in filing an application.

Homeowners, renters and businesses should register for disaster assistance before visiting a recovery center by:

- Visiting [DisasterAssistance.gov](http://DisasterAssistance.gov).
- Calling **800-621-3362** (TTY: **800-462-7585**).
- Using the **FEMA app**, available for **Apple** and **Android** mobile devices at [fema.gov/mobile-app](http://fema.gov/mobile-app).
- Texting **DRC** and a **zip code** to **43362** (4FEMA). Standard message and data rates apply.

The following information is helpful when registering:

- Address of the location where the damage occurred (pre-disaster address).
- Current mailing address and telephone number.
- Insurance information.
- Total household annual income.
- Routing and account number for checking or savings account (this allows direct transfer of funds into a bank account).
- A description of disaster-caused damage and losses.

Federal disaster assistance is primarily available for those who have serious damage to their homes and businesses directly related to the storm, said FEMA spokesman John Mills. Individuals will not be able to apply for FEMA assistance in replacing food lost during the storm, he said.

The state has not announced when the Disaster Food and Nutrition Program, which covers residents who **do not** currently receive food stamp benefits, but who have experienced food damage and/or power outages because of Hurricane Florence, will begin. Once the date is set, the County will announce the information. If you have questions about Food and Nutrition benefits, call DSS at 910-323-1540.

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September 22, 2018  
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Media Contact: 256-454-3863

# News Release

## **State/FEMA Disaster Recovery Center Opens in Cumberland County**

**RALEIGH, N.C.** – The State of North Carolina and FEMA are opening a Disaster Recovery Center in Cumberland County in the city of Fayetteville. Other centers will be opening soon in the affected areas.

The centers offer in-person support to individuals and businesses in the counties included in the North Carolina major disaster declaration for Hurricane Florence and the subsequent floods.

Recovery specialists from FEMA, the U.S. Small Business Administration (SBA), the state and other interests will be at the centers to talk about assistance and to help anyone who needs guidance in filing an application. The new center is at this location:

**Cumberland County Social Services Dept.  
1225 Ramsey Street  
Fayetteville, NC 28301  
Hours: Monday through Saturday, 9 a.m. to 7 p.m. ET  
Sunday, 9 a.m. to 1 p.m. ET**

SBA disaster assistance employees are committed to helping businesses and residents rebuild as quickly as possible. They are available to answer questions about SBA's low-interest disaster loan program and help business owners and residents apply to the SBA.

The centers are accessible to people with disabilities. Centers have assistive technology equipment allowing disaster survivors to use amplified telephones, phones that display text, amplified listening devices for people with hearing loss, and magnifiers for people with vision loss. Video Remote Interpreting is available and in-person sign language is available by request. The centers also have accessible parking, ramps and restrooms.

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Disaster survivors can visit any center for assistance. Visit [www.fema.gov/DRC](https://www.fema.gov/DRC) to view other locations.

North Carolina homeowners, renters and business owners in **Beaufort, Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Harnett, Lenoir, Jones, New Hanover, Onslow, Pamlico, Pender, Robison, Sampson, and Wayne** counties may apply for disaster assistance for uninsured and underinsured damage and losses resulting from Hurricane Florence.

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*FEMA's mission: Helping people before, during and after disasters.*

*The NC 211 statewide information line can provide callers with nearby shelter, housing and other storm-related details.*

*Dial 2-1-1 or 888-892-1162 (TTY), or text Florence to 898211. The information line is staffed around the clock to connect North Carolinians to storm resources.*