



# Intergovernmental Affairs Advisory

## Matthew Recovery

### Key Messages

- Eight **Disaster Recovery Centers (DRCs)** in Matthew-affected communities **will remain open on Veterans Day, Friday, Nov. 11, 2016.**
  - At DRCs, survivors of Hurricane Hermine can meet face-to-face with representatives from FEMA, the State of Florida, the U.S. Small Business Administration (SBA), voluntary agencies and other organizations.
- A DRC will be available in **St. Johns County** at the **Willie Galimore Community Center, 399 Riberia Street, St. Augustine, FL 32084** from **9 a.m. to 6 p.m.** on the following days:
  - **Friday, Nov. 11**
  - **Saturday, Nov. 12**
  - **Monday, Nov. 14**
  - **Tuesday, Nov. 15**
- The DRC at Indian River State College, Brackett Library, 6155 College Lane, Vero Beach, FL 32966 (**Indian River County**) will **permanently close at 6 p.m. today.**
  - Disaster survivors can visit any open DRC, even if they live in another county. Many services available at DRCs are also available by calling the FEMA helpline at **800-621-3362.**
  - Survivors with questions regarding the application or appeals process, or who need to register for assistance, may also visit online at [DisasterAssistance.gov](http://DisasterAssistance.gov).
  - FEMA and the state closely monitor traffic at all DRCs. When visits to a particular DRC are low or slows down, it indicates that the information needs in that community have been met.
- FEMA specialists will be available to answer questions and provide tips on how to reduce disaster related damages at **The Home Depot, located at Volusia Square Mall, 2455 W. International Speedway Blvd., Daytona Beach, FL 32114** on:
  - **Thursday, Nov. 10 from 7 a.m. to 6 p.m.**
  - **Friday, Nov. 11 from 7 a.m. to 6 p.m.**
  - **Saturday, Nov. 12 from 8 a.m. to 1 p.m.**
  - **Sunday, Nov. 13 from 8 a.m. to 1 p.m.**
  - **Monday, Nov. 14 from 7 a.m. to 5 p.m.**
  - **Tuesday, Nov. 15 from 7 a.m. to 5 p.m.**

- Residents rebuilding from Hurricane Matthew can call **800-621-3362** for information on the risks, costs and benefits of flood insurance. After choosing the language option, press **2** to speak with a flood insurance specialist.
- FEMA's Individual Assistance program is one of several sources of funding to help disaster survivors supplement insurance claims or fill unmet needs.
  - The maximum amount of assistance FEMA can legally provide is limited.
  - IA provides financial help to survivors with disaster-related expenses and serious needs who are unable to meet those needs through other means.

### **Disaster Recovery Centers (DRCs)**

- Survivors of Hurricane Matthew can meet face-to-face with representatives from FEMA, the State of Florida, the U.S. Small Business Administration (SBA), voluntary agencies and other organizations by visiting a **Disaster Recovery Center (DRC)** in their area.
  - You can visit any of the open DRCs for assistance, even if you live in another county.
  - Residents can find the exact location of their nearest DRC on FEMA's Disaster Recovery Center Locator: [asd.fema.gov/inter/locator/home.htm](http://asd.fema.gov/inter/locator/home.htm)
- **The following DRCs are open Monday–Saturday, 9 a.m. to 6 p.m. (closed on Sundays):**
  - **Brevard:** Harry T. Moore Social Service Center, 725 South DeLeon Ave., Titusville, FL 32780
  - **Duval:** Prime F. Osborn III Convention Center, 1000 Water St., Jacksonville, FL 32204
  - **Flagler:** Flagler County Public Library, 2500 Palm Coast Pkwy NW, Palm Coast, FL 32137
  - **Nassau (mobile):** Peck Center parking lot, 516 South 10th Street, Fernandina Beach, FL 32034
  - **Putnam:** Putnam County Fairground, Building 1 – Expo Hall, 118 Fairgrounds Rd., East Palatka, FL 32131
  - **St. Johns:** Wind Mitigation Building, 3111 Agriculture Center Drive, St. Augustine, FL 32092
  - **St. Johns (mobile):** Willie Galimore Community Center, 399 Riberia Street, St. Augustine, FL 32084 [**permanently closes on Tuesday, Nov. 15 at 6 p.m.**]
  - **Seminole (mobile):** Museum of Seminole County History (adjacent parking lot), 300 Bush Blvd, Sanford, FL 32773
  - **Volusia:** Florida Dept. of Health, 1845 Holsonback Drive (WIC/Conference Center Entrance), Daytona Beach, FL 32117
- **The following DRC will permanently close today, Nov. 10, 2016, at 6 p.m.:**
  - Indian River State College, Brackett Library, 6155 College Lane, Vero Beach, FL 32966

### **Registering for Assistance**

- FEMA Individual Assistance (IA) has been approved for nine counties in northeastern/central Florida: **Brevard, Duval, Flagler, Indian River, Nassau, Putnam, Seminole, St. Johns and Volusia**. The registration deadline is **Friday, Dec. 16, 2016**.
- Homeowners, renters and business owners in these counties may apply for federal disaster assistance for their **uninsured or underinsured** damages that were a result of Hurricane Matthew. There are **three ways to apply**:
  - Online at [DisasterAssistance.gov](http://DisasterAssistance.gov)
  - On the [FEMA Mobile App](#)

- Calling **800-621-3362 (621-FEMA)** between 7 a.m. and 10 p.m., seven days a week until further notice. Applicants who use 711 or Video Relay Service/VRS may also call **800-621-3362**. People who are deaf, hard of hearing or have a speech disability and a TTY may call **800-462-7585**. Multilingual operators are available (press **2** for Spanish).
- Keep your contact details current and notify FEMA immediately of any changes.
- U.S. Small Business Administration (SBA) low-interest disaster loans are the primary source of federal assistance to rebuild disaster-damaged private property. SBA offers low-interest disaster loans to homeowners, renters, businesses of all sizes, and certain private nonprofit organizations.

### **Business Recovery Centers (BRCs)**

- Customer Service Representatives from the U.S. Small Business Administration (SBA) are now available to assist businesses and nonprofit organizations affected by Hurricane Matthew at the following **Business Recovery Centers**:
  - **St. Johns County**: St. Johns County Chamber of Commerce, 1 News Place, Suite C, St. Augustine, FL 32086 (open Monday through Friday, 9 a.m. to 5 p.m.)
  - **Volusia County**: Florida Dept. of Health, 1845 Holsonback Drive, Daytona Beach, FL 32117 (open Monday through Friday, 9 a.m. to 6 p.m.)

### **Flood Insurance**

- If you have a **National Flood Insurance Program (NFIP)** policy and sustained damages from Hurricane Matthew, *promptly* file a “Notice of Flood Loss” with your flood insurance company. Policyholders with a flood loss are also required to submit a “Proof of Loss” ([fema.gov/media-library/assets/documents/9343](http://fema.gov/media-library/assets/documents/9343)) directly to the flood insurance company within 60 days after the date of the flood loss.

### **Disaster Legal Assistance**

- Low-income survivors in counties designated for Individual Assistance may be eligible for **free disaster legal assistance**. The legal assistance hotline at **866-550-2929** is available **24 hours a day, seven days a week**.
- Those who qualify for assistance will be matched with Florida lawyers who have volunteered to provide free, limited legal help. The service is a partnership between The Florida Bar, The Florida Bar Young Lawyers Division and FEMA.

### **Disaster Unemployment Assistance (DUA)**

- Disaster Unemployment Assistance (DUA) is available for residents in certain counties who lost their jobs as a direct result of Hurricane Matthew and who do not qualify for regular reemployment assistance benefits.
- Disaster Unemployment Assistance (DUA) may cover self-employed individuals, owners of farms and ranches, farm and ranch workers, as well as fishers and others not normally covered by state reemployment assistance benefits.
- Eligible applicants in the following counties must apply for DUA by the following deadlines:
  - **Flagler, Putnam, St. Johns and Volusia: Nov. 18, 2016**
  - **Brevard and Indian River: Nov. 21, 2016**
  - **Duval: Nov. 23, 2016**

### Tax Relief

- Storm survivors in designated counties have until March 15, 2017, to file certain individual and business tax returns and make certain tax payments with the Internal Revenue Service. This includes an additional filing extension for those with valid extensions that ran out at midnight Oct. 17, 2016.
- Taxpayers in counties added later to the disaster area will automatically receive the same filing and payment relief.
- Details on available tax relief can be found on the [disaster relief](#) page on IRS.gov.

### Determination Letters

- If you receive a letter from FEMA, please read it carefully and respond if necessary. Sometimes FEMA just needs extra documents to process the application. Examples of missing documentation may include an insurance settlement letter, proof of residence, proof of ownership of the damaged property or proof that the damaged property was your primary residence at the time of the disaster.
- You may appeal any determination provided by FEMA in writing regarding Individual Assistance. Call the FEMA helpline at **800-621-3362** or (TTY) **800-462-7585** for any questions on the appeal review process and to review your file. Multilingual operators are available.

### Individual Assistance

- **Individual Assistance Registrations**
  - **35,874** individuals and families in the nine designated counties have registered as of **COB, Nov. 9, 2016** (including non-designated counties, total registrations have reached **38,113**)
  - Registering with any other agency *does not* register a survivor with FEMA.
- **Individual Assistance as of COB Nov. 9, 2016**
  - Total approved: nearly **\$14.8 million**
    - Housing Assistance: more than **\$12.8 million**
    - Other Needs Assistance: nearly **\$2 million**
  - Applications approved: **5,123** households
- **Inspections as of COB Nov. 9, 2016:**
  - **33** inspectors in the field. Their work – assessing damaged property – helps survivors who have registered for assistance start the recovery process.
  - **18,037** inspection orders have been issued.
  - **17,677** inspections have been completed (**98** percent).
- **U.S. Small Business Administration (SBA) loan activity as of COB on Nov. 9, 2016**
  - **23,048** FEMA registrations referred
  - **1,803** applications received
  - **508** loans approved
  - Dollars approved: nearly **\$18.7 million**

### National Flood Insurance Program (NFIP)

- As of **COB on Nov. 9, 2016**, the National Flood Insurance Program (NFIP) has received **5,032** claims and approved more than **\$26.2 million** for Hurricane Matthew in the State of Florida. Nearly **\$18.4 million** has been disbursed in advanced payments.

### Disaster Survivor Assistance (DSA)

- **Matthew Activity as of COB Nov. 9, 2016:**
  - **16,996** total homes visited
  - **8,119** total survivor interactions
  - **796** survivor registrations

### Applicant Briefing Schedule

- The following Public Assistance Applicant Briefings are being held at the following locations **today, Nov. 10, 2016:**
  - 77150 Citizens Circle, Yulee, FL 32097 (**Nassau County**) at 9 a.m.
  - 945B North Temple Avenue, Stark, FL 32091 (**Bradford County**) at 2 p.m.

### Hazard Mitigation Grant Program

- All areas in the State of Florida are eligible to apply for assistance under the Hazard Mitigation Grant Program.

### U.S. Small Business Administration (SBA)

- The following Florida counties are eligible for both Physical and Economic Injury Disaster Loans from SBA: **Brevard, Duval, Flagler, Indian River, Nassau, Putnam, Seminole, St. Johns** and **Volusia**.
- Small businesses and most private nonprofit organizations in the following Florida counties are eligible to apply only for SBA Economic Injury Disaster Loans: **Alachua, Bradford, Clay, Lake, Marion, Okeechobee, Orange, Osceola** and **Saint Lucie**.
- Second to insurance, SBA low-interest disaster loans are the primary source of federal assistance to rebuild disaster-damaged private property. SBA offers low-interest disaster loans to homeowners, renters, businesses of all sizes, and private nonprofit organizations.
- Businesses and private nonprofit organizations may borrow up to \$2 million to repair or replace disaster damaged or destroyed real estate, machinery and equipment, inventory, and other business assets.

### Debris Removal

- Individual property owners are responsible for debris removal from their private property.
- Check with your local government for information on curbside pickup and disposal.

### Declaration Timeline

- **Oct. 6, 2016** – President Obama issued an emergency declaration for 28 counties in Florida in anticipation of Hurricane Matthew’s impact, authorizing FEMA to provide direct support to the state in its efforts to prepare for, and to respond to, the incident. This assistance was for the counties of **Baker, Brevard, Broward, Citrus, Clay, Duval, Flagler, Glades, Hendry, Hernando, Highlands, Indian River, Lake, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Polk, Putnam, Seminole, St. Johns, St. Lucie,** and **Volusia**.
- **Oct. 8, 2016** – The president issued a major disaster declaration for Hurricane Matthew in the State of Florida which covers Public Assistance (Categories A and B) in eight counties: **Brevard, Duval, Flagler, Indian River, Nassau, St. Johns, St. Lucie** and **Volusia**.
- **Oct. 17, 2016** – Four counties were designated for Individual Assistance – **Flagler, Putnam, St. Johns** and **Volusia**.

- **Oct. 19, 2016** – Two additional counties added for Individual Assistance – **Brevard and Indian River**.
- **Oct. 24, 2016** – **Duval County** approved for Individual Assistance. **Indian River, Putnam, St. Johns, Volusia** and **Nassau** counties were designated for PA permanent repair and replacement [Categories C-G]. **Clay** and **Martin** counties were designated for Public Assistance [Categories A-G], including direct federal assistance.
- **Oct. 25, 2016** – **Nassau** and **Seminole** counties approved for Individual Assistance. **Brevard, Duval, Flagler** and **St. Lucie** counties were designated for PA permanent repair and replacement [Categories C-G]. **Palm Beach County** was designated for Public Assistance [Categories A-G], including direct federal assistance.
- **Oct. 27, 2016** - **Bradford, Lake** and **Seminole** counties designated for Public Assistance [Categories A-G], including direct federal assistance.
- **Nov. 4, 2016** - **Broward, Orange** and **Osceola** counties designated for Public Assistance [Categories A-G], including direct federal assistance.

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*[Download the FEMA App](#) to locate and get directions to open shelters across the state, and receive weather alerts from the National Weather Service for up to five different locations anywhere in the United States.*

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