

Disaster Relief Resources: Responding to Hurricane Matthew

Hurricane Matthew's flooding rains have wreaked havoc on communities across eastern North Carolina. In Lumberton, 1,500 people were stranded by the flooded Lumber River. In Fayetteville, more than 700 people have been rescued from rising water. Across the region—in Goldsboro, Princeville, Kinston, Greenville, and so many more towns and neighborhoods—families have been left homeless, businesses have been destroyed, schools have been closed, and water is not safe to drink.

This disaster has impacted many of us and our clients. Social workers should take a lead role in helping those who have been affected. In 2003, the National Association of Social Workers (NASW) released a statement identifying social workers as “uniquely suited to interpret the disaster context, to advocate for effective services, and to provide leadership in essential collaborations among institutions and organizations.” NASW-NC has compiled resources for your community and clients to aid in this time of crisis.

MENTAL HEALTH RESOURCES

- ❖ Manage flood-related distress by building resilience:
www.apa.org/helpcenter/flood-distress.aspx
- ❖ Strengthening Your Emotional Well-Being Ahead of the Flood:
www.apa.org/helpcenter/flood-preparation.aspx
- ❖ Managing traumatic stress: After the hurricanes:
www.apa.org/helpcenter/hurricane-stress.aspx
- ❖ Managing traumatic stress: Dealing with the hurricanes from afar:
www.apa.org/helpcenter/hurricane-afar.aspx
- ❖ Recovering emotionally from disaster:
www.apa.org/helpcenter/recovering-disasters.aspx
- ❖ Tornadoes, hurricanes and children:
www.apa.org/helpcenter/tornadoes-kids.aspx

Crisis Lines:

- **Eastpointe LME Crisis Line: 800-913-6109**
 - Serves the following counties: Bladen, Columbus, Duplin, Edgecombe, Greene, Lenoir, Nash, Robeson, Sampson, Scotland, Wayne & Wilson
- **Trillium LME Crisis Line: 877-685-2415**
 - Serves the following counties: Brunswick, Carteret, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, & Washington
- **Alliance LME Crisis Line: 800-510-9132**
 - Serves the following counties: Cumberland, Johnston, Wake & Durham

RESOURCES FOR VETERANS

- Veterans impacted by Hurricane Matthew may call the VA Emergency Hotline at [\(800\) 507-4571](tel:8005074571)
- Look for the latest on closings, mobile units, and more: <http://www.fayettevillenc.va.gov/>

NATIONAL RESOURCES

Apply for FEMA AID: Have this information ready when you apply:

- Social Security Number
- Address of the damaged home or apartment
- Description of the damage
- Information about Insurance Coverage
- Telephone Number
- Mailing Address
- Bank account and routing numbers for direct deposit of funds

WEB: www.disasterassistance.gov

PHONE: 800-621-3362 (711/Video Relay Services)

TTY: 800-462-7585

Disaster Supplemental Nutritional Assistance Program (D-SNAP) can quickly offer short-term food assistance benefits to families suffering in the wake of a disaster.

- Eligible households can receive one month's benefits equivalent to what they would normally receive based on household size.
- Households **not normally eligible for SNAP may qualify for D-SNAP** as a result of their disaster related expenses, such as loss of income, damage to property, relocation expenses, and in some cases, loss of food due to power outages.
- D-SNAP is issued within 72 hours.

Call: 1-866-719-0141

[Disaster Unemployment Benefits](#)

The **Disaster Unemployment Assistance (DUA)** program provides unemployment benefits to individuals who have become unemployed as a direct result of a presidentially declared major disaster.

- North Carolina has been declared in major disaster.
- In order to qualify: your employment or self-employment must have been lost or interrupted as a direct result of a major disaster, including if the individual:
 - Is no longer employed
 - Is unable to reach their place of work
 - Cannot work due to damage to the place of work
 - Becomes the head of the household and is seeking work because former head of household died as a result of the disaster
 - Cannot work because of a disaster-incurred injury

- You must have been determined not eligible for regular unemployment insurance benefits (under any state or Federal law).

The following counties have been declared eligible:

Beaufort Co.	Cumberland Co.	Harnett Co	Jones Co.	Robeson Co.
Bertie Co.	Dare Co.	Hoke Co.	Lenoir Co.	Sampson Co.
Bladen Co.	Edgecombe Co.	Hyde Co.	Nash Co.	Wayne Co.
Columbus Co.	Greene Co.	Johnston Co.	Pitt Co.	Wilson Co.

Application: Individuals who would like to apply for the assistance will first need to file for regular unemployment insurance. If they are denied those benefits, or have exhausted those benefits, a DUA claim may then be filed.

DID YOU KNOW? USAA members can make contributions that will help members or others impacted by disasters! You can report food spoilage claims due to widespread power outages. [Report a claim online](#) or by using the **USAA Mobile app** or call **1-800-531-8722**.

Helping Children Cope with Disaster

Trauma resources for children

- [National Child Traumatic Stress Network](#)
 - [Studies done after Hurricane Floyd](#)
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Resources for Older Americans and People with Disabilities:

Resources for those who experience increased vulnerability during periods of time without food, water, shelter, and adequate rest

- http://www.acl.gov/Get_Help/Preparedness/Index.aspx
-

NC Disaster Response Network:

NASW-NC is a founding member of this Network which seeks to provide behavioral health services and other forms of access to care after natural disasters.

- Join the NASW-NC Disaster Response PAN to stay updated on resources

Below are Apps and Helpline Numbers providing assistance & resources in the aftermath of a disaster.

HELPLINES:

- **SAMHSA Disaster Distress Helpline: 1-800-985-5990**

The Disaster Distress Helpline provides immediate counseling to anyone who may need help in dealing with the challenges associated with Hurricane Matthew along the East Coast of the

United States. The Helpline is a 24 hours-a-day, seven-days-a-week resource that responds to people who need crisis counseling after experiencing a natural or man-made disaster or tragedy.

Sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), the helpline immediately connects callers to trained and caring professionals from the closest crisis-counseling center in the nationwide network of centers. The helpline staff will provide confidential counseling, referrals, and other needed support services.

For more information: www.samhsa.gov/newsroom/press-announcements/201610051030

A toll-free **legal aid hotline** is now available for victims of Hurricane Matthew in North Carolina. Call 1-800-662-7407 and identify that you are seeking Hurricane Matthew related legal assistance. The hotline is available weekdays from 9:00 am to 4:00 pm.

Apps for Smart phones and/or Tablets *(Download in the App Store or Google Play)*

ReadyNC - provides information for disaster response in North Carolina. It includes locations of open shelters, flood levels in many locations, power outages, and other important information.

SAMHSA Behavioral Health Disaster Response App - for mental health professionals serving in disaster response. This app provides access to evidence-based mental health and substance abuse information, tools for clinicians and resources for use in the field. It also includes information specific to areas impacted by disaster.

PFA Mobile - a guide to providing Psychological First Aid in disaster response. Psychological First Aid is the strongest evidenced-supported approach to mental health intervention in the acute phases of disaster.

Insurance information:

- Contact www.NCHurriClaims.com if you've suffered storm damage or call the Department of Insurance at 855-408-1212
- Blue Cross Blue Shield has taken steps to make care more accessible, [visit](#) for more information:
 - Allows early prescription drug refills
 - Extends deadlines for claims submissions
 - Allows 30 day extension to pay premiums for members

The [North Carolina Community Foundation](#) has reactivated the Disaster Relief Fund to support nonprofits with programs that help hurricane and flood victims with rebuilding efforts and other issues that remain when first responders are gone. [Learn more and donate today.](#)

NC EMERGENCY MANAGEMENT AGENCIES

To learn more about the Emergency Management Agency in your area, you may click here and select your county.

<http://www.ncdps.gov/Emergency-Management/EM-Community/Directories>

Other important state resources available:

- Dial 211 to reach Governor McCrory's toll-free hotline for questions on Hurricane Matthew.
- Dial 911 if evacuation is needed and you are trapped in your home or in floodwaters.
- Dial 511 for road closure information from the NC Department of Transportation.

ROBESON COUNTY RESOURCES

The USO of NC is supporting 200 NC National Guardsmen of the 120th Infantry who are actively working in the Lumberton, NC area.

They are seeking donations of:

- ✓ large packages of baby wipes
- ✓ cases of water
- ✓ Gatorade or Propel

The armory does not have showers or basic needs as described above so the USO-NC is asking for your assistance.

Please contact bragg@uso-nc.org or call 910-495-1437, if you're able to drop off supplies at the Soldier Support Center on Fort Bragg.

CUMBERLAND COUNTY RESOURCES

Cumberland County government has assembled a great **severe weather resource** covering a number of different topic areas including where to find hot meals, trash removal, donations, volunteer, counseling services, etc:

http://www.co.cumberland.nc.us/emergency_mgmt/severe_weather.aspx

The Greater Fayetteville Chamber of Commerce is seeking volunteers for their Hurricane Matthew Disaster Assistance Hub to assist those affected by the storm with applying for FEMA assistance. Please call the Chamber at (910) 433-6770 if you're able to help.

Cumberland Community Foundation (CCF) has announced a \$50,000 match for gifts to its Giving Together Hurricane Matthew Relief Fund. The fund will support disaster relief and long term recovery in Cumberland County, NC following Hurricane Matthew.

100% of every gift received will be granted where needed most and the foundation will match the first \$50,000 in gifts received. Distributions will be awarded in collaboration with Cumberland Disaster Recovery Coalition to meet the greatest needs. Support will go to local charitable organizations serving those most affected by the hurricane in Cumberland County, which has been designated a federal state of emergency.

For more information, visit www.cumberlandcf.org or call (910) 483-4449

[Join a Disaster Relief Team](#)

- Manna Church on Cliffdale Road is providing free water, meals, and relief to those in need. They are also looking for volunteers to help with efforts.

Facebook Resources

- Resource crowd sourcing and volunteer opportunities in Fayetteville.
- Community Blueprint Fayetteville Facebook page:
<https://www.facebook.com/CommunityBlueprintFayetteville/>

HOW YOU CAN HELP

Recommendations for supportive organizations:

- ✓ Donate to the Central Eastern Food Bank of North Carolina's Virtual Food Drive.
- ✓ Donate to the Salvation Army, which provides food, shelter, and care to hurricane survivors and relief workers.
- ✓ Donate to the North Carolina Disaster Relief Fund, which is partnering with United Way of North Carolina to administer funds to hurricane victims.
- ✓ Volunteer to manage a shelter, deliver food, and answer phone calls with the Red Cross of Eastern North Carolina, or consider giving blood at a nearby Red Cross blood drive.
- ✓ As always you may find locally vetted resources on the Partnership for Children website: <https://ccpfc.org/business-directory/>
- ✓ Become a [Red Cross Volunteer](#)!

