



Attorney General

**Jeff Jackson**

**North Carolina Department of Justice  
Hurricane Helene FAQ  
Current as of January 27, 2025**

**I have questions about food, shelter, roadways, or need other general non-emergency information. Who can I call?**

- Call 211 for any non-emergency related questions.

**I need help with clean-up at my home. Are there resources that can help me?**

- FEMA is accepting applications for the Individual Assistance Program, which includes money for emergency housing at hotels, immediate recovery needs and more. Call 800-621-3362 or visit [DisasterAssistance.gov](https://www.disasterassistance.gov) for more information or to get started on an application.
  - o The deadline to file for FEMA Individual Assistance has been extended to Feb. 6, 2025.
  - o FEMA's helpline is available from 7 a.m. to 11 p.m. daily. The line is open daily, and help is available in multiple languages.
- Beware of scammers!
  - o Do not pay for work up front. Use a check or a credit card if possible.
  - o Beware of any contractor who tries to rush you or who comes to your home offering assistance.
  - o Report suspected scammers to local police and DOJ.
    - Visit [Hurricane Helene Response - NCDNJ](#) for more information on disaster repair.

**My home or community has damage. What is next?**

- Damage assessments are being scheduled with impacted communities and counties where damage to homes, structures, and public infrastructure.
- The US Small Business Administration has **resumed** offering loans for disaster assistance for homeowners, renters, nonprofits, and businesses. Visit [Hurricane Helene | U.S. Small Business Administration \(sba.gov\)](#) for more information.
  - o The filing deadline to return applications for physical property damage is Feb. 6, 2025. The deadline to return economic injury applications is June 30, 2025.
- Federal Disaster Recovery Centers provide survivors with information about cleanup programs. Visit [4827 | FEMA.gov](#) to locate a center near you.
- North Carolina Disaster Case Management Program (NC-DCM) is available to guide survivors through the recovery process. NC-DCM case managers are assigned to make a recovery plan that fits personalized needs, help find available resources, and work through challenges caused by the storm. You can learn more at [NC Disaster Case Management | NC DPS](#).
- The North Carolina Department of Health and Human Services' (DHHS) Low Income Household Energy Assistance Program (LIHEAP) began accepting applications from

the general public for the Low Income Energy Assistance Program (LIEAP) on Jan. 2. For the 25 counties that were heavily impacted by Hurricane Helene, additional Disaster Energy Assistance funding has been appropriated by the NC General Assembly to assist households with heating costs and repairs during the colder winter months.

- Households can apply for both LIEAP and the Disaster Energy Assistance funding [here](#).

### **I am a farmer whose agriculture and livestock were harmed. Who can I contact?**

- The N.C. Department of Agriculture and Consumer Services has activated its hotline to connect farmers with resources that can assist with damage and other agricultural emergencies related to the storm. The toll-free number is 1-866-645-9403. A live operator will be available on the hotline weekdays between 8 a.m. and 5 p.m.
- The N.C. Department of Agriculture and Consumer services has opened a hay and livestock assistance form to connect suppliers and those in need: [Hay and Livestock Assistance Form \(NCDA&CS\) | NC State Extension \(ncsu.edu\)](#)

### **My job has been affected by the storm? Are there resources that can help me?**

- The deadline to apply for Disaster Unemployment Assistance (DUA) has been extended to Feb. 6, 2025. To learn more and to apply, visit: [Disaster Unemployment Assistance | DES](#)
  - If you need help applying, call the dedicated DUA Hotline at 919-629-3857 between 8 a.m. to 5 p.m.
- Families looking for childcare can find assistance through the NC Child Care Hotline at 1-888-600-1685 from 8 a.m. to 5 p.m. on weekdays. It is run through DHHS and the Child Care Resource & Referral agencies to help families find childcare options for children up to 12 years old.
- Land of Sky Regional Council created a [map](#) of public Wi-Fi resources to help individuals who do not have working internet.

### **Questions about support for emotional distress related to the disaster?**

- Call or text 1-800-985-5990. This is a national hotline providing year-round disaster crisis counseling. This toll-free, multilingual, crisis support service is available 24/7.
- DHHS has launched the Hope4NC Helpline (1-855-587-3463) to provide free, 24/7 mental health support for first responders and volunteers working on our Hurricane Helene disaster response. It is help for the helpers.
- The Disability Disaster Hotline, 800-626-4959, provides information, referrals and guidance to people with disabilities and their families during disasters. Help is available 24/7.

### **I have specific skills and would like to volunteer to help. Where can I go?**

- If you have specific skills, you should connect with a VOAD partner with those needs. Here is a link to the NCVOAD members: <https://www.ncvoad.org/members/>.

### **I have a loved one who is incarcerated and am worried for their safety.**

- The North Carolina Department of Adult Corrections (DAC) has confirmed that all incarcerated populations are safe.
  - DAC has a Family and Friends Hotline for questions from loved ones of incarcerated persons 1-800-368-1985.
  - Visiting at all occupied prison facilities has returned to normal schedules and operations.
- Avery-Mitchell Correctional Institution remains vacant.

- This facility will be reoccupied once a new backup power generator is installed and operational.
- Locations of incarcerated persons appear on the [NCDAC Offender Public Information database](#) approximately 24 hours after relocation.

#### **Questions about misinformation.**

- North Carolina Emergency Management (NCME) and local officials are cautioning the public about false Helene reports and misinformation being shared on social media. NCME has launched a [fact versus rumor response webpage](#) to provide information in the wake of this storm. FEMA also has a [rumor response webpage](#).

#### **Questions about taxes for those affected by Helene.**

- The NC Department of Revenue (DOR) has published a tax notice granting relief from certain tax penalties: [Important Notice - Tax Relief Granted in The Disaster Recovery Act of 2024](#)
  - You can see DOR's FAQ [here](#) for more information on state tax relief.
- The IRS provided [guidance](#) to taxpayers on how to address disaster-related losses in their 2024 tax return, as well as providing guidance on how qualified disaster relief payments are generally excluded from gross income.
  - The IRS also has a special hotline specifically dedicated to taxpayers with disaster-related tax questions. Helene victims can call the agency's hotline at (866) 562-5227.

#### **Resources for veterans.**

- The VA has launched a new dedicated disaster relief webpage: [Disaster Help | Veterans Affairs \(va.gov\)](#) and a disaster relief hotline: 1 (800) 507-4571.
- For other questions, veterans can contact their local VA office: [Find VA Locations | Veterans Affairs](#).
- For 24/7 crisis counseling support for veterans and their families, call 988 then press 1 or text 838255.