



News Release

FOR IMMEDIATE RELEASE

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FEMA Disaster Recovery Center Open 7 Days a Week at DSS

FAYETTEVILLE, N.C. – Cumberland County residents who suffered losses and damage as a result of Hurricane Matthew can get information about state and federal assistance at a Disaster Recovery Center (DRC) open daily at the Cumberland County Department of Social Services, 1225 Ramsey St.

Hours are Monday through Saturday, 9 a.m. to 7 p.m., and Sunday, noon to 5 p.m.

Representatives from the Federal Emergency Management Agency (FEMA), North Carolina Emergency Management and the U.S. Small Business Administration are staffing the center. Survivors can get help applying for federal assistance, learn about the types of assistance available, gather information on the appeals process, and check for updates on their applications.

Disaster survivors may register the following ways:

- Online at DisasterAssistance.gov
- Call the FEMA Helpline at **800-621-3362**. Applicants who use **711** or Video Relay Service may also call **800-621-3362**. Persons who are deaf, hard of hearing or have a speech disability and use a **TTY** may call **800-462-7585**.
- Survivors requiring a reasonable accommodation (American Sign Language interpreting, Braille large print, etc.) while visiting a recovery center may call the appropriate Helpline number for support. The toll-free numbers are open from **7 a.m. to 11 p.m., seven days a week**. Help is available in most languages, and information on the registration process is available in ASL at <http://www.fema.gov/media-library/assets/videos/111546>.

FEMA grants do not have to be repaid. FEMA assistance is nontaxable and will not affect eligibility for Social Security, Medicaid or other federal benefits.

Survivors should register even if they have insurance. FEMA cannot duplicate insurance payments, but underinsured applicants may receive help after their claims have been settled.

Applications for Disaster Food and Nutrition Benefits are also being accepted at DSS through Wednesday, Oct. 26, from 8 a.m. to 5 p.m.

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