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FEMA

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Daily Fact Sheet

South Carolina April 12-13 Storms

Topline Messages

- Homeowners, renters and business owners in **Aiken, Colleton, Hampton, Marlboro, Oconee, Orangeburg** and **Pickens** counties who have uninsured and underinsured losses as a result of the April 12 – 13 storms and tornadoes may now apply for disaster assistance.
- If you have a homeowner's policy, file your insurance claim immediately before applying for disaster assistance. Get the process started quickly. The faster you file, the faster your recovery can begin.
- FEMA does not require an applicant to file with their insurance company prior to registration. While it's a good idea to take photos and videos of damage, it is not an agency requirement.
- **If you live in the designated counties and cannot return to your home, or you are unable to live in your home** because of disaster damage, visit [DisasterAssistance.gov](https://www.disasterassistance.gov), or call 800-621-3362 or TDD 800-462-7585 to determine if state, voluntary, and local organizations are in your community to address your immediate needs. The toll-free numbers will operate from 7 a.m. to 10 p.m. seven days a week until further notice. Multilingual operators are available, press 2 for Spanish
- You will need the following to apply for assistance:
 - Social Security number;
 - Daytime telephone number;
 - Current mailing address and address and zip code of the damaged property; and
 - Insurance information, if available.
 - Income information.
 - If you wish for direct deposit, FEMA will ask for your banking information.

- Although disaster assistance from the federal government cannot make you whole, it may help move your recovery forward by providing grants for basic repairs to make your home safe, sanitary and secure. Disaster assistance may also provide temporary help with a place for you and your family to stay while you build your own recovery plan.
- A list of recovery resources is available on the South Carolina Emergency Management Division website at scemd.org

After you register

- After you apply for federal disaster assistance, **it is important that FEMA be able to contact you.** Be aware that **phone calls from FEMA may appear to come from unidentified numbers** and make sure that FEMA has your current contact information.
- **You don't have to wait to start cleaning up.** It's a good idea to take photographs or video of the damage and keep all receipts for repair work.
- Applicants for FEMA assistance will receive a **letter from FEMA** by mail or email. It is important to read it carefully as it will include the amount of any assistance FEMA may provide to you and information on the appropriate use of disaster assistance funds. **You may need to submit additional information** for FEMA to continue to process your application.
 - Examples of missing documentation may include proof of insurance coverage, settlement of insurance claims, proof of identity, proof of occupancy, proof of ownership, or proof that the damaged property was your primary residence at the time of the disaster.
 - If you have questions about the letter, go online to DisasterAssistance.gov or call the FEMA Helpline at **800-621-3362** or **TDD 800-462-7585**.

Home Inspections and COVID-19

- If you reported that you cannot or may not be able to safely live in your home, it may be necessary for FEMA to perform an inspection of the damaged dwelling. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, all FEMA field operations are suspended, inspections will be conducted remotely, by phone.
- For remote inspections, FEMA inspectors will contact applicants by phone to answer questions about the type and extent of damage sustained. Remote inspections provide a

new way of evaluating damage; comparable to traditional, in-person inspections and expedites the delivery of recovery assistance to survivors based on their eligibility.

- Survivors with minimal damage who can live in their homes will not automatically be scheduled for a home inspection when applying to FEMA, however, they may request an inspection if they find significant disaster-caused damage afterwards.
- Remote inspections have no impact on the types of Other Needs Assistance available that do not require an inspection. This includes childcare, transportation, medical and dental, funeral expenses and moving and storage.
- If you have any questions, you can always contact the FEMA Helpline at 800-621-3362 (TDD 800- 462-7585). For TTY call 800-462-7585. If you use 711 or Video Relay Service (VRS) please call 800- 621-3362.

If you have questions about FEMA assistance:

- You can register, check the status of your application, ask questions about your determination letter and obtain other information by calling the Helpline at **800-621-3362** or **TDD 800-462-7585**.
- Survivors are also strongly encouraged to **set up a disaster account** with FEMA online.
 - Go to DisasterAssistance.gov.
 - Select “Apply Online” and follow instructions. You will be asked for your ZIP Code and connected to Tennessee disaster assistance.
 - A PIN will be sent to the email address on file. You can then log into your account.
 - Documents can be uploaded in the Upload Center.

U.S. Small Business Administration:

- Business owners, private nonprofit organizations, homeowners and renters may be eligible for low- interest disaster loans from the U.S. Small Business Administration to help recover from losses not covered by insurance, grants or other services.
 - Applicants can apply for a low-interest disaster loan online using SBA’s secure website at www.sba.gov/funding-programs/disaster-assistance.
 - Survivors can get more information on SBA disaster assistance. Call SBA’s Customer Service Center at **800-659-2955 (TTY 800-877-8339)**, visit sba.gov/funding-programs/disaster- assistance or email disastercustomerservice@sba.gov.

- After you apply for disaster assistance from FEMA, you may be referred to SBA. If you receive an SBA disaster loan application, you should fill it out and return it. If your application is approved, you are not obligated to accept an SBA loan. But failure to return the application may disqualify you from other possible FEMA assistance, such as disaster-related car repairs, clothing, household items and other expenses.

The South Carolina Emergency Management Division lists of resources for survivors including:

Volunteering and Donations

- If you want to get involved in response and recovery efforts, you should first connect with an established team. A list of reputable volunteer agencies is available at scemd.org.
- South Carolina officials ask that volunteers not to self-deploy because unexpected arrival in affected communities creates an additional burden for first responders and may fill lodging needed by survivors.
- The best way to help disaster survivors is by donating cash through trusted organizations. Trusted organizations will ensure your money goes to those in need.

Avoiding Scams

- While many people seek to help during times of disaster, unfortunately there is also an increased risk for scams and fraud Report suspected scams to the South Carolina Department of Consumer Affairs by calling 803-734-4200 or visiting consumer.sc.gov and clicking “Consumer Resources.”

Report Misconduct

- The South Carolina Department of Labor, Licensing and Regulation licenses many of the professionals who play a role in rebuilding, including contractors and home inspectors, among others. If you witness unlicensed activity or other potential violations of laws and rules involving licensees, visit www.llr.sc.gov to file a complaint.

Federal Disaster Declarations

- On May 1, 2020, President Donald J. Trump declared a Major Disaster for the state of South Carolina as a result of severe storms, tornadoes and straight-line winds that occurred on April 12-13, 2020.
- This declaration makes federal funding available to affected individuals in Aiken, Colleton, Hampton, Marlboro, Oconee, Orangeburg and Pickens counties. Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster.

- Federal funding is also available to the state and eligible local governments and certain private nonprofit organizations on a cost-sharing basis for emergency work in Aiken, Colleton, Hampton, Marlboro, Oconee, Orangeburg and Pickens counties.
- The state may request additional counties be added to the declaration as assessments continue.

Numbers

- Registrations: **696**
- FEMA Individuals and Households grants approved: **\$325,543** approved for homeowners and renters
 - Housing Assistance approved: **\$298,344** for **60** households
 - Other Needs Assistance approved: **\$27,299** for **nine** households
- FEMA inspectors: **8**
 - FEMA inspections completed: **87 (53.7 percent)**
- U.S. Small Business Administration
 - Applications Received: **24**
 - Applications Approved: **0**

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