



Hurricane Matthew Response & Recovery Efforts

Department of Health and Human Services

November 29, 2016



Hurricane Matthew

Landfall southeast of McClellanville, SC
around 11:00am, Saturday 10/8/16

Reached eastern NC on Saturday
afternoon and battered eastern and
central Carolina through Sunday, 10/9/16
with high winds and torrential rainfall

28 Reported storm related fatalities

Extensive power outages and widespread
flooding

Significant property damage and
economic impact

Large scale disruptions to normal
community functions, transportation and
services



North Carolina Emergency Operation Center (EOC)



DHHS / DSS State Emergency Response Team (SERT)

- ✓ Continuous On-site coverage at EOC Human Services Desk for the period of October 6th – November 16th, 2016
- ✓ Coordinated shelter activation and monitored shelter operations / census via NC SPARTA
- ✓ Worked closely with multiple state / county agencies and with service organizations such as the American Red Cross to ensure basic human needs of the general public were met
- ✓ Coordinated DHHS service activities for special population groups.
- ✓ Division of Deaf and Hard of Hearing Services provided **sign language and assistive technology services** to residents in Robeson and Wayne County Shelters

DHHS/DSS SERT Continued...

- ✓ Deployed DHHS Staff (*Division of Aging and Adult Services, Division of Social Services, and Division of Child Development Early Education*) to counties to **support shelter operations, provide case management and housing transition from shelters**
- ✓ Deployed DHHS/DSS Staff to **partner with FEMA** to interview residents who have suffered damage or loss





Sheltering

Shared Responsibility between the Division of Social Services and the American Red Cross

- **4,100** people sought refuge in **109** shelters that were opened in **53** counties
- Reported highest shelter population of 3,978 statewide on October 11, 2016
- The last shelter closed in Robeson County on November 15, 2016 at 12 noon

Presidential Declaration Individual Assistance (IA) Designation

Under the Stafford Act: All requests for a declaration by the US President that a major disaster exists shall be made by the Governor of the affected State

Type of Assistance based on needs identified by the Governor and the needs identified during the joint Preliminary Disaster Assessment (PDA) conducted by FEMA:

- ❖ Public Assistance (PA)
- ❖ Individual Assistance (IA) – Critical Pre-requisite for Disaster-Supplemental Nutrition Assistance Program (D-SNAP) (*known as D-FNS in NC*)

Critical Data Thresholds:

- ❖ Power outage affecting 50% or more of households in county
- ❖ Flooding impacting 50% or more of County area

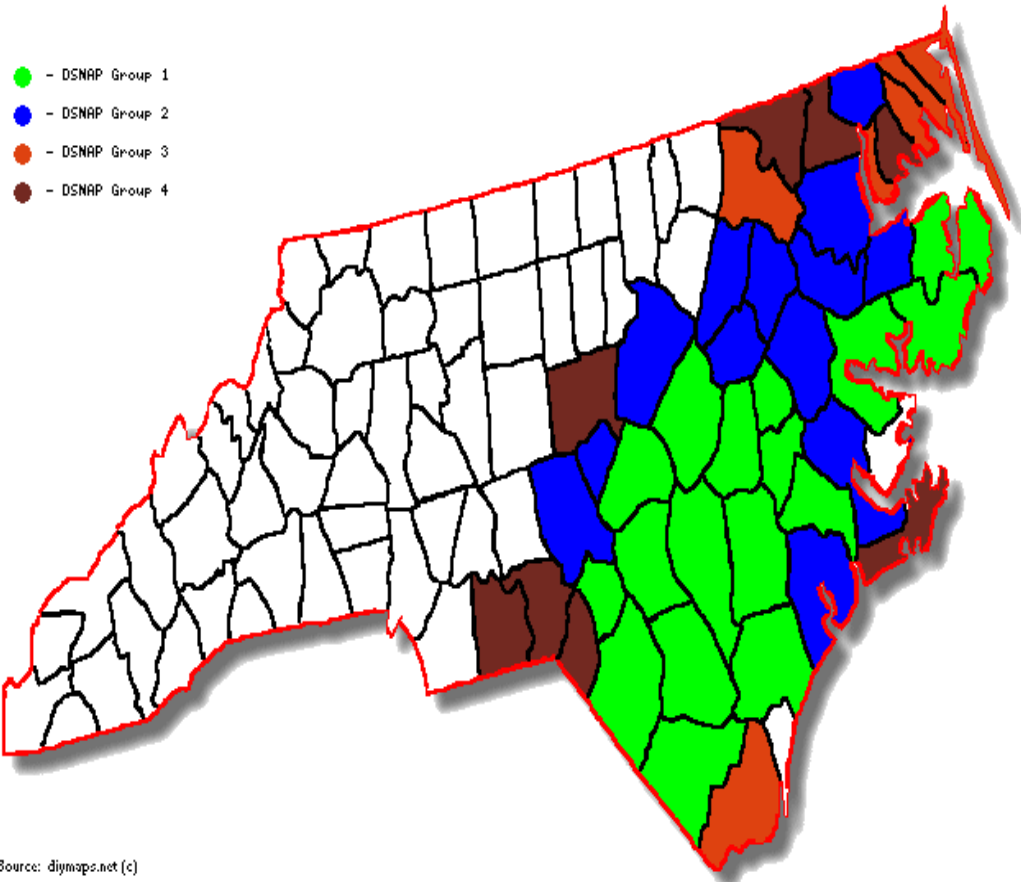


IA Counties 4 Rounds



45 counties were approved for Individual Assistance (IA):

Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chatham, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Harnett, Hertford, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Martin, Moore, Nash, Northampton, Onslow, Pasquotank, Pender, Perquimans, Pitt, Richmond, Robeson, Sampson, Scotland, Tyrrell, Wake, Washington, Wayne and Wilson.



Waiver Requests to USDA:

Suspend normal FNS program requirements

❖ **Hot Food Waiver** (*required stores open/food supply chain operational*).

Allows FNS recipients to purchase hot foods prepared for immediate consumption from an authorized Electronic Benefits Transfer (EBT) retailer.

Statewide implementation in effect up to 11/14/16. The Hot Food Waiver was extended by waiver request through 11/30/16 to assist individuals who remain in shelters and/or who have been placed in temporary housing.

❖ **Timely Household Reporting of Food Loss**

This waiver allows the State agency to extend the amount of time households have to report the loss of food purchased with SNAP benefits, beyond the 10 days. Manual replacements of benefits were completed based on signed affidavit by recipient.

❖ **Automatic Replacement Benefits** (for Food & Nutrition Services)

USDA allowed for an automatic replacement benefit for FNS recipients in counties with at least 50% power outage and/or household flooding. USDA approved automatic replacement of **50% of benefits for those impacted by flooding and 30% of benefits for those impacted by power outage.**

4 Rounds of D-FNS Implementation: 45 Counties

1st Round D-FNS program implementation: **18 IA designated counties** - Application period: Oct. 22-26

Beaufort, Bladen, Columbus, Cumberland, Dare, Duplin, Greene, Harnett, Hoke, Hyde, Lenoir, Johnston, Jones, Pender Sampson, Jones, Tyrrell, and Wayne,

2nd Round D-FNS program implementation: **13 IA designated counties** - Application period: Oct. 27-31

Bertie, Craven, Edgecombe, Gates, Lee, Martin, Moore, Nash, Onslow, Pitt, Wake, Washington and Wilson

3rd Round D-FNS program implementation: **6 IA designated counties** - Application period: Nov. 3-7

Brunswick, Camden, Chowan, Currituck, Halifax, and Pasquotank

4th Round D-FNS program implementation: **8 IA designated counties** - Application period: Nov. 9-10 and Nov. 14-16

Anson, Carteret, Chatham, Hertford, Northampton, Perquimans, Richmond and Scotland

D-FNS

(Disaster Food & Nutrition Services)



All D-FNS benefits placed on an **Electronic Benefits Transfer (EBT) card**

- Non-FNS program recipients may be eligible for D-FNS if they experienced disaster related expenses
- Assistance for a **one-month period only**
- Eligibility is based on available income / resources and documented statement of food loss (*Affidavit*)
- Some current FNS recipients received a supplement if their current FNS benefits are less than the monthly maximum. This supplement brings FNS benefits up to the maximum for the household size.
- This keeps benefits equal between current FNS program recipients and newly approved Disaster-FNS households.



D-FNS implemented in 45 IA designated counties:

- 119,868 D-FNS applications taken
- 98,580 households **(82%)** approved
- Total benefit amount issued: \$38,875,180 (*Federal Funds*)
- The average D-FNS benefit per household was \$394.35
- The highest number of D-FNS EBT cards issued was by Robeson County (n=10,792) and Cumberland County (n= 9,417)

FNS Supplements:

- Approved for 154,863 current FNS households
- Total benefit amount issued \$30,231,651 (*Federal Funds*)
- The average supplement benefit per ongoing household was \$195.22
- Combined total of new D-FNS benefits and FNS supplements issued: \$68,645,495 (*Federal Funds*)

FNS Replacements:

- Approved for 201,514 current FNS households
- Total amount of FNS Replacement benefits issued: \$18,546,135 (*Federal Funds*)
- **Total amount** of D-FNS, FNS Replacements, and FNS Supplements issued: **\$87,191,630** (*Federal Funds*)

State / Counties Team Effort:

- ❖ DHHS /DSS SERT Team provided daily, **on-site coverage at EOC**
- ❖ Assistance from Office of Governor, Emergency Operation Center, and Power Companies/Cooperatives to **obtain needed power outage and flooding data**
- ❖ Public Information / Communications Support from DHHS Office of Communications
- ❖ Extensive communication and collaboration with the NC Retail Grocers Association



State / Counties Team Effort

- ❖ NC DSS and NC FAST established a combined “**war room**” to:
 - ✓ Address policy questions and issues from counties
 - ✓ Address technical issues via NC FAST Help desk
- ❖ NC DSS conducted **daily webinars** from 10/11/16 – 11/16/16 to ensure timely and accurate communication with County Departments of Social Services
- ❖ Operational Support Team staff provided **on-site technical assistance** for counties; including EBT card runner support to Counties
- ❖ County Departments of Social Services leadership and staff provided **direct service** in supporting shelter operations, implementing D-FNS program and administering benefit replacements for impacted households