

South Carolina: Hurricane Ian Weekly Fact Sheet - Dec. 2, 2022

Release Date: 12? 2, 2022

Key Messages

Disaster Assistance

- **Clean and Sanitize Assistance:** If FEMA determines a home had damage from Hurricane Ian, but that damage did not affect the ability to live in the home, a survivor may be eligible to receive a one-time award of \$300 for payment under the Clean and Sanitize program. This assistance is for eligible homeowners and renters and is intended to address minimal damage to the home caused by the disaster to prevent additional losses and potential health and safety concerns.
 - **Survivors do not need to apply separately for this FEMA program.** Eligibility will be determined during the application process or completion of a housing inspection.
- **Free Disaster Legal Assistance.** Low-income and other vulnerable residents who were affected by Hurricane Ian and are unable to afford their own lawyer may call the toll-free legal hotline at **877-797-2227, Ext. 120**, or call the South Carolina line at **803-576-3815** to request assistance. **Lines are open 9 a.m. to 5 p.m. Monday to Friday.**
 - Hurricane Ian survivors may also contact South Carolina Legal Services at **888-346-5592 from 9 a.m. to 6 p.m. Monday to Thursday**. You may also submit a request for disaster legal services at www.lawhelp.org/sc/online-intake.
 - Residents can get help securing FEMA and other government benefits; help with life, medical and property insurance claims; help with home repair contract and contractors, mortgage-foreclosure problems, and landlord-tenant issues.



FEMA

- **Disaster Unemployment Assistance is approved** for individuals who live and work in **Charleston, Georgetown and Horry counties** who lost their jobs or have been unable to work as a result of Hurricane Ian. The program is funded by FEMA and operated by the S.C. Department of Employment and Workforce.
 - To apply for disaster unemployment benefits, go to:
<https://scuihub.dew.sc.gov/CSS/CSSLogon.htm>.
 - Individuals are potentially eligible to receive disaster unemployment benefits from Oct. 2 to May 27, 2023, if they lost their jobs or have been unable to work as a direct result of Hurricane Ian.
 - For more information, call **866-831-1724**. The deadline to apply for Disaster Unemployment Assistance benefits is **Wednesday, Dec. 28**.

Disaster Recovery Centers

- Disaster Recovery Centers have begun to open and are staffed with specialists who can help you update your FEMA applications and learn about South Carolina state and community programs and other available assistance. Center locations and hours are listed below.

County	Address	Days/Hours of Operation
Charleston	North Charleston Public Works 5800 Casper Padgett Way North Charleston, SC 29406	Opens: 1 p.m. Monday, Dec. 5 Hours: 9 a.m. to 6 p.m. Mon-Fri 9 a.m. to noon Sat Closed Sunday



FEMA

County	Address	Days/Hours of Operation
Georgetown	Waccamaw Regional Recreation Center 83 Duncan Ave. Pawleys Island, SC 29585	Opens: 1 p.m. Friday, Dec. 2 Hours: 9 a.m. to 6 p.m. Mon-Fri 9 a.m. to noon Sat Closed Sunday
Horry	Carolina Forest Recreation Center Multipurpose Room B 2254 Carolina Forest Blvd. Myrtle Beach, SC 29579	Hours: 9 a.m. to 6 p.m. Mon-Fri 9 a.m. to noon Sat Closed Sunday

Disaster Survivor Assistance Specialists in Charleston, Georgetown, Horry Counties

- FEMA specialists are visiting homes and businesses in hard-hit communities in **Charleston, Georgetown and Horry** counties to help disaster survivors apply for assistance and to provide critical information about available federal and state resources.
 - The specialists wear FEMA attire and have federal photo identification badges. There is no charge to help you apply to FEMA or provide you referrals to federal, state and community assistance programs.

Understanding Your FEMA Letter

- South Carolina residents who applied for assistance from FEMA after sustaining damage from Hurricane Ian **Sept. 25 to Oct. 4** will receive a determination letter from FEMA. It may say the applicant is ineligible for



assistance, but that is **not** a denial. Applicants are given a reason for the ineligibility and told what they need to do to become eligible. Often, they need only send more information.

- If you have questions about your letter, call the **FEMA Helpline at 800-621-3362**. If you use a relay service such as video relay service (VRS), captioned telephone or other service, give FEMA the number for that service. Helpline operators are available from 7 a.m. to 11 p.m. daily. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.
- To apply for FEMA assistance, visit DisasterAssistance.gov, use the [FEMA mobile app](#) or call the **FEMA Helpline**.

How to Appeal FEMA's Decision

- The most important part of appealing a FEMA determination is knowing your deadlines. You have 60 days from the date FEMA has on the determination letter to send FEMA your appeal.
- It is important to include the documents or information FEMA requests and be sure to include a copy of the FEMA determination letter. FEMA may also request your homeowner's insurance letters, proof of occupancy documents, proof of ownership documents or contractors' estimates for home repairs.

SBA Loans Can Help Your Recovery

- Low-interest disaster loans from the U.S. Small Business Administration are the largest source of federal recovery funds for homeowners, renters, businesses and some private nonprofits affected by Hurricane Ian.
- You may apply online using SBA's secure website at <https://disasterloanassistance.sba.gov/ela/s/>.
- SBA representatives are also available to answer questions about the disaster loan program. Survivors may call the Customer Service Center at **800-659-2955** or email DisasterCustomerService@sba.gov. Individuals who are deaf or hard-of-hearing may call **800-877-8339**.
- SBA has opened a Business Recovery Center to assist homeowners, renters and business owners in **Charleston, Georgetown and Horry counties** with their loan applications. It is located at:
 - **Georgetown County:** Litchfield Exchange, 14361 Ocean Highway, Pawleys Island, SC 29585; **hours of operation:** 8 a.m. to 6 p.m. Monday to Saturday.



FEMA

Closed Sundays.

To report scams, fraud and identity-theft contact:

- If you believe you are the victim of a scam, report it immediately to your local police or sheriff's department. You may also contact the South Carolina Department of Consumer Affairs, which has an Identity Theft Unit to assist victims of this crime. Phone: **803-734-4200** or **800-922-1594 (in SC only)**.
- FEMA's toll-free Disaster Fraud Hotline at **866-720-5721**.
- South Carolina Department of Labor, Licensing and Regulation: Synergy Business Park, Kingstree Building, 110 Centerview Dr., Columbia, S.C. 29210; or call **803-896-4300**. or visit <https://eservice.llr.sc.gov/Complaints/>

Background Information

- On Nov. 21, the president approved a major disaster declaration for South Carolina for damage caused by Hurricane Ian **Sept. 25-Oct. 4**.
 - Residents of **Charleston, Georgetown and Horry** counties whose primary homes were affected by the storm may apply for FEMA disaster assistance.
- For the latest information on South Carolina's recovery from Hurricane Ian, visit [FEMA.gov/disaster/4677](https://www.fema.gov/disaster/4677). You may also follow [@SCEMD](https://twitter.com/SCEMD); [@FEMARegion4/Twitter](https://twitter.com/FEMARegion4/Twitter) and [Facebook.com/FEMA](https://www.facebook.com/FEMA).

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FEMA's mission is helping people before, during, and after disasters.



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