

Weekly Fact Sheet Oct. 22, 2024

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Key Messages

- FEMA approved the State of Hawai'i's **request to extend the period of assistance for Financial Assistance and Direct Temporary Housing Assistance for an additional 12 months, through Feb. 10, 2026**. The initial 18-month period of assistance was set to expire on Feb. 10, 2025.
- During the extension period, rent will be charged based on the U.S Department of Housing and Urban Development (HUD) Fair Market Rent and according to your ability to pay.
 - FEMA has approved a streamlined rent amount process.
 - For more information, you can talk to a FEMA representative at the County of Maui's Office of Recovery or at the Council for Native Hawaiian Advancement office in Kahului. Or you can call the temporary housing hotline at **808-784-1600**.
- To further expand housing options for survivors, FEMA continues to work with eligible homeowners currently in Direct Housing who are interested in living on their own property while they rebuild their homes. FEMA will provide prefabricated dwellings, known as alternative transportable temporary housing units, on their lot at no cost, as long as the property meets specific requirements.
- For owners of rental or secondary residences who do not intend to build within the next two to three years, FEMA may be able to lease their vacant lots to temporarily house wildfire survivors if they meet specific requirements. The vacant property cannot be in a high hazard flood zone, and it must allow for the placement of two or more temporary housing units. If interested, owners of secondary residential properties may contact FEMA at fema-r9-housing@fema.dhs.gov.
- The first five Alternative Transportable Temporary Housing units have arrived at the Kilohana Temporary Group Housing site. Others will be arriving at the site over the course of the next few weeks.



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Recovery by the Numbers

- FEMA and the U.S. Small Business Administration have approved **more than \$472.8 million** in federal assistance to survivors of the Aug. 8, 2023, wildfires and high winds on Maui. This includes:
- **\$59,966,865** in FEMA assistance approved for **7,146** individuals and households, which represents:
- **\$37,588,971** approved for Housing Assistance, including **\$31,424,995** in Rental Assistance, and **\$22,377,893** approved for Other Needs Assistance.
 - **\$412,861,500** in SBA disaster loans has been approved for affected Maui homeowners, renters and businesses.

Housing

- FEMA Direct Housing assistance currently includes direct lease housing, and modular housing (also known as Alternative Transportable Temporary Housing units) at the Kilohana Temporary Group Housing Site, primary and secondary sites.
- Alternative Transportable Temporary Housing Units are prefabricated, furnished one-, two-, or three-bedroom units and will meet all county, state, and federal requirements.
- There are currently **1,189** households living temporarily in FEMA's Direct Lease housing.

Kilohana Temporary Group Housing Site

- FEMA is constructing the Kilohana Temporary Group Housing Site. Here 165 modular units (also known as Alternative Transportable Temporary Housing units) will house survivors of the Maui wildfires.
- The U.S. Army Corps of Engineers and its contractors continue to work on an emergency sewer project that's part of the Kilohana Temporary Group Housing Site in Lahaina on Fleming Road and Malo Street.

Primary Sites

- Homeowners in the Direct Housing Program may be eligible to place an alternative transportable temporary housing unit on their property to live in while



they rebuild.

- The property must meet lot size requirements and be outside of the high hazard coastal floodplain.

Secondary Sites

- FEMA is seeking to lease vacant lots from property owners who do not intend to rebuild on them within the next two to three years.
- These properties will house individuals and families who were displaced by the August 2023 wildfires and will be selected by FEMA for placement on the leased property.
- The property must meet lot size requirements, be outside of the high hazard coastal floodplain and allow for the placement of two or more temporary units.
- Interested property owners should contact FEMA at fema-r9-housing@fema.dhs.gov.

Contact Information for Direct Housing Assistance

- For more information on temporary housing, call the Individual Assistance Housing Hotline at **808-784-1600**. Or contact your disaster case manager at **2-1-1**.
- You may also call FEMA Helpline at **800-621-3362**. Helpline operators can assist you in many languages. If you use a relay service such as Video [Relay Service](#), captioned telephone service or others, give FEMA your number for that service when you apply.

Rental Assistance

- Survivors are also taking advantage of a separate FEMA program – **Rental Assistance** – to locate their own temporary housing.
- If you received initial Rental Assistance from FEMA, you may be eligible for continued rental assistance. To request an **application for Continued Temporary Housing Assistance** or to get help completing the form, **call the FEMA Helpline at 800-621-3362**. Operators are available from **7 a.m. to 10 p.m. HST, seven days a week**, and they speak many languages. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

Transportation Assistance



- If you find housing off Maui or in a U.S.-governed location, FEMA may provide one round-trip flight to that location for your pre-disaster household, your pets and your service animals.

Disaster Case Management

- In August 2024, FEMA approved an additional \$7.9 million to the Hawai'i Department of Human Services to administer the state's Disaster Case Management Program. The funds will be used by the Hawai'i Department of Human Services to expand the Disaster Case Management Program's capacity and its capability to serve approximately 3,000 households. The Disaster Case Management Program links disaster survivors with trained disaster case managers, to help survivors navigate recovery until August 2025. To access disaster case management services, dial **2-1-1** from anywhere in Hawai'i.
- Disaster Case Management services are available at no cost to Maui wildfire survivors. Any survivor who was affected by the wildfires, regardless of FEMA eligibility or other federal assistance, may request help from specially trained disaster case managers. They will help you develop a unique and comprehensive recovery plan.
 - To access disaster case management services, dial **2-1-1** from anywhere in Hawai'i. **2-1-1** specialists use databases of resources available from private and public health and human service agencies to match callers to their specific needs.

Keep Your Contact Information Current

- Survivors are encouraged to keep their information current because missing or wrong information could delay the delivery of FEMA assistance. When contacting FEMA, be prepared to give the specialist the nine-digit number assigned to you when you applied for disaster assistance.
- If you receive a letter from FEMA saying you are ineligible for assistance, don't panic. Your application may have stopped processing because something was missing. This is your opportunity to appeal FEMA's decision. An appeal is a written request to FEMA to review your application for disaster assistance.
 - You have **60 days** from the date on your determination letter to appeal a FEMA decision.



- In-person support services for appeals are provided at the Maui County's **Office of Recovery at the Lahaina Gateway** and the Council for Native Hawaiian Advancement office at **Kʻōkoʻo Maui Relief and Aid Services Center, 153 E. Kamehameha Ave., Suite 101 in Kahului**. The Resource Hub is open 9 a.m. to 5 p.m. Monday to Friday.
- Call the **FEMA Helpline at 800-621-3362** for case inquiries and answers to your questions.

Confidential Crisis Counseling Services Available

- Maui County residents may also get confidential crisis counseling services from **10 a.m. to 8 p.m. Monday to Friday** by calling **808-446-6676**. After 8 p.m., callers may leave a voicemail message and a crisis counselor will return your call. For non-urgent calls, an operator will introduce the caller to a crisis counselor before transferring the call.

Keep in Touch with FEMA

- Council for Native Hawaiian Advancement, **Kʻōkoʻo Maui Relief & Aid Services Center** located at 153 E Kamehameha Ave Ste 101 in Kahului is open with FEMA representatives. Hours are 9 a.m. to 5 p.m. Monday to Friday.
- Maui County's Office of Recovery at the **Lahaina Gateway** located at 325 Keawe St. in Lahaina, next to the Ace Hardware Store, is open with FEMA representatives. Hours are 8 a.m. to 4:30 p.m. Monday to Friday.
- Visit DisasterAssistance.gov. Click on the green 'Check Status' button to create an online account. Use the same email you provided when you applied for assistance. If you applied for assistance online or using the FEMA app, you already have a disaster assistance account.
- Call the **FEMA Helpline at 800-621-3362**. **This number may be delayed due to the East Coast disaster. If there are long wait times, please call 808-784-1600.** If you use a video relay service, captioned telephone service or others, remember to give FEMA your number for that service. Helpline operators speak many languages and lines are open from **7 a.m. to 10 p.m. HST, seven days a week**. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.



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State Benefits for Low-Income Families

- **Temporary Assistance to Needy Families**, a program managed by the state Department of Human Services and Maui Economic Opportunity, offers cash assistance to families affected by the wildfires. Eligible families must have at least one child under age 18 and must have experienced property loss or damage, and a reduction of earnings or employment as a direct result of the fires. The program also offers four months of support for long-term rentals. To apply, call **808-243-4404**; email NRST@meoinc.org or visit www.meoinc.org.

U.S. Small Business Administration

- SBA has approved **more than \$412.8 million** in federal disaster loans for Hawai'i businesses, nonprofits and residents impacted by the Maui wildfires. That includes **more than \$161.2 million** for businesses and **more than \$251.6 million** to homeowners and renters to help them rebuild and recover from the disaster.
- The Small Business Administration has **four offices open in Maui County** to provide a wide range of services to businesses and individuals impacted by the wildfires, including high winds. No appointment is necessary. All services are provided free of charge. A link to recovery centers can be found here and at: <https://lending.sba.gov/search-disaster/?disaster=HI-00073>.
 - Council for Native Hawaiian Advancement located at 70 E Ka'ahumanu, Unit D-1 in Kahului. Hours of operation are 9 a.m. to 5 p.m. Monday to Friday.
 - Business Recovery Center at the Hawai'i Technology Development Corp. Maui Research Technology Center in Bldg. A, Ste. 119 (Conference Room) located at 590 Lipoa Pkwy. In Khei. Hours of operation are 8 a.m. to 5 p.m. Monday to Friday.
 - Maui County Office of Recovery at the Lahaina Gateway, Unit 102-B (near Ace Hardware) located at 325 Keawe St. in Lahaina. Hours of operation are 8 a.m. to 12:30 p.m., 1:30 p.m. to 4:30 p.m. Monday to Friday.
 - Business Resource and Assessment Center at One Main Plaza located at 2200 Main St., Ste. 100-C in Wailuku. Hours of operation are 8 a.m. to 5 p.m. Monday to Friday.



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