

Hawai'i Wildfires: Daily Fact Sheet – Sept. 21, 2023

Responders across the federal family are working closely with state, county and nonprofit partners to help communities affected by the Hawai'i wildfires.

Recovery by the Numbers

- FEMA and the U.S. Small Business Administration have approved **more than \$120.76 million in federal assistance** to survivors of the Maui wildfires that began Aug. 8. This includes:
 - **\$25,771,646** in FEMA assistance approved for individuals and households, including:
 - **\$12,331,161** approved for housing assistance.
 - **\$13,440,484** approved for Other Needs Assistance.
 - **\$94,994,800** in SBA disaster loans approved for affected Maui homeowners, renters and businesses.
- The island of Maui (Maui County) was designated for FEMA Individual Assistance, and
 - **5,695 households** have been approved for the Individuals and Households Program.
- Three Maui County Disaster Recovery Centers are open. (See table below for locations and hours.)
- The American Red Cross and the Maui County government have housed and provided three meals a day to more than **7,760 people** on Maui and O'ahu.
- The deadline to apply for FEMA assistance and a low-interest disaster loan from the U.S. Small Business Administration is **Tuesday, Oct. 10**. The last day for small businesses, small agricultural cooperatives and most private nonprofit organizations to apply for an SBA economic injury loan is **Friday, May 10, 2024**.

Key Messages

The American Red Cross Continues to Assist Wildfire Survivors

- The American Red Cross is providing funeral assistance, mental health assistance and other services to survivors, including survivors who are not eligible for some FEMA programs. Disaster survivors are encouraged to schedule an appointment with the Red Cross at [RedCross.org/HIhelp](https://www.redcross.org/HIhelp) or speak to a Red Cross representative at any Disaster Recovery Center.

Ways to Apply for FEMA Assistance

- **Call the FEMA Helpline at 800-621-3362**. 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. Helpline operators speak many languages and lines are open 24 hours a day, seven days a week. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.



- Visit [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance)
- Use the [FEMA mobile app](#)
- For an American Sign Language video on how to apply, go to https://www.youtube.com/watch?v=LU7wzRjByhI&list=PL720Kw_OoJlKOhtKG7HM_On_kEawus6FC&index=6
- **Apply in person at any Disaster Recovery Center.** Three Disaster Recovery Centers are open on Maui. At the centers, survivors can speak to FEMA specialists, get assistance applying for disaster assistance, connect with voluntary organizations and access other federal and state resources from 8 a.m. to 7 p.m., seven days a week.

Disaster Recovery Centers (Maui)	Address	Hours of Operation/Days
Kahului	University of Hawai'i Maui College Community Services Building 205 310 W. Ka'ahumanu Avenue Kahului, Hawai'i 96732	8 a.m. to 7 p.m. daily
Lāhainā	Lāhainā Civic Center Gymnasium 1840 Honoapi'ilani Highway Lāhainā, Hawai'i 96761	8 a.m. to 7 p.m. daily Sept. 22: 8 a.m. to 3 p.m.
Makawao	Mayor Hannibal Tavares Community Center 91 Pukalani Street Makawao, Hawai'i 96768	8 a.m. to 7 p.m. daily

What FEMA Will Need When You Apply

Name and Social Security Number of primary applicant
 Name and Social Security Number of co-applicant (encouraged, but not required)
 Current contact information
 Current and pre-disaster address (include ZIP code)
 Names of all occupants of the pre-disaster household
 Types of insurance held by the household
 Household pre-disaster annual gross income
 Losses caused by the disaster
 Bank account number and routing number for direct deposit of funds, if requested

Create a Disaster Assistance Account

- Stay in touch with FEMA, get important updates and easily upload documents by setting up your online Disaster Assistance Account. Go to <https://www.disasterassistance.gov/> and 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 via the FEMA app, then you already have a Disaster Assistance Account.

Continued Rental Assistance for Maui Wildfire Survivors

- Residents of Maui who were affected by the Aug. 8 wildfires and received an initial rental assistance from FEMA may be eligible for continued rental assistance. If you need continued rental assistance, complete an Application for Continued Temporary Housing Assistance. To request the form, or to get help completing it, call the FEMA



Helpline at 800-621-3362. Learn more: <https://www.fema.gov/fact-sheet/continued-rental-assistance-maui-wildfire-survivors>

Apply Now for D-SNAP Benefits; You Have Until Sept. 23

- Maui wildfire survivors can apply for Disaster Supplemental Nutrition Assistance, or D-SNAP, benefits **through the end of this week**. D-SNAP benefits can be used to buy food at grocery stores and other authorized retailers that accept electronic benefit transfer, or EBT. **The application period closes Saturday, Sept. 23.**
 - D-SNAP benefits are available to people whose primary residences or place of employment are in Lāhainā or Kula (ZIP codes 96790, 96791 and 96767).
 - Apply in person at one of seven locations on Maui, O'ahu, Kaua'i, Moloka'i or the Big Island. See a complete list of application sites and application days: <https://humanservices.hawaii.gov/blog/hawaii-disaster-snap-program-launches-monday-september-18-2023/>
 - For more information, contact the state Department of Human Services Public Assistance Information System at **855-643-1643** or visit <https://humanservices.hawaii.gov/>

Five Days Left to Apply for Disaster Unemployment Assistance

- Residents who lost their jobs as a direct result of the Maui wildfires and live or work in Maui County have until **Monday, Sept. 25**, to apply for **Disaster Unemployment Assistance**. To be considered, applicants must be ineligible for other kinds of unemployment assistance. Apply online at huiclaims.Hawaii.gov/#/

Visit MauiRecovers.org for Reopening and Recovery Information

- Wildfire survivors can visit the Maui County website **Maui Recovers** (mauirecovers.org) for comprehensive information about re-entry to damaged areas, safety alerts and debris removal. You can also sign up for text or email updates and get answers to frequently asked questions.
 - Two more zones within burned area have reopened to the public: **5B**, the Lāhainā Cannery Mall, and zone **5E**, covering some of the businesses on Kupuohi and Ulupono streets.
 - Maui county will begin to allow residents of zones that have been cleared of hazardous materials **to return to their property as soon as Sept. 25**. Subscribe for the latest updates: <https://www.mauirecovers.org/sign-up>
 - Representatives of Maui County and the Retired Senior Volunteer Program, or RSVP, will be at the Lāhainā Civic Center Gymnasium to help residents complete and submit their re-entry forms. This service is offered from **8 a.m. to 4 p.m. daily**, except **Friday, Sept. 22**, when help will be provided from **8 a.m. to 3 p.m.**
 - Check the Lāhainā Re-entry Map for the most current information: <https://mauicounty.maps.arcgis.com/apps/dashboards/0530ad1257494d00b20093135f843f52>
 - Go to <https://www.mauinuistrong.info/getsupport> to find a comprehensive directory of state, county, community and nonprofit sources of assistance.



Get Repair, Rebuilding Advice on Maui Through Sept. 23

FEMA has teamed up with the Home Depot in Kahului to provide free information and tips on how to make homes stronger and safer. FEMA specialists will be available to answer questions and offer home-improvement tips and proven methods to help prevent or reduce damage from disasters. FEMA specialists at Home Depot, 100 Pakaula Street, will be available 7 a.m. to 5:30 p.m. today through Saturday, Sept. 23.

FEMA Job Fairs Planned for Sept. 21 to Sept. 23

- FEMA is hiring! Four job fairs will be held today through Saturday, Sept. 23, in Makawao and Lāhainā, where you can apply for a chance to join the team helping people before, during and after disasters. The Job Fairs will be held at the Mayor Hannibal Tavares Community Center in Makawao today, Napili Park in Lāhainā on Thursday, and at the Lāhainā Civic Center on Friday and Saturday. Read more: <https://www.fema.gov/press-release/20230919/join-fema-team-visit-job-fair-sept-20-23>.
- You can also apply online: <https://www.usajobs.gov/Search/Results?l=Hawaii&k=%22local%20hire%22>

New Process for Helping to Identify Fire Victims

- Maui County has begun an appointment-based system for collecting DNA from family members of the missing. Call **808-270-7771** or send an email to FAC@mauicounty.gov to schedule an appointment.
 - Family members living on the mainland or outside the United States should continue to call the FBI at **808-566-4300** or go online to HN-COMMAND-POST@ic.fbi.gov for information on how to contribute DNA

How to Appeal FEMA's Decision

- An appeal is a written request to FEMA to review your application for disaster assistance. It is also an opportunity to provide new or additional information not previously submitted that may affect FEMA's decision. Submit your appeal to FEMA within 60 days of the date on the determination letter. Call the **FEMA Helpline at 800-621-3362** for more information. Learn more: <https://www.fema.gov/fact-sheet/how-appeal-femas-decision-10>

U.S. Small Business Administration

- The U.S. Small Business Administration offers several kinds of low-interest loans to disaster survivors.
- To apply online or to download an application, go to <https://DisasterLoanAssistance.sba.gov/>. You may call SBA's Customer Service Center at **800-659-2955** or email DisasterCustomerService@sba.gov for more information or to have a loan application mailed to you. For people who are deaf, hard of hearing, or have a speech disability, dial 711 to access telecommunications relay services. Completed paper loan applications should be mailed to **U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155**.
- For more information, go to <https://www.sba.gov/hawaii-wildfires>.



Other Federal Actions

- The **U.S. Department of Housing and Urban Development** is providing a 90-day relief (**until Wednesday, Nov. 8**) from foreclosures of Federal Housing Administration-insured mortgages and home equity conversion mortgages. Homeowners can call the FHA Resource Center at **800-304-9320** or visit hud.gov for more information.
 - HUD-certified housing agencies can provide additional counseling about your post-disaster housing needs. To find a HUD-approved agency, visit hud.gov/findacounselor or call **800-569-4287** or **202-708-1455** (TTY).

Additional State and Voluntary Actions

- **The Council for Native Hawaiian Advancement** is connecting survivors to a variety of community support services at its Kākoʻo Maui Resource Hub at 70 Kaʻahumanu Avenue in Kahului. **The Resource Hub is open 10 a.m. to 6 p.m. daily.**

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

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency and/or economic status. If you believe your civil rights are being violated, call the Civil Rights Resource line at 833-285-7448.

