

Hawai'i Wildfires: Daily Fact Sheet – Sept. 28, 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 \$149.3 million in federal assistance** to survivors of the Maui wildfires that began Aug. 8. This includes:
 - **\$28,009,004** in FEMA assistance approved for individuals and households, including:
 - **\$13,498,077** approved for housing assistance.
 - **\$14,510,927** approved for Other Needs Assistance.
 - **\$121,298,400** 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
 - **6,023 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 **7,749 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.disasterassistance.gov)
- Use the [FEMA mobile app](#)
- For an American Sign Language video on how to apply, go to https://www.youtube.com/watch?v=LU7wzRjByhl&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
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>

Get Repair, Rebuilding Advice in Kahului and Lāhainā

- FEMA has teamed up with the Lāhainā Gateway Ace Hardware store 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 the **Lāhainā Gateway Ace Hardware** will be available from **7 a.m. to 4 p.m. today, Sept. 28, to Saturday, Sept. 30.**

You Have Until Oct. 26 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 now have until **Thursday, Oct. 26**, 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

- Re-entry permits to newly opened areas of Lāhainā for residents and business owners will be issued on **Thursday, Sept. 29**, and **Friday, Sept. 30**, followed by escorted re-entry **Monday, Oct. 2**, and **Tuesday, Oct. 3**. The next zones are yet to be designated.
- 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**.
- For answers to your Frequently Asked Questions, click: <https://www.mauirecover.org/recovery/reentry>
- The Hawaii Dept. of Health provides the following guidance on the risks of re-entry to the impacted areas: [Re-Entry Guidance & Hazard Advisory](#).
- Check the Lāhainā Re-entry Map for the most current information: <https://mauicounty.maps.arcgis.com/apps/dashboards/0530ad1257494d00b20093135f843f52>
- Wildfire survivors can visit the Maui County website **Maui Recovers** (mauirecover.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. Subscribe for the latest updates: <https://www.mauirecover.org/sign-up>
- Go to <https://www.mauinuistrong.info/getsupport> to find a comprehensive directory of state, county, community and nonprofit sources of assistance.

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>

Rental Properties Wanted for Temporary Disaster Housing

- FEMA has approved two direct housing programs for Maui County survivors. For each program, FEMA will work with property management companies that act on behalf of the government and contract with property owners of rental units. The units are offered to survivors for up to 18 months. Maui County, the State of Hawaii, FEMA and the private sector are seeking owners of rental units suitable for families and individuals for either program, as follows.
 - **Direct Lease:** FEMA leases existing, ready-to-occupy residential properties for use as temporary housing. Eligible properties may include single-family homes, multi-family homes, apartments, cooperatives, condominiums and townhouses.
 - **Multi-family Lease and Repair:** FEMA contracts with property owners of multi-family (3+) dwelling units to make repairs or improvements in exchange for their temporarily housing eligible applicants.

FEMA Public Assistance

President Biden made additional disaster assistance available to the State of Hawai'i by authorizing an increase in federal funding for eligible projects under **FEMA's Public Assistance program**. For more information, see [President Joseph R. Biden, Jr. Amends Federal Cost Share for Hawaii | FEMA.gov](#)

- Due to the scale and amount of damage caused by the wildfires, federal funds for debris removal in Maui County are authorized at 100% of the total eligible costs for a continuous 180-day period of the state's choosing within the first nine months after Aug. 8.
- Federal funds for emergency protective measures, including direct federal assistance, are authorized for Maui and Hawai'i counties at 100% of the total eligible costs for a continuous 90-day period of the state's choosing.
- This added flexibility allows the state and local communities to maximize cost savings by selecting 90-day periods during which the greatest costs were incurred for six months from the start of the wildfires.

- The **Public Assistance program** reimburses the state, local governments and certain nonprofits for eligible disaster-related expenses including debris removal, emergency protective measures and repair or replacement of critical infrastructure.

U.S. Small Business Administration

- SBA representatives continue to be available at federal/state disaster recovery centers and Business Recovery Centers in Maui, O'ahu, Kauai and Hawai'i to provide information on SBA disaster loans and help each applicant apply to SBA.
- Applicants may apply online, receive additional disaster assistance information, and download applications at <https://www.sba.gov/hawaii-wildfires>. Applicants may also call SBA's Customer Service Center at 800-659-2955 or email disastercustomerservice@sba.gov for more information on SBA disaster assistance.
- For people who are deaf, hard-of-hearing or have a speech disability, please dial 711 to access telecommunications relay services. Completed applications should be mailed to **U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155**.

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 Kāko'o Maui Resource Hub at 70 Ka'ahumanu 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.