

Hawaii Wildfires: Daily Fact Sheet – Aug. 31, 2023

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

Recovery by the Numbers

- FEMA and the U.S. Small Business Administration have approved **more than \$38.08 million in federal assistance** to survivors of the Maui wildfires that began Aug. 8 and are continuing. This includes:
 - **\$17,618,681** in FEMA assistance approved for individuals and households, including:
 - **\$8,962,746** approved for housing assistance
 - **\$8,655,935** approved for Other Needs Assistance
 - **\$20,466,800** in SBA disaster loans approved for affected Maui homeowners, renters and businesses.
- The island of Maui (Maui County) was designated for FEMA Individual Assistance.
- Two Maui County Disaster Recovery Centers are open. (See table below for locations and hours.)

Key Messages

Keep your Mailing Address Updated

- Survivors who won't have access to their homes for an extended period after the Maui wildfires are encouraged to set up a temporary mailing address with the U.S. Postal Service. To change your address, go online to [USPS.com](https://usps.com), call **800-275-8777 (800-ASK-USPS)** or pick up a Change-of-Address form at any post office.

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://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=LU7wzRjByhI&list=PL720Kw_OoJKOhtKG7HM_On_kEawus6FC&index=6
- **Apply in person at any Disaster Recovery Center.** Two 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 310 W. Ka'ahumanu Avenue Kahului, Hawaii 96732	8 a.m. to 7 p.m. daily
Makawao	Mayor Hannibal Tavares Community Center 91 Pukalani Street Makawao, Hawaii 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

- If you've applied for FEMA assistance, you can stay in touch, 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. You'll then be emailed a PIN you can use to log in. If you applied for assistance online or via the FEMA app, then you already have a Disaster Assistance Account.

Be Alert to Fraud After a Disaster

- Disaster survivors should be aware that con artists and criminals may try to obtain money or steal personal information through fraud or identity theft after a disaster. In some cases, thieves try to apply for FEMA assistance using names, addresses and Social Security numbers they have stolen from survivors.
 - If you did not apply for assistance but you received a letter from FEMA, call the **FEMA Helpline at 800-621-3362**. Helpline specialists will submit a request to stop any further processing of that application.
 - If you do wish to apply for FEMA assistance after stopping an application made in your name without your knowledge, specialists will help you create a new application.
 - If you believe you or a loved one has been the victim of a scam or identity theft, report it immediately to the **Maui Police Department at 808-244-6400**. Consumers may also file a fraud complaint with the Hawaii Department of Commerce and Consumer Affairs' hotline at **808-587-4272** (Option 7).

FEMA Assistance Provides for Basic Needs

- FEMA's Individuals and Households Program is only one source of disaster funding. It can lend a helping hand to recover but it cannot compensate for everything that was lost.



- If approved, you may receive a limited amount of FEMA disaster assistance to make repairs to your primary home and/or repair and replace essential personal property when the damage is not covered by insurance. The primary home is where you live for more than six months of the year.

Understanding Your FEMA Letter

- Maui residents who applied for FEMA assistance will receive a determination letter. It is important to read the letter carefully because it will include the amount of assistance FEMA may provide and information on the appropriate use of disaster assistance funds. The letter will also explain your application status and advise how to ask FEMA to reconsider its decision.

Renters Can Apply for FEMA Assistance

- Renters in Maui whose homes and property were damaged by the fires can apply for FEMA disaster assistance, which is available to renters, including students, as well as homeowners. Federal grants can help pay for temporary housing. The initial rental grant is for a one-month or two-month period and can be reviewed for additional assistance.
- Homeowners and renters may borrow up to \$100,000 from the U.S. Small Business Administration, which provides disaster loans to replace damaged or destroyed personal property such as clothing, furniture, appliances or cars. First, though, you must apply to FEMA, then apply to SBA. For more information, go to [Hawaii wildfires | U.S. Small Business Administration \(sba.gov\)](#)

Programs Approved for Survivors

- **More than 4,450 survivors** have been approved for FEMA assistance and may be eligible for immediate resources such as hotel rooms or financial assistance. Survivors who have not yet applied for FEMA assistance can do so 24 hours a day by calling **800-621-3362**. You can also visit [DisasterAssistance.gov](#) or use the [FEMA App](#).
- Eligible survivors may be approved for a one-time immediate payment of **\$700** per household, which can be used for life- saving and life-sustaining items like food, water or medical supplies during these difficult times. If you have applied for FEMA assistance, a Housing Assistance specialist will contact you if you are eligible for this grant.
- The **Hawaii State Bar Association** is providing free disaster legal services to residents of Maui and the Big Island who were affected by the wildfires. Attorneys will be available to answer questions about document replacement, insurance claims process, landlord-tenant matters and other issues. Residents may call the toll-free line at **888-533-2773**.

You Talk – FEMA Listens

- FEMA wants to deliver disaster assistance to survivors as quickly as possible. One way you can help speed the process is to stay in touch with FEMA. Update FEMA immediately when your situation changes, particularly your housing. Be sure to let FEMA know when your address or phone number changes and keep your appointments with FEMA representatives or, get in touch if you can't.
- Call as often as necessary. FEMA may need to contact you and missing or wrong information could delay the delivery of assistance. When contacting FEMA, keep handy the nine-digit number assigned to you when you applied. Don't miss out on important information. Maybe you didn't answer the phone because you didn't

recognize the number or the Caller ID showed “unknown number.” Call the **FEMA Helpline at 800-621-3362** and find out if you missed FEMA’s call.

If You Receive an Early Determination of Ineligibility

- In recent days, some FEMA applicants may have received a letter saying you are ineligible for disaster assistance because someone at the same address has already received help from FEMA. The reason for the early ineligibility decision: Typically, FEMA allows only one applicant per household or address to apply for Housing Assistance. Maui applicants can appeal this early decision by sending FEMA a signed letter to explain their living situation.

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. You may appeal any FEMA decision about your application for Individual Assistance. For example, you may appeal your initial eligibility decision, the amount or type of assistance FEMA provided or even late applications.
 - Submit your appeal to FEMA within **60 days of the date on the determination letter**. In your dated and signed appeal letter, explain why you disagree with the decision. Call the **FEMA Helpline at 800-621-3362** for more information.

Disaster Unemployment Assistance

- Residents who lost their job 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**, which is funded by FEMA and administered by the State of Hawaii.
- To be considered, applicants must be ineligible for other kinds of unemployment assistance. You must also explain how, when and where you lost your job.
 - Apply for Disaster Unemployment Assistance at huiclaims.hawaii.gov/#/ or in person at one of the following locations:

Family Assistance Center Hyatt Regency Maui Monarchy Ballroom 200 Nohea Kai Drive, Lahaina, HI 96761	Maui Claims Office 54 South High St. Rm. 201, Wailuku, HI 96793 Phone: 808 984-8400	American Job Center Hawaii-Maui 110 Ala’ihi St. #209, Kahului, HI 96732 Phone: 808 270-5777
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U.S. Small Business Administration

- FEMA works closely with the U.S. Small Business Administration, which provides low-interest disaster loans for homeowners, renters and businesses. Some applicants for FEMA assistance may be referred to SBA. If you are referred and SBA determines that you are **not eligible** for a loan, SBA will refer you back to FEMA, which may open the door to additional FEMA assistance.
 - To apply online, or to download applications, 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.**

FEMA and 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 affected by the disaster should contact their mortgage or loan servicer immediately. Homeowners can call the FHA Resource Center at **800-304-9320** or visit hud.gov for more information.
- The **Federal Bureau of Investigation's Honolulu Division** is assisting the Maui Police Department with their efforts to locate and identify those who are missing or may be victims of the wildfires in Lahaina by helping collect DNA samples from family members. Family members are encouraged to visit family assistance centers in Maui to provide a DNA sample or reach out to the FBI at **808-566-4300** or to HN-COMMAND-POST@ic.fbi.gov for guidance.

Additional State and Voluntary Actions

- The **American Red Cross** has assisted in fully moving all displaced residents from emergency shelters to hotels. The Red Cross is supporting these families and individuals during their hotel stays with meals, casework and emotional support. Together, the Red Cross and the county government have provided more than **48,400** overnight emergency shelter and hotel stays on Maui and Oahu. The Red Cross and private vendors have combined to serve more than **250,000** meals and snacks. **Contact the Red Cross at 800-Red-Cross (800-733-2767).**
- The Hawaii Department of Commerce and Consumer Affairs is hosting a free event to help survivors with their insurance claims. The event will be held from **10 a.m. to 3 p.m. Friday, Sept. 1, and Saturday, Sept. 2**, at the Whalers Village Parking Lot at 2435 Ka'anapali Parkway in Lahaina.
- **Maui County** government officials are distributing food, water and other supplies at the Lāhainā Gateway Center at 325 Keawe St. The Maui Humane Society is also distributing pet supplies at the same location.
- **West Maui Health Services** has clinic services, including prescription refill and mental health care, available at the Lāhainā Comprehensive Health Center every day from 8 a.m. to 5 p.m. and at mobile clinics throughout West Maui. For more information, call **808-984-8201** or **808-984-8260**.
- Go to <https://www.mauinuistrong.info/getsupport> to find a comprehensive directory of state, county, community and nonprofit sources of assistance.

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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.