

Recovery Update Maui Wildfires Nov. 17, 2023

Since wildfires swept over the Island of Maui Aug. 8, more than **\$274.9 million** in federal assistance has been approved for **6,684** households. FEMA is working closely with Maui County, the State of Hawai'i and federal and nonprofit partners, with a commitment to helping Maui residents continue their recovery.

Recovery by the Numbers

- FEMA and the U.S. Small Business Administration have approved **more than \$274.9 million** in federal assistance to survivors of the wildfires and high winds on Maui. This includes:
 - **\$35,962,341** in FEMA assistance approved for individuals and households, including:
 - **\$17,328,184** approved for housing assistance
 - **\$18,634,156** approved for Other Needs Assistance
 - **\$238,956,700** in SBA disaster loans approved for affected Maui homeowners, renters and businesses.
- The American Red Cross and the Maui County government are housing **6,704 people** on Maui and O'ahu.
- The new deadline to apply for FEMA assistance and a U.S. Small Business Administration disaster loan for homeowners, renters and businesses for physical property damage is **Saturday, Dec. 9**. The last day for small businesses, small agricultural cooperatives and most private nonprofit organizations to apply for an SBA economic injury disaster loan is **Friday, May 10, 2024**.

Key Messages

- 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. It is also a chance to provide new or additional information not previously submitted that may affect FEMA's decision.
 - You have **60 days** from the date on your determination letter to appeal a FEMA decision and help your recovery get back on track.
 - Call the **FEMA Helpline at 800-621-3362** for answers to your questions.
- Survivors of the Maui wildfires who are eligible for federal assistance are encouraged to stay in touch with FEMA. Don't miss out on available assistance you may need. If your insurance does not cover all your losses, or your settlement is delayed, you may be eligible for assistance for your unmet needs.
- Disaster can create a wide range of emotions that may last for many months. If you are overcome by feelings of hopelessness and stress, you are not alone. Free, confidential crisis counseling services are available to wildfire survivors. Call **Hawai'i Cares** toll free at **800-753-6879** or dial or text **Hawai'i Cares** using the 3-digit calling code **988**. This service is available all day, every day.

Housing Options



- FEMA has approved two direct housing programs to help Maui County survivors move out of hotels and into more permanent housing. Under **Direct Lease**, FEMA leases residential properties for use by survivors. Under the **Multi-Family Lease and Repair** program for the Maui wildfires, FEMA will arrange to lease and repair rental buildings with two or more units in exchange for owners agreeing to house eligible applicants.
- Maui County, the State of Hawai'i, FEMA and the private sector are seeking owners of rental units suitable for families and individuals for both programs. The units are offered to survivors for up to 18 months, until **Feb. 10, 2025**.
- Residents of Maui who were affected by the wildfires and received initial rental assistance from FEMA may be eligible for 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**.
- 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 dependent child and experienced property loss or damage, and a reduction of earnings or employment as a direct result of the fires. Families are strongly encouraged to apply first to FEMA before applying to the Maui relief program. To apply, call **808-243-4316**; email NRST@meoinc.org or visit www.meoinc.org.
- FEMA is actively seeking property owners here in Hawai'i who want to temporarily lease their vacation homes or other units to FEMA for use by disaster survivors. Interested property owners may send inquiries to: FEMA-DR4724-HI-Contracting@fema.dhs.gov.

Transportation Assistance Now Available for Maui Disaster Survivors

- Survivors whose homes were lost or damaged after the wildfires and high winds may be eligible for FEMA transportation assistance to travel to or from a temporary residence off the island of Maui. If you've already applied for FEMA disaster assistance, a specialist will reach out to you if you qualify for Transportation Assistance.
- The program gives Maui survivors more temporary housing options on other Hawaiian islands, the continental United States or any other U.S.-governed location.
- Survivors traveling from Maui to their new temporary home are eligible for one roundtrip fare for all household members, household pets and service animals. If you've already vacated the island, whether by assistance from FEMA or on your own, you may be eligible for a one-way fare for all household members to return to Maui.

Survivors Who Had High Wind Damage May Be Eligible for FEMA Assistance

- Maui survivors who applied for FEMA assistance and reported their homes were damaged by high winds but not by the wildfires may now be eligible for FEMA assistance.
 - You do not need to re-apply since you were asked about the cause of damage during your initial registration. Your application will be adjusted automatically. If you did not include wind damage when you applied, call the **FEMA Helpline at 800-621-3362** and add the cause of damage to your application.

Non-Citizens May Apply for Disaster Assistance

- FEMA is committed to helping all eligible individuals recover from the wildfires, including U.S. citizens, non-citizen nationals and qualified non-citizens. Survivors who do not qualify for federal assistance may still call the **FEMA Helpline at 800-621-3362** for referrals to other sources of aid. To be eligible for FEMA's Individuals and Households Program, you must have had losses or damage from the wildfires on Maui but you can apply from anywhere you currently reside.

FEMA's Other Needs Assistance

- FEMA's Other Needs Assistance program offers financial support for uninsured and underinsured personal property losses, medical and dental expenses and essential disaster-related needs. If you have been unable to receive monetary resources from insurance or voluntary agencies, this program may be able to replace essential personal and household items you need. For more information, visit <https://www.fema.gov/fact-sheet/guide-femas-other-needs-assistance>.

Disaster Legal Services Available to Maui Survivors

- If you are facing civil legal issues as a result of the wildfires and you cannot afford an attorney, you can now get legal advice by calling the Legal Aid Society of Hawai'i's toll-free lines at **808-536-4302** or **800-499-4302**. The Disaster Legal Services national hotline is **888-743-5749**. Free legal advice may be accessed online at <https://hawaii.freelegalanswers.org/>.

American Red Cross Continues to Assist Wildfire Survivors

- The American Red Cross has helped to care for some **7,200 people** — about 78% of the pre-disaster population of Lahaina — who are staying in dozens of hotels. The organization is providing meals, health and mental care, help with navigating complex paperwork, funeral expenses, financial support to transition out of hotels, and other services to survivors, including those 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

- Visit [DisasterAssistance.gov](https://www.fema.gov/disaster/maui)
- Use the [FEMA mobile app](#)
- 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 from **1 a.m. to 8 p.m., seven days a week**. Press 2 for Spanish. Press 3 for an interpreter who speaks your language. On Thanksgiving Day, the Helpline will operate from **2 a.m. to 9 p.m.**
- For an American Sign Language video on how to apply, go to https://www.youtube.com/watch?v=LU7wzRjByhI&list=PL720Kw_OqjIKOhtKG7HM_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.

Disaster Recovery Centers (Maui)	Address	Hours/Days of Operation
Kahului	University of Hawai'i Maui College Community Services Building 205 310 W. Kaahumanu Avenue Kahului, Hawai'i 96732	Regular hours: 8 a.m. to 6 p.m. Monday to Saturday Thursday, Nov. 23: CLOSED THANKSGIVING DAY Sundays: CLOSED
Lahaina	Lahaina Civic Center Gymnasium 1840 Honoapi'ilani Highway Lahaina, Hawai'i 96761	Regular hours: 8 a.m. to 6 p.m. Monday to Saturday Wednesday, Nov. 22, 29: 8 a.m. to 4 p.m. Thursday, Nov. 23: CLOSED THANKSGIVING DAY Sundays: CLOSED

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 **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.

Learn About Repair and Rebuilding Nov. 17–25 in Makawao

- FEMA specialists are visiting a Foodland supermarket in Makawao to offer free advice and tips on how to rebuild homes stronger and safer after the August wildfires. They're available from **7 a.m. to 5:30 p.m. today, Nov. 17, to Saturday, Nov. 25, at Foodland, 55 Pukalani St.** The specialists are not at the store **Sunday, Nov. 19, or Thanksgiving Day, Thursday, Nov. 23.**

FEMA Assistance Includes Funeral Expenses

- FEMA assistance may be available for funeral or reburial costs as a result of the wildfires. FEMA can help with the unexpected and uninsured expenses associated with the passing of an immediate family member during a declared major federal disaster or emergency.

- Maui County was designated for FEMA assistance. Even if you live outside the county, you and your family may still qualify for funeral assistance if the death occurred within the disaster area. To request funeral assistance, you must first apply to FEMA.

Visit [MauiRecovers.org](https://www.mauirecovers.org) for Reopening and Recovery Information

- Lahaina residents and business owners may apply for permits on a zone-by-zone basis at the **Lahaina Civic Center** and the County of Maui **Kalana O Maui** building. To identify your zone, visit [mauirecovers.org](https://www.mauirecovers.org) and subscribe to the latest updates at: <https://www.mauirecovers.org/sign-up>.
- Personal Protective Equipment and water, shade, washing stations and portable toilets are available to all participants on designated re-entry days.
- The Hawai'i Department of Health provides guidance on the risks of re-entry to the impacted areas: [Re-Entry Guidance & Hazard Advisory](#).
- For answers to your Frequently Asked Questions, click: <https://www.mauirecovers.org/recovery/reentry>.
- Check the Lahaina Re-entry Map at: <https://mauicounty.maps.arcgis.com/apps/dashboards/0530ad1257494d00b20093135f843f52>.
- Go to <https://www.mauinuistrong.info/getsupport>.

Allow 24 Hours Before Entry After Soil Stabilizer Treatments

- Soil stabilizer application is continuing. Residents are asked to allow 24 hours from application of the soil stabilizer before entering their property. That ensures enough time for the application to cure or dry. A sign is posted on the property stating the date and time it was treated. The soil stabilizer is non-toxic once dry. It reduces dust when the soil is disturbed.

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 visit HN-COMMAND-POST@ic.fbi.gov for information on how to contribute DNA.

Support Available for Wildfire Survivors Facing Domestic Violence

- Calls to a Maui County domestic violence hotline have more than doubled as stress levels rise and social and financial pressures mount after the August wildfires, but behavioral health experts and counselors say help is available. Women Helping Women, a service group for those affected by domestic violence, runs Maui County's

only local 24-hour emergency hotline. They can connect callers to resources and show them how to get out of abusive relationships.

- For additional national and local resources, click <https://www.fema.gov/press-release/20231117/support-available-wildfire-survivors-facing-domestic-violence>

U.S. Small Business Administration

- The U.S. Small Business Administration has approved more than **\$238.9 million** in federal disaster loans for Hawai'i businesses, nonprofits and residents impacted by the Maui wildfires. That includes more than **\$69.8 million** for businesses and more than **\$169.1 million** to homeowners and renters to help them rebuild and recover from the disaster.
- SBA is offering **long-term, low-interest disaster loans** to homeowners, renters, nonprofit organizations and businesses to cover losses not fully compensated by insurance or other sources. Those approved for these loans have up to one year from the date of their first disbursement to begin making payments. The interest is zero percent during this deferment period and interest will begin accruing when the payment becomes due. There is no prepayment penalty, and borrowers can begin making loan payments during the deferment period if they choose.
- Even though SBA's Portable Loan Outreach Center in Lahaina and its Business Recovery Centers on Kauai and Hawai'i have closed, SBA representatives can still provide information on disaster loans and help applicants apply. Representatives continue to be available at federal/state Disaster Recovery Centers and Business Recovery Centers on Maui, O'ahu, Kauai and Hawai'i. Those who are unable to visit the Disaster Recovery Centers are welcome to stop by any Business Recovery Center for help with their SBA applications.
- Wildfire survivors may apply online, receive additional disaster assistance information, and download SBA loan 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.
- For people who are deaf, hard-of-hearing or have a speech disability, 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 extending relief from foreclosures of Federal Housing Administration-insured mortgages and home equity conversion mortgages (**until Monday, May 6**). 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 Kakao Maui Resource Hub at 70 Kaahumanu 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.