

Recovery Update Maui Wildfires March 15, 2024

Since wildfires swept over the Island of Maui Aug. 8, **more than \$339.6 million** in federal assistance has been approved for **7,070** 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 \$339.6 million** in federal assistance to survivors of the wildfires and high winds on Maui. This includes:
 - **\$46,344,694** in FEMA assistance approved for individuals and households, which represents:
 - **\$24,874,005** approved for housing assistance, including **more than \$19 million** in rental assistance.
 - **\$21,470,689** approved for Other Needs Assistance
 - **\$293,303,400** in SBA disaster loans approved for affected Maui homeowners, renters and businesses.

Key Messages

- Through FEMA's Direct Lease program, the agency can help survivors who need housing, and we can pay the rent directly to the property owners.
- FEMA has secured **1,336** leased properties for survivors and more than **452** households currently occupy Direct Lease units.
- Survivors are also taking advantage of a separate FEMA program – our rental assistance – to locate their own temporary housing.
- And FEMA is preparing to build a temporary group housing site that can accommodate **169** modular units.

Housing

- FEMA's **Direct Lease** program will not consider properties if their tenants were evicted so landlords could receive higher rent from FEMA.
 - If a complaint is confirmed, the rental property cited in the complaint will not be used in FEMA's Direct Lease program. The investigation could also result in fines or other action by state authorities.
- Under **Direct Lease**, FEMA leases residential properties for use by survivors. The units are offered for up to 18 months.
- FEMA continues to seek property owners 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.

- FEMA is working closely with the American Red Cross and the state to move wildfire survivors from hotels on Maui and O'ahu into more suitable housing. The hotel sheltering program is providing housing until **Wednesday, April 10**. Currently, **3,501** survivors are housed in **13** hotels and other sites.
- 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 get help completing the form, call the **FEMA Helpline at 800-621-3362**.
- Survivors who are eligible for federal assistance are encouraged to stay in touch with FEMA. Keep your information current because missing or wrong information could delay the delivery of FEMA assistance. If your insurance does not cover all your losses, or your settlement is delayed, you may be eligible for FEMA assistance for your unmet needs. 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. It is also a chance to provide new or additional information that may affect FEMA's decision.
 - 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 Lahaina Disaster Recovery Center (address below) and the Council for Native Hawaiian Advancement office at **Kāko'o Maui Relief and Aid Services Center, 153 E. Kamehameha Ave., Suite 101 in Kahului**.
 - Call the **FEMA Helpline at 800-621-3362** for case inquiries and answers to your questions.
- 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. To apply, call **808-243-4316**; email NRST@meoinc.org or visit www.meoinc.org.

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>.

Confidential Crisis Counseling Services Available

- Disasters 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.
- 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 the next business day. For non-urgent calls, an operator will introduce the caller to a crisis counselor before transferring the call.

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://www.ladrc.org/disasters/hawaii-wildfires/> or <https://hawaii.freelegalanswers.org/>.

American Red Cross Continues to Assist Wildfire Survivors

- The American Red Cross has helped to care for about **8,000** survivors. That's about two-thirds of the pre-disaster population of Lahaina. The organization has put them up in dozens of hotels. It is also providing meals, health and mental care, help with navigating complex paperwork, funeral expenses, financial support to move into longer-term temporary housing, 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 the Lahaina Disaster Recovery Center.

Keep in Touch with FEMA

- Visit [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance). 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**. 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 **2 a.m. to 9 p.m., seven days a week**. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

- A **Disaster Recovery Center** remains open on Maui, where survivors can speak to FEMA specialists, get help applying for disaster assistance, connect with voluntary organizations and access other federal and state resources.

Disaster Recovery Center (Maui)	Address	Hours/Days of Operation
Lahaina	Lahaina Civic Center Gymnasium 1840 Honoapi'ilani Highway Lahaina, Hawai'i 96761	Regular hours: 8 a.m. to 4 p.m. Monday to Friday; 8 a.m. to 2 p.m. Saturday Closed: Sundays Closed: March 18 and March 19

U.S. Fire Administration to Deploy Wildfire and Wind Sensors Across Hawai'i

- The U.S. Fire Administration is working with Hawaiian fire chiefs as well as state and local officials to test 80 wildfire sensors and 16 wind sensors across the Hawaiian Islands.
 - These sensors will collect data that can further refine how the final sensors perform, while also detecting anomalies that may indicate a fire.

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 for 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>.

Support Available for Wildfire Survivors Facing Domestic Violence

- Calls to a Maui County domestic violence hotline have more than doubled since the 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. The group 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 \$293.3 million** in federal disaster loans for Hawai'i businesses, nonprofits and residents impacted by the Maui wildfires. That includes **more than \$101.8 million** for businesses and **more than \$191.4 million** to homeowners and renters to help them rebuild and recover from the disaster.
- SBA is reaching out to businesses on Maui to remind them of the upcoming deadline to submit economic injury disaster loan applications. 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**.
- An SBA Disaster Loan Outreach Center is located at Kahului Public Library to help residents and business owners with their applications. The loan outreach center will close permanently at **4 p.m. Saturday, March 23**. Until it ceases operations, regular hours are: **noon to 7 p.m. Tuesday; 9 a.m. to 4 p.m. Wednesday and Thursday; 11 a.m. to 4 p.m. Friday; 9 a.m. to 4 p.m. Saturday**. Both the library and the Disaster Loan Outreach Center are closed on Sundays and Mondays.
- 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.

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** connects survivors to community support services at Kāko'o Maui Resource Hub, 70 Kaahumanu Avenue in Kahului. **The Resource Hub is open 10 a.m. to 6 p.m. daily.**

For More Information

- For the latest information on the Maui wildfire recovery efforts, visit mauicounty.gov, mauirecovers.org, fema.gov/disaster/4724 and [Hawaii Wildfires - YouTube](https://www.youtube.com/watch?v=HawaiiWildfires). Follow FEMA on social media: [@FEMARegion9](https://twitter.com/FEMARegion9) and [facebook.com/fema](https://www.facebook.com/fema). You may also get disaster assistance information and download applications at sba.gov/hawaii-wildfires.

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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.