

# Federal Assistance for Maui Survivors Tops \$177 Million

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Since wildfires swept over the Island of Maui Aug. 8, more than **\$177.76 million** in federal assistance has been approved for **6,210** households. FEMA is working closely with Maui County, the State of Hawaii 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 \$177.76 million** in federal assistance to survivors of the Maui wildfires that began Aug. 8. This includes:
  - **\$29,942,902** in FEMA assistance approved for individuals and households, including:
    - **\$14,388,910** approved for housing assistance
    - **\$15,553,991** approved for Other Needs Assistance
  - **\$147,824,500** 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
  - **6,210 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 **6,775 people** on Maui and O‘ahu.
- The deadline to apply for FEMA assistance and a disaster loan for physical property damage from the U.S. Small Business Administration is **Thursday, Nov. 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

### American Red Cross Continues to Assist Wildfire Survivors

- Since the wildfires began, 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.disasterassistance.gov)
- 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 24 hours a day, seven days a week. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.
- For an American Sign Language video on how to apply, go to [https://www.youtube.com/watch?v=LU7wzRjByhI&list=PL720Kw\\_OojIKOhtKG7HM\\_On\\_kEawus6FC&index=6](https://www.youtube.com/watch?v=LU7wzRjByhI&list=PL720Kw_OojIKOhtKG7HM_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.

Disaster Recovery Centers (Maui)	Address	Hours/Days of Operation
<b>Kahului</b>	University of Hawaii Maui College Community Services Building 205 310 W. Kaahumanu Avenue Kahului, Hawaii 96732	<b>8 a.m. to 6 p.m. Monday to Saturday</b> <b>Closed Sundays</b>
<b>Lāhainā</b>	Lahaina Civic Center Gymnasium 1840 Honoapiʻilani Highway Lahaina, Hawaii 96761	<b>8 a.m. to 6 p.m. Monday to Saturday</b> <b>Closed Sundays</b>
<b>Makawao</b>	Mayor Hannibal Tavares Community Center 91 Pukalani Street Makawao, Hawaii 96768	<b>8 a.m. to 6 p.m. Monday to Saturday</b> <b>Closed Sundays</b>

## 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.

## Disaster Legal Services National Hotline is Open

- If you are facing civil legal issues as a result of the wildfires on Maui, you can now get free legal advice by calling the Disaster Legal Services national hotline at **888-743-5749**. Attorneys provide help to low-income, elderly and other vulnerable residents who were affected by the wildfires and are unable to afford their own lawyer.

## Continued Rental Assistance for Maui Wildfire Survivors

- Residents of Maui who were affected by the wildfires and received 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>

## Learn About Repair and Rebuilding in Kahului, Lahaina and Kihei

- FEMA specialists are providing free repair and rebuilding tips at the Lahaina Gateway Ace Hardware, from 7 a.m. to 4 p.m. daily, **today through Saturday, Oct. 7**. For more information: <https://www.fema.gov/press-release/20230929/get-repair-rebuilding-advice-oct-2-7-lahaina>
- The specialists will also be available from **7 a.m. to 5 p.m. Monday, Oct. 9, to Saturday, Oct. 21**, at Ace Hardware, 1280 South Kihei Road in Kihei.

## 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. For more information: <https://www.fema.gov/fact-sheet/fema-assistance-includes-funeral-expenses-0>

## 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/#/](http://huiclaims.Hawaii.gov/#/)

## Visit MauiRecovers.org for Reopening and Recovery Information

- **Re-entry permits** are required for Lahaina residents and business owners to visit their property. Four zones have re-opened. Supported re-entry will begin **today, Oct. 6, and Saturday, Oct. 7**, in ZONE 2A (Malo Street, Kalani Road and Kekai Road); ZONE 2B (Ainakea Road) and ZONE 2F (Malanai Street).
- Survivors can apply for permits on a zone-by-zone basis at the **Lahaina Civic Center** and at the **County of Maui Kalana O Maui Building**. For information, visit the Maui County disaster website [mauirecovers.org](http://mauirecovers.org).
- Survivors can apply for permits on a zone-by-zone basis at the **Lahaina Civic Center** and at the **Kalana O Maui** County building.
- To identify your zone, visit [mauirecovers.org](http://mauirecovers.org).
- Personal Protective Equipment and water, shade, washing stations and portable toilets are available to all participants on designated re-entry days.
- The Hawaii Department of Health provides the following 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 for the most current information: <https://mauicounty.maps.arcgis.com/apps/dashboards/0530ad1257494d00b20093135f843f52>
- Wildfire survivors can visit the Maui County website **Maui Recovers** ([mauirecovers.org](http://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. Subscribe for the latest updates: <https://www.mauirecovers.org/sign-up>.
- Go to <https://www.mauinuistrong.info/getsupport> for 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](mailto: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](mailto: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 both programs. For more information, <https://www.fema.gov/fact-sheet/rental-properties-wanted-temporary-disaster-housing>.

## FEMA Public Assistance

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

## Private Nonprofit Organizations, Including Houses of Worship, May Be Eligible for Disaster Assistance

- Private nonprofits, including houses of worship and other faith-based organizations, may be eligible to apply for federal disaster assistance to help recover from the wildfires on Maui and the Big Island.
  - Funding from the Public Assistance program can be used to pay for debris removal, emergency protective measures and restoration of disaster-damaged facilities in Maui County. Hawaii County is designated to apply for eligible expenses for emergency protective measures. For more information: <https://www.fema.gov/press-release/20230930/private-nonprofits-including-houses-worship-may-be-eligible-disaster>

## U.S. Small Business Administration

- The U.S. Small Business Administration has approved more than **\$147 million** in federal disaster loans for Hawaii businesses, nonprofits and residents impacted by the Maui wildfires. That includes more than **\$43.8 million** for businesses and more than **\$103.9 million** in home loans to help residents rebuild and recover from the disaster. For more information:  
<https://disasterloanassistance.sba.gov/ela/sfc/servlet.shepherd/version/download/0688200000kdBBAAY>
- SBA representatives continue to be available at federal/state disaster recovery centers and Business Recovery Centers in Maui, Oahu, Kauai and Hawaii 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](mailto:disastercustomerservice@sba.gov) for more information on SBA disaster assistance.
- 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, Texas 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](http://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](http://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.*