Post Hurricane Matthew FLASH Report #7
October 25, 2016 – 1130 hrs
Emergency Operations Center Level: 2 (Partial-Activation) 8am – 5pm

EOC Information:
St. Johns County Emergency Operations Center hours of operation will be Monday – Friday, 8am – 5pm as we continue recovery operations. Citizens Information Line, 904.824.5550 will continue to answer citizen’s questions regarding recovery from Hurricane Matthew from 8am – 5pm. The EOC will be closed Saturday and Sunday.

Hurricane Matthew Assistance Available:

- A Disaster Recovery Center has opened in St. Johns County to help survivors affected by Hurricane Matthew’s severe storms and flooding that affected the state beginning October 3.

The location of the center is:
St. Johns County Wind Mitigation Bldg
3111 Agricultural Center Drive
St. Augustine, FL 32092
Open Monday - Saturday
9 a.m. to 6 p.m.
Closed Sundays

Disaster Recovery Centers serve as one-stop shops for eligible storm survivors seeking one-on-one help. Representatives from the Florida Division of Emergency Management (FDEM), the Federal Emergency Management Agency (FEMA), the U.S. Small Business Administration (SBA) and various state agencies will be at the center to answer questions Monday through Saturday from 9 a.m. to 6 p.m. The center is closed on Sundays.

Downloading the FEMA App (available in English and Spanish) to their mobile device will allow survivors to:
- Apply for disaster assistance
- Get directions to the nearest Disaster Recovery Center
- Get weather alerts
- Subscribe to disaster safety tips

Many services available at disaster recovery centers are also available by calling the FEMA helpline at 800-621-3362. Survivors with questions regarding the application or the appeals process, or who need to register for assistance, may visit online at
DisasterAssistance.gov or by phone (voice, 711 or relay service) at 800-621-3362. (TTY users should call 800-462-7585.) The toll-free lines are open 7 a.m. to 10 p.m. seven days a week.

FEMA encourages survivors to register as soon as possible. Those who may have registered with their county emergency management office, the American Red Cross or other community organizations are reminded to also register with FEMA. If you pre-registered with FEMA before the presidential disaster declaration for Hurricane Matthew, there is no need to register again. However, you should call FEMA toll-free at 800-621-3362 (voice, 711 or video relay service) TTY users can call 800-462-7585 to update your information.

Disaster assistance may include grants to help homeowners and renters pay for temporary housing, essential home repairs, personal property replacement, and other serious disaster-related needs not covered by insurance.

SBA offers low-interest disaster loans for businesses of all sizes, homeowners, renters, and certain private non-profit organizations. SBA disaster loans may cover repairs, rebuilding, as well as the cost of replacing lost or disaster-damaged real estate and personal property.

For more information about SBA loans, call SBA’s Disaster Assistance Customer Service Center at 800-659-2955, email disastercustomerservice@sba.gov, or visit http://www.sba.gov/disaster. TTY users may call 800-877-8339. Applicants may also apply online using the Electronic Loan Application (ELA) via SBA’s secure website at https://disasterloan.sba.gov/ela.

For more information on Florida’s disaster recovery, visit fema.gov/disaster/4283, https://twitter.com/femaregion4, facebook.com/FEMA, and fema.gov/blog.

- Disaster unemployment assistance now available. To file a Disaster Unemployment claim, go to https://connect.myflorida.com or call 1-800-681-8102.

- FEMA Disaster Survivor Assistance Teams will be canvassing affected neighborhoods throughout the community offering assistance to those in need.

- The Small Business Administration (SBA) offers disaster assistance to businesses and residents of Florida affected by Hurricane Matthew. The disaster declaration covers the counties of Flagler, Putnam, Saint Johns and Volusia in Florida, which are eligible for both Physical and Economic Injury Disaster Loans from the SBA.
  
  o Businesses and nonprofits can apply for up to $2 million to repair or replace disaster damaged real estate, machinery, equipment, inventory, and other business assets. Loans for working capital, known as Economic Injury Disaster Loans, are available even if the business did not suffer any physical damage.

  o Homeowners can apply for up to $200,000 to repair or replace disaster damaged real estate. Homeowners and renters can apply for up to $40,000 to repair or replace damaged personal property including automobiles.
Interest rates are as low as 4 percent for businesses, 2.625 percent for private nonprofit organizations, and 1.563 percent for homeowners and renters, with terms up to 30 years. The SBA customizes loan amounts and terms based on each applicant’s circumstances.

Applicants may be eligible for a loan amount increase up to 20 percent of their physical damages, as verified by the SBA for mitigation purposes. Eligible mitigation improvements may now include a safe room or storm shelter to help protect property and occupants from future damage caused by a similar disaster.

The SBA offers several ways to apply for a disaster loan: online application via SBA’s secure website at https://disasterloan.sba.gov/ela; or download an application from www.sba.gov/disaster. For information or to request application forms, call the SBA’s Customer Service Center at 800-659-2955 (800-877-8339 for the deaf and hard-of-hearing) or send an email to disastercustomerservice@sba.gov.

The filing deadline to submit applications for physical property damage is Dec. 16, 2016. The deadline for economic injury applications is July 17, 2017.

- FEMA Individual Assistance - Homeowners, renters and business owners in St. Johns County may apply for federal disaster assistance for uninsured and underinsured damages and losses resulting from Hurricane Matthew.

Survivors are encouraged to register with FEMA as soon as possible

- Online at DisasterAssistance.gov, or
- On the FEMA Mobile App, or by
- Calling 800-621-3362 (FEMA). Applicants who use 711 or Video Relay Service may also call 800-621-3362. People who are deaf, hard of hearing or have a speech disability and use a TTY may call 800-462-7585.
- The toll-free numbers are open from 7 a.m. to 10 p.m., seven days a week.
- Multilingual operators are available. Press 2 for Spanish and press 3 for other languages.

Assistance for eligible survivors can include grants for temporary housing and home repairs, and for other serious disaster-related needs, such as medical and dental expenses or funeral and burial costs.

Debris Removal:

- Curbside Collection of Storm Debris:
  - Debris contractors are collecting storm-related debris throughout St. Johns County.
  - Storm Debris must be piled at the curb.
  - Do not bag, barrel, or mix with household waste.
  - Furniture will be collected by the contractors, not your regular household garbage collection.
- Please separate debris into piles; construction debris, white goods, furniture and yard trash.
- Debris contractors will make multiple passes until clean-up is complete.

- St. Johns County is cleaning debris off the County’s 42 miles of coastline in the wake of Hurricane Matthew. Debris removal will continue until all beaches have been cleaned. As of Saturday, the Ocean Trace ramp has reopened, with all other ramps remaining closed at this time.

**Local Actions/Activities:**

- Please see the following link for updates and recovery information in regard to Post Hurricane Matthew for St. Johns County [http://www.co.st-johns.fl.us/index.aspx](http://www.co.st-johns.fl.us/index.aspx)

- For the most up-to-date information regarding the City of St. Augustine recovery from Hurricane Matthew please visit: [http://www.citystaug.com/alert_detail.php](http://www.citystaug.com/alert_detail.php)

  For further information please contact
  St. Johns County Emergency Management - 904.824.5550