

# THE NORTH CAROLINA DISASTER ASSISTANCE MANUAL

## SECTION 17: RESOURCE & REFERRAL GUIDE

At times, a referral to an attorney is not the best course of action. In your search for assistance, you may find that private community organizations or one or more local, state or federal agencies can help you. In addition to providing emergency information, this guide lists resources, community service organizations and government agencies with offices located in the areas where the people are being temporarily housed. It also includes the toll-free numbers for many state and federal agencies.

<b>General Assistance</b>	
<b>Disaster Assistance</b>	<p>The Disaster Assistance Improvement Program (DAIP) provides disaster survivors with information, support, services and a means to access and apply for disaster assistance through joint data-sharing efforts between federal, tribal, state, local and private sector partners.</p> <p>This site allows individuals to:</p> <ul style="list-style-type: none"><li>• Find disaster assistance that meets the needs of an individual's particular circumstances</li><li>• Apply for disaster assistance and reduce the number of forms required to be completed</li><li>• Check the status of applications</li><li>• Find a FEMA Disaster Recovery Center nearby</li><li>• Find a hotel or a new place to live</li><li>• Find programs to help with food and nutrition needs</li><li>• Change address for Social Security, VA or other federal benefits</li><li>• Learn about Small Business Administration (SBA) loans for homeowners, renters and businesses.</li></ul> <p><a href="https://www.disasterassistance.gov">https://www.disasterassistance.gov</a></p>

<p>FEMA Assistance</p>	<p>FEMA Helpline  Call 7 a.m. to 11 p.m. ET, 7 days a week  1-800-621-3362  TTY 1-800-462-7585  711 or VRS 1-800-621-3362  Or write to:  FEMA  P.O. Box 10055  Hyattsville, MD 20782-8055</p> <p>FEMA Internet Help Desk  Call 24 hours a day, 7 days a week  1-800-745-0243</p> <p>FEMA Disaster Recovery Centers: FEMA Disaster Recovery Centers (DRC) are accessible meeting places set up after a disaster. The services offered at each DRC may vary. There are two ways to find a DRC nearby:</p> <ol style="list-style-type: none"> <li>1. Use the DRC locator found at <a href="https://egateway.fema.gov/ESF6/DRCLocator">https://egateway.fema.gov/ESF6/DRCLocator</a></li> <li>2. Text DRC and a Zip Code to 4FEMA (43362). Example: "DRC 77001". Using this option does not add you to any messaging services.</li> </ol>
<p>Crisis Counseling Assistance</p>	<p>FEMA's Crisis Counseling Assistance and Training Program (CCP) assists individuals and communities in recovering from natural and human-caused disasters through community-based outreach and access to mental health services.</p> <p>Disaster Distress Helpline at 1-800-985-5990  FEMA Helpline at 1-800-621-3362, TTY 1-800-985-5990</p> <p>For more information:  <a href="http://www.samhsa.gov/dtac/ccp">www.samhsa.gov/dtac/ccp</a></p>
<p><b>Emergency Housing</b></p>	
<p>General</p>	<p>Search for open shelters near you by texting SHELTER and a Zip Code to 4FEMA (43362). Example: "SHELTER 1234". Using this option does not add you to any messaging services.</p>

<p>FEMA Evacuee Hotel List</p>	<p>If you are eligible for Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels and motels for a limited period of time. For a list of participating locations, please visit:</p> <p><a href="http://www.femaevachotels.com">http://www.femaevachotels.com</a></p>
<p>American Red Cross</p>	<p>You can find shelters by:</p> <ul style="list-style-type: none"> <li>• Visiting <a href="http://www.redcross.org">www.redcross.org</a>. Go to the “Get Help” tab and choose “Find an open shelter”</li> <li>• Downloading the “Emergency Red Cross Mobile” app</li> <li>• Texting “GETEMERGENCY” to 90999</li> <li>• Calling 1-800-REDCROSS (1-800-733-2767)</li> </ul>
<p>Salvation Army</p>	<p>Enter your zip code to find your nearest Salvation Army location:</p> <p><a href="http://www.salvationarmyusa.org/">http://www.salvationarmyusa.org/</a></p>

**Family Locators**

<p>Safe and Well</p>	<p>The American Red Cross maintains Safe and Well, a web-based system that helps reunite friends and family displaced by a disaster.</p> <ul style="list-style-type: none"> <li>• English – <a href="http://www.redcross.org/safeandwell">www.redcross.org/safeandwell</a></li> <li>• Spanish – <a href="https://www.safeandwell-es.communityos.org/zf/safe/add">https://www.safeandwell-es.communityos.org/zf/safe/add</a></li> <li>• Texting “SAFE” to 78876. Messages exist in both Spanish and English</li> </ul>
<p>National Emergency Family Registry and Locator System*</p>	<p><i>*NOTE: The system is only activated at the request of a State to support Presidentially-declared disasters.</i></p> <p>FEMA’s National Emergency Family Registry and Locator System (NEFRLS) helps reunite families separated during a disaster. It allows displaced individuals to register and provide information about their current location and situation.</p> <p>Individuals and families can register online at <a href="http://www.fema.gov">www.fema.gov</a> or by phone at 1-800-588-9822.</p>

National Center for Missing & Exploited Children	<p>The National Emergency Child Locator Center is operating by the National Center for Missing &amp; Exploited Children (NCMEC) and may be activated through a request to FEMA from a State, Tribe or Territory during Presidentially-declared disasters. The primary mission is to assist with the reunification of children who have become separated from their parents or legal guardians.</p> <p>Individuals reporting or searching for a child missing during a disaster should call the NEMEC at 1-800-843-5678; it is staffed 24 hours a day.</p>
Next of Kin Registry	<p>The Next of Kin Registry (NOKR) is a FREE tool for daily emergencies and national disasters. NOKR is your emergency contact to help if you or your family member is missing, injured or deceased.</p> <p><a href="http://www.nokr.org">www.nokr.org</a></p>
Other	<p>USA.gov also offers other sources for locating family.</p> <p><a href="https://www.usa.gov/after-disaster">https://www.usa.gov/after-disaster</a></p>

**Finding and Caring for Pets**

Missing Pet Network	<a href="http://www.missingpet.net/">http://www.missingpet.net/</a>
Pet Friendly Hotels	<p>For a list of pet friendly hotels, please visit:</p> <p><a href="https://www.gopetfriendly.com">https://www.gopetfriendly.com</a></p>
Animal Assistance Organizations	<p>Humane Society (HQ Washington, DC) 1-866-720-2676 (M-F 8:00 am-11:00 pm (EST)) <a href="http://www.humanesociety.org">www.humanesociety.org</a></p> <p>Wings of Rescue <a href="https://www.wingsofrescue.org/">https://www.wingsofrescue.org/</a></p> <p>ASPCA <a href="https://www.aspca.org/">https://www.aspca.org/</a></p> <p>GreaterGood.org <a href="http://greatergood.org/">http://greatergood.org/</a></p>

	<p>Best Friends Animal Society  1-435-644-2001 – Kanab, UT  <a href="https://www.bestfriends.org/">https://www.bestfriends.org/</a></p>
<b>Legal Services Hotline</b>	
<p>Disaster Legal Services Program</p>	<p>The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs.</p> <p>NCBA/YLD  1-833-242-3549 (M-F 9:00 am-5:00 pm)  Legal Aid of NC*  1-866-219-5262 (M-Th 8:30 am-4:30 pm and  M &amp; Th 5:30 pm-8:30 pm)</p> <p><a href="https://www.legalaidnc.org/get-help/self-help-library/disaster-relief">https://www.legalaidnc.org/get-help/self-help-library/disaster-relief</a></p> <p>*Hotline is available in English and Spanish</p>
<p>National Disaster Legal Aid</p>	<p>The National Disaster Legal Aid Resource Center serves as a centralized nationwide resource for legal aid, pro bono and criminal defense attorneys across the county on legal issues related to all types of disasters.</p> <p><a href="https://www.disasterlegalaid.org/">https://www.disasterlegalaid.org/</a></p>
<p>State Bar Association</p>	<p>NC Bar Association  1-919-677-0561  <a href="http://www.ncbar.org">www.ncbar.org</a></p>
<b>International Evacuees</b>	
<p>General Consulate Information</p>	<p><a href="http://www.usembassy.gov">www.usembassy.gov</a></p>

**Insurance Information**

National Flood Insurance Program (NFIP)	<p>The National Flood Insurance Program aims to reduce the impact of flooding on private and public structures. It does so by providing affordable insurance to property owners and by encouraging communities to adopt and enforce floodplain management regulations.</p> <p><a href="https://www.fema.gov/national-flood-insurance-program">https://www.fema.gov/national-flood-insurance-program</a></p>
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National Association of Insurance Commissioners	<p>1-816-783-8500  <a href="http://www.naic.org">www.naic.org</a></p>
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**Charitable Organizations (Recommended by FEMA)**

American Red Cross Disaster Donations	<p>1-800-435-7669 to donate by phone  <a href="http://www.redcross.org">www.redcross.org</a></p>
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Red Cross of NC	<p>Cape Fear Chapter          1102 South 16<sup>th</sup> Street          Wilmington, NC 28401          1-910-762-2683</p> <p>Central NC Chapter          4737 University Drive, Building 3          Durham, NC 27707          1-919-489-6541</p> <p>Northeastern NC Chapter          700-A Cromwell Drive          Greenville, NC 27858          1-252-355-3800</p> <p>Sandhills Chapter          807 Carol Street          Fayetteville, NC 28303          1-910-867-8151</p> <p>Triangle Area Chapter          100 North Peartree Lane          Raleigh, NC 27610          1-919-231-1602</p>
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	<p>Camp LeJeune-American Red Cross  Building 1108 Birch Street  Camp LeJeune, NC 28547</p> <p>Fort Bragg-American Red Cross  1-1139 Macomb Street  Fort Bragg, NC 28310</p>
Catholic Charity Offices in NC	<p>Albemarle Region (Hertford)  Cape Fear Region (Burgaw, Wilmington)  Fayetteville Region (Fayetteville)  New Bern Region (New Bern)  Newton Grove Region (Goldsboro)  Piedmont Region (Burlington, Durham)  Raleigh Region (Cary, Raleigh)  Tar River Region (Greenville)  Hispanic Centers (Burlington, Raleigh)</p> <p><a href="http://www.catholiccharities.org">www.catholiccharities.org</a>  <a href="http://www.catholiccharitiesraleigh.org/locations">http://www.catholiccharitiesraleigh.org/locations</a></p>
Salvation Army Disaster Relief	<a href="https://www.salvationarmycarolinas.org/locations/command-list">https://www.salvationarmycarolinas.org/locations/command-list</a>
<b>Federal Agencies and Resources</b>	
US Government Official Web Portal	<p>This website has links to many agencies and programs.  1-844-872-4681  <a href="http://www.usa.gov/">http://www.usa.gov/</a></p>
Equal Employment Opportunity Commission	<p>1-800-669-4000  TTY 1-800-669-6820</p> <p><a href="mailto:Info@ask.eeoc.gov">Info@ask.eeoc.gov</a> (include zip code and/or city and state so that your email will be sent to the appropriate office)</p> <p><a href="http://www.eeoc.gov">www.eeoc.gov</a></p>
Social Security Administration	<p>1-800-772-1213 (M-F 8:00 am-7:00 pm)  TTY 1-800-325-0778</p> <p><a href="http://www.ssa.gov">www.ssa.gov</a></p>

<p>United State Postal Service</p>	<p>1-800-275-8777 (M-F 8:00 am-8:30 pm, Sat 8:00 am-6:00 pm)</p> <p><a href="http://www.usps.gov">www.usps.gov</a></p> <p>USPS reminds customers to complete change-of-address-requests, especially if they expect to be out of their homes for extended periods.</p>
<p>US Department of Health &amp; Human Services (Medicare)</p>	<p>1-800-633-4227 TTY: 1-877-486-2048</p> <p><a href="http://www.cms.gov/">http://www.cms.gov/</a></p>
<p>Veterans Affairs</p>	<p>1-844-698-2311 TTY: 711</p> <p><a href="http://www.va.gov">www.va.gov</a></p>
<p>Department of Education</p>	<p>1-800-872-5327</p> <p><a href="https://www.ed.gov/">https://www.ed.gov/</a></p>
<p>US Department of Housing and Urban Development (HUD)</p>	<p>Fraud Line: 1-800-347-3735 Housing Discrimination Line: 1-800-669-9777</p> <p><a href="http://www.hud.gov">www.hud.gov</a> <a href="https://www.hud.gov/states/north_carolina/offices#greensboro">https://www.hud.gov/states/north_carolina/offices#greensboro</a></p> <p>Greensboro Regional Office: 1-336-547-4000 TTY: 1-336-547-4054</p>
<p>Internal Revenue Service</p>	<p>1-800-829-1040</p> <p><a href="http://www.irs.gov">www.irs.gov</a></p>
<p>Federal Citizen Information Center</p>	<p>A trusted one-stop source for answers to questions about consumer problems and government services. Consumers can order publications through the website.</p> <p><a href="https://pueblo.gpo.gov/Publications/PuebloPubs.php">https://pueblo.gpo.gov/Publications/PuebloPubs.php</a></p> <p>Email: <a href="mailto:pueblo@gpo.gov">pueblo@gpo.gov</a></p> <p>1-719-295-2675 (M-F 9:00 am-5:00 pm)</p>

<p>U.S. Immigration and Customs Enforcement (ICE)</p>	<p>To Report Suspicious Activity: 1-866-347-2423</p> <p>Detainee-Related Information: 1-888-351-4024</p> <p><a href="http://www.ice.gov">www.ice.gov</a></p>
<p>Department of Homeland Security</p>	<p>Main: 1-202-282-8000</p> <p>Comments: 1-202-282-8495</p> <p><a href="http://www.dhs.gov">www.dhs.gov</a></p>
<p>Small Business Administration</p>	<p>The Small Business Administration (SBA) offers low-interest, long-term disaster loans to small businesses of all sizes, private non-profit organizations, homeowners and renters to repair or replace uninsured/underinsured disaster damaged property.</p> <p>Loan amounts and terms are set by SBA and are based on each applicant's financial condition.</p> <p>Apply online at <a href="http://www.sba.gov">www.sba.gov</a>, in person at a FEMA Disaster Recovery Center or by mail.</p> <p><a href="http://www.sba.gov">www.sba.gov</a></p> <p><a href="https://disasterloan.sba.gov/ela/information/index">https://disasterloan.sba.gov/ela/information/index</a></p> <p>Call 1-800-659-2955 or email at <a href="mailto:disastercustomerservice@sba.gov">disastercustomerservice@sba.gov</a></p>
<p><b>Credit Bureaus</b></p>	
<p>Equifax</p>	<p>1-866-349-5191</p>
<p>Experian</p>	<p>1-888-397-3742</p>
<p>Trans Union</p>	<p>1-800-916-8800</p>

**General Assistance**

North Carolina Department of Public Safety	<p><a href="https://www.ncdps.gov/">https://www.ncdps.gov/</a></p> <p>NC Emergency Updates Call 5-1-1 or 1-877-511-4662</p> <p>Road Conditions 5-1-1 or 1-877-511-4662 <a href="https://drivenc.gov/">https://drivenc.gov/</a></p>
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**Child Support Checks**

North Carolina Child Support Services	<p>NC Department of Health and Human Services: 1-800-992-9457 <a href="https://www.ncchildsupport.com/ecoa/">https://www.ncchildsupport.com/ecoa/</a></p>
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**Unemployment Assistance**

Disaster Unemployment Assistance (DUA)	<p>Disaster unemployment assistance is now available for North Carolinians unable to work due to a disaster through the NC Department of Commerce’s Division of Employment Security. For more information, people can call 1-866-795-8877 or visit <a href="https://des.nc.gov/">https://des.nc.gov/</a>. Commerce’s Division of Workforce Solutions may also apply for funds from the U.S. Department of Labor to create a temporary employment program for individuals whose employment has been affected by a disaster.</p> <p>Contact: 1-866-795-8877, M-F 8:00 am-5:00 pm <a href="https://www.ncdps.gov/ncem">https://www.ncdps.gov/ncem</a></p>
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**Insurance Information**

North Carolina Department of Insurance	<p>North Carolina Department of Insurance 1-855-408-1212 <a href="http://www.ncdoi.gov">www.ncdoi.gov</a></p>
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## Legal Services

<p>Legal Aid of North Carolina (LANC)</p>	<p>Apply online:  <a href="http://www.legalaidnc.org/get-help/apply-online">http://www.legalaidnc.org/get-help/apply-online</a></p> <p>Apply by phone:            1-866-219-5262,            M-F 8:30 am-4:30 pm, M &amp; Th, 5:30 pm-8:30 pm</p>
<p>LANC Ahoskie Office</p>	<p>Counties served: Bertie, Camden, Chowan, Currituck, Dare, Gates, Halifax, Hertford, Northampton, Pasquotank, Perquimans            1-252-332-5124</p>
<p>LANC Fayetteville Office</p>	<p>Counties served: Cumberland, Harnett, Sampson            1-910-483-0400</p>
<p>LANC Greenville Office</p>	<p>Counties served: Beaufort, Carteret, Craven, Hyde, Jones, Martin, Onslow, Pamlico, Pitt, Tyrell, Washington            1-252-758-1843</p>
<p>LANC Pembroke Office</p>	<p>Counties served: Hoke, Robeson, Scotland            1-910-521-2831</p>
<p>LANC Wilmington Office</p>	<p>Counties served: Bladen, Brunswick, Columbus, Duplin, New Hanover, Onslow, Pender            1-910-763-6207</p>
<p>LANC Wilson Office</p>	<p>Counties served: Edgecombe, Greene, Lenoir, Nash, Wayne, Wilson            1-252-291-6407</p>
<p>Disability Rights NC</p>	<p>1-877-235-4210 (voice)            1-888-268-5535 (TTY)  <a href="http://www.disabilityrightsnc.org">www.disabilityrightsnc.org</a></p>
<p>North Carolina Coalition Against Domestic Violence</p>	<p>Phone: 1-919-956-9124  <a href="https://nccadv.org/">https://nccadv.org/</a></p> <p>National Domestic Violence Hotline:            1-800-799-7233 (voice)            1-800-787-3224 (TTY)</p> <p>National Sexual Assault Hotline:            1-800-656-4673</p>

<p>American Civil Liberties Union of North Carolina</p>	<p>1-919-834-3466  <a href="mailto:contact@acluofnc.org">contact@acluofnc.org</a>  <a href="https://www.acluofnorthcarolina.org/">https://www.acluofnorthcarolina.org/</a></p>
<p><b>Brunswick County Emergency Services</b></p>	
<p>Brunswick County</p>	<p>Emergency Services Department  1-910-253-5383  <a href="mailto:Emergency_services@brunswickcounty.gov">Emergency_services@brunswickcounty.gov</a></p> <p>Register of Deeds for Property Deed Replacement  1-910-253-2690  <a href="mailto:rod@brunswickcountync.gov">rod@brunswickcountync.gov</a></p>
<p><b>Robeson County Emergency Services</b></p>	
<p>Lumberton</p>	<p>Emergency Services Department:  1-910-671-3946  <a href="http://www.ci.lumberton.nc.us/157/Emergency-Services">http://www.ci.lumberton.nc.us/157/Emergency-Services</a></p> <p>Register of Deeds for Property Deed Replacement:  1-910-253-2703</p>
<p>Robeson County</p>	<p>Emergency Management Department:  910-671-3150</p> <p>Register of Deeds for Property Deed Replacement:  1-910-671-3040  <a href="https://www.co.robeson.nc.us/robeson-county-register-deeds">https://www.co.robeson.nc.us/robeson-county-register-deeds</a></p>
<p><b>Bladen County Emergency Services</b></p>	
<p>Bladen County</p>	<p>Emergency Management  1-910-862-6760</p> <p><a href="https://bladennc.govoffice3.com/index.asp?SEC=2888C1D7-185C-4701-BA8E-08B21932DEBE&amp;Type=B_BASIC">https://bladennc.govoffice3.com/index.asp?SEC=2888C1D7-185C-4701-BA8E-08B21932DEBE&amp;Type=B_BASIC</a></p> <p>Register of Deeds for Property Deed Replacement:  1-910-862-6710  <a href="http://www.bladenncred.org/">http://www.bladenncred.org/</a></p>

<b>Columbus County Emergency Services</b>	
Columbus County	<p>Emergency Services 1-910-40-6610 <a href="https://columbusco.org/Departments/Emergency-Services">https://columbusco.org/Departments/Emergency-Services</a></p> <p>Register of Deeds for Property Deed Replacement: 1-910-640-6625 <a href="https://www.columbusdeeds.com/">https://www.columbusdeeds.com/</a></p>
<b>New Hanover Emergency Services</b>	
New Hanover County	<p>Emergency Information: Public Information Hotline: 1-910-798-6800 <a href="https://emergency.nhcgov.com/">https://emergency.nhcgov.com/</a></p> <p>Register of Deeds for Property Deed Replacement: 1-910-798-4530 <a href="https://registerofdeeds.nhcgov.com/">https://registerofdeeds.nhcgov.com/</a></p>
<b>Pender County Emergency Services</b>	
Pender County	<p>Emergency Management: Public Information Hotline: 1-910-259-1210 <a href="http://www.penderem.com/">http://www.penderem.com/</a></p> <p>Register of Deeds for Property Deed Replacement: 1-910-259-1225 <a href="https://www.pendercountync.gov/rod/">https://www.pendercountync.gov/rod/</a></p>
<b>Sampson County Emergency Services</b>	
Sampson County	<p>Emergency Services Department: 1-910-592-8996 <a href="http://www.sampsonnc.com/departments/ems/index.php">http://www.sampsonnc.com/departments/ems/index.php</a></p> <p>Register of Deeds for Property Deed Replacement: 1-910-592-8026 <a href="http://www.sampsonnc.com/departments/register_of_deeds/index.php">http://www.sampsonnc.com/departments/register_of_deeds/index.php</a></p>

**Cumberland County Emergency Services**

Cumberland County	Emergency Services: 1-910-438-4069 <a href="https://www.cumberlandcountync.gov/emergencyservices/emergency-management">https://www.cumberlandcountync.gov/emergencyservices/emergency-management</a>  Register of Deeds for Property Deed Replacement: 1-910-678-7775  <a href="http://www.co.cumberland.nc.us/departments/register-of-deeds">http://www.co.cumberland.nc.us/departments/register-of-deeds</a>  Cumberland County Community Resource Guide:  <a href="https://www.fayettevillenc.gov/home/showpublisheddocument?id=13429">https://www.fayettevillenc.gov/home/showpublisheddocument?id=13429</a>
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City of Fayetteville	Emergency Services: 1-910-433-1725  <a href="https://www.fayettevillenc.gov/city-services/fire/community/emergency-management">https://www.fayettevillenc.gov/city-services/fire/community/emergency-management</a>
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**Lenoir County Emergency Services**

Lenoir County	Emergency Services: 1-252-559-1911 <a href="https://lenoircountyemergencyservices.com/">https://lenoircountyemergencyservices.com/</a>  Register of Deeds for Property Deed Replacement: 1-252-559-6420 <a href="https://lenoircountync.gov/register-of-deeds/">https://lenoircountync.gov/register-of-deeds/</a>
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**Beaufort County Emergency Services**

Beaufort County	Emergency Services: 1-252-946-2046  <a href="https://co.beaufort.nc.us/departments/public-safety/emergency-services/emergency-management">https://co.beaufort.nc.us/departments/public-safety/emergency-services/emergency-management</a>
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	<p>Register of Deeds for Property Deed Replacement: 1-252-946-2323</p> <p><a href="https://co.beaufort.nc.us/departments/general-government/register-of-deeds">https://co.beaufort.nc.us/departments/general-government/register-of-deeds</a></p>
<b>Pamlico County Emergency Services</b>	
Pamlico County	<p>Emergency Services: 1-252-745-4131</p> <p><a href="https://www.pamlicocounty.org/emergency-management-fire-marshal.aspx">https://www.pamlicocounty.org/emergency-management-fire-marshal.aspx</a></p> <p>Register of Deeds for Property Deed Replacement: 1-252-745-4421</p> <p><a href="http://www.pamlicocounty.org/register-of-deeds.aspx">http://www.pamlicocounty.org/register-of-deeds.aspx</a></p>
<b>Harnett County Emergency Services</b>	
Harnett County	<p>Emergency Services: <a href="https://www.harnett.org/emergencyservices/">https://www.harnett.org/emergencyservices/</a></p> <p>Register of Deeds for Property Deed Replacement: 1-910-893-7540</p> <p><a href="http://www.harnett.org/deeds/">http://www.harnett.org/deeds/</a></p>
<b>Wayne County Emergency Services</b>	
Wayne County	<p>Emergency Services: 1-919-731-1416</p> <p><a href="https://www.waynegov.com/312/office-of-emergency-services">https://www.waynegov.com/312/office-of-emergency-services</a></p> <p>Register of Deeds for Property Deed Replacement: 1-919-731-1449</p> <p><a href="https://www.waynegov.com/347/register-of-deeds">https://www.waynegov.com/347/register-of-deeds</a></p>

**Duplin County Emergency Services**

Table	Emergency Services: 1-910-296-2160 <a href="https://www.duplincountync.com/fire-emergencymanagement/">https://www.duplincountync.com/fire-emergencymanagement/</a>  Register of Deeds for Property Deed Replacement: 1-910-296-2108 <a href="http://www.duplinrod.com">http://www.duplinrod.com</a>
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**Onslow County Emergency Services**

Onslow County	Emergency Services: 1-910-347-4270 <a href="http://www.onslowcountync.gov/534/Emergency-Services">http://www.onslowcountync.gov/534/Emergency-Services</a>  Register of Deeds for Property Deed Replacement: 1-910-347-3451 <a href="http://www.onslowcountync.gov/154/register-of-deeds">http://www.onslowcountync.gov/154/register-of-deeds</a>
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**Carteret County Emergency Services**

Carteret County	Emergency Services: 1-252-222-5481 <a href="https://www.carteretcountync.gov/138/emergency-services">https://www.carteretcountync.gov/138/emergency-services</a>  Register of Deeds for Property Deed Replacement: 1-252-728-8474 <a href="https://www.carteretcountync.gov/162/register-of-deeds">https://www.carteretcountync.gov/162/register-of-deeds</a>
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**Jones County Emergency Services**

Jones County	Emergency Services: 1-252-448-1697 <a href="https://www.jonescountync.gov/index.asp?SEC=8A03F028-80E7-41BF-ACCB-B3340DC30585&amp;Type=B_BASIC">https://www.jonescountync.gov/index.asp?SEC=8A03F028-80E7-41BF-ACCB-B3340DC30585&amp;Type=B_BASIC</a>  Register of Deeds for Property Deed Replacement: 1-252-448-2551 <a href="https://www.jonescountync.gov/index.asp?SEC=E1C244F1-2CC1-4306-9304-E7B2A3615402&amp;Type=B_BASIC">https://www.jonescountync.gov/index.asp?SEC=E1C244F1-2CC1-4306-9304-E7B2A3615402&amp;Type=B_BASIC</a>
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<b>Craven County Emergency Services</b>	
Craven County	<p>Emergency Services: 1-252-636-6608 <a href="https://www.cravencountync.gov/179/Emergency-Management">https://www.cravencountync.gov/179/Emergency-Management</a></p> <p>Register of Deeds for Property Deed Replacement: 1-252-636-6617 <a href="https://www.cravencountync.gov/303/Register-of-Deeds">https://www.cravencountync.gov/303/Register-of-Deeds</a></p>
<b>North Carolina Attorney General</b>	
Main Agency Switchboard	<p>1-919-716-6400 <a href="https://www.nc.gov/agencies">https://www.nc.gov/agencies</a></p>
Consumer Protection Hotline (e.g., price gouging)	<p>1-877-566-7226 <a href="https://ncdoj.gov/file-a-complaint/price-gouging/">https://ncdoj.gov/file-a-complaint/price-gouging/</a></p>
<b>Other State Agencies &amp; Resources</b>	
Child Support (to apply for services)	<p>NC Department of Health and Human Services 1-800-992-9457 <a href="https://www.ncchildsupport.com/ecoa/">https://www.ncchildsupport.com/ecoa/</a></p>
NC Vocational Rehabilitation Services	<p>1-919-855-3500 (Voice) 1-919-324-1500 (Videophone) 1-919-855-3579 (TTY)</p> <p><a href="https://www.ncdhhs.gov/divisions/dvrs">https://www.ncdhhs.gov/divisions/dvrs</a></p>
NC Department of Mental Health, Developmental Disabilities and Substance Abuse Services	<p>Mental Health, Developmental Disabilities and Substance Abuse Services: 1-984-236-5000 Problem Gambling Hotline: 1-877-718-5543 Suicide Prevention Lifeline: 1-800-273-8255 NC4Vets: 1-844-624-8387</p> <p>For all non-crisis questions, public comments and customer service about programs for Division of Mental Health, Developmental Disabilities and Substance Abuse Services, please email: <a href="mailto:contactdmh@dhhs.nc.gov">contactdmh@dhhs.nc.gov</a></p>

	<p>For crisis and immediate assistance for a mental health or substance use crisis in your county:  <a href="http://crisissolutionsnc.org/">http://crisissolutionsnc.org/</a>   <a href="https://www.ncdhhs.gov/divisions/mhddsas">https://www.ncdhhs.gov/divisions/mhddsas</a></p>
NC Department of Health and Human Services	<p>1-800-662-7030  <a href="https://www.ncdhhs.gov/">https://www.ncdhhs.gov/</a></p>
NC Department of Administration Fair Housing Division	<p>1-919-807-4420  <a href="https://www.oah.nc.gov/civil-rights-division/housing-discrimination">https://www.oah.nc.gov/civil-rights-division/housing-discrimination</a></p>
Department of Administration	<p>1-919-807-4420  <a href="https://ncadmin.nc.gov/">https://ncadmin.nc.gov/</a></p>
Department of Public Safety	<p>Frequently called numbers:  <a href="https://www.ncdps.gov/contact/frequently-called-phone-numbers">https://www.ncdps.gov/contact/frequently-called-phone-numbers</a>   <a href="https://www.ncdps.gov">https://www.ncdps.gov</a></p>
NC Industrial Commission Division of Worker's Compensation	<p>1-919-716-1700  <a href="http://www.ic.nc.gov">http://www.ic.nc.gov</a></p>
NC Department of Public Instruction	<p>1-919-236-2100  <a href="http://www.ncpublicschools.org">http://www.ncpublicschools.org</a></p>
Division of Aging and Adult Services	<p>1-919-855-3400  <a href="https://www.ncdhhs.gov/divisions/daas">https://www.ncdhhs.gov/divisions/daas</a></p>

**Alcoholics Anonymous**

Alcoholics Anonymous NC	<a href="https://aanorthcarolina.org/meetings/">https://aanorthcarolina.org/meetings/</a>
Wilmington	1-910-794-1840

**Immigration Services**

NC Justice Center	1-888-251-2776 <a href="http://www.ncjustice.org">www.ncjustice.org</a>
Justice Matters NC	1-919-794-7511 (English/Spanish) <a href="http://www.justicemattersnc.org">www.justicemattersnc.org</a>

**Family, Women, and Youth Services**

NC Legal Aid Advocates for Children's Services	1-866-219-5262 <a href="http://www.legalaidnc.org/apply/">www.legalaidnc.org/apply/</a>
NC Division of Child Development and Early Education	1-919-814-6300/1-800-859-0829 (In State Only) Social Services: 1-919-527-6335 <a href="https://ncchildcare.ncdhhs.gov/">https://ncchildcare.ncdhhs.gov/</a>
Avance Family Support & Education Program (AAMA)	1-713-812-0033 <a href="https://www.avancehouston.org/">https://www.avancehouston.org/</a>
Big Brothers Big Sisters of the Triangle	1-919-850-9772 <a href="http://bigstri.org">http://bigstri.org</a>

<b>Senior Services</b>	
Alzheimer's Association- Eastern NC Chapter	1-919-803-8285, M-F 9am-4pm / 24-hour Helpline: 1-800-272-3900 <a href="https://www.alz.org/nc">https://www.alz.org/nc</a>
AARP	1-888-687-2277 <a href="https://www.aarp.org/">https://www.aarp.org/</a>
American Cancer Society	1-800-227-2345 <a href="http://www.cancer.org">http://www.cancer.org</a>
American Diabetes Association	1-800-342-2383 <a href="http://www.diabetes.org/">http://www.diabetes.org/</a>
American Heart Association	1-919-463-8300 / 1-800-242-8721 <a href="http://www.heart.org/">http://www.heart.org/</a>
Salvation Army- Cape Fear	1-910-762-7345 <a href="https://www.salvationarmycarolinas.org/capefear/home/">https://www.salvationarmycarolinas.org/capefear/home/</a>

<b>Wilmington Area Helpful Numbers</b>	
NAACP-New Hanover County	<a href="https://nhcnaacp.org">https://nhcnaacp.org</a>
Wilmington City Hall	1-919-362-9208 <a href="https://www.wilmingtonnc.gov">https://www.wilmingtonnc.gov</a>
Wilmington Health Department	1-910-798-3500 <a href="https://health.nhcgov.com">https://health.nhcgov.com</a>
Wilmington Housing Authority	1-910-341-7700 <a href="http://www.wha.net/">http://www.wha.net/</a>

New Hanover County Department of Education	1-910-254-4200 <a href="http://www.nhcs.net/">http://www.nhcs.net/</a>
New Hanover County District Clerk	1-910-772-6600 <a href="https://www.nccourts.gov/locations/new-hanover-county">https://www.nccourts.gov/locations/new-hanover-county</a>
New Hanover County Offices (main switchboard)	1-910-798-7311 <a href="https://www.nhcgov.com/">https://www.nhcgov.com/</a>
Marriage License	1-910-798-4530 <a href="https://registerofdeeds.nhcgov.com/services/marriage-application/">https://registerofdeeds.nhcgov.com/services/marriage-application/</a>
New Hanover County Veteran Services	1-910-798-7611 <a href="https://veteranservices.nhcgov.com/">https://veteranservices.nhcgov.com/</a>
Federal Courts, Eastern District of North Carolina	1-910-815-4663 (Wilmington) 1-252-638-8534 (New Bern) <a href="https://www.nced.uscourts.gov">https://www.nced.uscourts.gov</a>
Non-Emergency Number (New Hanover County Sheriff)	1-910-798-4200 <a href="https://www.newhanoversheriff.com/">https://www.newhanoversheriff.com/</a>
Jury Summons Information for New Hanover	<a href="https://www.nccourts.gov/locations/new-hanover-county/new-hanover-county-jury-service">https://www.nccourts.gov/locations/new-hanover-county/new-hanover-county-jury-service</a>
Bankruptcy Court, Eastern District of North Carolina	1-919-856-4752 <a href="http://www.nceb.uscourts.gov">http://www.nceb.uscourts.gov</a>
Better Business Bureau (Wilmington)	1-843-488-2227 <a href="https://www.bbb.org/en/us/nc/wilmington">https://www.bbb.org/en/us/nc/wilmington</a>
National Association of the Remodeling Industry	<a href="https://www.narl.org/about-narl/">https://www.narl.org/about-narl/</a>

US Consumer Product Safety Commission/ Bilingual	1-800-638-2772 <a href="http://www.cpsc.gov/">http://www.cpsc.gov/</a>
<b>Emergency and Crisis Intervention Services</b>	
Crime Stoppers	1-713-222-8477 <a href="http://www.crime-stoppers.org/">http://www.crime-stoppers.org/</a>
<b>Additional Assistance</b>	
National Conference of CPA Practitioners	1-516-333-8282 <a href="http://go.nccpap.org/info/cpareferral">http://go.nccpap.org/info/cpareferral</a>
Wilmington Chamber of Commerce	1-910-762-2611 <a href="http://wilmingtonchamber.org">http://wilmingtonchamber.org</a>
New Hanover-Pender County Medical Society	1-910-790-5800 <a href="https://nhpcms.org">https://nhpcms.org</a>
Wilmington Apartment Association	1-910-620-8393 <a href="http://www.wilmingtonapartmentassociation.com/">http://www.wilmingtonapartmentassociation.com/</a>
Wilmington Association of Realtors	1-910-762-7400 <a href="http://www.wrar.com">http://www.wrar.com</a>
Univision, Raleigh	<a href="https://www.univision.com/north-carolina/wuvc">https://www.univision.com/north-carolina/wuvc</a>
Library Public New Hanover (General)	1-910-798-6300 <a href="https://library.nhcgov.com/">https://library.nhcgov.com/</a>
Federal Public Defenders	1-919-856-4236 (Raleigh) 1-252-830-2620 (Greenville) 1-252-633-2970 (New Bern)  <a href="https://nce.fd.org/">https://nce.fd.org/</a>

Copies of State & Federal Laws	1-919-733-4111 <a href="https://www.ncleg.net/Laws/GeneralStatutes">https://www.ncleg.net/Laws/GeneralStatutes</a>
New Hanover County Tax Assessor & Collector	1-910-798-7300 <a href="https://tax.nhcgov.com">https://tax.nhcgov.com</a>
Wilmington Residential Trash Services	1-910-332-6550 <a href="https://www.wilmingtonnc.gov/departments/public-services/recycling-trash/trash">https://www.wilmingtonnc.gov/departments/public-services/recycling-trash/trash</a>

<b>Beaumont Area Helpful Numbers</b>	
American Red Cross (Coastal Carolina Chapter)	1-252-637-3405 <a href="https://www.newbernchamber.com/list/member/american-red-cross-coastal-carolina-chapter-2268">https://www.newbernchamber.com/list/member/american-red-cross-coastal-carolina-chapter-2268</a>
New Bern Area Housing Authority	1-252-633-0800 <a href="http://www.newber nha.com">http://www.newber nha.com</a>
Craven County Social Services	1-252-636-4900 <a href="https://www.cravencountync.gov/275/Social_Services">https://www.cravencountync.gov/275/Social_Services</a>
Catholic Charities New Bern Region	1-252-638-2188 <a href="http://www.catholiccharitiesraleigh.org/new-bern/">http://www.catholiccharitiesraleigh.org/new-bern/</a>
Craven County Senior Services Meals on Wheels	1-252-638-1790 <a href="http://cccseniorservices.weebly.com/home-delivered-meals.html">http://cccseniorservices.weebly.com/home-delivered-meals.html</a>
The Salvation Army of Beaumont	1-252-637-2277 <a href="https://www.salvationarmycarolinas.org/newbern/home/">https://www.salvationarmycarolinas.org/newbern/home/</a>
United Way of Coastal Carolina	1-252-637-2460 <a href="http://www.unitedwaycoastalnc.org">http://www.unitedwaycoastalnc.org</a>

Visit New Bern	1-800-437-5767 <a href="https://www.visitnewbern.com/">https://www.visitnewbern.com/</a>
Food Bank of Central and Eastern North Carolina	1-252-577-1912 <a href="http://www.foodbankcenc.org/site/PageNavigator/branch_newbern.html">http://www.foodbankcenc.org/site/PageNavigator/branch_newbern.html</a>