



FEMA

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News Release

FEMA Officials Urge Applicants for Aid to ‘Stay in Touch,’ get answers, resolve issues

NORTH LITTLE ROCK – Arkansas residents who have registered with FEMA for disaster aid are urged by recovery officials to “stay in touch.” It’s the best way to get answers and resolve potential issues that might result in assistance being denied.

“Putting your life back together after a disaster is difficult,” said Nancy M. Casper, federal coordinating officer for FEMA. “While the process of getting help from FEMA is intended to be simple, it’s easy to understand how sometimes providing important information is overlooked or missed.”

Residents of nine Arkansas counties affected by the severe storms, tornadoes, straight-line winds, and flooding during the period of May 7 to June 15, 2015 may be eligible for disaster assistance. Residents of Crawford, Garland, Howard, Jefferson, Little River, Miller, Perry, Sebastian, and Sevier counties are encouraged to register for assistance with FEMA.

After registering, it’s important to keep open the lines of communication. “It’s a two-way street,” said Casper. “FEMA can’t offer assistance to survivors who – for whatever reason – have not provided all the necessary information.”

After registering with FEMA, applicants will receive notice by mail within 10 days on whether or not they qualify for federal disaster assistance.

- If eligible, the letter explains how much the grant will be, and how it is intended to be used.
- If ineligible – or if the grant amount reads “0” – you may still qualify. The denial may just mean the application is missing information or that you missed an appointment with an inspector.

Applicants who are denied assistance may call the Helpline to understand why, or go online to www.disasterassistance.gov or m.fema.gov. Becoming eligible for assistance may be as simple as supplying missing paperwork or providing additional information.

FEMA looks at a number of things to determine if a survivor will receive disaster assistance. The agency must be able to:

- Verify an applicant's identity.
- Verify damages. If you believe the inspector didn't see all of your damages, call the FEMA Helpline at 1-800-621-3362.
- Verify home occupancy. Applicants need to provide proof of occupancy such as a utility bill.
- Collect insurance information.

"FEMA personnel are here to help," said Scott Bass, state coordinating officer with the Arkansas Department of Emergency Management. "Keep in touch. Use the Helpline. You'll get answers to your questions and help with understanding the assistance process, and ways to move your personal recovery forward."

Individuals and business owners who sustained losses can apply for assistance by registering online at www.DisasterAssistance.gov or by calling 1-800-621-FEMA (3362) or by web enabled mobile device at m.fema.gov. Disaster assistance applicants, who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.

The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. (local time) seven days a week until further notice. Multilingual operators are available.

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FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.