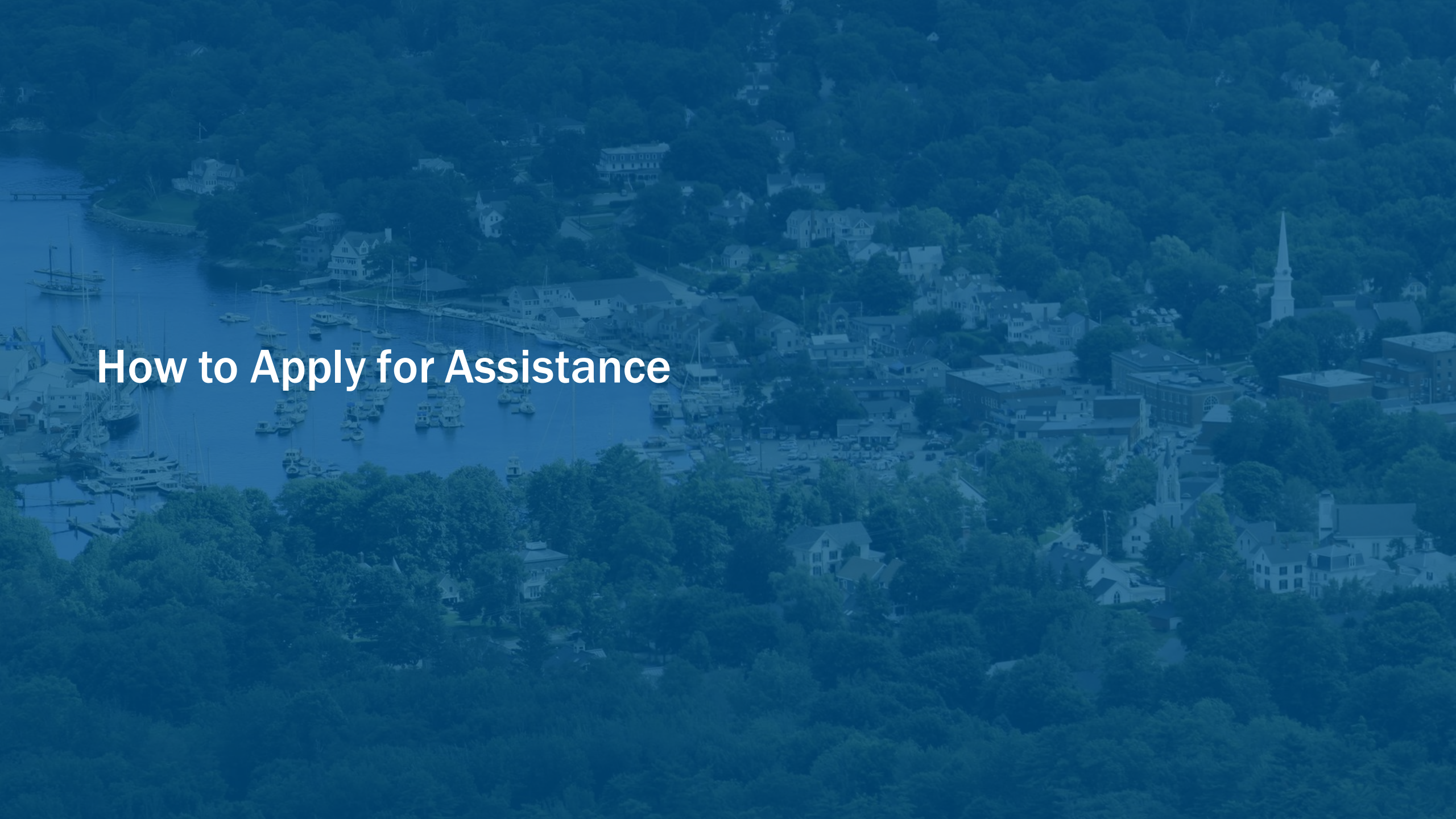


WELCOME

to

Registration & Assistance Resources for Voluntary Agencies 2024

FEMA



How to Apply for Assistance

How to Apply for Assistance

There are three ways to register:

- Call FEMA at **800-621-3362** (TTY 800-462-7585)
- Download the **FEMA App**
- Online at **DisasterAssistance.gov**







Check out YouTube

FEMA Accessible: Three Ways to Register

FEMA

How to Apply for Assistance

- To qualify for assistance from FEMA's Individuals and Households Program (IHP), the resident or member of the household must be one of the following:
  - U.S. Citizen
  - Non-Citizen National
  - Qualified Undocumented Immigrant

- Qualified Minor Child: Adults who do not qualify under one of the three categories above *(including the undocumented)*, can apply on behalf of a minor child who does qualify and has a Social Security Number (SSN)

How to Apply for Assistance

Applicants will need the following to complete their registration:

- **Social Security Number** (SSN) or the SSN of a minor child in the household who is a U.S. Citizen, Non-Citizen National or Qualified Undocumented Immigrant and SSN of co-registrant, if applicable
- **Name(s) and Date(s) of Birth** (DOB) of all other occupants of the household at the time of the disaster
- **Pre-Disaster Annual Household Income** (all sources of earned/unearned income from anyone in household 18 and older)

How to Apply for Assistance

Applicants will need the following to complete their registration:

- **Contact Information** *(phone number, mailing address, damaged/destroyed home address, type of loss, and *email address)*
- **Insurance Information** *(coverage, insurance company name, etc.)*
- **Bank Account Information** *(if they are eligible to receive financial assistance, the money can be deposited into their checking or savings account)*

***Applicants** must provide an email address if they want to review their registration status online, otherwise they will need to call the FEMA Helpline at 800-621-3362 (TTY 800-462-7585)*

How to Apply for Assistance

Applying online via **DisasterAssistance.gov**:



- The application session will time-out if there is no activity for 20 minutes
- If session times-out, applicants will not be able to continue, and any data entered before the time-out will be lost
  - If they did **not** create a User ID and Password yet, they will need to start over
  - If they already have a User ID and Password, they can just log in again

How to Apply for Assistance

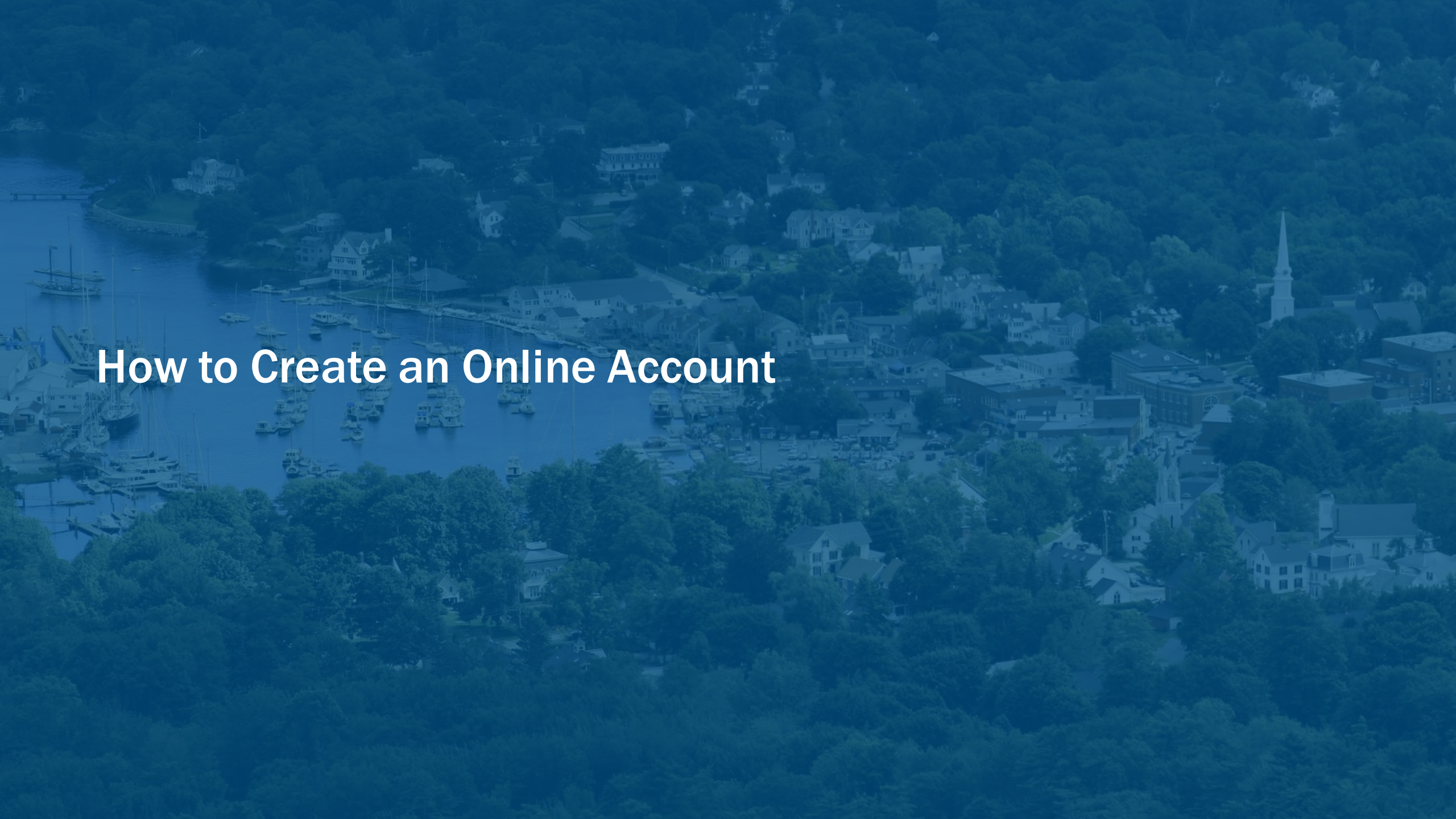
For questions about the application or the assistance offered by FEMA, Applicants should call

Disaster Assistance Helpline (FEMA Helpline)

800-621-FEMA (3362)

or

TTY 800-462-7585



How to Create an Online Account

How to Create an Online Account



- Access **DisasterAssistance.gov**
- Applicants must prove their identity
  - Click **Check Status** on the **Home** page or from the **Get Assistance** menu
  - Click **Create Account**
  - Enter their date of birth and Social Security Number
  - Answer four security questions to prove who they are
- The security questions are pulled from data in public records. They are used to make sure personal information is secure.

How to Create an Online Account

- Applicants have two chances to confirm their identity. If they fail the second time, they get a message that says, *"Your answers do match our records"*. If that happens, they can click **Home** and try again.
- If they still have problems, they should call the **Internet Help Desk** *(800-745-0243)* available 24 hours a day, 7 days a week
- When calling the **Internet Help Desk**, they will need to provide their:
  - Registration Number
  - Social Security Number
- To comply with the Privacy Act, Help Desk staff **cannot** create an online account for the Applicant or provide information/help with their registration

How to Create an Online Account

- After your identity is verified, you may:
  - Create a user ID and password
  - Enter an email address. This is the only way we can send you a PIN and you need that to access your account. A temporary PIN will be sent to the email address you entered. You should receive it within 24 hours.
  - When you get your PIN, follow the instructions in the email to finish creating your account.



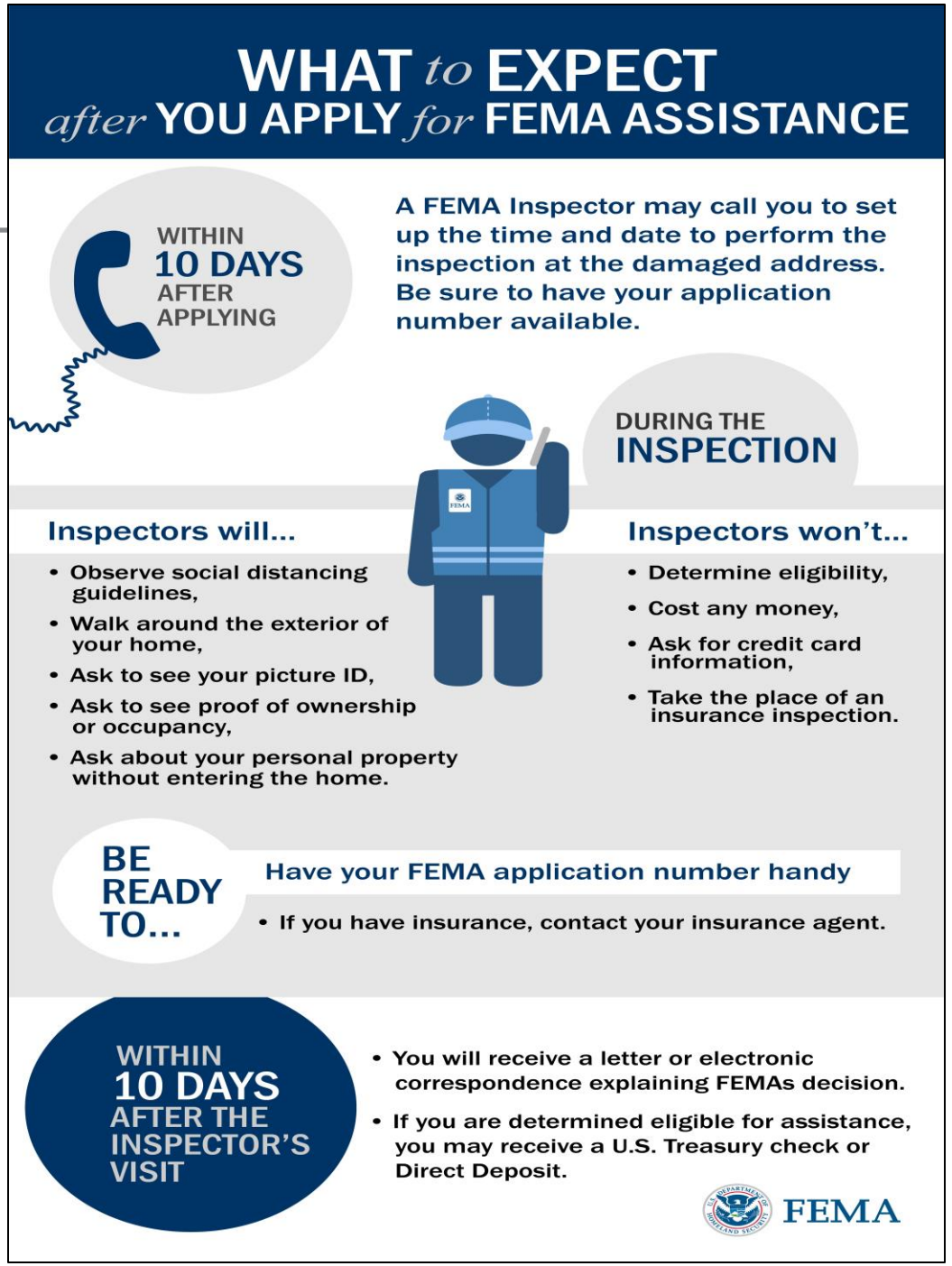
What to Expect after Registration

What to Expect After Registration

- Within **10 days** after registering, a FEMA Inspector will call and ask about disaster damages *(applicant should have registration number available)*

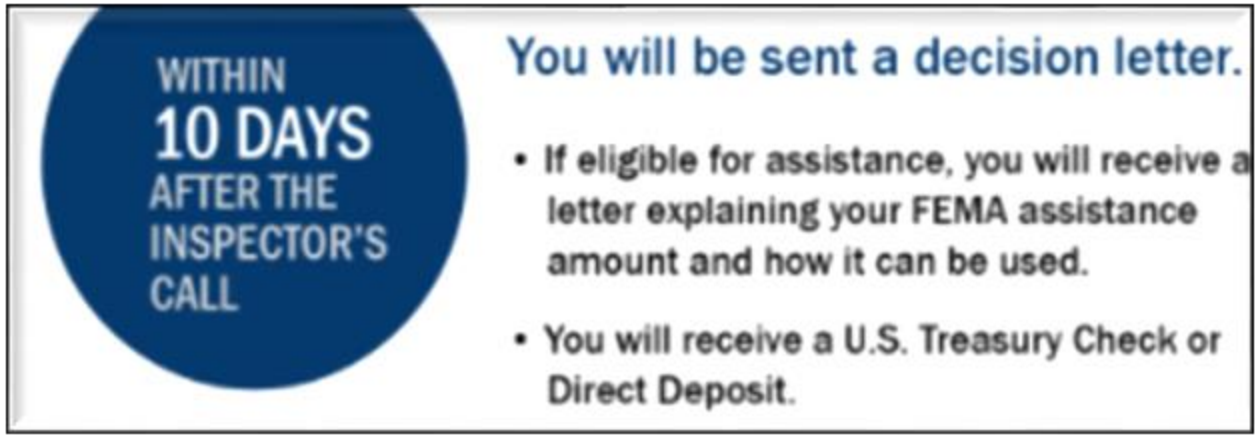
- The call will take **20-30 minutes**

FEMA



What to Expect After Registration

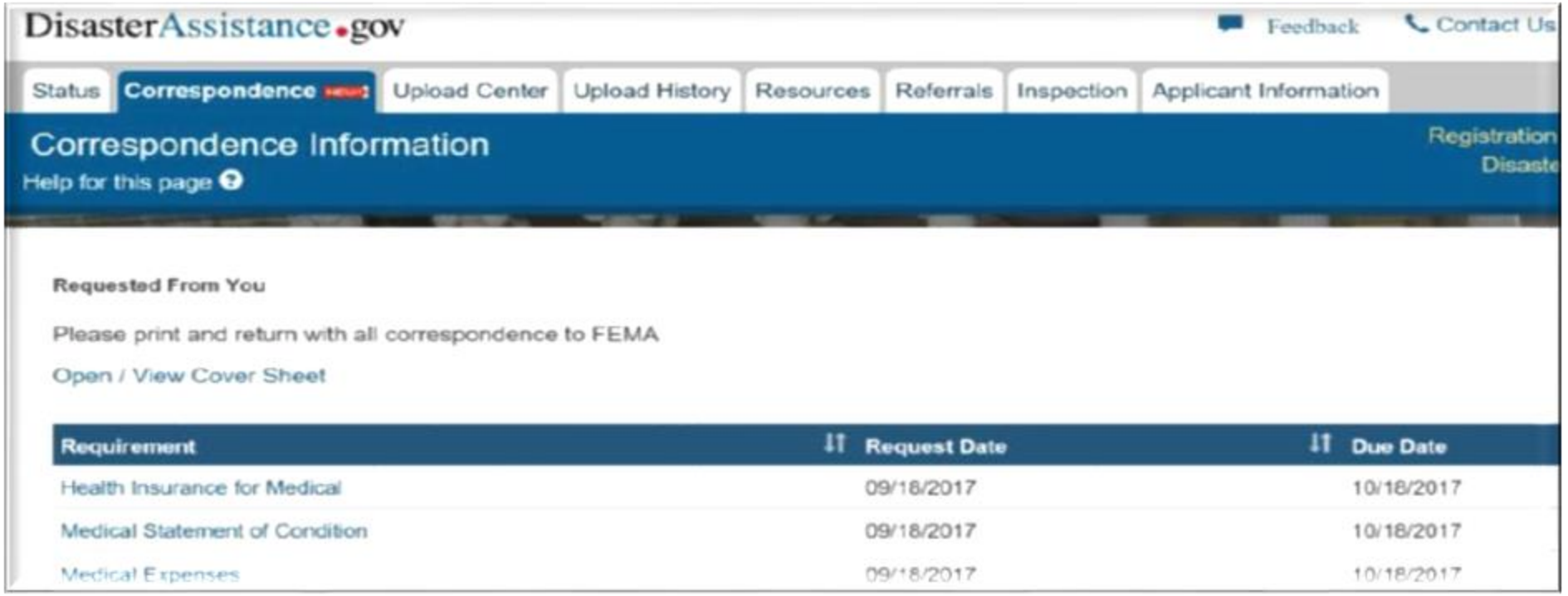
- Within **10 days** after the Inspector's call, the applicant will be sent a decision letter
  - If Eligible, the letter will explain the amount and what it is intended for
  - If Ineligible, the letter will explain why



How to Upload Documents

How to Upload Documents

- MUST have an online account *(DisasterAssistance.gov)* to upload documents
- Documents can be uploaded via computer or mobile device
- Once an applicant accesses their account, they can look under the **Correspondence** tab to see if there are any **Requirements** *(items needed)*



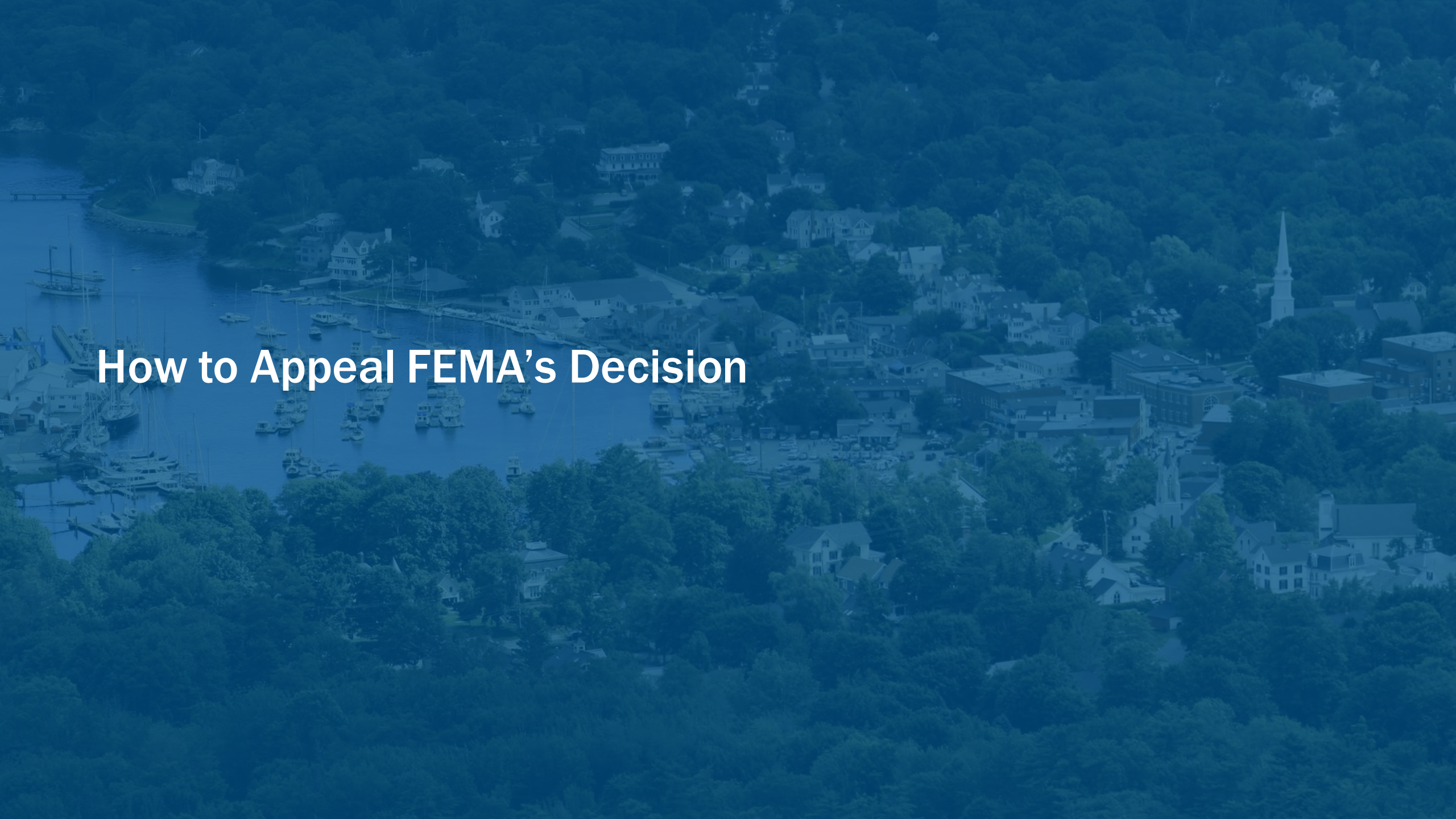
FEMA

How to Upload Documents

- To upload documents, click the **Upload Center** tab and follow each screen
- Multiple files can be loaded at the same time, however there's a limit of **10MB** per session
- It may take up to **72 hours** for the documents to appear in their file



FEMA



How to Appeal FEMA's Decision

How to Appeal FEMA's Decision

- You can appeal any FEMA decision or award by sending documents that show you qualify and need more help, like estimates for repairs, receipts, bills, etc. Each decision letter you receive from FEMA explains types of documents that may help you appeal your FEMA decision or award amount for that type of assistance

- Appeals must be submitted within 60 days of the date on the FEMA decision letter

- You don't have to send anything else with your documents. But you can send additional information to help explain why you are appealing. Sending additional information isn't required, but it can help FEMA consider your appeal.

- Applicants should include their full name, registration number, disaster number, and last 4-digits of their Social Security Number on ALL documents that they send to FEMA.

How to Appeal FEMA's Decision

- Appeals can be submitted via mail, fax, or online account
  - **Mail:**
    FEMA – Individuals & Households Program
    National Processing Service Center
    P.O. Box 10055
    Hyattsville, MD 20782-8005
  - **Fax:** 800-827-8112 (Attn: FEMA Appeals)
  - **Online:** Uploaded to their online account

How to Appeal FEMA's Decision

- Applicants should receive a decision letter from FEMA within **90 days** of FEMA's receipt of their appeal

- To check the status of their appeal, notify FEMA of changes to their mailing address/contact information, or have questions, they need to:
  - Visit **DisasterAssistance.gov** and select **Check Your Application Status** *(those with online accounts)*
  - Call the **FEMA Helpline** at 800-621-FEMA (3362) or TTY 800-462-7585



Tips

Tips

- Privacy Policy:
  - Personally Identifiable Information (PII), should not be discussed as it includes personal details about an individual
  - It is recommended that applicants scan and fax their own documents
  - Applicants should always retain their documents

- Applicants should call the **FEMA Helpline** at 800-621-3362 or (TTY 800-462-7585) for any personal/detailed questions

Tips

REMINDER – If ever unsure, refer applicants to the

FEMA Helpline

800-621-FEMA (3362)
or
TTY 800-462-7585



Resources

Resources

- **YouTube - FEMA Accessible: Three Ways to Register**
  https://www.youtube.com/watch?v=WZGpWI2RCNw

- **DisasterAssistance.gov**
  https://www.disasterassistance.gov

- **FEMA.gov**
  https://www.fema.gov

- **Help After a Disaster Brochure** – Can be found at
  https://www.fema.gov/assistance/individual/brochure

Resources

- **DisasterAssistance.gov Internet Help Desk** – 800-745-0249
  (24 hours per day, 7 days per week)

- **FEMA Helpline** – 800-621-3362 or TTY 800-462-7585
  (24 hours per day, 7 days per week)

- **I Applied for Assistance. What's Next?** – Can be found at https://www.fema.gov/assistance/individual/after-applying

- **HANDOUT/FILE DOWNLOAD** - Creating an Account and Uploading Documents to a Survivor's DisasterAssistance.gov Account

Questions

