



NEWS FOR IMMEDIATE RELEASE

Oct. 29, 2016
2 p.m.

Media contact: Shelley Szafraniec
386-748-3865

Hurricane Matthew – Recovery update 31

Disaster Recovery Center opens Monday

A temporary Disaster Recovery Center (DRC) will open Monday, Oct. 31, at the Florida Department of Health in Volusia County, 1845 Holsonback Drive, Daytona Beach. Hours are 9 a.m. to 6 p.m. Monday through Saturday. This center is available for people who want to meet in person with a FEMA or SBA representative. Residents do not need to go to the center; though, they can register online at www.DisasterAssistance.gov or call **800-621-FEMA (3362)**.

Assistance at the DRC includes:

- **FEMA Individual Assistance:** Disaster recovery specialists can answer questions about assistance and review the information FEMA needs to process the application. Recovery specialists may also be able to supply contacts for other helpful programs.
- **Small Business Administration:** SBA representatives will be available to meet with individuals and answer questions about SBA's disaster loan program, help them complete their SBA disaster loan application, and accept completed applications. Anyone not able to visit the DRC should call the SBA Customer Service Center from 8 a.m. to 9 p.m. Monday through Friday toll-free at **800-659-2955** for information and assistance or visit the SBA website at www.sba.gov/services/disasterassistance.
- **Business Disaster Recovery Center:** SBA representatives will be available to meet with businesses and answer questions about SBA's disaster loan program, help them complete their SBA disaster loan application, and accept completed applications. Businesses not able to visit the DRC should call the SBA Customer Service Center from 8 a.m. to 9 p.m. Monday through Friday toll-free at **800-659-2955** for information and assistance or visit the SBA website at www.sba.gov/services/disasterassistance. Other agencies at the Business Disaster Recovery Center include CareerSource, Small Business Development Center and the Florida Department of Economic Opportunity.
- **Local organizations:** Representatives from the United Way and American Red Cross also will be at the DRC, as well as other community organizations (as they are available to staff the center).

Residents can also visit any of the county's 13 library branches to apply for FEMA assistance online. If residents do not have a library card, a guest pass will be issued to use the public-access computers. People also can bring their own equipment and access the free Wi-Fi to complete the online FEMA application. At the library, staff members can assist in navigating the online FEMA application, but are unable to discuss specifics with regard to FEMA eligibility and assistance. Residents are encouraged to call FEMA's toll-free registration number at **800-621-FEMA (3362)** to speak to a representative who can answer questions and provide consultation regarding eligibility and assistance that may be available.

The deadline to register for FEMA assistance is Friday, Dec. 16. If residents are planning to seek FEMA assistance, they are encouraged to register with FEMA and write down their nine-digit number. Residents are reminded that only one registration is needed per household. Once the registration deadline passes, if residents have continuing needs or need to provide FEMA with additional information, they can call back and provide their nine-digit number to speak with someone about their needs/situation.

For FEMA assistance, it will take about 15 minutes to apply, but before applicants call, go online or visit the DRC, they should gather the following basic information to speed the process:

- Social Security number
- Telephone number
- Address of the damaged property
- Current mailing address
- Brief description of disaster-related damages and losses
- Insurance information
- Bank account address and information

In addition, to the DRC, there are three ways to apply for FEMA assistance:

- Online at www.DisasterAssistance.gov
- On the FEMA mobile app
- Calling FEMA's toll-free registration number at **800-621-FEMA (3362)**. 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 a TTY may call 800-462-7585. Representatives are available between 7 a.m. and 10 p.m. seven days a week; multilingual operators are available.

Applying is the first step toward getting Federal Emergency Management Agency (FEMA) disaster assistance. FEMA can help eligible applicants pay for uninsured or under-insured home repairs, temporary housing, personal property and other serious disaster-related needs through its grant programs. Applying through FEMA is also the first step to apply for loans through the Small Business Administration. U.S. Small Business Administration (SBA) low-interest disaster loans are the primary source of federal assistance to rebuild disaster-damaged private property. SBA offers low-interest disaster loans to homeowners, renters, businesses of all sizes, and certain private nonprofit organizations.

For more information about the DRC or for Hurricane Matthew recovery information, call the Citizen Information Center at 866-345-0345 or visit www.volusia.org/pin.