

Disaster Resource Guide | Hurricane Helene

FEMA

FEMA has opened applications for Individual Assistance for those impacted by Hurricane Helene. Individual Assistance can include funds for temporary housing, funds to repair your home, and funds for other uninsured or under-insured disaster-caused expenses and needs. Visit the FEMA website at <https://www.fema.gov/disaster/4828/designated-areas> for a complete list of eligible counties.

You can apply in the following ways:

- Toll-Free Hotline: **(800) 621-3362** (available from 7 a.m.-11 p.m. EST, 7 days a week, multiple language options)
- If Hearing or Speech Impaired: **(800) 462-7585**
- If 711 or Video Relay Service: **(800) 621-3362**
- **DisasterAssistance.gov**
- FEMA Mobile App
- In Person at the Disaster Recovery Centers

FEMA Appeals

If you received a FEMA decision that you do not agree with, you are entitled to an appeal to have FEMA review your file again. This will give you an opportunity to provide new or additional information not previously submitted that may change the decision. An appeal must be made in writing, sent by mail or fax, and sent within 60 days of the date on the FEMA letter. Appeals can be faxed to **(800) 827-8112** or uploaded to your FEMA account at [DisasterAssistance.gov](https://www.fema.gov/assistance/individual/after-applying/appeals). FEMA now provides an appeal form, which may be found at <https://www.fema.gov/assistance/individual/after-applying/appeals>

A free online tool is also available to help you create an appeal letter at <https://www.advocatesfordisasterjustice.org/appeallettertofema/>. Keep in mind this tool will not file the appeal for you. You will still have to mail, fax or upload the appeal letter yourself.

211

United Way can help connect disaster survivors and other members of communities with local and government resources. This service can be accessed just by dialing 211 on a local phone, and helps survivors find resources for basic needs like housing, food, transportation, healthcare and more.

Insurance Claims

If you have suffered damage to your property and have insurance, be sure to read and understand your insurance policies thoroughly when making a claim. Policies can differ in types of coverage and required information, and the time to provide that information to your insurer is often limited. United Policyholders maintains a library of resources for insurance and claims at <https://uphelp.org>

Beware of Fraud

In the wake of a disaster, it is common for scam artists and criminals to try to take advantage of disaster survivors. Be careful with whom you share personal information and report any suspicious activity. Visit the FEMA website for more information on disaster fraud and scams at <https://www.fema.gov/about/offices/security/disaster-fraud>. Report unlicensed activity by contacting the Florida Department of Business and Professional Regulation (DBPR) at: **(866) 532-1440** or <http://www.myfloridalicense.com/DBPR/unlicensed-activity/>. You may also report price gouging to the Florida Attorney General's office at: **(866) 966-7226** or at www.myfloridalegal.com

Disaster Unemployment Assistance (DUA)

If you lost your job or had your self-employment interrupted because of the hurricane, you may be eligible for DUA. To file a claim, go to [FloridaJobs.org](https://www.floridajobs.org) and select "File a Claim", visit a local CareerSource Career Center, or call **(800) 385-3920**.

Disaster Legal Aid Helpline

The Florida Disaster Legal Aid Helpline is available for disaster survivors anywhere in the State of Florida. The hotline is available to provide disaster survivors who cannot afford an attorney with free legal advice, and to connect those survivors with legal aid where they live for needed assistance. Survivors can call **(833) 514-2940** to apply for help.

Disaster Recovery Centers (DRC)

Disaster Recovery Centers are coordinated efforts with FEMA, local government, and disaster relief groups to provide a place for disaster survivors to access various resources, apply for assistance, and receive information on disaster recovery. To determine if a DRC is open in your area, please visit the FEMA Disaster Recovery Center Locator website at <https://gateway.fema.gov/ESF6/DRCLocator> or call **(800) 631-6362**.

SNAP Benefits

Are you looking to apply for food assistance, seek help for lost food because of the hurricane, or looking for information on food assistance updates? Visit the Florida DCF website at www.myflfamilies.com/helene for the latest updates on SNAP/D-SNAP benefits and to apply for food assistance/food replacement.