Figuring Out FEMA

Recovering from a natural disaster can be difficult for you and your family.

When the president declares a natural disaster and approves Individual Assistance, the Federal Emergency Management Agency (FEMA) can provide support to homeowners and renters who need help to recover.

This guide can help you understand how to apply to FEMA.
What is FEMA for?

While FEMA won’t make you or your home whole again, FEMA can provide financial support for disaster-caused costs like:

- Helping repair parts of your home or paying for temporary housing
- Replacing personal belongings like appliances, clothing, and other household items
- Helping with medical, funeral, burial, and child care costs

FEMA can provide short-term help, but other government agencies can provide long-term help.

You have 60 calendar days from the day when the president declares the disaster and approves the Individual Assistance program to apply for FEMA assistance.

Save your receipts and documents to apply for these programs.

If you get money from FEMA, you don’t have to pay it back! But you must use it for FEMA-approved costs.

Learn about help in your area at fema.gov/disasters.
**Who can apply?**

You or someone in your household must be a:

- U.S. citizen or a U.S. national (from American Samoa or Swains Island)
- A permanent resident/green card holder or other qualified immigrant, like a refugee or asylee

**Know your rights!**

For example, you have the right to:

- Equal treatment! FEMA cannot discriminate against applicants based on race, color, religion, nationality, sex, age, disability, English proficiency, or economic status
- Access to reasonable accommodations, if you have any disabilities
- Interpretation in your language or if you’re deaf or hard of hearing
- Appeal FEMA’s decision

**How to apply**

- DisasterAssistance.gov
- 1-800-621-3362
- Disaster Recovery Centers

If you experience hearing loss and use a TTY, call 1-800-427-5593.

**You will need:**

- Address of your damaged home (if different from where you live now)
- Proof you are the homeowner or tenant
- Description of your disaster damages
- Insurance information, if you’re insured
- Social security number
- Phone number and current address
- Total household annual income pre-disaster

**TIP:** Take photos of the damages before any repairs are made! Keep copies of everything you submit and make a note of all communication with FEMA.

**Note:** Only one person from your household can apply.
How does it work?

President declares disaster & approves FEMA Individual Assistance

Natural Disaster happens

Submit insurance claim

You should also apply to FEMA at the same time!

Approved

Full coverage

Accept funds

Partial coverage

Denied

Funds denied

Appel to FEMA (see next page)

FEMA Inspection occurs

Eligible

Receive full funds

Accept funds

Receive partial funds

Accept partial funds

Not eligible

Small Business Administration (SBA) Disaster Loan

• An SBA loan is a low-interest, long-term loan for repairs to help cover damages caused by a disaster. They must be paid back.
• These are available to homeowners, renters and business owners. Owning a business is not a requirement.
• An SBA loan can affect your eligibility for other FEMA programs.

If you have insurance...

Appy to SBA Loan

Approved

Accept SBA Loan

Reject. Ineligible for some FEMA programs

Denied

Appeal SBA

Notify FEMA of denial to continue FEMA application

If you don’t have insurance...

Accept funds

Check fema.gov/disasters to see if you are in a disaster area and when it was declared.
Deadlines to apply may be extended!
After you apply

You will get a 9-digit number for your registration. You'll need this number whenever you contact FEMA. Write it down and keep it in a safe place.

A FEMA inspector will come to your home and inspect the damage caused by the disaster.

This inspection can affect the outcome of your FEMA application.

If you move after applying, let FEMA know your new address.

Beware of scams!

During a FEMA inspection make sure you:

☐ Ask for the inspector’s identification. Federal employees will have a government badge to identify themselves.

☐ Do not give your FEMA registration number, as inspectors will have it in their records.

☐ Never pay for the inspection.

When working with contractors:

☐ Always use licensed or verified contractors.

☐ Get everything in writing and have them list their services.

☐ Never pay more than a third of the costs in advance. Get receipts for any payments made.

If you think someone is scamming you, call the National Center for Disaster Fraud Hotline at 866-720-5721.

How to appeal

You have the right to appeal FEMA’s decision if you’re denied or need more assistance.

An appeal is a written letter to FEMA asking them to review your application again.

You don’t need a lawyer to appeal, but it’s helpful. If you can’t afford one, go to disasterlegalaid.org to find free legal help.

TIP: Request a copy of your file from FEMA in writing to know how the decision was made. Keep copies of everything you submit in the appeal.

Go to femapeals.org to create an appeal and learn more.

Don’t give up! You should appeal. You have 60 calendar days from the date on the decision letter you get from FEMA.
What to include in your appeal

1. A letter to FEMA that has:
   - Date of appeal letter
   - FEMA application number and disaster number
   - Last 4 digits of your Social Security Number (SSN)
   - A sentence saying “I am appealing” and details about why
   - Address where you lived when the disaster happened and where you live now (if different)
   - Your signature
   - Full name and contact info on every page and document submitted

2. Copy of the decision letter from FEMA

3. Supporting documents, such as:
   - Contractor or repair estimates
   - Documents to show you own your home
   - Inspection reports, photographs, or other proof that your home is uninhabitable

After you appeal

After they receive your appeal, FEMA has 90 days to notify you in writing of their decision. If FEMA needs more information, they can:

- Call and send you a letter to ask for more information. You have 30 days to respond.
- Contact another person, like a contractor or an insurance company to verify your information.
- Schedule a re-inspection.

If your appeal is denied and you can show that your situation has changed, you can appeal again. You’ll need to submit documents to prove that.

Visit femappeals.org to learn more.
Legal help

FEMA may set up a legal help hotline in your area. You may qualify to receive short-term legal help related to the disaster. Find disaster hotline numbers at americanbar.org/groups/young_lawyers/projects/disaster-legal-services/

This guide is for informational use only and is not a source of legal advice. If you need legal advice, talk to a qualified lawyer.

This project was produced through Public Access Design, a program of the Center for Urban Pedagogy (CUP). Public Access Design projects use design to make complex urban issues accessible to the people most affected by them. publicaccessdesign.org

The Center for Urban Pedagogy (CUP) is a nonprofit that uses the power of design and art to increase meaningful civic engagement. welcometocup.org

Pro Bono Net works to bring the power of the law to all by building cutting-edge digital tools and fostering collaborations with the nation’s leading civil legal organizations. probono.net

Carmen Rosa López is a design strategist working to create products and services that have a positive social impact. carmenrosalopez.com

© the Center for Urban Pedagogy, 2019

Support for this project was provided by The Shelley & Donald Rubin Foundation and public funds from the New York City Department of Cultural Affairs in partnership with the City Council and Council Members Brad Lander and Antonio Reynoso.