

NEMA Contacts:

Taylor Gage (402) 471-1970
Alyssa Sanders (402) 405-6137
Mike Wight (402) 471-7428

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FEMA Region VII News Desk:
(816) 283-7095
SBA PIO (916) 200-6720

News Release

State of Nebraska and FEMA Open First Disaster Recovery Center to Help Flood Survivors

Lincoln, NE – The State of Nebraska and the Federal Emergency Management Agency will open their first Disaster Recovery Center on Friday, March 29, in Douglas County. Recovery specialists from the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA) will provide information on available services, explain assistance programs and help survivors complete or check the status of their applications at the center.

Center location and hours are:

Disaster Recovery Center
111 East Front St.
Valley, NE 68064

Opening March 29: 7 a.m. to 7 p.m.
Regular hours: 7 a.m. to 7 p.m every day

Nebraska homeowners, renters and business owners in Butler, Cass, Colfax, Dodge, Douglas, Nemaha, Sarpy, Saunders and Washington counties which were included in the major disaster declaration, may apply for assistance for uninsured and underinsured damage and losses resulting from severe winter storm, straight-line winds and flooding

Disaster Recovery Centers are staffed by representatives from FEMA, the SBA, and other federal and local agencies. One-on-one assistance includes:

- Help to register for FEMA's Individual Assistance program.
- Help completing paperwork and checking the status of your application.
- Help applying for the SBA's low-interest disaster loans for businesses, private nonprofits, homeowners and renters.
- Referrals to other state, federal and voluntary organizations offering information about additional disaster assistance.
- Help understanding how to appeal FEMA eligibility decisions.

- Accommodations to meet the needs of the entire community including people with disabilities. Centers are equipped with captioned phones, video remote interpreting and assistive listening devices.
- If you need an accommodation or assistance due to a disability, please notify FEMA staff at the time of registration or anytime during the assistance process.

Applicants for disaster assistance should have the following information on hand:

- Social Security number
- Address of the damaged primary residence
- Description of the damage
- Information about insurance coverage
- A current contact telephone number
- An address where they can receive mail
- Bank account and routing numbers for direct deposit of funds

Many of the services available at disaster recovery centers are also available by calling the FEMA Helpline at **800-621-3362**, voice/VP/711. Multilingual operators are available. TTY users may call **800-462-7585**. Lines are open daily from 7 a.m. to 10 p.m. local time.

SBA disaster assistance employees are committed to helping businesses and residents rebuild as quickly as possible. SBA representatives are available to answer questions about SBA's disaster loan program and help business owners and residents apply for low-interest disaster recovery loans.

Businesses and residents can visit www.SBA.gov/disaster, call SBA's Customer Service Center at **800-659-2955** or email disastercustomerservice@sba.gov. TTY users may also call **800-877-8339**.

For more information on Nebraska's disaster recovery, visit fema.gov/disaster/4420.

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FEMA's mission is helping people before, during, and after disasters.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has faced discrimination, call FEMA toll-free at 800-621-3362, voice/VP/711. Multilingual operators are available. TTY users may call 800-462-7585.

The U.S. Small Business Administration is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private nonprofit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center at 800-659-2955. TTY users may also call 800-877-8339. Applicants may also email disastercustomerservice@sba.gov or visit SBA at www.SBA.gov/disaster.