

Addressing Access and Functional Needs for Oklahoma Disaster Survivors

Release Date: April 20, 2021

OKLAHOMA CITY — Oklahomans who have access and functional needs and require specialized assistance should stay in touch with FEMA. Applicants who have not received a decision on their federal assistance from the February winter storms should contact FEMA at **800-621-3362** or **TTY 800-462-7585**.

Individuals having access and functional needs either temporarily or permanently may include, but are not limited to, individuals with developmental, visual, or mobility disabilities, people who are hard-of-hearing, people who are deaf, people who use American Sign Language (ASL) as their primary language, people with weakened immune systems or chronic health conditions, aging populations, infants and young children, women in late stages of pregnancy, people without transportation, and people that do not speak English as their primary language.

To find out the status of your application, please call FEMA at **800-621-3362** or **TTY 800-462-7585**. Those who use a relay service such as a videophone, InnoCaption or CapTel should alert FEMA as to the specific number assigned to that service. The toll-free telephone lines operate from 6 a.m. to 10 p.m. CDT, seven days a week.

FEMA is committed to helping all survivors affected by the storms and wants to ensure that individuals who have access and functional needs receive lawful and equal assistance before, during and after a disaster.

Survivors in 16 Oklahoma counties are eligible for federal assistance. The counties are Canadian, Carter, Cherokee, Comanche, Cotton, Hughes, Jefferson, Le Flore, McIntosh, Oklahoma, Okmulgee, Osage, Pittsburg, Stephens, Tulsa and Wagoner.

If you have not applied for assistance, **the deadline to apply is now May 25, 2021.**



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Page 1 of 2

If you need a reasonable accommodation or assistance filling out your FEMA application, please call FEMA at **800-621-3362** or **TTY 800-462-7585**. Those who use a relay service such as a videophone, InnoCaption or CapTel should alert FEMA as to the specific number assigned to that service.

To register online, visit <http://www.disasterassistance.gov>.

If you have not applied for federal assistance, pay special attention to question number 24 about people with disabilities and others with access and functional needs. Answer "yes" to this question if you have a disability or access and functional needs. If you have applied for federal assistance and answered "yes" to question 24 on your application and have not been contacted by a FEMA representative, please call FEMA at **800-621-3362** or **TTY 800-462-7585**.

Answering "yes" is the best way to note any additional disability-related losses and/or needs such as medical support assistance, durable medical equipment repairs, or replacement of assistive technology that was lost or damaged because of the disaster. (Examples include wheelchair, scooter, walker, CPAP machine, hearing aids, eyeglasses and screen reader.)

Answering "yes" to this question will also help to identify other services for which applicants may be eligible to receive reimbursement. This video will assist you with question 24: [Answering Yes to the Disability Question When Registering for Assistance](#).

