

FEMA Remains in Tennessee to Help Tropical Storm Helene Survivors

Release Date: Janvye 13, 2025

FEMA is still on the ground helping survivors from **Carter, Cocke, Greene, Hamblen, Hawkins, Johnson, Unicoi and Washington** counties recover from Tropical Storm Helene.

Document Processing Centers are open in **Carter, Johnson and Unicoi** counties. Survivors can visit a center to **turn in documents and follow up on applications and appeals**. No new applications will be taken without a qualifying reason. Hours are **9 a.m. to 5 p.m. Monday to Friday**, closed weekends and for severe weather.

Locations:

- **Carter County:** Carter County Public Library, 201 N. Sycamore St., Elizabethton
- **Johnson County:** Tennessee National Guard Armory, 1923 S Shady Street, Mountain City
- **Unicoi County:** National Guard Armory/Unicoi EOC, 615 S. Main Ave. Erwin

Stay in Touch with FEMA

FEMA Individual Assistance specialists are continuing to call survivors to follow up on their applications for assistance. You may get a call because FEMA needs important documents or to clarify what kinds of assistance you may qualify for. That's why it's important for you to keep your address and contact information updated. You can contact FEMA, update information or check the status of applications one of three ways:

- Log on to your DisasterAssistance.gov account.
- Use the [FEMA mobile app](#).



- Call the FEMA helpline at **800-621-3362**. Lines are open from **7 a.m. to midnight Eastern Time** seven days a week and specialists speak many languages. If you use a relay service, captioned telephone or other service, you can give FEMA your number for that service.

If You Missed the Application Deadline

FEMA offers a simple process to justify a late application, ensuring eligible people receive the help they need. You may request a late application in writing or over the phone by calling **800-621-3362**. FEMA will accept late applications for an additional 60 days.

Get Repair and Rebuilding Advice

FEMA mitigation specialists are available to offer free tips and advice on repairing and rebuilding damaged properties from **7 a.m. to 6 p.m. ET Monday – Friday and 8 a.m. to 5 p.m. Saturday**, until **Saturday, Jan. 18** at these locations:

- **Greene County:** Lowe's Home Improvement, 2375 E. Andrew Johnson Hwy., Greenville, TN 37745
- **Washington County:** Lowe's Home Improvement, 1498 E. Jackson Blvd., Jonesborough, TN 37659

Housing Assistance

FEMA and the State of Tennessee are working to ensure that survivors have safe, functional housing and temporary housing solutions are becoming available to eligible households. FEMA may cover housing needs for up to 18 months until April 2026 for survivors in the following six counties: **Carter, Cocke, Greene, Johnson, Unicoi and Washington**. For more information, visit [Direct Temporary Housing Assistance May Provide Options for Disaster Survivors | FEMA.gov](#).

U.S. Small Business Administration Assistance



The SBA offers low-interest disaster loans for homeowners, renters, businesses and nonprofit organizations to cover losses not fully compensated by insurance and other sources. Apply online at SBA.gov/disaster, or call SBA's Customer Service Center at **800-659-2955**. The filing deadline to return applications for physical property damage is **March 9**. The deadline to return economic injury applications is **June 30**.

Disaster Legal Services

Free legal services are available to Tennesseans who can't afford an attorney for disaster-related issues. Please call **844-HELP4TN (844-435-7486)**; messages can be left around the clock.

