

FEMA Disaster Survivor Assistance Teams in the Field

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FRAMINGHAM, MA – Disaster Survivor Assistance (DSA) teams from the Federal Emergency Management Agency (FEMA) are going door-to-door, canvassing neighborhoods in Bristol and Worcester counties to help those affected by the Sept. 11-13, 2023 storms and flooding to apply for disaster assistance. DSA teams can also help survivors update their information if they've already applied and to assist with referrals to voluntary agency partners.

Team members are visiting homes, faith-based organizations, nonprofits and communities with a focus on making sure those with limited access and disabilities get the help they need to apply to FEMA. They are also meeting with local officials and community leaders to identify disaster-related issues and unmet needs.

DSA teams never ask for a fee or accept money for disaster assistance or help filling out applications. DSA teams wear a FEMA identification badge with a photograph – a FEMA shirt, vest or jacket is not proof of identity. With an applicant's permission, DSA team members may ask for personal information to help them register onsite through a tablet. Residents are encouraged to ask for federal identification before providing any personal information.

If you do not speak English well or need an interpreter, a DSA team member will be able to contact an interpreter to provide you with one.

Survivors can also apply for assistance by downloading the [FEMA Mobile App](#), online at [DisasterAssistance.gov](#), or by calling **1-800-621-3362**. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service. Language interpreters are also available. Phone lines operate from 7 a.m. to 1 a.m. seven days a week.

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