

# Everyone Has Equal Access to FEMA Help

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**NEW YORK** – All disaster survivors have equal access to information on federal disaster assistance programs, including how to apply for them.

The state of New York and FEMA are committed to helping everyone affected by the Remnants of Hurricane Ida, including those with disabilities and access and functional needs. If you need an accommodation or assistance due to a disability or accessibility, let FEMA know when you apply for assistance or anytime during the disaster assistance process.

Assistance may be in the form of a grant.

Residents of the Bronx, Kings, Nassau, Queens, Richmond, Rockland, Suffolk and Westchester counties can apply for assistance from FEMA for home repairs and other disaster-related necessary expenses. Damage or losses to your primary residence must have occurred Sept. 1-3.

To apply for FEMA assistance: Visit [DisasterAssistance.gov](https://www.disasterassistance.gov), use the FEMA mobile app or call the FEMA Helpline at 800-621-3362 (711/VRS). If you use a relay service, such as video relay service, captioned telephone service or others, give FEMA the number for that service. Helpline operators are on duty seven days a week from 8 a.m. to 7 p.m. and can connect you to a specialist who speaks your language.

You will need the following information when you apply:

- Name and Social Security Number of the primary applicant
- Name and SSN of secondary/co-applicant (encouraged but not required)
- Current and pre-disaster address
- Names of all occupants of the pre-disaster household
- Current contact information
- Types of insurance held by the household



**FEMA**

Page 1 of 2

- Household pre-disaster annual gross income
- Losses caused by the disaster
- Banking information for direct deposit or financial assistance, if requested

FEMA has opened Disaster Recovery Centers where you can meet face-to-face with FEMA staff and representatives of other federal and state agencies who can provide information about disaster assistance that may be available to you. To find a recovery center near you, visit [DRC Locator \(fema.gov\)](https://www.fema.gov/drc-locator).

FEMA can also provide interpreters, real-time captioning, and information in alternate formats such as Braille, large print, audio and electronic versions. The agency also provides free services to help people communicate with FEMA staff and understand FEMA programs. Among the aids are:

- Information available in accessible electronic formats on FEMA’s website and social media
- Qualified American Sign Language interpreters
- Qualified multilingual interpreters
- Information written in multiple languages

Newspapers, radio, television, social media, local officials and private sector partners help to share important recovery information.

For referrals to agencies that support community-specific need, contact your nearest 211 Counts center at <https://www.211nys.org/contact-us>. In New York City, call 311. For outlying areas, call 211.

For more online resources as well as FEMA downloadable pamphlets and other aids, visit [DisasterAssistance.gov](https://www.fema.gov/disaster-assistance) and click “Information.”

For the latest on New York’s Hurricane Ida recovery effort, visit [www.fema.gov/disaster/4615](https://www.fema.gov/disaster/4615). Follow us on Twitter at [twitter.com/femaregion2](https://twitter.com/femaregion2) and [www.facebook.com/fema](https://www.facebook.com/fema).

