

FEMA is Reaching Out to Survivors

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San Juan, Puerto Rico — FEMA is connecting with Puerto Rico survivors in many ways to ensure they have the help they need throughout the federal disaster assistance process.

- FEMA's Disaster Survivor Assistance crews (DSA) continue to canvas remote, rural areas to assist those survivors who need extra help completing or updating their FEMA application. To-date, DSA crews have already helped more than 17,000 Puerto Rico residents.
- In mountainous areas where internet and electric power was disrupted, FEMA telecommunications specialists set up Wi-Fi hot spots using mobile satellite systems, to ensure these survivors can register and get online to check the status of their application.
- FEMA and the Government of Puerto Rico have opened 35 Disaster Recovery Centers (DRCs) across the island, with more centers opening in other locations soon. Recovery centers provide a place where you can walk in, speak to FEMA specialists in Spanish or English, upload documents and complete your application. FEMA specialists can also help with appeals and guide you to other forms of recovery assistance. Find your nearest DRC at www.FEMA.gov/DRC.
- After you apply, you may receive a follow-up call from FEMA. These calls may come from area codes that are unknown or outside of Puerto Rico. FEMA routinely conducts call outs when there are concerns with your application, or we need more information to process your case. If you receive an email or text from FEMA, be sure to respond to avoid delays in your recovery process.



- FEMA inspectors will typically schedule an inspection after you apply for assistance. Inspectors try a minimum of three times to contact applicants, calling at different times on different days and visiting residences if necessary. If you are unable to meet with the inspector, you must call FEMA to schedule the appointment.
- FEMA may also send you a letter by mail or an email notification to check your status or correspondence in [DisasterAssistance.gov](https://www.disasterassistance.gov) or [FEMA app](#). It is important to read the letter carefully because it will include information on the appropriate use of disaster assistance funds if you were approved for a FEMA grant.

FEMA also remains committed to meeting language needs for all Puerto Rico residents. Many FEMA employees are bilingual and can assist you in your primary language. Multilingual operators are also available when registering for federal disaster assistance or seeking help with a FEMA application by calling 1-800-621-3362 (voice711/VRS-Video Relay Service).

If you need a reasonable accommodation or a sign language interpreter to communicate with FEMA, please send an email to [FEMA-PRaccessible@fema.dhs.gov](mailto:PRaccessible@fema.dhs.gov). You can also call 1-833-285-7448, press 2 for Spanish.

Or, if you are in a DRC, you can:

- Use Video Relay Interpreting (VRI) with a sign language interpreter via an iPad available at the DRC;
- Arrange for an in-person sign language interpreter by contacting the DRC; and
- Use the assistive devices available at the DRCs.

For more information on Puerto Rico's recovery from Hurricane Fiona, please visit fema.gov/disaster/4671. Follow us on our [Facebook.com/FEMAPuertoRico](https://www.facebook.com/FEMAPuertoRico) page,



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Page 3 of 3