

# Status of Iowa/FEMA Disaster Recovery Centers

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**DES MOINES, Iowa** – Below is a chart showing the status of Iowa Disaster Recovery Centers (DRCs) and the U.S. Small Business Administration (SBA) Disaster Loan Outreach Centers (DLOCs). This information provides the county, address, days and hours of operation.

## OPEN DISASTER RECOVERY CENTERS

County	Address	Days of Operation	Status
	Hours of Operation		

Fremont	2014 290 <sup>th</sup> Ave.,  Sidney, IA 51652	Thursday-Saturday	9 a.m. to 6 p.m.	Open until further notice.
Mills	111 Lacey St.  Glenwood, IA 51534	Monday, Tuesday and Wednesday	9 a.m. to 7 p.m.	Open until further notice.



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Shelby	<b>Mobile DRC</b> Harlan Fire Hall  906 Cyclone Ave., Harlan, IA 51537	Monday-Wednesday	Tues., April 30, noon – 7 p.m. all other days, 9 a.m. to 7 p.m.	Closes Wednesday, May 8.
Shelby	<b>Mobile DRC</b>  500 East St., Shelby, IA 51570	Thursday-Saturday, beginning May 2	Thurs., May 2, noon to 7 p.m. All other days, 9 a.m. to 7 p.m.	Closes Saturday, May 11.
Harrison:  Converted to a DLOC.	800 W. Huron St.,  Missouri Valley, IA 51555	Monday-Friday. A FEMA staff member will be on hand May 13 –15.	9 a.m. to 6 p.m.  Monday-Friday.	Until further notice.
Woodbury:  Converted to a DLOC.	The Security Institute  4647 Stone Ave.  Sioux City, IA 51106	Monday-Friday. A FEMA staff member will be on hand May 2-3 and May 6-10.	9 a.m.to 6 p.m.  Monday-Friday.	Until further notice.

Each DRC provides one-on-one assistance including:

- Help to register for FEMA assistance.
- Help completing paperwork and checking the status of your application.



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- Help applying for the SBA low-interest disaster loans for businesses, private nonprofits, homeowners and renters.
- Referrals to other state, federal and voluntary organizations offering information about additional disaster assistance.
- Help understanding how to appeal FEMA eligibility decisions.
- Accommodations to meet the needs of the entire community, including people with access and functional needs. Centers are equipped with video remote interpreting and assistive listening devices.

If you need an accommodation or assistance due to an access or functional need, please notify FEMA staff at the time of registration or anytime during the assistance process.

Those applying for assistance at a DRC should have the following information at hand:

- Social Security number.
- Address of the damaged primary residence.
- Description of the damage.
- Information about insurance coverage.
- A current contact telephone number.
- An address where they can receive mail.
- Bank account and routing numbers for direct deposit of funds.

The status of a DRC is determined by local government, the state and FEMA based on the need for the facility. To date, more than 1,000 survivors have visited a DRC.

Two DRCs have now closed but are still providing assistance to impacted citizens at SBA DLOCs where customer service representatives provide information on the agency's disaster loan program.

Many of the services available at Disaster Recovery Centers also are available by calling the FEMA Helpline at **800-621-3362, voice/711/video relay service**. Multilingual operators are on duty. **TTY** users may call **800-462-7585**. Lines are open daily from 7 a.m. to 10 p.m. local time.



At a DLOC, SBA customer service representatives can answer questions about the agency's disaster loan program, explain the application process, help individuals apply online and close their approved disaster loans. The centers will be open on the days and times indicated on the chart. No appointment is necessary.

Businesses and residents can visit [www.SBA.gov/disaster](http://www.SBA.gov/disaster), call SBA's Customer Service Center at **800-659-2955** or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). TTY users may also call **800-877- 8339**.

For more information on the Iowa disaster and a variety of recovery resources, log on to: [www.floods2019.iowa.gov](http://www.floods2019.iowa.gov) or [www.fema.gov/disaster/4421](http://www.fema.gov/disaster/4421).



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