

# Resources to Assist Your Recovery

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It's easy to be confused by all the disaster resources available as you recover from the severe storms and tornadoes that occurred March 31, but here is a breakdown of agencies, programs, phone numbers and website links that may assist you with your recovery.

## Insurance

- If you have insurance, contact your homeowner's or renter's insurance provider to file a claim. If you have not filed a claim with your insurance company or provided a copy of your insurance settlement approval or denial to FEMA, you will likely receive a notification that there is "**no decision.**" This means FEMA may need additional information from you to continue processing your application.

## FEMA Assistance

- FEMA disaster assistance may be available for survivors who live in one of the three designated counties for Individual Assistance, **Cross, Lonoke, and Pulaski.**
- Assistance may help pay uninsured or underinsured losses such as home repair for disaster-related damage, rental assistance, reimbursement for lodging expenses for individuals whose home was inaccessible or uninhabitable during the disaster, medical expenses incurred from this disaster or other disaster-related needs.
- Individuals and households who have immediate or critical needs because they are displaced from their primary dwelling by the recent tornadoes on March 31 in Arkansas may be eligible for a special FEMA financial assistance program, Critical Needs Assistance (CNA).
- Lifesaving and life-sustaining items are covered by the CNA program. This includes, but is not limited to, water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.



**FEMA**

- CNA is a one-time \$700 payment per eligible household. The State of Arkansas requested that FEMA authorize CNA for specific geographic areas that are expected to be inaccessible for seven days or longer. To be eligible for CNA Applicants must register with FEMA no later than **April 15**.
- To apply for FEMA assistance, add information or check the status of your application, visit [disasterassistance.gov](https://disasterassistance.gov) or call **800-621-3362**. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service.

### Arkansas Recovery Website

- On April 3, Arkansas launched [helparkansas.com](https://helparkansas.com), a one-stop website for tornado recovery resources.
- This website includes information on federal, state, local, and charitable resources for tornado victims, as well as volunteer and charity opportunities for Arkansans seeking to help.

### United States Department of Agriculture (USDA)

- The USDA Rural Development announced in early April that Home Repair Grant Limits have increased in response to the March 31 severe storms and tornadoes.
- Funding is available through USDA Rural Development's [Single Family Housing Home Repair Loan and Grant](#) program that helps income-eligible homeowners in rural communities make health and safety repairs to their homes.
- Grant limits have been increased from **\$10,000 to \$40,675** in the FEMA-designated counties (Cross, Lonoke and Pulaski) for residents that are eligible to apply for financial and direct services.
- For information on how to apply for the Home Repair Program, visit the Arkansas Rural Development website at <https://www.rd.usda.gov/ar> or call the Arkansas Rural Development Disaster Hotline at 501-301-3211, Monday-Friday, 7:30 a.m. to 5:30 p.m.
- Increased grant limits are available until September 28, 2023.

### Internal Revenue Service (IRS)



**FEMA**

- Arkansas storm survivors now have until **July 31, 2023**, to file various federal individual and business tax returns and make tax payments.
- This means that individuals and households that reside or have a business in **Cross, Lonoke and Pulaski** counties qualify for tax relief.
- For more information visit <https://www.irs.gov/newsroom/irs-arkansas-storm-victims-qualify-for-tax-relief-april-18-deadline-other-dates-extended-to-july-31>.

## Housing and Urban Development (HUD)

- HUD is implementing federal disaster relief for the state of Arkansas to assist state and local recovery efforts for areas affected by severe storms and tornadoes.
- Effective immediately, HUD is:
  - Providing a 90-day moratorium on foreclosures of mortgages insured by the Federal Housing Administration (FHA) as well as foreclosures of mortgages to Native American borrowers guaranteed under the Section 184 Indian Home Loan Guarantee program. There is also a 90-day extension granted automatically for Home Equity Conversion Mortgages. The moratorium and extension are effective as of the President's disaster declaration date.
  - Homeowners affected by the disaster should contact their mortgage or loan servicer immediately for assistance. Conventional mortgage holders may also be eligible for additional relief through their mortgage holder.
  - Call the FHA Resource Center at 1-800-304-9320 for additional information. To learn more about disaster relief options for FHA homeowners visit the [FHA Disaster Relief site](#).

## Donations - Statewide

- For assistance from the American Red Cross, visit: [Tornadoes Response: Arkansas | Red Cross](#). To donate go to: [Donate Now - Online Donations | American Red Cross](#).
- The Arkansas Food Bank is asking that anyone in need of food text FINDFOOD to (844) 381-3663. You can also visit [Arkansas Food Bank](#) to make a donation.
- To connect with The Salvation Army's Disaster Relief, visit [Disaster Relief | The Salvation Army USA](#). Donations can also be made at: [Donate to Emergency Disaster Services \(helpsalvationarmy.org\)](#).
- Here are additional websites that you can visit for donations or assistance.
  - [Samaritan's Purse](#)



**FEMA**

- [GoFundMe Hub](#)
- [Arkansas Baptist Disaster Relief](#)

## Power and Safety

- For a current power outage map, go to <https://poweroutage.us/area/state/arkansas>.
- For current road closures and conditions, go to <https://www.idrivearkansas.com>.

## Economic Recovery

Small Business Administration: Applicants (businesses, most private non-profits, homeowners and renters) for low-interest disaster loan may apply online, receive additional disaster assistance information and download applications at [disasterloanassistance.sba.gov](https://disasterloanassistance.sba.gov). Applicants may also call SBA's Customer Service Center at (800) 659-2955 or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) for more information on SBA disaster assistance.

- Individuals who are deaf or hard-of-hearing may call 800-877-8339.
  - Completed applications should be mailed to U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.
- Agricultural Producers: For loans and grants please contact Farm Services Agency to recover from losses, visit <https://www.farmers.gov/recover/disaster-tool#step-1>.
- Disaster Fraud: For information visit: [Contact Us – Arkansas Attorney General \(arkansasag.gov\)](#).

## Additional State and Local Resources

- The cleanup process in the aftermath of the March 31 severe storms continues across the state. Many people are displaced from their homes and it's possible pets and livestock are displaced as well.
- The Arkansas Department of Health and the Arkansas Department of Agriculture are stepping in to help. If you have displaced, injured or missing pets or livestock due to the March 31 severe weather outbreak, please call 501-332-2000.

