

New Mexicans Affected by Wildfires Can Visit a FEMA Disaster Recovery Center in Ruidoso

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SANTA FE, New Mexico – A Disaster Recovery Center is now open at the Eastern New Mexico University to help New Mexico residents affected by the ongoing wildfires. Residents can get help with their disaster assistance applications, upload documents and get questions answered about federal disaster assistance.

The center is located at:

Eastern New Mexico University

709 Mechem Dr.
Ruidoso, NM, 88345

Hours of operation:

Sunday, May 15, 8 a.m. to 5 p.m.

Monday thru Friday, 8 a.m. to 5 p.m.

Disaster Recovery Centers are dedicated, accessible and established locations where specialists from the Individual Assistance program can help survivors through the recovery process, explaining the types of assistance available through FEMA, such as housing and other needs assistance.

Some of the services offered at a DRC may include:

- Applying for assistance
- Reviewing application status updates
- Clarification of any written correspondence received
- Guidance about disaster recovery and eligibility
- Collecting and scanning new information or documents needed for case files



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Other recovery experts from the U.S. Small Business Administration, the state and nonprofit organizations are typically available in a DRC to address additional needs.

The fastest and easiest way to apply is by visiting disasterassistance.gov/.

If it is not possible to visit the DRC or to apply online, call 800-621-3362. The toll-free telephone line operates from 7 a.m. to 11 p.m., seven days a week. [If you use a relay service, such as video relay service \(VRS\), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available \(press 2 for Spanish\).](#)

