

State/Federal DRC Opens for Storm Survivors in Scott County

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DES MOINES, Iowa – lowans in Scott County who have been impacted by severe storms and flooding from March 12 through May 16 can visit a Disaster Recovery Center that opens at 10 a.m., Tuesday, May 21.

State/federal Disaster Recovery Centers (DRCs) are one-stop information centers that provide a place for homeowners, renters and business owners who sustained damage to get critical disaster recovery information in a face-to-face setting.

Recovery specialists from the Federal Emergency Management Agency (FEMA), the U.S. Small Business Administration (SBA) and other state and federal agencies are on hand to explain assistance programs, provide information about available services, help survivors register for federal disaster assistance and/or check the status of their disaster aid applications.

Hours of operation, until further notice, are 10 a.m. to 6 p.m., CDT, Monday through Saturday. The facility is closed Sundays as well as Saturday, May 25 and Monday, May 27 for the Memorial Day Holiday weekend.

The DRC is located at:

Old Office Max Building

320 W. Kimberly Road, Suite 3001

Davenport, IA 52806

One-on-one assistance includes:

- Help to register for FEMA's Individual Assistance program;
- Help completing paperwork and checking the status of your application;
- Help applying for, and answering questions about, the SBA's low-interest disaster loans for businesses, private nonprofits, homeowners and renters;



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- 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 on 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

Many of the services available at DRCs also are available by calling the FEMA Helpline at **800-621-3362**. Multilingual operators are available. Lines are open daily from 7 a.m. to 10 p.m. local time until further notice.

Businesses and residents can visit www.SBA.gov/disaster, call SBA's Customer Service Center at **800-659-2955** or email disastercustomerservice@sba.gov.

For more information on the Iowa disaster and a variety of recovery resources, log on to: www.floods2019.iowa.gov or call 2-1-1. Additional information can be found at www.fema.gov/disaster/4421.

