

# Assistance Under FEMA's Individuals and Households Program

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**Helena, Mont.** – If you live in Park, Carbon, Yellowstone or Stillwater counties and had uninsured or underinsured losses due to June's severe storms and floods, you may be eligible for help under FEMA's Individuals and Households Program (IHP).

FEMA's IHP assistance is intended to meet the basic needs of the household, not to restore all personal property items to a pre-disaster condition. IHP can be divided into two categories, Housing Assistance (HA) and Other Needs Assistance (ONA).

**Housing Assistance** covers repairs to structural parts of a home. This includes windows, doors, floors, walls, ceilings, cabinets, heating, ventilation and air-conditioning system, utilities (electrical, plumbing and gas systems), and entrance and exit ways from the home.

FEMA may also pay up to the actual cost of the receipt or estimate for furnaces, wells and septic systems. If you have already repaired or replaced these systems, submit your valid receipts or estimates to see if they qualify for FEMA assistance.

**Other Needs Assistance** provides grants to survivors for uninsured, disaster-related expenses and needs. This assistance can include medical and dental expenses; funeral and burial costs; repair, cleaning or replacement of clothing; household items; specialized tools; educational materials; vehicles; and moving, storage or other necessary expenses related to the disaster.

Applicants must meet the following conditions to receive Other Needs or Housing Assistance:

- The item needs to be repaired or replaced due to disaster damage.
- The occupants of the household have an unmet disaster-related need for the damaged item. FEMA may not provide assistance if the applicant can meet the



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- need with another similar item in their possession or available to the household.
- The item was owned and being used by occupants of the household.
  - FEMA does not provide assistance for furnishings and/or appliances owned by a landlord.
  - Items used by guests and relatives who were not members of the pre-disaster household are not eligible.
  - Some assistance is income dependent, making it even more important to complete the SBA application if you receive the SBA packet.

If you have additional questions, contact the disaster assistance helpline at 800-621-3362 or visit a disaster recovery center. To find a location near you, visit [FEMA.gov/DRC](https://www.fema.gov/DRC).

Residents in the designated counties can apply online at [disasterassistance.gov](https://disasterassistance.gov), by calling 800-621-3362, or by using the FEMA mobile app. When calling, Press 1 for English, 2 for Spanish and 3 for all other languages. Those who use a relay service such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Phone lines operate from 5 a.m. to 9 p.m. MDT seven days a week.

Please note: Individuals who have had an inspection or submitted damage reports with their municipality or county through online assessment tools will still need to apply with FEMA. Please ensure you have received your FEMA case number and been contacted by a FEMA representative to ensure your application was received. Otherwise, follow the above steps to apply for assistance.

For an accessible video on how to apply for FEMA assistance, go to [youtube.com/watch?v=WZGpWI2RCNw](https://www.youtube.com/watch?v=WZGpWI2RCNw).

Contact the FEMA Mitigation Helpline at 833-FEMA-4-US (833-336-2487) for information on resilient building practices. Mitigation specialists are available Monday through Friday from 8:00 a.m. to 4:30 p.m. MDT. You can also email the team at [FEMA-R8-Hmhelp@fema.dhs.gov](mailto:FEMA-R8-Hmhelp@fema.dhs.gov).

For more information about FEMA's support to Montana's flooding and severe storms recovery, visit [www.fema.gov/disaster/4655](https://www.fema.gov/disaster/4655). Follow the FEMA Region 8 Twitter account at <https://twitter.com/femaregion8>.

