

State/Federal Disaster Recovery Center Opens for Storm Survivors in Pottawattamie County

Release Date: April 23, 2019

DES MOINES, Iowa – Iowans in Pottawattamie county who have been impacted by the recent severe storms and flooding and want to learn more about disaster assistance can now visit a Disaster Recovery Center (DRC) opening Tuesday, April 23, from noon to 7 p.m. CDT. The DRC will remain open through Saturday, April 27.

After Tuesday, hours of operation are 9:30 a.m. to 7 p.m., CDT, Wednesday and Thursday; 9:30 a.m. to 5 p.m. Friday and 1 p.m. to 5 p.m. on Saturday. The center will close on Saturday.

The DRC is located at:

Council Bluffs Public Library

400 Willow Avenue

Council Bluffs, IA 51503

State/federal DRCs are one-stop information centers that provide a place for homeowners, renters and business owners who sustained damage from the severe storms and flooding beginning March 12 to get critical disaster recovery information in a face-to-face setting.



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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.

SBA representatives are available to answer questions about SBA's disaster loan program and help business owners and residents apply for low-interest disaster recovery loans.

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 the SBA's 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.

To find the DRC closest to you, go to www.fema.gov/drc.

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.

For info on SBA, businesses and residents can visit www.SBA.gov/disaster, call SBA's Customer Service Center at **800-659-2955** or email 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.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has faced discrimination, call FEMA toll-free at 800-621-3362, voice/VP/711. Multilingual operators are available. TTY users may call 800-462-7585.

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FEMA's mission is helping people before, during, and after disasters.



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HSEMD Mission: To lead, coordinate and support homeland security and emergency management functions in order to establish sustainable communities and ensure economic opportunities for Iowa and its citizens.

The U.S. Small Business Administration is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private nonprofit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property.

For more information, applicants may contact SBA's Disaster Assistance Customer Service Center at 800-659-2955. TTY users may also call 800-877-8339. Applicants may also email disastercustomerservice@sba.gov or visit SBA at www.SBA.gov/disaster



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