

State/Federal Help Still Available for Oregon Wildfire Survivors

Release Date: January 7, 2021

SALEM, Ore. – Resources are still available to assist the survivors of 2020's devastating wildfires. The Oregon Office of Emergency Management and FEMA continue to work together on assistance with housing, property damage, flood insurance, free counseling, pro-bono legal aid and case management.

State, Local and Community Resources

Free Crisis Counseling is Available: The **Safe+Strong** Helpline is available for both children and adults who are struggling with stress, anxiety or other disaster-related depression-like symptoms. The website offers free and confidential resources to help wildfire survivors on the road to recovery. For help, call **800-923-4357** or visit <https://www.safestrongoregon.org/wildfire>.

Debris Hotline: The Debris Management Task Force hotline remains open and available 24/7 for cleanup questions and information. Call 503-934-1700 or find additional information on the new debris cleanup website at: <http://wildfire.oregon.gov/cleanup>.

Disaster Legal Assistance: Disaster Legal Services is taking questions from wildfire survivors. Go to: oregondisasterlegalservices.org, or call **800-452-7636** or **503-684-3763**, Monday through Friday 8 a.m. - 5 p.m.

211info: 211info is a nonprofit organization funded by state and municipal contracts, foundations, United Ways, donations and community partners in Oregon and Southwest Washington. 211info empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need. To speak with a community information specialist about resources in your area: call **211** or **866-698-6155**; text your zip code to **898211**; or email help@211info.org. Representatives are available 8 a.m. to 6 p.m., Monday through Friday.



FEMA

Page 1 of 4

Federal Help is Still Available

Keep in touch with FEMA: Applicants should stay in touch with FEMA to ensure the disaster assistance process stays on track. Missing or incorrect information could result in delays in receiving assistance. Update contact information, report additional home damage or a delay in insurance claims in the following ways:

- Going online at DisasterAssistance.gov.
- Downloading the [FEMA app](#).
- Calling the FEMA Helpline **800-621-3362** (TTY: 800-462-7585). Multilingual operators are available 7 a.m. to 10 p.m., seven days a week.
- Those who use a Relay service, such as a videophone, InnoCaption or CapTel, should provide their specific number assigned to that service. It is important that FEMA is able to contact you. Phone calls from FEMA may come from an unidentified number.
- While the deadline to apply with FEMA has passed, late applications may be accepted on a case-by-case basis.

Disaster Case Management: Community members who are enrolled in local/state/tribal and/or federal programs providing case management are encouraged to reach out to and stay in touch with their providers throughout their recovery.

Buy Flood Insurance Now: Residents of Oregon who live in and around areas impacted by the wildfires face an increased risk of flooding for up to several years after the disaster. If you haven't already purchased a flood insurance policy, it's important to consider buying it now. It takes 30 days after applying for a new National Flood Insurance Program (NFIP) insurance policy to go into effect. For more about information on FEMA's NFIP, visit FloodSmart.gov. If you are ready to buy flood insurance, go to FloodSmart.gov/flood-insurance/buy. To find a flood insurance provider near you, visit FloodSmart.gov/flood-insurance/providers. Before rebuilding, homeowners should contact their local building official and/or floodplain manager to make sure all building requirements are met.

SBA Disaster Loans: Even though the deadline for homeowners, renters and businesses to apply for a U.S. Small Business Administration (SBA) low-interest disaster loan for physical property damage has passed, you can still apply for the Economic Injury Disaster Loan (EIDL). For more information, call **800-659-2955**



FEMA

Page 2 of 4

(TTY: 800-877-8339) 5 a.m. to 5 p.m. daily, email questions to FOCWAssistance@sba.gov or visit sba.gov/disaster. The application deadline for businesses and private nonprofit organizations for a loan for economic injury is June 15, 2021. Applicants can complete an online application at <https://disasterloan.sba.gov/ela/>.

??????Free Home Repair Advice: All Oregon residents – including disaster survivors affected by the wildfires and straight-line winds – can still get personalized mitigation advice from a FEMA Hazard Mitigation Specialist. For information on how to build safer and stronger or to inquire about your flood risk following a fire, email FEMA-R10-MIT@fema.dhs.gov and a FEMA Hazard Mitigation Specialist will respond. This is a free service.

###

The SBA 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 non-profit organizations, homeowners, and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800) 877-8339.

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 been discriminated against, call FEMA toll-free at 800-621-3362 (TTY 800-462-7585). Those who use a Relay service such as a videophone, InnoCaption or CapTel should update FEMA with their assigned number for that service. They should be aware phone calls from FEMA may come from an unidentified number. Multilingual operators are available. (Press 2 for Spanish)

Follow FEMA Region 10 on [Twitter](#) and [LinkedIn](#) for the latest updates and visit fema.gov for more information.



FEMA

Page 3 of 4

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



FEMA

Page 4 of 4