

# State/Federal Disaster Recovery Center Opens in Mills County

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Release Date: April 3, 2019

**DES MOINES, Ia.** – A joint state/federal Disaster Recovery Center opens Wednesday, April 3 to help survivors of the recent severe storms and flooding get help with various disaster assistance programs.

Recovery specialists from the Federal Emergency Management Agency (FEMA), the U.S. Small Business Administration (SBA) and other state and federal agencies will provide information on available services, explain assistance programs and help survivors complete or check the status of their applications at the center.

Center location and hours are:

**Disaster Recovery Center  
Glenwood Resource Center**

**111 Lacey St.**

**Glenwood, IA 51534**

**Opening April 5: 8 a.m. to 6 p.m.**

**Regular hours: Mon.-Sat. 8 a.m. to 6 p.m., Sun. 1 p.m. to 5 p.m.**

**Iowa homeowners, renters and business owners in Fremont, Harrison, Mills, Monona and Woodbury counties – which were included in the major disaster declaration for Individual Assistance – may apply for assistance for uninsured**



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and underinsured damage and losses due to severe storms and flooding from March 12 and continuing.

Disaster Recovery Centers are staffed by representatives from FEMA, the SBA, and other federal and local agencies. 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 disabilities. Centers are equipped with captioned phones, video remote interpreting and assistive listening devices.
- If you need an accommodation or assistance due to a disability, please notify FEMA staff at the time of registration or anytime during the assistance process.

Applicants for disaster assistance 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 Disaster Recovery Centers are also available by calling the FEMA Helpline at **800-621-3362, voice/VP/711**. Multilingual operators are available. **TTY** users may call **800-462-7585**. Lines are open daily from 7 a.m. to 10 p.m. local time.

SBA disaster assistance employees are committed to helping businesses and residents rebuild as quickly as possible. 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.

Businesses and residents can visit [www.SBA.gov/disaster](http://www.SBA.gov/disaster), call SBA's Customer Service Center at

**800-659-2955** or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). TTY users may also call **800-877-8339**.



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