

# The Role of the Advocate's Office

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*The mission of the Advocate's Office is to ensure the Claims Office keeps claimants' needs at the forefront of everything it does in helping communities recover from the Hermit's Peak/Calf Canyon Fire.*

The Advocate's Office works to ensure that affected communities are fully informed of the claims process and the types of compensation available. To do this, the Advocate fosters connections with various local stakeholders and partners to best understand the needs of the community. The team regularly hosts local events to provide support and information to claimants and the community outside of Claims Office locations and after working hours.

The Advocate also works directly with claimants when they encounter challenges during the claims process and assists them in reaching a timely and fair resolution. Finally, the Advocate collaborates with Claims Office staff to identify ways to simplify the process for claimants. At any point throughout the process, a claimant may contact the Advocate with questions or concerns.

## Advocate's Office Role:

- **Education and Outreach** - Ensures all members of the community are aware of the claims process and understand what it can provide.
- **Partnerships** -Engages with external stakeholders and partners to better understand community needs and deliver needed services.
- **Solutions** - Seeks ways to make the claims process simpler and less burdensome for claimants and, , works to address challenges for a timely and fair resolution.

To contact the Advocate's Office, please reach out to [FEMA-Hermits-Peak-Claims-Advocate@fema.dhs.gov](mailto:FEMA-Hermits-Peak-Claims-Advocate@fema.dhs.gov) or call 505-995-7129.

In addition, the Claims Office is partnering with the state of New Mexico to provide community members with the opportunity to seek assistance from state Disaster Case Managers (DCMs). DCMs are available to support affected people by



helping them identify available resources and providing guidance for applying to local, state and federal programs. DCM support is available to everyone, including people with third-party representation. To contact DCMs, email [DCM@state.nm.us](mailto:DCM@state.nm.us) or contact their office at 505-670-4662.

*To stay updated on upcoming Advocate's Office Events, visit the News and the "News and Events" page on our website at [www.fema.gov/hermits-peak/media](http://www.fema.gov/hermits-peak/media).*

To date, the Claims Office has paid over \$2 billion in compensation to claimants. For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at [fema.gov/hermits-peak](http://fema.gov/hermits-peak). You can also follow our Facebook page and turn notifications on to stay up to date about the claims process, upcoming deadlines and other program announcements at [facebook.com/HermitsPeakCalfCanyonClaimsOffice](https://facebook.com/HermitsPeakCalfCanyonClaimsOffice).

*Para información en español, visite <https://www.fema.gov/es/hermits-peak>.*

