

## Disaster Recovery Center

1. *What is a Disaster Recovery Center and what services do they provide?*

*A Disaster Recovery Center (DRC) is a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to your case.*

*NOTE: You can register for assistance at a DRC or use the [Online Individual Assistance Center](#) or by calling 1-800-621-FEMA (3362) (hearing/speech impaired ONLY-Call TTY: 1-800-462-7585).*

2. *Some of the services that a DRC may provide:*

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and Rental Resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA.
- SBA program information if there is a SBA Representative at the Disaster Recovery Center site.

3. *Where are the DRC's in my county?*

Once a Presidential Declaration has been made for that county, then FEMA along with state and local representatives will coordinate and designate a location for a DRC. DRCs locations will be announced via media.

PIPS Volunteers: to locate a DRC in the county use either EMCOP or the information may be posted in the Training Room.