



FEMA

March 26, 2024

DR-4764-ME NR-001

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News Release

Disaster Assistance Teams Meeting Survivors Where They Are

SOUTH PORTLAND, Maine – Sometimes, after a disaster, applying for FEMA assistance can be a challenge. Disaster Recovery Centers are not always convenient, bad internet connection prevents using [DisasterAssistance.gov](https://www.disasterassistance.gov), or there are long holds on the FEMA Helpline.

To ensure survivors can apply for assistance, FEMA sends teams of Disaster Survivor Assistants into many neighborhoods affected by a disaster, often going door-to-door to assist survivors.

These teams will be easily recognizable by their official photo identification. If you meet people offering assistance, first ask to see their ID before giving any personal information. They may have FEMA clothing, but that can be easily faked.

They are there helping you and your neighbors apply for assistance and providing other information to get your recovery started. Representatives are also available for Town Hall meetings and Community Events upon request.

There are several ways to apply:

- Call the FEMA Helpline at **800-621-3362**. Help is available in most languages. The Helpline is available daily from **7 a.m. to 1 a.m.. ET**.
- Go online to [DisasterAssistance.gov](https://www.disasterassistance.gov) (also in Spanish).
- Download the FEMA [mobile app](#) (also in Spanish), available at Google Play or the Apple App Store.

Disaster assistance may provide temporary help and a place to stay while you build your recovery plan. Although the federal government cannot make you whole, it may be able to help your recovery move forward by providing grants for basic repairs to make your home safe, accessible and secure.

For the latest information on Maine's recovery from the severe storm and flooding from Jan. 9-13, 2024, visit [Maine Flood Resources And Assistance Hub](#) and fema.gov/disaster/4764. Follow FEMA on X, formerly known as Twitter, at twitter.com/femaregion1 and at facebook.com/fema.

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

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.