



# Austin/Travis County Emergency Operations Center Media Advisory



## Recovery Centers Open in Austin and Travis County for Flood Survivors

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Two State/Federal Emergency Management Agency (FEMA) Disaster Recovery Centers (DRCs) will open in the Austin/Travis County area on Tuesday, Dec. 8, 2015 for homeowners, renters and business owners who sustained damage as a result of the severe storms, tornadoes and flooding from Oct. 22 to Oct. 31, 2015.

Specialists from the State of Texas, FEMA and the U.S. Small Business Administration (SBA) will be on hand to answer questions and provide information on the types of assistance available to survivors.

The recovery centers will serve as locations for survivors from Austin and Travis County who need one-on-one help. State and federal professionals will be available to assist eligible survivors in getting help as quickly as possible. Those needing assistance can visit either DRC, whether they live in the city or county.

### **Location and hours of operation**

Dove Springs Recreation Center

5801 Ainez Drive

Austin, TX 78744

Elroy Community Library

13512 FM812

Del Valle, TX 78617

### **Hours of Operation:**

Monday – Friday, 9 a.m. – 6 p.m.

Saturday, 9 a.m. – 2 p.m.

Closed Sunday

People who had damage can also register for FEMA assistance by calling 1-800-621-3362 toll free from 7 a.m. to 10 p.m. daily until further notice. Multilingual operators are available or online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).

Disaster assistance applicants who have a speech disability or hearing loss and use TTY should call 800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 800-621-3362. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. seven days a week until further notice.

Visiting with a recovery specialist is not a requirement for survivors who want disaster assistance, but the centers are an excellent way for people to get answers to their questions about disaster aid and getting help applying for it. Some of the services may include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and Rental Resources information
- Answers to questions, resolutions to problems, and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA

Assistance for eligible survivors can include grants for temporary housing and home repairs, and for other serious disaster-related needs, such as medical and dental expenses or funeral and burial costs. Low-interest disaster loans from the SBA may be available to cover losses not fully compensated by insurance or other recoveries, and do not duplicate benefits of other agencies or organizations.

Eligible survivors should register with FEMA even if they have insurance. FEMA cannot

duplicate insurance payments, but under-insured applicants may receive help after their insurance claims have been settled.

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