



# Austin/Travis County

## Emergency Operations Center

# Media Advisory



Flood-affected communities in Austin and Travis County should anticipate Federal Emergency Management Agency (FEMA) outreach teams in their neighborhoods starting this week.

FEMA representatives, who are bilingual in English and Spanish, will be making door-to-door visits to assist residents in learning about and applying for federal assistance.

Their mission is to explain the availability of FEMA assistance programs. They will also offer to complete the registration on-site when they meet the resident, but residents can also apply immediately online or by phone. The FEMA representatives will leave door-hangers behind if they are unable to reach residents.

The presidential disaster declaration of Nov. 25 makes federal assistance available to eligible individuals and business owners in Austin and Travis County, along with Hays, Bastrop and Caldwell county residents, plus others outside Central Texas.

### **Important information for immigrants**

- Immigrants may qualify for some disaster aid. Parents and guardians of children who are citizens, noncitizen nationals or qualified aliens living in the federally-declared disaster area, may apply for assistance on behalf of their child, according to FEMA.
- An applicant's information is confidential. FEMA shares that information only with the state and designated agencies that provide disaster assistance. There are no immigration enforcement officials accompanying the FEMA teams. Further, the City of Austin's police department policy states that its officers "shall not detain persons solely for determining immigration status."
- Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

### **Residents can apply for aid immediately**

- Eligible residents can apply online immediately at [DisasterAssistance.gov](https://DisasterAssistance.gov) (Spanish: [disasterassistance.gov/es](https://disasterassistance.gov/es)) or by phone at 800-621-3362 or (TTY) 800-462-7585. Applicants who use 711 or Video Relay Service may call 800-621-3362. Multilingual operators are available. The toll-free numbers are open 7 a.m. to 10 p.m. seven days a week. Eligible residents should register even if they have insurance. FEMA cannot duplicate insurance payments, but underinsured applicants may receive help after their claims have been settled.

- Registering with FEMA is required for federal aid, even if a survivor has registered with another disaster-relief organization, such as the American Red Cross, or received federal disaster assistance as a result of a previous disaster.

For more information on Texas recovery, visit the disaster web page at [www.fema.gov/disaster/4245](http://www.fema.gov/disaster/4245), Twitter at <https://www.twitter.com/femaregion6> and the Texas Division of Emergency Management website <https://www.txdps.state.tx.us/dem>.

Frequently asked questions are available from FEMA at [disasterassistance.gov/help/faqs](http://disasterassistance.gov/help/faqs) (Spanish: [disasterassistance.gov/es/ayuda/preguntas-comunes](http://disasterassistance.gov/es/ayuda/preguntas-comunes)).