

FEMA FACT SHEET: DSA Teams Provide Help to Survivors Virtually and In Person

FEMA's Disaster Survivor Assistance teams provide survivors of the ongoing Oregon wildfires a means to access and apply for disaster assistance.

- The virtual response is being conducted to ensure the safety of wildfire survivors and FEMA staff in a COVID-19 environment. DSA teams will not be going door to door.
- They will operate at fixed locations such as community centers, libraries, covered parking lots, etc. The teams will follow CDC safety guidelines for COVID-19 including social distancing and use of protective equipment. Locations will be determined by local officials and near the most heavily impacted areas.

DSA helps survivors in different ways:

- Conduct outreach in Clackamas, Douglas, Jackson, Klamath, Lane, Lincoln, Linn and Marion counties.
- Assist survivors wanting to register for FEMA assistance in their communities.
- Check the status of an application already in the system and can make minor changes to applications.
- Through callouts to faith-based organizations, community-based organizations, private sector (businesses) and public libraries that may have the capability to distribute disaster-related information to survivors in the impacted counties.
- Identify organizations providing disaster-related services and/or resources to the general public for immediate and long-term recovery.
- Gather situational awareness about impacts to communities.
- Provide electronic flyers in English, Spanish and other languages explaining how to apply for disaster assistance.
- Provide civil rights and disability integration assistance information to ensure equal access.

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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) 711/VRS - Video Relay Service). Multilingual operators are available. (Press 2 for Spanish). TTY call 800-462-7585.

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