



## DISASTER RECOVERY CENTERS

A Disaster Recovery Center (DRC) is a fixed or mobile provisional facility set up by FEMA that provides a central location near disaster impacted areas where Federal, State, Tribal, and non-government organizations have recovery information, assistance, and services to disaster survivors. This facility offers disaster survivors a place to register with FEMA and obtain information and assistance on disaster relief resources available from Federal, State, and Tribal Nations and non-governmental organizations.

### Disaster survivors visit DRCs to receive:

- Information regarding Individuals and Households Program assistance
  - Clarification of any written correspondence received
  - Answers to questions and resolution to problems
  - Status of applications being processed by FEMA
  - Submission of additional requested documentation to FEMA
- Information regarding Crisis Counseling Program, Disaster Legal Services, and Disaster Unemployment
- Assistance in completing SBA applications
- Access to representatives from state and local services and voluntary agencies
- Other resources provided by state, local governments and non-profit agencies



In addition to the services above, FEMA DRCs provide assistive devices for people with disabilities and others with access and functional needs that help them receive information in their preferred method of communication. The devices are available for people who are deaf, hard of hearing, blind, or have low vision, intellectual disabilities, or other communication disabilities. DRCs have magnifying readers, tablets, captioned phones, video remote interpreting (VRI), and assistive listening devices. DRCs are structured for people with disabilities and others with access and functional needs so they can get information about FEMA programs and services. To learn more about FEMA and



DRCs, go to [www.FEMA.gov](http://www.FEMA.gov).