



FEMA

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Fact Sheet

Resources for Alaskans Still Needing Help After the Earthquake

For Alaskans who were affected by the Nov. 30 earthquake, state, local and federal organizations are still available to provide guidance, counseling and resources to help you reach your long-term recovery goals.

These resources are available to individuals and households in the designated areas of **Municipality of Anchorage, Kenai Peninsula Borough and Matanuska-Susitna Borough**.

State and Local Resources

If you have a pending application for state individual assistance or have questions regarding a reconsideration, contact the Alaska Division of Homeland Security and Emergency Management Individual Assistance Program hotline at **855-445-7131**. To learn how to request reconsideration from the state, visit ready.Alaska.gov.

United Way Disaster Services offers a hotline for finding a variety of resources in your community, call **211** or **800-478-2221**; 8:30 a.m. to 5 p.m. Monday-Friday or visit Alaska211.org.

Careline Crisis Intervention offers free crisis counseling to Alaskans. Help is available via voice or text. To speak with a counselor Text **4 Help** to **839863**. Hours are 3 p.m. to 11 p.m. Tuesday-Saturday. Or call **877-266-4357**. Outside Alaska, call **800-273-8255**.

The Alaska Department of Environmental Conservation provides technical assistance to homeowners on environmental issues associated with earthquakes. For more information, visit <https://go.usa.gov/xmHCr>

For the aging or disabled who need help locating resources in their community, these centers can connect you with a variety of programs in your community:

- Mat-Su LINKS Aging and Disability Resource Center, **907-373-3632**, 8 a.m. to 4:30 p.m. Monday-Friday.
- Anchorage Aging and Disability Resource Center, **907-343-7770**, 8 a.m. to 4:30 p.m. Monday-Friday.
- Chugiak Senior Citizens, Inc., serving the Eagle River area, **907-688-2677**, 8:30 a.m. to 5 p.m. Monday-Friday.

Alaska Legal Services Inc. offers free legal clinics for low-income residents with landlord/tenant issues. If you live in the Anchorage area and need to take advantage of this service, call **907-743-1000**. Outside Anchorage, call **855-743-1001**. Staffed by volunteer attorneys, the helpline is open 6 p.m. to 8 p.m. Tuesdays and Thursdays, except holidays.

Federal Resources

FEMA – Although the application deadline for federal disaster assistance has passed, help with an existing application or appeal is just a click or call away.

[DisasterAssistance.gov](https://www.disasterassistance.gov) offers a customized list of assistance that may be available to you. No login or personal information is required. Simply click Find Assistance. Residents can also call the helpline at **800-621-3362 (FEMA)**. Lines are open daily from 6 a.m. to 9 p.m.

If you already registered for federal disaster assistance, you can create an online account at [DisasterAssistance.gov](https://www.disasterassistance.gov) to view and update your information.

U.S. Small Business Administration

For questions about your loan application or approved loan, call SBA's Disaster Assistance Customer Service Center at **800-659-2955 (TTY 800-877-8339)** or email disastercustomerservice@sba.gov. You may also visit sba.gov/disaster.

SBA also offers in-person help at their disaster loan outreach centers. Customer service representatives at the centers are available to answer questions, explain the disaster loan program and close approved disaster loans.

Outreach centers are open 9 a.m. to 6 p.m. Monday to Friday at:

- Spenard Community Recreation Center, 2020 West 48th Ave., West Conference Room, Anchorage, AK 99517
- Community Covenant Church, 16123 Artillery Rd., Eagle River, AK 99577
- Christ First United Methodist Church, 2635 S. Old Knik Rd., Wasilla, AK 99654

The filing deadline for individuals with physical damage was May 31.

The filing deadline for businesses to submit loan applications for economic injury is Nov. 1.

For updates on Alaska's Cook Inlet earthquake response and recovery, visit Twitter: [Alaska Division of Homeland Security and Emergency Management](https://twitter.com/AlaskaDivisionofHomelandSecurityandEmergencyManagement), [FEMA Region 10](https://twitter.com/FEMARegion10), [Alaska Earthquake](https://twitter.com/AlaskaEarthquake) or on Facebook: www.facebook.com/readyalaska and www.facebook.com/FEMA/.

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

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 faced discrimination, call FEMA toll-free at 800-621-3362 (FEMA), voice/VP/711. Multilingual operators are available. TTY users may call 800-462-7585.

The U.S. Small Business Administration is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private nonprofit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center at 800-659-2955. TTY users may also call 800-877-8339. Applicants may also email DisasterCustomerService@sba.gov or visit SBA at www.SBA.gov/disaster .