

Maj. Gen. Torrence Saxe

The Adjutant General

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*Department of Military
and Veterans Affairs*

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Division of Homeland Security and Emergency Management

Media Contact: State Emergency Operation Center Public Information News Desk 907-428-7142, Jeremy.Zidek@Alaska.gov

Introduction of Direct to Non-Congregate Sheltering Program

JOINT BASE ELMENDORF RICHARDSON, Alaska — Displaced survivors of Typhoon Halong now have access to safe, secure lodging and continued support through the Direct to NCS (Non-Congregate Shelter) Program. This program allows eligible individuals and families to move directly into hotels in Anchorage, bypassing mass congregate sheltering. The program provides survivors with accommodation, meals, and other essential services as recovery efforts continue.

All survivors entering the NCS program must apply for State and FEMA Individual Assistance before completing intake into NCS. Survivors can register for the Direct to NCS program in one of the following three ways:

NCS Contact Center: Survivors staying in the Anchorage area can contact the NCS Contact Center to register for the program. The contact center can be reached at 907-759-6927 and will receive registrations over the phone.

Yukon Kuskokwim Health Corporation (YKHC) Travel Line: Survivors outside of Anchorage can contact the YKHC Travel Line for assistance in relocating to a hotel room in Anchorage. Survivors will first travel to Bethel for registration and then continue onto Anchorage where they will receive lodging. To arrange travel into Anchorage for the NCS program contact the YKHC Travel Line: 833-543-6625, option 1.

Anchorage Disaster Assistance Center (DAC): Survivors in the Anchorage area can sign up in person at the DAC Monday, November 3 to November 14. The DAC is open Monday – Friday 9:00 a.m. to 5:00 p.m. at the Calista Corporation Maani Building – 1400 W. Benson Blvd, Suite 110, Anchorage.

The American Red Cross will welcome survivors at the airport, provide transportation to NCS hotels from the airport or other Anchorage location, and offer other care and support services.

For more information about the Direct to NCS program or assistance with the registration process, please call the NCS Call Center at 907-759-6927.

State of Alaska Individual Assistance (IA)

To register for State of Alaska Individual Assistance:

Call 1-844-445-7131, Monday – Friday, 8 a.m. – 4 p.m.

Or apply online <https://ready.alaska.gov/Recovery/IA>

FEMA Individual Assistance (IA)

To register for FEMA Individual Assistance:

Call 1-866-342-1699, Monday – Sunday, 9 a.m. – 6 p.m.

Or apply online at <https://disasterassistance.gov>

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