



FEMA

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News Release

FEMA Disaster Survivor Assistance Teams Going Door-to-Door to Support Maine Communities

SOUTH PORTLAND, Maine – Disaster Survivor Assistance (DSA) teams from FEMA are going door-to-door in **Androscoggin, Franklin, Kennebec, Oxford, and Somerset counties**, canvassing neighborhoods and helping disaster-impacted residents register for FEMA disaster assistance for the December 17-21, 2023 severe storm and flooding.

Residents are encouraged to ask for identification before providing any personal information. DSA staff wear a FEMA identification badge with a photograph. Just wearing a FEMA shirt, vest or jacket is not proof of identity. Criminals and scammers can easily make official looking clothes.

DSA team members are visiting homes, schools, nonprofits and community gathering spots. They are also meeting with local officials and community leaders to identify disaster-related issues and unmet needs in the area.

DSA teams can help survivors register for assistance, update their information and assist with referrals to voluntary agency partners. DSA teams will never ask for or accept money. While helping someone register, DSA team members may ask for personal information, including social security number, annual income and bank information.

If you are not comfortable speaking with a FEMA DSA team member, there are multiple ways to register for assistance:

- Visit a Disaster Recover Center (DRC). To find a center close to you, go online to: [DRC Locator](#), or text DRC along with your Zip Code to 43362 (Ex: DRC 04074). You can visit any DRC location and no appointment is necessary.
- Call the FEMA Helpline at 800-621-3362. Help is available in most languages. The Helpline is available daily from 7 a.m. to 11 p.m. EST.
- Go online to DisasterAssistance.gov (also in Spanish).

- Download the FEMA mobile app (also in Spanish), available at Google Play or the Apple App Store.

To view an accessible video about how to apply visit: [Three Ways to Register for FEMA Disaster Assistance - YouTube](#). To learn more about the disaster response in Maine, please visit www.fema.gov/disaster/4754.

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

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.