

Messaging Toolkit

Individuals affected by Tropical Storm Debby on August 9-10, 2024, in **Lycoming, Potter, Tioga, and Union** counties can apply for assistance from FEMA. To spread messages about FEMA assistance, we put together the following toolkit with ready-to-send graphics and accompanying text that you can share with your communities.

Points of Contact Information

Pennsylvania Emergency Management Agency (PEMA)	Westburn Majors, <i>Legislative and Policy Director</i>	Email: wemajors@pa.gov Phone: 717-651-2728
Federal Emergency Management Agency (FEMA)	Amparo Santana Garcia, <i>Intergovernmental Affairs Manager</i>	Email: amparo.santanagarcia@fema.dhs.gov Phone: 202-615-4845

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FEMA



4 Ways to Apply



The poster features the FEMA logo at the top right. The main heading is "DISASTER ASSISTANCE" in large blue letters. Below it, a paragraph states: "A federal disaster has been declared in Pennsylvania for residents of Lycoming, Potter, Tioga and Union counties. If you suffered damages or experienced hardships due to Tropical Storm Debby, you may qualify for federal assistance. Register today!"

The "4 Ways to Apply" section is divided into four quadrants:

- IN PERSON:** Includes a QR code, the text "Get one-on-one help at a Disaster Recovery Center (DRC)", and the URL fema.gov/drc.
- REGISTER ONLINE:** Includes a QR code, the text "REGISTER ONLINE", and the URL DisasterAssistance.gov.
- CALL:** Includes an icon of a person on a video call, the text "CALL Get answers to your questions and apply.", the phone number **800-621-3362**, and a note "*Video Relay Service (VRS) available".
- FEMA APP:** Includes a QR code, the text "FEMA APP Download the FEMA app for Android or iOS", and the URL fema.gov/app.

A bottom section titled "Please have the following available when you register:" lists five items:

- Your address and zip code
- Condition of your damaged home
- Insurance information, if available
- Social Security number
- Phone number where you can be contacted
- Address where you can get mail OR email

To the right of this list is a blue box with a white exclamation mark icon and the text "Stay in touch with FEMA When you apply, you will receive a FEMA registration number. Save it! You will need the number whenever you contact FEMA."

At the bottom, it says "Learn more at fema.gov/disaster/4815"

Individuals affected by Tropical Storm Debby on August 9-10, 2024, in Lycoming, Potter, Tioga, and Union counties can apply for assistance from FEMA. **The Individual Assistance registration deadline is Tuesday, November 12, 2024.**

Residents who sustained storm-related property damage should register with FEMA. To do so, survivors can:

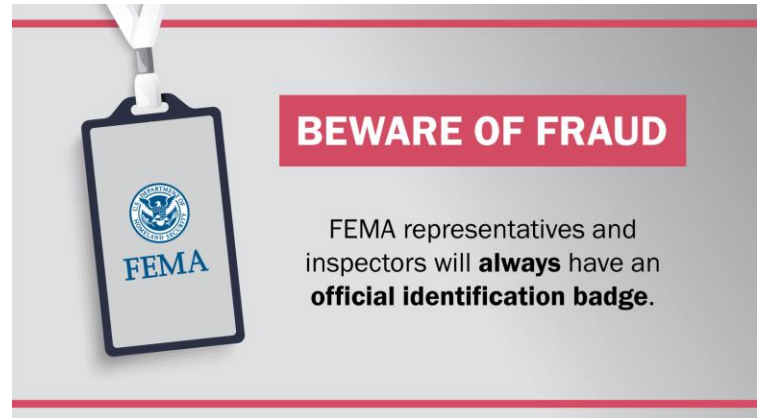
- Visit DisasterAssistance.gov.
- Download the FEMA App.
- Call the FEMA Helpline at 800-621-3362.
- Visit a Disaster Recovery Center (DRC) in person or apply with help from a Disaster Survivor Assistance Team member when they visit your community.

Protect your Personal Information

After a natural disaster, it is important to **protect yourself against fraud and identity theft**. In some cases, criminals may try to get information by pretending to be disaster workers.

Protect your identity and stay informed by doing these easy things:

- Federal and local disaster workers do not solicit or accept money. Don't believe anyone who promises a disaster grant in return for payment.
- Always ask to see I.D. FEMA personnel will always have an official identification badge. A FEMA shirt or jacket is not proof of identity.
- Protect your 9-digit registration ID you receive when you apply for disaster assistance through FEMA.



Save and Submit Receipts

FEMA Disaster Assistance

Save and submit receipts

- Save your receipts for post-disaster home repair and cleanup.
- Be prepared to submit your receipts to your insurance agent and FEMA.



If you were affected by Tropical Storm Debby in Lycoming, Potter, Tioga and Union counties, you may be able to get reimbursed for repairs you made to your home.

Make sure to save your receipts.

You can submit receipts by bringing them to a Disaster Recovery Center. You can also send or upload them yourself through DisasterAssistance.gov, on the FEMA mobile app, by mail, or via fax.

When submitting documents:

- Include your name, disaster number, and FEMA application number on all documents you send to FEMA.
- Keep the original documents and only provide copies to FEMA, which can include photos or an insurance claim.

- Note that all documents—including receipts, bills, and estimates—must include contact information of that service provider.

Myth vs. Fact: Seniors can lose benefits when they receive FEMA assistance



MYTH

Seniors can lose benefits when they receive FEMA assistance.

FACT

FEMA disaster grants are not considered taxable income. Accepting a FEMA grant **will not affect** your Social Security benefits, Medicare, Medicaid, Supplemental Nutrition Assistance Program (SNAP) or other federal assistance programs.



FEMA assistance is tax-free and does not affect Social Security, Medicare, Medicaid, Supplemental Nutrition Assistance Program (SNAP) benefits or other federal welfare and entitlement programs. See more answers to frequently asked questions about FEMA assistance: [Questions and Answers: FEMA Assistance | FEMA.gov](https://www.fema.gov/faq).

Disaster Assistance for Accessibility Improvements



Disaster Assistance for Accessibility Improvements

If you or anyone in your household has a disability, FEMA can help make your home accessible by giving you money to install or repair an exterior ramp, grab bars, or a paved path to your home.

Through the Individual Assistance Program, FEMA can give money for these accessibility items even if your home didn't have them when it was damaged by the disaster. FEMA can also give money to install these items if your home wasn't damaged, but you or a member of your household was disabled by the disaster.

Learn More: [Fema.gov/ia](https://www.fema.gov/ia)

FEMA assistance can include money to help you make **accessibility repairs or improvements** to your home.

These include but are not limited to exterior ramps, grab bars, and/or paved paths to your home entrance.

Repairs can be made when these items are damaged during a disaster.

Improvements to the home can be made when these features were not present before the disaster but are needed due to a pre-existing disability or a disability caused by the disaster.