



FEMA

Recovery Update 16 – Arkansas Severe Storms and Tornadoes

Recovery Updates are now distributed on Tuesdays and Thursdays.

April 27, 2023, DR-4698/Recovery Update 16

Key Messages

As of April 27, more than **3,111** applicants have been approved for disaster assistance through FEMA’s Individual Assistance (IA) Program. FEMA has approved more than **\$6 million** to help Arkansas residents in **Cross, Lonoke and Pulaski** counties recover from the severe storms and tornadoes that occurred March 31.

FEMA Specialist Offer Rebuilding Tips in Sherwood

FEMA Hazard Mitigation Outreach Specialists will be available at F.L. Davis Ace in Sherwood and Caldwell Lumber in Wynne to answer questions about rebuilding from previous disasters and protecting homes from future disaster-related damage. This information is geared for do-it-yourself work and general contractors. No appointment is needed.

Hazard mitigation outreach specialists are available at:

Pulaski County

F. L. Davis Ace
2913 E Kiehl Ave.
Sherwood, AR 72120
Hours: 8 a.m. to 6 p.m., Monday through Saturday

Cross County

Caldwell Lumber
1956 Falls Blvd. N.
Wynne, AR 72396
Hours: 7 a.m. to 5 p.m., Monday through Saturday

Private Non-Profit Houses of Worship May Be Eligible for FEMA Assistance

Qualifying private nonprofit houses of worship in Arkansas may be eligible for FEMA grants to cover expenses such as repairs or replacement of facilities related to the March 31 severe storms and tornadoes.

To be an eligible applicant, a house of worship must:

- Have been damaged by the March 31 severe storms and tornadoes.
- Be owned or operated by a private nonprofit organization.
- The facility must be open to the public.
- Have either not received funding or received insufficient funding after applying for a U.S. Small Business Administration (SBA) disaster loan to repair or replace a facility.

Arkansans Should Notify FEMA of Insurance Settlements

Arkansans who have applied for FEMA disaster assistance must let FEMA know about any insurance settlements or denials you received. FEMA's Individual Assistance program may cover damage that your insurance does not. However, by law, FEMA cannot provide funding to individuals or households for losses covered by insurance or any other source.

Eligibility Letters

- After you apply for FEMA assistance, you will receive a letter explaining the status of your application. This letter explains the types of assistance FEMA has determined you are eligible to receive, the amount of assistance FEMA is providing for each eligible need, the reason an applicant would be ineligible for specific types of assistance and an explanation of the appeals process.
- If you receive a letter stating you're ineligible for assistance or "no decision" can be made at this time, read the entire letter to find out what is needed for FEMA to continue processing your application.
- Applicants who disagree with FEMA's decision or the amount of assistance may submit an appeal letter and supporting documents. The appeal must be in writing, must be signed and dated and should include your full name, phone number, current address, and the address of the damaged dwelling. Please include the disaster number (FEMA DR-4698-AR) and your case number on every page.

Use FEMA Grants for Intended Purposes

FEMA reminds Arkansans who received federal disaster assistance for the March 31 severe weather and tornadoes to use the money for its intended purpose and to keep all receipts.

- Disaster assistance is intended to help survivors pay basic expenses caused by the disaster including:
 - Repairs to make a home livable
 - Rental assistance to temporarily pay for a place to stay
 - Repair or replacement of a disaster-damaged essential vehicle
 - Medical care for an injury caused by the disaster
 - Replacing clothing, occupational tools and educational materials
 - Moving and storage expenses related to the disaster

FEMA Offers Equal Access to All Disaster Survivors

The state of Arkansas and FEMA are committed to providing disaster assistance to people with disabilities and access and functional needs as well as those who communicate in languages other than English.

If you need accommodations or assistance due to a disability, call the disaster assistance helpline at **800-621-3362**. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service.

Disaster Recovery Centers

Five Joint State/FEMA Disaster Recovery Centers (DRCs) are operating in Arkansas, allowing survivors affected by the recent severe storms and tornadoes to meet face-to-face with specialists from FEMA, the Small Business Administration (SBA) and state and local agencies.

The DRC locations and hours of operation are:

Pulaski County	
<p>West Central Community Center 8616 Colonel Glenn Road Little Rock, AR 72204</p> <p>Hours: Monday–Saturday, 8 a.m. to 6 p.m. Sunday, 1 to 6 p.m.</p>	<p>North Little Rock Community Center 2700 Willow St. North Little Rock, AR 72114</p> <p>Hours: Monday–Saturday, 8 a.m. to 6 p.m. Sunday, 1 to 6 p.m.</p>
<p>1st United Methodist 308 W. Main St. Jacksonville, AR 72076</p> <p>Hours: Monday–Saturday, 8 a.m. to 6 p.m. Sunday, 1 to 6 p.m.</p>	<p>Sherwood – Wildwood Center & Medical Tower 2402 Wildwood Ave. North Little Rock, AR 72120</p> <p>Hours: Monday–Saturday, 8 a.m. to 6 p.m. Closed Sunday</p> <p>CLOSING PERMANENTLY, COB SATURDAY, APRIL 29</p>

Cross County
<p>Ridgeview Church 999 US Hwy 64 East Wynne, AR 72396</p> <p>Hours: Monday–Saturday, 8 a.m. to 6 p.m. Sunday, 1 to 6 p.m.</p>

Assistance for Homeowners and Renters

- Arkansas homeowners and renters in Cross, Lonoke and Pulaski counties with uninsured or underinsured losses from the March 31 severe storms and tornadoes, may apply for FEMA help for the following assistance:
 - **Rental Assistance:** Assistance to pay for alternate temporary housing if a homeowner or renter is displaced from their primary residence because of the disaster. This could include renting an apartment, house or staying in a hotel, bed and breakfast or Airbnb.
 - **Lodging expense reimbursement:** For out-of-pocket lodging expenses not covered by insurance benefits like additional living expenses or loss of use. Eligible expenses may include the cost of the

room and taxes charged by the hotel or other lodging provider. It does not include costs for food, phone calls or transportation.

- **Home repair assistance:** Assistance with uninsured or underinsured home repairs to an owner-occupied primary residence including repairing foundation, outside walls, roof windows and doors, as well as repair of utilities.
- **Other Needs Assistance (ONA):** Covers disaster-caused expenses and serious needs such as medical, funeral, childcare, moving and storage expenses or other essential items purchased because of the disaster.

Apply with FEMA

- Residents can apply online at disasterassistance.gov, by calling **800-621-3362**, or by using the FEMA mobile app. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service.
 - During the application process, FEMA personnel will ask for:
 - A current phone number where you can be contacted.
 - Your address at the time of the disaster and the address where you are now staying.
 - Your Social Security Number.
 - A general list of damage and losses.
 - Banking information if you choose direct deposit.
 - If insured, the policy number or the agent and/or the company name.
 - If you report that you cannot, or may not be able to, safely live in your home, FEMA may need to perform an inspection of the damaged dwelling.

Small Business Administration

- Federal low-interest disaster loans from the U.S. Small Business Administration (SBA) are available to Arkansas businesses, homeowners, and renters impacted by the March 31 severe storms and tornadoes. As of April 26, SBA has approved more than **109 loans approved for \$6.7 million**.
- The SBA opened two Business Recovery Centers in Little Rock. These one-stop locations offer a variety of specialized help including SBA customer service representatives that are available to meet individually with each business owner. Representatives can answer questions about SBA’s disaster loan program, explain the application process and help each business owner complete their electronic loan application.

Business Recovery Centers	
<p>Wynne BRC (Cross County) Veterans Building of Cross County 204 S. Falls Blvd. Wynne, AR 72396</p> <p>Monday - Friday 9 a.m. - 6 p.m. Saturdays 9 a.m. - 1 p.m.</p>	<p>Pulaski County Little Rock Business Recovery Center Adolphine Fletcher Terry Library 2015 Napa Valley Dr. Little Rock, AR 72212</p> <p>Mondays–Fridays, 9 a.m.–6 p.m. Saturdays, 9 a.m.–4 p.m.</p>

- Applying with the SBA assures that all available disaster assistance options remain open to survivors.
 - If the SBA asks you to apply for a low-interest loan you are encouraged to do so.
 - If you apply for an SBA low-interest loan and are not approved, you could be eligible for additional FEMA grant assistance including replacement of essential household items.
 - If you are eligible for an SBA loan you do not have to accept an SBA loan.
 - If you qualify for an SBA loan, it does not mean you no longer qualify for FEMA assistance.
- The SBA can help renters and homeowners replace household contents (e.g., clothing, furniture and appliances) and vehicles. Homeowners and renters are eligible for up to \$40,000 to repair or replace damaged or destroyed personal property, and homeowners can apply for up to \$200,000 to repair or replace damage to their personal residence.
- For businesses of any size and private nonprofit organizations, loans of up to the \$2 million statutory maximum are offered to repair or replace real estate, machinery and equipment, inventory and other assets that were damaged or destroyed.
- Survivors can contact an SBA customer service representative via email at disastercustomerservice@sba.gov or by phone at **800-659-2955** for help applying. Survivors can also apply online at disasterloanassistance.sba.gov. Individuals who are deaf or hard-of-hearing may call **800-877-8339**.

Arkansas Recovery Website

- On April 3, Arkansas launched helparkansas.com, a one-stop website for tornado recovery resources.
- This website includes information on federal, state, local, and charitable resources for tornado victims, as well as volunteer and charity opportunities for Arkansans seeking to help.

Social Media

- [Arkansas Division of Emergency Management Facebook \(@AR_Emergencies\)](#)
- [Arkansas Division of Emergency Management Twitter \(@AR_Emergencies\)](#)
- [FEMA Region 6 Facebook \(@femaregion6\)](#)
- [FEMA Region 6 Twitter \(@femaregion6\)](#)

Major Disaster Declaration (April 2, 2023)

- Three Arkansas counties are designated for FEMA Individual Assistance: Cross, Lonoke and Pulaski.
- Cross, Lonoke and Pulaski Counties are also designated for debris removal and emergency protective measures (Categories A and B) including direct federal assistance, under the Public Assistance program.
- On April 13, the Major Disaster Declaration for the State of Arkansas (FEMA-4698-DR-AR) was amended.

- Cross, Lonoke and Pulaski Counties were approved for FEMA's Public Assistance Categories of work C-G.
- On Saturday, April 8, the Major Disaster Declaration for Arkansas was amended.
 - Federal funds for debris removal and emergency protective measures, including direct federal assistance, have been increased to 100 percent of the total eligible costs for a continuous 30-day period April 10 to May 10, 2023.
- All 75 Arkansas counties are approved for FEMA Hazard Mitigation Assistance.

FEMA Products

News Release 001: [Arkansas Survivors Can Apply for Possible FEMA Assistance](#)

News Release 002: [Arkansans – Be Prepared for Potential Severe Weather](#)

News Release 003: [Arkansans - Be Alert to Fraud After a Disaster](#)

News Release 004: [What to Expect After Applying for FEMA Assistance](#)

News Release 005: [FEMA in the Field – Disaster Survivor Assistance Teams Help Arkansas Residents](#)

News Release 006: [FEMA Program Aids Disaster Survivors with Critical Needs Assistance](#)

News Release 007: [Submitting an SBA Loan Application Could Bring More FEMA Grant Assistance](#)

News Release 008: [Joint Disaster Recovery Centers to Open in Central Arkansas](#)

News Release 009: [Disaster Recovery Center to Open in Wynne, Arkansas](#)

News Release 010: [Joint Disaster Recovery Centers to Open in Jacksonville and Sherwood](#)

News Release 011: [Use FEMA Grants for Intended Purposes](#)

News Release 012: [When Applying for Disaster Assistance, Provide FEMA with Your Insurance Documentation](#)

News Release 013: [Hours to Change at Disaster Recovery Centers](#)

News Release 014: [Private Nonprofit Arkansas Houses of Worship May Be Eligible for FEMA Help to Cover Tornado Damage](#)

News Release 015: [FEMA Specialists to Offer Rebuilding Tips in Sherwood](#)

Fact Sheet 001: [Replacing Lost or Missing Document](#)

Fact Sheet 002: [Resources for Repairing, Retrofitting and Rebuilding After a Tornado](#)

Fact Sheet 003: [FEMA May Help You with Moving and Storage Expenses](#)

Fact Sheet 004: [You Asked: I'm a Renter, Can I Get Assistance from FEMA?](#)

Fact Sheet 005: [Types of Assistance Available for Arkansas Survivors of Storms and Tornadoes](#)

Fact Sheet 006: [Letters or Online Updates Provide Valuable Information to Survivors](#)

Fact Sheet 007: [FEMA Assistance Won't Affect Other Benefits](#)

Fact Sheet 008: [Resources to Assist Your Recovery](#)

Fact Sheet 009: [FEMA Offers Equal Access to All Disaster Survivors](#)

Fact Sheet 010: [How to Document Home Ownership and Occupancy for FEMA Disaster Assistance](#)

For concerns and allegations of discrimination, please contact the Office of Equal Rights at headquarters at 202-212-3535 or FEMA-Civil-Rights-Program-OER@fema.dhs.gov.

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