

Hurricane Ian Recovery

Oct. 6, 2022

Flood Insurance

A week after widespread flooding in Florida from Hurricane Ian, FEMA's National Flood Insurance Program policyholders are receiving funds to help start their recovery. To date, NFIP has provided \$3.5 million in advance payments to policyholders who have started the claim process.

National Flood Insurance Program policy holders and insurance agents can call NFIP with any flood insurance questions at 800-759-8656 or visit [Floodsmart.gov](https://www.floodsmart.gov). If you have an NFIP policy, ask your agent about advance payment on your claim.

Understanding Your Letter from FEMA

Hurricane Ian survivors who applied for assistance from FEMA will receive a letter from FEMA. The letter will explain your application status and how to respond. It is important to read the letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of disaster assistance funds. If you have questions about your letter, call the disaster assistance helpline at 800-621-3362 to find out what information FEMA needs.

If You Disagree with FEMA's Decision

FEMA might just need more information. The letter you receive from FEMA will explain what FEMA needs to continue processing your application and how you can respond. You can call 800-621-3362 or visit a Disaster Recovery Center to get help filing an appeal.

How to Apply for FEMA Assistance

Homeowners and renters in the following counties who had uninsured losses from Hurricane Ian may be eligible for federal disaster assistance. FEMA may provide financial help with temporary housing expenses, basic home repairs and other essential disaster-related needs.

- Charlotte, Collier, DeSoto, Flagler, Hardee, Highlands, Hillsborough, Lake, Lee, Manatee, Orange, Osceola, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, Volusia



FEMA



There are three ways to apply: 1) [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance), 2) download the [FEMA App](#) for mobile devices, 3) call toll-free 800-621-3362. Help is available in many languages.

Disaster Recovery Centers

Lakes Regional Library, 15290 Bass Road, Fort Myers, FL 33919

Fort Myers DMS Building, 2295 Victoria Ave., Fort Myers, FL 33901

Shannon Staub Public Library, 4675 Career Lane, North Port, FL 34289

Hours for all centers are 9 a.m. to 6 p.m. daily

Debris Sorting

In cleaning up, sort debris by category: electronics, hazardous waste, construction and demolition debris, large appliances, and plants and trees. Keep each category separate for pickup.

Follow your local officials' instructions for placing at curb.



Crisis Cleanup

For help cleaning up the damage from Hurricane Ian, call the Crisis Cleanup Hotline at 800-451-1954. You will be connected to volunteers from local relief organizations, community groups and faith communities. The hotline will remain open through Oct. 28.

Critical Needs Assistance

FEMA may provide financial assistance to applicants who have immediate or critical needs because they are displaced from their primary dwelling. Immediate or critical needs are lifesaving and life-sustaining items, including water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items and fuel for transportation. This assistance applies to primary residences in Charlotte, Collier, Desoto, Hillsborough, Lee, Manatee, Osceola, Sarasota, Seminole, and Volusia Counties.

Operation Blue Roof

The U.S. Army Corps of Engineers, in coordination with FEMA, may be able to assist eligible homeowners with temporary roof repairs. Operation Blue Roof is a free service to homeowners impacted by Hurricane Ian in Charlotte, Collier, Lee, and Sarasota counties. Homeowners can sign up online at bluerroof.us or call 1-888-ROOF-BLU (1-888-766-3258) for more information.

Disaster Unemployment Assistance

To file a claim for loss of income caused by Hurricane Ian, go to [Disaster Unemployment Assistance - FloridaJobs.org](https://www.floridajobs.org/disaster-unemployment-assistance) and select “Apply for Hurricane Ian DUA,” visit a [local CareerSource Career Center](#), or call 800-385-3920. Customer service representatives are available Monday through Friday from 7:30 a.m. to 6:30 p.m. ET.

U.S. Small Business Administration



Long-term, low-interest disaster loans for homeowners, renters, businesses and nonprofit organizations from the U.S. Small Business Administration (SBA) are available to cover losses not fully compensated by insurance and other sources. Apply online using the Electronic Loan Application (ELA) via the SBA’s secure website at disasterloanassistance.sba.gov/ela/s/. Disaster loan information and application forms can also be obtained by calling the SBA’s Customer Service Center at 800-659-2955. Business Recovery Center are operating in impacted areas.

Chloe Coney Urban Enterprise Center, 1907 E. Hillsborough Ave., Tampa, FL 33610
Hours: Monday – Friday, 9 a.m. to 5 p.m., Saturday 9 a.m. to 1 p.m., closed Sunday.

SWFL, Inc Office, 25071 Chamber of Commerce Dr, Bonita Springs, FL 34135
Hours: Monday – Saturday, 9 a.m. to 5 p.m., closed Sunday

The Naples Players at Sugden Community Theatre, 701 5th Ave South, Naples, FL 34102
Hours: Monday 9 a.m. to 4:30 p.m., Tuesday – Saturday, 9 a.m. to 5 p.m., closed Sunday

Disaster Legal Services

Disaster Legal Services (DLS) provides free legal help to low-income disaster survivors. If you’re not able to get adequate legal services for disaster-related needs, call the hotline at 866-550-2929. The hotline is available 24/7 and callers can leave a message at any time. FEMA is providing this service in partnership with the Florida Bar, the Florida Bar Young Lawyers Division, and the Young Lawyers Division of the American Bar Association.

Resources

Visit [FloridaDisaster.org/info](https://www.floridadisaster.org/info) for Hurricane Ian information.

The Department of Health’s [Healthy Start Coalitions](#) are supporting moms and babies by distributing pack-n-play’s, diapers, wipes, and formula to shelters.

The Florida Highway Patrol has deployed [Florida Licenses on Wheels](#) to provide driver’s licenses, vehicle tags, and title replacements. This service is currently located at the Hertz Arena in Fort Myers and is open 8 a.m. - 6 p.m. daily.

The state website for reporting missing persons related to Hurricane Ian is [missing.fl.gov](https://www.missing.fl.gov). If you need to report a missing person, fill out the form on behalf of “Someone Else.” You can also fill out the form on behalf of yourself if communications are limited. Safe and found persons can be reported safe at [safe.fl.gov](https://www.safe.fl.gov).

Floridians who want to volunteer can visit [Volunteer Florida’s webpage](#) to find opportunities through organizations to distribute meals, help with debris clean up, and assist with other needs through Volunteer Connect.

The Division of Consumer Services can answer insurance questions at 877-693-5236, 9 a.m. – 5 p.m. ET.