

Statement from FEMA Director of Public Affairs, Jaclyn Rothenberg on Misinformation and Serious Needs Assistance

FEMA Director of Public Affairs Jaclyn Rothenberg released the following statement today on Misinformation and Serious Needs Assistance

"There's been a lot of misinformation about FEMA's assistance programs which is having a negative impact on our ability to help people. We want to encourage as many people to apply for help from FEMA as possible.

FEMA has many types of assistance available and Serious Needs Assistance is one of the many programs we offer. We also offer financial support for people who are displaced and staying with family and friends, need home repairs, have personal property losses and more. Serious Needs Assistance was designed to reach people as quickly as possible, so they can purchase essential items while we continue to process their disaster application and determine what other assistance they may be eligible for.

People in declared disaster areas can apply for assistance in the language they speak by calling us at 800-621-3362, online at disasterassistance.gov in Spanish language disasterassistance.gov/es or by downloading the FEMA App in both English and Spanish languages."

FEMA has created a Rumor Response page specific to Hurricane Helene to help keep survivors safe and aware of rumors and scams: [Hurricane Helene: Rumor Response | FEMA.gov](#). Please help us in amplifying [official information from trusted sources](#) and discouraging others from sharing information from unverified sources.

Contact Us

If you have any questions, please contact FEMA Office of External Affairs, Congressional Affairs at (202) 646-4500 or at FEMA-Congressional-Affairs@fema.dhs.gov.

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Helping people before, during and after disasters.