

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Federal Emergency Management Agency Individual Assistance Update**

The purpose of this memorandum is to provide you with an update on the status of the Federal Emergency Management Agency (FEMA) Individual Assistance program within the City of Dallas.

The City of Dallas was added to the Individual Assistance disaster declaration on June 5th, 2024. This program provides financial and direct services to eligible individuals and households affected by the May 28th Severe Weather incident, who have uninsured or under-insured necessary expenses and serious needs. The deadline for residents to apply for assistance is July 16th.

FEMA does not provide city-level data on the number of residents that have applied for Individual Assistance. As of June 28th, 20,770 Dallas County residents have submitted applications and FEMA has returned 11,435 inspections.

Disaster Survivor Assistance (DSA) Teams continue to work directly within neighborhoods to help residents with the application process. Beginning Monday, July 1st, they will be canvassing large portions of East Dallas. In collaboration with the Office of Emergency Management (OEM), the DSA teams are utilizing storm damage data, including resident-reported damage assessments, to guide their efforts.

As a reminder, there are multiple ways that residents can apply for assistance:

- Go online to <https://www.disasterassistance.gov/>
- Download the FEMA App for mobile devices.
- Call the FEMA helpline at 800-621-3362 between 6 a.m. and 10 p.m. Help is available in most languages.
- Visit any Disaster Recovery Center

The following fixed Disaster Recovery Centers are available to any resident:

Facility Name	Address	Hours of Operation	Status
Williams Elementary School	1821 Oldgate Ln. Garland, Texas 75042	Daily 7:00 am – 7:00 pm	Open
Network of Community Ministries	1500 International Pkwy., Suite 300 Richardson, Texas 75081	Daily 7:00 am – 7:00 pm	Open
Dallas College Eastfield Campus	3737 Motley Dr, Mesquite, TX 75150	Daily 7:00 am – 7:00 pm	Opens July 2 nd

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FEMA plans to activate additional mobile Disaster Recovery Center sites. Once confirmed, we will share that information with you.

Should a resident disagree with FEMA's decision regarding their application, they may submit an appeal. It must be submitted within 60 days of the decision letter. Additional instructions and details on the appeal process can be found [here](#).

Should you have any questions, please contact Travis Houston at travis.houston@dallas.gov or (214) 422-2715.

Service First, Now!



Dominique Artis
Chief of Public Safety

c: Kimberly Bizer Tolbert, City Manager (I)
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager (I)
Robin Bentley, Assistant City Manager (I)
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
Directors and Assistant Directors