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From: Cameron County and City of Harlingen
To: News Media
Reference: Flood-Affected Residents Asked to Review FEMA Eligibility Letters for Resubmission
Date: Monday, July 29, 2019
Time: 11:00 AM
POC: Tom Hushen (956-547-7000)

---For immediate release---

Flood-Affected Residents Asked to Review FEMA Eligibility Letters for Resubmission

Harlingen, Texas – Residents who receive a FEMA eligibility letter -- stating “ineligible” (denied) regarding their disaster assistance application for the June 24/25 flooding -- are encouraged not to be alarmed and disqualify themselves but rather review the letter and submit an appeal.

Although not all applicants receive a letter stating they are in “ineligible”, those that do get one should not see it as the last word but rather an opportunity to reconsider that application by simply submitting requested information.

An eligibility letter sent by FEMA *may* explain why an applicant is “ineligible” and what needs to be submitted (if applicable). Examples of additional information needed includes (but is not limited to):

- proof of ID
- missing signature of applicant
- insurance determination regarding what amount insurance will pay for damaged or destroyed property
- proof of occupancy or ownership of the damaged or destroyed property

Additionally, applicants –whether initially “ineligible” or not – may submit an appeal if they think that the amount of financial assistance is incorrect. For example, applicants may submit a contractor’s estimate for home repairs to support their claims that the financial assistance is insufficient.

Residents have 60 days to make their appeal from the date FEMA puts on the letter.

Applicants who have questions about the letter may go online to www.DisasterAssistance.gov; call the Disaster Assistance Helpline at 1-800-621-3362 (TTY 1-800-462-7585); access the FEMA app for smart phones www.fema.gov/mobile-app; or visit the Disaster Recovery Center (DRC) in La Feria Safe Room-Dome (1001 Pancho Maples Dr.).

If going to the DRC, residents should bring their “denial” letter, along with the additional information requested. The DRC is currently open 7 days a week from 7 am to 7 pm.

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