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Rolling Fork, MS  
March 25, 2023  
Freelance Photographer



**Disaster DR-4697-MS**

**March 24 - 25, 2023**

**Carroll - Humphreys - Montgomery - Panola - Sharkey**

***Disaster Resources & Assistance***  
**Congressman Bennie G. Thompson**

**United States House of Representatives  
Mississippi Second Congressional District**



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**Read this entire Resource Guide**  
**Meet all Deadlines**  
**Be Patient and Steadfast**  
**Save Your Pins and Passwords**  
**Keep Copies of Your Documents**



*Message from*  
*Congressman Bennie G. Thompson*

On March 24–25, 2023 in the dark of the night, an EF4 tornado struck many communities in the Second Congressional District of Mississippi causing widespread damage and death across several counties. I and my staff (DC and District staff) responded to the devastation both in person and by phone calling state agencies and disaster responders. I spoke with President Joseph R. Biden to discuss the devastation and the need for federal support. So, on March 30, 2023, President Joseph R. Biden approved Mississippi's request to declare this storm a federal disaster and issued it under Declaration DR-4697-MS.

On March 31st, President Biden and Dr. Jill Biden, Secretary Marcia Fudge of HUD, and others flew in to tour the area itself and share a message of "resiliency, hope, and the promise to help the area build back better" to community leaders and survivors.

Disaster response and recovery is dependent on various partners, processes, and procedures.

Use this guide as a resource on FEMA coordinating effort with MEMA, local officials, nonprofits, and local partners assembled to help. Read the entire guide.



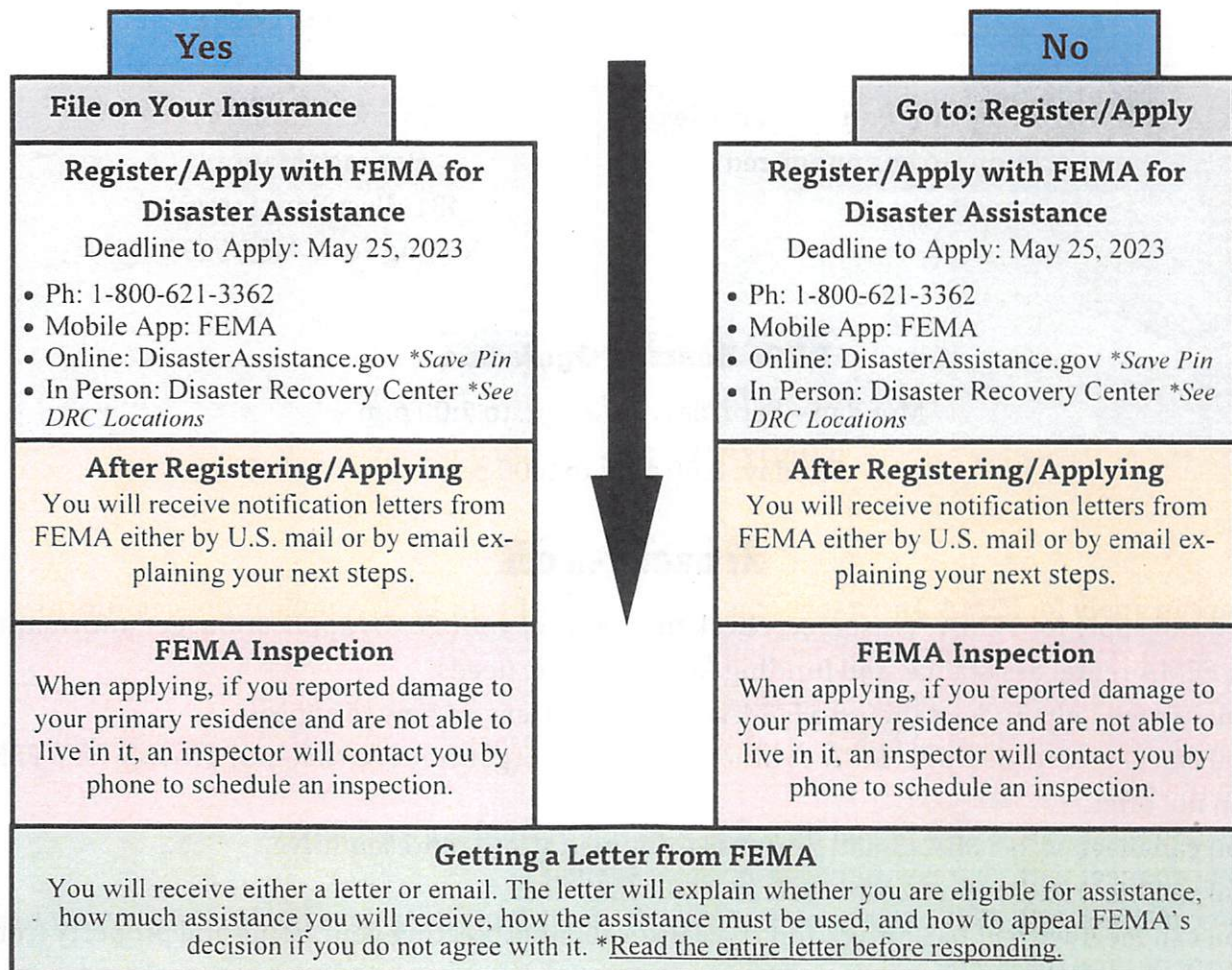
# FEDERAL RESOURCES

Federal Emergency Management Agency (FEMA)

## Applying for Disaster Assistance with FEMA

### Do You Have Insurance? (Homeowners—Rental-Auto)

If you have insurance, you should file a claim with your insurance company immediately. FEMA assistance will not cover losses already covered by insurance. If your insurance does not cover all your losses or is delayed, you may be eligible for FEMA assistance regarding your unmet needs. FEMA assistance is not the same as insurance nor can it make the survivor whole. Federal assistance from FEMA only provides funds for the basic repairs to make a home safe, sanitary and livable. You may also be referred to the U.S. Small Business Administration (SBA) for low-interest disaster loans to further assist with your recovery.



# FEDERAL RESOURCES

Federal Emergency Management Agency (FEMA)

## Disaster Recovery Center (DRC) Locations

FEMA Disaster Recovery Centers are accessible facilities and mobile offices you can visit in person to learn more about FEMA and other disaster assistance programs coordinated by FEMA to respond to your recovery needs. DRC locations for the March 24—25, 2023 tornado that occurred March 24 – 25, 2023 in **Carroll, Humphreys, Montgomery, Panola** and **Sharkey** counties in Mississippi's Second Congressional District are below.

### Carroll County

J.Z. George High School  
900 George Street  
Carrollton, MS 38947

### Humphreys County

Humphreys County Library  
105 Hayden Street  
Belzoni, MS 39038

### Montgomery and Panola Counties

Locations to be announced

### Sharkey County

Heritage Manor  
431 West Race Street  
Rolling Fork, MS 39159

## DRCs Hours of Operation

Monday—Saturday: 7:00 a.m. to 7:00 p.m.

Sunday: 1:00 p.m. to 6:00 p.m.

## At DRCs You Can

- You can apply for FEMA Assistance, check the status of your FEMA application, get information on FEMA rental assistance, and funding for other basic needs.
- You can get help understanding a FEMA eligibility letter and how to appeal.
- You can get referrals from FEMA to other agencies or organizations that may provide help FEMA can not offer.
- You can meet with a SBA (Small Business Administration) representative.
- You can meet with representatives from state agencies.
- You can meet with FEMA mitigation specialists about protecting your home and property from future natural disasters.



# FEDERAL RESOURCES

United States Small Business Administration (SBA)

## SBA Declaration Number 17836

On March 30, 2023, SBA approved low interest rate disaster loans for the March 24—25, 2023 tornado survivors. Loans are available to businesses and residents in Mississippi.

### Eligible Residents, Counties and Loan Types

Mississippi Residents	Carroll, Humphreys,	1. Physical Loan *Deadline: 5-25-
Living in these counties	Montgomery, Panola, and	2023
	Sharkey	2. Economic Injury Disaster
		Loan (EIDL) *Deadline: 12-26-
		2023

### Applying for Disaster Assistance with SBA

Disaster survivors with insurance should not wait for their settlement before applying to SBA. SBA can make a loan for the total loss and use insurance proceeds to reduce or replay the loan.

#### Ways to Apply

##### Carroll County

J.Z. George High School  
900 George Street  
Carrollton, MS 38947

##### Humphreys County

Humphreys County Library  
105 Hayden Street  
Belzoni, MS 39038

##### Montgomery and Panola Counties

Locations to be announced

##### Sharkey County

Heritage Manor  
431 West Race Street  
Rolling Fork, MS 39159

##### Online

<https://DisasterLoanAssistance.sba.gov/ela.s/s>  
\*Use SBA Declaration Number 17836\*

##### Phone

Call SBA Customer Service Center  
1-800-659-2955

# FEDERAL RESOURCES

Mississippi Emergency Management Agency

## **Transportation Partners**

Residents impacted by the tornadoes with transportation needs can call the following agencies.

Bolivar County Council on Aging, Inc.

Ph: (662) 846-6161

Hours: 4:00 a.m. to 8:00 p.m.

Counties Served: Bolivar, Coahoma, Humphreys, Issaquena, Madison, Sharkey, Sunflower, Warren, Washington, and Yazoo

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Central Mississippi, Inc.

Ph: (662) 283-4781 Ext. 317

Hours: 6:00 a.m. to 8:00 p.m.

Counties Served: Attala, Carroll, Grenada, Holmes, Leflore, Montgomery, and Yalobusha

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Mississippi Christian Family Services

Ph: (662) 873-4842

Hours: 7:30 a.m. to 4:00 p.m.

Counties Served: Issaquena, Sharkey, Washington, and Yazoo

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Sunflower Humphreys Counties Progress, Inc.

Ph: (662) 887-1431 or 1-888-677-1461

Hours: Demand Response

Counties Served: Sunflower, Holmes, and Humphreys

# FEDERAL RESOURCES

Mississippi Emergency Management Agency

## **Reporting Damage to MEMA**

MEMA encourages residents who want to report their damage online at the MEMA website (<https://www.msema.org/contact/crisistrack/>) using MEMA Citizen Self-Reporting Link by County. For additional information on MEMA resources call MEMA at (601) 933-6841.

## **Other State Resources**

- The Mississippi Division of Medicaid is directing its Coordinate Care Organizations' pharmacy directors that it has enacted its state of emergency procedures which allows fee-for-service beneficiaries affected by the tornadoes to receive early refills and additional prescriptions above the monthly limit. Pharmacy providers should follow the billing guidelines at <https://medicaid.ms.gov/disaster-billing-directions/> on how to bill and for what. Providers and beneficiaries residing and/or receiving care not in an evacuation area must have documentation on file to justify rationale for early/excess fills. Medicaid monies may be recouped if supporting documentation is not found.
- The Department of Mental Health in Mississippi offers assistance to survivors and their families through the DMH Helpline at 1-877-210-8513.



# FEDERAL RESOURCES

USDA Food and Nutrition Services (FNS)

## **Supplemental Nutrition Assistance Program (SNAP)**

USDA FNS has approved **two waiver** requests from the Mississippi Department of Human Services on behalf of residents impacted by the March 24—25, 2023 tornado. These households were impacted by power outages and loss of property related to the tornado and therefore lost food (perishable and nonperishable goods).

Waiver 1: Request to waive the standard, 10-day reporting requirement for food loss under the SNAP Program. This allows affected households in Carroll, Holmes, Humphreys, Monroe, Montgomery, and Sharkey to make a request for replacement of their SNAP benefits so they can replace food lost until April 24, 2023.

Waiver 2: Request a waiver to allow SNAP participants in Carroll, Grenada, Holmes, Humphreys, Leflore, Montgomery, Sharkey, Sunflower, Washington, and Yazoo counties in the 2nd Congressional District of Mississippi to buy hot foods with their SNAP benefits until April 28, 2023. Under this waiver and effective immediately, SNAP authorized retailers in these counties may accept SNAP benefits in exchange for hot foods intended to be consumed on retailer premises. This waiver addresses the fact that, as a result of the power outages, many affected residents are unable to store food or access cooking facilities. SNAP authorized retailers in the impacted counties are being notified of this waiver.

## **Applying for Disaster Related SNAP Benefits**

The application (Form MDHS-EA-508) may be downloaded and submitted via the EA document upload feature on the MDHS website ([www.mdhs.ms.gov/snap-replacement-benefits-supplemental-nutrition-assistance-program-snap](http://www.mdhs.ms.gov/snap-replacement-benefits-supplemental-nutrition-assistance-program-snap)) then email, or fax it to your county worker. For assistance completing the SNAP replacement application, contact the Economic Assistance Customer Service Center at 1-800-948-3050.

### **For Problems or Issues Call**

Mississippi Department of Human Services, 200 South Lamar St., Jackson, MS 39201  
Ph: (601) 359-4500



# FEDERAL RESOURCES

American Red Cross (ARC)

## American Red Cross Assistance

The American Red Cross continues to have local staff and volunteers on the ground to assist survivors and communities of the March 24—25, 2023 tornadoes in **Carroll, Humphreys, Sharkey, Montgomery, and Panola** recover and respond to immediate needs. They are providing daily meals and shelter, identifying other resources and partners to help meet survivor needs. More sites will be established based on the need.

### How to Contact ARC—Mississippi

#### In Person

SBA Assistance is available in Disaster Recovery Centers

#### Carroll County

J.Z. George High School  
900 George Street  
Carrollton, MS 38947

#### Humphreys County

Humphreys County Library  
105 Hayden Street  
Belzoni, MS 39038

#### Montgomery and Panola Counties

Locations to be announced

#### Sharkey County

Heritage Manor  
431 West Race Street  
Rolling Fork, MS 39159

#### Online

[www.redcross.org](http://www.redcross.org)

#### Phone

1-800-RED-CROSS (1-800-733-2767)



# MISSISSIPPI

## Second Congressional District

### **Washington, DC Office**

2466 Rayburn House Office Building

Washington, D.C. 20515

Ph: (202) 225-5876

Fax: (202) 225-5898

Hours: Monday—Friday / 9:00 a.m. to 5:00 p.m. \*When Congress is Out of Session

Hours: Monday—Friday / 9:00 a.m. to 6:00 p.m. \*When Congress is In of Session

### **District Offices**

<u>Bolton Office</u> 107 West Madison P.O. Box 610 Bolton, MS 39041 Ph: (601) 866-9003 Fax: (601) 866-9036 In State: (800) 355-9003	<u>Greenville Office</u> 910 Courthouse Lane Greenville, MS 38701 Ph: (662) 335-9003 Fax: (662) 334-1304	<u>Greenwood Office</u> 728 Main Street, Suite A Greenwood, MS 38930 Ph: (662) 455-9003 Fax: (662) 453-0118
<u>Jackson Office</u> 3607 Medgar Evers Blvd. Jackson, MS 39213 Ph: (601) 946-9003 Fax: (601) 982-5337	<u>Marks Office</u> 263 East Main Street Marks, MS 38646 Ph: (662) 326-9003	<u>Mound Bayou Office</u> 106 Green Avenue, Suite 106 Mound Bayou, MS 38762 Ph: (662) 741-9003 Fax: (662) 741-9002

### **Congressional Website**

Visit my website for updates on the Recovery and Response

<https://benniethompson.house.gov/>



# Survivors' Road to Recovery

## File Your Insurance Claim

If you have insurance, please file a claim as soon as possible. (flood, homeowner's, renter's, auto, etc.).

## Apply to FEMA

Assistance may include money for temporary housing, home repair and other disaster-related needs.

Ways to Apply

Online: [disasterassistance.gov](http://disasterassistance.gov)

Call: 800-621-3362 (711/VRS)

In-Person: Visit your nearest Disaster Recovery Center.

You can find a DRC near you by visiting: [fema.gov/drc](http://fema.gov/drc)

## Apply to Small Business Administration

An SBA Loan is a low-interest loan to help cover disaster-caused damage or for mitigation to help prevent future storm damage.

*\*They must be paid back.*

- If you do not qualify for a loan, you are referred back to FEMA because you may be eligible for assistance with Personal Property, Transportation, or a Group Flood Insurance Policy. Other types of FEMA assistance are not impacted by a referral to the SBA.
- If you are referred to the SBA you must complete an application before you can be considered for this assistance from FEMA.
- You don't have to accept an SBA loan offer; however, if you are approved and you do not accept it, you will not be referred back to FEMA for these types of assistance.

## Receive FEMA Decision

FEMA will contact you with an eligibility decision and provide you with a direct deposit or treasury check for eligible funds, along with instructions on how to appeal if you disagree with FEMA's decision or amount provided.

## FEMA Home Inspection Completed

Some types of FEMA assistance do not require an inspection. If an inspection is needed, you will be contacted by phone to schedule an appointment. FEMA will contact you if more information or documentation is needed.



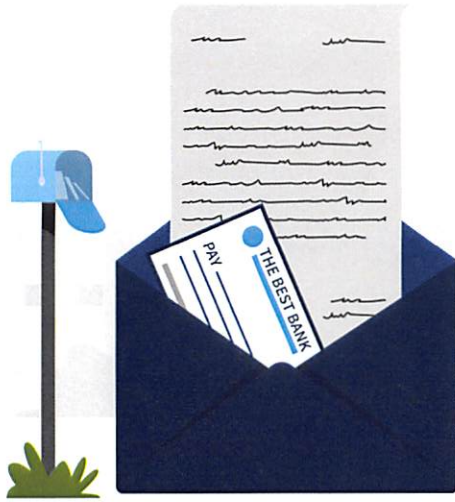
# FEMA

Survivors can always call FEMA at 800-621-3362 if they have questions or need more information.



# FEMA Grants Intended Purposes

- Home repairs
- Rental assistance
- Repair or replacement of a damaged primary vehicle
- Uninsured out-of-pocket medical expenses
- Repair or replacement of occupational materials
- Essential educational materials
- Moving and storage expenses related to the disaster and other disaster-related expenses



\*If you spend the grant on anything other than the purpose for which it is intended, you may be ineligible for future disaster assistance. In some cases, FEMA may ask that the money be returned.



**FEMA**

# FEMA May Help with Storm-Damaged Cars

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Mississippians whose primary vehicle was damaged or destroyed in the March 24-25 tornadoes may be eligible to receive help from FEMA.

## Who is eligible?

Not all damage is covered, so survivors must check with FEMA to see if their vehicle is eligible. General eligibility requirements include:

- The car complies with state registration and insurance requirements.
- All minimum insurance requirements required by the state of Mississippi have been met.
- Proof the vehicle was damaged because of the disaster such as a mechanic's statement certifying the damage
- Either the cost to repair or a statement the car was damaged beyond repair.
  - If car was destroyed and taken to a salvage yard, you will need to provide a salvage title.
- The vehicle was working and in use at the time of the disaster.

## What assistance will eligible survivors get?

The assistance is not like insurance and is capped at a pre-set amount. It may be enough to use as a down payment towards another car or repairs if the vehicle is repairable. Each case is different. Check with FEMA.

###



# FEMA



## After a Disaster: Replacing Lost or Damaged Documents in Mississippi

▪ [English](#)

Release Date	Release Number
May 15, 2020	DR-4536-MS NR-007

Release Date:  
May 15, 2020

Canton, MS – Recent tornadoes, high winds and severe storms may have resulted in the loss of important documents such as a credit card, birth or marriage certificates, property deeds or military records. Below are some resources in the state to replace lost or damaged documents. Keep in mind that if you must visit a location or offices to fill out forms or other reasons, they may be closed temporarily due to the COVID-19 Pandemic. So be sure to check before you go.

**Electronic Benefit Transfer (EBT) Card** replacements – call 866-512-5087 Monday-Friday 8 a.m. to 5 p.m.

**Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes** Contact your financial institution or get contact information from the FDIC by calling 877-275-3342 or going to [www.fdic.gov](http://www.fdic.gov).

**Insurance policy:** call your insurance company or agent and ask for a copy of your policy, including the declaration page.

**Birth and death certificates:** on-line [msdh.ms.gov/msdhsite/\\_static/31,0,109.html](https://msdh.ms.gov/msdhsite/_static/31,0,109.html) Phone: 877-295-4229 or send an e-mail to [VRInfo@HealthyMS.com](mailto:VRInfo@HealthyMS.com).

**Real estate deeds** are with the Chancery Clerk in the county where your property is located. You must visit this office to replace these documents and pay a nominal fee. Some counties have property records available online. [Deeds.com](http://Deeds.com) is a title research retrieval service where you can get a digital copy of your real estate deed. [Click here to order a digital copy of your deed.](#)

**Driver Licenses:** [www.ms.gov/dps/license\\_renewal/Duplicate](http://www.ms.gov/dps/license_renewal/Duplicate) To order a duplicate online the license you lost must be a current driver's license and you must have a debit or credit card.

**Credit Cards:** Contact the issuing institution: **American Express:** 800-528-4800 or go online here: [americanexpress.com/cardreplacement](https://americanexpress.com/cardreplacement) **Discover:** 800-347-2683 or [www.discover.com/credit-cards/help-center/](https://www.discover.com/credit-cards/help-center/) **Master Card:** Call 800-307-7309 or go online [www.mastercard.com/cgi-bin/emergserv.cgi](https://www.mastercard.com/cgi-bin/emergserv.cgi) **Visa:** Call 800-847-2911 or go online [www.usa.visa.com](https://www.usa.visa.com)

**NOTE:** If you don't remember all the credit cards you had, obtain a credit report from any of the three major credit bureaus.

**Credit: Equifax, Experian or TransUnion** 877-322-8228 or **Reports:** [www.annualcreditreport.com](https://www.annualcreditreport.com)

**Social Security** **Social Security** 800-772-1213 **Cards** [www.ssa.gov](https://www.ssa.gov)

**Fraud Alerts** **Fraud Alerts:** Call the identity theft helpline at 877-382-4357 or a **Credit Freeze** contact the FTC at: [www.ftc.gov](https://www.ftc.gov)

**Medicare** **Social Security Administration** 800-772-1213 **Cards** or [www.socialsecurity.gov/medicarecard/](https://www.socialsecurity.gov/medicarecard/)

**Passport** **U.S. Department of State**, Passport Services, Consular Lost/Stolen Passport 877-487-2778 or [travel.state.gov/content/travel/en/passports.html](https://travel.state.gov/content/travel/en/passports.html)

**U.S. Savings** **U.S. Department of Treasury** 844-284-2676 **Bonds** or [www.treasurydirect.gov](https://www.treasurydirect.gov)

**Green Cards:** Go to [www.uscis.gov](https://www.uscis.gov) and complete the Form I-90, application to replace a permanent resident card, and file it online or by mail.

**Federal Tax Returns for 2019:** Phone: 800-829-1040 **(Due to COVID-19, the deadline for filing both federal and state returns is July 15th):** Website: (federal) [www.irs.gov/uac/About-Form-4506T](https://www.irs.gov/uac/About-Form-4506T); (state) [www.dor.ms.gov/Pages/default.aspx](https://www.dor.ms.gov/Pages/default.aspx)

**Military Records:** Phone: 866-272-6272 Website: [www.archives.gov/veterans/military-service-records](https://www.archives.gov/veterans/military-service-records)

*FEMA's mission: Helping people before, during, and after disasters.*

