



**FOR IMMEDIATE RELEASE:**  
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## **CITY AND COUNTY HOST FEMA APPLICATION CENTER**

The City of Waco and McLennan County set up a FEMA Application Center at East Waco Library to assist local residents with the online FEMA application to request assistance for winter storm damages. City and county staff will be available to help residents who have no internet access or limited comfort with computers. Computers are also available at all Waco-McLennan County public libraries for those who are able to fill out the application online themselves and only need computer and internet access.

Location: East Waco Library, 901 Elm Ave, Waco, Texas 76704  
Hours: 10 a.m. to 6 p.m., Monday through Friday  
Duration: Tuesday, March 2 through Friday, March 12, 2021  
(Additional days may be added if demand warrants)

Call for appointment: 254-313-9508

Appointments will be scheduled between 10 a.m. and 6 p.m. Monday through Friday. Call 254-313-9508 anytime between 9 a.m. and 6 p.m. to schedule an appointment for assistance with submitting the online FEMA application. The best time to reach staff to schedule an appointment will be between 9 and 10 a.m. For the remainder of the day, phone calls will be answered and messages will be returned when staff is not assisting application appointments.

Residents who are able to submit a FEMA application from their home or business are encouraged to do so. Residents will receive no special advantage in the FEMA application process by using this facility. FEMA staff or experts will not be on site. The purpose of the center is to provide computers and internet for people who do not already have access.

Due to COVID-19 restrictions, appointments will be required to limit the number of people allowed in the library at one time, to prevent long waits and to keep everyone safe and socially distant. Walk-in appointments will be asked to schedule an appointment if no staff are available.

Two general levels of assistance are available:

- 1) Providing the applicant use of a computer with internet access to complete the application online (with limited input assistance from staff).
- 2) Staff assistance with limited or total data entry for the applicant.

Assistance will not include guidance or advice on securing FEMA funding or dealing with insurance claims. The applicant is responsible for all the information that must be submitted to FEMA and must bring all needed documentation to the appointment.

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NOTE: If you have questions about the FEMA application process, you should call the FEMA Disaster Assistance Helpline at 1-800-621-3362, which is available seven days a week from 6 a.m. to 10 p.m.

**TIPS from FEMA:**

- Before applying to FEMA for assistance, the property owner must complete the claim process with their insurance company.
- FEMA programs do not pay for fuel or cover food losses. If you have immediate needs for food or shelter, you may contact 2-1-1 for local resources.
- Applicants are required to inform FEMA of all insurance coverage such as flood, homeowner's, renter's, etc. that may be available to them. Insured applicants must provide FEMA documentation such as an insurance settlement or denial letter to process their application.
- Additional tips and a guide to needed documentation are available online: <https://www.fema.gov/disaster/4586>

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