

DISASTER ASSISTANCE IMPROVEMENT PROGRAM (DAIP)

IMPROVING ASSISTANCE FOR DISASTER SURVIVORS

2016

October 2016:
Hurricane Matthew

116,827 visits on 10/11/16



2015

April 2015:
Improved the survivor experience by releasing a new site design



2014

February 2014:
Honored with the 2013 FEMA Administrator's Award for Document Upload



2013

November 2013:
Won "Outstanding Mobile Website" award with Benefits.gov from the Web Marketing Association

DAIP's Alternate Information Systems Security Officer (A-ISSO) won FEMA's ISSO of the Year

June 2013:
Implemented a responsive Web design framework for dynamic site scaling



2012

April 2013:
Enabled survivors to upload documents and get text message updates for claim status



December 2012:
Honored with the 2012 FEMA Administrator's Award for Mobile Innovation



October 2012:
Hurricane Sandy

197,816 visits on 11/5/2012



July 2012:
Expanded mobile function with mobile questionnaire and applicant inquiry.



July 2012:
Hurricane Isaac

55,752 visits on 9/4/12

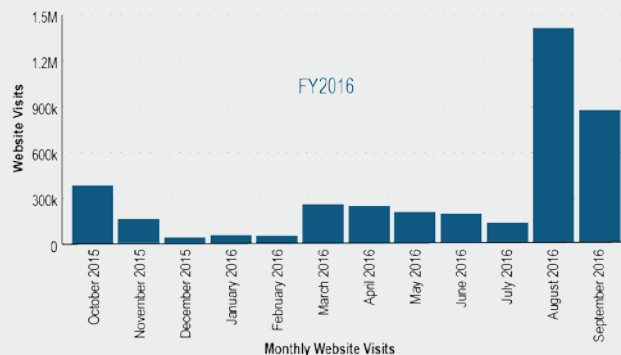


■ Website evolution
 ■ Disaster-response initiatives
 ■ Awards
 ■ Post-disaster website traffic

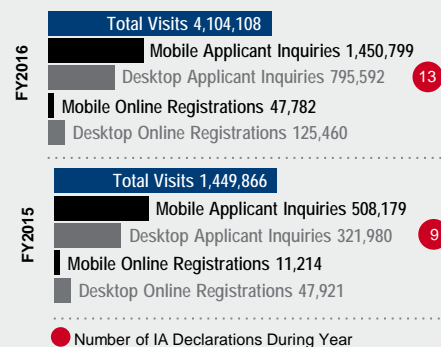
DISASTER ASSISTANCE
DAIP
IMPROVEMENT PROGRAM

DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

MONTHLY WEBSITE VISITS



WEBSITE ACTIVITY BY FISCAL YEAR



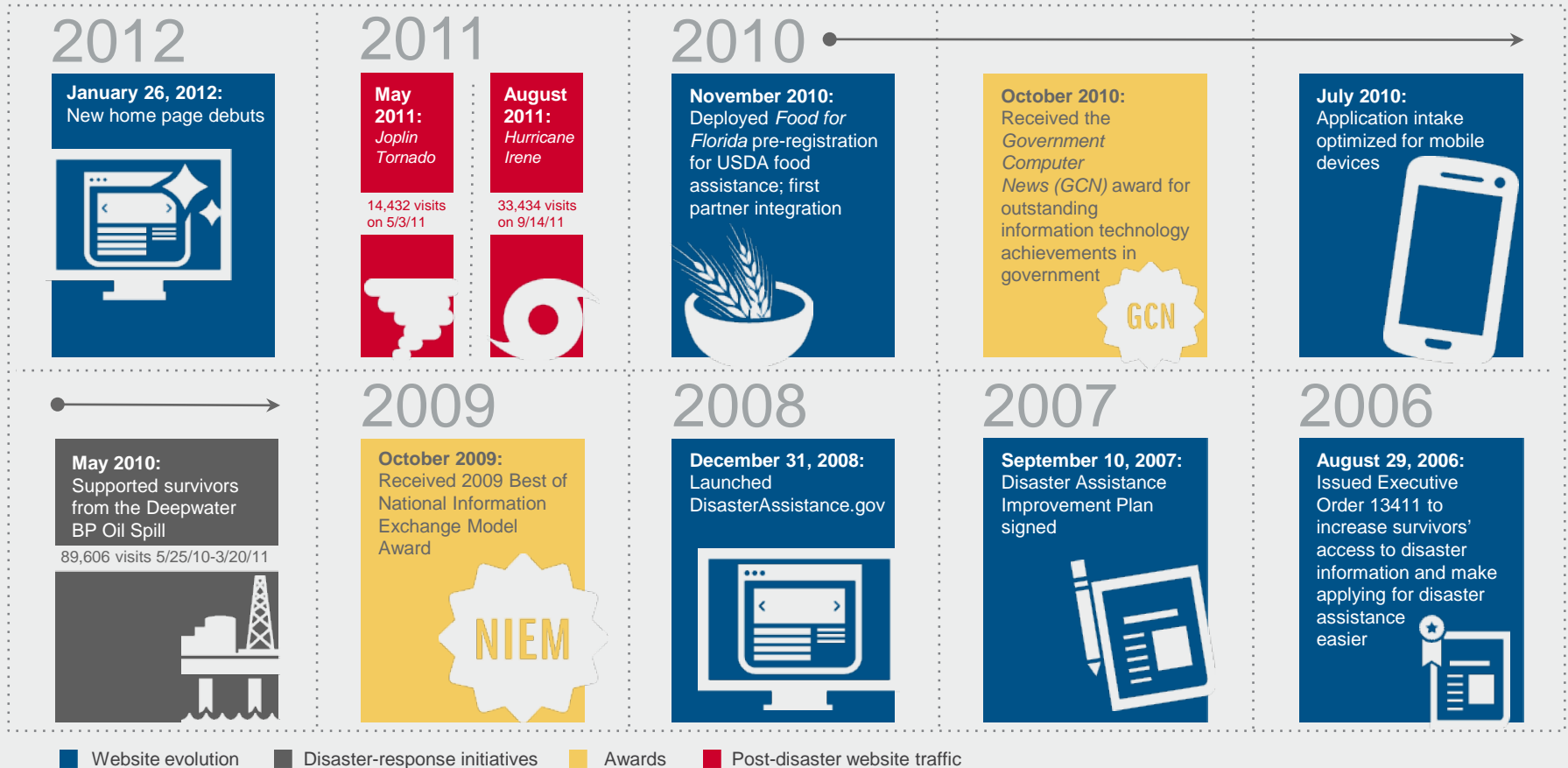
DID YOU KNOW?

For the last two fiscal years in a row, the number of applicant inquiries from a mobile device surpassed those from desktop computers.



DISASTER ASSISTANCE IMPROVEMENT PROGRAM (DAIP)

IMPROVING ASSISTANCE FOR DISASTER SURVIVORS



WHAT CAN YOU DO ON DisasterAssistance.gov



FIND ASSISTANCE

Answer questions about your needs to get a personalized list of possible assistance; no login or personal info required.



APPLY ONLINE

Read the *Disaster Survivor Application Checklist* then submit an application to learn if you qualify for disaster assistance.



CHECK STATUS

Create an account or login to securely check your status, view messages from FEMA, update personal info, and upload important documents.