

Congress of the United States
Washington, DC 20515

December 6, 2024

The Honorable Deanne Criswell
Administrator
Federal Emergency Management Agency
500 C Street SW
Washington, D.C. 20024

Dear Administrator Criswell,

As was reiterated at the Oversight and Accountability Committee's hearing on November 19, the Federal Emergency Management Administration's (FEMA) mission is "helping people before, during and after disasters." Despite this, it is still exceedingly difficult to navigate the labyrinth that is the federal bureaucracy. That is frustrating on a normal day, but it is completely unacceptable after a major disaster.

FEMA needs to develop a straightforward roadmap showing disaster survivors what resources are available, and how to obtain them. Such a roadmap should include how much and what type of aid survivors can expect to receive, a timeline for receipt, information on all available assistance, and what types of decisions one will be expected to make in the weeks, months, and years ahead. So far, FEMA has failed to "meet people where they are," to provide aid and support following a major disaster as was stated at the Oversight Committee on November 19th.

After a major disaster, our constituents have many questions, but as was evident following Hurricane Helene, and many other major disasters, there were no clear answers. As a result, many people were hearing from FEMA about what they *cannot* do instead of being informed about what it *can* do. FEMA appears to be plagued by poor decision making and a serious lack of communication.

Indeed, at meetings or briefings provided by FEMA there is plentiful information about how much funding FEMA has sent out the door, how many volunteers have been activated, and how well coordination between other government agencies is perceived. However, when our offices become quickly overwhelmed with requests for Congressional Assistance to access aid, it is evident that FEMA has failed to provide the basic information to get disaster survivors back on their feet.

FEMA needs to "minimize bureaucracy and make it easier for people to gain access to" programs offered as quickly as possible. Creating a simple roadmap that answers the biggest questions survivors have following a disaster is the bare minimum we expect from FEMA given the 45-year history of the administration. Thank you for your attention to this serious matter.

Sincerely,



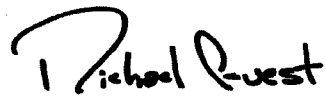
VIRGINIA FOXX
United States Representative



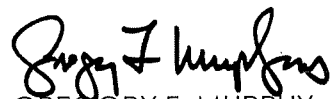
BYRON DONALDS
United States Representative



SCOTT DESJARLAIS, M.D.
United States Representative



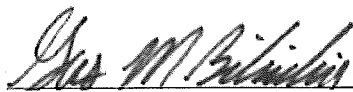
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