

# COVID-19 FUNERAL ASSISTANCE

## OUTREACH TOOLKIT



FEMA



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## SECTION ONE

# Overview

The COVID-19 pandemic brought overwhelming grief to many. To help ease the financial stress caused by the virus, FEMA is helping pay for COVID-19-related funeral expenses incurred on or after January 20, 2020.

So far, FEMA has distributed over \$2 billion in financial assistance to individuals. The current eligibility rate for applicants post final review is 97%. However, many hard-hit communities may be unaware of COVID-19 Funeral Assistance. FEMA needs your help to spread the word about this important resource.

FEMA developed the COVID-19 Funeral Assistance Toolkit to provide sample messaging, graphics, and guidance to empower community-based organizations (CBOs) to promote awareness of this assistance in their communities.

COVID-19 Funeral Assistance is available to all U.S. citizens, noncitizen nationals, or qualified noncitizens.

We hope to harness your community relationships to reach individuals who may be eligible but have not applied for COVID-19 Funeral Assistance. With your help, we can build awareness, provide access to vital funding, and encourage more people to apply.

## SECTION TWO

# Help Us Reach Your Community

We want to provide clear information about this important assistance for affected individuals in your community in order to encourage them to apply for COVID-19 Funeral Assistance. The resources in this toolkit will help you share key information with your community.

## HOW YOU CAN HELP

To help promote the COVID-19 Funeral Assistance program:



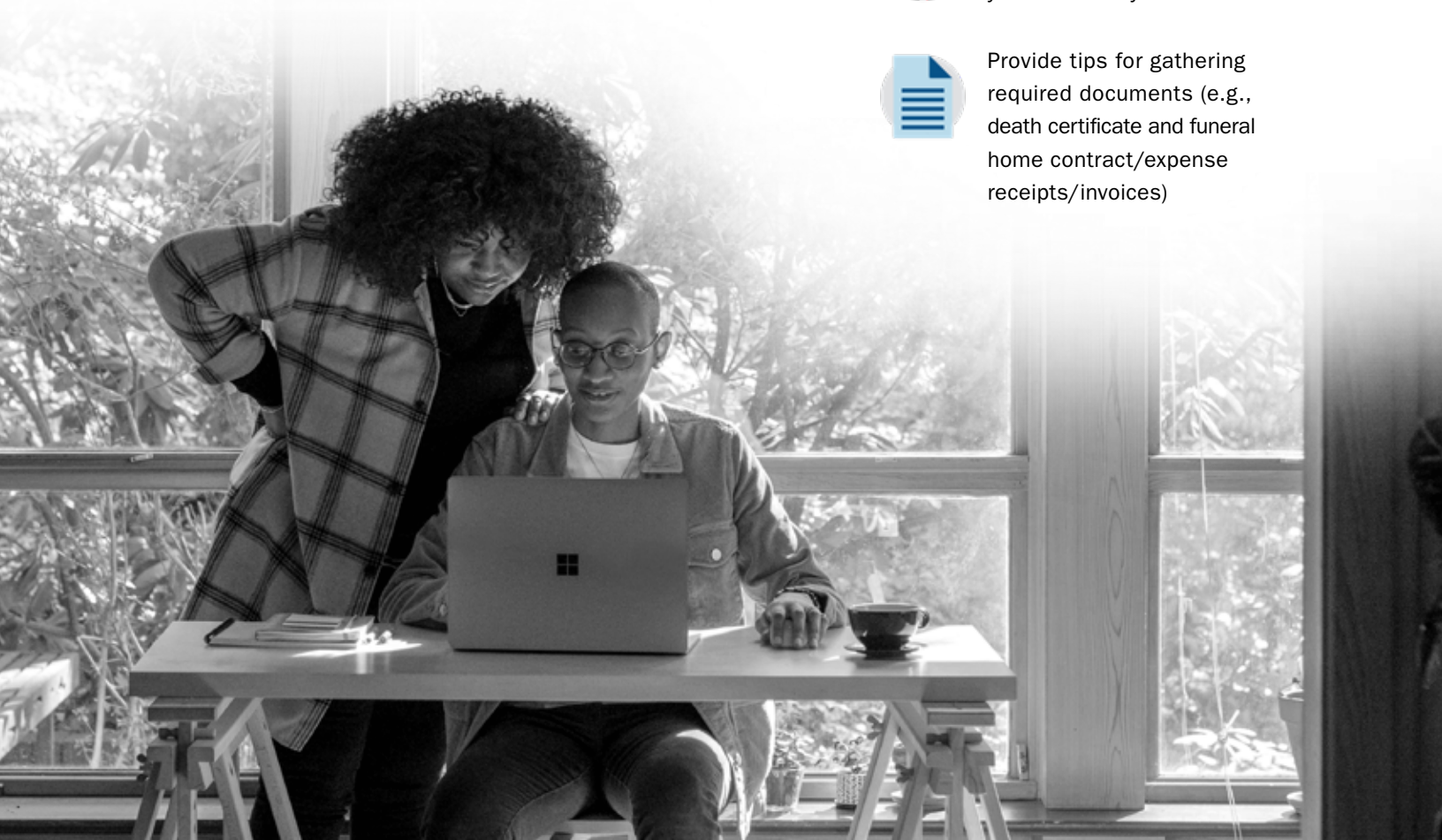
Share the toolkit resources and messaging with your community



Use communication channel(s) that best fit your community's needs



Provide tips for gathering required documents (e.g., death certificate and funeral home contract/expense receipts/invoices)



## SECTION THREE

# Eligibility & Application Process

Applying for COVID-19 Funeral Assistance starts with a simple phone call. It only takes about 20 minutes to complete an application with a FEMA representative who will explain the process and answer any questions.

### HOW TO APPLY

Individuals who incurred funeral expenses for a death attributed to COVID-19 may apply by calling the toll-free **COVID-19 Funeral Assistance Helpline** at **844-684-6333**. Hours of operation are Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. Service is available in multiple languages.

When the application is complete, the applicant will receive a FEMA application number and a letter explaining how to submit documents to FEMA. They can send their documents via web, fax, or mail:

- **Upload to:** DisasterAssistance.gov, which is available to the applicant after the application process is completed
- **Fax to:** 855-261-3452
- **Mail to:** P.O. BOX 10001, Hyattsville, MD 20782

### REQUIRED DOCUMENTS

- Official death certificate that shows the death happened in the United States, including U.S. territories and District of Columbia, and attributes the death directly or indirectly to COVID-19
- If the death certificate was issued between January 20 and May 16, 2020, and does not attribute the death to COVID-19, you may also provide a statement signed by the certifying official who signed the death certificate, medical examiner, or coroner linking the cause of death on the death certificate to COVID-19

### WHO IS ELIGIBLE

You may qualify for COVID-19 Funeral Assistance if:

- You are a U.S. citizen, noncitizen national, or qualified noncitizen
- You incurred COVID-19-related funeral expenses on or after January 20, 2020

The death was attributed to COVID-19, as noted on the death certificate.

### WHAT IS COVERED

Eligible COVID-19 Funeral Assistance expenses include, but are not limited to:

- Funeral services
- Cremation
- Burial
- Transportation for up to two people to identify the deceased individual
- Transfer of remains
- Casket or urn
- Burial plot or cremation niche
- Marker or headstone
- Clergy or officiant services
- Funeral ceremony arrangements
- Use of funeral home equipment or staff
- Costs for producing multiple death certificates
- Additional expenses required by local or state government laws

### FOR MORE INFORMATION

You may find more information on [FEMA's COVID-19 Funeral Assistance website](#).

## SECTION FOUR

# Outreach Resources

The following sections include digital and printed materials, along with guidance for sharing this messaging. This toolkit also includes best practices for using the COVID-19 Funeral Assistance Toolkit .zip file, which is available on FEMA's website. These resources will educate your community about the application process and provide answers to frequently asked questions.

## MESSAGING MATERIALS

### Email Copy

**Note:** Update the highlighted sections to fit your community. **To access the messaging materials copy document, click here.**

The screenshot shows an email draft window with a blue header bar. The header bar contains icons for Send, Discard, Attach, Signature, and Sensitivity. Below the header bar, the email fields are visible: From, To, and Subject. The main body of the email contains the following text:

Hello,

The COVID-19 pandemic brought overwhelming grief to many residents of [COUNTY/CITY NAME]. To help ease the financial stress caused by the pandemic, FEMA is offering **financial assistance for COVID-19-related funeral expenses**.

You may qualify for COVID-19 Funeral Assistance if:

- You are a U.S. citizen, noncitizen national, or qualified noncitizen
- You incurred funeral expenses on or after January 20, 2020, for a person whose death was caused by COVID-19

<b>HOW TO APPLY:</b>	<b>HOURS OF OPERATION:</b>
Call the COVID-19 Funeral Assistance Helpline at <b>844-684-6333</b>	Monday – Friday 9 a.m. to 9 p.m. E.T.

Call the phone number above to start your application. This will only take about 20 minutes. A FEMA representative will guide you through the application process. Multilingual services are available. If you use a relay service, please provide FEMA with the specific number assigned to you for the service.

You may only submit your application by phone. FEMA does not accept online applications for COVID-19 Funeral Assistance.

To learn more, visit [FEMA's COVID-19 Funeral Assistance website](#) or call the COVID-19 Funeral Assistance Helpline at **844-684-6333**.

Best Regards,  
[ORGANIZATION NAME]

**Newsletter Copy**

Include the newsletter copy in existing newsletters, blogs, or other communications.

**Note:** Update the highlighted sections to fit your community [Access the messaging materials copy document here.](#)

Did you know financial assistance is available for COVID-19 funeral costs? FEMA may provide up to \$9,000 in financial assistance per deceased individual for COVID-19-related funeral expenses incurred on or after January 20, 2020.

[ORGANIZATION NAME] understands that the COVID-19 pandemic brought overwhelming grief to many. We are providing information to the [COUNTY/CITY NAME] community about federal assistance that may ease the financial stress caused by the pandemic.

Currently, there is no deadline to apply for COVID-19 Funeral Assistance. To apply or learn more, please call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333**. You may also visit [FEMA’s COVID-19 Funeral Assistance website](#) or contact [INSERT CONTACT] for more information.

**Website Copy**

Add the website copy below to your organization’s webpage. Consider adding it as either a new section or subpage. (The “Toolkit Materials” section also includes website banner images and a video that are available to include along with the copy.)

**Note:** Update the highlighted section and ensure the hyperlink is embedded properly. [Access the messaging materials copy document here.](#)

**COVID-19 Funeral Assistance**

The COVID-19 pandemic brought overwhelming grief to many. To help ease the financial stress caused by the virus, FEMA may provide up to \$9,000 in financial assistance per deceased individual for COVID-19-related funeral expenses incurred on or after January 20, 2020.

You may qualify for COVID-19 Funeral Assistance if:

- You are a U.S. citizen, noncitizen national, or qualified noncitizen
- You incurred funeral expenses on or after January 20, 2020, for a person whose death was caused by COVID-19

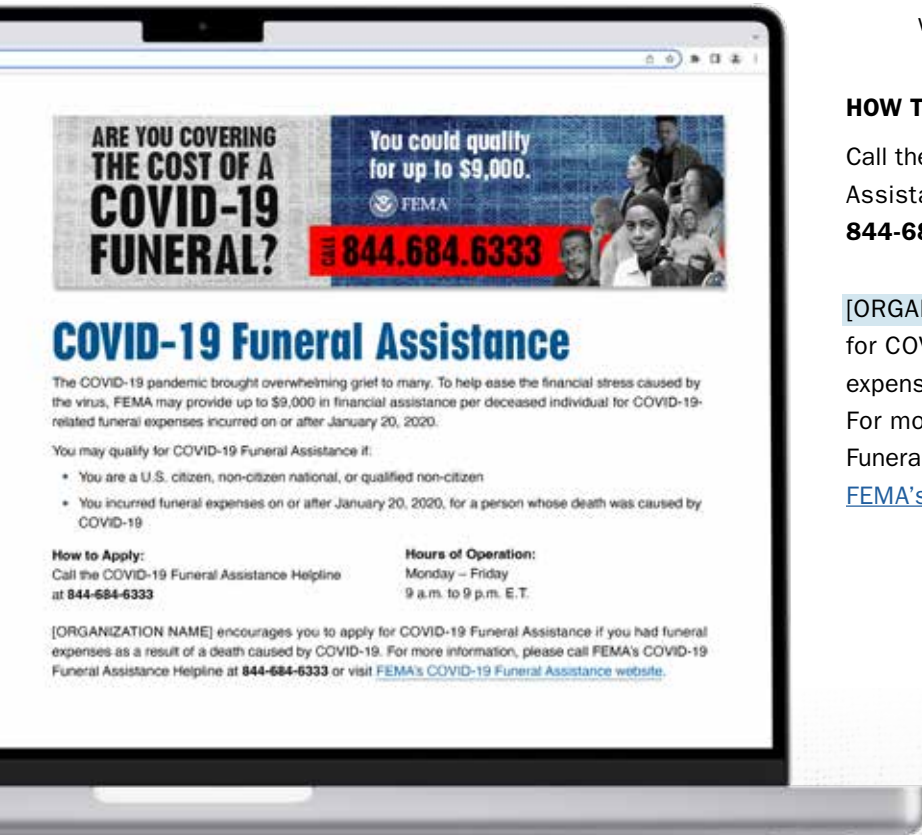
**HOW TO APPLY:**

Call the COVID-19 Funeral Assistance Helpline at **844-684-6333**

**HOURS OF OPERATION:**

Monday – Friday  
9 a.m. to 9 p.m. E.T.

[ORGANIZATION NAME] encourages you to apply for COVID-19 Funeral Assistance if you had funeral expenses as a result of a death caused by COVID-19. For more information, please call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333** or visit [FEMA’s COVID-19 Funeral Assistance website.](#)



## TALKING POINTS

Use this language to talk about FEMA COVID-19 Funeral Assistance.

### Talking Points for Applicants

- If you incurred funeral expenses as a result of a death caused by COVID-19, you may be eligible for COVID-19 Funeral Assistance up to \$9,000 per deceased individual through FEMA COVID-19 Funeral Assistance.
- Learn more about COVID-19 Funeral Assistance by calling **844-684-6333** or visiting FEMA's COVID-19 Funeral Assistance website.
- To qualify for COVID-19 Funeral Assistance, you must provide a death certificate showing the death was attributed to COVID-19.
- [ORGANIZATION NAME] is committed to supporting you and your family. Please visit our office or give us a call if you have questions about FEMA's COVID-19 Funeral Assistance program.

### Talking Points for Partner Organizations

- [ORGANIZATION NAME] is teaming up with FEMA to spread the word about financial assistance to [COUNTY/CITY NAME] residents who incurred COVID-19-related funeral expenses.
- FEMA is offering up to \$9,000 per deceased individual to those who incurred COVID-19-related funeral expenses. [ORGANIZATION NAME] needs your help to share this financial resource with the [COUNTY/CITY NAME] community.
- Please help us spread the word about COVID-19 Funeral Assistance by using the attached toolkit.

### General Talking Points

- FEMA COVID-19 Funeral Assistance provides up to \$9,000 per deceased individual for COVID-19-related funeral expenses incurred on or after January 20, 2020.
- [COUNTY/CITY NAME] residents may apply by calling the FEMA COVID-19 Funeral Assistance Helpline at **844-684-6333**. FEMA does not accept online applications for COVID-19 Funeral Assistance.
- [REGION FEMA CONTACT] can help answer questions from the media about COVID-19 Funeral Assistance.
- Visit [fema.gov/funeral-assistance](https://www.fema.gov/funeral-assistance) for more information.



## SOCIAL MEDIA MATERIALS

This section includes messaging for your social media platforms (e.g., Twitter, Facebook, and Instagram). The “Toolkit Materials” section also includes social media graphics to share with these posts.

### Posting Guidance

- You are welcome to customize these messages to best suit your community.
- Please choose the language(s) used within your community.
- If your audience speaks multiple languages, please publish the post in all languages so everyone can read the message.
- Feel free to tag **@FEMA** to help us boost your messaging. There is currently no hashtag for COVID-19 Funeral Assistance.
- Apply this guidance to any social media platforms you use.

### Sample Post Copy

- Did you incur funeral expenses as result of a death caused by COVID-19? You may qualify for up to \$9,000 in FEMA COVID-19 Funeral Assistance. Call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333** to apply.
- Did you incur funeral expenses due to a death caused by COVID-19? You may qualify for up to \$9,000 in financial assistance through FEMA’s COVID-19 Funeral Assistance program. Call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333** to apply.
- Know someone who incurred funeral expenses for a death caused by COVID-19? They may qualify for up to \$9,000 toward eligible costs. Tell them to call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333**.
- FEMA may provide up to \$9,000 to help pay for funeral expenses for a death caused by COVID-19, and [ORGANIZATION NAME] is helping to spread the word. Call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333** to apply.
- Did you incur funeral expenses as result of a death caused by COVID-19? You may qualify for up to \$9,000 in FEMA COVID-19 Funeral Assistance. [ORGANIZATION NAME] encourages [COUNTY/CITY NAME] residents to call FEMA’s COVID-19 Funeral Assistance Helpline at **844-684-6333** to apply.





## SECTION FIVE

# Toolkit Materials

The COVID-19 Funeral Assistance Toolkit .zip file includes printable resources (e.g., handouts, posters) and digital materials (e.g., website content, social media imagery). These resources are available in the toolkit .zip file:

- Digital Bulletin Board
- Informational Handout
- Social Media Graphics
- Informational Video
- Website Banner Images

## HOW TO ACCESS THE TOOLKIT .ZIP FILE

You will receive an email from your FEMA Regional Representative with a link to the FEMA website, where you can access the toolkit materials.

- Download the toolkit directly to your computer
- To open the toolkit .zip file on your computer:
  1. Open File Explorer (Finder for Mac users) and find the zipped folder.
  2. To unzip the entire folder, right-click, select “Extract All,” and follow the instructions.
  3. To unzip a single file, double-click the zipped folder to open it. Then, drag or copy the item from the zipped folder to a new location.

## HOW TO USE THE TOOLKIT .ZIP FILE

Resources included in the COVID-19 Funeral Assistance Toolkit .zip file provide information about the funding in multiple languages.

- Upload digital materials to your organization’s channels.
  - This may include your organization’s website, social media, or similar communications channels.
- FEMA can send printed materials to you. Just ask your FEMA Regional representative.
- Work with your local FEMA Regional representative to decide which printed materials will be best for your community. Contact information for all FEMA Regional offices is below.
- Share toolkit resources with your community members.



## SECTION SIX

# Contact Us

Thank you for sharing information about COVID-19 Funeral Assistance to help your community members receive this financial assistance!

For questions relating to the COVID-19 Funeral Assistance toolkit, please contact your local FEMA Regional representative below:

REGION	STATES	CONTACT
<b>Region 1</b>	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	<a href="mailto:FEMA-R1-info@fema.dhs.gov">FEMA-R1-info@fema.dhs.gov</a>
<b>Region 2</b>	New Jersey, New York, Puerto Rico, Virgin Islands	<a href="mailto:FEMA-R2-ExternalAf-fairs@fema.dhs.gov">FEMA-R2-ExternalAf-fairs@fema.dhs.gov</a>
<b>Region 3</b>	Delaware, Maryland, Pennsylvania, Virginia, District of Columbia, West Virginia	<a href="mailto:FEMAR3NewsDesk@fema.dhs.gov">FEMAR3NewsDesk@fema.dhs.gov</a>
<b>Region 4</b>	Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee	<a href="mailto:FEMA-R4-Info@fema.dhs.gov">FEMA-R4-Info@fema.dhs.gov</a>
<b>Region 5</b>	Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin	<a href="mailto:FEMA-R5-News-Desk@fema.dhs.gov">FEMA-R5-News-Desk@fema.dhs.gov</a>
<b>Region 6</b>	Arkansas, Louisiana, New Mexico, Oklahoma, Texas	<a href="mailto:FEMA-R6-NewsDesk@fema.dhs.gov">FEMA-R6-NewsDesk@fema.dhs.gov</a>
<b>Region 7</b>	Iowa, Kansas, Missouri, Nebraska	<a href="mailto:FEMARegion7info@fema.dhs.gov">FEMARegion7info@fema.dhs.gov</a>
<b>Region 8</b>	Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming	<a href="mailto:FEMA-R8NewsDesk@fema.dhs.gov">FEMA-R8NewsDesk@fema.dhs.gov</a>
<b>Region 9</b>	Arizona, California, Hawaii, Nevada, Guam, American Samoa, Commonwealth of Northern Mariana Islands, Republic of Marshall Islands, Federated States of Micronesia	<a href="mailto:FEMA-R9NewsDesk@fema.dhs.gov">FEMA-R9NewsDesk@fema.dhs.gov</a>
<b>Region 10</b>	Alaska, Idaho, Oregon, Washington	<a href="mailto:FEMA-R10-Info@fema.dhs.gov">FEMA-R10-Info@fema.dhs.gov</a>

To apply for assistance or request more information, please call FEMA's COVID-19 Funeral Assistance Helpline at **844-684-6333**. Hours of Operation are Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. Multilingual services are available.

Visit [fema.gov/funeral-assistance](https://www.fema.gov/funeral-assistance) for more information.