



**State of West Virginia
Emergency Management Division**

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United Way's 211 Service Can Assist in Completing Official Damage Survey

CHARLESTON, W.Va. — As additional storms and flash flooding impacted several regions in West Virginia over the weekend and into early this week, it is crucial that those affected by the storms complete the official survey from West Virginia Emergency Management Division. As situations arise, United Way 211 is available to assist survivors in completing the survey.

211 is a 24 hours a day/7 days a week service nationwide that provides critical resources and access to information. As West Virginia continues to recover from flash floods and severe storms, 211 is a great resource for affected individuals and communities. Populations that are unable to complete the survey digitally, or are having difficulty, are encouraged to utilize this service.

West Virginia Emergency Management Division (WVEMD) is urging flood affected communities to complete the official Flood Damage Survey at emd.wv.gov/DisasterSurvey. This survey is utilized to record and provide accurate information to state and local officials, and determine what, if any, additional resources are needed.

Dial 211 if you are having difficulty or unable to complete the survey to report flood damages and speak to a representative. They are prepared and able to assist in the process ensuring the survey is completed and accurate.

How to Use 211:

- *Dial* 211 and speak directly to a representative who is able to provide assistance in completing the survey
- *Text* your ZIP Code to 898-211 to text with a representative
- *Visit* wv211.org for more information

The flood damage survey is online and available at emd.wv.gov/DisasterSurvey, along with posted on the official WVEMD Facebook, X, and Instagram. For more information regarding the damage survey, please contact WVEMD at 304-558-5380, online at emd.wv.gov or via the official WVEMD social media.

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