Texas VOAD
(Voluntary Organizations Active in Disaster)

Hurricane Harvey
Relief and Recovery Assistance Guide

First Edition
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**HURRICANE HARVEY OVERVIEW**

Summary:
- **8/25/17** at 10:00 PM CDT - Harvey made landfall as a Category 4 Hurricane between Port Aransas and Port O’Conner, TX
- **8/26/17** at 1:00 AM CDT – Harvey made a second landfall as a Category 3 Hurricane northeast of Copano Bay, TX
- **8/30/17** at 4:00 AM CDT – Harvey made a third landfall as a Tropical Storm west of Cameron, LA
- **8/23/17** - Governor Abbot declared a state of emergency
- **8/25/17** - President Trump issued a disaster declaration for Individual Assistance and Public Assistance
DISASTER RECOVERY PLANNING TIPS

**DO:**

1. **Be patient!** Recovery takes time, and all of the resources and services will not be immediately available. Your job is to make the best decision at the right time for you, with the understanding that new resources might become available in the future.

2. **Be safe and smart!** Be sure it is safe to return to your community and to enter your home. Flooding and winds from Hurricane Harvey can create potential hazards within your home such as shifting foundations, gas leaks, electrical problems, etc. If there is any question about the safety of entering your home, have it inspected by a qualified building inspector or structural engineer first.

3. **Document everything!** Take pictures and/or video of the damage **before** doing any clean-up work (inside, outside and all contents). Get receipts for everything, including cash transactions, meals, clean-up materials, etc. Compile a file with documents to prove damage, identity, primary residence, ownership, income, etc. Keep a journal of all of your activities and efforts, including documenting details of conversations related to your recovery.

4. **Clean up** what you can as soon as you can (after documenting damage). This is especially important when flooding occurs as water can cause toxic mold which spreads quickly when not treated (https://www.cdc.gov/mold/pdfs/homeowners_and_renters_guide.pdf).

5. **File insurance claims** (homeowner’s, renter’s, auto, flood, etc.) and use your documentation to show the full extent of your loss. If you don’t feel you’ve been fairly or fully compensated, appeal the decision.

6. **Make a plan.** If your home is uninhabitable (not safe, secure or sanitary), the first step will involve identifying temporary housing. You will also need to begin thinking ahead and determining what is best for you given your resources and needs (rebuild, replace or relocate). Disaster case management services will be available to support in developing a comprehensive recovery plan.

7. **Apply for other forms of assistance,** as detailed throughout this guide.

While there are many organizations and skilled individuals to help you navigate the complex system of recovering from disaster, ultimately you are responsible for your own recovery. Here are some lessons learned from previous disaster to help you avoid some pitfalls:
DON’T:
1. **Don’t enter your home if you smell gas**, hear a hissing noise or if floodwaters remain around the building.
2. **Don’t turn on the utilities** until you’ve been given the all-clear from the fire department or some other professional.
3. **Don’t use any electronics when flooring or walls are wet**, and turn off power at the main fuse box or electrical circuit if you can do so safely. If water damage was significant, have an electrician check the wiring before using.
4. **Don’t clean up before you’ve documented damage!** This includes removing debris, ripping out damaged flooring or drywall, disposing of spoiled or potentially exposed food, etc. For more on food safety, visit: http://www.cdc.gov/disasters/foodwater/facts.html.
5. **Don’t provide social security number or date of birth information without verifying** the person collecting the information is from FEMA or a verified provider of services (FEMA and other government officials always wear badges). Never provide this information over the phone, unless you are making the call to a verified FEMA number.
6. **Don’t hire a door-to-door contractor** or anyone without verifying they are legitimate. Check out guidance on the Texas Attorney General’s site: https://www.texasattorneygeneral.gov/cpd/home-remodeling-and-repair#choosing, and visit the Better Business Bureau website: https://www.bbb.org/central-texas/.
7. **Don’t sign a contract you can’t afford or understand.** Only sign a contract after fully reading and understanding the following:
   - The contractor is qualified, licensed and insured to perform the necessary work on your home. Ask for references and talk to others so you know what you’re getting before you sign.
   - A detailed proposal is included which outlines the full scope of work and includes time frames for work completion and a reasonable payment schedule.
   - Note: there are often legal services available to support disaster survivors – call 211 or visit www.211texas.org to learn about available resources.
8. **Don’t give up!** Recovery is hard, but you are not alone. You can dial the disaster distress helpline at 800-985-5990 for support.

The Disaster Distress Helpline is available 24/7/365 at 800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.
**Returning Home Guidelines** – Learn what you should do *before* you enter your home after a disaster. When you do go inside, learn about things you need to watch out for and what you need to document and track for insurance and federally-funded disaster assistance: [https://www.ready.gov/returning-home](https://www.ready.gov/returning-home)
In a Presidentially declared disaster when Individual Assistance has been authorized, the sequence of delivery pictured above will be in effect. As of 11/6/17, 41 counties have received an Individual Assistance declaration. As the above model demonstrates, disasters begin and end locally. This Hurricane Harvey Relief and Recovery Assistance Guide is organized in the same order of this sequence to help disaster survivors navigate through the many steps in the recovery process:

1. **NON-PROFIT AND VOLUNTARY ORGANIZATIONS**

Non-profit and voluntary organizations are typically the first post-disaster service providers, supporting shelter, feeding, clean-up and other emergent needs.
2-1-1 Texas is available 24/7/365 to provide information and referral for disaster services and other needs. Dial 211 or 1-877-541-7905 or visit: http://www.211texas.org.

Catholic Charities of the Archdiocese of Galveston-Houston has a Flood Relief Hotline. Call 713-874-6664 or visit: https://www.catholiccharities.org

Harris County Housing and Community Resource Center helps with locating emergency shelters, rental properties and financial assistance. Call 713-696-1998 or visit: http://www.housingandcommunityresources.net

St. Vincent DePaul provides support and recovery services to Hurricane Harvey disaster survivors. Call 877-368-6494.

The Salvation Army provides physical, emotional and spiritual care to survivors and relief workers and ongoing assistance throughout the long-term recovery process. Call 214-956-6000 or visit: www.salvationarmytexas.org

2. INSURANCE

Insurance (homeowners, NFIP flood, renters, etc.) is the primary financial resource in the recovery toolkit. **File insurance claims first.** Government and non-profit funding and resources cannot duplicate insurance or other benefits received.

**Preparation and Recovery: File Your Claim** – Get a step-by-step guide on how to file a flood claim. Click **Find out how to file your claim now** on the page to get a fact sheet you can save, or click **Talk to an Agent** and use the Agent Locator to find a flood insurance agent near you: https://www.floodsmart.gov/floodsmart/pages/preparation_recovery/file_your_claim.jsp or call 1-800-427-4661.
Mortgage Insurance for Disaster Survivors Section 203(h) – If your home has been damaged or destroyed in a declared disaster, you may apply under this program. If approved, insured mortgages may be used to buy or rebuild a primary home. Only FHA-approved lenders may participate: [http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/ins/203h-dft](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/ins/203h-dft)


Texas Department of Insurance has advice on what to do if your home or auto was damaged by Harvey as well as the insurance claims process and contractor fraud prevention. Call 800-252-3439 or go to [tdi.texas.gov](http://tdi.texas.gov).

United Policyholders Insurance Claim Guidance Library – Get guidance on the rights and options involved when making insurance claims: [http://uphelp.org/resources/claim-help](http://uphelp.org/resources/claim-help)

3. FEMA
If you suffered a loss from Hurricane Harvey and reside in one of the counties below, you should register for FEMA assistance. Eligible recipients with demonstrated needs can receive funding to support temporary housing, personal property, moving/storage and transportation expenses resulting from Hurricane Harvey damages.

**FEMA (Federal Emergency Management Agency) Individual Assistance Declarations as of 11/6/17:**

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Refugio   San Patricio   Walker
Sabine    Tyler        Waller
San Jacinto Victoria  Wharton

**FEMA Assistance:**
Homeowners, renters and businesses residing in counties with a FEMA Individual Assistance Declaration (see above) may be eligible for help. People who were affected by Hurricane Harvey and the subsequent floods and who live in the disaster-designated Texas counties should register for FEMA assistance, even if they are covered by insurance or have registered with other agencies.

Under federal law, FEMA cannot duplicate insurance settlements or other benefits, but there are cases where insured survivors might still be eligible for FEMA help. For example:
- Your settlement was delayed longer than 30 days after you filed a claim.
- The settlement does not fully cover all your losses and needs.
- You exhausted the additional living expenses provided in your policy.
- You cannot locate suitable rental resources in your community.

You should file your insurance claims, whether homeowner’s or flood or both, as soon as possible. And you have until 10/24/17 to register with FEMA for assistance.

**FEMA Registration:**
- The current deadline to register for FEMA assistance is November 30, 2017.
- Registering online is the quickest way to register for FEMA assistance: [https://www.disasterassistance.gov](https://www.disasterassistance.gov).
- Those without internet access can register by phone. Call **800-621-3362** (voice, 711 or video relay service) or **800-462-7585** (TTY). The toll-free lines remain open 6 a.m. to 10 p.m. local time seven days a week until further notice.
- Register via the FEMA app, available for Apple and Android mobile devices. To download, visit [fema.gov/mobile-app](https://www.fema.gov/mobile-app).
- To get help in person, find a Disaster Recovery Center near you with the DRC locator: [https://asd.fema.gov/inter/locator/home.htm](https://asd.fema.gov/inter/locator/home.htm)

Have this information ready when you apply:
- Social Security number (one per household)
- Address of the damaged home or apartment
- Description of the damage
- Information about insurance coverage
- Telephone number
- Mailing address
- Bank account & routing numbers for direct deposit of funds
Once you have registered, you have 12 months to let FEMA know if your insurance coverage was not enough and you want to be considered for help.

**Transitional Shelter Assistance (TSA)** is available to FEMA registrants who are unable to return to their pre-disaster, primary residence because their home is either uninhabitable or inaccessible due to a Presidentially-declared disaster. TSA is intended to reduce the number of disaster survivors in shelters by transitioning survivors into short-term accommodations. TSA does not count toward an applicant’s maximum amount of assistance available under the Individuals and Households Program (IHP). For information on hotels involved in this program, call 800-321-3362 or visit: [http://fema.maps.arcgis.com/apps/webappviewer/index.html?id=d9804d50c7e140e2a659aba91dd9e307](http://fema.maps.arcgis.com/apps/webappviewer/index.html?id=d9804d50c7e140e2a659aba91dd9e307)

If you have registered with other organizations, you still need to register with FEMA if you want to be considered for FEMA assistance.

If asked, please complete and submit your SBA loan application. SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profits (such as churches and charities), homeowners, and renters. If declined, applicants may be referred back to FEMA, possibly for Other Needs Assistance (ONA), which includes personal property, vehicle repair or replacement, and moving and storage expenses.

If you cannot return to your damaged home due to long-standing floodwaters, you may be eligible for one month of expedited rental assistance from FEMA. You may also qualify for Critical Needs Assistance, a one-time payment to a displaced household to cover urgent disaster-related needs—such as food, prescriptions, infant formula, diapers, gas for transportation and medical supplies.

Beware: Imposters may impersonate FEMA, federally contracted inspectors or law enforcement and try to rob you or obtain money or your confidential information under false pretense.

For more information on Hurricane Harvey and Texas recovery, visit the Texas Hurricane Center at: [https://gov.texas.gov/hurricane](https://gov.texas.gov/hurricane)

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4. **SBA Disaster Loans**

Low-interest SBA loans are made available to eligible disaster-impacted homeowners, business owners and non-profits. Real property loans are available up to $200,000, and personal
property loans up to $40,000. You may be required to complete an SBA loan application in consideration of your eligibility for some forms of FEMA financial assistance. Learn more about the different disaster loans offered for homeowners and renters by calling the SBA Customer Service Center at 1-800-659-2955 or visiting: https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans

5. TEXAS AND FEMA PROGRAMS
Temporary housing, rebuild and other needs assistance will be available through FEMA and/or the State of Texas. Texas will likely receive additional federal assistance to develop disaster recovery programs for impacted residents. These programs will not be immediately available, but check for future updates of this Relief and Recovery Assistance Guide at http://www.volunteertx.org for current details about available programs that could assist you.

LONG TERM RECOVERY

6. NON-PROFITS AND LONG-TERM RECOVERY COMMITTEES/GROUPS/TEAMS:
If gaps remain after all insurance, federal and state resources have been identified, non-profits and community businesses form Long-Term Recovery Groups to support the unmet needs of impacted residents in their community:

Long-Term Recovery Groups:

**Bastrop County Long Term Recovery Team** – Serving Bastrop County. Assisting low-income, uninsured and underinsured individuals and families with recovery from any natural or man-made disasters. Services include:

- Spiritual and emotional care
- Community care through case management
- Home repairs
- Unmet needs funding

Call 512-303-4300 or visit: http://www.bcltrt.org
**Brazoria County Long-Term Recovery Committee** – Serving Brazoria County. Mission is to foster efficient, streamlined service delivery to people affected by disaster, while eliminating unnecessary duplication of effort, through cooperation in the four phases of disaster: preparation, response, recovery, and mitigation. Services include:

- Disaster recovery planning
- Disaster Case Management
- Repair/Rebuild
- Unmet needs funding

Call 979-849-9402 or visit: [https://www.uwbc.org/brazoria-county-long-term-recovery-committee](https://www.uwbc.org/brazoria-county-long-term-recovery-committee)

**Chambers County Long Term Recovery Organization** – Serving Chambers County residents in need as a result of Hurricane Harvey. Visit: [https://www.youcaring.com/chamberscountylongtermrecoveryorganization-916621](https://www.youcaring.com/chamberscountylongtermrecoveryorganization-916621)

**Coastal Bend Disaster Recovery Group** – Serving Aransas, Bee, Kleberg, Nueces, Refugio and San Patricio Counties. This state recognized long-term recovery non-profit group was created to address the unmet recovery of Coastal Bend area residents affected by disaster, including:

- Disaster Case Management
- Repair/Rebuild
- Unmet needs funding

Call 361-596-3741, Email: coastalbenddrg@gmail.com or visit: [http://www.coastalbendcan.org/CBDRG](http://www.coastalbendcan.org/CBDRG)

**Fort Bend Recovers** – Serving Fort Bend County. Fort Bend Recovers is a collaborative network established and maintained on behalf of the individuals, families, businesses, and communities in Fort Bend County to facilitate and implement a coordinated response to disaster recovery needs. Services include:

- Case Management & Basic Needs
- Donations Management
- Mental & Spiritual Health
- Repair/Rebuild
- Unmet needs funding
- Volunteer Management

Visit: [http://fortbendrecovers.org](http://fortbendrecovers.org)

**Harris County Long Term Recovery** – Serving Harris County and providing the following services:

- Case Management
- Repair/Rebuild
- Unmet needs funding

Call 713-696-1998, Email: hrc@csd.hctx.net or visit: [http://harrisrecovery.org](http://harrisrecovery.org)
La Grange Area Disaster Recovery Team – Serving Fayette County residents impacted by Hurricane Harvey with the following supports:
- Repair/Rebuild
- Volunteer Management
Visit: https://www.facebook.com/La-Grange-Area-Disaster-Recovery-Team-347837762320807/

Liberty County Long-Term Recovery Committee – Serving Liberty County residents with disaster recovery needs and coordinating the following services:
- Repair/Rebuild
- Volunteer management
Visit: http://lcltrc.weebly.com/index.html

MCCARES (Montgomery County Community Assistance Recovery Efforts) – Serving Montgomery County with the following long term recovery supports:
- Household goods (food, clothing, medical supplies and prescriptions)
- Employment assistance
- Case Management
- Unmet needs funding
Visit: https://www.unitedwayhouston.org/montgomery/disaster-relief/

Southeast Texas Disaster Recovery Group (STDRG) – Serving Hardin, Jasper, Jefferson, Newton, and Orange Counties in South East Texas. The mission is to strengthen area-wide resiliency and disaster coordination to protect life, property and economic loss due to disasters, by advocating on-going preparedness within communities and coordinating recovery and rebuilding efforts in Southeast Texas. Email: setdrg@gmail.com or visit: https://www.facebook.com/SETXDRG/.

Walker County Long Term Recovery Committee – Serving Walker County residents impacted by Hurricane Harvey by assisting with home repair. Call 936-701-6035, email walkercountyltrc@gmail.com or visit: https://www.facebook.com/walkercountyltrc/.

Wharton County Long-Term Recovery Group – providing recovery resources to residents of Wharton County. Visit: https://www.facebook.com/events/1023770124373907/

COMPREHENSIVE RECOVERY INFORMATION AND RESOURCES

There are a variety of recovery resources to help you navigate through your recovery:
ACCESS AND FUNCTIONAL NEEDS AND DISABILITIES


**Portlight Strategies** – Facilitates a variety of projects for people with disabilities, including post-disaster relief work. Call: 800-626-4959.

**Texas Governor's Committee on People with Disabilities** – Information on state and public resources for citizens with disabilities. Call 512-463-5739 or visit: [https://gov.texas.gov/organization/disabilities](https://gov.texas.gov/organization/disabilities)

**Texas Health and Human Services** – Working with clients, families and communities, HHS aims to protect children, the elderly and people with disabilities from abuse, neglect and exploitation. Call 800-458-9858 or visit: [https://hhs.texas.gov](https://hhs.texas.gov)

**Texas Council for Developmental Disabilities** – Committed to creating change so that each individual is able to be fully included in their own communities and exercise control over their own lives. Call 800-262-0334 or visit: [http://www.tcdd.texas.gov](http://www.tcdd.texas.gov)

AGING SERVICES

**Texas Health and Human Services** – Working with clients, families and communities, HHS aims to protect children, the elderly and people with disabilities from abuse, neglect and exploitation. Call 800-458-9858 or visit: [https://hhs.texas.gov](https://hhs.texas.gov)

AGRICULTURAL AID

**FSA Disaster Assistance** - Help is available for farmers and ranchers affected by Harvey. If your local FSA office is closed, call the FSA Texas Harvey Info Line for disaster assistance info: 1-866-680-6069 or visit: [https://www.fsa.usda.gov/state-offices/Texas/index](https://www.fsa.usda.gov/state-offices/Texas/index)
ANIMALS AND PETS

Helping Pets – See this American Red Cross page to find tips on how to comfort and care for your pets during the recovery phase after a disaster: http://www.redcross.org/get-help/how-to-prepare-for-emergencies/pet-disaster-preparedness

Pet Preparedness – Check out these resources from Red Paw Emergency Relief Team on pet preparedness checklists, first aid kits and what to do in case of emergencies: http://redpawemergencyreliefteam.com/pet-preparedness/

BUSINESSES

The Texas Association of Business is offering assistance to business owners via a hotline during normal business hours. Call 512-637-7714 or email hurricane@txbiz.org.

The U.S. Department of Agriculture offers food, emergency housing, as well as farmer and rancher assistance to individuals and small businesses affected by severe storms and flooding. Call the Hurricane Harvey Information Line for Texas Producers at 866-680-6069.

The Texas Gulf Coast Small Business Development Center Network and the U.S. Small Business Administration have opened a business recovery center where business owners can access a variety of specialized services free of charge. The Harris County center is located at 2302 Fannin and is open 8 a.m.-6 p.m. Monday- Friday and 9 a.m.-4 p.m. Saturday-Sunday.

CHILDREN

Formula: Baby formula and other items are available:
CLEANING UP THE DAMAGE

FEMA Clean-Up Message: Don’t Wait. Clean Up Debris as Soon as Possible! If your home was flooded after Hurricane Harvey, you should clean up debris as soon as possible. Do not wait for a flood insurance adjuster or FEMA home inspector to come to your home. More than 87,000 flood insurance claims have been filed with the National Flood Insurance Program (NFIP). More than 3,000 insurance adjusters are conducting inspections of those homes. This process takes time. The NFIP advises policyholders to proceed with debris removal once it is safe to re-enter the structure.

- **Take photos or videos** of the outside and inside of the building, including damaged personal property, and label them by room before you remove anything.
- For item like washers and dryers, hot water heaters, kitchen appliances, TVs and computers, **photograph the make, model and serial number**.
- **For your building items, keep samples** of carpet, flooring, wallpaper, drapes, etc.
- For personal property items, **separate the damaged from undamaged items** for the adjuster’s inspection.
- **After taking photos, immediately throw away flooded content items that pose a health risk** after coming into contact with flood waters, such as perishable food, clothing, cushions and pillows.

If you applied to FEMA for disaster assistance, the agency may send an inspector to your home. FEMA has deployed more than 2,000 inspectors to Texas and, because of the large number of damaged homes, it may take up to 30 days for an inspector to contact you to schedule an inspection.

Don’t wait to clean up. Start repairs to make your home safe and livable again.

**Disaster Recovery** – After a disaster, you have many things to consider. *Is my home safe to return to? Can I safely clean and save any of my stuff? What are the possible hazards I need to be aware of? Can I rebuild stronger and safer to prepare for future disasters?* Find guides, videos, resource links and even an app that can help you recover and rebuild a healthy home: [http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/disasterrecovery](http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/disasterrecovery)

**Dealing with Debris and Damaged Buildings** – View topics on hazards you may find when you return to your home or business after a disaster. Learn how to safely handle different hazards. This may include structurally unsound buildings and chemical spills: [https://www.epa.gov/natural-disasters/dealing-debris-and-damaged-buildings](https://www.epa.gov/natural-disasters/dealing-debris-and-damaged-buildings)

**Flood Clean-up and the Air in Your Home** – Learn how to properly clean up after a flood and about the air quality and health hazards of mold. Find out what you should wear and the equipment you need to have to clean safely: [https://www.epa.gov/mold/floods-and-mold-growth](https://www.epa.gov/mold/floods-and-mold-growth)
**Saving Family Treasures** – Find guidelines on how to care for materials affected by a disaster. Things like paper records, books, photos, film and magnetic media such as audio, video and computer disks: http://www.archives.gov/preservation/disaster-response/guidelines.html

**Crisis Support and Disaster Emotional Wellness**

**Coping with a Disaster or Traumatic Event** – The effects of a traumatic event can last a long time. Find resources that can help you, including crisis hotlines and information for individuals, families and schools. Learn the effects of stress as well as how to cope with different types of emergencies: https://emergency.cdc.gov/coping/index.asp

**Coping with Disaster** – It’s normal for anyone to experience a range of feelings and show signs of stress after a disaster. Learn how adults and children may react differently. Learn the different signs of disaster-related stress, how to ease them and when to seek help: http://www.fema.gov/coping-disaster

**Coping with Traumatic Events** – Find resources to help you cope with a traumatic event and get information about Post-Traumatic Stress Disorder (PTSD). There are also two short videos about research on traumatic stress: http://www.nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml

**Disaster Distress Helpline** – Trained crisis counselors are available 24/7/365 at 800-985-5990 or text TalkWithUs to 66746

**Self-Help and Coping** – Learn what to expect after a traumatic event and how to deal with stress reactions. Find resources that can help you learn how to cope. You can also access the PTSD Coach Online for self-help tools to help you build coping skills: http://www.ptsd.va.gov/public/treatment/cope/index.asp

**Tips for Survivors of a Traumatic Event - Managing Your Stress** – Learn the normal reactions to a traumatic event and what the signs of stress are. Understand how to manage your own physical and mental health, how to relieve stress and when you need to get help: https://store.samhsa.gov/shin/content/NMH05-0209R/NMH05-0209R.pdf
Disaster Unemployment Insurance (DUA) – If you lost work because of a disaster, you may qualify. Get details on eligibility and learn how you can file a claim. (http://workforcesecurity.doleta.gov/unemploy/disaster.asp)

Disaster Unemployment Application – If you lost your job because of Hurricane Harvey, you can apply for unemployment benefits at: http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance

WorkInTexas.com – If you lost your job due to Harvey, visit the Texas Workforce Commission website for information on employment training and opportunities: twc.state.tx.us/

DISTRIBUTION SITES

Multiple locations have been established to distribute supplies and resources to support those impacted by Hurricane Harvey:

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<tr>
<th>Facility Name</th>
<th>Street Address</th>
<th>City/Town</th>
<th>Zip</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coastal Bend Family Worship Center</td>
<td>101 N Magnolia St</td>
<td>Rockport</td>
<td>78382</td>
<td>Aransas</td>
</tr>
<tr>
<td>Coastal Bend Family Worship Center</td>
<td>99 N Austin St</td>
<td>Rockport</td>
<td>78382</td>
<td>Aransas</td>
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<tr>
<td>Catholic Charities at the former St. Stephen's Catholic Church</td>
<td>2127 S Zarzamora</td>
<td>San Antonio</td>
<td>78207</td>
<td>Bexar</td>
</tr>
<tr>
<td>Galveston County Food Bank</td>
<td>624 4th Ave N</td>
<td>Texas City</td>
<td>77590</td>
<td>Galveston</td>
</tr>
<tr>
<td>Houston Central SDA Church</td>
<td>9425 W Sam Houston Pkwy N</td>
<td>Houston</td>
<td>77064</td>
<td>Harris</td>
</tr>
<tr>
<td>Houston Gulfhaven SDA Church</td>
<td>10716 Sabo Rd</td>
<td>Houston</td>
<td>77089</td>
<td>Harris</td>
</tr>
<tr>
<td>Houston International SDA Church</td>
<td>13885 Beechnut St</td>
<td>Houston</td>
<td>77083</td>
<td>Harris</td>
</tr>
<tr>
<td>Houston Robertson Spanish SDA Church</td>
<td>4318 Robertson St</td>
<td>Houston</td>
<td>77009</td>
<td>Harris</td>
</tr>
<tr>
<td>Houston Spanish Bellaire SDA Church</td>
<td>5710 Jessamine St</td>
<td>Houston</td>
<td>77081</td>
<td>Harris</td>
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<tr>
<td>Houston Spanish Little York SDA Church</td>
<td>9735 N Houston Rosalyn Rd</td>
<td>Houston</td>
<td>77088</td>
<td>Harris</td>
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<tr>
<td>Houston West SDA Church</td>
<td>2390 W Sam Houston Pkwy N</td>
<td>Houston</td>
<td>77043</td>
<td>Harris</td>
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<tr>
<td>Houston Food Bank</td>
<td>535 Portwall</td>
<td>Houston</td>
<td>77029</td>
<td>Harris</td>
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<tr>
<td>Beaumont SDA Church</td>
<td>3175 S Major Dr</td>
<td>Beaumont</td>
<td>77707</td>
<td>Jefferson</td>
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<tr>
<td>South East Texas Food Bank</td>
<td>3845 Martin Luther King Pkwy</td>
<td>Beaumont</td>
<td>77705</td>
<td>Jefferson</td>
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</tbody>
</table>
Information above current as of 9/22/17.

<table>
<thead>
<tr>
<th>DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driver’s License Replacement</strong> – No-cost replacement of Texas Driver License or Texas Identification Card for residents living in the 50 counties included in the Governor’s Disaster Declaration related to Hurricane Harvey. Eligible residents, who already had a Texas Driver License or Texas Identification Card, should bring any identity and residency documentation they have in their possession: <a href="http://na1.icarol.info/ResourceView2.aspx?org=72605&amp;agencynum=29783202">http://na1.icarol.info/ResourceView2.aspx?org=72605&amp;agencynum=29783202</a></td>
</tr>
<tr>
<td><strong>Emergency Salvage of Flood Damaged Family Papers</strong> – Get tips on how to care for papers damaged by a flood, including books, documents, photos, negatives and movie film. Get information about mold as well as cleaning and drying and air drying tips: <a href="http://www.archives.gov/preservation/conservation/flood-damage.html">http://www.archives.gov/preservation/conservation/flood-damage.html</a></td>
</tr>
<tr>
<td><strong>Replace U.S. Currency</strong> – Find out how to submit a claim for damaged or mutilated currency. There’s information for both paper notes and coins. You can also learn more about what damaged currency is and see examples: <a href="http://www.bep.gov/submitaclaim.html">http://www.bep.gov/submitaclaim.html</a></td>
</tr>
<tr>
<td><strong>Replace U.S. Savings Bonds</strong> – Learn how you can replace lost or destroyed paper savings bonds through TreasuryDirect. Bonds are now only reissued or replaced in electronic form, but you can ask to have them cashed; the site has all of the details: <a href="http://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm">http://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm</a></td>
</tr>
</tbody>
</table>
Replace Your Vital Documents – Browse a list of sites where you can get everything from your Social Security card to your passport replaced. Find guidance for things like birth certificates, Medicare cards, green cards, tax returns and even school records: http://www.usa.gov/Citizen/Topics/Family-Issues/Vital-Docs.shtml

Texas Vital Statistics – Order birth or death certificates, birth, death, marriage or divorce certification letters. Call 1-888-963-7111 or visit: http://www.dshs.texas.gov/vs-general-public.aspx

FINANCIAL ASSISTANCE

Disaster Relief – Learn about disaster relief loans you may apply for through GovLoans.gov. You can use this site as a gateway to all types of government loans: https://www.govloans.gov/loans/browse-by-category/category/4

Disaster Tax Relief for Individuals and Businesses – Read about special tax law provisions that may help you recover financially after a disaster. There are also links to tips, forms and contacts: https://www.irs.gov/businesses/small-businesses-self-employed/disaster-assistance-and-emergency-relief-for-individuals-and-businesses-1

HOPE Coalition America – Visit the website to learn how to financially prepare for and recover from disaster. You can use the “Emergency Financial First Aid Kit” (EFFAK) to find out how prepared you are. Or after a disaster, crisis counselors can help you move forward toward financial recovery. Call 1-888-388-4673 to talk with someone or visit: http://www.operationhope.org/hope-coalition-america

Natural Disaster Impact on Banking Operations – The FDIC works with various agencies to determine the status of financial institutions in disaster areas. You may find updates on this page after a large declared disaster: https://www.fdic.gov/news/disaster/

Recovery After Disaster: The Family Financial Toolkit is a comprehensive resource that offers strategies and provides tools that can help you move along the road towards financial recovery: https://www.extension.umn.edu/family/disaster-recovery/moving-towards-recovery/recovery-after-disaster/
Recovering Financially – View steps you can take to handle insurance claims, cash flow, bills and debt after a disaster. There’s also a list of vital documents with details on where you can get them replaced: [http://www.redcross.org/find-help/disaster-recovery/recovering-financially](http://www.redcross.org/find-help/disaster-recovery/recovering-financially)

**FOOD**

_Disaster Supplemental Nutritional Assistance Program (D-SNAP)_ - provides short-term food benefits for eligible families recovering from a disaster. D-SNAP is available to eligible people who are residents of one of the counties with a federal disaster declaration and weren’t receiving benefits through regular SNAP at the time of the disaster. Recipients will be given a Lone Star Card that will be loaded within three days with funds to purchase food from most grocery stores. For detailed instructions and the alphabetical order listing, go to [www.hhs.texas.gov/d-snap](http://www.hhs.texas.gov/d-snap).

**Food Distribution**: Multiple food pantry locations are available throughout the impacted areas and details are maintained through 211Texas: [http://na1.icarol.info/ResourceView2.aspx?org=72605&agencynum=29783487](http://na1.icarol.info/ResourceView2.aspx?org=72605&agencynum=29783487)


**Mass Feeding**: Salvation Army will be serving hot lunch and dinner at their mobile kitchens, visit here for locations and hours: [http://na1.icarol.info/ResourceView2.aspx?org=72605&agencynum=29783122](http://na1.icarol.info/ResourceView2.aspx?org=72605&agencynum=29783122)

**Houston Food Bank** offers a list of food pantries and other food assistance, call 832-369-9390 or visit: [http://www.houstonfoodbank.org/get-involved/harvey-disaster-relief/](http://www.houstonfoodbank.org/get-involved/harvey-disaster-relief/)

**FRAUD**

When dealing with contractors, survivors should take steps to protect themselves and avoid fraud when hiring contractors to clean property, remove debris or make repairs. Only use contractors licensed by your state, get a written estimate and get more than one estimate, demand and check references and ask for proof of insurance. Make final payments only after the work is completed and always pay by check.

_National Center for Disaster Fraud_ - FEMA does not authorize individual contractors to solicit on its behalf. Beware of any individual contractors contacting you directly on behalf of FEMA to sign you up for debris removal or remediation services. Federal and state workers never ask for, or accept money, and always carry identification badges. There is NO FEE required to apply
for or to get disaster assistance from FEMA, the U.S. Small Business Administration or the state. Scam attempts can be made over the phone, by mail or email, text or in person. If you have any concerns about individuals representing themselves as FEMA or would like to report fraud, please contact the National Center for Disaster Fraud at (866) 720-5721 or via email at disaster@leo.gov.

**Texas State Office of the Attorney General** – Price gouging occurs when a supplier marks up the price of an item more than is justified by his actual costs. Survivors are particularly susceptible because their needs are immediate, and have few alternatives to choose from. If you find price gouging, call: 1-800-621-0508 or email: consumeremergency@oag.texas.gov

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**HEALTH**

**Dealing with Debris and Damaged Buildings** – Find topics on hazards to be aware of when you return to your home or business after a disaster. Learn how to safely handle different types of hazards such as structurally unsound buildings and chemical spills: [https://www.epa.gov/natural-disasters/dealing-debris-and-damaged-buildings](https://www.epa.gov/natural-disasters/dealing-debris-and-damaged-buildings)

**Eye Safety for Emergency Response and Disaster Recovery** – Learn about common eye hazards and injuries and different types of eye protection. You can also learn some first aid for eye injuries: [http://www.cdc.gov/niosh/topics/eye/eyesafe.html](http://www.cdc.gov/niosh/topics/eye/eyesafe.html)

**Prevent Illness after a Natural Disaster** – Learn how to help prevent illness after a disaster, and learn about hazards like animals, insects and carbon monoxide. Get tips about safe clean-up after a disaster, how to keep food and drinking water safe, mental health and how to prevent or treat wounds: [https://www.cdc.gov/disasters/alldisasters.html](https://www.cdc.gov/disasters/alldisasters.html)

**Public Health Bulletin for Harvey** – CDC resources relevant to public health threats stemming from Hurricane Harvey: [https://content.govdelivery.com/accounts/USCDC/bulletins/1b47d1e](https://content.govdelivery.com/accounts/USCDC/bulletins/1b47d1e)

**What Consumers Need to Know About Food and Water Safety** – Get food and water safety facts you can use in an emergency. Learn what to do during and after a power outage or flood. You can even watch a short video on food safety during a power outage: [http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm076881.htm](http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm076881.htm)
HOUSING

Emergency Shelter - If you need immediate housing, visit: https://www.disasterassistance.gov/information/immediate-needs#emergency-shelter

HUD – For the latest information regarding housing programs and resources for Harvey impacted homeowners, visit: https://portal.hud.gov/hudportal/HUD?src=/harvey

Rebuilding Houston - Helps senior, disabled and veteran homeowners in Harris County with home rebuilding efforts. Call 713-659-2511 or visit: http://rebuildinghouston.org

Transitional Shelter Assistance (TSA) is available to FEMA registrants who are unable to return to their pre-disaster, primary residence because their home is either uninhabitable or inaccessible due to a Presidentially-declared disaster. TSA is intended to reduce the number of disaster survivors in shelters by transitioning survivors into short-term accommodations. TSA does not count toward an applicant’s maximum amount of assistance available under the Individuals and Households Program (IHP). For information on hotels involved in this program, call 800-321-3362 or visit: http://fema.maps.arcgis.com/apps/webappviewer/index.html?id=d9804d50c7e140e2a659aba91dd9e307

IDENTITY THEFT

Identity Theft – Find out how to protect yourself against identity theft, especially if you’ve lost important documents. Learn actions you can take and get information about scams: https://www.consumer.ftc.gov/idtheft.html

LEGAL SERVICES

The State Bar of Texas’ Disaster Hotline is answered in English, Spanish and Vietnamese and connects low-income people affected by a disaster with legal aid providers who can help with issues such as replacing lost documents, answering insurance questions, helping with landlord/tenant problems, and handling consumer protection concerns such as price-gouging and contractor scams during the rebuilding process. Callers can leave a message at any time at 800-504-7030.
The Houston Bar Association has expanded its Legal Line program. Volunteer attorneys will assist affected residents with legal advice on landlord/tenant matters, insurance, FEMA assistance, property, lost documents and other storm-related issues. Call 713-759-1133 or 866-959-1133.

MISSING PERSONS

National Center for Missing and Exploited Children - To report or locate a missing child, call the hotline at 866-908-9570.

Safe and Well - To find family or friends or to register yourself as safe, go to: https://safeandwell.communityos.org/cms/index.php

REBUILDING STRONGER AND SAFER

Safer, Stronger, Protected Homes and Communities – Find a list of resources to help home- and business owners rebuild and prevent future damage from different hazards. You can learn about what mitigation is and why it matters: https://www.fema.gov/safer-stronger-protected-homes-communities

Building Codes Toolkit – Get guidance and tools on building codes that anyone can use. The guidance is based on best practices and input from field experts and FEMA standards: http://www.fema.gov/building-codes-toolkit

REBUILDING GREENER

PVWatts Calculator – Use this National Renewable Energy Laboratory (NREL) tool to estimate grid-connected photovoltaic (PV) energy production and cost. These details can help you decide if solar energy is right for your home or business: http://pvwatts.nrel.gov

Renewable Energy Atlas – View this interactive map to get a list of the renewable energy
sources available in your area. You can expand the lists to see more details on each source: https://maps.nrel.gov/re_atlas

**Energy Star Products** – Get a list of all products that have an Energy Star rating, which indicates a high level of energy efficiency. You can get details on each product that may include an overview, specifications and a buying guide. Some products may also show a link to find and compare products: https://www.energystar.gov/products

**Water-saving Products** – Learn about WaterSense and the eater efficient products that carry the label. Search to find a product you need by category and brand. You can also find out how much water, energy and money you can save by using these products: https://www3.epa.gov/watersense/products/

**VETERAN’S SERVICES**

**Texas Veteran’s Center** – Veteran’s in need of services or support can call 1-800-273-8255 or visit: https://www.tvc.texas.gov

**WORK AND PENSION**

**Disaster Unemployment Insurance (DUA)** – If you lost work because of a disaster, you may qualify. Get details on eligibility and learn how you can file a claim. (http://workforcesecurity.doleta.gov/unemploy/disaster.asp)

**Disaster Unemployment Application** – If you lost your job because of Hurricane Harvey, you can apply for unemployment benefits at: http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance

**Consumer Assistance** – Get answers to your questions about health coverage and retirement benefits. You may also submit a complaint about denial of benefits or report a problem with a plan. If you prefer, you may call 1-866-444-3272 to talk to a benefits advisor: https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa
To submit feedback or additional resources, e-mail: texasvoad@gmail.com