



Hurricane Harvey Disaster Relief Resources

National & State Resources:

FEMA – Individual Disaster Assistance – call 1-800-621-3362 or apply online at www.DisasterAssistance.gov

Red Cross – 1-800-RED-CROSS

- **Disaster Distress Helpline** for counseling & emotional support
 - 1-800-985-5990 or text “TalkWithUs” to 66746
- **American Red Cross Serving Central Texas:**
 - 2218 Pershing Dr., Austin, TX 78723
 - 512-928-4271
- Shelter (see below)

Unemployment – if you lost your job because of Hurricane Harvey, you can apply for unemployment benefits through the **Texas Workforce Commission**

- Call: 1-800-558-8321 or apply online at: www.twc.state.tx.us

Supplemental Security Income (SSI) beneficiaries - the Social Security administration has set up the following emergency payment location where people who cannot receive their regular SSI payment can pick it up in person: Toney Burger Center, 3200 Jones Rd Austin, TX 78745, from 9:30 AM – 3:00 PM

SNAP (food stamps)

- SNAP benefit recipients may use benefits for hot foods (rotisserie chicken, other prepared meals) until September 30

State Bar of Texas Legal Disaster Hotline - (800) 504-7030

Shelter -Find an Open Shelter near you by texting “SHELTER” and zip code to 43362, call 3-1-1 or look online at redcross.org/shelter

- Reagan High School – 7411 Berkman
- Tony Burger Activity Center – 3200 Jones Road
- Bartholomew District Park – 1701 Greenbrook Parkway
- Delco Center – 4601 Pecan Brook Dr.
- LBJ High School – 7309 Lazy Creek Dr.

AirBnB Emergency Housing - <https://www.airbnb.com/disaster/hurricaneharveyevacuees>



**PEOPLE'S
COMMUNITY
CLINIC**

1101 Camino La Costa
Austin, Texas 78752
www.austinpcc.org
512.478.4939

People's Community Clinic
delivers care with respect
and dignity to people with
little or no health insurance.

Local Resources:

Austin Disaster Relief Network – 512-806-0800

- Emergency financial assistance
- Emergency Transportation and Housing
- Call Center Support/Survivor Hotline
- Supplies (clothing, bedding, toiletries, toys, and other supplies)

Catholic Charities Disaster Response Hotline – 713-874-6664; Services include:

- Counseling
- Emergency Financial Aid for Disaster Relief
- Expedited Document Replacement for proof of naturalization or other immigration related documents.
- Material Assistance
- Home Rebuilding

YWCA – Hurricane Harvey Trauma Relief Program – provides counseling and support groups to those impacted by Hurricane Harvey

- Call 512-326-1222 for more information

ECHO – Coordinated Housing Assessment

Coordinated housing assessment for people living outside, in a car, or an emergency shelter. Helps connect you to available housing programs in the Austin area.

Walk-in Assessments are available at the following locations:

Sandra Joy Anderson Clinic

1705 E 11th St.
Austin TX, 78702

Hours
Monday – Friday
9am – 4pm

The Southwest Health and Wellness Center

2901 Montopolis Dr,
Austin TX, 78741

Hours
Monday – Friday
9am – 4pm

Trinity Center

304 E 7th St
Austin TX, 78701

Hours
Monday – Friday
9am – 1pm
(Monday & Tuesday are women only)



Free Support Groups and Crisis Counseling

Being displaced and separated from your family and friends, and confronting an uncertain future is difficult. At YWCA Greater Austin we understand that rebuilding a life and healing comes through comfort, connection and courage. We are here to help!

*Support Groups & Crisis Counseling :

Spanish: Tues & Thurs 10am

English: Wed. 6pm & Thurs 10am

Contact us at 512.326.1222 for more information **TODAY.**

Grupos de Apoyo y Terapia de Crisis GRATIS

Al ser desplazados de su hogar y posesiones, separados de su familia y amigos, y que enfrentan un futuro incierto es difícil. En YWCA Greater Austin entendemos que el reconstruir una vida y sanación viene a través de la comodidad, la conexión y el valor. ¡Estamos aquí para ayudar!

*Grupos de Apoyo & Terapia de Crisis:

Español: Martes & Jueves 10am

Inglés: Miércoles 6pm & Jueves 10am

Contáctenos 512.326.1222 para mas información **HOY.**



Federal Emergency Management Agency (FEMA) Individual Disaster Assistance

Survivors of federally-declared disasters can apply for Individual Disaster Assistance. *note: at least one person in your household must have a Social Security Number.* This program provides aid for:

- **Housing Needs:**
 - **Temporary Housing (a place to live for a limited period of time):** Financial assistance may be available to homeowners or renters to rent a temporary place to live. If no rental properties are available, a government housing unit may be provided, but only as a last resort.
 - **Lodging Expenses Reimbursement:** Reimbursement of hotel expenses for homeowners or renters may be available for short periods of time due to inaccessibility or utility outage if not covered by insurance or any other program.
 - **Repair:** Financial assistance may be available to homeowners to repair disaster-caused damage to their primary residence that is not covered by insurance. The goal is to make the damaged home safe, sanitary, or fit to occupy.
 - **Replacement:** Financial assistance may be available to homeowners to replace their home destroyed in the disaster that is not covered by insurance. The goal is to help the homeowner with the cost of replacing their destroyed home.
 - **Permanent or Semi-Permanent Housing Construction:** Direct assistance or money for the construction of a home. This type of help occurs only in insular areas or other locations specified by FEMA, where no other type of housing assistance is possible.
- **Necessary and Serious Needs caused by the disaster including:**
 - Disaster-caused child care expenses.
 - Disaster-caused medical and dental expenses.
 - Disaster-caused funeral and burial expenses.
 - Disaster-caused damages to essential household items (room furnishings, appliances); clothing; tools (specialized or protective clothing and equipment) required for your job; necessary educational materials (computers, school books, supplies).
 - Fuel for the primary heat source (heating oil, gas).
 - Clean-up items (wet/dry vacuum, dehumidifier).
 - Disaster-caused damage to an essential vehicle.
 - Moving and storage expenses caused by the disaster (moving and storage of personal property while repairs are being made to the primary residence, and returning property to the primary address).
- If you have insurance, *file a claim through your insurance first*. FEMA may still provide assistance insurance is insufficient to meet your disaster-related needs.

To Apply:

- **CALL 1-800-621-3362 or apply online at www.DisasterAssistance.gov**

DISASTER SURVIVOR APPLICATION CHECKLIST

To apply online at DisasterAssistance.gov:

- Go to www.DisasterAssistance.gov on your desktop, mobile, or tablet device.
- Click **Find Assistance** and answer questions to get a list of assistance you may be able to apply for.
- Click **Apply Online** to complete an application.
- Come back after you apply and click **Check Status** to check the status of your application.

To apply by phone for FEMA assistance only:

- 1-800-621-FEMA (1-800-621-3362)
- TTY 1-800-462-7585
- 711 or VRS 1-800-621-3362



INFORMATION CHECKLIST

Before you start your application, please have the information below and a pen and paper ready.

- Social Security Number**
You, another adult member or minor in your household must have a Social Security number. You or they must also be a U.S. citizen, non-citizen national, or qualified alien.

If you don't have a Social Security number, follow the steps below to get instructions on what to do and what documents you will need.

1. Go to faq.ssa.gov.
2. Click on *How do I apply for a new or replacement Social Security number card* in the *Most Popular FAQs* section.

Once you have your number, you can go to DisasterAssistance.gov or call FEMA at one of the phone numbers above to apply.

- Insurance Information**
 Describe the type(s) of insurance coverage you have. This could include coverage under policies like homeowners, flood, automobile, or mobile home.

- Damage Information**
 Describe the damage caused by the disaster. Include the type of disaster (like flood, hurricane, or earthquake) and the type of dwelling or vehicle (like a condo, house, or mobile home, or a car or truck).

- Financial Information**
 Provide your total annual household income, before taxes, at the time of the disaster.

- Contact Information**
 Provide the address and phone number of the property where the damage occurred, and the address and phone number of where we can reach you now.

- Direct Deposit Information (optional)**
 If approved, we can deposit the funds directly into your bank account. You just need to provide the following banking information:
- Bank name
 - Type of account (like checking or savings)
 - Routing number
 - Account number

NEED HELP? If you need help with the application, please call FEMA at one of the phone numbers above.

HOW to

File a Flood Insurance Claim



Report your loss to your insurance agent ASAP.

Within 24-48 hours, **an adjuster will call you** to schedule an appointment.



TIP

Photograph and move water-damaged items outside (to prevent mold), but don't have them hauled away until an adjuster sees them.

DURING THE ADJUSTER'S VISIT



The adjuster will:

- Have official identification.
- Take measurements and photos, and note direct flood damage.
- Provide you with a local contact if any additional visits are needed.
- Provide you with a flood certification number.
- Provide you a suggested Proof of Loss, based on the assessment.

The adjuster will not:

- Approve or disapprove claims.
- Tell you whether your claim will be approved.

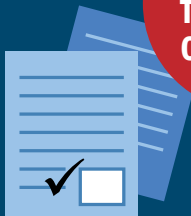
Be ready with:

- Documents related to damaged property (i.e., contractors' estimates, receipts, photos).
- Your policy number and insurance company info.



YOU CAN REQUEST AN ADVANCE OR PARTIAL PAYMENT, IF NEEDED.

SUBMIT THE PROOF OF LOSS



Review, sign, and send the Proof of Loss

to your insurance company within 60 days after the loss.

REQUEST FOR ADDITIONAL PAYMENT

If you discover additional damage after filing your claim, or repairs cost more than estimated, you can file for additional payment. Contact your adjuster or insurance agent to start the process.

PAYMENT OF CLAIMS

Checks for building property are made out to the mortgage holder's name.



FEMA