



FEMA

Austin Joint Field Office

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HURRICANE HARVEY

Fact Sheet

Resources Available for Survivors

Resources for survivors to be active participants in their own recovery:

PHONE NUMBERS AND WEBSITES FOR:

- The Federal Emergency Management Agency (**FEMA**) **Helpline:** 800-621-3362 (voice, 711 or VRS) or 800-462-7585 (TTY) 6 a.m.-10 p.m., 7 days a week, or <https://www.fema.gov/disaster/4332>
- **U. S. Small Business Administration (SBA):** for low-interest disaster loan follow up and questions, contact SBA at 800-659-2955, visit www.sba.gov/disaster or meet with SBA representatives at a Disaster Recovery Center.
- **211 Texas.** Local information about food, housing, child care, crisis counseling and substance abuse treatment. Dial 2-1-1, 877-541-7905 or visit <http://www.211texas.org/>
- **Texas Department of Insurance**
Consumer Help Line: 800-252-3439 or <http://www.tdi.texas.gov/index.html>
- **Disaster Case Management** to connect with voluntary agency groups who may be able to help with specific needs. Call 2-1-1 and a case manager will respond within 24 hours.
- **Disaster Distress Support:** Trained professionals help with anxiety or stress, and counsel on available resources. Multilingual, confidential crisis support service available 24 hours a day, seven days a week: 800-985-5990; 800-846-8517 (TTY); text TalkWithUs (Spanish-speakers text: Hablanos) to 66746; or visit <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- The **National Suicide Prevention Lifeline** is free, confidential and available 24 hours: call 800-273-TALK (8255) or text "HOME" to 741741.
- **Online Crisis Network** to network online with volunteers trained and certified in crisis intervention: <https://www.imalive.org/hotline/>
- **The Harris Center for Mental Health and IDD:** Call 713-970-7000 (press 2 for available services) or go to <http://mhmrharris.org/>
- **Information on Hurricane Harvey and Texas recovery:** visit the Hurricane Harvey disaster web page at www.fema.gov/disaster/4332, or Facebook at

<http://www.facebook.com/FEMAh Harvey>, the FEMA Region 6 Twitter account at twitter.com/FEMARegion6, or the Texas Division of Emergency Management website at www.dps.texas.gov/dem/.

OTHER ONLINE ASSISTANCE FOR:

- **Hurricane Harvey information from Office of the Governor:** Information and referral hotline: 800-843-5789 or visit: <https://gov.texas.gov/hurricane>
- **Housing resources from Texas Rebuilds:** Eligibility questions: 888-610-1622; maintenance issues: 877-503-6053; qualifications for FEMA housing: 888-958-0877; if denied housing: 800-621-3362; or visit: <http://texasrebuilds.com/index.html>
- **Locating a nearby Disaster Recovery Center:** Need face-to-face assistance? Visit a Disaster Recovery Center (DRC). To find the nearest DRC, go to fema.gov/DRC. Or, text DRC and your zip code to 43362 (4FEMA) to locate an area center.
- **Permanent Housing Plan Checklist.** If you do not have a housing plan, download the checklist at <https://go.usa.gov/xnE88>.
- **Subsidized apartment search.** The U.S. Department of Housing and Urban Development (HUD) offers programs to assist both homeowners and renters: <https://www.hud.gov/states/texas>
- **Post-hurricane housing resources from Texas Apartment Association.** TAA offers extensive options to find available housing by region and provides helpful information and guidance for renting in Texas: www.taa.org/renters/helpful-info/
- **Search for rental homes and apartments in Texas.** Search by zip code, type of home and price. Zillow: 206-470-7000 or <https://www.zillow.com/rent/>; Apartments.com: 888-658-7368 or <https://www.apartments.com/>
- **Financial-related questions:** The Association of International Certified Professional Accountants offers information for survivors with financial-related questions about filing insurance claims, government assistance and employer responsibility after a disaster. Call 888-777-7077 or visit: <http://blog.aicpa.org/2017/09/help-after-harvey-disaster-resources.html#sthash.lnSi7oTl.dpbs>
- **Tax Relief from IRS:** Special tax relief and assistance is available to taxpayers in the presidential disaster areas. Call 800-829-1040 or visit: <https://www.irs.gov/newsroom/help-for-victims-of-hurricane-harvey>
- **Mortgage relief options.** Federal Housing Administration offers mortgage relief options for FHA homeowners. Call 800-225-5342 or visit: https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121
- **Mortgage Servicers.** Fannie Mae works with mortgage servicers offering special options for those impacted by disasters. Call 800-232-6643 or visit www.knowyouroptions.com/relief
- **Affordable housing options** and housing resources are available through Texas Department of Housing and Community Affairs. Call 512-475-3800 or visit: <http://www.tdhca.state.tx.us/texans.htm>
- **The Section 811 Project Rental Assistance** program provides project-based rental assistance for extremely low-income persons with disabilities linked with long-term services. Call 512-475-3800 or visit: www.tdhca.state.tx.us/section-811-pra/index.htm
- **Goodwill Houston** (resource for clothing and job opportunities). Call 713-692-6221 or visit: <http://www.goodwillhouston.org/>
- **Locate a food pantry:** <https://www.foodpantries.org/st/texas>
- **Save damaged family and personal treasures:** <https://www.fema.gov/news-release/2017/09/11/fact-sheet-how-save-damaged-family-and-personal-treasures>

- **Texas Workforce Commission.** TWC helps Harvey survivors seeking employment and job support services: Call 512-454-9175 or visit: www.twc.state.tx.us/hurricane-harvey-resources#informationForJobSeekers
- **Job search online:** <https://www.indeed.com/>, <https://www.linkedin.com/>, <https://us.jobs/index.asp>, <https://www.monster.com/>
- **Disaster Legal Services Texas Harvey Hotline:** Call 800-504-7030 or visit <https://www.disasterlegalaids.org/txhurricaneharvey>
- **Texas Attorney General Tenant Rights:** 512-463-2100 or visit: <https://texasattorneygeneral.gov/cpd/tenant-rights>
- **Help for veterans.** Disaster Hotline 800-507-4571 or visit <https://www.va.gov/>
- **The Center on Disability and Development** provides many links to other websites: <http://redd.tamu.edu/disaster-information>
- **Better Business Bureau** statewide disaster relief support: Call 512-445-2911 or visit: <https://www.bbb.org/central-texas/disaster-relief/statewide-resources>
- **Get a personalized list of possible assistance:** <https://www.disasterassistance.gov/get-assistance/find-assistance>
- **County and city sites** offering information for affected communities:
 - City of Rockport-Hurricane Harvey News: <https://cityofrockport.com/669/Hurricane-Harvey--News-Resources-and-Li>
 - Rockport-Fulton Hurricane Harvey Information and Giving Funds: http://www.rockport-fulton.org/Hurricane_Harvey_Info_rmatio
 - Aransas County Harvey Recovery: www.aransascounty.org/harvey/
 - Harris County Recovery Network: <http://harrisrecovery.org/>
 - City of Houston Disaster Recovery Information: <https://houstonrecovers.org/>
 - City of Corpus Christi Hurricane Harvey Recovery: <http://www.cctexas.com/harvey>
- **Nonprofit organizations** offering help for affected communities:
 - American Red Cross Texas Gulf Coast Region 409-883-2322 or: <http://www.redcross.org/local/texas/gulf-coast>
 - Catholic Charities of the Archdiocese of Galveston-Houston Disaster Relief Services: 713-526-4611 or <https://catholiccharities.org/our-services/strengthening-families/disaster-relief/>
 - Salvation Army Disaster Relief Services: 214-956-6000 or <http://disaster.salvationarmyusa.org/aboutus/?ourservices>
 - United Ways of Texas Hurricane Harvey Disaster Relief: 512-651-1149 or <https://www.uwtexas.org/hurricane-harvey>
 - United Way of Coastal Bend: 361-882-2529 or www.uwcb.org/hurricane-resources