

# Need help? Dial 2-1-1.

2-1-1 Texas/United Way HELPLINE is a free service operating 24/7 in many languages.

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A photograph of a woman and a young girl wrapped in a light-colored blanket, looking out over a stormy sea under a cloudy sky. The woman is in the foreground, and the girl is behind her, both looking towards the right. The background shows a dark, choppy sea under a grey, overcast sky.

## AFTER THE STORM

A RESOURCE GUIDE TO HELP YOU  
GET BACK ON YOUR FEET



United Way of Greater Houston

# CONTENTS

<b>Use these tips to create an action plan .....</b>	<b>2</b>
> For your family .....	2
> For your children.....	2
> For yourself.....	3
> For your home or apartment.....	3
<b>Keep these numbers and web links handy.....</b>	<b>4</b>
> FEMA.....	4
> Insurance questions.....	5
> Clean-up help.....	5
> Home repairs.....	5
<b>Basic needs .....</b>	<b>6</b>
> Food assistance.....	6
> Shelters .....	6
> Housing.....	6
<b>Finances .....</b>	<b>7</b>
> Consumer advice.....	7
> Legal services .....	7
<b>Health services.....</b>	<b>8</b>
> Houston-area health care resources .....	8
<b>Counseling services.....</b>	<b>9</b>
> Alcohol and drug abuse .....	9
<b>Back to work .....</b>	<b>10</b>
> Job loss.....	10
> Employment .....	11
<b>Notes .....</b>	<b>12</b>

## NEIGHBORS AND FRIENDS,

While we've seen the worst of Mother Nature, we've also seen the very best of human nature. I've never been more proud to call this community home.

As you begin to rebuild your life in the wake of Hurricane Harvey, United Way of Greater Houston put together this guide to help you find the resources you need, from the basics, like food and shelter, to things like counseling and health care.

When you don't know who to call, dial 2-1-1. Our 2-1-1 Texas/United Way HELPLINE is here 24 hours a day, seven days a week to connect you with the help you need to rebuild your life. Our HELPLINE specialists are here to listen and help you find resources tailored to your specific situation.

There are no words that can ease the losses you have experienced. And the road to recovery will be long and hard, but United Way and its partners will be here to help every step of the way.

Together, we will rebuild.

Anna M. Babin



President and CEO  
United Way of Greater Houston

# USE THESE TIPS TO CREATE AN ACTION PLAN

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## FOR YOUR FAMILY

- Return to normal routines as soon as possible.
- Stay in touch with family and friends.
- Make a list of things you will need to replace; keep all receipts.
- Take photos of damage that has occurred (damage reports will require actual photo attachments rather than video).
- Identify your available financial resources (cash on hand, checking and savings accounts, retirement plans).
- Take advantage of support that is available – tap into faith communities, friends and family, counseling and support groups.

## FOR YOUR CHILDREN

- Provide factual information about the disaster.
- Encourage them to talk about their feelings – and be honest about your own.
- Return to regular schedules for work, play, school and rest.
- Involve your children in the recovery with specific chores.
- Give lots of reassuring hugs.

## FOR YOURSELF

- Take care of yourself.
- Don't take on too much as you begin to rebuild.
- Rest when you can.
- Talk about your concerns and feelings.
- Don't hesitate to ask for help when you need it.

## FOR YOUR HOME OR APARTMENT

- Contact FEMA (Federal Emergency Management Agency) as soon as possible at [disasterassistance.gov](https://www.disasterassistance.gov).
- Be sure your residence is safe before you return.
- Contact your insurance agent - don't guess at your coverage.
- Get more than one estimate for repairs.
- Set up a safe place to keep receipts for all your expenses.
- Determine what you can do by yourself.
- Determine what you can do with the help of a few friends.
- Determine what requires an expert (electrical, plumbing, etc).
- Check references carefully.
- Check contractor and repair firms with the Better Business Bureau at [bbb.org/houston](https://www.bbb.org/houston).

# KEEP THESE NUMBERS AND WEB LINKS HANDY

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## FEMA

Contact FEMA (Federal Emergency Management Agency) as soon as possible.

If your area is declared a national disaster, you may qualify for financial aid. Be sure to apply for FEMA assistance or aid, regardless of the extent of the disaster you experienced. Both homeowners and renters should apply to learn what benefits they may qualify for at [disasterassistance.gov](https://www.disasterassistance.gov)

When you apply, please have the following information available:

- Social Security number
- Current and pre-disaster address
- Telephone numbers where you can be contacted
- Insurance information
- Total household income
- A routing and account number from your bank (only necessary if you want to have disaster assistance funds transferred directly)

Registering online: [disasterassistance.gov](https://www.disasterassistance.gov) is the quickest way to register for FEMA assistance.

If you do not have access to the internet you may register by calling **1-800-621-FEMA (3362)** or **1-800-462-7585 (TTY)**.

If you use 711 relay or Video Relay Service (VRS), call **1-800-621-3362** directly. The toll-free telephone numbers will operate from 6:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.

## INSURANCE QUESTIONS

- > **The National Flood Insurance Program:** [fema.gov/national-flood-insurance-program](https://fema.gov/national-flood-insurance-program)) answers questions for policyholders about the claims process at **1-800-621-3362**.
- > Search for your insurance company contact information to make property loss claims: [https://apps.tdi.state.tx.us/pcci/pcci\\_search.jsp](https://apps.tdi.state.tx.us/pcci/pcci_search.jsp).
- > **usa.gov** is an online guide to government information and services, including advice on how to replace vital documents.
- > **The Texas Department of Insurance** has advice on what to do if your home or auto was damaged by Harvey, the insurance claims process, and contractor fraud prevention and have extended their call center hours to 8 p.m. **1-800-252-3439** or [tdi.texas.gov/consumer/storms/helpafterharvey.html](https://tdi.texas.gov/consumer/storms/helpafterharvey.html)

## CLEAN-UP HELP

- > For clean-up assistance, contact Crisis Cleanup by calling **1-800-451-1954** to report your need.
- > In unincorporated Harris County, call the Residential Debris and Damage Assessment Hotline: **713-274-3880**.

## HOME REPAIRS

- > Rebuilding Together Houston [rebuildinghouston.org/homeowners.htm](https://rebuildinghouston.org/homeowners.htm) helps senior, disabled and veteran homeowners in Harris County with home rebuilding efforts.

Call **713-659-2511** for more information.

# BASIC NEEDS

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## FOOD ASSISTANCE

- > For a list of food pantries and other food assistance, call **2-1-1**.
- > You can reach the Supplemental Nutrition Assistance Program (SNAP) **2-1-1 option 2** or [benefits.gov/benefits/benefit-details/1348](https://www.benefits.gov/benefits/benefit-details/1348).
- > Houston Food Bank [houstonfoodbank.org/services/if-you-need-food](https://houstonfoodbank.org/services/if-you-need-food) or call **832-369-9390**.
- > For disaster food stamp benefits, call the Disaster Supplemental Nutrition Assistance Program (DSNAP) at **1-877-541-7905**.
- > SNAP recipients can visit [YourTexasBenefits.com](https://YourTexasBenefits.com) or [fns.usda.gov/disaster/texas-disaster-nutrition-assistance](https://fns.usda.gov/disaster/texas-disaster-nutrition-assistance) or use the Your Texas Benefits mobile app to view benefit information and make any address changes if needed.

## SHELTERS

- > 2-1-1 Texas/United Way HELPLINE: Dial **2-1-1**.
- > American Red Cross: **1-877-500-8645** or **1-866-526-8300** (local Houston office)
- > Salvation Army: **713-752-0677**
- > Those eligible for FEMA's Transitional Shelter Assistance program may be able to stay at a participating hotel free of charge temporarily if they are unable to return home. For a list of participating hotels, visit [femaevachotels.com](https://femaevachotels.com).

Contact FEMA to apply and with questions: **1-800-621-3362**.

## HOUSING

**Harris County Housing and Community Resource Center** [housingandcommunityresources.net](https://housingandcommunityresources.net) helps with locating emergency shelter, rental property and financial assistance.

Call them at **713-696-1998**.



# FINANCES

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It is likely that your financial situation has been affected by the storm. Prioritize your expenses so that the necessities are paid for first. Then you can evaluate next steps.

## CONSUMER ADVICE

- > Better Business Bureau:  
[bbb.org/houston](http://bbb.org/houston) or 713-341-6141  
or 713-868-9500
- > Consumer Credit Counseling Service: [credit.org/cccs](http://credit.org/cccs)  
or 713-923-2227
- > Texas Attorney General:  
[texasattorneygeneral.gov/cpd/consumer-protection](http://texasattorneygeneral.gov/cpd/consumer-protection)  
or 1-800-621-0508
- > Texas Department of Insurance:  
[tdi.texas.gov](http://tdi.texas.gov) or 1-800-252-3439
- > Texas Attorney General provides information about tenants' rights at [texasattorneygeneral.gov/cpd/tenant-rights](http://texasattorneygeneral.gov/cpd/tenant-rights).

## LEGAL SERVICES

- > Lone Star Legal Aid:  
[lonestarlegal.org](http://lonestarlegal.org) or 713-652-0077
- > Houston Volunteer Lawyers:  
[makejusticehappen.org/Harvey](http://makejusticehappen.org/Harvey)  
offers free legal assistance to those affected by Harvey.
- > The State Bar of Texas  
[texasbar.com/Content/NavigationMenu/ForThePublic/DisasterReliefResources1/default.htm](http://texasbar.com/Content/NavigationMenu/ForThePublic/DisasterReliefResources1/default.htm)

Disaster Hotline: **1-800-504-7030**.  
The hotline — answered in English, Spanish, and Vietnamese — connects low-income individuals affected by a disaster with legal aid providers in their area. Callers can leave a message at any time.

- > **TexasLawHelp.org** provides a list of legal advice articles for disaster recovery at [texaslawhelp.org/house-apartment/disaster-relief](http://texaslawhelp.org/house-apartment/disaster-relief).

For live links, see this guide online: [unitedwayhouston.org/flood/afterthestorm](http://unitedwayhouston.org/flood/afterthestorm)



# COUNSELING SERVICES

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Ask for help when you need it.

There are numerous counseling services available at low or no cost to you. Family and individual counselors have the skills needed to guide you through this difficult time.

- > Disaster-related crisis counseling is available 24 hours a day at **713-970-7070** or online at [mhmrharris.org](http://mhmrharris.org).
- > These organizations also offer counseling services for you and your family:
  - Catholic Charities: **713-526-4611**
  - Family Houston: **713-861-4849**
  - Houston Galveston Institute: **713-526-8390**
  - Innovative Alternatives - Bay Area: **832-864-6000**
  - Jewish Family Service: **713-667-9336**
  - Montrose Center: **713-529-0037**

## ALCOHOL AND DRUG ABUSE

If you suspect that you or a family member are misusing alcohol or drugs to deal with this crisis, turn to a professional who has experience in this area.

- > Bay Area Council on Drugs and Alcohol, Inc.: **1-800-510-3111**
- > Career & Recovery Resources, Inc.: **713-754-7000**
- > The Council on Recovery: **713-942-4100**
- > Fort Bend Regional Council on Substance Abuse: **281-207-2400**

For live links, see this guide online: [unitedwayhouston.org/flood/afterthestorm](http://unitedwayhouston.org/flood/afterthestorm)

# BACK TO WORK

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## JOB LOSS

If you have lost your job as a result of the disaster, you may be eligible for unemployment benefits.

Unemployment benefits are available through the **Disaster Unemployment Assistance (DUA)** at 1-800-621-3362 FEMA (TTY: 1-800-462-7585) or online at [benefits.gov/benefits/benefit-details/597](https://benefits.gov/benefits/benefit-details/597).

To be eligible for help under Disaster Unemployment you must:

- > Have worked or been scheduled to work in the disaster area, but because of the disaster no longer have a job, a place to work in the area, or you could not get to your work because of disaster damage; or
- > Have become the head of the household and need employment because the head of household died as a result of the disaster.
- > Have been self-employed, but have lost all or part of your livelihood as a result of this disaster, you must provide an income tax form (Schedules SE and Schedule C or Schedule F) or other proof of your self-employment to receive disaster unemployment benefits.

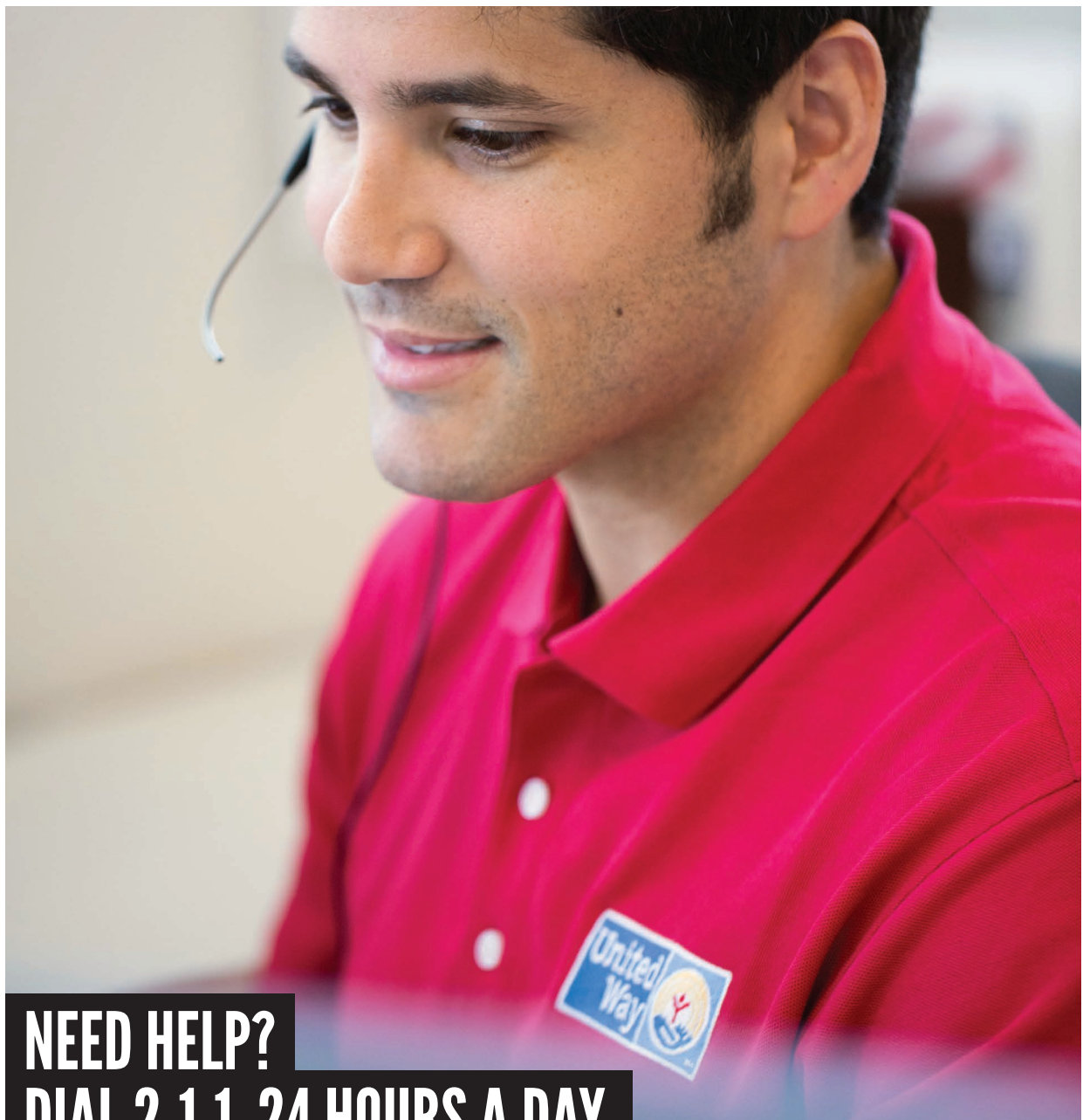
Apply for unemployment benefits as soon as possible by contacting the **Texas Workforce Commission** at [twc.state.tx.us](https://twc.state.tx.us) or at 1-800-939-6631 to learn eligibility requirements and find the office closest to you.

You must make your application in person at any Texas Workforce Commission office.









**NEED HELP?  
DIAL 2-1-1. 24 HOURS A DAY,  
7 DAYS A WEEK.**

**DO SOMETHING ABOUT IT**

2-1-1 Texas/United Way HELPLINE is a free service operating 24 hours a day, 7 days a week in many languages.

**2-1-1 has the information you need before, during, and after the storm. Call 2-1-1 day or night for help finding temporary and long-term housing, food, transportation, child care, health care, and more.**



United Way of Greater Houston