

GENERAL RESOURCES AND ASSISTANCE INFORMATION:

- [Here is a relief map](#) to find resources and aid, shelter and volunteer opportunities.
- Catholic Charities:
 - [Catholic Charities Archdiocese of Galveston/Houston](#), 713-526-4611
 - [Catholic Charities of Southeast Texas](#), 409-924-4400
 - [Catholic Charities of Central Texas](#), 512-651-6100
 - [Catholic Charities East Texas](#), 903-258-9492
 - [Catholic Charities of Corpus Christi](#), 361-884-0651
- Quick Resource Guide for Families of Children with Disabilities Affected by Harvey: [English](#) | [Spanish](#)
- [Red Cross: Disaster Safety for People with Disabilities](#)
- [Texas Health & Human Services](#)
- [Texas 211](#)
- [State of Texas Emergency Assistance Registry \(STEAR\)](#) (STEAR provides citizens with a means to voluntarily register their needs during an emergency response. This registry was developed for people who need assistance during an emergency response, including evacuation assistance during a hurricane response.)
- [Austin Disaster Relief](#) (aid throughout Texas, not just Austin)
- [READY.GOV](#)
- [After the Storm-United Way Houston guide](#)
- Current Evacuation Routes
- <http://www.txdot.gov/inside-txdot/division/traffic/safety/weather/hurricane.html>

Road Closures

- Texas Department of Transportation
- 800-452-9292
- <http://conditions.drivetexas.org/current>

Local Red Cross Locator

- <http://www.redcross.org/find-your-local-chapter>

Red Cross Smartphone Apps

Apps will update people on current flooding situation and provide information on safety during a disaster.

- <https://play.google.com/store/apps/details?id=com.cube.arc.fa&hl=en>
- <https://itunes.apple.com/us/app/first-aid-by-american-red/id529160691?mt=8>

Federal Emergency Management Agency (FEMA)

- <http://www.fema.gov>
- 500 C Street Southwest
Washington, DC 20472
800-621-FEMA
- If a disaster is declared, please call to apply for assistance by phone, or visit <https://www.fema.gov/apply-assistance>

Texas Department of Public Safety – Division of Emergency Management

- <https://www.dps.texas.gov/dem>

Family Temporary Assistance Program

- <https://yourtexasbenefits.hhsc.texas.gov/programs/tanf>

Local Salvation Army Locator

- <http://www.salvationarmyusa.org>

Also, Google has launched its Google Crisis Response map to assist individuals in locating areas that are in advisory or warnings. They also have shelter information, including openings and closings/at capacity.

- <http://google.org/crisismap/2017-harvey>

Get valuable information on Making a Plan, Building a Kit that meets your family's needs and viewing Texas specific Videos on the importance of preparation:

- <http://www.texasprepares.org> (English & Spanish, Checklists in various languages)

The Texas Division of Emergency Management has a variety of materials for preparedness and safety tips for different types of disasters and emergencies, including an evacuation checklist.

Basic Information regarding Emergency Preparedness for Texans who are Deaf:

- <http://www.txdps.state.tx.us/dem/asl>

Surviving Disaster Videos link on www.accessibleemergencyinfo.com (Sign Language, Braille, Large Print options)

2-1-1 (<https://www.211texas.org/211>) provides a voluntary registry for people who need assistance and evacuation in the case of a hurricane or natural disaster. The public may register year-round. Registry information will be forwarded to local Offices of Emergency Management (OEMs). Local OEMs have the responsibility for coordinating evacuations.

As an additional resource, the following website provides information for AirBNB and VRBO, which may offer reduced rates for housing in times of disaster.

AirBNB

- <https://www.airbnb.com/disaster-response>

VRBO

- <https://www.vrbo.com>

STATE FAMILY PROGRAMS

[800-252-8032](tel:800-252-8032) (English)

[800-443-2124](tel:800-443-2124) (Español)

TEXAS MILITARY DEPARTMENT COUNSELING TEAM (Free/Confidential)

[512-782-5069](tel:512-782-5069)

Military Relief Organizations and Emergency Financial Help

<http://www.militaryonesource.mil/web/mos/-/military-relief-organizations-and-emergency-financial-help>

Recognizing the Signs of Stress in Children After a Disaster

<http://www.militaryonesource.mil/web/mos/-/recognizing-the-signs-of-stress-in-children-after-a-disaster>

- [Children and Disasters \(FEMA\)](#)

- [Kids | Ready.gov \(DHS\)](#)
- [Too Much Weather A Disaster Activity Book for Kids \(Shenandoah Valley Project Impact\)](#)
- [Demasiado Mal Tiempo Un Libro de Actividades para Niños \(Shenandoah Valley Project Impact\)](#)

Families of Children with Disabilities Affected by Hurricane Harvey a Quick Resource Guide ([Texans for Special Education Reform](#))

HOUSING/SHELTER

- List of available shelters: <https://gov.texas.gov/hurricane>
- The American Red Cross: [map of shelters](#) or call 1-800-733-2767
- Airbnb has a list of people who are opening their homes free to Texas residents in need; [here's the page.](#)

MEDICAL NEEDS (MEDICAL EQUIPMENT, ASSISTIVE TECHNOLOGY, MEDICATIONS, DIAPER, ETC)

Nurse Line for anyone with a health related need or concern: 866-417-1707

- [Disaster Survivors with Disabilities Hotline: 1 \(800\) 626-4959](#)
The Hotline (By [The Partnership for Inclusive Disaster Strategies](#) and [Portlight Strategies](#)) provides referrals for disaster assistance with:
 - Disaster-related problem-solving
 - Evacuation strategies and issues
 - Shelter accessibility issues
 - Temporary housing strategies
 - Assistive devices, durable medical equipment and consumable medical supply referrals
 - Just-In-Time Disaster Response and Recovery Training- Web-Based and On-Site
- [Direct Relief USA](#) (works with doctors and clinics to provide prescription drugs and other medical supplies)
- [Trach Mommas](#) 504-723-7193 (working with: [Protect TX Fragile Kids](#), [The Parker Lee Project](#), [Advocates for Medically Fragile Kids NC](#), and [Moms of Trach Babies](#) to provide pediatric medical supplies)
- [The Texas Diaper Bank](#) (provides diapers to babies, children with disabilities, and seniors)
- [National Association of Free and Charitable Clinics](#) (partner with [Americares](#)) to provide emergency medications and supplies
- Access to Medications/Pharmacies
 - Resources and good general guidance: <http://www.ncpanet.org/newsroom/hurricane-harvey-pharmacy-resources>
 - A List and Map of All Open Pharmacies in affected regions: <https://www.healthcareready.org/rxopen>
 - Guidance from Managed Care Organizations:
 - Cigna: <http://www.businesswire.com/news/home/20170828005898/en/Cigna-Cigna-Foundation-Steps-People-Affected-Hurricane>

- Aetna: <https://news.aetna.com/2017/08/help-for-those-affected-by-hurricane-harvey/>
- Humana: <https://www.humana.com/medicare/ad/alert/>
- Anthem: <https://www.anthem.com/blog/member-news/help-for-members-impacted-by-hurricane-harvey-and-tropical-storms-in-texas/>
- Blue Cross Blue Shield of Texas: <https://www.bcbstx.com/company-info/alerts-announcements/natural-disaster>

Counseling/Mental Health Support

Disaster Distress Helpline by SAMHSA: 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

Confidential Help

<http://www.militaryonesource.mil/web/mos/-/military-onesource-counseling-the-essentials>

Civil rights concerns or issues

Disability Rights Texas: 1-800-252-9108 (For instance not allowing a service animal in a shelter)

Emergency Contacts for Disasters and Evacuations

<http://www.militaryonesource.mil/web/mos/emergency-contacts-for-disasters-evacuations>

Financial Counseling - The Essentials

<http://www.militaryonesource.mil/web/mos/-/financial-counseling-the-essentials>

Register for FEMA assistance:

- [Registering for FEMA Assistance \(ASL\) Video](#)
- Apply [online](#) (Be explicit that you or your loved one has a disability) or call (800) 621-3362 / TTY (800) 462-7585

DEAF COMMUNITY AND HURRICANE HARVEY:

- Find them on [Facebook](#)! ASL videos are being created and other information for the Deaf community.
- ASL Services can be requested in all state-run shelters. VOR equipment should be available.
- Videos:
 - DeafLink has produced a short ASL video with sheltering and emergency contact information: <http://www.deaflink.com/houston> .
 - FEMA has produced a video about Harvey in ASL: <https://www.youtube.com/watch?v=E8BgLh-l7Jw>
 - FEMA Accessible Hurricane Harvey Search and Rescue: <https://youtu.be/2OqyZQ90VWg>
 - FEMA Accessible FEMA Registration Process – Part One: <https://youtu.be/UD86CLdhd-4>
 - FEMA Accessible FEMA Registration Process – Part Two: <https://youtu.be/lIPRL0A2D14>

DIALYSIS ASSISTANCE:

- Emergency Dialysis Services, DaVita 1-800-400-8331

- Sugar Land Texas Dialysis Centers, Disaster Response Team 1-800-626-1297
- [ESRD Network](#): Individuals needing kidney dialysis should be directed to call the ESRD Network. You can find contact information on their [website](#).

LEGAL SERVICES

Probono Legal Assistance

- https://www.americanbar.org/groups/young_lawyers/disaster_legal_services/hurricane-harvey.html
- <https://www.americanbar.org/groups/committees/disaster/harvey.html#1>

EMPLOYMENT

- Texas Workforce Commission (TWC) is accepting applications for Disaster Unemployment Assistance (DUA) in 11 additional counties as a result of severe weather due to Hurricane Harvey. [Learn more](#).
- The [disaster unemployment assistance](#) is available to individuals in [the 18 counties identified under President Donald Trump's Aug. 25 disaster declaration](#), the commission said. None of the counties are in the Austin metro area.
- Workers can [apply for benefits online](#) or by calling 1-800-939-6631 weekdays between 8 a.m. and 5 p.m. to see if you are eligible.

SCHOOL

- **HOUSTON INDEPENDENT SCHOOL DISTRICT (HISD)**
 - HISD students will receive **3 free meals** every school day for the rest of the school year. People should register with FEMA.

Hurricane Preparedness and Recovery:

<http://www.redcross.org/get-help/prepare-for-emergencies/types-of-emergencies/hurricane>
<https://www.fema.gov/disaster/4068/updates/hurricane-safety-tips-learn-what-do-during-and-after-hurricane>

<https://www.nationwide.com/hurricanes.jsp>

<https://www.ready.gov/hurricanes>

<http://www.nws.noaa.gov/om/hurricane>

http://www.nws.noaa.gov/om/hurricane/resources/hurricane-safety_flyer.pdf

<https://weather.com/storms/report-recover>

Steps to Take After a Flood, Fire or Other Natural Disaster

<http://www.militaryonesource.mil/web/mos/-/steps-to-take-after-a-flood-fire-or-other-natural-disaster>

English

<http://www.ready.gov/are-you-ready-guide>

Spanish

<http://www.fema.gov/media-library/assets/documents/16807>

[Disaster Distress Helpline](#), a toll-free HHS Medical Shelter call center, that is available at **1-800-985-5990** to aid people in coping with the behavioral health effects of the storm and help people in impacted areas connect with local behavioral health professionals.

[How to Get Your Prescription Drugs During a Disaster \(AARP\)](#)

DISASTER LEGAL SERVICES

Through the [Disaster Legal Services Program](#), the ABA Young Lawyers Division ([ABA YLD](#)) and [FEMA](#) provide immediate temporary legal assistance to disaster survivors at no charge.

TX HOTLINE: 800.504.7030

LA HOTLINE 800.310.7029

[Harvey Specific Resources @ #Harvey Relief](#)

[LONE STAR LEGAL AID](#)

[Disaster Relief and Hurricane Harvey Help](#)

[TEXAS RIOGRANDE LEGAL AID](#)

[Recovering From Hurricane Harvey Video Series](#)

[STATE BAR OF TEXAS](#)

Legal Hotline - Answered in **English, Spanish, and Vietnamese** helps people find answers to basic legal questions and connects them with local legal aid providers following declared disasters. **1-800-504-7030**

[Disaster Relief Resources](#)

[Hurricane Harvey FAQ Videos](#)

[TEXAS.LAW.HELP.ORG](#)

[Hurricane Harvey - Disaster Relief and Recovery](#)

[NATIONAL DISASTER LEGAL AID](#)

- Centralized resource for legal aid, pro bono and criminal defender attorneys on legal issues related to all types of disasters.

- Recruitment and mobilization of pro bono attorneys
- Provide accurate and timely information on legal issues to low and moderate income public

[Hurricane Harvey Recovery Information](#)

HOUSTON IMMIGRATION LEGAL SERVICES COLLABORATIVE

Harvey Relief Assistance: Need help? / ¿Necesita ayuda? / Besoin d'aide?

<http://www.houstonimmigration.org/harvey/>

Older Adult Emergency Preparedness (CDC)

Disaster Preparedness For Seniors by Seniors (American Red Cross)

Seniors | Ready.gov (DHS)

Older Americans | DisasterAssistance.gov (FEMA)

MEDICAID BENEFICIARIES:

Fair Hearings

Notice to Medicaid Beneficiaries appealing reductions or denials of Medicaid-funded health services or Medicaid eligibility and who missed or will miss their Medicaid fair hearing (or need more time to prepare for their hearing) due to Harvey.

According to Texas Medicaid’s Appeals Division, any Medicaid fair hearings that have been dismissed where the appellant resides in a disaster area will be automatically reopened and rescheduled. Also, any Medicaid fair hearings scheduled within the next two weeks, for those residing in the disaster areas, and do not appear for their fair hearing will automatically be rescheduled rather than dismissed. If you are or should be receiving continued services (or continued eligibility) pending the appeal process, those services or eligibility should remain continued until the fair hearing is held, and a decision is issued. If an appellant needs to reschedule their fair hearing due to the disaster, or has other questions, he or she should call or email **Sandra Pinales** with HHSC Appeals at 512-231-5701, or Sandra.Pinales@hhsc.state.tx.us.

STAR PLUS Contact Numbers

Superior 1-866-516-4501	Molina 1-866-449-6849	Amerigroup 1-800-600-4441
United Health Care 1-888-887-9003	Cigna-Health Spring 1-877-653-0327	

STAR KIDS Contact Numbers

Driscoll Nueces: 1-844-508-4672 Hidalgo: 1-844-508-4674	Superior 1-844-433-2074	Amerigroup 1-866-696-0710, ext. 31084
--	-----------------------------------	---

Texas Children's

1-800-659-5764

Aetna

1-844-787-5437

Children's Medical Center

1-800-947-4969

United Health Care Community Plan

1-877-352-7798

Cook Children's

1-844-843-0004

Blue Cross Blue Shield of Texas

1-877-301-4394 (TTY 7-1-1)

Community First

1-855-607-7827

FOOD RESOURCES**Immediate Food Access**

If you need food or water now (short term food resources), you can call 2-1-1 and select Option 5 to find places where you can get it, such as food pantries or disaster distribution centers in your area.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

- [The Disaster Supplemental Nutrition Assistance Program \(D-SNAP\)](#) offers short-term food assistance benefits to families suffering in the wake of a disaster.
- Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size.
- Benefits are issued via an electronic benefit transfer (EBT) card, which can be used to purchase food at any SNAP retailer (such as grocery stores or convenience stores).
- D-SNAP is not a program that is treated as an immediate/emergency response to a disaster; it is designed to help when people return to their homes and have access to electricity and grocery stores.
- D-SNAP is only available for those who are not currently receiving SNAP benefits.
- At this time, we do not know when D-SNAP will be approved or when it will be available in the [counties](#) that have received federal disaster declaration.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

[The Disaster Supplemental Nutrition Assistance Program \(D-SNAP\)](#) offers short-term food assistance benefits to families suffering in the wake of a disaster.

Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size.

Benefits are issued via an electronic benefit transfer (EBT) card, which can be used to purchase food at any SNAP retailer (such as grocery stores or convenience stores).

D-SNAP is not a program that is treated as an immediate/emergency response to a disaster; it is designed to help when people return to their homes and have access to electricity and grocery stores.

D-SNAP is only available for those who are not currently receiving SNAP benefits.

At this time, we do not know when D-SNAP will be approved or when it will be available in the [counties](#) that have received federal disaster declaration.

Supplemental Nutrition Assistance Program (SNAP)

SNAP recipients in the affected counties will see their September benefits automatically loaded today, Sept. 1, onto their Lone Star Cards. Normally benefits are staggered among recipients throughout the first half of the month. With this change, Texas will issue \$160 million in benefits early to more than 600,000 SNAP households in counties affected by Hurricane Harvey.

Saturday, Sept. 2, SNAP recipients in the affected counties will see a percentage of their August benefits automatically added to their Lone Star Cards to replace food that was lost during the storm. With this change, Texas will issue replacement benefits to more than 716,000 SNAP households in the affected counties.

There is no action required by the recipient to receive either of these additional benefits.

You can receive hot food using your EBT card

Retailers that normally accept SNAP benefits were told to allow purchases of hot and prepared foods. If you tried to purchase hot or prepared food items at one of these retailers and were denied, please send the name and location of the retailer to Lone Star Business Services by calling [\(512\) 206-4748](tel:5122064748) or by emailing LoneStar@hhsc.state.tx.us.

Receive a replacement EBT card?

If you get SNAP or Temporary Assistance for Needy Families (TANF) and need a replacement EBT card due to the card being lost or destroyed, you can get a new card two ways.

If you do not have access to mail, you can get a new card at a local office. You can call 2-1-1 and select Option 2 to find the closest local office to you.

If you have access to mail, you can call the Lone Star Help Desk at 1-800-777-7EBT ([1-800-777-7328](tel:18007777328)) and a new card will be mailed to you.

SOCIAL SECURITY BENEFITS FOR THOSE AFFECTED BY HURRICANE HARVEY:

This information came from the Social Security Administration on August 31, 2017:

Many Social Security and Supplemental Security Income (SSI) benefit payments are scheduled for Friday, September 1. The following information covers the various delivery methods for these payments in the wake of Hurricane Harvey.

Click each section below for more information.

Payments by Paper Check Delivered by the US Postal Service

Hurricane Harvey's impact on the Gulf Coast resulted in the temporary suspension of mail delivery service, as well as the closure of some postal facilities in the Houston area. The U.S. Postal Service is providing additional information on how customers displaced by Hurricane Harvey can retrieve checks they receive via the mail.

Provided here about.usps.com/news/state-releases/tx/tx.htm is a list of Post Office locations, by ZIP Code, where checks will be made available for pick-up beginning Friday, September 1. People must have proper identification to receive their check.

Payments by Direct Deposit

Nearly all payments issued by direct deposit will arrive as scheduled. If a person's payment is delayed, they should contact their financial institution. If the financial institution is not operating, please see the "emergency payment" information below.

Payments by Direct Express Debit Card

A Treasury Department program: For recipients in the affected areas who receive their payment through a Direct Express card, fees will be waived, even if they have evacuated out of the area. Payments will be posted to Direct Express cards on September 1.

People may contact Direct Express at **1-888-741-1115**.

Emergency Payment Locations

Social Security has established three emergency payment locations in Texas where Social Security and SSI beneficiaries may request an immediate payment in person if they cannot receive their regular payment. The locations and hours are:

Friday, September 1, and Saturday, September 2:

- **Houston:** NRG Center
2 NRG Park, Houston, TX 77054
From 9:00 AM – 4:00 PM
- **Dallas:** Kay Bailey Hutchison Dallas Convention Center
650 S. Griffin Street, Dallas, TX 75202
From 9:00 AM – 4:30 PM
- **Austin:** Tony Burger Center
3200 Jones Rd Austin, TX 78745
From 9:30 AM – 3:00 PM

For people who cannot receive their regularly scheduled Social Security payment as a result of Hurricane Harvey, in most cases they can go to any open Social Security office and request an immediate payment. A list of offices that are currently closed, as well as additional information for the public, is available at www.socialsecurity.gov/emergency.

To find the nearest open Social Security office outside of the affected areas, call **1-800-772-1213** (TTY **1-800-325-0778**) or go to www.socialsecurity.gov/locator.