

## Hurricane Harvey Resource Guide

**CALL 2-1-1 AND 3-1-1 FOR ADDITIONAL RESOURCES**

### Cash/Housing Assistance

Red Cross, \$400 vouchers, until Oct 17, apply online  
<https://harveyhelp.redcross.org/index.html>

Apply at [fema.gov](http://fema.gov), or call the FEMA helpline at 800-621-3362

Catholic Charities Flood Relief Hotline - Call 713-874-6664

IRS.gov - tax relief available - Call 800-829-1040

### Debris/Cleanup

CrisisCleanup.org helps with mucking out homes. Call if you need help mucking out your home 844-965-1386. Also, call if you are able to volunteer with them to help muck out homes.

### Rebuild

Rebuildinghouston.org helps senior, disabled and veteran homeowners in Harris County with rebuilding efforts. Call 713-659-2511.

### Unemployment

Texas Workforce Commission - Those with work permits who have lost their jobs because of a disaster may qualify for regular unemployment compensation. Call the Texas Workforce Commission at: 1-800-939-6631 Must apply by October 31, 2017

### Car

The National Flood Insurance Program answers questions for policyholders about the claims process at 800-621-3362.

To find an abandoned car - [findmytowedcar.com](http://findmytowedcar.com) or call 832-394-4869.

### Disaster Recovery Sites

**FEMA Sites, hours are 7 a.m.-7 p.m. daily at:**

- ⇒ Katy Mills Mall (Fort Bend County), 5000 Katy Mills Circle
- ⇒ Baytown Community Center (Harris County), 4407 Market, Baytown
- ⇒ Greenspoint Mall (Harris County), 263 Greenspoint Mall
- ⇒ Webster Civic Center (Harris County), 311 Pennsylvania, Webster
- ⇒ Neutrality Building (Harris County), 1301 Fannin (formerly the recovery center at George R. Brown Convention Center)
- ⇒ Simonton Community Church, 9703 FM 1489, Simonton

**Baker Ripley Distribution Sites, call before visiting to check hours and availability:**

- ⇒ Baker-Ripley Neighborhood Center  
6500 Rookin Houston, TX 77074 - (713) 273-3701
- ⇒ Cleveland-Ripley Neighborhood Center  
720 Fairmont Pkwy Pasadena, TX 77504 - (713) 944-9186
- ⇒ Harbach-Ripley Neighborhood Center  
6225 Northdale St. Houston, TX 77087 - (713) 640-7100

**Bread of Life Distribution Center, call before visiting to check hours and availability:**

- ⇒ 2019 Crawford Street, Houston, TX 77002, (713)

### Food

Apply for Disaster SNAP Benefits - You must apply in person at a designated D-SNAP location in your county of residence. Find your location here: <https://hhs.texas.gov/services/financial/disaster-assistance/disaster-snap>

**Visit [Harveyfloodsurvey.com](http://Harveyfloodsurvey.com) and submit your response to help TMO assess our community's needs and inform policy.**



## FEMA Step-by-step Guide

**CALL 2-1-1 AND 3-1-1 FOR ADDITIONAL RESOURCES**

### Applying for FEMA Assistance

FEMA assistance is given to help families return their homes to basic habitability again and not necessarily to repair their homes to a pre-flood state. The average FEMA grant in the past 25 years is around \$8,000. FEMA is the first step in the recovery process, but it won't meet all your needs. If you get denied, file an appeal immediately. View the other side of this flyer for additional resources.

**STEP 1:** File a claim online at [DisasterAssistance.gov](http://DisasterAssistance.gov). Or call FEMA at 800-621-3362. You can also visit a Houston-area Disaster Recovery Center location. Locations are located on the back of this page.

**STEP 2:** There are three things that can happen once you've submitted your FEMA application:

You will be contacted by a FEMA field agent to set up a time to stop by your property and assess damage.

When instructed by FEMA, you must fill out a Small Business Administration Loan to continue in the process.

Most scenarios will require this step. (See SBA Section)

**STEP 3:**

If you are deemed eligible, you will receive notification from FEMA what they will be covering and the amount of funds they will provide you.

If you are not eligible, you have the right to appeal the decision.

### Small Business Administration Loan (SBA)

SBA loans are low interest disaster loans offered to people impacted by natural disasters in order to help rebuild.

You can apply for an SBA loan once you receive notice from FEMA. It is not recommended that you do this process without first submitting an application for FEMA assistance.

**IMPORTANT:**

**If you are offered the option to apply for a loan through the small business administration (SBA) you must submit the application in order to move forward with the FEMA process. If you do not submit your SBA application, your process will not move forward.**

**If you apply for the SBA loan and are denied, the process will redirect you back to FEMA and you may be eligible for FEMA assistance at that point.**

### How and When to File an Appeal

If you receive a notice that you are not eligible for assistance or if you receive less than what is necessary to make repairs to your home, you have the right to file an appeal. **APPEALS ARE HIGHLY ENCOURAGED!**

You must file an appeal within 60 days and provide information to bolster your claim, including contractor estimates and copies of expense receipts. Homeowners and renters can ask for a review of denied claims, request more money or ask for benefits that weren't provided initially.

For help in filing an appeal, homeowners and renters can call a FEMA agent at 1-800-621-3362 (FEMA).

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