



FEMA

W-05067

October 17, 2005

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and
NFIP Servicing Agent

FROM: WYO Clearinghouse

SUBJECT: Disaster Support Resources for NFIP Adjusters

FEMA is providing the attached resource sheets to assist NFIP Adjusters in better serving their clients. Adjusters can use this information to provide their clients with details about registering for assistance with housing; reaching the Small Business Administration or the American Red Cross and other agencies; and contacting a variety of other Federal and State resources.

In addition, an updated listing of Disaster Recovery Centers (DRCs) by state is available at www.fema.gov.

Feel free to contact your Program Coordinator if you have any questions.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims



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Disaster Support Resources Post-Hurricane Information

You may be eligible for disaster assistance funding and services from FEMA as well as other State, community, and private organizations. Please refer to the following resources to help you recover from recent disasters or visit www.FEMA.gov for a complete list of disaster support services.

Filing your insurance claim

If you have insurance, it's important to call your agent or insurance company as soon as possible to begin the claims process.

- **Call 1-800-427-4661**, the National Flood Insurance Program, if you are unable to locate important policy information or need help contacting your insurance company.
- **Call 1-800-942-4242**, the Hurricane Insurance Information Center, to get the contact information for your insurance company.

FEMA—Register for housing and other aid

We urge you to register for FEMA assistance to gain access to a number of important resources. FEMA can provide additional information and assistance for losses not covered by insurance coverage including temporary housing and repair assistance.

- **Call 1-800-621-FEMA (3362) / 1-800-462-7585 (TTY)** or register online at www.fema.gov/register.shtm

Housing Needs

Temporary Housing (a place to live for a limited period of time):

Money is available to rent a different place to live, or a government provided housing unit when rental properties are not available.

Transitional Housing Assistance Program

- Disaster Assistance provides \$2,358 per household, as an initial payment for 3 months' rental assistance, and may be extended for qualifying applicants for up to 18 months.
- This amount is included in the calculation of total benefits for which you may be eligible. It may cover only a portion of the total assistance that you need. After going through the normal eligibility process, you may receive additional payments of assistance.
- **Repair:**
Money is available to homeowners to repair damage from the disaster to their primary residence that is not covered by insurance. The goal is to make the damaged home safe, sanitary, and functional.
- **Replacement:**
Money is 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 Housing Construction:**
Direct assistance or money for the construction of a home. This type of help occurs only in insular areas or remote locations specified by FEMA, where no other type of housing assistance is possible.



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Food Stamp Assistance

You may be eligible to receive disaster flood stamp assistance through the state. Alabama and Mississippi have authorized retail food stores, in the designated counties, to accept Food Stamp/EBT benefits from Food Stamp customers in exchange for hot foods with no sales tax.

- **Call 1-888-312-4567** for more information about Food Stamps.
- In Alabama, or if you are an Alabama resident, **call 1- 866-465-2285 or 1-800-997-8888.**
- In Louisiana, **call 1-888-524-3578.**
- In Mississippi, to receive a replacement EBT card, **call 1-866-449-9488 or 1-800-948-4060.**
- In Texas, **call 512-438-4971 or 512-438-2972**

Small Business Administration (SBA)

After you register with FEMA, you may be referred to the SBA for information about a low-interest loan. The SBA is the primary source of federal funds for long-term recovery assistance. The SBA has loan officers in the Disaster Recovery Centers to provide assistance in filling out your SBA application and explaining the program.

www.sba.gov

American Red Cross

Contact the American Red Cross if you have immediate emergency needs for food, clothing, shelter, or medical care.

- **Call 1-866-438-4636** to talk to a Red Cross Representative.

Replacement of State-Issued Identification

- **Louisiana:** residents are encouraged to visit a local motor vehicle office, or if unable, to **call 255-925-4195** or **1-977-DMV-line (1-877-368-5463)**
- **Mississippi:** residents can contact their local Mississippi Department of Public Safety office or visit www.dps.state.ms.us/dps/dps.nsf/divpages/hp2drivermap?OpenDocument.
- **Alabama:** residents can be issued a temporary license immediately by applying at a probate Judge or License Commissioner Office. For more information **call 1-866-283-2838.**

Resources/Support for Students

- Visit <http://www.hhs.gov/katrina/education.html> for a listing of state, local, and non-profit organizations helping k-12 and post-secondary students affected by Katrina and Rita.

Banking Resources

- If you are a banker or consumer affected by Hurricane Katrina, please check with the Federal Deposit Insurance Corporation (FDIC) or call their hotline at 1 (877) 275-3324. The FDIC is working cooperatively with all of the state and federal banking agencies and other organizations to determine the status of financial institutions in the areas affected by Hurricane Katrina.

Disaster Recovery Centers (DRC)

Visit a local DRC to receive more information on State, local, federal, and voluntary agencies that may be able to assist you. An updated listing of DRCs by State is available at www.fema.gov.



Links to Charitable Organizations

Network for Good

http://www.networkforgood.org/topics/animal_envIRON/hurricanes/

Lists many charitable organizations helping victims in the areas of long-term recovery, health, child and family services, and animal care.

Salvation Army

Victims Assistance Line: 1-888-363-2769
<http://www.salvationarmyusa.org>

Habitat for Humanity

1-800-HABITAT, ext. 2551 or 2552
<http://www.habitat.org>

Volunteers of America

1-800-899-0089
<http://volunteersofamerica.org>

Catholic Charities USA

<http://www.catholiccharitiesusa.org>
Has launched operation "Home away from Home" and "Louisiana Renaissance" to assist those displaced by Katrina and Rita.

<http://www.catholiccharitiesinfo.org> "Need Assistance? Find your Local Agency." Enter your zip code to find your local Catholic Charities office.

Humane Society

National hotline for reporting lost pets – 1 800 HUMANE or 1-800-486-2631

<http://www.petfinder.com> Click on "Animal Emergency Response Network" to search reports of found, rescued, and sheltered pets in the areas affected by Hurricane Katrina/Rita.

United Way of America

1-800-272-4630
www.national.unitedway.org

America's Second Harvest

1-800-771-2303
<http://www.secondharvest.org>
"Find Your Local Program."
Type in your ZIP code to find your local food bank.

State Insurance Commissioners

Alabama Department of Insurance

Walter Bell, Commissioner
201 Monroe Street, Suite 1700
Montgomery, AL 36104
334-269-3550

Florida Department of Financial Services

Tom Gallagher, Commissioner
State Capitol
Plaza Level Eleven
Tallahassee, FL 32399
850-413-2806

Texas Department of Insurance

Mike Geeslin, Commissioner
333 Guadalupe Street
Austin, TX 78714
512-463-6464

Louisiana Department of Insurance

J. Robert Wooley, Commissioner
1702 N. 3rd Street
Baton Rouge, LA 70802
800-259-5300 (in state only)
225-342-5423

Mississippi Insurance Department

George Dale, Commissioner
5501 Northwest Street
Woolfolk State Office Bldg., 10th Fl.
Jackson, MS 39205
601-359-3569