

# Dialing 211 Connects Alabama's Zeta Survivors with Agencies That Can Help

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Release Date: Février 5, 2021

**MONTGOMERY, Ala.** – A simple three-digit telephone number dialed from anywhere in Alabama connects residents to health and human services agencies that can provide help to individuals and households recovering from Hurricane Zeta.

By dialing the number **211**, Zeta survivors who had damage from last fall's **Oct. 28-29** storm and live in **Clarke, Dallas, Marengo, Mobile, Perry, Washington and Wilcox** counties can be referred to city, county and state agencies as well as community organizations.

**2-1-1 Connects Alabama** is a state resource if you have needs beyond those that FEMA disaster assistance can address. It operates like 911 by connecting residents to a calling center that provides incident-specific information in coordination with local emergency services during times of disaster, including road closings and shelters.

The 211 specialists use databases of resources available from private and public health and human service agencies to match callers to their specific needs. To reach a referral specialist, dial **211** from anywhere in Alabama or text **888-421-1266**. You may also visit <https://www.211connectsalabama.org>.

Some of the services **2-1-1 Connects Alabama** can help callers access:

- **Basic Human Needs Resources:** food banks, clothing, shelters, rental assistance, utility assistance.
- **Government information:** city, county, state services and programs.
- **Health and Mental Health Resources:** health insurance programs, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation.
- **Support for Older Americans and Persons with Disabilities:** adult day care, congregate meals, Meals on Wheels, respite care, home health care,



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transportation, homemaker services.

- **Support for Children, Youth and Families:** childcare, after-school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
- **Volunteer Opportunities and Donations:** community involvement, volunteer centers, disaster relief.
- **Military and Family Support:** programs that serve veterans and their families, community resources, mental health resources, counseling.
- **Alabama Voluntary Organizations Active in Disaster:** ensures needed resources and services are available to survivors. Email the organization at [info@alvoad.org](mailto:info@alvoad.org).

## Help Available from Other Government Agencies

### Alabama Department of Labor

If you've lost your job, <https://labor.alabama.gov/online-services.aspx> will guide you through a step-by-step process of filing for unemployment and finding a new job.

### Internal Revenue Service

Special tax law provisions may help individual taxpayers and businesses recover financially from the impact of Hurricane Zeta. Depending on your circumstances, the IRS may grant additional time to file returns and pay taxes.

Individuals and businesses in a federally declared disaster area can get a faster refund by claiming losses related to Zeta on the tax return for the previous year, usually by filing an amended return. You may deduct the loss or partial loss of your home, household goods and motor vehicles from disaster damage on your individual federal income tax return. For more information, visit the [www.irs.gov](http://www.irs.gov).

### Federal National Mortgage Association (Fannie Mae)

Fannie Mae's Disaster Response Network offers free support for eligible homeowners from housing advisors approved by the U.S. Department of Housing and Urban Development, including:

- Personalized recovery assessment and action plan



- Assistance filing claims (i.e., FEMA, insurance and U.S. Small Business Administration)
- Help working with mortgage providers on payment relief options
- Access to Clearpoint's Project Porchlight disaster recovery tools and resources
- Ongoing check-ins to help ensure a successful recovery

To learn more, visit [www.fanniema.com/disaster-help-homeowners](http://www.fanniema.com/disaster-help-homeowners) or call **877-833-1746**.

## **Substance Abuse & Mental Health Services Administration**

The SAMHSA Disaster Distress Helpline is a national hotline that offers year-round disaster crisis counseling. If you feel distressed because of the storms, call the service at **800-985-5990** or text **"TalkWithUs" to 66746**. The Helpline number is toll-free, multilingual and available 24 hours a day, 7 days a week.

Helpline staff provide counseling and support and can help you learn how to cope with common stressors. They also provide information and referrals to local resources for follow-up care. For more information, visit [www.SAMHSA.gov](http://www.SAMHSA.gov).

To access more disaster help and resources as well as a personalized list of available assistance, visit [www.benefits.gov/benefit-finder/Household](http://www.benefits.gov/benefit-finder/Household). No login or personal information required.

For more information on Alabama's disaster recovery, visit [ema.alabama.gov](http://ema.alabama.gov), [AlabamaEMA Facebook page](#), [www.fema.gov/disaster/4573](http://www.fema.gov/disaster/4573) and [www.facebook.com/fema](http://www.facebook.com/fema).

