

# Local and Federal Resources for Survivors

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There are several steps you can take to keep things moving and speed up your recovery. FEMA has many local and federal partners that can help you take control of your recovery.

## Government Services Hotline 3-1-1

- The 3-1-1 Hotline is a centralized line that allows people to access more than 1,500 government services and 18 Puerto Rico Government Agencies that are a part of the program. It provides access to information for many government agencies and the services they provide. The agencies include:
  - **Family Socioeconomic Development Administration** (ADSEF, for its Spanish acronym) for eligibility for programs such as Nutritional Assistance Program and Low Income Home Energy Assistance Program
  - **Administration for the Support of Minors** (ASUME, for its Spanish acronym) for certifications of payment compliance and employer certification
  - **Department of State** for registration of corporations and legal persons, institutional certifications
  - **Department of Health** for birth and death certificates
  - **Department of Transportation and Public Works** (DTOP, for its Spanish acronym) for vehicle licenses and titles.

The hotline is open Monday through Friday: 8 a.m. - 5 p.m. **Dial: 3-1-1 or (787) 729-6320.**

## Puerto Rico Emergency Portal System (PREPS)

- PREPS is the official Puerto Rico Government web page for hurricane recovery and lifeline-related information. PREPS provides up-to-date information on power and water services, shelters, sales tax moratoriums and other important data to keep you informed in case of emergencies. **Visit:** [preps.pr.gov](https://preps.pr.gov)



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## Crisis Cleanup

- PR VOAD, in collaboration with Crisis Cleanup, has launched a platform to assist survivors with cleanup and debris removal work as a result Hurricane Fiona. Assistance includes cutting up fallen trees, removing gypsum board, paneling and floors and providing blue tarps, among others. Instructions:
  - The public can call the Crisis Cleanup Hotline at **(787) 545-7058** to request clean up.
  - You can also visit [crisiscleanup.org](https://crisiscleanup.org) and send a written message by selecting CONTACT on the menu to the left

## U.S. Small Business Administration (SBA)

- SBA provides disaster loans businesses, homeowners, renters and nonprofit organizations in all 78 municipalities. The SBA has seven Business Recovery Centers in Arecibo, Fajardo, Caguas, Barranquitas, Yabucoa, Ponce and Mayagüez. Individuals may also apply at [sba.gov](https://sba.gov) under declaration #17640. For assistance, call 1-800-659-2955 or email [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov). Disaster loan information can also be obtained by calling the SBA's Customer Service Center at 1-800-659-2955 (if you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services) or sending an email to [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov). Loan applications can also be downloaded from [sba.gov/disaster](https://sba.gov/disaster). Completed applications should be mailed to: U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.

## FEMA National Flood Insurance Program

- Policyholders should file a claim. If you need help with reaching your flood insurance agent or carrier, call **1-877-336-2627**. Visit [Floodsmart.gov](https://Floodsmart.gov) to start a flood insurance claim or to learn more about the program.
- If you are deaf, hard of hearing or have a speech disability and use relay services call 711 from your TTY.

## Internal Revenue Service



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- Victims of Hurricane Fiona now have until February 15, 2023, to file various individual and business tax returns and make tax payments. For more information visit [IRS announces tax relief for Puerto Rico victims of Hurricane Fiona](#)

### **United Way Puerto Rico / 2-1-1 Information and Referral System**

- United Way's web page provides information on about 4,000 private and governmental institutions with resources to address issues related to medical equipment needs and lack of housing, clothing or food, among others. **Visit** [unitedwaypr.org/2-1-1-puerto-rico](http://unitedwaypr.org/2-1-1-puerto-rico) or **Dial: 2-1-1.**
- You can also send a written message by selecting CONTACT on the menu to the right.

### **ASSMCA & PAS Hotline / Mental Health and Anti-Addiction Services Administration**

- Through the Mental Health and Anti-Addiction Services Administration (ASSMCA, for its Spanish acronym) and PAS Hotline (Integrated Crisis Intervention Program), survivors can receive crisis counseling and emotional support, preliminary psychosocial screening, psychiatric and psychological assessment coordination and referrals. **Dial: 1 (800) 981-0023 / 1 (888) 672-7622 TDD**

