

Fact Sheet: Immediate Disaster Case Management Available to Texas Hurricane Survivors

Release Date: September 23, 2017

Survivors can receive free guidance from disaster case managers on how best to recover from Hurricane Harvey and its aftermath, along with ways to access a variety of available resources, including disaster unemployment and disaster legal assistance.

They may simply call the Disaster Case Management Hotline at **855-742-5989** (press **2** for Spanish). A case manager will respond within 24 hours. Other helpful resource telephone numbers for Texas survivors are the Disaster Distress Helpline at 800-985-5990; Disaster Legal Services Texas at 800-504-7030; and Disaster Unemployment Assistance at 800-939-6631.

Disaster case managers connect survivors to available resources, provide assistance with initial disaster registration or appeals, and assist in developing a personalized disaster recovery plan. They assess verified unmet needs; help create goal-oriented plans outlining what steps need to be taken to recover; bring together information and services; and monitor progress to reach goals.

Disaster case managers work in remaining shelters and State of Texas/FEMA Disaster Recovery Centers (DRCs). For DRC locations, see www.fema.gov/DRC or visit fema.gov/mobile-app to download the FEMA mobile app.

The Immediate Disaster Case Management program, aimed at survivors who have unmet disaster-related needs, is federally funded and administered by the U.S. Department of Health & Human Services' Administration for Children and Families division.



FEMA

Page 1 of 1