

## 2-1-1 DISASTER RELIEF SERVICES RESOURCE GUIDE

### Popular Referrals

#### **Disaster Loans**

Small Business Administration (SBA) provides low-interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters. SBA disaster loans can be used to repair or replace the following items damaged or destroyed in a declared disaster: real estate, personal property, machinery and equipment, and inventory and business assets.

P: 800.659.2955

#### **Emergency Food**

There are food pantries located throughout Broward County distributing food to those who are having difficulties purchasing food. To locate your closest food pantry, please dial 2-1-1.

#### **FEMA**

Visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) to apply for FEMA assistance online. If you experience difficulty applying online, you may also call 800.621.3362 / TTY 800.462.7585 apply during standard hours of operation (7 a.m. to 11 p.m. Eastern Time), 7 days a week. You can also check your application status at DisasterAssistance.gov. Survivors have 60-days from the date of a declaration for Individual Assistance to apply for assistance.

P: 800.621.3362



to  
**FEMA**

#### **FEMA Lodging (hotel/motel)**

The Emergency Lodging Assistance program provides lodging reimbursement for pre-qualified individuals from designated disaster areas. The Federal Emergency Management Agency created the program to provide temporary shelter as a result of a Federal disaster declaration. To qualify, you must contact FEMA.

P: 800.621.3362

#### **Food Stamp Authorization Form (Only for customers currently receiving food stamp benefits)**

To report food loss or to request replacement benefits, Food Stamp Customers can obtain the Food Assistance Replacement Authorization Form at

[www.dcf.state.fl.us/DCFForms/Search/OpenDCFForm.aspx?FormId=597](http://www.dcf.state.fl.us/DCFForms/Search/OpenDCFForm.aspx?FormId=597)



#### **Home Repairs and Tree Removal**

Rebuilding Together Broward has been working hard to help our neighbors get back on their feet and now are beginning to expand their disaster relief support. If you are in dire need of repairs or clean-up/tree removal, please email Rebuilding Together details about your circumstances.

Email: [info@rebuildingtogetherbroward.org](mailto:info@rebuildingtogetherbroward.org)

Center for Independent Living of Broward is helping Individuals with disabilities needing assistance with repairs or damage to their residents taking down hurricane shutters, accessing generators for power restoration - even coordinating temporary living arrangements or obtaining wheelchairs or other medical devices.

P: 954.772.6400

## Important Phone Numbers

Emergency Police, Fire or Medical Assistance	9-1-1
2-1-1 Broward	2-1-1 or 954.537.0211
Broward County Hotline	3-1-1 or 954.831.4000
American Red Cross	954.797.3800
Insurance Consumer Helpline	877.693.5236
Special Medical Needs Shelter Registration and Transportation	954.831.3902

## Other Services

### Broward County Family Success Centers

Low-income individuals and families are assisted toward social and economic stability and self-sufficiency through intake, assessment, and referral. Services provided by Family Success Center staff include emergency assistance for rent and mortgage, food, transportation and self-sufficiency case management. Co-located community providers offer job information and placement, child care information, housing assistance, consumer counseling, substance use counseling and other services tailored to the area served by the center.

Dial 2-1-1 for your closest location.

### 2-1-1 Broward

**Your First Call For Help For:** Disaster Services, Housing, Food, Rent, Utilities, Health, Employment, Legal, Mental Health, Substance Use, Child Care, Child Development, Special Needs, Domestic Violence, Youth and Senior Services, Veterans, Eating Disorders, LGBTQ, Bullying, School Problems, Suicide Prevention and more.

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2-1-1	2-1-1	2-1-1
Or	Ó	Ou
954.537.0211	954.537.0211	954.537.0211

## Frequently Asked Questions

### *How to report a power outage?*

You can report a new outage or check the status of a previously reported outage with Florida Power & Light's easy online tool or by calling their toll-free outage number 1-800-4OUTAGE (1.800.468.8243). You'll be asked to provide some information about the location of the outage and will also be able to select whether to receive update calls regarding restoration.

<https://www.fpl.com/my-account/web-outage.html#wors/mainTab/phoneTab>

### *Are Disaster Food Stamps available?*

The most up-to-date and accurate information on SNAP benefits and changes will be posted on the ACCESS Florida webpage. There is misinformation currently circulating on social media that indicates that Disaster SNAP is available to any individual who lost power for more than two hours - this is FALSE. Additional scams and rumors may arise. Check the ACCESS Florida webpage for accurate information.

<http://www.myflorida.com/accessflorida/>

Current Food Stamp Customers may submit forms for individual replacement of benefits and the requests will be reviewed as soon as possible.

[www.dcf.state.fl.us/DCFForms/Search/OpenDCFForm.aspx?FormId=597](http://www.dcf.state.fl.us/DCFForms/Search/OpenDCFForm.aspx?FormId=597)

# After the Event: Children

Source: Broward County Government

<http://www.broward.org/Hurricane/AtoZ/Pages/ChildrenAfterEvent.aspx>

The psychological effects of a natural disaster don't go away once the emergency has passed. Children can suffer from nightmares or other problems for up to two years after a disaster. Children are able to cope better with a traumatic event if parents, teachers and other adults support and help them with their experiences.

Help should start as soon as possible after the event. Some children may never show distress because they don't feel upset, while others may not give evidence of being upset for several weeks or even months. Even if children do not show a change in behavior, they may still need your help.

Parents should be on the lookout for signs that their children need some extra counseling.

## **Watch for common child behaviors after a disaster.**

- Children may be upset over the loss of a favorite toy, blanket, teddy bear or other items that adults might consider insignificant.
- They may undergo a personality change – from being quiet, obedient and caring to loud, noisy and aggressive, or from outgoing to shy and afraid.
- Have nightmares or be afraid to sleep alone or with the light off.
- Become easily upset, cry or whine.
- Lose trust in adults because the adults in their life were unable to control the disaster.
- Revert to younger behavior such as bedwetting and thumb sucking.
- Not want parents out of their sight, or refuse to go to school or daycare.
- Feel guilty that they caused the disaster by something they said or did.

## **Tips for Helping Children Cope After a Disaster**

- Talk with your children and listen without judgment. Talk to them at their eye level. Encourage them to ask questions and describe what they're feeling. Assure them the disaster was not their fault.
- Calmly and firmly explain your situation. Tell children what you know about the disaster. As best you can, explain what will happen next.
- Let children take their time to figure things out. Don't rush them or pretend that they don't think or feel as they do. Let them know they can have their own feelings, which might be different than others.
- If you have to seek out alternatives for housing and assistance, try to keep the family together while you look and make the children a part of what you are doing. Otherwise, they might get anxious and worry that when you leave, you won't return.
- Assure fearful children that you will be there to take care of them. Do not expect them to be “brave,” or “tough” or not to cry.
- Include children in recovery activities. Give them chores that are their responsibility. This will help them feel that they are part of the recovery. Having a task will help them understand that everything will be all right.
- Resume familiar routines as quickly as possible. A regular schedule is important for children.
- Allow your children to have as much control as possible over decisions that affect them, such as choosing what outfit to wear, or what meal to have for dinner.
- Find ways to emphasize to children that you love them. Allow special privileges such as leaving the light on when they sleep for an extra period of time after the disaster.
- Restrict viewing of television, especially programs that cover the disaster.
- Encourage children to draw or paint pictures, or write a story of how they feel about their experiences.
- Use music to help relieve stress and tension.

Updated May 2017