



# FLOOD DISASTER RESOURCE GUIDE

## Frequently Asked Questions

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Updated by LHC and OCD Every 5 Days

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### Where do I start the RECOVERY PROCESS?

- **FEMA – Individual Assistance**  
[www.disasterassistance.gov](http://www.disasterassistance.gov)  
 1-800-621-FEMA (3362)  
 1-800-462-7585 (TTY)  
 1-800-621-3362 (VRS)
- **FEMA - Disaster Recovery Centers**  
<http://asd.fema.gov/inter/locator/home.htm>
- **Disaster Unemployment Assistance**  
 1-866-783-5567 (Louisiana Workforce Commission)  
[www.laworks.net](http://www.laworks.net)
- **Supplemental Nutrition Assistance Program (SNAP for groceries and food)**  
[www.dcf.la.gov/SNAP](http://www.dcf.la.gov/SNAP)
- **SBA Loans for individuals** (can help bridge the gap to pay for repairs not covered by insurance or FEMA relief payments)  
[www.sba.gov/disaster](http://www.sba.gov/disaster)  
 1-800-659-2955  
[disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)
- **Mortgage Relief Options**  
[www.knowyouroptions.com/relief](http://www.knowyouroptions.com/relief)

### **Where do I find information about SHELTERS?**

- **Looking for individuals in a Red Cross shelter or more information**  
1-800-REDCROSS (1-800-733-2767)  
[www.redcross.org/local/Louisiana](http://www.redcross.org/local/Louisiana)
- **Shelter List**  
<http://gov.louisiana.gov/news/shelter-information-for-parishes-affected-by-severe-weather>

### **Where do I find HOUSING ASSISTANCE?**

- **FEMA – Transitional Shelter Assistance** (hotel room payments)  
[www.disasterassistance.gov](http://www.disasterassistance.gov)  
1-800-621-FEMA (3362)  
1-800-462-7585 (TTY)  
1-800-621-3362 (VRS)
- **FEMA Rental Assistance**  
[www.disasterassistance.gov](http://www.disasterassistance.gov)  
1-800-621-FEMA (3362)  
1-800-462-7585 (TTY)  
1-800-621-3362 (VRS)
- **LA Housing Search – List of Available Rental apartments or homes (Social Serve)\***  
<http://www.lahousingsearch.org/>  
1-877-428-8844  
\*Website has a search option for accessibility.
- **Shelter At Home** (basic repairs to your home so you don't have to stay in a shelter, hotel room or rental)  
1-800-927-0216  
<https://Shelterathome.la.gov>
- **FEMA - Manufactured Housing Units**  
1-800-621-FEMA  
[www.disasterassistance.gov](http://www.disasterassistance.gov)  
Email if you have commercial parks or mobile home sites for Manufactured Housing Units: fema-ia-dhops@fema.dhs.gov
- **Airbnb Urgent Accommodations**  
<https://www.airbnb.com/disaster/louisianaflooding>
- If you are currently staying in a toxic home or unsafe and/or unsanitary dwelling, you may still check into a shelter.

### **Where do I find help with REPAIRS?**

- **Register for FREE Home cleanup assistance from volunteer groups**

1-800-451-1954

[www.gutcheckLA.com](http://www.gutcheckLA.com)

- **FEMA - Multi-Family Lease and Repair Program** (Available to landlords with qualified rental properties)  
225-382-1464  
<http://gov.louisiana.gov/assets/docs/MultiFamilyLeaseRepairProgramFAQ.pdf>
- **Mold removal guidance**  
<http://ldh.la.gov/index.cfm/newsroom/detail/3966>  
[www.lslbc.louisiana.gov](http://www.lslbc.louisiana.gov) (List of Mold Remediators)
- **Contractor License Confirmation** (Louisiana Licensing Board for Contractors)  
[www.lslbc.louisiana.gov/contractor-search/](http://www.lslbc.louisiana.gov/contractor-search/)  
[http://www.lslbc.louisiana.gov/app/uploads/lslbc\\_brochure.pdf](http://www.lslbc.louisiana.gov/app/uploads/lslbc_brochure.pdf)

### **Where do I find help for my BUSINESS?**

- **Louisiana Business Emergency Operations Center**  
[www.labeoc.org](http://www.labeoc.org)
- **Louisiana Small Business Development Center Network**  
[www.lsbdc.org](http://www.lsbdc.org)
- **SBA Loans**  
[www.sba.gov/disaster](http://www.sba.gov/disaster)  
1-800-659-2955  
[disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)
- **Disaster Loan Information for businesses**  
1-800-621-6232 (FEMA)  
<https://disasterloan.sba.gov/ela/>  
1-800-659-2955 (SBA Loan Center)  
[List of Business Recovery Centers](#)
- **Secretary of State (Salvaging Documents)**  
[www.sos.la.gov](http://www.sos.la.gov)  
<http://www.sos.la.gov/HistoricalResources/ManagingRecords/DisasterPreparationAndRecoveryInformation/Pages/default.aspx>  
225-925-7552

### **Where do I find help with INSURANCE?**

- **FEMA - National Flood Insurance Program**  
<https://www.fema.gov/national-flood-insurance-program>  
1-800-621-FEMA  
Regional Offices: <https://www.fema.gov/national-flood-insurance-program-bureau-statistical-agent-regional-support-offices>
- **FEMA Increased Cost of Compliance-National Flood Insurance Program**  
1-800-427-4661  
[https://www.fema.gov/media-library-data/1424368115734-86cfbaeb456f7c1d57a05d3e8e08a4bd/FINAL\\_ICC\\_Coverage\\_FactSheet\\_29JAN15\\_508.pdf](https://www.fema.gov/media-library-data/1424368115734-86cfbaeb456f7c1d57a05d3e8e08a4bd/FINAL_ICC_Coverage_FactSheet_29JAN15_508.pdf)

- **Louisiana Department of Insurance**  
1-800-259-5300  
225-342-1258  
<http://www.lidi.state.la.us/floodrecovery/>
- **Louisiana Department of Insurance Post Disaster Guide**  
[www.lidi.la.gov/docs/post-disaster-guide](http://www.lidi.la.gov/docs/post-disaster-guide)
- **Louisiana Department of Insurance FAQs**  
[www.lidi.la.gov/online-services/frequently-asked-questions](http://www.lidi.la.gov/online-services/frequently-asked-questions) Select the topic "Weather-Related Losses."
- **Consumer Insurance Updates**  
<http://www.lidi.la.gov/consumerupdates>

### ***Where do I find relief with my TAXES?***

- **State Tax Extensions for Disaster Survivors**  
[www.revenue.louisiana.gov](http://www.revenue.louisiana.gov)  
<http://www.revenue.louisiana.gov/NewsAndPublications/PressReleasedetails/5441>
- **IRS Tax Relief for Louisiana Flood Victims**  
[www.irs.gov](http://www.irs.gov)  
<https://www.irs.gov/uac/tax-relief-for-victims-of-severe-storms-flooding-in-louisiana>  
<https://www.irs.gov/businesses/small-businesses-self-employed/disaster-assistance-and-emergency-relief-for-individuals-and-businesses-1>  
1-800-829-3676 (forms and publications)  
1-800-829-1040 (General tax questions)

### ***Where do I find LEGAL ASSISTANCE?***

- **Disaster Legal Assistance**  
1-800-310-7029 (M-TH 9 a.m. – 4 p.m.)
- **Louisiana Department of Justice**  
[Contractor Fraud](#)  
[Filing a Price Gouging Complaint](#)  
Consumer Protection Hotline: 1-800-351-4889  
[Consumer Dispute Form](#)
- **Secretary of State (Salvaging Documents)**  
[www.sos.la.gov](http://www.sos.la.gov)  
<http://www.sos.la.gov/HistoricalResources/ManagingRecords/DisasterPreparationAndRecoveryInformation/Pages/default.aspx>  
225-925-7552
- **Information for Real Estate Professionals**  
[Catastrophic Flooding FAQ](#)
- **Louisiana State Bar Association**  
<https://www.lsb.org/dr/default.aspx>

### **Where do I find information about TRANSPORTATION?**

- **DOTD Transit Services**  
[Roundtrip Regional Transit Service](#)  
[Ferry status](#)  
504-942-5725 (Hotard Contact)  
511 (Road closures)  
1-888-762-3511 (out of state travelers needing road closure information)  
[www.511la.org](http://www.511la.org)
- **Office of Motor Vehicles (Flood-related motor vehicle issues)**  
1-844-892-4266  
[www.expresslane.org](http://www.expresslane.org)  
<http://www.expresslane.org/Pages/displaced.aspx>  
[https://expresslane.dps.louisiana.gov/DAO\\_Inquire/Flood\\_Inquire\\_01.aspx](https://expresslane.dps.louisiana.gov/DAO_Inquire/Flood_Inquire_01.aspx) (Flooded car inquiry)

### **Where do I find information about HEALTH?**

- **Medicare Questions**  
1-800-259-5300 (Louisiana Department of Insurance)  
<https://www.medicare.gov/>  
1-800-633-4227
- **Emergency Medicare FAQs**  
[www.lidi.la.gov/docs/medicare-faqs](http://www.lidi.la.gov/docs/medicare-faqs)
- **Louisiana Medicaid Information/Application**  
1-888-342-6207  
<http://new.dhh.louisiana.gov/index.cfm/page/237>
- **Drinking Water**  
[Drinking Water Watch Database](#)
- **Vaccine Information (Tetanus, etc.)**  
<http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/3964>
- **Mosquito/Zika Information**  
[Zika/Mosquito Information](#)
- **Disaster Distress Information for First Responders and Survivors**  
1-800-985-5990  
Text TalkWithUs to 66746  
[Behavior Health Help Contacts](#)  
[http://dhh.louisiana.gov/assets/docs/EmergencyPrep/katrinarita/TipsSurvivorsDisasterOtherEvent\\_ManagingStress.pdf](http://dhh.louisiana.gov/assets/docs/EmergencyPrep/katrinarita/TipsSurvivorsDisasterOtherEvent_ManagingStress.pdf)
- **Information about Cleaning Up and Repairs in the Presence of Mold**  
<http://dhh.louisiana.gov/index.cfm/faq/category/41>

### **Where do I find up-to-date EMERGENCY INFORMATION?**

- **DOTD Real-Time Road Closures**  
[www.511la.org](http://www.511la.org)
- **Louisiana State Police**  
225-925-6325 or \*LSP from any cell phone
- **Parish Emergency Contacts (GOHSEP)**  
<http://gohsep.la.gov/ABOUT/PARISHPA>

**Where do I DONATE/VOLUNTEER?**

- **Donations (Multi-Agency Disaster Warehouse)**  
[2016flooddonations@gmail.com](mailto:2016flooddonations@gmail.com)  
225-800-2227
- **Multi-Agency Disaster Warehouse**  
9550 Dawnadele Ave.  
Baton Rouge, LA 70809
- **Volunteer**  
[www.volunteerlouisiana.gov](http://www.volunteerlouisiana.gov)

**Where do I find information about FOOD?**

Acadia	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Ascension	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>
Assumption	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>
Beauregard	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Calcasieu	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Cameron	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
East Baton Rouge	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>
East Feliciana	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>
Evangeline	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>

Iberia	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Iberville	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>
Jefferson	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Jefferson Davis	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Lafayette	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Lafourche	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 <a href="http://no-hunger.org/emergency-food-locator/">http://no-hunger.org/emergency-food-locator/</a>
Livingston	Greater Baton Rouge Food Bank	225-359-9940 <a href="mailto:disasterfoods@brfoodbank.org">disasterfoods@brfoodbank.org</a>

**Where can I find ADDITIONAL RESOURCES/SERVICES?**

- **Louisiana 211**  
[www.louisiana211.org](http://www.louisiana211.org)
- **Low Income Home Energy Assistance Program (LIHEAP)**  
[www.lhc.la.gov](http://www.lhc.la.gov)  
225-763-8700

*The Disaster Recovery Unit within the Office of Community Development is dedicated to helping Louisiana's residents recover from hurricanes Katrina, Rita, Gustav, Ike and Isaac. As the state's central point for hurricane recovery, OCD-DRU manages the most extensive rebuilding effort in American history, working closely with local, state and federal partners to ensure that Louisiana recovers safer, stronger and smarter than before.*

*The Mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy efficient housing. Each day this ongoing challenge is met by a dedicated staff of professionals who allocate federal and state funds to help low-to-moderate income citizens make their housing dreams a reality.*