



Minnesota
June 3, 1997

Recovery Times

"People Helping People"



FEMA
ISSUE 3



Jim Retterath holds his grandsons as truck moves his Austin home.



Photos by Harmel Foods

The Retterath home was relocated to higher ground in the same town.

Floods Inevitable, Damage Not Moving to Higher Ground

After suffering through periodic flooding for over 15 years, Jim Retterath was one of the first to sign up for an offer to move his house.

Following the flood of 1993, the Austin Housing and Redevelopment Authority offered residents in the floodplain two options: they could use the money from the sale to buy another home or they could have the city deed back their home to them, with the stipulation that they move it out of the floodplain. Jim Retterath chose the second option.

"They were offering me a chance to get out, and I took it," said Retterath. "It was strictly voluntary."

After looking at "at least 100" different lots, the Retteraths selected a site. Excavation for the basement began right away. Next, they solicited bids from house-moving companies and chose one.

Arrangements were made with Austin utilities, the local cable company and other

agencies to prepare the route for relocation.

Coworkers helped Retterath move the furnace, hot-water heater and other items from the basement. The day before the move, the utilities were disconnected and hydraulic jacks were placed under the beams.

"We left furniture in place, mirrors on the wall and items on the shelves," Retterath said. "My wife did take the china down, though."

Less than four hours later, the move was completed.

"Now that we're here and getting everything in shape, everyone is happy about it," Retterath said. "I know we did the right thing."

Eventually, 75 Austin families agreed to sell their homes or land and relocate as part of a community mitigation program. The land, which was in the floodplain, is now a public park.

Disaster Application Deadline Extended

Minnesota residents who have not yet applied for federal disaster assistance have until July 7 to file applications for disaster assistance.

"We want to get as many flood victims as possible registered so that they can get the help they need to get back on their feet," Federal Coordinating Officer Bob Teeri said.

Jim Franklin, state coordinating officer, added that the deadline was extended to give Minnesota residents more time to apply for disaster assistance.

As of the end of May, more than \$40 million in housing grants, low-interest loans and assistance from individual programs had been issued to 11,251 Minnesota disaster applicants to assist in their recovery from the devastation of the severe storms and flooding that began March 21. The Individual and Family Grant Program disbursed \$1.3 million.

The U.S. Small Business Administration approved more than \$26.9 million in low-interest disaster loans to Minnesotans. Nearly 5,500 people had visited the seven fixed disaster recovery centers and 1,525 disaster unemployment claims totaling \$536,871 had been paid.

With the July 7 deadline for filing for assistance approaching, federal and state officials are urging those still needing assistance to register as soon as possible. Those who have already applied, but have questions, should call the **FEMA Helpline at 1-800-525-0321 (TTY: 1-800 660-8005)**.

Apply By Phone
1-800-462-9029

(TTY: 1-800-462-7585)

8 a.m. to 8 p.m. seven days a week.

Toll Free



A Message From

**Federal Coordinating
Officer
Bob Teeri**

As the flooded communities in Minnesota begin the difficult process of recovery, many residents worry that their towns will never be

the same, that residents will lose heart and spirit, that what has been familiar is irreplaceable.

But I am confident the resilient residents of Minnesota will fight back against the floods.

By acting now, Minnesotans can reduce their vulnerability to another devastating flood. Mitigation is not just a process for officials. There are many actions home owners and businesses can take to reduce risk of future damage. For example, purchasing National Flood Insurance policies provides a cost-effective safeguard against uninsured losses for both structures and personal property.

Flood-proofing measures also can be economical and relatively simple — and can be done as part of repairing existing flood damage. Elevating electrical boxes, water heaters and heating systems from flooded basements to a level above the base flood elevation is an excellent preventive measure. And not only can such measures reduce risk, they also bring peace of mind to flood-weary residents.

Residents can be confident that their communities will survive, and indeed thrive, in the future. We're all working toward that goal. Together we can make it happen.



A Message From

**State Coordinating
Officer
Jim Franklin**

As Minnesotans continue to clean up in the wake of devastating flooding, many residents face a choice.

They can restore their homes and businesses essentially the way they were and hope nature will spare them from future floods. Or they can look ahead and make an extra investment in improvements that reduce or prevent future damage.

Minnesota is working in partnership with FEMA, local government officials, nonprofit organizations and some businesses to develop an integrated approach to reduce future flood hazards.

But there is only so much government can do. Taking individual responsibility to reduce risk is something every Minnesotan can do.

First, buy flood insurance. Most floods are never declared federal disasters, which means flood insurance is the only help you can count on.

Second, think about mitigation. We can rebuild differently to prevent future damage, and we can construct new buildings with flood-proofing in mind.

Finally, build awareness. Take advantage of the free flood information found in Minnesota governmental offices, libraries and schools.

There is no guarantee another flood won't occur. But we can cut our losses. Flood victims who protected their property after the 1993 floods report little or no damage this year.

They have set a good example for others living in flood-prone areas. I urge you all to follow that example.

Complete Your SBA Disaster Loan Application Now

Home owners, renters and non-farm business owners who suffered damage from the flood should complete and return their U.S. Small Business Administration (SBA) loan applications promptly.

“Filing an SBA disaster loan application in no way obligates the applicant to accept the loan,” SBA Regional Administrator Peter Barca said, “We urge anyone who suffered losses from the flood to file as soon as possible.”

Even if you believe you may not qualify for or do not want an SBA loan, you should still apply. If SBA determines that you are unable to repay a loan, SBA automatically refers you to the state-run grant program. If you receive an SBA loan application in the mail, complete it and return it.

It is advisable to apply for assistance promptly, rather than wait for insurance settlements, which can take a long time to process. Flood survivors can register for all types of disaster assistance simply by calling the Federal Emergency

Management Agency (FEMA) toll-free application number, **1-800-462-9029 (TTY 1-800-462-7585 for speech- and hearing-impaired)**.

SBA offers loans of up to \$200,000 to repair damaged homes and up to \$40,000 to replace personal belongings, including automobiles. Loans of up to \$1.5 million are available to businesses and eligible nonprofit organizations to repair business premises and equipment. Economic Injury Disaster Loans (EIDLs) also are available to help small businesses in declared counties and in counties contiguous to them.

Although SBA loans cannot be used to upgrade homes, funds may be available for improvements that will limit similar damage in the future.

Actual loan amounts and terms are set by SBA, based on each applicant's financial situation. For specific information regarding SBA disaster loan program, call **1-800-359-2227**.

Concerned about Your Mortgage?

When your home is damaged and your income stopped because of the flood, what do you do about your mortgage payment?

The Minnesota Housing Finance Agency (MHFA) suggests you call your mortgage company's loss mitigation or default servicing unit. Many companies have alternatives to default, such as:

A repayment plan - an agreement between the home owner and lender to repay the delinquent amount gradually within a specified period of time;

A forbearance agreement - an arrangement to suspend or reduce normal monthly payments for a period of time, after which the delinquent amount will be repaid gradually or all at once;

A loan modification plan - an agreement that permanently changes one or more of the original terms of the loan, including interest rate, payment, maturity or the amount of the unpaid balance.

"There are numerous mortgage lenders/servicers whose customers have been affected in various ways by the flood," Mike Haley, director of MHFA's homes division, said. "Because the lenders have different plans for dealing with this disaster, the most effective way for home owners to resolve their mortgage concerns is to contact their lenders directly."

If you are unable to resolve your mortgage problem with your lender, call the MHFA toll-free hotline, **1-888-234-4935**, or the local number, **612-296-7529**.

Make sure disaster aid goes to those who deserve it.

FEMA Fraud Hotline.

1-800-323-8603

Disaster recovery assistance is available without regard to race, color, sex, religion, national origin, age, disability or economic status. If you or someone you know has been discriminated against, call the FEMA Helpline, 1-800-525-0321 (TTY: 1-800-660-8005).



FEMA photo by Dave Saville

Buyer beware! Submerged cars, like this one in East Grand Forks, may turn up for sale.

Beware of Buying a Flooded Car

The spring floods that hit not only Minnesota, but many midwestern states, makes it likely some flood-damaged vehicles will end up being offered for sale in Minnesota.

Minnesota law regulates the sale of flood-damaged vehicles. If a late model vehicle (currently the 1992 model year and newer) has suffered damage exceeding 70 percent of its actual value, the seller is required to disclose the damage to the buyer on the vehicle's certificate of title at the time of sale.

How can you tell if a car has been damaged by water? Often electrical problems don't surface immediately. Instead, they lie dormant for a year or more until corrosion eats away at the affected parts and cause them to fail.

Following are some tips to help you determine if a car has been flood-damaged.

- Carefully examine the vehicle's interior and engine compartment for evidence of water and grit that may have resulted from submersion in water.
- Check for mud and grit in alternator crevices, behind wiring harnesses and

around small recesses of starter motors, pumps and relays.

- Check under the dashboard for dried mud and residue, and look for any evidence of mold or musty odor in the upholstery, carpet or trunk.
- Inspect the undercarriage for any evidence of rust or flaking metal.
- Ask to see the vehicle's title. If a late model vehicle has been "totaled" (declared a total loss) and purchased by an insurance company for flood damage, the Minnesota title should bear the stamp "Flood Damaged."
- Consider contacting the Motor Vehicle Division of the Minnesota Department of Public Safety for assistance in running a title search. Your request must be made in person at the central office in St. Paul or by mail. You will need the vehicle's license plate number. Contact the department at (612) 296-6911.
- And, of course, ask the seller. If the seller indicates that the vehicle hasn't been flooded, request assurance in writing.

Minnesota: Leading the Way in Flood Mitigation

Imagine a spring without sandbags, without the fear of levee breaks, without muddy river water flowing into neighborhoods. While a completely flood-free future may never be possible, officials from Minnesota and the Federal Emergency Management Agency (FEMA) are working hard to reduce the likelihood of future floods.

Minnesota's successful interagency group, organized after the 1993 floods, has been reconvened to deal with the new flooding in the Red River Valley and elsewhere in the state. The group is made up of representatives of 23 federal and state agencies.

The major hazard mitigation measures to be taken are expected to be acquiring

and relocating flood-damaged properties. Many communities are still developing proposals to be submitted for funding to the Minnesota Recovers Task Force.

In East Grand Forks, three areas have been targeted and the city is now surveying properties for acquisition. The city of Dawson also plans property acquisitions, and elevations are a possibility in some areas.

"We want the communities to look at potential solutions comprehensively," Terri Smith, state hazard mitigation officer said. "We want them to give some thought to long-term solutions, rather than band aids."

Since the 1993 Midwest floods devastated nine states, Minnesota officials have successfully pursued innovative projects aimed at reducing the flood risk in the state.

Taking advantage of changes in the law that funneled more funding into preventing floods, Minnesota had the first post-Midwest flood mitigation project underway in 1993. The state acquired 14 homes in Springfield, along the Cottonwood River. In other projects, 175 residences and 15 commercial properties were bought and moved from the floodplain or demolished.

The state also improved a drainage ditch in Marshall and is re-routing another in Olivia.

All told, nearly \$13 million of FEMA funding is being spent on mitigation projects. In addition, the state of Minnesota annually appropriates funds for flood-related projects. A substantial amount of these funds is used for mitigation.

"Minnesota was the first state where an inter-agency recovery group was convened to review projects and set priorities," said Steve Prestin, a FEMA mitigation specialist. "That approach has been copied and used in other states."

Prestin said that Minnesota stands out in its innovative approach to mitigation. One cutting-edge project is a new, high-tech flood-forecasting project that will allow quicker and more accurate readings of river changes. Under the new system, automatic river readings are transmitted by satellite to the National Weather Service. The system also allows readings to be transmitted to local communities if flooding is imminent, so that greater advance notice can be given.

Flood Insurance a Good Move for East Grand Forks Couple

Like many other East Grand Forks residents, Judy and George Hanson returned to a family home made uninhabitable by floodwaters that surged through their neighborhood.

But in one respect, the Hansons are better off than many of their neighbors. The couple had flood insurance.

Judy Hanson said she began to think about buying flood insurance earlier this year after seeing a television commercial explaining its benefits.

Her husband was skeptical.

"He said, 'Judy, if your house is flooded, the whole town is flooded,'" she said. "And that is exactly what happened."

Judy, who had spent her entire life in East Grand Forks, knew that serious flooding was a real possibility. A flood in the 1950s had submerged everything but the roof of her family home. She remembered how the subsiding water of the Red River left behind an interior landscape of ruin, where furniture and keepsakes had been transformed into a pile of malodorous debris.

The Hansons finally decided to purchase a policy on March 13. The coverage, \$100,000 for the structure and \$25,000 for the contents, went into effect April 13, less than a week before the Flood of '97 tore through their house.

With the help of the insurance settlement, the Hansons soon will move from their temporary quarters, a FEMA travel trailer parked in the driveway of their flood-ravaged home, to a house they have purchased in a different section of East Grand Forks.

Kathy Spinella, the flood insurance catastrophe office manager for Minnesota, South Dakota and North Dakota, said that policyholders like the Hansons are finding that their flood insurance settlements provide them with a range of options, whether it's repairing an existing home or buying another farther away from the river.

She said settlement checks to flood victims began to be issued as soon as two to three weeks after claims were filed.

"All they have to do is call their insurance agent and have the adjuster come out to look at the damage," she said.

Getting Copies of Financial Records

As recovery from the flood gets underway, you will need records of your finances for short- and long-term financial planning. They also are required when you apply for assistance. If your personal financial documents have been lost, you will need to find copies.

Call your insurance agent or company to get copies of your insurance policies, recent billing statements, cash-value statements and other applicable information. If you experience difficulties locating your agent, call the Minnesota Department of Commerce at **1-800-657-3602**.

Contact your local credit bureau and financial institutions (banks, credit union) for copies of credit reports, loan applications, bank statements or other such records.

The IRS and the Minnesota Department of Revenue have copies of your tax records and filings for the last three years. For federal records call **1-800-829-1040** and for state records call **1-800-652-9094**.

Temporary Job Program Begins

An emergency employment-aid grant from the U.S. Department of Labor is now providing temporary work to people who have lost their jobs or are unable to work because of the flood.

Workers will help clean up, repair and reconstruct public and private nonprofit property in the federal disaster-designated counties so that regular business can resume. Workers may be employed for up to six months and may not receive more than \$12,000 in wages.

There are no residency requirements, but program participants must be unemployed due to flooding. Applicants should have their social security numbers and earnings and employment history available.

For information call **1-888-GET-JOBS**.

Note: Disaster Unemployment Assistance (DUA) is available to Minnesota residents who are totally or partially unemployed as a direct result of the disaster.

DUA is a federal program which provides jobless payments to individuals who are not eligible for state unemployment benefits. This includes self-employed individuals, business owners, farmers, farm workers and migrant farm workers.



FEMA photo by Carol Hector-Harris

The Anderson family, pictured here with a FEMA representative, was the first to move into a travel trailer in East Grand Forks while their home is being repaired.

Travel Trailers and Mobile Homes

Temporary Housing for Flood-Stricken Families

When rising waters drove Donald and Patricia Anderson and their daughters away from their home on Rhinehart Drive in East Grand Forks, they were taken by surprise.

"Donald and I lived here for 20 years and nothing like it happened before," Patricia said. "We never purchased flood insurance because we live far away from the river."

The Andersons' basement flooded and their daughters' belongings were completely destroyed. When they were able to begin cleaning up, the family drove 150 miles a day round-trip from a sister's home in Fargo.

The Andersons were the first family to receive an 8-by-30 travel trailer from FEMA in East Grand Forks.

"It's wonderful to have a home, even if home is a trailer for now," Patricia said. "FEMA has been excellent. They responded quickly to our needs. At the present time, I have no idea how long it will take to repair our house."

The first 118 travel trailers and four mobile homes have been occupied in communities in five different counties to provide temporary housing for flood survivors when no other housing resources are available.

As of the end of May, 228 travel trailers and 52 mobile homes had arrived in Minnesota as part of an initial FEMA order of 400 and 200, respectively. More than 500 requests for travel trailers or mobile homes have been received, and 378 of those were being processed. An additional 543 families have received assistance in locating other housing resources.

Federal and state officials have been meeting with mayors and local leaders in flood-affected communities to explore every possible temporary housing option.

Disaster applicants who cannot find temporary housing and are interested in a travel trailer or mobile home should call the **FEMA Helpline at 1-800-525-0321**. The speech and hearing impaired may call **(TTY) 1-800-660-8005**.

To help you, FEMA will . . .

- Provide you with access to disaster assistance.
- Provide you with an opportunity to tell your story to a responsive FEMA representative.
- Treat you with respect and caring.
- Give you clear, accurate information about available assistance and how to apply for it.
- Explain clearly what you need to do after registration, what you can expect from government agencies and how long the process should take.
- If you are eligible, provide you with disaster housing assistance as promptly as possible and give you an estimate of when you will receive assistance.
- Advise you on how to protect against future losses.
- Use your suggestions to improve our service.

Message from the Editor

This is the third issue of *Recovery Times* published for victims of the Minnesota and Red rivers flooding. The newsletter provides a means for FEMA and the Minnesota Division of Emergency Management and other agencies to inform you about disaster assistance, how you can apply for disaster aid and how long the process should take.

More than 140,000 copies of the second issue of *Recovery Times* were distributed statewide, beginning May 2.

We are grateful to all those who helped distribute the previous issue, including newspapers throughout the state, congressional and state legislative offices, local emergency management agencies, the American Red Cross and other community organizations.

Copies of the first and second issues still may be available through the state/FEMA disaster field office in Minneapolis (phone: 612-970-3000), local Red Cross chapter offices or your state legislator.

This issue of *Recovery Times* is published by the Federal Emergency Management Agency (FEMA) and the Minnesota Division of Emergency Management, with help from other federal, state and voluntary agencies. It provides timely and accurate information about disaster recovery programs. Comments and inquiries about *Recovery Times* may be directed to **1-800-525-0321**. For additional copies of *Recovery Times*, call **1-800-480-2520**.

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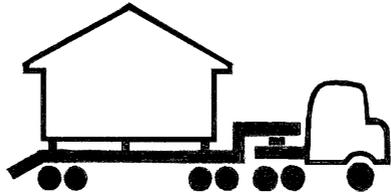
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<http://www.fema.gov>

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Flood-Damage Reduction Menu

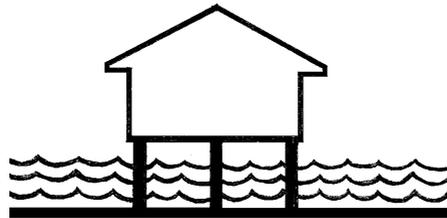
Techniques to Prevent or Reduce Flood Losses

By taking preventive actions now — before the next flood — you can reduce damage to your home and property. Consider the following options listed below before taking action.



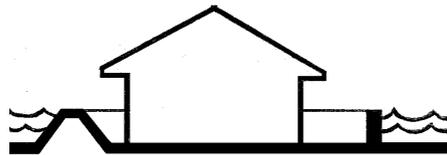
Relocation

- Most effective technique, but also most expensive
- Things to consider:
 - Where to go
 - What to do with the old site



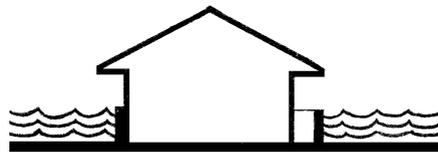
Elevation

- The next best technique if you can't relocate
- Can reduce your flood insurance rates
- Things to consider:
 - How high to elevate
 - Cost
 - What method



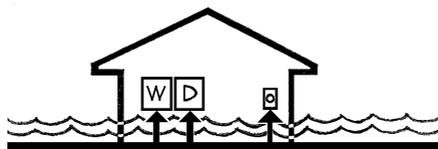
Levees & Floodwalls

- Effective technique, but requires enough space
- Sometimes not permitted by surface water regulations



Dry Floodproofing

- Keeps water out of building by sealing walls, stairwells and openings
- Things to consider:
 - How high up the walls to floodproof
 - What methods to use



Wet Floodproofing

- Assumes water will get into building
- Protects by elevating appliances, electrical devices, water heater, etc.
- Uses water-resistant materials below the flood line

Take preventive action now, before the next flood. Consult with a licensed architect or engineer for a safe, functional design solution. Then, make sure the work complies with local building regulations.

Best Assurance? Flood Insurance

When the Red and Minnesota Rivers flooded Minnesota communities, many residents and businesses regretted that they had not purchased flood insurance. But the 623 East Grand Forks homeowners and businesses and those in other flooded areas who did have policies as of the end of March found that the coverage was well worthwhile.

Insured homeowners, renters and businesses began receiving checks less than 45 days after the floods. The policies covered the cost of sandbagging their homes (up to \$750) and moving their personal property from their homes (up to \$500).

Flood insurance policies are available and affordable. For people living outside the floodplain, premiums for maximum coverage (\$250,00 for homes and up to \$100,000 for contents) cost less than \$1 a day. Small business structures are covered for up to \$500,000 and their contents for a maximum of \$500,000.

There is a 30-day waiting period for new policies to take effect, but there is no moratorium on the purchase of flood insurance. Policies are available for homeowners, businesses and renters.

The average annual premium for the 6,856 Minnesota residents who have flood insurance is \$353 a year. The minimum deductibles are either \$500 or \$750 depending on the flood zone and date of construction.

Even if you have been flooded previously, as long as your community is participating in the National Flood Insurance Program (NFIP), you can obtain flood insurance. Limited basement coverage is also available.

For more information about flood insurance, call NFIP or contact your local insurance company.

**National Flood
Insurance Program
1-800-611-6123**



FEMA photo by Dave Saville

Weeks after the Red River crested, this street in East Grand Forks was still a waterway.

Preparing for the Next Flood

Even though you may be in the beginning stages of recovering from the flood, it's not too early to think about flood preparedness.

"Year after year, flooding is the leading cause of property loss from natural disasters in this country," Federal Coordinating Officer Bob Teeri said. "People need to think about what they'll do the next time floodwaters approach."

Here are some ways you can protect your family and belongings from danger before the next flood:

- **Floodproof your home.** Make all appropriate structural and environmental changes to your home and property to limit the possibility of flood damage. Call the **FEMA Helpline at 1-800-525-0321** to find out more.

- **Purchase flood insurance.** Even if you have floodproofed your home, you still need insurance to protect you from unexpected events and floods that are not presidentially declared disasters. Home owners insurance policies do not cover flooding. You may purchase flood insurance even if you have been flooded before. There is a 30-day waiting period, so call your local insurance agent or the National Flood Insurance Program at 1-800-427-4661 to get more information.

- **Plan ahead.** Know the terms used to describe flooding. A "flood watch" means flooding is possible. A "flood warning" means flooding is occurring or will occur

soon. If advised to evacuate, do so immediately.

- **Make an evacuation plan.** Know your community's flood evacuation routes. Get in the habit of keeping a full tank of gas in your car. Know how to shut off electricity, gas and water and have the tools you would need on hand. And make arrangements to take your pets to a kennel or a friend's home on higher ground.

- **Stay in touch.** Decide how you and your family members will contact each other and where you will go if you are separated during an approaching flood.

- **Make a record of your personal property.** Photograph or videotape your belongings and keep the records in a safe place.

- **Store valuables.** Keep insurance policies, deeds, property records and other important papers in a safe place away from your home.

- **Assemble a flood supply kit.** It should include first-aid supplies and required medications, canned food and a can opener, at least three gallons of water per person, protective clothing or rain gear, bedding or sleeping bags, a battery-operated radio, a flashlight with extra batteries and special items for infants and the elderly.

"Flood preparedness works to reduce the impact of disaster or avoid the danger altogether," Federal Coordinating Officer Bob Teeri said. "That can give us some peace of mind."

Protecting Your Home from Future Flood Damage

When repairing and rebuilding your flood-damaged property, you can prevent future damage to your property by taking a variety of actions. This is called mitigation.

Use Low-cost Measures

Elevate the utilities out of the reach of floodwaters. Heating and hot-water systems can be elevated by using a suitable masonry base at least 12 inches above the flood level.

Electrical panels and utilities also should be relocated to an area above the flood level. If the space is not high enough to allow elevation of the utility, move it to an upper floor or attic space.

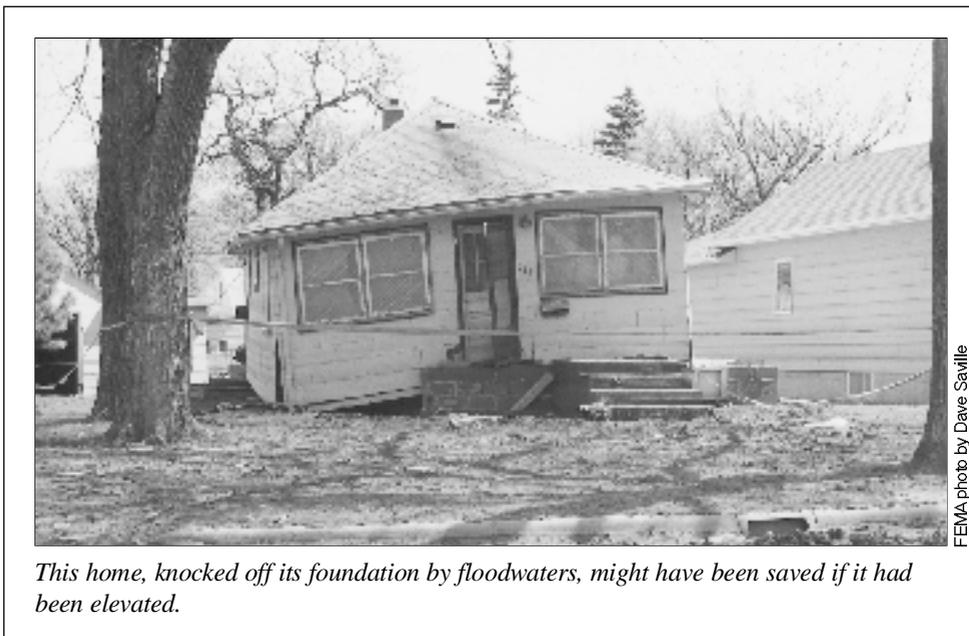
Anchor fuel tanks to the floor or wall to prevent them from overturning and floating away. Use non-corrosive metal supports or pressure-treated wooden ones.

Build a floodwall around basement windows to protect the basement from low-level flooding.

Elevate Your House

For this solution, the structure is raised so that the main living floor is above the base flood elevation and a new foundation is put under the existing structure.

Your local building officials can deter-



This home, knocked off its foundation by floodwaters, might have been saved if it had been elevated.

mine safe flood-elevation heights (known as “base flood elevations”).

New stairs and landings then are built to provide access to the main floor.

Relocate

The most permanent solution to protect yourself and your family from the haz-

ards of dangerous floodwaters is to move your home to a safe location.

If you own vacant land outside of the flood zone, it may be possible to move the house to a new site.

This may take a lot of advance planning, but the result may put you at ease for a lifetime.

Important Phone Numbers - *Clip and Save*

Federal Agencies

FEMA Registration. 800-462-9029
 (TTY for hearing/speech-impaired). 800-462-7585
 Disaster Information Helpline. 800-525-0321
 (TTY for hearing/speech-impaired). 800-660-8005
 FEMA Fraud Detection. 800-323-8603
 National Flood Insurance Program 800-427-4661
 Social Security Administration 800-772-1213
 U.S. Small Business Administration 800-359-2227
 Internal Revenue Service. 800-829-1040
 (TTY for hearing/speech-impaired). 800-829-4059
 Housing and Urban Development Hotline. 800-669-9777
 Department of Veterans Affairs 800-827-1000

State Agencies

Attorney General Consumer Division 800-657-3787
 Board of Electricity. 612-642-0800
 Board of Registration (Architecture,
 Engineering, Land Surveying). 612-296-2388

Commerce 612-296-4026
 Economic Security 612-296-3644
 Flood Control Information
 Hotline 800-657-3504
 Health. 800-369-7994
 Natural Resources. 800-766-6000
 Human Services 612-296-6117
 Public Service. 612-296-5120
 Pollution Control Agency 800-657-3864
 Public Safety. 612-296-6642
 Trade and Economic Development 800-657-3858
 Workforce Centers Hotline 888-GET-JOBS

Volunteer Agencies

American Red Cross. 800-272-2684
 Salvation Army 800-SAL-ARMY
 Animal Humane Society 612-522-4325
 United Way, First Call for Help. 800-543-7709