

# Where to Go When FEMA Can't Help? Just dial “2-1-1”

---

Release Date: June 14, 2021

## Where to Go When FEMA Can't Help? Just dial “2-1-1”

**CLANTON, Ala.** – FEMA disaster assistance provides grants to help eligible homeowners and renters with temporary housing, essential home repairs, personal property replacement, and essential disaster-related needs. But not all disaster survivors who applied for assistance are eligible; you may be eligible for some aid but may still have unmet needs.

### Where can you turn for help? Who can you call? Where can you go?

In Alabama, *2-1-1 Connects Alabama* is a shortcut to health and human services agencies that can provide help to individuals and families recovering from the devastation of the March 25-26 Severe Storms and Tornadoes.

By simply dialing “211,” those in need of assistance can be referred, and sometimes connected, to appropriate agencies and community organizations. *2-1-1 Connects Alabama* works a bit like 911. Calls to 211 are routed to a call center. From there referral specialists use a database of resources from private/public health and human service agencies to match the callers’ needs or refer, them directly to an agency or organization that can help.

**Below are just some of the services *211 Connects Alabama* can help callers’ access:**

- **Basic Human Needs Resources:** food banks, clothing, shelters, rent assistance, utility assistance
- **Government information:** city, county, state services and programs
- **Health and Mental Health Resources:** health insurance programs, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation
- **Support for Older Americans and Persons with Disabilities:** adult day care, congregate meals, Meals on Wheels, respite care, home health care,



transportation, homemaker services

- **Support for Children, Youth and Families:** childcare, after-school programs, Head Start program, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services
- **Volunteer Opportunities and Donations:** community involvement, volunteer centers, disaster relief
- **Military and Family Support:** programs that serve veterans and their families, community resources, mental health resources, counseling

*2-1-1 Connects Alabama* also provides incident specific information in coordination with local emergency services during times of disaster, including road closures and shelters. You can reach out to *2-1-1 Connects Alabama* by dialing 211 on any telephone, or call or text **888-421-1266**.

For more information about *2-1-1 Connects Alabama*, or to chat with a 2-1-1 specialist, visit <https://www.211connectsalabama.org>

## **Additional Available Help from Other Government Agencies**

### **Alabama Department of Labor (ADOL)**

If you've lost your job, the Alabama Works site at <https://labor.alabama.gov/online-services.aspx> will take you through the simple, easy step-by-step process of filing for unemployment and finding a new job.

### **Internal Revenue Service**

Special tax law provisions may help individual taxpayers and businesses recover financially from the March 25-26 Severe Storms and Tornadoes located in **Bibb, Calhoun, Clay, Hale, Jefferson, Perry, Randolph, and Shelby counties**. depending on the circumstances, the IRS may grant additional time to file returns and pay taxes.

Both individuals and businesses in a federally declared disaster area can get a faster refund by claiming losses related to the disaster on the tax return for the previous year, usually by filing an amended return. You may deduct the loss or partial loss of your home, household goods, and motor vehicles from disaster damage on your individual federal income tax return. For more information, visit the [www.irs.gov](http://www.irs.gov) website.



## Federal National Mortgage Association (Fannie Mae)

Fannie Mae's Disaster Response Network™ offers free support for eligible homeowners from HUD-approved housing advisors, including:

- Personalized recovery assessment and action plan
- Assistance with filing claims (i.e. FEMA, insurance, and SBA)
- Help work with mortgage providers on payment relief options
- Access to Clearpoint Project Porchlight disaster recovery tools and resources
- Web resources and ongoing guidance from experience disaster relief advisors

To learn more visit [www.fanniemae.com/disaster-help-homeowners](http://www.fanniemae.com/disaster-help-homeowners) or call [877-833-1746](tel:877-833-1746).

## Substance Abuse & Mental Health Services Administration (SAMHSA)

The SAMHSA Disaster Distress Helpline is a national hotline that offers year-round disaster crisis counseling. If you feel distressed because of the storms, you can use this free service. It's toll-free, multilingual, crisis support, and is available 24 hours a day, 7 days a week. Helpline staff provides counseling and support and can help you learn how to cope with common stress reactions. They can also provide information and referrals to local resources for follow-up care.

If you or someone you know is struggling with the disaster, you are not alone, you can call the **Disaster Distress helpline at 800-985-5990 or text "TalkWithUs" to 66746**. Press "2" for 24/7 bilingual support. To learn more, visit [www.SAMHSA.gov](http://www.SAMHSA.gov)

## More Resources Available to Alabama Survivors Who Need Help

- Alabama Voluntary Organizations Active in Disaster (ALVOAD). Alabama VOAD seeks to ensure the availability of needed resources and services and encourages the uniform, impartial delivery of resources and services to disaster survivors in Alabama. You can also email [info@alvoad.org](mailto:info@alvoad.org)
- You can get access for more disaster help and resources, as well as a personalized list of available assistance. (No login or personal information required.) Visit [www.benefits.gov/benefit-finder/Household](http://www.benefits.gov/benefit-finder/Household)



For additional online resources, as well as FEMA downloadable pamphlets and other aids, visit [www.disasterassistance.gov](http://www.disasterassistance.gov) and click “Information.”

For referrals to Alabama’s health and human service agencies as well as community organizations, dial **211**, text **888-421-1266**, or chat with referral specialists via [www.211connectsalabama.org](http://www.211connectsalabama.org).

For more information on Alabama’s disaster recovery, visit [ema.alabama.gov](http://ema.alabama.gov), [AlabamaEMA Facebook page](#), [www.fema.gov/disaster/4596](http://www.fema.gov/disaster/4596) and [www.facebook.com/fema](http://www.facebook.com/fema).

###

*FEMA’s mission is helping people before, during, and after disasters.*

