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State News Desk: (850) 921-0217  
FEMA News Desk: (850) 559-3395

# Fact Sheet

## Resources for Unmet Needs of Hurricane Irma Survivors

**ORLANDO, Fla.** – Survivors of Hurricane Irma who face unmet needs may find help through state and federal resources listed below.

### State assistance:

- Florida 211**  
Floridians seeking information about disaster-related services and unmet needs may call Florida 211, a statewide referral service. Call 211 to find resources in your community, such as food, childcare and crisis counseling.
- State Assistance Information Line**  
Call 800-342-3557 to receive information regarding Hurricane Irma recovery or visit [FloridaDisaster.org](http://FloridaDisaster.org).
- Available Housing Information**
  - o Florida residents who have been displaced by Hurricane Irma may search for available housing on [FloridaHousingSearch.org](http://FloridaHousingSearch.org).
  - o Property owners and managers can add and/or update listings of available units. [Login](#) or call toll-free 877-428-8844 for assistance.
- Legal Services: Florida Bar Association**  
Free legal assistance on some disaster-related issues is available to low-income disaster survivors. Call 866-550-2929 or visit [www.floridalegal.org/irma](http://www.floridalegal.org/irma).
- Services for Seniors**  
Florida has numerous programs and services for seniors. Details can be found on the Department of Elder Affairs website at [elderaffairs.state.fl.us/doea/programs.php](http://elderaffairs.state.fl.us/doea/programs.php).

**Mental Health Services**

The [Florida Department of Health](http://www.floridahealth.gov) works to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. There are resources available for supporting the mental and emotional health needs of children and families before, during and after a disaster. Visit [www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/behavioral-health/index.html](http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/behavioral-health/index.html).

**People with Disabilities**

The [Florida Developmental Disabilities Resources website](http://www.flddresources.org) is a resource for individuals with developmental disabilities living in or moving to the state of Florida. Its primary purpose is to help individuals with developmental disabilities find a provider who best meets their needs. Visit [www.flddresources.org](http://www.flddresources.org).

**Employment**

The [Employ Florida Hurricane Irma Recovery Jobs Portal](http://disasterrecovery.employflorida.com/vosnet/Default.aspx), administered by the Department of Economic Opportunity (DEO), provides links to recovery and cleanup jobs across the state. Employers may also post job openings on the site. Visit [disasterrecovery.employflorida.com/vosnet/Default.aspx](http://disasterrecovery.employflorida.com/vosnet/Default.aspx).

**Health and Safety**

After a disaster, safety is a primary issue, as are mental and physical well-being. These two sites have information on potential health hazards and staying well: [www.floridahealth.gov](http://www.floridahealth.gov) and [www.ready.gov/health-safety-guidelines](http://www.ready.gov/health-safety-guidelines).

**Florida business recovery resources:**

**Florida Businesses Impacted by Disaster**

[Florida Virtual Business Emergency Operations Center](http://www.flvbeoc.org) provides information and resources for registered businesses impacted by a disaster, including news and what to do after a disaster. Businesses may also share the extent of damage they suffered. Visit [www.flvbeoc.org](http://www.flvbeoc.org).

**Florida Division of Emergency Management**

The state of Florida's Division of Emergency Management official [portal](http://www.floridadisaster.org/dem) for businesses provides a toolkit of information to help prepare for and recover from disasters. Visit [www.floridadisaster.org/dem](http://www.floridadisaster.org/dem).

**Federal assistance:**

**U.S. Department of Housing and Urban Development (HUD)**

Section 203(h) Mortgage Insurance for Disaster Victims helps survivors get a mortgage for a new home or rebuild their damaged one. Section 203(k) Rehabilitation Mortgage Insurance gives homebuyers and owners two options:

- Buy or refinance a house and its rehabilitation costs with a single mortgage; or
- Finance the rehabilitation of your existing home.

Money may be used for rehabilitation work, from minor repairs to total reconstruction.

To qualify for Section 203(h) Mortgage Insurance for Disaster Victims, applicants must:

- Own a single-family home damaged or destroyed by Hurricane Irma between Sept. 4 and Oct. 18, 2017; and
- Live in one of the Florida counties designated in the declaration.

Section 203(k)-insured loans can finance:

- Residential section rehabilitation of a property that also has non-residential uses.
- Conversion of any size property to a one- to four-unit structure.

To qualify for Section 203(k) Rehabilitation Mortgage Insurance, applicants must:

- Be able to make monthly mortgage payments; and
- Be rehabilitating a home at least one year old.

To learn more, go online to [hud.gov](http://hud.gov). To find an approved lender near you, visit [www.hud.gov/program\\_offices/housing/sfh/lender/lenderlist](http://www.hud.gov/program_offices/housing/sfh/lender/lenderlist).

**U.S. Department of Health and Human Services (HHS)**

The website for the [Office for Civil Rights](#) division of HHS provides information on effective planning, response and recovery for people who have special needs. Before, during and after a disaster, members of this population may have additional needs to maintain independence, communication, transportation, supervision and medical care. Visit

[www.hhs.gov/sites/default/files/oct/civilrights/resources/specialtopics/emergencypre/eptrainingppt.pdf](http://www.hhs.gov/sites/default/files/oct/civilrights/resources/specialtopics/emergencypre/eptrainingppt.pdf).

**Substance Abuse and Mental Health Services Administration (SAMHSA)**

The SAMHSA [Disaster Distress Helpline](#), a national hotline, offers year-round disaster crisis counseling. You may call 800-985-5990 (TTY 800-846-8517) 24 hours a day, seven days a week. If you feel distressed because of the effects of Hurricane Irma, you may use this free service. It is toll-free, multilingual, crisis support. Visit the website at [www.samhsa.gov](http://www.samhsa.gov) for more information.

**Other resources available to Floridians who need or want to give help:**

For more recovery information from FEMA, visit [www.FEMA.gov/IrmaFL](http://www.FEMA.gov/IrmaFL), or follow [@FEMARegion4](#) on Twitter and on [FEMA's Facebook page](#). For recovery information from the state, visit [Florida Division of Emergency Management](#).

**Volunteering and Donations**

- To donate or volunteer, visit [www.volunteerflorida.org](http://www.volunteerflorida.org) or call 800-FL-Help-1.
- Find other volunteer options at [www.nvoad.org](http://www.nvoad.org).
- Volunteer Florida works with members of the [Florida VOAD](#), Voluntary Organizations Active in Disaster.
- For those who wish to help, cash donations offer volunteer agencies the most flexibility in obtaining the most-needed resources and bring money into the

local economy to help businesses recover. Donate to Florida disaster relief at [FloridaDisasterFund.org](https://FloridaDisasterFund.org).

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