

# Hurricane Francine

## Emergency Resources and Volunteer Opportunities

*Note: If you are unable to click on any of the links below, please copy the link and paste it to your browser.*

### If you need help

#### Government

##### FEMA

The FEMA number is **1-800-621-FEMA** and claims can be filed [here](#) or by downloading the FEMA App. If you are using an Apple device you can text APPLE to 43362 or if you are using an Android device you can text ANDROID to 43362 to receive a link to download the FEMA App.

Click [here](#) to see the assistance, grants and loans that FEMA provides for those impacted by natural disaster. The last day to register for FEMA assistance is **TBD** for Francine.

Applicants using a relay service, such as videophone, InnoCaption or CapTel, should provide your specific number assigned to that service. It is important that FEMA is able to contact you, and you should be aware phone calls from FEMA may come from an unidentified number.

Here is a list of things you will need to register with FEMA:

- Address of the damaged primary dwelling where the damage occurred;
- Current mailing address;
- Current telephone number;
- Insurance information;
- A description of disaster-caused damage and losses;
- Total household annual income;
- Routing and account number for checking or savings account so FEMA can directly transfer disaster assistance funds.

##### [Disaster Recovery Center Locator](#)

Replacing Lost or Damaged Documents:

- [Birth and Death Certificates](#) or call **504-593-5100**/ email [dhh-vitelweb@la.gov](mailto:dhh-vitelweb@la.gov)
- [Drivers Licenses](#)
- [Marriage and Divorce Documents](#)
- [Green Cards](#) or call **800-375-5283**
- [Social Security Cards](#) or call **800-772-1213**
- [Identity Theft Resource Center](#) or call **888-400-5530**
- [Medicare Cards](#) or call **800-772-1213**
- [Military Records](#)

- [National Archives Records](#) or call **866-272-6272**

**State of Louisiana:** Immediately following a disaster, please register your losses at [damage.la.gov](http://damage.la.gov). Fill out this survey to report damage to your home or business (structures only, no vehicles). Information collected here will help parish, state and federal authorities understand how and where locations were impacted by this disaster event. This survey is to be used only for reporting damage or loss of personal property. Completion of this survey is not an application for or guarantee of assistance, nor does it initiate a claim to your insurance provider.

Governor's Office **225-342-7015**.

**DSNAP Food Stamps:** DSNAP Benefits (Everyone affected by the storm can register for food stamps. If you already receive SNAP benefits you do not need to register again):

<http://www.dcfsls.la.gov/dsnap>

If you have lost your SNAP card, call **1-888-997-1117**

Customer Service Center at **1 (888) LAHELPU (1-888-524-3578)**.

**LA Department of Insurance:** If you do have your homeowner's policy information, call your insurance provider to check on the specifics of your coverage. Also, you can inform them that your house is uninhabitable and can request that mortgage payments get deferred (stopped) for the immediate future.

**Tip:** Take pictures of ALL damage (inside and outside) before cleaning up.  
**(225) 342-1258.**

**General Info** GOHSEP has a website with Francine information -  
<https://emergency.la.gov/events/tropical-storm-francine/>

**Shelter/Hotel** Visit the [Red Cross](#) to find open shelters in your area.

**511** For up-to-date travel and roadway information, visit [511la.org](http://511la.org).

## Through Louisiana Blue

**BlueCare Telehealth** If you need more pressing medical or behavioral health support, remember that you can use BlueCare to have online visits at <https://bluecarela.com/landing.htm>.

**Early Drug Refills** For a limited time, Blue Cross and Blue Shield of Louisiana and HMO Louisiana are offering early refills on medications for members with Express Scripts pharmacy benefits so they can get needed medications refilled early if they had to evacuate, lost their medications or have limited access to their pharmacy. More information can be found at: [bcbsla.com](http://bcbsla.com).

**Funding for Nonprofits** Through our strategic philanthropic work, we empower people, organizations, and communities across the state to create meaningful and lasting change. Our grantee

partners share our dedication to making a measurable impact on the health and lives of Louisiana's people. [Apply for Funding](#). See eligibility requirements [here](#).

## Other

- 211** Citizens in need of services should dial 211, which always operates 24/7.
- 211 is an easy to remember telephone number that connects Louisiana help seekers to information about critical health and human services available in their community.
- Trained information and referral specialists answer 211 contacts, coming in from all parishes in Louisiana.
- Available 24 hours a day, seven days a week, including times of disaster.
  - Confidential and free services.
  - Reach a live 211 specialist during limited hours by texting your zip code to 898-211.
  - Provides multilingual services and information for the hearing impaired.
  - Maintains a computerized database of more than 8,500 resources and services statewide.
  - Works in collaboration with non-profit agencies, faith-based organizations and government.

[Louisiana 211](#) eight regional Louisiana-based nonprofit partners power services. The Louisiana 211 Statewide Network includes: [Capital Area United Way](#), [232-HELP](#), [United Way of Central Louisiana](#), [United Way of Northeast Louisiana](#), [United Way of Northwest Louisiana](#), [United Way of Southwest Louisiana](#), [VIA LINK](#), and the [Louisiana Association of United Ways](#).

**Crisis Cleanup:** Need help mucking and gutting your house? Contact Crisis Cleanup, a multi-agency homeowner assistance database. Homeowners can call **800-451-1954**.

**Domestic Violence Hotline** The Louisiana Domestic Violence Hotline is 888-411-1333. This hotline is the federally designated statewide coalition of shelters, nonresidential programs and individuals working to end domestic violence in Louisiana. You may also call the National Domestic Violence Hotline at 800-799-7233.

**Veterans Crisis Hotline** Veterans, service members and their family and friends may call the Veterans Crisis line at 988 then Press 1, text 838255 or visit <https://www.veteranscrisisline.net/>.

**Prescription Drug Resources** <https://www.bcbsla.com/find-a-doctor/rx-drug-resources>

**Open Gas Stations** To locate open gas stations, visit <https://www.gasbuddy.com/>.

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**Acadiana Legal Service Corporation (ALSC)**      The ALSC is offering legal aid services to those affected by storms. Find information at <https://www.la-law.org/home/disaster-recovery-resources/>

**Additional Resources**

- [FEMA Flood Insurance Claims Handbook](#)
- [FEMA Assistance to Individuals and Households](#)
- [Louisiana Dept. of Insurance – Storm Damage Resource Center](#)
- [FloodSmart.gov – Start a Claim](#)
- [FloodSmart.gov – How to Document Damage](#)
- [Self Report Storm Damage](#)
- [Small Business Administration – Disaster Help](#)
- [USDA Farm Grant](#)

## If you want to volunteer

### Notes:

- Do not self-deploy in affected areas. Conditions will be dangerous for several days, and self-deployment can impede response and recovery efforts. Once conditions are safe, response organizations will assess damage and offer volunteer opportunities.

**Volunteer Louisiana**      Volunteer Louisiana, the state service commission for Louisiana, was established in 1993 under the Office of the Lieutenant Governor and strives to promote national service and volunteerism throughout the state. Sign up to receive updates on volunteer opportunities at [Francine Volunteer](#).

**Red Cross**      If you have the time, you can make a significant impact as a Red Cross volunteer. Review our most urgently needed volunteer positions here: <http://redcross.org/volunteertoday>.

## If you want to donate

### Note:

Please do not send or bring unsolicited donations. In the early stages of the response phase, most organizations are unable to accommodate any material goods. Unsolicited donations create a challenge of storage and sorting when focus is needed on response and recovery.

**American Red Cross**      Here are two ways you can support those impacted by Francine.

- Donate to disaster relief or to your local Red Cross [here](#).

- We encourage eligible blood donors in parts of the country unaffected by the storm to give blood or platelets to help ensure a sufficient blood supply. [Learn more here.](#)

**Greater New Orleans Foundation**

The Greater New Orleans Foundation has activated the Disaster Response and Restoration Fund for Francine.

Donations can be made [here](#). Please write “Francine” when asked to specify the fund.

**Bayou Community Foundation**

[Bayou Recovery Fund - Tropical Storm Francine Relief and Recovery](#)

Your tax-deductible gift will fund grants to local nonprofits that are providing critical relief, recovery and rebuilding services to needy residents in Lafourche, Terrebonne and Grand Isle in the aftermath of Tropical Storm Francine. You will also support BCF's housing recovery efforts and other long-term recovery programs that fill the greatest needs of our most vulnerable residents.

Mail tax-deductible contribution to:  
Bayou Community Foundation  
P.O. Box 582  
Houma, LA 70361  
Memo: Bayou Recovery Fund

**Baton Rouge Area Foundation**

As Tropical Storm Francine approaches the Louisiana coast, the team at Baton Rouge Area Foundation is closely monitoring the situation. We are preparing for a [collaborative response](#) across the southeast Louisiana region with our affiliates, the Northshore Community Foundation in Covington, and the Community Foundation of Southwest Louisiana in Lake Charles. Through our [Disaster Relief Fund](#), your contributions can make a significant impact in assisting those affected.

This list is a work in progress: If you have any additional resources or Louisiana charities to add, please email Kellie Duhon at [kellie.duhon@lablue.com](mailto:kellie.duhon@lablue.com).