



# Local Resources: Storm Support

## Shelter – Real time openings

Call 2-1-1 for information on evacuation shelters, or visit [tdem.texas.gov/shelter](https://tdem.texas.gov/shelter)

- American Red Cross Emergency Shelter: First United Methodist Church Kerrville 321 Thompson Drive overnight shelters. Open to anyone, pets welcomed, all disaster relief free. 830-257-0800
- 3000 Texas 534 Loop Kerrville
- 625 Washington St Kerrville
- 909 Main Street Kerrville
- Winding Branch Ranch 30640 Leroy Scheel Road Bulverde TX 78163
- Comfort High School 143 U.S. 87 Comfort TX 78013
- Immanuel Lutheran Church 318 High Street Comfort TX 78013
- Pet Shelters Kerrville Pets Alive! 830-200-0539 or by emailing [info@kerrvilleptsalive.org](mailto:info@kerrvilleptsalive.org)

## Food/Water

- Cross Kingdom Church in Kerrville 3044 Junction Hwy Kerrville: come by and grab donated items [\(830\) 367-3480](tel:8303673480)
- Southern Oaks Church Kerrville 122 N Valley View Dr come by and grab donated items 1pm-5pm CST [\(830\) 257-4348](tel:8302574348)
- Salvation Army Locations
  - 201 Holdsworth Drive, Kerrville, TX 830-315-5762
  - San Angelo 122 W. 2nd Street, San Angelo TX 325-227-4679
- Doyle Community Center 110 W Barnett St., Kerrville 830-257-4446
- Society of St. Vincent de Paul Notre Dame Conference Center 1145 Broadway Kerrville 830-896-6898
- Kerr County Christian Assistance Ministry 521 Barnett St., Kerrville 830-257-4222

## Reunification Centers

- American Red Cross Hill Country Chapter REUNIFICATION 333 Earl Garrett St., Kerrville 830-257-4677 <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/contact-and-locate-loved-ones/texas-hill-country-floods-reunification.html>
- Wal-Mart Super Center 1216 Junction Highway Kerrville TX 78028
- Ingram Elementary Brave Run West Ingram TX 78025
- Arcadia Live 717 Water Street Kerrville TX 78028
- Intake Line 24/7 830-258-1111



EAP = Employee Assistance Program

**[livetheorangelife.com/carelton](https://livetheorangelife.com/carelton)**  
**888-275-0021 | TTY 711**  
Para Español **[livetheorangelife.com/carelonspa](https://livetheorangelife.com/carelonspa)**



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## Clean Up Services:

- Individual State of Texas Assessment Tool: where to report storm damage  
<https://damage.tdem.texas.gov/>
- Reporting Roads in need of repair <https://www.txdot.gov/about/contact-us/report-an-issue/roadneedsrepair.html>
- Find a Texas Licensed Plumber  
<https://tdem.maps.arcgis.com/apps/webappviewer/index.html?id=8f665d783d184b7b909c9e1a360be3b9>
- Texas Department of Public Safety: [Texas Roadside Assistance](#) 1-800-525-5555
- Texas Animal Health Commission: [Natural Disaster Assistance for Livestock Producers](#)
- Texas After Disaster Guide Book <https://texashelp.tamu.edu/after-a-disaster-guidebook/>
- State Bar of TEXAS toll free legal helpline 800-504-7030 for assistance with replacing lost documents, insurance questions, landlord-tenant issues, price gouging and how to avoid contractor scams post disaster

## FEMA Application Process:

Apply Online: [www.disasterassistance.gov](http://www.disasterassistance.gov)

Call: 1-800-621-3362 (If you use a video relay service (VRS), captioned telephone (CTS), or other service, give FEMA your number for that service)

What you will need:

- **Social Security Number**
- **Insurance Information**
  - Describe the type(s) of insurance coverage you have. This could include coverage under policies like homeowners, flood, automobile, or mobile home insurance.
- **Damage Information**
  - Describe the damage caused by the disaster
- **Financial Information**
  - Provide your total annual household income, before taxes, at the time of the disaster.
- **Contact Information**
  - Provide the address and phone number of the property
- **Direct Deposit Information** (*optional*)
  - If approved, they can deposit your funds directly into your bank account.



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## SNAP/TANF:

Apply for FEMA before applying for SNAP

Online: <https://www.yourtexasbenefits.com/Learn/Home#>

Phone: 2-1-1 or 1-877-541-7905. After you pick a language, press 2

**Homeowners Resources:** If your property is not covered by your homeowners insurance, you can file a claim with FEMA. Contact your insurance agency for information about your policy. If you need help fast, ask insurance about advanced payments. If you are unable to live in your home after the disaster because of extensive damage, most policies will cover some housing costs, according to the [Texas Department of Insurance](#), so be sure to keep your receipt. TDI help line M-F 8a-5p CST 800-252-3439

Carelon Wellbeing also has financial and legal support at 888-275-0021.

## The Home Depot Resources

The Homer Fund:

Phone: 770-384-2611

Email: [homer\\_Fund@homedepot.com](mailto:homer_Fund@homedepot.com)

Benefits Choice Center:

Phone: 800-555-4954

Human Resource Service Center (HRSC):

Phone: 866-698-4347

**You can always reach out to Carelon Wellbeing 24/7 for additional resource connection and support: 888-275-0021.**

- financial and legal support
- 6 no cost counseling sessions

The resource listings provided are for informational purposes only and are not intended as endorsements, referrals, or recommendations of any particular programs, providers, or services. Carelon Behavioral Health makes no representations or warranties regarding the quality, suitability, or outcomes of the listed resources. It is the sole responsibility of the individual to evaluate and select any providers or programs based on their own judgment and due diligence.



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