Public Assistance Listings by Agency/Office and Program

See http://www.disasterassistance.gov for Comprehensive Listings

U.S. Department of Agriculture http://www.usda.gov/

**Business and Industry Loans Program**: Guarantees loans through existing private credit providers in communities to improve, develop or finance business, industry and employment in rural communities.


**Crop Insurance**: Offers several different insurance plans for crops and livestock. Availability of plans varies by state and county.

**Contact Information**: For a listing of insurance companies and agents offering crop insurance coverage, visit http://www3.rma.usda.gov/tools/agents/companies/. To contact the Risk Management Agency, e-mail questions to rma.mail@rma.usda.gov.

**Emergency Conservation Program (ECP) for Agricultural Producers**: Shares with agricultural producers the cost of rehabilitating eligible farmlands damaged by natural disaster. During severe drought, ECP also provides emergency water assistance for livestock and for existing irrigation systems for orchards and vineyards.

**Contact Information**: Contact the local Farm Service Agency office at the phone number listed in local directories, or find contact information at http://offices.sc.egov.usda.gov/. Visit the ECP Web page at http://www.fsa.usda.gov/FSA/webapp?area=home&subject=corp&topic=ecp.

**Emergency Farm Loans**: Helps family farmers recover from losses resulting from natural disasters through loans to repair or replace buildings or other structures, purchase livestock and equipment, pay essential farm operating and family living expenses, refinance debt, and repair or replace essential household contents damaged in a disaster.

**Contact Information**: Visit http://www.rurdev.usda.gov/rbs/busp/b&I_gar.htm or call 202-720-1632.

**Farm Operating Loans (Direct and Guaranteed)**: Provides individuals with loans to purchase land, construct buildings, or make farm improvements. Loans may also be used to purchase items such as livestock, farm equipment, feed, seed, fuel, farm chemicals, insurance, other operating expenses, and to refinance debt.

**Contact Information**: Visit http://www.usda.gov/wps/portal/ut/p/_s.7_0_A/7_0_1OB?navid=FARM_LOANS&parentnav=AGRICULTURE&navtype=RT. To print applications and related documents for the Farm Operating Loan, please visit USDA’s Service Center Forms at http://forms.sc.egov.usda.gov/eForms/.

**Farm Ownership Loans (Direct and Guaranteed)**: Provides the ability to purchase farmland, construct or repair buildings and other fixtures, and promote soil and water conservation.

**Contact Information**: Visit http://www.usda.gov/wps/portal/ut/p/_s.7_0_A/7_0_1OB?navid=FARM_LOANS&parentnav=AGRICULTURE&navtype=RT. To print applications and related documents for the Farm Ownership Loan, please visit USDA’s Service Center Forms at http://forms.sc.egov.usda.gov/eForms/.

**Noninsured Crop Disaster Assistance Program**: Provides financial assistance to eligible producers affected by drought, flood, hurricane or other natural disasters. The program covers non-insurable crop losses and planting, so landowners, tenants, or sharecroppers who share in the risk of producing an eligible crop may qualify for this program. An eligible producer is a landowner, tenant or sharecropper who shares in the risk of producing an eligible crop.

**Contact Information**: Visit http://www.fsa.usda.gov/FSA/newsReleases?area=newsroom&subject=landing&topic=pfs&newstype=prfactsheet&type=detail&item=pf_20080819_distr_en_nap08.html. To print applications and related documents for the Noninsured Crop Disaster Assistance Program, please visit USDA’s Service Center Forms at http://forms.sc.egov.usda.gov/eForms/.

**Rural Housing Loans**: Provides direct, competitive mortgage loans to provide affordable multi-family rental housing for very low to moderate-income families, the elderly and persons with disabilities.

**Contact Information**: Visit http://www.rurdev.usda.gov/rhs/common/program_info.htm#SFH. To find your state's local office, visit http://offices.sc.egov.usda.gov/locator/app.

**Rural Housing: Housing Repair Loans and Grants**: Provides loans and grants to very low-income homeowners to repair, improve or modernize their dwellings or to remove health and safety hazards.

**Contact Information**: Visit http://www.rurdev.usda.gov/rhs/common/program_info.htm#SFH. To apply for a loan or grant online, visit http://www.sc.egov.usda.gov/. To find your local office, visit http://offices.sc.egov.usda.gov/locator/app or call 800-670-6553.
Rural Rental Housing: Provides loans to individuals, trusts, associations, partnerships, limited partnerships, state or local public agencies, consumer cooperatives and profit or nonprofit corporations.

To find your state's local office, visit [http://offices.sc.egov.usda.gov/locator/app](http://offices.sc.egov.usda.gov/locator/app) or call 800-670-6553.

Special Supplemental Nutrition Program for Women, Infants and Children (WIC): Provides supplemental foods, nutrition education, and referrals to health care and social services, at no cost, to low-income pregnant, breastfeeding and postpartum women, infants and children up to age 5 who are at nutritional risk.


Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program: Provides low-income households with coupons or electronic benefits to ensure access to a healthy diet.


Provide Loan/Grant Information for Federal Students: Allows students to look up lender payment information for their federal student loans. It also provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV Aid can access and inquire about their Title IV loans and/or grant data.


The hearing impaired may call TDD 800-730-8913.


Administration for Native Americans (ANA): Provides a comprehensive, wide variety, of grants related to assistance to Tribes and non-profit organizations that assist Tribes, including grants for Disaster Preparedness. Projects range from 1-3 years (renewable) and range from $50K to $500K per year. Applications are due each year around the second week in March, and info regarding training sessions to teach tribes how to prepare grants is available at their website.


Disaster Assistance for Older Americans: Provides a comprehensive overview of a wide variety of topics, programs and services related to aging, including a Disaster Preparedness Manual for the Aging Network, which provides valuable safety information in time of a disaster.

For the Eldercare locator, visit [http://www.eldercare.gov](http://www.eldercare.gov) or call 800-677-1116.

Low Income Home Energy Assistance Program (LIHEAP): Assists low income households in meeting immediate home energy needs, particularly those households with the lowest incomes that pay a high proportion of household income for home energy.


Substance Abuse and Mental Health Services Administration Disaster Relief Information: Collaborates with the states, national and local community-based and faith-based organizations, and public and private sector providers on issues affecting people who have or are at risk for a mental or addictive disorder. Works to help provide the opportunity for a fulfilling life that includes a job, a home and meaningful relationships with family and friends.

Contact Information: Visit [http://mentalhealth.samhsa.gov/disasterrelief/about.aspx](http://mentalhealth.samhsa.gov/disasterrelief/about.aspx) or call 800-789-2647.

Temporary Assistance for Needy Families: Provides cash assistance to needy families to reduce dependency by promoting job preparation, work, and family cohesion and to encourage the formation and maintenance of two-parent families.


**Disaster Legal Services:** Provides legal assistance to individuals affected by a major disaster.
**Contact Information:** Visit [http://www.fema.gov/assistance/index.shtm] or call 800-669-8477. The hearing impaired may call 800-829-4833.

**Disaster Recovery Center (DRC) Locator:** Allows disaster survivors to search for hours, services and locations of nearby DRCs. A DRC is a readily accessible facility or mobile office where applicants may visit for information about FEMA or other disaster assistance programs, or for questions related to their cases.
**Contact Information:** Visit [https://asd.fema.gov/inter/locator/drcLocator.jsp] or call 800-621-FEMA (3362).

**FEMA Housing Portal:** Helps individuals and families who have been displaced by a disaster find a place to live. The portal consolidates rental resources to help individuals and families find available rental units in their area.
**Contact Information:** Visit [https://asd.fema.gov/inter/hportal/home.htm] or call 800-621-FEMA (3362).

**National Emergency Family Registry and Locator System (NEFRLS):** Helps reunite families separated by a disaster. NEFRLS allows displaced individuals to register and provide information about their current location and situation, and then allows them to designate individuals (called designees) who may view their information.
**Contact Information:** To register with NEFRLS or check someone’s status, visit [https://asd.fema.gov/inter/nefrls/home.htm] or call 800-588-9822.

**National Flood Insurance Program (NFIP):** Provides assistance to protect communities from potential flood damage through floodplain management, and to provide people with flood insurance.
**Contact Information:** Visit [http://www.fema.gov/business/nfip/] or the FloodSmart Web site at [http://www.floodsmart.gov/floodsmart/]. Call a FEMA Mapping Specialist at 877-336-2627, or obtain program information at 800-421-4661.

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**Disaster Resource Locator:** Allows the public to search for HUD Regional Offices, HUD Field Offices, Public Housing Authorities and other disaster related resources.
**Contact Information:** Visit [http://portal.hud.gov/app_nhls/publicWelcome.do?cmd=doLocator].

**HUD Public Housing Program:** Provides decent and safe rental housing assistance.
**Contact Information:** To apply, contact the local public housing office. For a list of offices, visit [http://www.hud.gov/offices/pih/pha/contacts/] or call 800-955-2232, from 9 a.m. to 5 p.m., Eastern Standard Time, weekdays.

**Housing Choice Voucher Program (Section 8):** Assists individuals for affordable decent, safe and sanitary housing in the private market.
**Contact Information:** To apply, contact the local public housing office. For a list of offices, visit [http://www.hud.gov/offices/pih/pha/contacts/] or call 800-955-2232, from 9 a.m. to 5 p.m., Eastern Standard Time, weekdays.

**Section 203(h) and (k) Insured Mortgage for Disaster Victims:** Section 203(h) mortgages provide loans through approved lenders for individuals to purchase homes or rebuild damaged homes if victims of a major disaster. Section 203(k) mortgages enable homebuyers and homeowners to finance both the purchase (or refinancing) of a house and the cost of its rehabilitation through a single mortgage or finance the rehabilitation of their existing home through FHA approved lenders.
**Contact Information:** Visit [http://www.hud.gov/offices/hsg/ins/203h-dft.cfm] and [http://www.hud.gov/offices/hsg/sfh/203k/203k--df.cfm], or call 202-708-1112. The hearing impaired may call 202-708-1455.

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**Bureau of Indian Affairs (BIA) Financial Assistance and Social Services:** Provides financial assistance, in the form of cash payments, for basic needs (i.e., food, clothing, shelter, etc.) to needy eligible Native Americans [in Federally Recognized Tribes].
**Contact Information:** Visit the Office of Tribal Services, Human Services, Bureau of Indian Affairs Web page at [http://www.doio.gov/bia/ois_social_services.html] or call 202-513-7622.
International Terrorism Victim Expense Reimbursement Program: Reimburses eligible direct victims of designated acts of international terrorism that occur outside of the United States for expenses associated with that victimization.


Public Safety Officers' Benefits Program: Provides a death benefit to the eligible survivors of federal, state or local public safety officers whose death is the direct and proximate result of a personal (traumatic) injury sustained in the line of duty.

Contact Information: Visit [https://www.psob.gov/](https://www.psob.gov/) for program information. For a paper application, visit [http://www.ojp.usdoj.gov/BJA/grant/psob/psob_main.html](http://www.ojp.usdoj.gov/BJA/grant/psob/psob_main.html) or call toll free at 888-744-6513.

State Crime Victims Compensation: Provides reimbursement to victims for crime-related expenses such as medical costs, mental health counseling, funeral and burial cost.


Disaster Unemployment Assistance: Provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a presiden tally declared disaster.


Unemployment Insurance: Aids workers by helping them mitigate the difficult economic impact of job loss through temporary income assistance until permanent employment is secured.


For state agencies, visit [http://www.servicelocator.org/OWSLinks.asp](http://www.servicelocator.org/OWSLinks.asp) or call 866-4-USA-DOL (866-487-2365). The hearing impaired may call 877-889-5627.

Career One-Stop Initiative: Provides an integrated array of high-quality services for workers, job seekers and businesses. Services include assessments of skills, abilities, aptitudes and needs, assistance with unemployment insurance, career counseling, job search and placement assistance, and information on training.

Contact Information: Visit [http://www.servicelocator.org](http://www.servicelocator.org) to find the closest center or call 877-US2-JOBS (877-872-5627).

Go Direct: Allows recipients of certain federal benefits payments to stop receiving payment by paper check by signing up for direct deposit.

Contact Information: Visit [http://www.godirect.gov](http://www.godirect.gov) or call 1-800-333-1795.

IRS Disaster Assistance and Emergency Relief Program: Provides information for individuals and businesses with special tax law provisions on the IRS website that aid taxpayers and businesses to recover financially from the impact of a disaster.


Savings Bond Redemption and Replacement: Provides a replacement for lost, mutilated or destroyed bonds after receipt and allows redemption of up to $1,000 worth of bonds at one time based on documentary identification alone.

Inquiry Routing and Information System (IRIS): Provides a portal for users to ask questions and route users to information about VA benefits and eligibility requirements.

Burial Expense Allowances for Veterans Presidential Memorial Certificates: Provides an engraved, paper Presidential Memorial Certificate, signed by the current President, to honor the memory of honorably discharged deceased veterans.
Contact Information: Visit http://www.cem.va.gov/CEM/pmc.asp.

Burial Expense Allowances for Veterans Partial Reimbursement of Expenses: Provides partial reimbursements of eligible veterans’ burial and funeral costs. In some service-connected death cases, VA can pay a reimbursement for transportation costs.

Burial Expense Allowances for Veterans Headstones and Markers for Placement in Private Cemeteries: Furnishes upon request, at no charge to the applicant, a Government headstone or marker for the grave of any deceased eligible veteran in any cemetery around the world.
Contact Information: Visit http://www.cem.va.gov/cem/hm/hmgen.asp or call 1-800-697-6947.

Burial Expense Allowances for Veterans Veteran and Dependent Burial in VA National Cemeteries: Honors veterans with a final resting place and lasting memorials that commemorate their service to the Nation. Burial benefits include a gravesite in any of our open cemeteries with available space, opening and closing of the grave, perpetual care, a Government headstone or marker, a burial flag and a Presidential Memorial Certificate. There is no cost to the family. Burial benefits available for eligible spouses and dependents include burial with the veteran, perpetual care of the interment site.
Contact Information: A list of national cemeteries can be found at http://www.cem.va.gov/cem/ehms/listcem.asp. For information on this and other VA programs, call a VA benefits counselor at 800-827-1000.

“My HealtheVet” Program to View VA Medical Records/ Prescription History: Provides online access to medical records and prescription history for veterans who receive medical care from a VA medical center. Along with the medical records, veterans will be able to access prescription refill information if originals are destroyed in a disaster.

Native American Vet Housing Loan Program: Provides home loans to eligible Native American veterans who wish to purchase, construct or improve a home on federal trust land. The home must be the veteran’s primary residence. Native American veterans may also use the program to re-finance an existing Native American Direct Loan.
Contact Information: More information about the Native American Veteran Direct Loan Program is available at http://www.homeloans.va.gov/VAP26-93-1.htm.

VA Records Change of Address: Allows veterans who receive medical treatment or a benefit payment from the Department of Veterans Affairs to change their address because of a disaster. VA may be able to make the change over the phone or assist the veteran in finding the address to mail a request.
Contact Information: In order to change an address for VA benefits payment purposes, the veteran must either send a signed letter to the VA regional office that has the records, or call 800-827-1000 to change the address. To find the addresses of VA Regional Offices, go to http://www2.va.gov/directory/guide/home.asp. For veterans who wish to change their address for medical enrollment or records purposes, contact the VA facility where treatment is provided or call the VA Health Benefits Service at 877-222-8387. Address and other contact information for VA medical facilities is available at http://www1.va.gov/directory/guide/division_fish.asp?dnum=1.

Federal Retiree Benefits: Provides services online to change federal and state income tax withholding for the current tax year and two previous years, change Personal Identification Number (PIN), change mailing addresses, sign up for direct deposit payments, and many other services.
U.S. Postal Service Change of Address: Allows disaster survivors to enter a permanent or temporary change of address order for the purpose of mail forwarding.  
Contact Information: Visit https://moversguide.usps.com or call the USPS Call Center at 800-ASK-USPS (800-275-8777). You may also fill out PS Form 3575, which you can pick up at any U.S. Post Office, and submit it at the Post Office, mail it to any Post Office or provided it to any Postal Mail Carrier.

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U.S. Small Business Administration http://www.sba.gov

Business Physical Disaster Loans: Provides loans to businesses located in a declared disaster area that has incurred damage. Businesses may apply for a loan to help repair or replace damaged property to its pre-disaster condition.  
Contact Information: Visit http://www.sba.gov/disaster_recov/loaninfo/phydisaster.html or call 800-659-2955. The hearing impaired may call TTY 800-877-8339.

Home and Property Disaster Loans: Provides loan to homeowners, renters and/or personal-property owners to aid recovery after a disaster.  

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U.S. Social Security Administration http://www.socialsecurity.gov

Social Security Child's Insurance Benefits: Provides benefits paid to a worker's biological child, adopted child or dependent stepchild. In some cases, the child also could be eligible for benefits based on his or her grandparents' or step-grandparents' earnings.  

Social Security Disability Insurance Benefits: Provides assistance to individuals who have earned enough Social Security credits but are unable to work because of a disability that has lasted or will last for at least 12 months or result in death.  

Social Security Disabled Widow(er)’s Insurance Benefits: Provides assistance to the disabled widow or widower of a deceased worker who had earned enough Social Security credits.  

Social Security Divorced Spouse Benefits: Provides benefits to divorced spouses of workers who are receiving (or are eligible to receive) Social Security benefits.  
Contact Information: Visit http://www.ssa.gov/pubs for information. To apply for retirement or spouse’s benefits, visit http://www.ssa.gov/applytoretire or call 800-772-1213. The hearing impaired may call 800-325-0778.

Social Security Independently Entitled Divorced Spouse’s Benefits: Provides benefits to divorced spouses of workers who are eligible to receive Social Security benefits.  
Contact Information: Visit http://www.ssa.gov/pubs for information or call 800-772-1213. The hearing impaired may call 800-325-0778.

Social Security Lump Sum Death Payment: Provides assistance to workers and their dependents in the form of a special lump-sum benefit payment of $255.  
Contact Information: Visit http://www.ssa.gov/pubs for information or call 800-772-1213. The hearing impaired may call 800-325-0778.

Social Security Medicare Program: Provides health insurance supplemented by the government for individuals with limited income and resources.

**Social Security Medicare Savings Program:** Provides assistance to individuals with limited income and resources who pay some or all of their Medicare premiums and may pay Medicare deductibles and coinsurance.


**Social Security Mother's or Father's Insurance Benefits:** Provides assistance for a surviving spouse or surviving divorced spouse of an insured worker.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778.

**Social Security Parent's Insurance Benefits:** Provides assistance to dependent parents of a deceased worker who had earned enough Social Security credits.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778.

**Social Security Retirement Insurance Benefits:** Provides monthly cash benefits to eligible workers and auxiliaries with the required amount of Social Security credits.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs). For retirement or spouse’s benefits, visit [http://www.ssa.gov/applytoretire](http://www.ssa.gov/applytoretire) or call 800-772-1213. The hearing impaired may call 800-325-0778.

**Social Security Special Benefits for Qualified WWII Veterans:** Provides special benefits for certain World War II veterans. These include veterans who served in the active U.S. military from September 16, 1940 through July 24, 1947. It also includes Filipino veterans who served in the organized military of the Philippines from July 26, 1941 through December 30, 1946 (while those forces were in the service of the U.S. Armed Forces).

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778. For Department of Veterans Affairs benefits, visit [http://www.va.gov](http://www.va.gov).

**Social Security Spouse's Insurance Benefits:** Provides benefits to the spouse of a worker who receives Social Security Retirement or Disability benefits.

**Contact Information:** For retirement or spouse’s benefits, visit [http://www.ssa.gov/applytoretire](http://www.ssa.gov/applytoretire) or call 800-772-1213. The hearing impaired may call 1-800-325-0778.

**Social Security Surviving Divorced Spouse Benefits:** Provides benefits to the divorced spouse of a deceased worker who had earned enough Social Security credits.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778.

**Social Security Widow(er)'s Insurance Benefits:** Provides assistance to the widow or widower of a deceased worker who had earned enough work credits.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778.

**Supplemental Security Income (SSI):** Provides cash allowances for individuals to meet basic needs of food, clothing, and shelter.

**Contact Information:** Visit [http://www.ssa.gov/pubs](http://www.ssa.gov/pubs) or call 800-772-1213. The hearing impaired may call 800-325-0778.
Food for Florida (FFF): Provides disaster food assistance benefits for Florida residents living in a presidentially declared disaster area in the state. The Florida's Disaster Food Assistance Program is only active when there is a presidentially declared disaster area in the state of Florida.

Contact Information: Applicants may pre-register for assistance using the web-based system at http://www.dcf.state.fl.us/FFF