Disaster Response Resources for Social Workers

The hurricane season is in full force and we should always be prepared to help our clients find the resources they need to be ready for any impacts the storms might have in North Carolina. NASW-NC would like to provide social workers with resources and materials to help you and your clients deal with disasters and effectively prepare for hurricanes and weather events. As social workers, it is our duty to help our clients and surrounding communities to be ready for emergencies by providing them with resources to prepare and access resources afterward.

Mental Health Resources

- Coping After Disaster, Trauma
- Disaster Preparedness, Response, and Recovery

LME/MCO Crisis Lines:

- **Eastpointe LME Crisis Line: 800-913-6109**
  - Serves the following counties: Bladen, Columbus, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Wayne & Wilson
- **Trillium LME Crisis Line: 877-685-2415**
  - Serves the following counties: Brunswick, Carteret, Nash, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, & Washington
- **Alliance Behavioral Healthcare Crisis Line: 800-510-9132**
  - Serves the following counties: Cumberland, Johnston, Wake & Durham
- **Cardinal Innovations Healthcare Solutions Crisis Line: 800-939-5911**
  - **Counties Served:** Alamance, Cabarrus, Caswell, Chatham, Davidson, Davie, Forsyth, Franklin, Granville, Halifax, Mecklenburg, Orange, Rockingham, Person, Rowan, Stanly, Stokes, Union, Vance and Warren
• **Sandhills Crisis Line: 800-256-9111**
  ▪ Serves the following counties: Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond

**Help Lines:**

• **Disaster Distress Helpline** is a resource available 24 hours-a-day, seven-days-a-week that provides immediate services to anyone who may need crisis counseling after experiencing a natural or man-made disaster or tragedy. Sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), the helpline immediately connects callers to trained and caring professionals from the closest crisis-counseling center in the nationwide network of centers. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. The helpline staff will provide confidential counseling, referrals, and other needed support services. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster. **Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.**

• **Crisis Text Line** offers free 24/7 crisis support via text message. **Text NAMI to 741-741** to connect with a trained crisis counselor.

• **NAMI HelpLine** is a free service that provides information, referrals and support to people living with a mental health condition, family members and caregivers, mental health providers and the public. The NAMI HelpLine can be reached Monday through Friday, 10 a.m.–6 p.m., ET. **The number is 1-800-950-NAMI (6264).**

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**Federal Programs and Resources**

Apply for FEMA (Federal Emergency Management Agency) AID: Have this information ready when you apply:

**Can apply from 7am to 11pm, seven days a week!**

- Social Security Number
- Address of the damaged home or apartment
- Description of the damage and losses
- Information about Insurance Coverage
- Telephone Number
- Mailing Address
- Total Household Income
- Bank account and routing numbers for direct deposit of funds

**WEB:** [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)

**PHONE:** 800-621-3362

**TTY:** 800-462-7585

**Create a disaster preparedness plan through FEMA:**
Find resources including an emergency supply list as well as tips on how to make a plan for you and your family to stay in contact during an emergency at www.ready.gov/make-a-plan

Find specific tips for people with disabilities to be prepared for emergencies at www.ready.gov/individuals-access-functional-needs

Disaster Supplemental Nutritional Assistance Program (D-SNAP)

This program can quickly offer short-term food assistance benefits to families suffering in the wake of a disaster!

- Eligible households can receive one month’s benefits equivalent to what they would normally receive based on household size.
- Households not normally eligible for SNAP may qualify for D-SNAP as a result of their disaster related expenses, such as loss of income, damage to property, relocation expenses, and in some cases, loss of food due to power outages.
- D-SNAP is issued within 72 hours.
- For more information on the program, refer to the D-SNAP Fact Sheet for additional details on eligibility and benefits.

Call 1-866-719-0141 for information on D-SNAP benefit details!

Disaster Unemployment Assistance Program (DUA)

The Disaster Unemployment Assistance (DUA) program provides unemployment benefits to individuals who have become unemployed as a direct result of a presidentially declared major disaster. For these benefits to become available, the affected state will have to publish information about DUA availability to the public.

In order to qualify your employment or self-employment must have been lost or interrupted as a direct result of a major disaster, including if the individual:

- No longer has a job or a place to work
- Is unable to reach their place of work
- Cannot work due to damage to the place of work
- Were about to begin a new job, but the job no longer exists due to the disaster
- Becomes the head of the household and is seeking work because former head of household died as a result of the disaster
- Cannot work because of a disaster-incurred injury

- You must not be eligible for regular unemployment insurance benefits.
- You must be available to work unless you have an injury caused by the disaster or have a plan to return to self-employment.

Application: Individuals who would like to apply for the assistance will first need to file for regular unemployment insurance. If they are denied those benefits, or have exhausted those benefits, a DUA claim may then be filed.

For more information call 1-877-872-5627 or follow this link: https://des.nc.gov/des
People who are hearing impaired may call this toll-free TTY number: 1-877-889-5627

- National Child Traumatic Stress Network
- SAMHSA: National Child Traumatic Stress Initiative Resources
- National Wildfire Federation: Helping Kids Cope with Natural Disasters
- Centers for Disease Control and Prevention: Helping Children Cope with a Disaster or Traumatic Event

Resources for Older Americans and People with Disabilities

Resources for those who experience increased vulnerability during periods of time without food, water, shelter, and adequate rest.

- Centers for Disease Control and Prevention: Disaster Planning Tips for Older Adults and their Families (more resources listed at the bottom of this link)
- American Red Cross: Creating an Emergency Plan
- U.S. Department of Health and Human Services: Special Populations: Emergency and Disaster Preparedness Resources

North Carolina Disaster Response Network

- The Disaster Response Network was formed in 1995 through the North Carolina Psychological Foundation (NCPF) to involve psychologists, psychiatrists, licensed clinical social workers, licensed professional counselors, certified psychiatric nurses, and licensed marriage and family therapists in disaster response throughout North Carolina. Later, licensed clinical addiction specialists joined the network.

Find out more about the NC Disaster Response Network by following the link below:

NC Disaster Response Network Fact Sheet

NASW-NC is a founding member of this Network which seeks to provide behavioral health services and other forms of access to care after natural disasters.

Join the NASW-NC Disaster Response PAN to stay updated on resources!
To learn more about the Emergency Management Agency in your area, you may click the link below and then select your specific county.


Other important state resources available:

- Dial 911 if evacuation is needed and you are trapped in your home or in floodwaters.
- Dial 511 for road closure information from the NC Department of Transportation.

**Insurance information:**

- Contact [www.NCHurriClaims.com](http://www.nchurriclaims.com) if you suffer storm damage or call the Department of Insurance at 855-408-1212. Find more information on the website linked above and in the [NC Hurriclaims Toolkit](http://www.nchurriclaims.com).
- [North Carolina Department of Insurance: Disaster and Recovery Resources](http://www.ncdoi.gov/)
- [FEMA National Flood Insurance Program](http://www.fema.gov/)

**How You Can Help in the Event of a North Carolina Disaster**

**Recommendations for supportive organizations:**

- Donate to or volunteer at the [Central Eastern Food Bank of North Carolina](http://www.cefoodbank.org).
- Volunteer with the [Salvation Army](http://www.salvationarmyusa.org), which provides food, shelter, and care to hurricane survivors and relief workers.
- Donate to the [North Carolina Disaster Relief Fund](http://www.ncdisasterrelief.org) or to [United Way of North Carolina](http://www.unitedwaync.org) who each worked to administer funds to hurricane victims when Hurricane Matthew devastated parts of eastern North Carolina last October.
- Volunteer with the [American Red Cross](http://www.redcross.org) to manage a shelter, deliver food, and answer phone calls with your North Carolina, or consider giving blood at a nearby Red Cross blood drive.

**Tips from NC Emergency Management on How to Help Survivors**

**Do:**

- Donate money through a trusted organization: See [www.nvoad.org](http://www.nvoad.org) for a list
- Register and volunteer through a reputable charity
- Be prepared yourself: Have an emergency plan and kit. Stay informed.

**Don’t:**

- Don’t send stuff (unless you are asked): This shifts focus from helping people to sorting and storing items.
- Don’t just show up to help: Unexpected volunteers can create burdens for emergency officials.
Don't forget about the survivors: These people will need help for months and years to come.

ReadyNC - provides information for disaster response in North Carolina. It includes locations of open shelters, flood levels in many locations, power outages, and other important information.

SAMHSA Behavioral Health Disaster Response App - for mental health professionals serving in disaster response. This app provides access to evidence-based mental health and substance abuse information, tools for clinicians and resources for use in the field. It also includes information specific to areas impacted by disaster.

PFA Mobile - a guide to providing Psychological First Aid in disaster response. Psychological First Aid is the strongest evidenced-supported approach to mental health intervention in the acute phases of disaster.

FEMA App – provides weather alerts from the National Weather Service. This app allows users to get safety reminders, customize an emergency checklist, and locate open shelters and ways to communicate with FEMA in person (or on the phone).

American Red Cross – provides a variety of preparedness apps, including first aid, tornados, earthquakes, wildfires, hurricanes, volunteer, and shelter finder. The apps include customizable warning indicators if you live in an area that is prone to natural disasters.

This document was created by the National Association of Social Workers North Carolina.

If you are not a member of NASW, please join your professional association so that we may continue to support you and the entire social work profession.

www.socialworkers.org/join