



HURRICANE MARIA RESOURCE GUIDE

Philadelphia, PA

2017-2018

Hurricane Maria Recovery Resources

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FEDERAL BENEFITS AND SERVICES

FEMA

The Federal Emergency Management Agency (FEMA) Individual Assistance Program provides disaster survivors with information, support, services, and a way to access and apply for disaster assistance.



FEMA

A brochure describing the FEMA program, eligibility criteria, and the appeal process is available at: https://www.fema.gov/media-library-data/1508849853621-a4aea0d10318edc46257e9029639f120/fema_tri-fold_8.5x14_508C_SPANISH_10-12_1.0.pdf

To apply for FEMA benefits, visit: www.disasterassistance.gov
Deadline for applications is March 20, 2018

Need help with a FEMA Application?

The FEMA Helpline is available 7 days a week, from 7:00 AM - 11:00 PM.

FEMA Helpline: 1-800-621-3362 (1-800-621-FEMA)

FEMA TTY: 1-800-462-7585

711 or Video Relay Service (VRS) 1-800-621-3362

Hurricane Maria FEMA disaster website: <https://www.fema.gov/disaster/4339>

For Facebook updates from FEMA, visit <https://www.facebook.com/FEMAPuertoRico/>

Anyone coming from Puerto Rico should register with FEMA prior to arrival in Philadelphia. Disaster Recovery Center locations in Puerto Rico are available at <https://www.fema.gov/disaster/updates/4339/disaster-recovery-centers>

Transitional Sheltering Assistance (TSA)

The TSA program allows eligible disaster survivors to shelter in a hotel or motel, for a limited period of time, as a bridge to intermediate and longer-term temporary housing. **Not all families that register with FEMA are immediately eligible for TSA.**

Eligible survivors can find the list of TSA-approved hotels at www.femaevachotels.com. Eligible survivors may also call the FEMA Helpline (1-800-621-3362) for assistance with locating an eligible hotel or motel.

- FEMA makes payments directly to participating hotels and motels for room rental and taxes.
- Survivors are responsible for all other costs such as room service, laundry, parking, telephone or other services.
- Call the hotel directly to ask if “Transitional Sheltering Assistance rooms are available.” If rooms are available, go to the hotel or motel in person to book a room, and be sure to have your FEMA registration number and a valid photo ID.

Small Business Administration (SBA) Disaster Assistance Loans

SBA provides low-interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters. SBA disaster loans can be used to repair or replace the following items damaged or destroyed in a declared disaster: real estate, personal property, machinery and equipment, and inventory and business assets.

To apply for an SBA loan, visit: <https://disasterloan.sba.gov/ela/>

Phone: 1-800-659-2955 (TTY/TDD: 1-800-877-8339)

Email: disastercustomerservice@sba.gov

Social Security and Medicare Benefits

Phone: 1-800-772-1213

Social Security Office Locations

<https://secure.ssa.gov/ICON/main.jsp#cardCenterNotice-Desktop>

2929 North Broad St Philadelphia, PA 19132	3400 Aramingo Ave Philadelphia, PA 19134
1500 John F Kennedy Blvd, Suite 2000 A Philadelphia, PA 19102	

PENNSYLVANIA BENEFITS AND SERVICES

PA Department of Human Services (PADHS)

- Benefits Assistance Application
- Nutritional Assistance - Food Stamps (SNAP)
- Emergency Food Stamps (1 month with limited documentation)
- Medical Assistance Application (Medicaid). Medical Assistance, also known as Medicaid, and sometimes referred to as MA, pays for health care services for eligible individuals.
- Financial Assistance



<https://www.compass.state.pa.us/Compass.Web/Public/CMPHome?Language=es-US>

Phone: 1-800-692-7462

County Assistance Office Locations

<http://www.dhs.pa.gov/citizens/findfacilsandlocs/countyassistanceofficecontactinformation/>

Philadelphia County Assistance Office Headquarters 801 Market Street Philadelphia, PA 19107 Phone: 215-560-7267	Somerset District 2701 N. Broad Street, 2nd Floor Philadelphia, PA 19132-2743 Phone: 215-560-5400
Liberty District 219 East Lehigh Avenue Philadelphia, PA 19125-1099 Phone: 215-560-4000	Unity District 4111 Frankford Avenue Philadelphia, PA 19124 Phone: 215-560-6400
Ridge/Tioga District 1350 West Sedgley Avenue Philadelphia, PA 19132-2498 Phone: 215-560-4900	

WIC (Supplemental Nutrition Program for Women, Infants, Children)

The Pennsylvania Special Supplemental Nutrition Program for Women, Infants and Children (WIC) provides nutrition services, breastfeeding support, health care and social service referrals, and healthy foods.

<https://www.pawic.com/default.aspx>

Phone: (800) 743-3300

Lehigh Avenue WIC Office
217 W Lehigh Ave
Philadelphia, Pa 19133-9997

Pennsylvania Driver's License / Identification

PennDOT is the agency responsible for driver's license and photo identification.



Information on PennDOT services for new arrivals to Pennsylvania is available at:

<http://www.dmv.pa.gov/Driver-Services/New-Resident-Relocation-Information/New%20Residents/Pages/Info-For-New-Residents.aspx>

Phone: 717-412-5300

PennDOT Photo & Exam Center Locations

<https://www.dot4.state.pa.us/locator/locator.jsp#top?20171219134619603=20171219134619603>

801 Arch Street Philadelphia, PA 19107	Oxford Levick Shopping Center 919-B Levick Street Philadelphia, PA 19111
2320 Island Avenue Philadelphia, PA 19153	7121 Ogontz Avenue Philadelphia, PA 19138
Whitman Plaza 330 W. Oregon Avenue Philadelphia, PA 19148	

Employment Assistance: PA CareerLink

PA CareerLink helps residents explore career options, learn about job openings, access job training programs, and understand career trends to help you make decisions about your next job.

<http://www.pacareerlinkphl.org/our-services/>

<http://www.esperanza.us/understanding-esperanza/community-economic-development/work-force/>

PA CareerLink at Esperanza

4261 N. 5th St. (Bristol St.)

Philadelphia, PA 19140

Phone: 215-967-9711



PUERTO RICO SERVICES

Puerto Rico Unemployment Insurance

All Puerto Rico evacuees who have lost their job due to Hurricane Maria should apply for Puerto Rico Unemployment Insurance, even if they believe they are ineligible. If they do not qualify for regular unemployment insurance, they may qualify for FEMA's Disaster Unemployment Assistance (DUA). DUA covers a wider range of situations, including self-employed individuals who lost a business due to Hurricane Maria.

The deadline to secure the fallback Disaster Unemployment Assistance is 1/11/2018. All individuals who think they are eligible for DUA must first apply for regular PR Unemployment Insurance and be denied.

Contact the Puerto Rico Unemployment Office

http://www.trabajo.pr.gov/det_content.asp?cn_id=56

Phone: 787-945-7900

If approved: Once a person applies and is approved, he/she will start receiving unemployment benefits

If denied: Contact the PR Unemployment Office again to apply for Disaster Unemployment Assistance

A person may be eligible for DUA if, due to Hurricane Maria, he/she:

- No longer has a job.
- Is unable to reach his/her place of work.
- Cannot work due to damage to the place of work.
- Became 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.

Birth Certificates

How to order a replacement birth certificate from Puerto Rico:

<https://serviciosenlinea.gobierno.pr/Salud/Servicios.aspx?goto=nacimiento>

In-person:

Casa del Carmen

4400 N Reese Street

Phone: 215-329-5660



HEALTH CARE

If you are having a medical emergency such as trouble breathing, chest pain, injuries, uncontrolled diabetes or high blood pressure, you should call 911 or go to a hospital emergency room for immediate treatment.



If you are not having a medical emergency but need to find a doctor to treat your condition, including getting prescriptions for medicines that you need to refill, call one of the following healthcare clinics and make sure to explain that you are a recent evacuee from the hurricane in Puerto Rico and you are in need of care or prescription refills. Ask if there is a way that you can be given an appointment as soon as possible:

Maria De Los Santos Health Center
401 West Allegheny Avenue
Philadelphia, PA 19133
215-291-2500

Philadelphia Department of Public Health
Health Center #6
321 W. Girard Avenue
Philadelphia, PA 19123
215-685-3803

Mary Howard Health Center
125 S. 9th St.
Philadelphia, PA 19107
Speak to Nilsa: 215-825-8260

If you have written medication prescriptions or medication bottles from a Walgreens Pharmacy in Puerto Rico, contact:

Walgreens Pharmacy
1809 E. Allegheny Ave
Philadelphia, PA 19134
215-426-0956

COUNSELING SERVICES

Referrals to counseling services are available at the following phone numbers:

Philadelphia Crisis Response Line: 215-685-6440

National Suicide Prevention Lifeline: 1-800-273 TALK (8255)

Community Behavioral Health Member Services: 1-888-545-2600 (to access services)

<http://dbhids.org/mental-health-services/>

HOUSING

Unfortunately, affordable housing is extremely limited in Philadelphia.

The FEMA [Transitional Sheltering Assistance \(TSA\)](#) program is the best option for short-term housing for most individuals relocating from Puerto Rico due to the hurricanes. A list of available hotels for eligible individuals is available at www.femaevachotels.com

If you are transferring a [Housing Choice \(Section 8\) Voucher](#) from Puerto Rico, more information is available at <http://www.pha.phila.gov/housing/housing-choice-voucher.aspx>

Philadelphia Housing Authority
Housing Choice Voucher Program
2850 Germantown Ave, 2nd Floor
Philadelphia, PA 19133
Phone: 215-684-0402 or 215-684-3874
HCVPortability@pha.phila.gov

The Pennsylvania Housing Finance Agency (PHFA) provides a list of affordable apartments at

www.pahousingsearch.com

Phone: 1-877-428-8844

If you have no housing options with friends and families and require housing placement at a shelter, visit <http://www.philadelphiaofficeofhomelesservices.org/find-a-place-to-stay/emergency-housing/>

Phone number for families or single women: 215-686-7150

Phone number for single men: 215-685-3700

FOOD

If you are in need of immediate food assistance, call the SNAP hotline at 215-430-0556.

More information on free meals is available at:

<http://www.hungercoalition.org/food-pantries>

<http://www.philadelphiaofficeofhomelesservices.org/shared-public-spaces/free-meals/>



SCHOOL ENROLLMENT

The McKinney-Vento Homeless Education Assistance Act, a federal law that discusses the public education of students in temporary housing, protects students who are temporarily displaced due to disaster. Under the McKinney-Vento Act, students in temporary housing can enroll immediately in the new local school



where they are temporarily residing. The Educating Children and Youth Experiencing Homelessness (ECYEH) Office, housed in the School District of Philadelphia Office of Student Enrollment and Placement, can assist with any questions surrounding these cases.

For additional information:

School District of Philadelphia

440 N Broad Street

Philadelphia, PA 19130

ECYEH@philasd.org

267-784-9956

https://nche.ed.gov/downloads/briefs/csds_relief.pdf

<https://www.philasd.org/homeless/>

SERVICES FOR SENIORS

Mann Older Adult Center

http://www.pcacares.org/service_provider/mann-older-adult-center/

3201 N 5th Street

Philadelphia, PA 19140

215-685-9844



Philadelphia Corporation for Aging

<http://www.pcacares.org/>

215-765-9040

CLOTHING

Lydia's Closet is a free clothing cupboard located at St. Petri-Hope Lutheran Church in the Tacony neighborhood. Clothing is available for babies, children, women, and men.

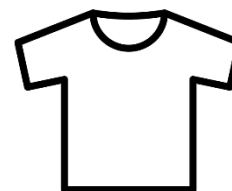
6816 Jackson St

Philadelphia, PA 19135

Phone: 215-333-4103

Open every Wednesday from Noon to 3pm and 6pm to 8pm.

<http://www.faithlutheranphiladelphia.org/outreach>



Our Closet

Our Closet operates pop-up clothing shops throughout Philadelphia. A schedule is available at:

<http://www.ourclosetpa.org/wp-content/uploads/2017/12/Winter-2018-Schedule.pdf>

All pop-ups are open from 10am-12pm

Phone: 267-256-2179

info@ourclosetpa.org

OTHER COMMUNITY SERVICES

Salvation Army Tabernacle Corps Community Center

<http://pa.salvationarmy.org/greater-philadelphia/B85C44015F1FD4ED8525741E000B5955>

3150 North Mascher Street

Philadelphia, PA 19133

Phone: 215-423-9300

Casa del Carmen

<http://cssphiladelphia.org/familyservicecenters/casa/>

4400 N Reese St

Philadelphia, PA 19140

Phone: 215-329-5660

City of Philadelphia Office of Civic Engagement and Volunteer Services

<https://www.serve.phila.gov/>

311

United Way / 211

<http://211sepa.org/>

211