

Hurricane Ida

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 Ida.

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
- [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. 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.

Citizens in need of services should **dial 211**, which is a hotline operating 24/7. Governor's Office **225-342-7015**. More information on hurricane relief can be found [here](#).

VIA LINK provides crisis counseling and information and referrals to programs that can help with needs such as food, shelter, medical care, financial assistance, mental health services, substance abuse treatment, senior services, childcare and more. Dial 211 or visit <https://vialink.org/>

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.dcsf.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)**.

Disaster Unemployment Assistance

As a result of Hurricane Ida, Disaster Unemployment Assistance is now available for people in 25 parishes. Determine if you qualify below. Click here to apply: <http://ow.ly/Je8E50G3jtE>

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

Visit [IDA Resources](#) or text 'IDA' to 67283 and sign up for phone calls by going to [Smart911](#)

Shelter/Hotel

Text '**LASHELTER**' to **898211** or visit LA211shelterinfo.org to find shelter due to Hurricane Ida.

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

Transitional Sheltering Assistance (TSA)

FEMA program that allows for temporary, short-term accommodations for eligible survivors when other housing options are not available after a presidentially declared disaster. Q&A - [Transitional Sheltering Assistance | FEMA.gov](#)

511

For up-to-date travel and roadway information, visit 511la.org.

Through Blue Cross

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>. \$0 telehealth visits with BlueCare through September 6th.

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.

Other

Crisis Cleanup:	Need help mucking and gutting your house? Contact Crisis Cleanup, a multi-agency homeowner assistance database. Homeowners can call 844-965-1386 .
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.
Disaster Distress Helpline (DDH)	The DDH (call or text 1-800-985-5990) provides crisis counseling and support for anyone in the U.S. experiencing distress or other behavioral health concerns related to any natural or human-caused disaster.
Veterans Crisis Hotline	Veterans, service members and their family and friends may call the Veterans Crisis line at 800-273-8255, text 838255 or visit https://www.veteranscrisisline.net/ .
Louisiana Baptists Clean Up	New requests for assistance for Disaster Relief related to Hurricane Ida (mud out, chainsaw, etc.) are being taken at this time. Please visit Louisiana Baptists to submit an application.
Available and Open Resources in East Baton Rouge Parish	Here is a link that can be shared with the public with available and open resources: https://airtable.com/shrDp20zr1sY6cTUQ/tblKaiQwlqmnMNKOH If you or other people in the community would like to add resources, you can add them here: https://airtable.com/shrRNCiamlEluXBAw
Open Pharmacies	Rx Open provides information on the operating status of healthcare facilities in areas impacted by a disaster. When the map is active for an event, users can use the Facilities map to search for individual facility status. The map displays a summary of operating status at the parish or county level. Rx Open
Open Gas Stations	To locate open gas stations, visit https://www.gasbuddy.com/ .
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/
Operation Blue Roof	Operation Blue Roof is providing homeowners with fiber-reinforced sheeting to cover their damaged roofs until permanent repairs are made. Sign up at blueroof.us or by calling 1-888-766-3258. Per direction from the state, the following Parishes are eligible for a temporary roofing mission: Ascension, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Tammany, Tangipahoa, and Terrebonne.
Southeast Louisiana Legal Services (SLLS)	In regards to FEMA and contractors, SLLS is operating their disaster hotline remotely. SLLS will help disaster survivors appeal FEMA claims, grapple with shady contractors, file successions so they can obtain insurance or FEMA benefits, to untangle bureaucratic snags in obtaining disaster unemployment benefits, to tackle illegal evictions, fight for the rights of tenants to get repairs, protect homeowners from foreclosure, combat increased domestic violence, and more. SLLS COVID-19 Hotline: 1-844-244-7871 Baton Rouge: 1-255-448-0080 (Local), 1-855-512-3980 (Toll Free) Covington: 1-985-893-0076 (Local), 1-800-891-0076 (Toll Free)

Gretna: 1-504-374-0977 (Local), 1-800-624-4771 (Toll Free)

Hammond: 1-985-345-2130 (Local), 1-800-349-0086 (Toll Free)

Houma: 1-985-851-5687 (Local), 1-800-256-1660 (Toll Free)

New Orleans: 1-504-529-1000 (Local), 1-877-521-6242 (Toll Free)

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](#)

[LaDOTD Self Report Storm Damage](#)

[Small Business Administration – Disaster Help](#)

[USDA Farm Grant](#)

If you want to volunteer

Notes:

- Do not self-deploy in flooded 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. As needs are identified, volunteer opportunities will be posted at:

<http://volunteerlouisiana.galaxydigital.com/>

For medical needs volunteers, [click here](#).

Samaritan's Purse

As volunteer opportunities after Ida become active, they will be posted at

<https://www.spvolunteer.org/project-response/286>.

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>.

Crisis Cleanup

Crisis Cleanup is in need of volunteers to answer the phones due to a large call volume for Hurricane Ida. Visit <https://www.crisiscleanup.org/login>.

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 Hurricane Ida. <ul style="list-style-type: none">You can make a difference in the lives of people impacted by Hurricane Ida. Visit redcross.org, call 800-RED-CROSS or text the word IDA to 90999 to make a \$10 donation. Donations enable the Red Cross to prepare for, respond to and help people recover from this disaster. Ensure your donation helps people affected by Hurricane Ida by choosing that option on redcross.org/donate or by calling 800-RED-CROSS.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.
YouGiveGoods	Community Relations is hosting a food drive via YouGiveGoods to help Second Harvest Food Bank and the Salvation Army. Click here to donate and help our fellow Louisianians. The deadline is Sept. 17.
Pinnacle Search and Rescue aka Cajun Navy	The Cajun Navy, a nonprofit, citizen-led disaster response team, is working to rescue those who are stranded and get them critical supplies. You can make a monetary donation here .
SBP	SBP (originally named St. Bernard Project) is asking for local volunteers and donations , which will go to supplies for home rebuilding, and PPE for their team members and other needs.
Louisiana Baptists	Louisiana Baptists, a network of 1600 churches, has trained volunteers preparing to help clean up and feed the hungry. You can make a monetary donation here .
Salvation Army	The Salvation Army has set up mobile feeding stations. Each mobile feeding unit can serve 500 to 1,500 meals per day. You can donate here to help provide food and other supplies.
Americares	Americares has set up a dedicated relief fund to support its deliveries of medicine, personal protective equipment (PPE), and medical supplies to disaster areas affected by Hurricane Ida.
All Hands and Hearts	All Hands and Hearts is an emergency response organization that deploys volunteers to disaster sites to help with cleaning, rebuilding homes and creating a long-term recovery plan. You can donate to its Louisiana Hurricane Relief fund or sign up to volunteer .
Operation BBQ Relief	Operation BBQ Relief is a Missouri-based organization that brings barbecue meals to disaster sites to feed emergency medical workers and displaced families. It is currently running a fundraiser to help its efforts.
Mercy Chefs	Mercy Chefs, which was founded after Hurricane Katrina, is providing meals to those affected by the storm. You may donate or sign up to be a volunteer on their website.
Volunteer Louisiana Foundation	Your support of the Volunteer Louisiana Foundation Disaster Fund will go to support the work of long-term disaster recovery agencies who will help survivors recover and rebuild months and years after a disaster.
United Way of Southeast Louisiana	United Way of Southeast Louisiana is here before, during and after disasters. When a disaster strikes, your gift helps families get back in their homes, rebuild schools and businesses, and give our vulnerable neighbors the care they need. United Way works with local organizations to thoughtfully build strategies to create resilient communities.

All proceeds to the Hurricane Ida Relief Fund, in partnership with WWL-TV CHANNEL 4, will support immediate relief efforts and long-term rebuilding and community grants to partner organizations providing direct services to assist with disaster recovery. Visit [UWSELA](#) to support.

National Voluntary Agencies Active in Disaster (NVOAD)

Many national volunteer organizations will help with disaster response and recovery efforts in Louisiana in the days, weeks and months to come. To learn more about NVOAD member agencies and to provide financial support to a NVOAD, visit: <https://www.nvoad.org/current-members/>.

Greater New Orleans Foundation

Due to the impact of Hurricane Ida, the Greater New Orleans Foundation has activated the Disaster Response and Restoration Fund.

Please write "Hurricane Ida" in the "specify the fund" box below.

Donations can be made to the Disaster Response & Restoration Fund by visiting <https://www.gnof.org/donors/ways-to-give/donate/>.

Northshore Community Foundation

Torrential rains, swelling waterways and the destruction of local homes and businesses prompted the Northshore Community Foundation to create the Northshore Weather Relief Fund. Hundreds of local individuals and corporations have helped this fund grow by leaps and bounds with their tax-deductible donations enabling us to grant all of that generosity to those nonprofits big and small in our area that help to put shattered lives back together. To donate, visit <https://www.classy.org/give/355047/#!/donation/checkout>.

Second Harvest Food Bank

Thousands have been impacted and displaced by Hurricane Ida. Every \$1 donated helps Second Harvest provide four meals to our neighbors facing hunger. Donate [here](#).

Bayou Community Foundation

Bayou Community Foundation has activated its Bayou Recovery Fund to help you help residents most impacted by Hurricane Ida. Your tax-deductible donation will fund emergency grants from Bayou Community Foundation to local nonprofits that are providing critical services in the aftermath of the hurricane and for rebuilding.

You can give hope and help to those suffering in Lafourche, Terrebonne and Grand Isle!

[Gifts by check may be made with the giving form HERE.](#)

Online gifts by credit card can be made by clicking [Bayou Community Foundation](#).

Catholic Charities of the Diocese of Houma-Thibodaux

[Hurricane Ida | Catholic Charities, Diocese of Houma-Thibodaux | Houma, LA \(catholiccharitiesht.org\)](#)

Capital Area United Way

Capital Area United Way will be accepting donations to support the immediate and long-term needs of the response and recovery efforts from Hurricane Ida. All donations to this fund will be used for response and recovery.

Visit www.cauw.org/disaster for more information. To donate, visit [Hurricane Ida Relief Fund | Capital Area UW \(cauw.org\)](#)

Baton Rouge Area Foundation

The people of Louisiana are pretty good at taking care of themselves. But, once in a while, storms like Hurricane Ida come along and overwhelm them.

At the Baton Rouge Area Foundation, we are raising money from generous people like you to help our neighbors return to their normal lives. Contributions to the Foundation will go to nonprofits that are providing emergency relief. Donate [here](#).

Greater Baton Rouge Food Bank	<p>The Greater Baton Rouge Food Bank operates within multiple parishes, including:</p> <table border="0"> <tr> <td>Ascension</td> <td>Assumption</td> </tr> <tr> <td>East Baton Rouge</td> <td>East Feliciana</td> </tr> <tr> <td>Iberville</td> <td>Livingston</td> </tr> <tr> <td>Pointe Coupee</td> <td>St. Helena</td> </tr> <tr> <td>St. James</td> <td>West Baton Rouge</td> </tr> <tr> <td>West Feliciana</td> <td></td> </tr> </table> <p>To donate, visit Give Funds Greater Baton Rouge Food Bank Funds For Food (brfoodbank.org)</p>	Ascension	Assumption	East Baton Rouge	East Feliciana	Iberville	Livingston	Pointe Coupee	St. Helena	St. James	West Baton Rouge	West Feliciana	
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Louisiana Association of United Ways (LAUW)	<p>Louisiana 211 works to link people and resources for a better Louisiana through collaboration and partnership between non-profit organizations providing 211 services, funding United Ways, governmental and healthcare partners and the State of Louisiana Public Service Commission.</p> <p>LAUW provides backbone support to Louisiana 211 to advance the statewide capacity of Louisiana 211. To donate, c/o Louisiana Association of United Ways, Attention: Louisiana 211, P.O. Box 3416, Baton Rouge, LA 70821 or Support 211 Louisiana 211 Statewide Network.</p>												
Louisiana Policy Institute for Children	<p>The Louisiana Policy Institute for Children is collecting donations to provide Louisiana childcare providers with financial assistance to aid their recovery efforts in the immediate aftermath of Hurricane Ida. Your donation will help ensure that childcare providers in Louisiana can quickly access short-term recovery funds in order to meet the needs of families as they recover from Hurricane Ida. Please consider making a donation by clicking here.</p>												
Community Foundation of Acadiana	<p>Three parishes in Acadiana have been federally named in the emergency disaster declaration by the Federal Emergency Management Agency. If you would like to contribute to the recovery efforts in one of these parishes, please click on the Acadiana Disaster Response Fund to make a contribution.</p>												
Team Rubicon	<p>Team Rubicon focuses on serving vulnerable and at-risk populations affected by disaster. The help with debris management, home repair, emergency medicine and healthcare. Donate and Support Team Rubicon Team Rubicon (teamrubiconusa.org)</p>												
Convoy of Hope	<p>Convoy of Hope is a faith-based, nonprofit organization whose driving passion to feed the world delivers help and hope where it's needed most. Find their daily location in Louisiana at Hurricane Ida Response Crisis Relief Fund Convoy of Hope</p>												
Catholic Charities Amazon Wishlist	<p>Help us respond to survivors of Hurricane Ida. Shop our Amazon Wishlist to get essential relief supplies shipped directly to our warehouse - Click here: https://bit.ly/CCADisasterAmazon</p>												

This list is a work in progress: If you have any additional Louisiana charities to add, please email Kellie Duhon at kellie.duhon@bcbsla.com.