

Fort Hood Community Information

Winter Storm Recovery Financial Resource Updates – 12 MAR 2021 v4

FEMA Disaster Assistance

website: <https://www.fema.gov>

website: <https://www.disasterassistance.gov/>

Disaster assistance for home damage, business damage/assistance, vehicle damage, funeral assistance and child care.

Phone, 1-800-621-3362

TTY 1-800-462-7585

FEMA programs do not pay for fuel or cover food losses.

If you were affected by the winter storms in Texas, you can apply for disaster assistance online at <https://www.disasterassistance.gov/>. During the application process please ensure to select the cause of damage **snow/ice** amongst other damages that may have occurred.

Applicants are required to inform FEMA of all insurance coverage such as flood, homeowners, renters, etc. that may be available to them. Insured applicants must provide FEMA documentation such as an insurance settlement or denial letter to process their application.

Texas Department of Insurance (TDI)

website: <https://www.tdi.texas.gov>

Tips and information the insurance claim process and selecting a contractor for repairs

Help Line: 800-252-3439 Mon-Fri 8 a.m. – 7 p.m. CST

Federal Help: Texans can apply for federal aid for damage not covered by insurance at <https://www.disasterassistance.gov/>

Report price gouging to the Office of the Attorney General at <https://www.texasattorneygeneral.gov/consumer-protection/disaster-and-emergency-scams/how-spot-and-report-price-gouging>

Avoid Scams: [The Texas Department of Insurance](#) advises you to hire local contractors, get written bids and check references to protect what you invest in repairs.

Contact Army Community Service for additional information at
usarmy.hood.imcom-fmwrc.list.acs-frb@mail.mil
254-287-CITY (2489) or 254-287-4ACS (4227)

Fort Hood Community Information

National Center for Disaster Fraud Hotline

website: <https://www.justice.gov/disaster-fraud/video/psa-national-center-disaster-fraud>

Report complaints of fraudulent activity, phony charities and fake contractors.

Phone: 866-720-5721

Fax: 225-334-4707

Email: disaster@leo.gov

Public Utility Commission of Texas (PUC)

website:

<https://www.puc.texas.gov/agency/resources/pubs/news/2021/PUCTX-REL-COLD21-022121-EOM.pdf>

The PUC issued an immediate suspension of disconnections for non-payment of electric until further notice.

Army Emergency Relief (AER)

website www.armyemergencyrelief.org

Financial assistance is available for eligible Soldiers affected by winter storms. Examples of valid categories of assistance related to winter storms include natural disaster recovery, utilities, appliance repair/replace, food, fuel, auto repair, clothing, and more.

Contact a Fort Hood AER Specialist for more information:

254-288-7292

254-553-3101

254-287-6483

Email: usarmy.hood.imcom-fmwrc.list.acs-frb@mail.mil

Federal Employee Education & Assistance Fund (FEEA)

website: <https://feea.org>

FEEA offers disaster relief grants and emergency hardship loans to eligible federal employees.

Online application only.

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usarmy.hood.imcom-fmwrc.list.acs-frb@mail.mil

254-287-CITY (2489) or 254-287-4ACS (4227)

Fort Hood Community Information

Supplemental Nutrition Assistance Program (SNAP)

website: <https://hhs.texas.gov/services/food/snap-food-benefits>

SNAP recipients who had food loss due to the storm need to apply for replacement food benefits.

There are four options for submitting an application:

1. **Phone**, 2-1-1 and selecting option 2
2. **Email**, download Form H1855 (Affidavit for No receipt or Destroyed Food Stamp Benefits) from the Health and Human Service Commission website. Texas officials ask that you mail or fax the completed form to HHSC instead of visiting their local offices
3. **Mail** the completed form to PO Box 149027, Austin, TX, 78714-9027
4. **Fax** the completed form to 1-877-447-2839

Recipients have until March 31 to request a benefit replacement.

Funds should be placed on Lone Star Cards within two business days of receiving the request.

Killeen 254-519-4666

Temple 254-778-6751

Copperas Cove 254-547-4286

Salvation Army

website: <https://www.salvationarmytexas.org/bellcounty/>

Assistance with food, shelter, and financial needs, The Temple office services Killeen, Harker Heights, Temple, Belton and Copperas Cove.

Phone 254-774-9996

Address 419 West Avenue G Temple TX

Military One Source

website: <https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-foremergencies/before-and-after-steps-and-resources-for-disasters/>

Before-and-After Steps and Resources for Disasters (Military One Source):

Contact Army Community Service for additional information at

usarmy.hood.imcom-fmwrc.list.acs-frb@mail.mil

254-287-CITY (2489) or 254-287-4ACS (4227)

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Spirit of Fort Hood Food Pantry

Tank Destroyer Blvd and 31st St, Bldg. 320, Fort Hood, TX 76544

Mon, Tue & Thu 10-11:45 a.m. & 1:30 - 4:30 p.m. CST

Fri 10-1145 a.m.

Phone 254-288-6545

Bell County Property Tax Reduction website: bellcad.org/winterstorms

Bell County homeowners whose property was damaged during last month's winter storm may be eligible for a temporary tax exemption. To qualify for this temporary exemption, the physical damage must have been sustained from the winter storms that resulted in the disaster declaration by the Governor on February 12, 2021

Applications are available at bellcad.org/winterstorms and can be emailed with all supporting documents to exemptions@bellcad.org. Residents also can mail their applications to Tax Appraisal District of Bell County P.O. Box 390, Belton, Texas, 76513.

Internal Revenue Service (IRS)

website: IRS.gov

Victims of winter storms that began February 11, 2021 now have until June 15, 2021 to file various individual and business tax returns and make tax payments. For more information contact a tax professional or the IRS.

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