



Coastal Bend Disaster Recovery Group is a collaborative network comprised of non-profit, faith based and government organizations working as long-term recovery partners to assist our community with disaster recovery efforts following Hurricane Harvey in the six affected counties in the Coastal Bend of Texas.

Long-Term Case Management Services are available to help residents develop disaster recovery plans and screen for other available services such as home repair assistance. Case management is available to all affected households. Please call (361) 596-3741 to leave a message for a case management appointment if you are NOT already registered with FEMA. Additional application is not necessary if you have registered with FEMA. Due to high demand for services, all of our case managers are currently booked so there may be a wait for this service. If you need emergency basic or immediate needs like food or temporary housing, please call 2-1-1.

It is important to note that case managers require the following documentation in order to determine eligibility for additional services:

- FEMA award or denial letter
- Insurance claim determination letter (if applicable)
- Proof of homeownership for those seeking home repair services
- County/city damage assessment letter for residents located within the floodway or floodplain if available
- Proof of income and/or financial need (pay statements, checking/savings information, etc.)
- Must be a resident of Aransas, Bee, Kleberg, Nueces, Refugio, or San Patricio counties.

Home Repair Assistance is available after FEMA, SBA and/or insurance determinations have been made for homeowners that qualify. Due to high demand for services and very limited financial resources, case managers will utilize the following eligibility/priority criteria:

- Priority will be given to low-income residents who are over 60 years, disabled, single parents with children in the home, and/or US honorably discharged veterans.
- Households must provide proof of income and demonstrate significant financial need.
- Households must have exhausted all available personal resources (FEMA grants, flood insurance, personal resources/savings) or have a plan for how those resources will be utilized.
- Assistance is not available for home elevations or complete home rebuilds (reconstruction) at this time.
- Homes must be the homeowner's primary residence. Proof of ownership is required.
- Assistance is not available for rental property, business, nonprofit or church facilities.

Please note that in most cases, before assistance can be provided, FEMA determination letters and/or insurance claim notifications must be received by the resident. All applicants must meet the above mentioned eligibility criteria to be considered for approval.

This is a long-term program and there may be a wait for services because the need is so great. Case managers and home repair assessors must complete in-depth assessments to determine eligibility and scope of work as part of the approval process. This process helps ensure that residents preserve any recovery assistance they have received while working to bridge the gap of unmet needs after all other available financial resources have been exhausted. We appreciate your patience as you wait to be contacted for an appointment.