Unit 9: Disaster Recovery Resources for Families

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Please note that disaster recovery resources are discussed throughout this toolkit. This last unit lists additional resources disaster survivors may want to explore.
Replacing Important Papers

After a disaster, important papers may be destroyed, lost, or damaged. Following is information on how to replace your important papers.

**Birth and Death Certificates**

To replace a birth or death certificate for U.S. citizens who were born or died in the United States, visit [www.vitalrec.com](http://www.vitalrec.com).

For birth records of U.S. citizens born abroad, visit travel.state.gov/passport/get/first/first_825.html or request a copy of Form FS-240 (Consular Report of Birth Abroad) from:

- U.S. Department of State
  - Passport Services
  - Vital Records Section
  - 1111 19th Street, NW, Suite 510
  - Washington DC 20522-1705

This address is also used to obtain a “Report of the Death of an American Citizen Abroad” form for U.S. citizens who died abroad.

**Credit Cards**

- **American Express**: 1-800-528-4800
- **Discover**: 1-800-347-2683
  - (TDD/TTY – 1-800-347-7449)
- **Master Card**: Contact issuing financial institution or 1-800-622-7747.
- **Visa**: Contact issuing financial institution or 1-800-847-2911.

**Driver Licenses or State ID Cards**

The quickest way to obtain a duplicate driver license is to apply in person at any state department of motor vehicles (called different names in different states). You will need to complete an application for a license or identification card. To find a department of motor vehicles location near you, visit [www.4dmv.com](http://www.4dmv.com).

**Citizenship and Naturalization Papers**

For papers related to citizenship, immigration, permanent residency (green card), re-entry permit, employment authorization, etc., visit [www.uscis.gov](http://www.uscis.gov). Complete Form N-565. You may also contact your county court house.

**Income Tax Returns**

To receive copies of your income tax returns, call the nearest IRS office, or call the national office at 1-800-829-3676, and request Form 4506 (“Request for Copy of Tax Return”). To find your local IRS office, visit: [www.irs.gov/localcontacts/index.html](http://www.irs.gov/localcontacts/index.html).
Insurance Policies
Contact the agent or company providing coverage. You may be required to complete a form, pay a fee for duplicate copies, or both. The policy number will expedite this request.

Marriage Certificates and Divorce Records
Copies of certificates of marriage are available from the county that issued the marriage license, and divorce decrees are available from the county that granted the divorce. For ordering and fee information, please contact the local registrar in the county where the marriage certificate was issued or the divorce granted.

To learn where to obtain vital records, including marriage certificates and divorce degrees, contact the National Center for Health Statistics at: www.cdc.gov/nchs/howto/w2w/w2welcom.htm.

Military Discharge Papers
Request Standard Form 180 (SF-180) from any office of the Veterans Administration, the American Legion, the Veterans of Foreign Wars, the American Red Cross, a veterans’ association, or military recruiter. You may also download the form from: www.archives.gov/veterans/military-service-records/standard-form-180.html.

Fax the completed form to 314-801-9195 or mail it to:
National Personnel Records Center
Military Personnel Records
9700 Page Avenue
St. Louis, MO 63132-5011

To find out if you are eligible for veterans’ benefits, how to apply, and what it will cost. Call the VA Health Benefits Service Center at 1-877-222-8387. You may be able to complete an application form online.

Mortgage Papers
Contact your lending institution (mortgage holder).

Passports
Call Passport Services at 1-877-487-2778 or 1-888-874-7793 (TTY). Complete form DS-64 (Statement Regarding Lost or Stolen Passport) from travel.state.gov/passport/lost/lost_848.html.

Mail it to:
U.S. Department of State
Passport Services
Consular Lost/Stolen Passport Section
1111 19th Street, NW, Suite 500
Washington DC 20036

Property Deeds
Contact the Clerk of Court in the county where the property is located.

Savings Bonds/Notes
Call 304-480-7527 or visit www.treasurydirect.gov/forms/sav1048.pdf and complete Form PDF 1048E (Claim for Lost, Stolen or Destroyed U. S. Savings Bonds).

To replace Series HH/H Bonds, mail the completed form to:
Bureau of the Public Debt
P.O. Box 7012
Parkersburg, WV 26106-2188

To replace Series EE/E Bonds, mail the completed form to:
Bureau of the Public Debt
P.O. Box 7012
Parkersburg, WV 26106-7012
Social Security Card

Visit secure.ssa.gov/apps6z/FOLO/fo001.jsp to find your local Social Security Administration office. Obtain Form SS-5 (Application for Social Security Card) from this office or download it from: ssa.gov/ssnumber/ss5.htm. Follow the instructions to complete the form.

For additional help, contact the Social Security Administration at 1-800-772-1213, or write:

Office of Public Inquiries
Social Security Administration
Windsor Park Building
6401 Security Blvd.
Baltimore, MD 21235

Vehicle Titles

Contact your state’s department of motor vehicles; find it at www.4dmv.com/.

Complete a “Vehicle Application” form. Submit to the address given on the form.

Wills

Contact the attorney who prepared your will. If circumstances have changed, you may need to write a new will.

Additional Information About This Document

All contact information was verified at the time of last revision of this publication (October 23, 2011). However, this information is subject to change, so always confirm its accuracy on your own.

The information in this section was originally compiled by Jeanette A. Tucker, Ph.D., Associate Professor, Family Economics, Louisiana State University Agricultural Center (April 2006).

This is the non-state-specific version of this tool. It was adapted, with permission from Jeanette Tucker, by:

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National Disaster Recovery Resources for Families

Extension Resources

- Cooperative Extension – Educational network of local or regional offices located in every U.S. state and territory; provides useful, practical, and research-based information to agricultural producers, small business owners, youth, and others in rural areas and communities of all sizes; find an office near you at [www.nifa.usda.gov/Extension/index.html](http://www.nifa.usda.gov/Extension/index.html)
- eXtension – Resources from state Extension programs across the nation; [www.extension.org](http://www.extension.org)

Disaster Resources

Smartphone Applications

- Disaster Recovery Log – *North Dakota State University Extension and Myriad Devices* – Free smartphone app helps record information about damages to your home and property using images, text, and audio; [www.ag.ndsu.edu/extension/apps](http://www.ag.ndsu.edu/extension/apps)

National Relief Agencies

- American Red Cross – Helps prepare communities for emergencies and keep people safe; [www.redcross.org](http://www.redcross.org)
- Catholic Charities – Disaster Preparedness and Response Program provides relief and recovery services, including emergency food, shelter, direct financial assistance, counseling, and support; [www.catholiccharitiesusa.org](http://www.catholiccharitiesusa.org) or 1-800-919-9338
- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at [www.nifa.usda.gov/Extension/index.html](http://www.nifa.usda.gov/Extension/index.html)
- DisasterAssistance.gov – Access disaster help and resources; [www.disasterassistance.gov](http://www.disasterassistance.gov)
- eXtension – Resources from state Extension programs across the nation; search for disaster resources at [www.extension.org](http://www.extension.org)
- Extension Disaster Education Network – Educational resources to reduce the impact of natural and man-made disasters; [eden.lsu.edu](http://eden.lsu.edu)
- Federal Emergency Management Agency (FEMA) – May provide assistance and tax relief to residents of a community that has been declared a federal disaster area; [www.fema.gov](http://www.fema.gov) or 1-800-621-FEMA
- The Salvation Army – Provides assistance and resources during a disaster; contact your local Salvation Army office or go to [www.salvationarmy.org](http://www.salvationarmy.org)
- Small Business Administration (SBA) – Provides low-interest disaster loans to homeowners, renters, businesses of all sizes, and private, non-profit organizations to repair or replace property that has been damaged or destroyed in a declared disaster; [www.sba.gov](http://www.sba.gov)
- United Methodist Committee on Relief (UMCOR) – Provides long-term disaster recovery assistance as well as immediate relief; [new.gbgm-umc.org/umcor/work/emergencies/](http://new.gbgm-umc.org/umcor/work/emergencies/) or 212-870-3951
Crisis Resources

- National Suicide Prevention Lifeline – Call the hotline at 1-800-273-TALK (8255) or 1-800-799-4TTY (4889); search for your state’s suicide prevention hotlines; www.suicidepreventionlifeline.org/crisiscenters/locator.aspx
- United Way 2-1-1 – National information and referral search service for help with food, housing, employment, health care, counseling, and more; www.211.org or call “211” or 1-800-543-7709

Agriculture Resources

- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at www.nifa.usda.gov/Extension/index.html
- eXtension – Resources from state Extension programs across the nation; search for agriculture resources at www.extension.org
- Farm Service Agency – May offer disaster assistance to farmers and ranchers; www.fsa.usda.gov
- Natural Resources Conservation Service – May offer disaster assistance to farmers and ranchers; www.nrcs.usda.gov
- Rural Development – May offer disaster assistance to rural communities; www.rurdev.usda.gov

Benefits Screening, Referral Services, and Assistance

- Bridge to Benefits – Helps people determine eligibility for public health care, child care, tax credits, food support and energy assistance; English and Spanish; www.bridgetobenefits.org
- United Way 2-1-1 – National information and referral search service for help with food, housing, employment, health care, counseling, and more; www.211.org or call “211” or 1-800-543-7709

Consumer Education and Protection

- Federal Trade Commission – Provides consumer protection information; visit www.ftc.gov or call 1-877-382-4357
- Insurance Information Institute – Aims to improve public understanding of insurance, what it does and how it works; www.iii.org
- Direct Marketing Association (DMA) – Submit requests to stop unwanted marketing messages through direct mail, telemarketing and emails:
  - To stop direct mail marketing: Send a letter to Direct Marketing Association, Mail Preference Service, PO Box 643, Carmel, NY 10512
  - To stop telemarketing: Send a letter to Direct Marketing Association, Telephone Preference Service, PO Box 1559, Carmel, NY 10512
  - To stop email marketing: Visit www.dmachoice.org
- Do Not Call – Place your phone numbers on FTC’s national registry to stop unwanted telemarketing calls; visit [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222
- Opt Out of Credit – “Opt-out” of pre-approved credit offers; visit [www.optoutprescreen.com](http://www.optoutprescreen.com) or call 1-888-567-8688
- Phone Discounts for Low Income Users – Sign up for services such as Lifeline, Telephone Assistance Plan (TAP), and Link-Up; contact your local phone company for information

### Employment and Unemployment Resources

- United Way 2-1-1 – National information and referral search service for help with food, housing, employment, health care, counseling, and more; [www.211.org](http://www.211.org) or call “211” or 1-800-543-7709

### Financial Management

#### Money Management

- American Association of Daily Money Managers (AADMM) – Provides daily money management services to members; [www.aadmm.com](http://www.aadmm.com)
- AARP – Money management information with focus on those 50 and over; [www.aarp.org/money/](http://www.aarp.org/money/)
- American Institute of Certified Public Accountants – Tips and tools for managing money through marriage, parenthood, home ownership, college savings, and retirement; [www.360financialliteracy.org](http://www.360financialliteracy.org)
- Consumer Federation of America – Provides consumers with a voice in decisions that affect their lives in the areas of communications, energy, finance, food and agriculture, health and safety, and housing; [www.consumerfed.org/](http://www.consumerfed.org/)
- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at [www.nifa.usda.gov/Extension/index.html](http://www.nifa.usda.gov/Extension/index.html)
- eXtension – Resources from state Extension programs across the nation; search for personal finance resources at [www.extension.org](http://www.extension.org)
- Federal Reserve Bank – “Consumer Information” page includes a credit card repayment calculator, mortgage foreclosure resources, general information for consumers and more; [www.federalreserve.gov/consumerinfo/](http://www.federalreserve.gov/consumerinfo/)
- Money Sense – Basic financial education information and tools for consumers; [www.nysemoneysense.com](http://www.nysemoneysense.com)
- MyMoney.gov – Provides information from 20 federal agencies and bureaus on making smart financial choices; also available in Spanish; [www.mymoney.gov](http://www.mymoney.gov)
- Smart About Money – Articles, worksheets, and other information to manage dollars better from the National Endowment for Financial Education; [www.smartaboutmoney.org](http://www.smartaboutmoney.org)
- Social Security Administration – Estimate future Social Security benefits or find information on Medicare benefits and applications; [www.ssa.gov](http://www.ssa.gov)
- U.S. Department of Treasury – Answers to a variety of personal finance questions; [www.treasury.gov/resource-center/faqs/Personal-Finance/Pages/default.aspx](http://www.treasury.gov/resource-center/faqs/Personal-Finance/Pages/default.aspx)

**Credit Counseling**
- National Foundation for Credit Counseling – Find a certified agency; [www.nfcc.org](http://www.nfcc.org) or call 1-800-388-2227

**Debt Management**
- Bankruptcy Resources:
  - U.S. Trustee Program – Information on bankruptcy and related issues in multiple languages; [www.usdoj.gov/ust/index.htm](http://www.usdoj.gov/ust/index.htm)
- Gambling Resources:
  - Gamblers Anonymous – Visit [www.gamblersanonymous.org](http://www.gamblersanonymous.org) or call 1-888-GA-HELPS
  - National Council on Problem Gambling – Visit [www.ncpgambling.org](http://www.ncpgambling.org) or call 202-547-9204
- Other Debt Resources:
  - Federal Reserve Bank – Consumer Information page includes a credit card repayment calculator, mortgage foreclosure resources, general information for consumers and more; [www.federalreserve.gov/consumerinfo/](http://www.federalreserve.gov/consumerinfo/)
  - Power Pay – Interactive calculator helps determine how to manage credit and debt; [powerpay.org](http://powerpay.org)
  - U.S. Department of Education – Student loan consolidation information; visit [www.ed.gov](http://www.ed.gov) or call 1-800-872-5327

**Investment Resources**
- Federal Reserve Bank – Consumer Information page includes a credit card repayment calculator, mortgage foreclosure resources, general information for consumers and more; [www.federalreserve.gov/consumerinfo/](http://www.federalreserve.gov/consumerinfo/)
- Financial Industry Regulatory Authority – Investing information; [www.finra.org/investors/](http://www.finra.org/investors/)
- U.S. Securities and Exchange Commission – Consumer investing publications and online calculators; [www.sec.gov/investor.shtml](http://www.sec.gov/investor.shtml)
Food and Nutrition Resources

- ChooseMyPlate.gov – Personalized eating plans and interactive tools from USDA to help assess and plan food choices based on the Dietary Guidelines for Americans; [www.choosemyplate.gov](http://www.choosemyplate.gov)
- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at [www.nifa.usda.gov/Extension/index.html](http://www.nifa.usda.gov/Extension/index.html)
- eXtension – Resources from state Extension programs across the nation; search for food and nutrition resources at [www.extension.org](http://www.extension.org)
- Free or Reduced School Breakfast and Lunches – Apply any time to your local school district
- USDA Center for Nutrition Policy and Promotion (CNPP) – Develops and promotes dietary guidance that links scientific research to nutrition needs of consumers; [www.cnpp.usda.gov](http://www.cnpp.usda.gov)
- WIC (Women, Infants & Children Program) – Provides supplemental foods, health care referrals, and nutrition education for low-income women, infants, and children up to age five who are at nutritional risk; [www.fns.usda.gov/wic/](http://www.fns.usda.gov/wic/)

Housing Resources

Housing Issues

- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at [www.nifa.usda.gov/Extension/index.html](http://www.nifa.usda.gov/Extension/index.html)
- eXtension – Resources from state Extension programs across the nation; search for home resources at [www.extension.org](http://www.extension.org)

Foreclosure Prevention Resources

- Federal Housing Administration – Information on buying a home, avoiding foreclosure, and more; [www.fha.gov](http://www.fha.gov)
- Hope for Homeowners – Helps homeowners in distress; visit [www.hopenow.com](http://www.hopenow.com) or call 1-888-995-4673
- Federal Reserve Bank – Resources to help with mortgage payment difficulties; [www.federalreserve.gov/consumerinfo/foreclosure.htm](http://www.federalreserve.gov/consumerinfo/foreclosure.htm)
- U.S. Department of Housing and Urban Development – Information to help those in foreclosure or worried about it in the future; visit [www.hud.gov/foreclosure/](http://www.hud.gov/foreclosure/) or call 1-800-569-4287
Immigration and Human Rights Issues

- National Immigration Law Center – Disaster assistance information for immigrants; visit www.nilc.org/disaster_assistance
- USCitizen.info – U.S. immigration quick start; access information forms at http.uscitizen.info/
- U.S. Commission on Civil Rights – Information or filing a complaint; visit www.usccr.gov

Legal Resources

- National Disaster Legal Aid – Legal assistance and resources; www.disasterlegalaid.org

Military Service Member Resources

- Military One Source – Education, information, resources, referrals, and counseling for military service members and their families; www.militaryonesource.com
- TurboTAP – The U.S. Department of Defense’s official website for service members returning home from active duty; www.turbotap.org

Parenting and Family Education Resources

- Cooperative Extension – Useful, practical, and research-based information is provided by your state’s Extension offices; find an office near you at www.nifa.usda.gov/Extension/index.html
- eXtension – Resources from state Extension programs across the nation; search for parenting resources at www.extension.org

Tax Assistance

- AARP Tax-Aid – Free tax preparation assistance services; visit www.aarp.org/money/taxaide/ or call 1-888-227-7669
- Internal Revenue Service – Visit www.irs.gov or call 1-800-829-1040
- United Way 2-1-1 – Find free tax assistance locations and other resources; www.211.org/ or dial “211” or 1-800-543-7709

In addition to the authors of this toolkit, Sara Croymans and Shirley Anderson-Porisch, Extension Educators in Family Resource Management with the University of Minnesota Extension, assisted in the development of this resource list. It was last revised October 23, 2011.