

# Hurricane Helene; Recovery - Resources

## Hope Florida Support - Hurricane Helene

Mon-Fri 8am – 5pm; Phone: 833-GET-HOPE

**FEMA** – [www.fema.gov](http://www.fema.gov)

<https://www.fema.gov/node/how-do-i-apply-fema-disaster-assistance>

How do I apply for FEMA disaster assistance?

- Internet or Smartphone Application: Apply Online at [DisasterAssistance.gov](http://DisasterAssistance.gov)
- By phone: You may call FEMA toll-free at 1-800-621-3362 to apply for assistance or check your application status. If you use a video relay service, captioned telephone service, or other communication services, please provide FEMA the specific number assigned for that service.
- In Person: If open and available, you may visit a FEMA Disaster Recovery Center (DRC). To look up DRC locations:
  - Visit [DisasterAssistance.gov](http://DisasterAssistance.gov)
  - Check FEMA's [mobile app](#)
  - Or call the FEMA Helpline at 1-800-621-3362

**Disaster Assistance. Gov:** <https://www.disasterassistance.gov/>

or call 800-621-3362 (7am to 11pm daily)

**Crisis Clean-Up** people experiencing Hurricane Helene damage can file a report and request assistance with Crisis Cleanup, a collaborative database of assistance needed in a disaster area that's shared with relief agencies like Team Rubicon.



The graphic features a vertical orange bar on the left with the text "CRISISCLEANUP.ORG" written vertically. To the right, the "CRISIS CLEANUP" logo is at the top, followed by the text "HURRICANE HELENE CLEANUP HOTLINE" and the phone number "(844) 965-1386". Below this, a paragraph explains that the hotline helps with cleaning up damage from Hurricane Helene by connecting callers with local relief organizations. A row of icons represents services: Muck Out, Trees, Tarp, and Debris. A final paragraph states that services are free but not guaranteed, and the hotline is open through Friday, October 25, 2024. A small note at the bottom clarifies that the hotline cannot assist with social services like food, clothing, shelter, insurance, or FEMA registration questions.

**CRISISCLEANUP.ORG**

**CRISIS CLEANUP**

**HURRICANE HELENE CLEANUP HOTLINE**  
**(844) 965-1386**

If you need help cleaning up damage from the Hurricane Helene, call (844) 965-1386 to ask for help. We will connect you with volunteers from local relief organizations, community groups and faith communities who may be able to assist with:

 Muck Out  Trees  Tarp  Debris

All services are free, but service is not guaranteed due to the overwhelming need. This hotline will remain open through Friday, October 25, 2024.

PLEASE NOTE: this hotline CANNOT assist with social services such as food, clothing, shelter, insurance, or questions about FEMA registration. Volunteers work free of charge and provide the tools and equipment necessary to complete the work.

## Team Rubicon

Team Rubicon Headquarters telephone number is: (310) 640-8787—access their help by contacting Crisis Cleanup Hotline

## Other Helpful info:

### Beware of Scams



Be aware of scam artists and identity thieves who are attempting to take advantage of survivors. Watch for and report any suspicious activity, or anything that just doesn't seem right to you. Visit [Disaster Fraud](#) or [CISA Warns of Hurricane-Related Scams](#) to learn more.

## Mercy Chefs

From: COAD Coordinator <coad@duvaldisasterrecovery.org>

Date: September 29, 2024 at 12:38:55 AM EDT

Subject: Mercy Chefs info

Heather Quiñones <heather@mercychefs.com>

Here is our POC's information. Please reach out to 757-775-1124 for any bulk meal requests and coordination.

Good evening everyone!

I had mentioned I would follow up with our meal service times in the meeting this afternoon. Here they are! Please feel free to share with survivors, first responders, volunteer groups, and churches, etc. We can transport meals to communities up to two hours away and/or set up remote distribution sites.

For more information, feel free to learn about our response here:

<https://mercychefs.com/helene-response/>

## From Terri Griffis, at [terri.griffis@myflfamilies.com](mailto:terri.griffis@myflfamilies.com):

**Subject:** Baker County FL. COAD Placement available for vulnerable Senior Citizens

Sent: Thursday, September 26, 2024 9:19 AM

Good morning everyone,

We have a family in Baker County that has volunteered to accommodate 2-3 senior citizens. If you are aware of anyone that is refusing to leave their mobile home or is at risk due to their current living conditions, please let us know. The host family has also offered to allow a cat or dog under 10lbs, because not wanting to leave a pet behind is the most common reason seniors refuse to leave.

Below is a list of items they will need to bring with them.

- Identification
- Medication
- Walker, Cane etc.
- Cellphone, Charger
- Pillow and Blanket
- Hygiene Products
- Personal Snacks
- Pet Supplies, Food, Leash, etc

The home is located off 5<sup>th</sup> Street in Macclenny FL