

**HURRICANE IKE
RECOVERY**
*as of Tuesday, 9/23, 2008
8:00 a.m.*



NEW...Montgomery County has 11,948 people registered for FEMA assistance.

WHERE TO GO FOR ANSWERS:

Montgomery County United Way
1600 Lake Front Drive #248
The Woodlands, TX 77380
Office open M-F, 8:00 – 5:00 p.m.
281-292-4155 ext. 235

Montgomery County United Way
731 W. Davis
Conroe, TX 77301
Office open, M-F, 8:00 – 5:00 p.m.
936-760-4179 ext. 235, En Espanol ext. 222

Interfaith of The Woodlands
4242 Woodrush Drive
Providing food & assistance
281-367-1230

Magnolia Area Chamber of Commerce
1488 in downtown Magnolia
281-356-1488

Mission NE
22098 Loop 494
New Caney, TX 77357
Providing food & assistance

City of Shenandoah
29955 I-45 North
Shenandoah, TX 77381
291-298-5522

We compiled a list of important hurricane-related websites that may be of use to you:

www.mc-cares.org www.mctxoem.org www.mcuw.org

- Finding Help in Texas: www.211texas.org. The state's information and referral system can help you find free information on key services in your area. You can also access this system by dialing 211 on your phone.
- The Texas Health and Human Services Commission: www.hhsc.state.tx.us. This site has information about how to use your Lone Star Card and access your Medicaid benefits.
- Office of the Governor Hurricane site: www.governor.state.tx.us/hurricane.
- The City of Houston – Hurricane Ike Information www.houstontx.gov.

DEBRIS MANAGEMENT

To have debris removed, please call 877.237.8892. Debris cannot be bagged and it needs to be visible to be picked up.

ELECTRICITY

Entergy Texas has reported that electricity to approximately 75% of Montgomery County. Entergy's Service Center are:



- The Woodlands at the corner of Lake Front Circle and Six Pines
- Conroe Office, 2802 Frazier Street
- New Caney Office, 21002 Hwy 59

All Entergy Offices are open daily from 9 a.m. to 6 p.m. More information can be found at www.entergy.com. Entergy's telephone number is 1.800.968.8243.

For more information about areas within CenterPoint Energy, go to www.centerpointenergy.com. For emergency issues, call CenterPoint Energy's Customer Service at 713.207.2222. Centerpoint's goal is to have 50 to 75 percent of their customers' power restored within two weeks of the storm.

Please conserve energy when power is restored so as not to overload the system!

FRAUD AND PRICE GOUGING

The Attorney General of Texas urges all Texans to be careful when dealing with contracts and door-to-door sales men. Some are fraud artists who take advantage of people who are attempting to recover from a disaster. Some rules to a consumer should operate by include:

- Call your insurance adjuster to get an estimate.
- Get more than one estimate; don't be pushed into signing a contract right away.
- Check the contractor out with the Better Business Bureau –
- Get references from past customers and check them out.
- Never pay 100% up front.
- Get everything in writing, including guarantees. A notice of cancellation – giving you the right to change your mind within three business days – must be included.
- Don't sign off before the work is completed to your satisfaction.

Price Gouging is illegal in Texas. Price gouging refers to the practice of charging excessively high prices for goods or services to take advantage of individuals affected by a declared disaster.

If you think you are a victim of a home repair scam or price gouging, call The Office of the Attorney General at 1.800.252.8011 or visit www.oag.state.tx.us.

SHELTERS

Showers are available for use at Shadowbend YMCA in The Woodlands, 6145 Shadowbend, and west of Gosling off Research Forest. Bring own towels and toiletries. You do not have to be a member of the YMCA. Power also available for recharging cell phones & laptops.

FINANCIAL ASSISTANCE

Emergency Food Stamp Benefits

NEW...Sign up for Food Stamps: Rita Wilkes, a CHIPS contractor for the Texas Department of Health and Human Services, will be in the Conroe office of MCUW to take applications for

1600 Lake Front Circle
The Woodlands, TX
281.292.4155



people requesting Emergency Food Stamps on Tuesday, September 23. Additional days will be announced tomorrow and plans are in the works for her to go to East Montgomery County to sign people up.

Emergency assistance is available to low-income individuals and families living in any of the 29 counties that have been declared disaster areas. Eligible Texans in disaster areas can receive up to two months of food stamp benefits by applying before Oct. 17. To apply:

- Call 1-877-541-7905. or
- Apply in person at the Conroe office located at 608 N. Loop 336E Conroe, TX 77301. (Call 936-539-1161 before you travel to office to make sure they are open.) or
- Register online at, <https://www.yourtexasbenefits.com/wps/portal>

The person submitting the application needs to provide proof of identity and residence, such as a driver license. A family of four earning up to \$2,915 this month may qualify for assistance. Applicants also will have to answer questions about their bank account balances and other assets. People who provide additional documentation may qualify for benefits for a longer period.

- **Texas Residents displaced by IKE who evacuated to another state:** Call 1-877-541-7905 to reach the Texas 211 network to obtain information on how and where to apply for food stamp benefits.
- **Texas Residents displaced by IKE who evacuated to another area of Texas:** Call 211 from any Texas landline or Texas cell phone to obtain information on how and where to apply for food stamp benefits or other assistance.

Disaster Unemployment Insurance

Because the President declared 29 counties a disaster area, displaced workers in those counties, including Montgomery County, could be eligible for Disaster Unemployment Assistance. To claim this protection, a worker must file by October 15. To file for disaster-related unemployment assistance, log on to www.texasworkforce.org or call TWC from Monday through Friday, 8 a.m. to 5 p.m. Central Time, at (800) 939-6631.

IRS Disaster Loss Kit (publication 2195) – for those individuals that may not be eligible for FEMA with insurance deductibles that are too high to pay. May be able to deduct loss on tax return. Call 800-829-3676

FEMA: KEEP ALL RECIEPTS, NO MATTER WHAT THEY ARE

IKE: Food Stamp Fraud: 2-1-1 callers are reporting that they have received a call from 512-973-9203, instructing them to enter their Social Security Number to qualify for emergency food stamps. Callers should be cautioned that this is not official HHS activity and may be attempted identification theft.

FEMA will pay for lodging directly to hotels and motels for eligible evacuees. A listing of participating hotels is available online at www.FEMAEvacHotels.com Assistance period is from Sept. 14, 2008. Applicants responsible for meals and lodging above authorized allowances. For non-participating hotels, **hold your receipts** and FEMA will assist. To ensure reimbursement, first apply for FEMA assistance through www.fema.gov or 1-800-621-FEMA. TTY is 1-800-462-7585



Rental payments for temporary housing for those whose homes are unlivable. Initial assistance may be provided for up to three months for homeowners and at least one month for renters. Assistance may be extended if requested after the initial period based on a review of individual applicant requirements. (Source: FEMA funded and administered.)

Grants for home repairs and replacement of essential household items not covered by insurance to make damaged dwellings safe, sanitary and functional. (Source: FEMA funded and administered.)

Grants to replace personal property and help meet medical, dental, funeral, transportation and other serious disaster-related needs not covered by insurance or other federal, state and charitable aid programs. (Source: FEMA funded at 75 percent of total eligible costs; 25 percent funded by the state.)

Unemployment payments up to 26 weeks for workers who temporarily lost jobs because of the disaster and who do not qualify for state benefits, such as self-employed individuals. (Source: FEMA funded; state administered.) Low-interest loans to cover residential losses not fully compensated by insurance. Loans available up to \$200,000 for primary residence; \$40,000 for personal property, including renter losses. Loans available up to \$1.5 million for business property losses not fully compensated by insurance. (Source: U.S. Small Business Administration.)

Loans up to \$2 million for small businesses, small agricultural cooperatives and most private, non-profit organizations of all sizes that have suffered disaster-related cash flow problems and need funds for working capital to recover from the disaster's adverse economic impact. This loan in combination with a property loss loan cannot exceed a total of \$2 million. (Source: U.S. Small Business Administration.)

Loans up to \$500,000 for farmers, ranchers and aquaculture operators to cover production and property losses, excluding primary residence. (Source: Farm Service Agency, U.S. Dept. of Agriculture.)

Other relief programs: Crisis counseling for those traumatized by the disaster; income tax assistance for filing casualty losses; advisory assistance for legal, veterans' benefits and social security matters. Assistance for the State and Affected Local Governments Can Include as FEMA info, Cont'd Required:

How to Apply for Assistance: Those in the counties designated for assistance to affected residents and business owners can begin the disaster application process by registering online at <http://www.fema.gov> or by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers are available from 8 a.m. to 6 p.m. (local time) Monday through Sunday until further notice. Applicants registering for aid should be prepared to provide basic information about themselves (name, permanent address, phone number), insurance coverage and any other information to help substantiate losses. Application procedures for local governments will be explained at a series of federal/state applicant briefings with locations to be announced in the affected area by recovery officials. Approved public repair



projects are paid through the state from funding provided by FEMA and other participating federal agencies. FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

LEGAL: Lone Star Legal Aid for free legal assistance to low income families – call 800-733-8394

FOOD

Conroe: Montgomery County Food Bank
111 S. Second Street
Open 10:00 am to 3:00 pm daily

Sacred Heart Catholic Church
Frazier
Open 10:00 am to 3:30 pm Monday through Friday

East County: The Mission
22098 Loop 494, New Caney
Open 9:00 am to 12:00 noon

Magnolia: SOS (Society of Samaritans)
31355 Friendship Lane (Magnolia Community Building)
Open: 10:00 a.m. to 7:00 p.m.

Spring: Gateway Baptist Church
2930 Rayford Road
Open 12:00 to 3:00 daily

Willis: TLC
110 E. FM 1097
Open 12:00 noon to 1:00 pm Monday, Tuesday, Thursday and Friday

The Woodlands: Interfaith of The Woodlands
4242 Woodrush Drive
Open 8:00 am to 4:00 pm Monday through Friday

St. Anthony of Padua Catholic Church
7801 Bay Branch
Open 10:00 am to 2:00pm Monday through Friday

HEALTH CARE

Tetanus Shots: The UTMB Montgomery County Health Department will offer tetanus shots to residents at 701 E. Davis (105 W) in Conroe from 8 – 5 p.m. Monday through Friday. Tetanus



has long been identified as a top health concern for anyone working in disaster recovery areas. Protect yourself and your family from tetanus by getting a tetanus shot now if you have not received one in the last 10 years. Shots cost \$10 and are available to all individuals, regardless of insurance or residency status.

UTMB Conroe: The UTMB Regional Maternal Child Health Center and the UTMB Montgomery County Health Department, 701 E. Davis in Conroe, have power and will open for business on Monday, September 22.

UTMB New Caney: UTMB Regional Maternal Child Health Center, 21134 US Highway 59, in New Caney has power and will open Friday, September 19 at 1:00 p.m.

Pregnant women who receive services at UTMB: UTMB patients that would normally deliver babies in Galveston should report to the Clear Lake Regional Medical Center, 281-332-2511. If patients cannot go to Clear Lake, they may report to the LBJ Hospital in Houston, 713-566-5000. For questions or directions to medical centers, call Rebecca Ewah at 936-355-5837.

Mosquitoes: Due to the aftermath of Hurricane Ike, the UTMB Montgomery County Health Department cautions residents that mosquito activity may be increasing in some areas. The combination of storm debris and standing water left behind produces additional mosquito breeding sites and increases the risk of exposure to diseases including West Nile Virus. Eliminate mosquito-breeding habitats from your property:

- Do not feed the storm drains. Sweep up lawn clippings, leaves and tree limbs from sidewalks and driveways.
- Empty any containers that can hold water such as flowerpots, tires, buckets and other outdoor containers.
- Keep rain gutters clear and draining.

MEDICAL OXYGEN NEEDS: Primary Number: 936.523.5945; Secondary Number: 936.523.5943**

MEDICATION

Prescriptions for Hurricane Ike Evacuees

For Hurricane Ike evacuees from a declared disaster location who need prescriptions filled for medications or durable medical equipment):

Any evacuee who needs a prescription filled must have one of the following:

- A written prescription from a licensed health care provider
- A prescription phoned or faxed in from a licensed health care provider to a licensed pharmacy in Texas
- A current prescription bottle indicating a remaining refill
- Other proof of an existing prescription
- Note: prescriptions for Schedule II drugs (commonly referred to as narcotics) must be written and cannot be refilled.

If in a special medical needs or a general population shelter in Texas:

- Those with prescription insurance or other third-party coverage can receive at least a 7-day supply of the medication.
- The Texas Department of State Health Services (DSHS) will pay the co-pay amount for the prescription.
- The above prescriptions can be filled by HEB or Walgreens.
- Those eligible for the federal Emergency Prescription Assistance Program (EPAP) can receive a 30-day supply of any needed medications. There is no charge or co-pay to the eligible person. EPAP # is 1.866.935.4135.
- The EPAP-covered prescriptions can be filled at almost any pharmacy in Texas.
- The pharmacy is responsible for verifying eligibility for the EPAP program.
- The Shelter Manager or his/her designee is responsible for verifying shelter residence.

If in the general population:

- Those eligible for the federal Emergency Prescription Assistance Program (EPAP) can receive a 30-day supply of any needed medications. There is no charge or co-pay to the eligible person.
- The EPAP-covered prescriptions can be filled at almost any pharmacy in Texas.
- The pharmacy is responsible for verifying eligibility for the EPAP program.

For refills, you must have med bottles or detailed receipt (must show exact dosing & medication), photo id and insurance card. 30-day supply can be dispensed on non-narcotic maintenance meds paid for by FEMA when no insurance is available.

MENTAL HEALTH SERVICES

Tri County MHMR Services Are Available

- Tri-County's Cleveland Med Clinic opened today. The telephone is working, but we do not have electricity as of yet. ph. (281) 432-1000.
- The Liberty Med Clinic location (also opened today) is temporarily housed at our life skills building - 2221 Hwy 90 ph. 936-336-8741.
- **Tri County MHMR** clinic in Conroe at the River Pointe complex is open as of today (we have power). Crisis services are also operational
- Lake Area Urgent Care – 18057 Hwy 105 West, Ste. 230 Montgomery, TX 77356 is open from 9:00 a.m. - 6:00 p.m. until power is back and then will operational as usual.

CURFEWS

The City of Conroe's curfew was lifted on Monday, September 22, 2008

The City of Shenandoah has a mandatory curfew of 12:01 a.m. to 6 a.m.

The Community Associations of The Woodlands **STRONGLY** encourages residents not to drive after dark due to inoperative streetlights, blind intersections, and **dangerous conditions**. Please be careful when approaching all intersections.

SCHOOL INFORMATION

Closings

Conroe ISD – Open Monday 9/22 for all schools that had power as of 3:00 p.m. 9/20 – Only eight campuses will be closed. Call 936-709-7752 to confirm if your child’s school is open.

Montgomery ISD – Open Monday 9/22 – all schools and bus service will be operational

Lonestar College – Open on Monday 9/22 except for Tomball campus

Willis ISD – Open Monday 9/22

Splendora ISD – Open Tuesday, 9/23

Magnolia ISD – Open Monday 9/22

New Caney ISD – Closed through Thursday 9/25

Cleveland ISD – could not confirm – call 281-592-8717

REBUILDING

Temporary Roof Repair Resource – The Corps of Engineers Blue Roof Program has arrived in Montgomery County! The homeowner must register and sign the form. Homeowners have until October 15 to register. Tree(s) must be removed from roof in order for the Corps team to put on a blue roof. It cannot be installed on flat or tiled roofs. You can register at:

- Lowe’s in Conroe: Next to Sam’s at I45 and North Loop 336 from 9:00 am to 5:00 pm.
- Wal-Mart in Porter located at I-59 and Hwy 1314 from 9:00 am to 5:00 pm.

A limited amount of tarps will be available at the POD locations beginning 9/20 for people who wish to install the tarps themselves.

The City of Conroe Tarp Distribution will be located at the Aquatic Center located next door to 1209 Callahan. You can enter off of Callahan for access, will begin at 3:30 p.m. 9/20 and will continue until we are out of tarps. You may enter the distribution site off of Bettes Street. This site is distributing tarps only. NO WATER, MRE’S, OR ICE AVAILABLE.

City of Conroe: Contractors seeing permits for repairs to buildings in the city limits, please contact the City of Conroe Permits Department at 936.522.3110. The city will send a representative to the site to take pictures and issue permits. The Permits Office will be staffed from 7:30 am to 5:30 pm.

- The City of Conroe Permits Department announces permits are free for contractors and citizens relative to Hurricane Ike repairs. The code allows in emergency situations for the repairs to be made without a permit, providing a permit is obtained within 3 days following the repair. Permits must be issued and inspections must be made. Should a problem arise after the repair has been made, it is very useful to show insurance companies that the work performed was permitted and inspected.

PETS

Thanks to the generous support of the community, most of the evacuated animals housed at Montgomery County Animal Shelter have been adopted. A few are still available. Special thanks



go out to the Friends of Montgomery County Animal Shelter and The Woodlands Dog Park Club along with the volunteers and staff at the shelter for all heir efforts during this.

DONATIONS NEEDED:

Montgomery County Food Bank: Donations of food and other items are needed for families still struggling to recover from the hurricane. Items needed include:

- baby formula, food and items such as diapers and wipes
- ready to eat food such as peanut butter, canned meats and other goods, juice,

Montgomery County United Way is accepting monetary donations help meet the specific needs as they present themselves in Montgomery County. Donation Montgomery County United Way who will distribute them to local non-profit organizations helping in the response and recovery efforts. Send checks to P. O. Box 8923, The Woodlands, TX 77387 or call Jaha Williams at 281.292.4155 ext. 227 to arrange credit card donations.

VOLUNTEERS NEEDED:

Volunteers Needed at Montgomery County Food Bank: A shipment in arriving and help is needed boxing, sorting and distributing. Please see address above in the Food Pantry section.

Volunteers to Assess the damage: Montgomery County United Way is in the process of identifying which homes need volunteer resources. Volunteers will be given specific homes to visit, forms to fill out about the home and obtain permission to have work done by volunteers. To volunteer, call Vicky Shelledy at 936.499.7089 or email her at vicky@mcuw.org.

Volunteers with Trucks: The Montgomery County Food Bank needs trucks with drivers to make food deliveries to the Food Pantries noted in this update. Deliveries are made daily. Please call the Montgomery County Food Bank at 936.539.6686.

Volunteers with Chain Saws and tractors: Many homes need clean up. Individuals and groups are invited to email Heddy Orozco at heddy@mcuw.org or call her at 936.648.6255 to discuss projects. Please leave a message, as cell phone service is still irregular.

Volunteers to deliver food to homebound: There are a number of elderly and disabled who are unable to get to food and water. Please call Vicky Shelledy at 936.499.7089 and leave a message, as cell phone service is still irregular.

For all inquires for assistance or to volunteer, please email: mcuw@mcuw.org

*To add information for the daily updates, please email Julie Martineau, President
Montgomery County United Way at julie@mcuw.org.*