

ILLINOIS RESOURCE GUIDE



As a prudent precaution, all military members are requested to update their contact information and potential evacuation location on their respective Services' accountability systems. If an evacuation order is given, correct information is crucial for accountability!

U.S. Army Disaster Personnel Accountability and Assessment System
<https://adpaas.army.mil/>



ILLINOIS STATE EMERGENCY MANAGEMENT

Contact Information

IEMA Main Office (217) 782-2700
24-hour Response (800) 782-7860
TTY 888-614-2381



TWITTER

<https://twitter.com/ReadyIllinois>

FACEBOOK

<https://www.facebook.com/ReadyIllinois/>

EXTREME COLD, 2019

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IMPORTANT CURRENT EMERGENCY INFORMATION



STATE / CITY / COUNTY INFORMATION

Evacuation Routes



Fuel



For anyone evacuating, here is a [link](#) to find gas stations near you that have fuel.

Power Outages

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<https://poweroutage.us/area/state/illinois>

Closings and Delays



<http://www.emergencyclosingcenter.com/complete.html>

CHECK IN / CHECK ON



Before... During... After



Ready [Make a Plan](https://www.ready.gov/make-a-plan) - Does everyone in your family know what to do, where to go, and who to contact in an emergency? Make a family communication plan so everyone can be prepared. (Ready.gov) <https://www.ready.gov/make-a-plan>



Safe & Well [Safe and Well](https://safeandwell.communityos.org/cms/index.php) - After a disaster, you can let your family and friends know that you're safe. You can register yourself as "safe and well" or search to find loved ones. (American Red Cross) <https://safeandwell.communityos.org/cms/index.php>

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SHELTERS



There may be multiple shelters opened through Red Cross for this event. (See list below). Additionally, staff can go to <http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter> to see a map of where these are located. This link may be a helpful tool to Soldiers and Families if they have access to a smart phone and/or computer.

NO SHELTERS LISTED AS OF 02/06/2019 @1300

HOUSING RESOURCES



FEMA

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

If you are eligible for Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels or motels for a limited period of time. Costs covered are for the cost of the room and taxes, and any other expenses are not included. Search the list below of participating locations to see if they have availability in the area you have selected. Since room availability changes quickly, please

call the hotel prior to travelling to be sure the hotel can accommodate your need.

FEMA Emergency Lodging Assistance Program

[Find a Participating Hotel](http://www.femaevachotels.com/)

<http://www.femaevachotels.com/>

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HUD DISASTER RESOURCES



<https://www.wesoldieron.org/>

<https://www.homelessshelterdirectory.org/>

<https://www.rentassistance.us/>

FOOD AND WATER RESOURCES



<https://www.foodpantries.org/st/illinois>



Feeding America Food Banks that serve [Illinois](#)

Feeding America food banks serve large areas and will be able to find a feeding program in your local community.

<http://www.feedingamerica.org/>

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FINANCIAL RESOURCES



<https://www.auntbertha.com/>

<https://www.needhelppayingbills.com/>

LIHEAP (Home Energy Assistance Program) Program Manager

Ms. Leslie Ann Lesko

Department of Commerce and Economic Opportunity

Office of Energy Assistance

500 East Monroe Street

Springfield, Illinois 62701

TEL: (217) 557-0173

FAX: (217) 557-0829

E-MAIL: LeslieAnn.Lesko@illinois.gov

WEB SITE: www.liheapillinois.com Visit disclaimer page

WEATHERIZATION WEB SITE: www.weatherizationillinois.com Visit disclaimer page

PUBLIC INQUIRIES: 1-877-411-WARM (9276)



FAQs, FORMS, INFORMATION FOR UNEMPLOYMENT

<http://www.ides.illinois.gov/Pages/Unemployment%20Insurance.aspx>



Helping the Army Take Care of Its Own Since 1942

ARMY EMERGENCY RELIEF

Find Your Closest AER Location

<https://www.aerhq.org/>

AER Headquarters

2530 Crystal Drive

Suite 13161, 13th Floor

Arlington, VA 22202

If you have further questions about applying for AER assistance, please contact HQ AER at 1-866-878-6378.

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Who is Eligible for Financial Assistance?



Call the American Red Cross Hero Care Center at 1-877-272-7337 (toll-free) if you are:

- An active duty service member
- A member of an activated National Guard or Reserve unit
- An immediate family member of a service member in the above two categories
- A military retiree or spouse/widow(er) of a retiree

Information to Have Ready

When calling the Red Cross, please provide as much of the following information about the service member as is known:

- Full legal name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number
- Date of birth
- Military unit address
- Information about the deployed unit and home base unit (for deployed service members only)

PET & LIVESTOCK RESOURCES




<http://www.missingpet.net/anlost.html>

The best way to protect your family from the effects of a disaster is to have a disaster plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives.


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If you evacuate your home, **DO NOT LEAVE YOUR PETS BEHIND!** Pets most likely cannot survive on their own; and if by some remote chance they do, you may not be able to find them when you return.

COLD WEATHER SAFETY TIPS


 NATIONAL WEATHER SERVICE
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Cold Weather Safety Tips



Pets/Animals

- Bring in pets/animals inside during cold weather.
- If unable to bring them inside, move animals to sheltered areas with non-frozen drinking water.




Home




- Insulate exposed pipes and allow at least one faucet to drip a little to avoid freezing. Even a trickle of water helps prevent pipes from freezing.
- Keep heating devices away from flammable materials, and never leave unattended.

Yourself & Others

- Dress accordingly and keep warm with plenty of clothing layers, gloves, hats, scarves, and blankets.
- Remember to check on those whom are elderly, disabled, and young.



- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.

 Weather Forecast Office
Wilmington, NC weather.gov/ilm | @NWSWilmingtonNC  

LOCAL TRANSPORTATION INFORMATION



<http://www.apta.com/resources/links/unitedstates/Pages/IllinoisTransitLinks.aspx>

Use above link to locate all forms of public transportation in the state of Illinois

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VOLUNTEER / DONATION ASSISTANCE INFORMATION



National VOAD members respond to disasters in the United States and around the world.

EVENT RELATED ASSISTANCE/INFORMATION

Postal



<https://about.usps.com/news/service-alerts/>

Mental Health Services








1-800-662-4357 (HELP)

SAMHSA's National Helpline

SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

<https://www.samhsa.gov/find-help/national-helpline>

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	<p style="text-align: center;">1-800-985-5990 Disaster Distress Helpline</p> <p>SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.</p> <p style="text-align: center;">https://www.samhsa.gov/find-help/disaster-distress-helpline</p>
	<p style="text-align: center;">Mental Health Care</p> <p>Mental health problems can affect your thoughts, mood and behavior. Learn about TRICARE's mental health coverage.</p> <p>Getting Mental Health Care Covered Treatments Programs and Resources</p> <p style="text-align: center;">https://www.tricare.mil/CoveredServices/Mental/GettingMHCare</p>
	<p style="text-align: center;">Veterans Crisis Line</p> <p>If you or a family member needs help, call a crisis hotline now!</p> <p style="text-align: center;">https://www.veteranscrisisline.net/</p>
	<p style="text-align: center;">Give An Hour</p> <p>Give an Hour is a national nonprofit organization with a large network of mental health professionals who offer no cost mental health counseling to those in need. info@giveanhour.org</p>
	<p style="text-align: center;">Crisis Text Line</p> <p>Text SIGNS to 741741 for the Crisis Text Line</p>

Internet /Phone Service



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REPLACE YOUR LOST DOCUMENTS



Bank Checks, ATM/Debit Cards or Safe Deposit Boxes

Phone: 877-275-3342

Website: <https://www.fdic.gov>

Credit Cards-Contact the appropriate issuing institution:

American Express: 800-327-1267

<https://www.americanexpress.com/us/content/help/lost-stolen-card.html>

Discover: 800-347-2683

<https://www.discover.com/credit-cards/help-center>

MasterCard: 800-627-8372

<https://www.mastercard.us/en-us/consumers/get-support.html>

Visa: 800-847-2911

<https://usa.visa.com/support/consumer/lost-stolen-card.html>

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: <https://www.annualcreditreport.com/index.action>

General: <https://www.archives.gov/>

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Green Cards Phone: 800-375-5283

Website: <https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card>

Identity Theft Resource Center Phone: 888-400-5530

Website: <http://www.idtheftcenter.org> Email: info@fightidentitytheft.com

Insurance Documents

Phone: Check with your insurance agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

Medical and Prescription Records

Call your doctor; medical and prescription records are tracked electronically.

Medicare Cards Phone: 800-772-1213

Website: <https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708>

Military Records Phone: 866-272-6272

Website: <https://www.archives.gov/veterans/military-service-records>

National Archives Records Phone: 866-272-6272

Passports Phone: 877-487-2778

Website: <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>

Proof of Address/Residency

Contact your local utility company to obtain a recent bill.

Real Estate and Property Records (Mortgage Documents, Deeds, etc.)

Phone: Contact your agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

Social Security Cards Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber>

Tax Returns Phone: 800-829-1040

Website: <https://www.irs.gov/uac/About-Form-4506T>

U.S. Savings Bonds

Phone: 844-284-2676 (toll-free)

Website: https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

STATE RESOURCES:

BIRTH AND DEATH CERTIFICATE: <http://dph.illinois.gov/topics-services/birth-death-other-records>

DRIVER'S LICENSE: https://cyberdriveillinois.com/departments/drivers/drivers_license/home.html

EBT/SNAP CARD: 866-281-2448 <http://www.dhs.state.il.us/page.aspx?item=30357>

MARRIAGE CERTIFICATE: <http://dph.illinois.gov/topics-services/birth-death-other-records>

VEHICLE TITLE/REGISTRATION: https://www.cyberdriveillinois.com/departments/vehicles/title_and_registration/pert.html

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NATIONAL RESOURCE LINKS / INFORMATION



Connecting you to valuable resources and programs you need

SERVICE PROVIDER NETWORK 



Our mission is to provide 24/7 confidential, stigma free peer support by veterans to Active Duty, National Guard and Reserve service members, Veterans, Retirees, and their families/caregivers. Share lived experiences to create an environment of trust that demonstrates you are never alone, there is a caring, empathic voice ready to connect and follow up.



Food, Property and Shelter, Food Safety and Food Assistance, Crop and Livestock Loss, Community Recovery Resources.



Emergency Assistance for Livestock, Honey Bees, and Farm-raised Fish (ELAP)



Army Emergency Relief 1-866-878-6378



Disaster assistance applicants who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly. For those who use 711 or Video Relay Service (VRS), call 1-800-621-3362. The toll free numbers will operate from 7 a.m. to 10 p.m., seven days a week until further notice.

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NTAS advisories – whether they be Alerts or Bulletins – encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect themselves from the threat as well as help detect or prevent an attack before it happens. Individuals should review the information contained in the Alert or Bulletin, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.

DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

The Disaster Assistance Improvement Program’s (DAIP) mission is to provide disaster survivors with information,



Aunt Bertha

Find food, health, housing, job training programs and more, anywhere.



1-800-RED-CROSS



WE RESPOND WITHIN 48HRS

Assisting Military Families In Crisis



<http://www.nhc.noaa.gov/>

<https://www.floodsmart.gov/floodsmart/>

<http://www.weather.gov/alerts>



<http://www.tricare.mil/contactus/>



<https://www.va.gov/>

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Fort Family Outreach & Support Center

(844) 663-3269

Family Programs provides services to Soldiers, Family members, command teams and civilians throughout the geographically dispersed Army Reserve community. That resource is Fort Family Outreach and Support Center, or simply “Fort Family.” It’s available 24x7x365 as a crucial component in the suite of programs and services established by the [Army Reserve Family Programs](#).

We Inspire and Empower

MOBILE APPS



EMERGENCY: This all-inclusive app lets you monitor more than 35 different severe weather and emergency alerts, to help keep you and your loved ones safe. [iTUNES](#) [GOOGLE](#)



Hero Care by American Red Cross: Hero Care by the American Red Cross is a complete solution for members of the military, veterans, and their families to prepare for, cope with and respond to the challenges of military service. [iTUNES](#) [GOOGLE](#)



First Aid: Get instant access to information on handling the most common first aid emergencies. [iTUNES](#) [GOOGLE](#)



Pet First Aid: Be prepared to help your furry friends with veterinary advice for everyday emergencies. [iTUNES](#) [GOOGLE](#)

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Disaster Alert: (by Pacific Disaster Center) is a free download providing mobile access to multi-hazard monitoring of and early warning for “Active Hazards” around the globe. Additional information and reports about hazards can be viewed and shared. [iTUNES](#) [GOOGLE](#)



ReUnite: ReUnite® is a post-disaster family reunification app that enables users to report and search for missing or found person information on U.S. National Library of Medicine’s PEOPLE LOCATOR® Web site, (<http://pl.nlm.nih.gov>). [iTUNES](#) [GOOGLE](#)



SirenGPS: SirenGPS solves the 911 location issue as part of a larger mission to create safer communities in a time when terrorists, natural disasters and infectious disease threaten us where we live, work and play. SirenGPS connects everyone in a community to first responders and allows first responders to communicate with each other, all on a single platform. It allows first responders to determine the precise location of 911 callers. [iTUNES](#) [GOOGLE](#)



SAMHSA Disaster App: It’s easier than ever to provide support in the aftermath of disasters, and focus on what really matters—the people in need. SAMHSA Behavioral Health Disaster Response App, recipient of a Silver Web Health Award from the National Health Information Center, is designed for behavioral health professionals and provides access to evidenced-based mental health and substance use information, tools, and resources for use in the field. [iTUNES](#) [GOOGLE](#)



FEMA App: Receive alerts from the National Weather Service for up to five locations. Get safety reminders, read tips to survive natural disasters, and customize your emergency checklist. Locate Open shelters and were to talk to FEMA in person (or on the phone). [iTUNES](#) [GOOGLE](#)

FEMA FACT SHEETS



FEMA

Disaster Recovery Center Locator

[Apply Online for FEMA Assistance](#) or Apply/Check your status by phone 1-800-621-3362.

[Crisis Counseling Assistance and Training Program Fact Sheet](#)

The CCP supports short-term interventions that involve the counseling goals of assisting disaster survivors in understanding their current situation and reactions, mitigating stress, assisting survivors in reviewing their disaster recovery options, promoting the use or development of coping strategies, providing emotional support, and encouraging linkages with

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other individuals and agencies who may help survivors in their recovery process. This document gives a brief program overview of CCP.

[Disaster Legal Services Fact Sheet](#)

The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs. This fact sheet outlines when DLS can be provided and explains the general conditions and limitations of DLS.

[Disaster Unemployment Assistance Fact Sheet](#)

The purpose of Disaster Unemployment Assistance (DUA) is to provide unemployment benefits and re-employment services to individuals who have become unemployed as a result of a major disaster and who are not eligible for regular State unemployment insurance. This fact sheet outlines general information pertaining to the requirements and conditions under which an individual may be eligible for DUA.

[Emergency Food and Shelter National Board Program](#)

This fact sheet describes the Emergency Food and Shelter National Board Program.

[Funeral Assistance Fact Sheet](#)

This fact sheet describes the eligible costs associated with FEMA Funeral Assistance under the Individuals and Households Program (IHP).

[Assistance to Individuals and Households-Individuals and Households Program \(IHP\) Fact Sheet](#)

The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet the needs through other means. This fact sheet gives a brief introduction to the forms of help offered under the IHP.

[Disaster Case Management Guidance](#)

Final guidance document for Regional, State, Tribal, and local partners for developing a grant and implementing and administering disaster case management.

[National Emergency Family Registry and Locator System Fact Sheet](#)

The FEMA National Emergency Family Registry and Locator System (NEFRLS) may be activated following a Presidentially declared disaster at the request of an affected State to help reunite families that have become separated as a result of the disaster. Individuals and

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families can register online at www.fema.gov or www.disasterassistance.org or by phone at 1-800-588-9822 when the system is activated.

[Generator Reimbursement – Individuals and Households Program Fact Sheet](#)

Under the Other Needs Assistance provision of the Federal Emergency Management Agency's (FEMA) Individuals and Households Program, and in conjunction with the State or Tribe, eligible applicants may be reimbursed for the purchase or rental of a generator required for medical purposes. Funds awarded for generator reimbursement are counted toward an applicant's financial assistance limit, which is an annually adjusted amount based on the Consumer Price Index.

[Manufactured Housing Units \(MHUs\) – Individuals and Households Program Fact Sheet](#)

FEMA may provide direct assistance to eligible disaster survivors through either the Multi-family Lease & Repair Program, in which FEMA contracts with the property owner or landlord to repair multi-family rental units for use as temporary housing, or by providing Manufactured Housing Units (MHUs). This fact sheet outlines the use of MHUs.

[Cora Brown Fund Fact Sheet](#)

The purpose of the Cora Brown Fund is to help provide for disaster-related needs that have not or will not be met by governmental agencies or any other organization, which has programs to address such needs. The Cora Brown Fund is for survivors of presidentially declared major disasters or emergencies not caused by or attributable to war. Disaster survivors do not apply for assistance from the fund; instead, they are identified and recommended by a FEMA Regional Director or his/her representatives, with assistance from other governmental agencies and voluntary disaster agencies.

[Disaster Survivor Assistance Fact Sheet](#)

The DSA mission is to build and sustain an expeditionary cadre that can establish a timely presence primarily focused on addressing the needs of disproportionately impacted populations and disaster survivors.

[Child Care Assistance Fact Sheet](#)

The Sandy Recovery Improvement Act of 2013 provides FEMA the specific authority to award Child Care Assistance through the Other Needs Assistance (ONA) provision of the Individuals and Households Program (IHP), to assist disaster survivors who have a disaster-caused financial burden for child care. FEMA may provide Child Care Assistance to address disaster-caused child care expenses for eligible households with:

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- Children aged 13 and under; and/or
- Children aged 14 up to 18 with a disability, as defined by federal law, who need assistance caring for themselves.

Child Care Assistance is a form of financial assistance and funds are paid directly to eligible applicants. FEMA will award a one-time payment for the household's increased financial burden for up to eight cumulative weeks of child care, plus any eligible expenses, or the maximum amount of assistance for Child Care Assistance, whichever is less. The maximum amount of Child Care Assistance is established by the state, territorial, or tribal government.

[Disaster Recovery Centers Fact Sheet](#)

A Disaster Recovery Center (DRC) is a fixed or mobile provisional facility set up by FEMA that provides a central location near disaster impacted areas where Federal, State, Tribal, and non-government organizations have recovery information, assistance, and services to disaster survivors. This facility offers disaster survivors a place to register with FEMA and obtain information and assistance on disaster relief resources available from Federal, State, and Tribal Nations and non-governmental organizations.

[Group Flood Insurance Policy Fact Sheet](#)

As part of the effort to reduce future expenses from floods, FEMA directly purchases Group Flood Insurance Policy (GFIP) certificates on behalf of applicants who are required to obtain and maintain flood insurance. The National Flood Insurance Reform Act (NFIRA) of 1994 requires FEMA applicants to obtain and maintain flood insurance after receiving Individuals and Households Program (IHP) real and/or personal property assistance, when the pre-disaster home is located in a Special Flood Hazard Area (SFHA); this is otherwise known as a flood insurance requirement. The GFIP is a policy that is established for each disaster declaration that results from flooding and authorizes the Individual Assistance program.

[Mass Care/Emergency Services Reunification Service Fact Sheet](#)

FEMA has the statutory requirement to facilitate the reunification of unaccompanied minors with their custodial parents/legal guardians, as well as the voluntary reunification of adults with their families, during declared emergencies or major disasters. Working collaboratively with whole community partners, FEMA Mass Care/Emergency Assistance (MC/EA) develops procedures, identifies best practices and provides resources to strengthen reunification services. MC/EA facilitates partner agreements and identifies and develops new resources and tools, including training and exercises, in support of state, local, tribal, and territorial (SLTT) governmental reunification planning and operations. FEMA coordinates deployment of

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national reunification resources, both human and material, to support state-led reunification task forces as well as field operations.

[Assistance for Active Military and Civilian Personnel Fact Sheet](#)

FEMA may provide assistance to active military and civilian personnel if it is not duplicated with assistance offered by the Department of Defense or other available resources.

Active duty military personnel stationed outside of the country can authorize a third party to be present for a FEMA inspection of disaster damage to their primary residence.

[Individual Assistance Program Fact Sheet](#)

When a local, state, territorial, or Indian Tribal Government determines that an incident exceeds their capabilities to respond, the mayor, governor or Indian Tribal Chief Executive must request a declaration from the President. The President may authorize Individual Assistance programs and services based upon whether the resulting damage and its effects are of such severity and magnitude as to be beyond the response capabilities of the state, affected local governments, and other potential recipients of supplementary Federal assistance.

The Individual Assistance mission ensure disaster survivors have timely access to a full range of authorized programs and services to maximize recovery, through partnered coordination of local, state, territorial, and Indian Tribal governments, as well as other Federal Agencies, nongovernmental organizations and the private sector.