

Disaster Recovery Help List

for southern Illinois residents who have experienced a house fire, tornado or other disaster

IMMEDIATE HELP

10/11/26

Call 911 if anyone is in immediate danger: fire, serious injury, gas leak, unsafe building, or other immediate threat. Do not re-enter a damaged building until authorities say it is safe.



American Red Cross—800-733-2767 immediate disaster response, emergency shelter referrals, food, health support, 8-page printable recovery guide for residential fires; limited financial assistance which varies by disaster and circumstances; ask about eligibility.



Call 211 Illinois—dial 211 or text your ZIP code to **898211**. To locate local emergency housing, food, clothing, household goods, financial assistance, transportation, utility assistance and disaster recovery programs. free, confidential, available 24/7.

PRIORITY TASKS

Keep a record of names and contact details, former home address, insurance information, medication list, and any case or claim numbers that are available, date and notes about calls you make, tasks to be done. Jot it down in a notebook, or start a list in the Notes app in your phone.



Contact your insurance company to start a claim.

Ask about temporary living expenses, replacement of belongings, and the claims process. Do not discard damaged property before documenting it with photos or videos, when it is safe to do so. Keep receipts for emergency expenses. If you are a renter, contact your renters' insurance company, and your landlord.

Contact your phone provider or manufacturer about replacement options. If you have phone insurance, contact your insurer. If you had a Safelink phone, call to inquire about a replacement. **800-723-3546**

Replacing food purchased with SNAP benefits Contact IDHS **800-262-6272** quickly to request replacement of benefits within 10 calendar days of a verified disaster (flood, fire, storm, extended power outage.)

To replace medications or medical equipment: contact your doctor, pharmacy, medical-equipment provider, or health insurer.

FOR A STATE OR AREA WIDE DISASTER

Multi-Agency Resource Center For a tornado or widespread storm, ask **IEMA-OHS** or **211** if a Multi-Agency Resource Center (MARC) or other coordinated recovery center has opened. Such centers bring several agencies together so survivors do not have to make each contact separately.

Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)

Main office: 217-782-2700 24-hour response number: 217-782-7860

For information about statewide disaster recovery, damage assessments, and government recovery programs. (This agency provides disaster recovery information and coordination; it is not a direct individual financial assistance hotline.)



FEMA — Federal disaster assistance 800-621-3362 help for eligible households after a qualifying federally declared disaster. FEMA not automatically available after every house fire, tornado, or storm; eligibility depends on disaster declaration and program requirements.

If you have school age children in need after a disaster, contact your local school district to be referred to the McKinney-Vento Homeless Liaison. Carbondale 95 618-457-3591 Unity Point 140 618-529-4151

LOCAL & REGIONAL RESOURCES

--Call ahead to confirm hours and program availability--

The Salvation Army Marion: **618-997-9355** Belleville **618-235-7378** Depending on available resources and the particular disaster, assistance may include meals, clothing, emergency support, and longer-term recovery services. Availability varies by location.



The Thrift Shop 215 N Illinois Ave, Carbondale Explain your need at the desk and they will help with clothing, shoes, linens, etc. Sun & Mon noon-5 PM; Tues-Sat 10 AM – 7 PM **618-457-6976**

The Clothes Closet at Exodus Church free clothing and housewares. 700 S. Oakland Carbondale Mon & Fri 9:00-11:30 a.m.

Cornerstone Church Ask for a voucher for clothes, household items, and/or furniture at 2705 Walton Way, Marion. Vouchers can be redeemed at Renew, their thrift shop in Marion. Only the clothing voucher may be redeemed at Renew in Carbondale. **618-997-7884**

Supporting People in Need SPIN 822 W Industrial Park Rd. Murphysboro. Bring a copy of the fire report. Tues.-Thurs. 10:00 – 11:30AM; 12:30 – 2:00 PM **618-201-4859**

Getting important documents replaced:

Driver's license/state ID: Illinois Secretary of State Driver Services Facility: 2516 W Murphysboro Rd, Carbondale **618-457-0488**

Social Security card: Social Security **800-772-1213** Administration 250 W Cherry St, Carbondale

Birth certificate: Order from the vital records office of the state in which you were born. In Illinois go to the county clerk's office where you were born, or read about how to order by mail at dph.illinois.gov

If you do not have a safe place to sleep tonight, call 211 to find a local shelter. Pick up a copy of the *Help for the Homeless* document at the Victory Dream Center Help Desk.

For emotional trauma, grief, or crisis support contact 988, the American Red Cross, or your doctor.

At Victory Dream Center/New Room Global Methodist Church you will find:



Prayer, guidance, and spiritual direction

Our prayer team is ready to pray for you as you face this challenge. Speak to a staff member at the check-in desk, or submit your prayer request online with the QR code.

Food Pantry Wednesday 10:30 – noon, and Saturday 6:30-7:30 PM

Hygiene Pack to replace toiletries lost in a fire or other disaster.

Notebook to keep track of important information

Information about other agencies that can provide assistance.

VictoryDreamCenter.org NewRoomGlobal.org

This document was prepared for the Help Desk at Victory Dream Center Food Pantry at 607 E College, Carbondale. Stop by to pick up copies of our other resource lists, or visit the Resources page at VictoryDreamCenter.org **PLEASE NOTE:** This list is provided for informational purposes. We make every effort to keep information accurate but cannot guarantee the availability or accuracy of every service. Inclusion does not imply endorsement. Please contact organizations directly to confirm details.

