

1. Emergency shelters

Kerr County:

- [Comfort High School](#), 201 Hwy 87, Comfort, TX: This is a primary shelter and reunification center
- [First United Methodist Church](#), 321 Thompson Dr, Kerrville, TX
- Additional shelters are available at [Calvary Temple Church](#) (3000 Loop 534, Kerrville, TX), [Notre Dame Catholic Church](#) (909 Main Street, Kerrville, TX), and [Schreiner University](#) (2100 Memorial Boulevard)

Llano County:

- [First Baptist Church](#), 3435 RR 1431, Kingsland, TX: providing shelter and medical triage.

San Angelo/Tom Green County:

- [PaulAnn Baptist Church](#): This location is accepting residents, and is a donation collection point with the American Red Cross present.

Temporary housing options

- **FEMA Transitional Sheltering Assistance (TSA):** If your area is under a federal disaster declaration, you may qualify for FEMA-funded hotel or motel stays. Visit [DisasterAssistance.gov](#) or call **800-621-3362** to apply and learn which hotels participate.
- **American Red Cross:** In addition to shelters, the Red Cross can help connect you with temporary housing solutions and provide referrals to partner agencies. Call 1-800-RED-CROSS for assistance.
- **Local housing authorities and social services:** County or city housing offices can help you find subsidized temporary rentals, apartments, or other housing assistance programs. Contact your county's emergency management office or visit the Texas Department of Housing and Community Affairs website for resources such as rent/income restricted apartments at <https://hrc-ic.tdhca.state.tx.us/hrc/VacancyClearinghouseSearch.m>.
- **Local nonprofits and faith-based organizations:** Groups like the
 - Salvation Army: • 122 W. 2nd Street, - San Angelo TX and 201 Holdsworth Drive, - Kerrville TX,
 - Catholic Charities: (to apply for relief) <https://app.smartsheet.com/b/form/0197e57e84fa70b8bebec131512b3457> or call 512-651-6160
 - United Way may offer help with rental deposits, short-term housing, or case management to help you find longer-term options. Call 2-1-1

2. Insurance guidance for flood victims

Navigating insurance claims and recovery after a flood can feel overwhelming, but acting promptly and knowing what to expect can make the process smoother.

If you have flood insurance

Start by contacting your flood insurance provider — this may be through your regular home insurance or the [National Flood Insurance Program](#) (NFIP). If you're covered through NFIP, be aware that claims typically need to be filed within 60 days of the flooding. Contact the [Texas Department of Insurance](#) if you need assistance tracking down your provider's contact information — 1-800-252-3439.

If you don't have flood insurance

If you don't have flood insurance, don't panic — you might still qualify for federal assistance if your area has been declared a disaster zone. Be sure to document all damage thoroughly with photos and videos. Hold off on discarding any damaged belongings until you've spoken with an insurance adjuster or FEMA representative, as they may need to inspect everything in person.

Tips for filing any insurance claim

- **Report all damage:** Even if it's not flood-related, such as damage from wind or fallen trees, notify your insurer right away.
- **Keep detailed records:** Take clear photos and videos, and document all communications with your insurer.
- **Make temporary repairs:** Do what you can to prevent further damage, like covering broken windows or removing standing water but save receipts and hold off on permanent repairs until your adjuster has assessed the property.
- **Ask about financial support:** Many policies offer advance payments or temporary living expense coverage. Be sure to ask and save receipts for anything you spend during displacement.

3. Replacing lost documents

Texas driver's license or state ID

- You may qualify for a free replacement if you've been displaced.
- Start online at www.dps.texas.gov or call Texas DPS Customer Service at (512) 424-2600.

Social security card

- If you have an online Social Security account, request a replacement at ssa.gov/myaccount.
- Otherwise, visit your local Social Security office when conditions allow.

Birth and marriage certificates

- Order certified copies through the Texas Vital Statistics office: www.dshs.texas.gov/vital-statistics.
- Some counties may waive fees if a disaster has been declared.

Insurance records

- Contact your insurance company right away. Most offer online access to claims and policy details.
- If you can't locate your agent's information, visit your insurer's website or call customer service for help.

Medical records and prescriptions

- Call your healthcare provider to request electronic access to your medical records.
- Pharmacies like CVS, Walgreens, and H-E-B can retrieve your prescription history and help you refill medications.

Immigration documents

- If you lost a Green Card, Employment Authorization Document, or other immigration paperwork, you can request replacements through the U.S. Citizenship and Immigration Services (USCIS).
- Visit www.uscis.gov to start the process online.
- For questions or urgent help, call the USCIS Contact Center at 800-375-5283.

4. Financial support

Federal and state assistance

- FEMA Disaster Assistance: If a federal disaster declaration has been issued, you may be eligible for grants to cover housing repairs, temporary lodging, and other essential needs. You can apply online at DisasterAssistance.gov or call 800-621-3362.
- SBA Disaster Loans: The U.S. Small Business Administration offers low-interest disaster loans to homeowners, renters, and businesses to help repair or replace damaged property. Learn more at sba.gov/disaster.

State and local aid

- Texas Division of Emergency Management (TDEM): Coordinates statewide recovery efforts and distributes information on available assistance. Visit tdem.texas.gov for updates and resources or fill out the Individual State of Texas Assessment Tool Damage Survey at <https://damage.tdem.texas.gov/>.

- **Disaster Recovery Centers (DRCs):** Many counties set up local centers where residents can meet with FEMA representatives, apply for aid, and connect with support services in person.
- **Nonprofit Assistance:** Organizations like the [Austin Disaster Relief Network](#) often provide emergency financial help, including grants or gift cards for essential supplies, temporary housing, and basic needs. **512-806-0800**

5. Animal care and support

For pets

- **Rescue and shelter:** Local organizations such as [Austin Pets Alive!](#) and the [Houston SPCA](#) are working to rescue lost or stranded animals and provide emergency shelter and care.
- **Fostering and adoption:** Many shelters are over capacity due to displaced pets. If you can temporarily foster or are interested in adopting, reach out to nearby rescues or visit their websites to learn how you can help.
- **Reporting lost or found pets:** If you've found a stray or need help locating your own pet, contact your county animal control or your nearest shelter. Many organizations maintain online lost-and-found databases to help reunite pets with their families.
- **Donations:** Supplies like pet food, crates, blankets, and cleaning products are always needed, but it's a good idea to check with your local shelter first to see which items are most in demand. Monetary donations are also greatly appreciated, as they help cover medical care, transportation, and other urgent needs.

For wildlife

- **Create safe escape routes:** If you see wildlife trapped by debris or fencing, clear a path from a safe distance so the animal can leave on its own.
- **Avoid direct contact:** Never try to pick up or handle wild animals, even if they look injured. Close contact can be dangerous for both you and the animal.
- **Report injured wildlife:** Contact the [Texas Parks and Wildlife Department](#) at 1-800-792-1112 if you see animals that are hurt, disoriented, or unable to move.
- **Offer temporary shelter:** If safe to do so, place a shallow box or sturdy container in a quiet area to give small wildlife (like turtles or birds) a place to rest until help arrives, without attempting to confine or relocate them yourself.

6. Supporting recovery through donations and volunteering

If you're looking for ways to make a difference, donating or volunteering is a powerful way to support neighbors and communities recovering from the Texas floods. Every contribution, whether time, resources, or funds, helps families take steps toward rebuilding their lives.

Ways to donate

- **Kerr County Flood Relief Fund**: The Kerr County Flood Relief Fund is dedicated to supporting recovery and rebuilding efforts following the July 4, 2025 flood. Your donation will help local residents restore their homes and lives.
- **Central Texas Food Bank**: Provides meals and groceries to individuals and families impacted by the floods. Monetary donations help purchase and distribute essential food supplies.
- **San Angelo Disaster Relief Fund**: The San Angelo Foundation is offering financial support to flood victims in San Angelo and nearby communities. They are also collaborating with local organizations to deliver aid to those affected.
- **United Way of Greater Austin**: Offers financial assistance, housing support, and recovery services for those affected.
- **Texas Voluntary Organizations Active in Disaster** (Texas VOAD): A coalition of nonprofits coordinating statewide disaster relief efforts.
- Salvation Army: <https://give.helpsalvationarmy.org/give/166081/#!/donation/checkout>
- Catholic Charities: To donate: <https://ccctx.org/donate/>.

Ways to volunteer

- **Shelter assistance**: Volunteer to support emergency shelters and displaced residents. Sign up with the [American Red Cross Texas Chapter](#) or your local [United Way](#).
- **Food and supply delivery**: Help distribute meals, water, and essentials to families in need through the Central Texas Food Bank and [Feeding Texas](#).
- **Cleanup crews**: Join teams clearing debris and preparing homes for repairs. Find opportunities with Texas VOAD and local nonprofits.

7. Mental health and counseling services

Recovering from a disaster can take a serious toll on emotional well-being. If you're feeling overwhelmed, anxious, or struggling to cope, help is available right now and in the weeks ahead.

Immediate support

- **988 suicide and crisis lifeline**: Call or text 988 any time, day or night, for confidential support during a mental health crisis.
- **Texas mental health helpline**: Reach out to the [Texas Health and Human Services](#) mental health support line at 1-833-986-1919.
- **Local mental health centers**: Many communities have dedicated centers offering urgent care, counseling, and referrals. For example, [Integral Care in Austin](#) provides 24/7 crisis services at 512-472-HELP (4357).