FAQ's

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# JSC Support

## **Flood Recovery Checklist**

Dealing with a flooded home is devastating and overwhelming. This [link](http://jscpeople.jsc.nasa.gov/Docs/assistance_relief/Flood%20Recovery%20Checklist.pdf) provides resources to help you with the recovery and rebuilding process. This is not intended to be a comprehensive list but a starting point for you based on lessons learned from others who have faced similar devastation.

## **Employee Assistance Program**

Employees experiencing emotional crisis can call our main number 281-483-6130 and they will be routed to one of our counselors. We will be providing stress debriefings to all JSC work groups in the coming weeks as people return to work.

## HR Customer Service Email

Our Hurricane Harvey Assistance Call Center will no longer be staffed.  Employee and volunteer efforts will to be coordinated by the Human Resources Office, utilizing our existing phone line & e-mail.  Our HR Customer Service Desk is staffed from 8:30 – 4:30 daily at 281.483.0476; and our e-mail is [jsc-hr-customer-service@mail.nasa.gov](mailto:jsc-hr-customer-service@mail.nasa.gov)

# Charging Time

During this recovery period, the following are flexibilities for civil servants that are within supervisor’s discretion. Contractors should coordinate with their contract management regarding flexibilities available.

The Center desires to create an environment where employees are comfortable taking advantage of these options as much as needed until homes, schools and community resources are fully functioning.  Please work with your supervisor on options to resolve operational or mission gaps in your absence.

**Telework:**

Telework may be approved by your supervisor if you are unable to return to work due to school closures, lack of day care/child care or transportation limitations. The Center has temporarily waived the policy requirement for childcare while teleworking.

**Excused Leave:**

The Center has approved the continued use of Weather/Safety Excused Leave (XLV61) through at least the end of October for those involved in post-Harvey recovery and rebuilding. Supervisory approval is required for the use of XLV61 so please engage in proactive communications with your supervisor regarding your needs during this challenging time. Center management will review the use of XLV61 at the end of every pay period. This evaluation will assist the Center as we determine how long we will maintain the XLV61 charge code.

Supervisors may approve excused leave on a case-by-case basis if you have one or more of the following situations.

* Extended leave for those impacted by home and/or car damage and are unable to return to work for the foreseeable future.
* Extended leave for those living in areas that continue to be under evacuation orders
* Periodic leave to meet insurance adjusters or contractors.
* Periodic or extended leave to care for elderly parents with significant flood impact.
* Periodic or extended leave for employees whose duties are not conducive to telework and who are unable to return to work due to lack of child care/day care.

# Donations

## Food Banks

If you need them, here is a list of local foodbanks:

Feeding Texas: <https://www.feedingtexas.org/help/>

Galveston: [http://galvestoncountyfoodbank.org](http://galvestoncountyfoodbank.org/)

Houston: <http://houstonfoodbank.org/>

Corpus Christi: [www.foodbankcc.com](http://www.foodbankcc.com/)

Extensive list from the Houston press: <http://bit.ly/2wgeoKr>

## Other Organizations Providing Support

This [list](http://jscpeople.jsc.nasa.gov/Docs/assistance_relief/Organizations%20Providing%20Support%20and%20Volunteer%20Opportunities.pdf) has information on other organizations providing support to those affected.

# How to Volunteer

## JSC [Swap Shop](https://recoveryswapshop.jsc.nasa.gov/)

Post items that could be useful to those in need: <https://www6.jsc.nasa.gov/swapshop/index.cfm>

## Volunteer Houston

A VIRTUAL Volunteer Reception Center has been launched to aid nonprofits and agencies in finding and deploying people to hard-site areas. [**Click here**](http://www.volunteerhou.org/user/login/?return=%2Fdrm%2Fneeds%2F) for more information.

## Helping Animals

To help animals suffering from the disaster, visit the [**Houston Humane Society**](http://www.houstonhumane.org/) or

## Donate Blood

[**Carter BloodCare**](http://www.carterbloodcare.org/) covers hospitals in north, central and east Texas. To donate, call 877-571-1000 or text DONATE4LIFE to 444-999. There is also the [**Gulf Coast Regional Blood Center**](http://www.giveblood.org/).

## Other Organizations with Volunteer Opportunities

This [list](http://jscpeople.jsc.nasa.gov/Docs/assistance_relief/Organizations%20Providing%20Support%20and%20Volunteer%20Opportunities.pdf) has information on other organizations providing volunteer opportunities.

## Providing Support to Friends/Families/Coworkers

This [link](http://jscpeople.jsc.nasa.gov/Docs/assistance_relief/How%20Can%20I%20Help%20after%20a%20Disaster.pdf) provides some things that you can do to help a family member or friend impacted by the flooding.

# Financial Resources

## NASA Family Assistance Fund

NASA civil servant employees and their families may apply for grants and no-interest loans directly via the FEEA website, <https://feea.org/our-programs/disaster-relief/#disaster>. FEEA will grant a maximum of $500 and the grants may be used to cover the cost of temporary lodging and home repairs not covered by insurance. FEEA provides grants to full-time and part-time employees with more than one year of service.

Applicants need to provide the following supplemental documentation:

* Most recent SF50
* Most recent employee and spouse (if married) leave and earning statement(s).
* Evidence of Disaster: (e.g. images from disaster site, copy of insurance)
* Copy of bill(s) for which you are requesting assistance (e.g. repairs or temporary lodging).

Contact the Human Resources Office at [jsc-hr-customer-service@mail.nasa.gov](mailto:jsc-hr-customer-service@mail.nasa.gov) for assistance with any of your employment-related documentation.

## FEMA

For FEMA assistance, registering online is the quickest. Go to [**www.DisasterAssistance.gov**](https://www.disasterassistance.gov/). If you do not have access to the internet you may register by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY). If you use 711 relay or Video Relay Service (VRS), call 800-621-3362 directly. The toll-free telephone numbers will operate from 6:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.

* + You should register with FEMA even if you have insurance. FEMA cannot duplicate insurance payments, but if you are under-insured, you may receive help after your insurance claim is settled. You do not have to file an insurance claim before registering with FEMA.
  + Assistance for eligible survivors can include grants for temporary housing and home repairs, and for other serious disaster-related needs, such as medical and dental expenses or funeral and burial costs.
  + FEMA doesn't need to see damaged items in person. Cleaning up and making temporary repairs to your storm-damaged property will not disqualify you from federal disaster assistance. Property owners are encouraged to document storm damage to their properties – either with photographs or video – and to then begin cleaning up and making whatever temporary repairs are necessary to make their homes safe and habitable again. Keep your receipts to show the inspector.
  + Vehicles are covered under FEMA’s Other Needs Assistance (ONA) Program. ONA is disaster-related assistance that provides grants for uninsured, disaster-related necessary expenses and serious needs. Eligible survivors may receive Repair or Replacement of vehicles damaged by the disaster.
  + [**Short-term housing assistance and other immediate funding**](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27300&Action=Follow+Link) is available to survivors who register.  Survivors whose homes are uninhabitable or inaccessible may have access to short-term lodging at eligible hotels. FEMA can also provide up to two months of expedited rental assistance to those eligible. When survivors register, they will also receive information on other resources in their area, including available services from other federal agencies.
  + For survivors who have suffered damage and have federal flood insurance, FEMA's [**National Flood Insurance Program**](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27299&Action=Follow+Link) is issuing advance payments of up to $5,000 for building and contents damages prior to an adjuster's inspection to help get funds into the hands of survivors as soon as possible.  If a policyholder has photos and receipts of out-of-pocket expenses, they may receive an advance payment of up to $10,000.
  + For people with disabilities and others with access and functional needs, FEMA has created a webpage with [**resources**](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27298&Action=Follow+Link).
  + A State of Texas/FEMA Disaster Recovery Center will open Thursday, Sept. 14, 2017, in Harris County in the city of Webster. Recovery specialists from the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA), the State and other agencies will be at the center to talk about assistance and to help anyone who needs guidance in filing an application. The new center is at the following location:

Webster Civic Center

311 Pennsylvania Avenue

Webster TX 77598

Hours: Daily, from 7 a.m.-7 p.m.

## Help with Filing Insurance Claims

Where you can find staff and insurer mobile units for help with filing claims:

* + **Corpus Christi**  
    City Hall - 1201 Leopard St. (Monday to Friday)
  + **Houston**  
    George R. Brown Convention Center - 1001 Avenida De Las Americas
  + **Ingleside**  
    Bay Vista Shopping Center - 2334 Highway 361
  + **Missouri City**  
    Sienna Annex - 5855 Sienna Spring Highway

## Check with your bank or financial institution.

The Department of the Treasury is encouraging all financial institutions to offer relief to those impacted by Hurricane Harvey and may include the ability to skip payments or provide reduced fees/interest.  Check with your financial institution on options available to you.  For example, the JSC Federal Credit Union is offering the ability to skip payments for 3 months and also offering 0% disaster relief loan for 24 months.  [www.jscfcu.org](http://www.jscfcu.org).

## [Short-term housing assistance and other immediate funding](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27300&Action=Follow+Link)

Available to survivors who register.  Survivors whose homes are uninhabitable or inaccessible may have access to short-term lodging at eligible hotels. FEMA can also provide up to two months of expedited rental assistance to those eligible. When survivors register, they will also receive information on other resources in their area, including available services from other federal agencies.

For survivors who have suffered damage and have federal flood insurance, FEMA’s [**National Flood Insurance Program**](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27299&Action=Follow+Link) is issuing advance payments of up to $5,000 for building and contents damages prior to an adjuster’s inspection to help get funds into the hands of survivors as soon as possible.  If a policyholder has photos and receipts of out-of-pocket expenses, they may receive an advance payment of up to $10,000.

For people with disabilities and others with access and functional needs, FEMA has created a webpage with [resources](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27298&Action=Follow+Link).

## Find low interest, long-term disaster loans

For homeowners and renters to repair and replace uninsured/underinsured disaster damaged property from the U.S. Small Business Administration (SBA).  These loans also may be available to cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.    <https://www.sba.gov/>

## 100% financing options available from HUD

[Making mortgage insurance available](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/ins/203h-dft)– HUD's Section 203(h) program provides FHA insurance to disaster victims who have lost their homes and are facing the daunting task of rebuilding or buying another home. Borrowers from participating FHA-approved lenders may be eligible for 100 percent financing;

[Making insurance available for both mortgages and home rehabilitation](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/203k/203k--df)– HUD's Section 203(k) loan program enables those who have lost their homes to finance the purchase or refinance of a house along with its repair through a single mortgage. It also allows homeowners who have damaged houses to finance the rehabilitation of their existing single-family home

## Take advantage of tax relief

And keep good records of costs associated with Hurricane Harvey.  [www.irs.gov](http://www.irs.gov).  Also, the Department of Treasury has suspended [certain tax filing and payment deadlines](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27265&Action=Follow+Link), as well as certain fuel excise taxes, for those affected.

* **Review your options for** [**Loans and hardship distributions**](http://fema.pr-optout.com/Tracking.aspx?Data=HHL%3d9.88%3a%26JDG%3c%3a9%3a-%3b3%40%26SDG%3c90%3a.&RE=IN&RI=711798&Preview=False&DistributionActionID=27264&Action=Follow+Link)**from employer-sponsored retirement plans**. Civil Servants should review options available at [www.tsp.gov](http://www.tsp.gov).
* **Check out grants or other financial assistance from your employer or church.**  Many organizations pool donations to offer financial assistance to those hit especially hard.  For example, civil servants may apply to the NASA Family Assistance fund for loans or grants up to $500, <https://feea.org/our-programs/disaster-relief/#disaster>.

## The JSC Credit Union

The Credit Union is currently helping members in need by offering the following loan programs: [**Disaster Relief Skip-a-Payment**](https://www.jscfcu.org/com-news/news/85) and [**Disaster Relief Loan**](https://www.jscfcu.org/com-news/news/86)**.**

## Birth Certificates

* + Governor Greg Abbott has approved a request allowing the state to waive fees for mail-in or walk-in birth certificate issuance requests, and local registrars to waive fees for walk-in birth certificate issuance requests, for individuals from hurricane-affected counties.
  + Individuals in the affected counties can request one replacement certified copy of a birth certificate free of charge either by mail or in person at the DSHS main office in Austin. By mail: indicate the county of residence and write “Hurricane Harvey Relief” at the top of the VS 142.3 - Mail Application for a Certified Copy. Include a copy of identification when submitting the form.
  + Local registrars should submit a copy of each application for certified copy that was issued free of charge when invoiced for payment. DSHS will issue a credit on your next invoice. Email questions about remote site payment.

# Housing Options

## Hotels

Listing of hotels that participate in the FEMA Evacuee Hotel program.  For these hotels (some are listed in Galveston, Baycliff, Baytown, Channelview, Houston, La Porte, and Pearland), FEMA will pay for room and taxes fees if the employee qualifies (<http://www.femaevachotels.com/index.php>).

## Airbnb

Also lists spare rooms and homes for folks at <https://www.airbnb.com/disaster/hurricaneharveyevacuees>

## HAR

Houston Area Realtors also has a website with rental property listings <http://www.har.com/rentals>

# Transportation Options

## Ride Share Buddies

We have posted a spreadsheet for Civil service and Contractor employees who both need assistance with ride sharing and those who are willing to assist!  If you either need a ride to work or can serve as a ride buddy for an impacted co-worker, please click on [**RIDE SHARE**](https://docs.google.com/spreadsheets/d/1qb4DRA5Wl83Sy7W4BB2pR6uOhtfFqjXOA6EA69Jt2Us/edit?usp=sharing)

Employees will be able to self-match with individuals in their similar commuting area.  If you are willing to assist, please list your name next to an individual needing assistance and reach out to him or her directly.

## Star metro

If you have a group of co-workers in close proximity all needing ride assistance, Star Metro offers vans for vanpooling.  To rent a van for your group, visit [**Ridemetro**](http://www.ridemetro.org/Pages/StarVanpool.aspx)

## METRO Houston

Due to limited transportation options, METROHouston is offering free rides to all area students (K-College) through Sept. 30.

## Uber and Lyft

Both are available in the city and the surrounding suburbs.  You can request rides directly from your phone by using their apps.  We are looking into possibilities of partnering with these organizations on a more cost-effective approach for employees with longer-term needs.