



Other Needs Assistance for Hurricane Beryl FAQ

1. What is Other Needs Assistance (ONA)?

ONA is a program that provides financial assistance to disaster survivors for necessary expenses and serious needs not covered by insurance or other forms of disaster assistance. This can include personal property, transportation and medical or dental expenses. Visit the Texas Health and Human Services Commission [Receiving Disaster Assistance](#) webpage for more information on available assistance and eligibility.

2. How can I check the status of my ONA payment?

- **In-Person:** Visit one of the following FEMA Disaster Recovery Centers to check the status of your ONA payment. They are open 8 a.m. to 4 p.m., Monday through Saturday.
 - **Disaster Recovery Center 1:** Acres Home Multi-Service Center, 6719 W. Montgomery Rd., Houston, TX 77091
 - **Disaster Recovery Center 2:** East Montgomery County Community Development Center, 16401 1st St., Splendora, TX 77372
 - **Disaster Recovery Center 4:** Thomas A. Glazier Senior Education Center, 16600 Pine Forest Ln., Houston, TX 77084
 - **Disaster Recovery Center 13:** Felix Baldree Building, 13828 Corpus Christi St., Houston, TX 77015
 - **Disaster Recovery Center 17:** Pasadena Convention Center, 7902 Fairmont Pkwy, Houston, TX 77507
 - **Disaster Recovery Center 20:** Mid-County Annex/Galveston Health District, 9851 Emmett F Lowry Expy, Texas City, TX 77591
 - **Disaster Recovery Center 22:** Tom Reid Library, 3522 Liberty Dr., Pearland, TX 77581
 - **Disaster Recovery Center 26:** Sunnyside Health and Multi-Service Center, 4410 Reed Rd, Houston, TX 77520

- **Disaster Recovery Center 27:** Baytown Community Center, 2407 Market St, Baytown, TX 77520
- **Disaster Recovery Center 34:** City of Arcola City Hall, 13222 Highway 6, Arcola, TX 77583
- **Disaster Recovery Center 37:** BakerRipley East Aldine Campus, 3000 Aldine Mail Route Road, Houston, TX, 77084
- **Disaster Recovery Center 38:** San Jacinto College - Generational Park, 13455 Lockwood Rd, Houston, TX 77044
- **Disaster Recovery Center 40:** George H. W. Bush Community Center, 6827 Cypresswood Dr, Spring, TX 77379
- **Federal Emergency Management Agency (FEMA) Contact Information:**
 - **Phone:** 800-621-3362 (7 a.m. to 10 p.m., seven days per week)
 - **Online:** DisasterAssistance.gov
 - **Email:** AskIA@FEMA.DHS.gov
- **HHSC Contact Information:**
 - **Phone:** 800-582-5233 (7 a.m. to 7 p.m., Central time, seven days per week)
 - **Email:** DisasterAssistance@hhsc.state.tx.us
 - **Mail:**
HHSC Disaster Assistance MC Y-950
P.O. Box 149030
Austin, TX 78714

3. How will I receive my ONA payment?

Payments are distributed by direct deposit or a mailed check. Direct deposits will go to the bank account you provided to FEMA when registering for assistance. Mailed checks will be sent to the mailing address on file in your FEMA application.

4. I've been approved, but when will I receive my payment?

Issues with processing claims have caused delays in payments, and HHSC is working diligently to resolve this matter.

5. What should I do if my bank won't cash my check?

If you have trouble cashing your check, please contact the state comptroller for assistance. You can find a phone number on the back of the check that you or your

financial institution can call for support.

6. What if I accidentally threw my check away?

If you need a replacement check, call HHSC at 800-582-5233 for assistance.

7. Who can I contact if I was denied assistance or if my payment is delayed?

For assistance with denied claims or payment delays, contact FEMA or HHSC using the contact information provided above.

8. How can I register for FEMA assistance?

People affected by a disaster must register for assistance through FEMA. You can apply in-person, by phone or online:

- **In-Person:** Visit a [FEMA Disaster Recovery Center](#)
- **Phone:** 800-621-3362
- **Online:** [DisasterAssistance.gov](#)

9. How do I receive housing or rental assistance?

Housing and rental assistance is administered by FEMA. HHSC is not involved in housing or rental assistance. For more information, contact FEMA Housing Assistance in-person, by phone or online:

- **In-Person:** Visit a [FEMA Disaster Recovery Center](#)
- **Phone:** 800-621-3362
- **Online:** [DisasterAssistance.gov](#)