

UHD Hurricane Harvey Employee Resources and Frequently Asked Questions

Shelter & Relief

- Emergencies: 9-1-1
- State Emergency Assistance Registry: 2-1-1
- Group Rescues: 713-426-4904
- Disaster Distress Help Line: 1-800-985-5990
- [City of Houston Emergency Information](#)
- City of Houston Non-Emergency/Report Flooding: 3-1-1 or 713-837-0311
- HPD Non-Emergency: 713-526-8300

Useful Information

- [Apply for FEMA disaster assistance](#)
- [Harris County cleaning and storm recovery](#)
- [Houston Apartment Association](#)
- [List you and your family safe with the Red Cross](#)
- [Local road conditions – Houston Transtar](#)
- [State road conditions – Drive Texas](#)
- [Submit a Harris County home flood report](#)
- Texas/United Way Helpline to locate community and social services: 2-1-1

Emergency Management Offices

- [Brazoria County Office of Emergency Management](#): 979-864-1201
- [Chambers County Emergency Management](#): 409-267-2445
- [Fort Bend County Office of Emergency Management](#): 281-342-6185
- [Harris County Emergency Management](#)
- [Houston Office of Emergency Management](#): 713-884-4500
- [Montgomery County Office of Emergency Management](#): 936-523-3900
- [Texas Division of Emergency Management](#): 512-424-2208
- [Victoria County Office of Emergency Management](#)
- [Walker County Emergency Management](#)

Disaster Recovery & Assistance

- [American Red Cross](#): 877-500-8645
- [CenterPoint Energy](#): 866-876-5786
- [DisasterAssistance.gov](#)
- [Entergy](#): 800-968-8243

- [FEMA](#): 1-800-621-3362
- [FEMA Apply for Assistance](#)
- [IRS Tax Relief for Victims of Hurricane Harvey](#)
- [National Flood Insurance Program](#): 1-800-611-6122
- [Readyharris.org](#)
- [Red Cross Houston](#): 713-526-8300
- [Reliant Energy](#): 713-207-7777 or 1-866-222-7100
- [Texas Department of Insurance Consumer Hotline](#): 1-800-252-3439

Volunteer Opportunities

- [Houston Food Bank](#) is seeking donations of food, water and supplies.
- [Houston Police Department](#) Boat Volunteers: 713-881-3100
- [Harris County Sheriff's Office](#) (High Water Rescue & Boat Volunteers): 713-881-3100
- [Red Cross](#) Volunteer Opportunities: 1-800-928-4271 or CTCRVolunteer@redcross.org

Donations

- [Greater Houston Community Foundation Relief Fund](#): 1-800-924-5985
- Red Cross: 1-800-RED CROSS or text HARVEY to 90999 to make a \$10 donation.

Additional Information

- As of September 5, FEMA has approved more than \$79 million in assistance to residents and business owners. The payments include money for temporary housing and two months of rental assistance.
- Fannie Mae and Freddie Mac announced help for homeowners of mortgages they back, which applies to more than half of the homes nationwide. Fannie Mae and Freddie Mac directed mortgage servicers to give homeowners a 90-day cushion for late mortgage payments and to suspend foreclosures and evictions for 90 days. Homeowners should contact their mortgage company to determine if Fannie Mae or Freddie Mac back their mortgage and to request a 90-day cushion.
- Anyone with mortgages not backed by Fannie Mae or Freddie Mac should call their mortgage company to ask about a late mortgage payment cushion.

Frequently Asked Questions

Will payroll run as usual?

The direct deposit of employees' salaries scheduled for Friday, September 1, 2017, will be processed as originally scheduled. This includes the August 2017 payroll for exempt (monthly) employees and the bi-weekly payroll for non-exempt (hourly) employees for the pay period of Wednesday, August 9 through Tuesday, August 22, 2017.

Will I receive pay for the days the campus was closed?

During the campus closure (beginning 1 p.m. August 25th and ending September 1st), benefits-eligible employees were paid weather-related emergency leave. Benefits-eligible employees

scheduled to be out on paid leave (i.e., vacation, sick leave, military leave, bereavement leave, etc.) while the University was closed received weather-related emergency leave. Employees on an approved leave of absence without pay were not eligible for weather-related emergency leave. Employees who are not benefits-eligible were not entitled to receive weather-related emergency leave. They will not be paid for the time UHD was closed. However, they may be eligible for Disaster Unemployment Assistance (DUA) through the Texas Workforce Commission. Details may be found at <http://kfdm.com/news/local/misssed-work-because-of-the-storm-apply-for-texas-disaster-unemployment-assistance>.

As a manager, how can I help my employees affected by the hurricane?

Visit [UTEAP Manager Suggestions](#) for helpful suggestions on how to ensure your employees are safe.

How can I help employees and students who have suffered losses?

Information on volunteer opportunities will be posted soon. In the meantime, [check-in with your UHD family on Facebook](#) and determine if you can lend a hand to one of your fellow Gators.

Where can I get help if I or a member of my family is having a hard time emotionally coping with the disaster?

As a UHD employee, you and your family have access to our Employee Assistance Program (UTEAP) and its resources. Please contact UTEAP at 713-500-3327 or 800-346-3549. In addition, please review the following resources:

- [UTEAP Coping with disaster](#)
- [Emotional recovery after a crisis resource guide](#)
- [UTEAP Common signs of stress after a difficult event](#)

Can I obtain an emergency loan against my TDA funds?

Employees who have a tax deferred annuity (TDA) may be able to obtain emergency loans against their funds at very low interest rates, typically lower than banks or credit unions.

If you have a TDA, contact your provider and inquire about a possible emergency loan. The list of providers and their contact information may be found [here](#).

Do I qualify for unemployment benefits?

Benefits-eligible employees will receive weather-related emergency leave (WREL), which President Munoz granted, for the period of time the University was closed and, thus, do not qualify for unemployment benefits. However, non-benefits-eligible employees, such as temporary employees and student workers who do not qualify for WREL may look into Disaster Unemployment Assistance (DUA) through the Texas Workforce Commission. Details may be found at: <http://kfdm.com/news/local/misssed-work-because-of-the-storm-apply-for-texas-disaster-unemployment-assistance>.

What childcare resources does UHD provide?

The UHD Child Watch Center, located on the second floor of the One Main Building, is a support service for UHD staff, faculty, and currently enrolled UHD students that need a reliable, safe, and fun environment for their children while working or attending class, and will resume services on Tuesday, September 5th. The center hours are 8:00 a.m. to 8:30 p.m., Monday through Thursday. This service is currently available in four-hour blocks, for up to 12 hours per week, for no more than three days per week. UHD has requested a temporary waiver of these restrictions for our Child Watch Center with the state of Texas. As soon as a reply is received, it will be communicated to the University community. For more information, please visit: <https://www.uhd.edu/academics/student-affairs/Pages/child-watch.aspx>.