

Before & After the Storm

2026-
2027

A guide to help you prepare and
recover from natural disasters in the
Southwest Alabama area.



*Presented by Lifelines Counseling Services in partnership with United Way 211
of Southwest Alabama.*



Lifelines Counseling Services
Take the First Step.



The Power of Connection

When storms disrupt our lives, connection can be the first step toward brighter days. Knowing where to turn for trusted information and available resources can make all the difference during times of uncertainty.

This guide was created by Lifelines Counseling Services in partnership with United Way 211 of Southwest Alabama to help individuals and families prepare before disasters occur and navigate the recovery process afterward. Inside, you'll find emergency preparedness information, practical guidance, and connections to local, state, and national resources that may be available when you need them most.

If you're unsure where to begin, dial 2-1-1. Our trained specialists listen to your needs, provide information, and connect you with available community resources. Whether you're preparing for hurricane season or recovering from its impact, remember that you don't have to navigate it alone.



Community Providers: **Help Us Keep This Guide Current**

Accurate, up-to-date resource information helps connect individuals and families with available resources when they need them most.

If your organization has a new program, updated eligibility requirements, changes in contact information, or would like to be included in future editions of this guide, we'd love to hear from you.

Scan the QR code below to submit your updates.



Introduction

Before the Storm

Preparing before a disaster can help protect yourself, your loved ones, and your property. While severe weather cannot always be predicted or prevented, planning ahead can reduce confusion and support a safer response. This guide will help you understand local risks, create a plan, gather supplies, and stay informed before an emergency occurs.

When Crisis Strikes

Living through a crisis can bring many emotions and make it harder to focus, make decisions, or complete everyday tasks. These reactions are common after overwhelming experiences. Reaching out for support, returning to routines when possible, and taking things one step at a time can help you begin moving forward.

After the Storm

After a disaster, recovery can feel overwhelming. You may need to address immediate needs, assess damage, replace belongings, manage financial concerns, or find available community resources. This guide is intended to help you understand possible next steps as you begin the recovery and rebuilding process.

Preparedness Starts with Awareness

Remember: Every disaster is different, and conditions can change quickly. Following instructions from local emergency officials and preparing before an emergency occurs are some of the most effective ways to protect yourself and your loved ones.



Before the Storm

Know Your Risks

You can't prepare for every emergency the same way. Knowing the hazards most likely to affect Southwest Alabama is the first step toward protecting yourself, your family, and your property.

Weather Threats

Tornadoes

Tornadoes can develop quickly with little warning, bringing extremely destructive winds capable of damaging homes, uprooting trees, and creating dangerous flying debris. Knowing where to take shelter before a warning is issued can save lives.

Hurricanes & Tropical Storms

Southwest Alabama is vulnerable to hurricanes and tropical storms that can produce damaging winds, storm surge, flooding, heavy rainfall, and prolonged power outages. Preparing early and following evacuation guidance when necessary can help keep you and your family safe.

Flooding

Flooding can occur from heavy rainfall, storm surge, or overflowing rivers and creeks. Even shallow floodwaters can be dangerous, NEVER drive through flooded roadways.

Severe Thunderstorms

Severe thunderstorms can bring damaging straight-line winds, large hail, frequent lightning, heavy rainfall, and occasionally tornadoes. Staying informed through weather alerts and having a plan in place can help reduce the risks associated with rapidly changing conditions.



Create Your Emergency Plan

Know Where You Would Go

- ☐ Identify the safest place in your home during severe weather.
- ☐ Choose a nearby meeting place in case your household gets separated.
- ☐ Choose a second meeting place outside your neighborhood if you need to evacuate.
- ☐ Find out where local emergency shelters may open during disasters.
- ☐ If you do not have reliable transportation, talk with family, friends, or neighbors about possible transportation options before an emergency.
- ☐ If you have a disability, medical need, mobility concern, or may need extra help evacuating, sign up for local emergency alerts and make sure your support network knows your plan.

Emergency Contacts & Communication

- ☐ Write down important phone numbers in case your phone dies or service is unavailable.
- ☐ Choose one trusted person outside your area who family members can contact for updates.
- ☐ Make sure children, older adults, and others in the household know who to call in an emergency.
- ☐ Keep phones charged when severe weather is expected. If possible, have a backup charging option.
- ☐ Talk with neighbors, family, friends, or trusted supports about how you will check on each other before and after a disaster.



Create Your Emergency Plan

Plan for Basic Needs

- ☐ Set aside water and nonperishable food as you are able. Aim for at least a 3-day supply.
- ☐ Keep essential medications, medical supplies, glasses, diapers, formula, hygiene items, or mobility aids in an easy-to-reach place.
- ☐ Include familiar comfort items for children or anyone who may become overwhelmed by changes in routine, unfamiliar environments, noise, or crowds. This may include a favorite toy, blanket, headphones, sensory items, or books.
- ☐ Keep a small bag ready with basic items you would need if you had to leave quickly.
- ☐ If you rely on medical equipment that requires electricity, talk with your provider, utility company, or support network about backup options.
- ☐ If you receive benefits, medications, or regular services, keep account numbers, caseworker contact information, refill information, and important documents in one place.

Plan for Pets

- ☐ Decide where your pets could go if you need to evacuate.
- ☐ Keep a list of pet-friendly hotels, boarding facilities, animal shelters, and veterinarians, including phone numbers.
- ☐ Ask trusted friends, relatives, or neighbors outside the affected area if they could help care for your pets during an emergency.
- ☐ Gather pet supplies, including food, water, medications, leashes, carriers, litter, vaccination records, and comfort items if available.
- ☐ Do not wait until disaster strikes to make a pet sheltering plan. Many emergency shelters cannot accept pets.



Create Your Emergency Plan

Protect Important Information

- ☐ Gather copies of important documents, such as IDs, insurance cards, medical information, benefit letters, lease documents, birth certificates, Social Security cards, pet vaccination records, and emergency contacts.
- ☐ Store important papers in a folder, plastic bag, or waterproof container if available.
- ☐ Keep these documents in a safe, easy-to-access place. Shelters, disaster assistance programs, and community resources may ask for documentation to confirm identity, residency, household members, benefits, or other needs.
- ☐ Take photos of important documents and save them securely on your phone or with someone you trust.

Talk Through the Plan

- ☐ Make sure everyone in your household knows the plan.
- ☐ Review the emergency plan with children and make sure they know where to go, who to contact, and what to do if separated.
- ☐ Check on neighbors, older adults, or others who may need extra support.
- ☐ Review your plan at the start of hurricane season or whenever your household situation changes.
- ☐ Practice what to do if you need to shelter in place, leave quickly, or contact someone for help.



Remember: You do not have to do everything at once. Preparedness can start with small, no-cost steps: writing down phone numbers, choosing a safe place, talking with your household, and knowing where to get trusted information.



Prepare Your Home, Vehicle, & Finances

Small steps now can make recovery easier later.

Before severe weather arrives, take time to prepare your home, transportation, and important financial information.

Home & Property

- ☐ Take photos or videos of your home, apartment, belongings, and property before a storm.
- ☐ Bring in or secure outdoor items that could become airborne.
- ☐ Clear gutters, drains, and downspouts if you are able to do so safely.
- ☐ Move important documents, valuables, electronics, and sentimental items away from windows, doors, or areas that may leak.
- ☐ Know where your main water, gas, and electrical shutoffs are located. Only turn off utilities if instructed or if it is safe to do so.
- ☐ If you rent, ask your landlord or property manager how storm damage, leaks, repairs, and evacuation notices will be handled.

Vehicle & Transportation

- ☐ Keep your gas tank as full as possible when severe weather is expected.
- ☐ Check tires, windshield wipers, lights, oil, and other basic vehicle needs before severe weather arrives.
- ☐ Keep a small emergency kit in your vehicle, including water, snacks, flashlight, first aid items, phone charger, and a blanket or towel.
- ☐ Identify more than one evacuation route in case roads are closed or flooded.
- ☐ Keep paper directions or a written address for where you plan to go in case GPS, phone service, or internet is unavailable.
- ☐ If you do not have reliable transportation, make a plan early with family, friends, and/or neighbors.



Prepare Your Home, Vehicle, & Finances

Insurance & Financial Preparation

- ☐ Review your homeowners, renters, auto, and flood insurance policies before disaster season.
- ☐ Ask your insurance agent what your policy does and does not cover, including wind damage, flood damage, personal belongings, temporary housing, and deductibles. Flood damage is usually not covered by standard homeowners insurance, and flood insurance may need to be purchased separately.
- ☐ Renters should ask whether renters insurance covers personal belongings, temporary housing, or storm-related damage.
- ☐ Keep policy numbers, claim phone numbers, account information, benefit letters, and other financial documents in one safe place.
- ☐ If possible, keep a small amount of cash in small bills in case power outages affect ATMs, banks, or card readers.

Questions to Ask Your Insurance Provider

What types of damage does my policy cover?

- Ask about wind, flood, water damage, roof damage, vehicle damage, personal belongings, and temporary housing.

Do I need separate flood insurance?

- Flood damage may not be included in standard homeowners or renters insurance policies.

What is my deductible?

- Ask how much you may have to pay out of pocket before insurance coverage begins.

How do I file a claim after a disaster?

- Write down the claim phone number, website, policy number, and any steps you should take after damage occurs.



Build Your Emergency Kit

Start with what you have. Add what you can.

An emergency supply kit can help your household manage if utilities are interrupted, stores are closed, or you need to leave quickly. Aim for a 3-day supply of essentials at minimum.

Food & Water

- ☐ Water - Aim for one gallon per person per day when possible.
- ☐ Nonperishable foods
- ☐ Can opener
- ☐ Infant formula, bottles, feeding supplies, and/or special dietary foods if needed
- ☐ Set aside basic eating supplies, such as reusable or disposable plates, cups, and utensils. Disposable items may be helpful if clean water is limited.

Lighting, Power, & Communication

- ☐ Flashlight or battery-powered lantern
- ☐ Extra batteries, if available
- ☐ Battery-powered or hand-crank radio
- ☐ Phone charger and backup charging option, such as a car charger or portable power bank
- ☐ Written list of emergency contacts

Health & First Aid

- ☐ First aid supplies, such as bandages, antiseptic wipes, gloves, and pain reliever
- ☐ Prescription medications and medical supplies
- ☐ Glasses, contacts, hearing aid batteries, mobility aids, or other necessary medical items
- ☐ Copies of medical information and insurance cards



Build Your Emergency Kit

Hygiene & Sanitation

- ☐ Soap, hand sanitizer, or wipes
- ☐ Toilet paper, paper towels, or tissues
- ☐ Feminine hygiene products
- ☐ Diapers
- ☐ Trash bags
- ☐ Cleaning supplies or disinfecting wipes

Important Documents & Other Practical Supplies

- ☐ Keep copies of important documents, such as IDs, benefit letters, lease documents, birth certificates, Social Security cards, insurance information, and other important papers.
- ☐ If possible, keep a small amount of cash in small bills in case power outages affect ATMs, banks, or card readers.
- ☐ Gather basic tools, such as a wrench, screwdriver, or multi-tool, that may help with small repairs, securing items, or turning off utilities if instructed.

Pets & Comfort Items

- ☐ Pet food, water, leash, carrier, medications, and vaccination records.
- ☐ Comfort items for children, older adults, or anyone who may need extra support.
- ☐ A change of clothes, blanket, and towel.
- ☐ Books, cards, small toys, or other low-cost items to help pass time during outages or sheltering.



Kit-Building Tip: Building an emergency kit can happen one item at a time. Begin with what you have at home, add supplies when possible, and keep everything together in one easy-to-access place.



Local Emergency Alerts & Shelter Information

Know how to get updates before you need them.

During severe weather or a disaster, conditions can change quickly.

Having more than one way to receive emergency information can help you know when to shelter, evacuate, avoid dangerous roads, or look for open shelters.

Statewide Alabama Emergency Alerts

Alabama residents can sign up for statewide emergency alerts.

- To receive emergency alerts and notifications, text ALalert to 77295.
- For general preparedness information and updates, text ALinfo to 77295.

County Emergency Alerts

Alert systems vary by county. For the most accurate local updates, follow your county Emergency Management Agency, county website, official app, or verified social media pages.

Shelter Information

Shelter information is usually released before or during a real-time weather threat. Open shelter locations may change depending on the type of emergency, location of the threat, and available facilities. During a disaster, check trusted sources such as your county EMA alerts, county EMA app, official county social media pages, local news and weather updates, and 2-1-1, when official shelter information has been released.



Important Reminder

Do not wait until a storm is close to begin planning where you would go. If you may need help evacuating, have limited transportation, rely on medical equipment, or have pets, make a plan early and talk with your support network before severe weather arrives.



Your Local EMA

Baldwin County EMA

- Sign up for emergency notifications through Alert Baldwin online at: <https://baldwincountyal.gov/departments/emergency-management-agency>

Choctaw County EMA

- For more information, visit: <https://www.choctawcountyal.org/emergency-management/>
- For emergency notifications, download the Choctaw County EMA AL app

Clarke County EMA

- For more information, visit: <https://clarkecountyal.com/emergency-management/>
- For emergency notifications, download the Clarke County EMA, AL app

Conecuh County EMA

- For emergency notifications, download the Conecuh County AL Safety app

Escambia County EMA

- Visit Escambia County AL Emergency Management Agency on Facebook for local updates

Mobile County EMA

- For more information and updates, visit: <https://mobilecountyema.gov/>
- For emergency notifications, download the “Mobile County EMA App” and text MOBILEALERT to 226787

Monroe County EMA

- For emergency notifications, download the Monroe County AL EMA app

Washington County EMA

- Visit Washington County Commission on Facebook for local updates



After the Storm: Recovery Checklist

Take one step at a time.

After a disaster, it can be hard to know what to do first. Use this checklist to help you focus on safety, document damage, connect with trusted information, and begin the recovery process.

Safety First

- ☐ Make sure you and your household are safe before returning home or entering damaged areas.
- ☐ Follow instructions from local officials about road closures, curfews, boil water notices, shelter openings, and re-entry after evacuation.
- ☐ Avoid downed power lines, standing water, unstable structures, and areas with visible damage.
- ☐ Do not use generators, grills, or outdoor cooking equipment inside your home, garage, or enclosed spaces.
- ☐ If there is an immediate emergency, call 9-1-1.

Check on Your Household & Support System

- ☐ Let family, friends, or your emergency contact know you are safe.
- ☐ Check on children, older adults, people with disabilities, neighbors, and anyone who may need extra support.
- ☐ Help children understand what happened using simple, factual information.
- ☐ Return to regular routines for meals, sleep, school, work, and rest as soon as possible.
- ☐ Give everyone time to adjust. Stress, confusion, sadness, anger, or exhaustion can be common after a disaster.



After the Storm: Recovery Checklist

Document Damages & Expenses Cont...

- ☐ Take photos or videos of damage before cleaning up or making repairs, if it is safe to do so.
- ☐ Make a list of damaged or lost items.
- ☐ Save receipts for repairs, supplies, temporary lodging, food replacement, cleanup costs, or other disaster-related expenses.
- ☐ Write down claim numbers, case numbers, names of people you speak with, dates, and next steps.
- ☐ Contact your insurance provider as soon as possible and ask what steps to take before making repairs.

Home, Repairs, & Contractors

- ☐ Contact your landlord or property manager if you rent.
- ☐ Get more than one estimate for repairs when possible. Three estimates is ideal before choosing a contractor.
- ☐ Decide what you can safely do yourself, what you may need help with, and what requires a professional, such as electrical, plumbing, structural, or major roof repairs.
- ☐ Verify contractors or repair companies through the Better Business Bureau (BBB) when possible.
- ☐ Request references before hiring contractors or repair companies.
- ☐ Be cautious of unsolicited contractors going door to door, requests for full payment before work is completed, pressure to pay in cash, or anyone asking you to sign documents you do not understand.



After the Storm: Recovery Checklist

Take Care of Yourself

- ☐ Try to rest, eat, drink water, and take medications as regularly as possible.
- ☐ Break large tasks into smaller steps.
- ☐ Do not take on too much at once as you begin to recover.
- ☐ Accept help from trusted family, friends, neighbors, faith communities, or community organizations when available.
- ☐ Consider reaching out to a counselor, crisis line, support group, or trusted person if stress, grief, fear, or exhaustion feels overwhelming.



Recovery Reminder: Recovery can take time. You do not have to handle everything at once. Start with safety, document what you can, keep records, and take the next step that is in front of you.

Recovery Resources

United Way 2-1-1

For help finding available disaster resources, shelters, road condition information, and other community services. Dial 2-1-1, call 888-421-1266, or text your ZIP code to 898-211.

Rebuilding Together of South Alabama

May assist eligible residents with home repairs and long-term disaster recovery/rebuild support. Their listed service area includes Choctaw, Clarke, Mobile, and Washington Counties.

Contact (866)756-8178



A Safe Place to Stay

Housing Support After a Disaster

Being forced out of your home after a disaster can be overwhelming. You may be dealing with damage to your home or apartment, the loss of personal belongings, uncertainty about where to stay, and the stress of figuring out what to do next. If your home is unsafe or you cannot return, start by following instructions from local officials and checking trusted sources for shelter or housing updates. If you are unsure where to begin, call 2-1-1 to ask about available shelter, housing, and recovery resources in your area.

FEMA Disaster Assistance

If your county is included in a federally declared disaster, you may be able to apply for assistance through FEMA's Individuals and Households Program. FEMA assistance may help with disaster-related needs such as temporary housing, basic home repairs, serious needs, and other eligible expenses, depending on the disaster, your situation, and available programs. FEMA assistance is not guaranteed and may not cover all losses. Homeowners and renters may both apply. Renters may be eligible for assistance with temporary housing or certain disaster-related losses if they are displaced from their primary residence.

Before You Apply

If you have homeowners, renters, auto, or flood insurance, file a claim with your insurance company as soon as possible. FEMA cannot pay for losses that your insurance will cover, but you may still be able to apply if insurance does not cover all disaster-related needs.



A Safe Place to Stay

Information You May Need to Apply for Assistance

- ☐ Social Security number
- ☐ Current phone number and mailing address
- ☐ Address of the damaged home or apartment
- ☐ Address where you are currently staying, if different
- ☐ Description of damage and losses
- ☐ Insurance information, including policy number, agent, or company name, if insured
- ☐ Annual household income
- ☐ Bank account and routing number, if you want approved assistance sent by direct deposit
- ☐ Photos, receipts, repair estimates, claim numbers, or other disaster-related records, if available

How to Apply for FEMA Assistance

You can apply for FEMA disaster assistance:

Website DisasterAssistance.gov

Phone 800-621-3362

Mobile App FEMA app

In Person. Visit a Disaster Recovery Center, if one is open near you



Important Reminder

Keep copies of everything you submit and write down the date, time, name of the person you spoke with, case number, claim number, and next steps. If FEMA requests more information or sends a decision letter, respond as soon as possible and ask questions if you do not understand what is needed.



Disaster Response Resources

Support may vary by disaster, location, and availability.

The American Red Cross and The Salvation Army are two organizations that may provide support during the early stages of disaster response and recovery. Services may include sheltering, food, cleanup supplies, emergency assistance, or other disaster-related support depending on the situation, location, and available resources.

American Red Cross

The American Red Cross South Alabama Chapter serves Baldwin, Choctaw, Clarke, Conecuh, Escambia, Mobile, Monroe, and Washington Counties.



American Red Cross

Disaster assistance 1-800-733-2767
South Alabama Chapter (251)544-6100

The Salvation Army

The Salvation Army may provide disaster-related support depending on the disaster, location, program availability, and local capacity. Service areas vary by county.



Baldwin, Mobile, & Washington Counties

Coastal Alabama Area Command

Contact (251)438-1625

Choctaw County

Demopolis Service Center

Contact (334)526-2718

Conecuh & Escambia Counties

Dale County Service Center

Contact (334)445-3070

Clarke & Monroe Counties

Contact the Alabama, Louisiana, and Mississippi Division for information about possible assistance.

Contact (601)969-7560



Financial Recovery & Legal Help

Support for Bills, Insurance Concerns, Scams, and Legal Questions

After a disaster, financial stress can build quickly. You may be dealing with missed work, temporary housing costs, repairs, lost food, transportation needs, or bills that are still due. Start by identifying your most urgent needs and keeping records of expenses, conversations, claim numbers, and next steps.

Managing Bills After a Disaster

- ☐ List your urgent expenses, such as housing, food, water, medication, transportation, utilities, insurance, and childcare.
- ☐ Contact your landlord, utility company, lender, credit card company, or service provider if the disaster affects your ability to pay.
- ☐ Ask whether hardship options, payment plans, extensions, waived fees, or temporary disaster assistance may be available.
- ☐ Keep notes of every conversation, including the date, time, name of the person you spoke with, and what they told you.

Budgeting & Credit Counseling

Lifelines Counseling Services

Lifelines Consumer Credit Counseling Service may be able to help with budgeting, debt concerns, credit counseling, and personal financial guidance.

Contact 251-602-0011



Financial Recovery & Legal Help

Consumer & Insurance Help

Alabama Department of Insurance: Consumer Services

For insurance questions, complaints, or help understanding insurance-related concerns.

Contact 334-241-4141 or 1-800-433-3966

Better Business Bureau Serving Central & South Alabama

For business profiles, complaints, dispute resolution, customer reviews, scam information, and consumer education.

Contact 251-433-5494

Website BBB.org

Alabama Attorney General Consumer Protection Hotline

For consumer complaints, scams, fraud concerns, or unfair business practices.

Contact 1-800-392-5658 or 334-242-7335

Legal Help After a Disaster

Legal help may be needed for FEMA appeals, landlord-tenant concerns, contractor fraud, insurance claims, benefits issues, document replacement, or other disaster-related problems.

Legal Services Alabama Disaster Relief Hotline

Contact 877-393-2333

South Alabama Volunteer Lawyers Program

Contact 251-438-1102



Important Reminder

Ask questions before signing anything, keep copies of important paperwork, and reach out early if you are having trouble understanding bills, insurance, benefits, legal documents, or disaster assistance decisions.



When You Need Someone to Talk To

Emotional Support After a Disaster

Experiencing a disaster can affect more than your home or belongings. It can also affect your sense of safety, your routines, your relationships, and your emotional well-being.

You may feel shock, sadness, anger, fear, confusion, exhaustion, or grief. You may also have trouble sleeping, concentrating, making decisions, or completing everyday tasks. These reactions can be common after an overwhelming experience.

You do not have to handle these feelings alone. Support may be available through crisis lines, counseling providers, community mental health agencies, faith-based counseling programs, and local support services. If you are unsure where to begin, call 2-1-1 to ask about available mental health and counseling resources in your area.

Immediate Crisis Support



Emergency

Call 9-1-1 if there is immediate danger or a life-threatening emergency.

988 Suicide & Crisis Lifeline

Call, text, or chat 988 for 24/7 support for mental health, substance use, emotional distress, or thoughts of suicide.

988
—
SUICIDE & CRISIS
LIFELINE

Disaster Distress Helpline

Call or text 1-800-985-5990 for 24/7 disaster-related emotional support.



Counseling & Mental Health

Alabama Department of Mental Health

The Alabama Department of Mental Health partners with certified community providers across Alabama and offers a provider directory that can be searched by county, service type, or provider name. This can help residents find mental health, substance use, and developmental disability services in their area.

Contact 1-800-367-0955

Lifelines Counseling Services

Contact (251)602-0909

AltaPointe Health

Access to Care Line (251)450-2211

Toll-free Number (866)547-4845

CarePath Behavioral Health

Contact (251)575-4203

West Alabama Mental Health Center

Contact (334)289-2410

Catholic Social Services of Mobile

Contact (251)434-1550

Catholic Social Services of Robertsdale

Contact (251)947-2293

Pathways Professional Counseling

Contact (866)991-6864

Christian Counseling Professionals

Contact (251)308-6838



Your Health Matters

Medical Care, Medications, and Local Health Resources

After a disaster, it can be easy to put your health last while dealing with damage, housing, paperwork, or family needs. Try to continue taking regular medications, drink safe water, rest when you can, and seek medical care if you or a household member becomes sick, injured, or unable to access needed medication.

Cleanup, heat, floodwater, mold, power outages, and stress can affect physical health. Pace yourself, take breaks when possible, and avoid unsafe areas, floodwater, damaged buildings, downed power lines, and indoor generator use. The CDC notes that floodwater may contain harmful contaminants and that carbon monoxide from generators or fuel-burning equipment can cause serious illness or death.

Community Clinics & Health Centers

HRSA Find a Health Center

Use this tool to find federally supported health centers near you. Health centers may provide primary care and other services for people with limited income, no insurance, or barriers to care.

Website findahealthcenter.hrsa.gov

Franklin Primary Health Center

Contact (251)432-4117

Serves Baldwin, Choctaw, Conecuh, Escambia, Mobile, & Monroe

Physicians Care of Clarke (Clarke County)

Thomasville (334)636-5311

Grove Hill (251)275-1268

Fulton (334)636-4823



Your Health Matters

Community Clinics & Health Centers

Alabama Free Clinic (Baldwin County)

Contact (251)937-8096

Hope Center Fairhope Clinic

Contact (251)445-2273

Serves Baldwin, Mobile, & surrounding areas

Bayou Clinic (Bayou La Batre area)

Contact (251)824-4985

Mostellar Medical Center (South Mobile County)

Contact (251)824-2174

Southwest Alabama Health Services (Washington County)

Contact (251)944-2842

Hands of Hope Health Care (Mobile & surrounding areas)

Contact (251)287-6146

Victory Health Partners (Mobile County)

Contact (251)445-0038

County Health Departments

Baldwin County Health Department

Contact (251)947-1910

Choctaw County Health Department

Contact (205)459-4026

Clarke County Health Department

Contact (251)275-3772

Conecuh County Health Department

Contact (251)578-1952

Escambia County Health Department

Contact (251)867-5765

Mobile County Health Department

Contact (251)690-8158

Monroe County Health Department

Contact (251)575-3108

Washington County Health Department

Contact (251)847-2245



Getting Back on Your Feet

Employment, Food, & Shelter Resources

After a disaster, work hours, income, transportation, food access, and housing may be disrupted. Support may be available through unemployment programs, career centers, food assistance programs, local shelters, and community organizations. Services may vary by county, eligibility, funding, and disaster impact.

Employment & Unemployment Support

Disaster Unemployment Assistance

Disaster Unemployment Assistance, or DUA, may provide temporary income support if your job, work hours, or self-employment are lost or interrupted as a direct result of a major disaster.

To find out if DUA is available after a disaster, check announcements from the Alabama Department of Workforce, FEMA, your county EMA, or DisasterAssistance.gov. If DUA is approved, application instructions and deadlines will be announced for affected counties.

U.S. Department of Labor Employment & Training Helpline

For general questions about job loss, layoffs, unemployment benefits, and job training.

Contact 1-877-872-5627

TTY 1-877-889-5627

A-RESET - Alabama Resources for Enrichment, Self-Sufficiency, and Employability Training

A-RESET is a voluntary employment and training program for eligible SNAP participants. Services may include job search support, training, educational opportunities, and supportive services.

Contact: Dial 2-1-1 or ask your local DHR office about A-RESET availability.



Getting Back on Your Feet

Employment & Unemployment Support

Alabama Department of Workforce

For Alabama unemployment claims, file online through the unemployment claimant portal or call the claims line.

New/Reopened Claims 1-866-234-5382, ext. 2

Schedule a callback 1-800-361-4524

Southwest Alabama Career Centers

Career Centers can help with job search, résumés, training, career planning, veterans services, and employer connections. AlabamaWorks is the state's official workforce platform for job seekers and employers.

Bay Minette Career Center 251-937-4161

Foley Career Center 251-943-1575

Brewton Career Center 251-867-4376

Jackson Career Center 251-246-2453

Mobile Career Center 251-461-4146

Monroeville Career Center 251-575-3894

Goodwill Gulf Coast Employment Services

Provides job training, placement support, computer lab access, soft skills classes, and employment support.

Mobile and all other counties 251-300-6278

Spanish Fort 251-210-1333

Foley 251-301-0323

Ransom Ministries/Ransom Solutions

Offers workforce and re-entry support for individuals experiencing barriers such as homelessness, addiction, or incarceration.

Contact (251)751-0044



Food Security

After a disaster, food assistance may be available through DHR, local food pantries, Feeding the Gulf Coast partner agencies, and disaster-specific food distributions.

Alabama DHR Food Assistance Information Line

Use this tool to find federally supported health centers near you. Health centers may provide primary care and other services for people with limited income, no insurance, or barriers to care.

Food Assistance Program 833-822-2202

Food Assistance Information Line 800-382-0499

Website dhr.alabama.gov/food-assistance

Feeding the Gulf Coast

Food bank serving communities across the central Gulf Coast through partner agencies, community distributions, benefits outreach, nutrition programs, and disaster relief.

Contact 251-653-1617

United Way 2-1-1

For help finding local food pantries, meals, SNAP help, disaster resources, shelter, housing, health care, jobs, and other community services. Dial 2-1-1, call 888-421-1266, or text your ZIP code to 898-211.

Prodissee Pantry (Serves Baldwin County Only)

Residents in need may receive food assistance once per month.

Distributions are available every Tuesday from 9 a.m. to 11:30 a.m. at 9315 Spanish Fort Boulevard in Spanish Fort, or on the second Saturday of each month from 9 a.m. to 11 a.m. at Vaughn Elementary School in Stockton. A valid photo ID, Social Security cards for all household members, and information about household income and expenses are required.



Shelter

Shelter availability can change quickly after a disaster. Open disaster shelter locations are usually announced by local emergency management, county officials, or 2-1-1 once shelters are available. Call ahead when possible.

McKemie Place (Unaccompanied women over 18)

Temporary emergency shelter for unaccompanied women age 18 and older. Serves Mobile, Baldwin, and Washington counties.

Contact 251-287-2225

The Salvation Army Coastal Alabama Area Command

Typically only available to men, however, in times of disaster this could change.

Contact 251-438-1625

Family Promise of Coastal Alabama (Mobile & Baldwin Counties)

Emergency shelter and support services for families experiencing homelessness or at risk of losing housing. Families must have at least one dependent child under age 18, and eligibility/capacity may vary.

Contact 251-441-1991

Baldwin County 251-947-5641

Waterfront Rescue Mission (Mobile County - Only Men)

Emergency overnight shelter for men. Day services may also be available for individuals and families needing meals, hygiene items, mail services, clothing, or other basic support.

Contact 251-433-1847



Important Reminder

Shelter availability can change quickly after a disaster. If additional shelters open, call 2-1-1 or check county EMA updates for current locations, eligibility, and instructions before going, when possible.



Housing Support

Hope for All Gulf Coast

Provides housing assistance, homelessness prevention, job training, veterans services, and other supportive services to individuals and families experiencing homelessness in Mobile and Baldwin counties.

Contact

Sea Glass Initiative (Baldwin County)

Assists Baldwin County residents who are experiencing or at risk of homelessness by connecting them with housing-focused resources and supportive services.

Contact251-332-3442.

Alabama Rural Coalition for the Homeless

Coordinates housing resources and homelessness services across Alabama's rural counties, including Choctaw, Clarke, Conecuh, Escambia, Monroe, and Washington counties. Call for information and assistance.

Contact 334-273-0668

Center for Fair Housing

Provides advocacy, education, complaint assistance, and enforcement support for individuals who experience discrimination when renting, purchasing, financing, or insuring housing. Assistance is available regarding discrimination based on disability, race, color, national origin, religion, sex, familial status, and other protected characteristics

Contact 251-479-1532



When Disaster Strikes, People React in Different Ways

Common Emotional & Physical Reactions After a Disaster

No one responds to a disaster the exact same way. Some people feel calm and focused at first, while others may feel numb, anxious, angry, exhausted, confused, or overwhelmed. Reactions may show up immediately, or they may appear days or weeks later.

After a disaster, it can be common to experience:

- Trouble sleeping or sleeping more than usual
- Difficulty concentrating, making decisions, or remembering next steps
- Feeling anxious, fearful, sad, angry, guilty, numb, or disconnected
- Headaches, stomachaches, fatigue, or other stress-related physical symptoms
- Frustration with paperwork, delays, damaged property, or limited resources
- Feeling overwhelmed by everything that needs to be done

These reactions can be common after overwhelming events. Recovery is not always quick or simple, and it is okay to take things one step at a time. Focus first on safety, basic needs, and the next task in front of you. Reach out to a trusted person, counselor, crisis line, faith leader, support group, or 2-1-1 if you need help finding support.



Recovery Reminder: You do not have to have everything figured out at once. Start with what is most urgent, keep records when you can, and ask for help early.



Emergency & Safety Contacts

Who to Call When Immediate Help is Needed

If there is immediate danger, a life-threatening emergency, fire, medical emergency, or crime in progress, call 9-1-1.



Domestic Violence & Safety

Penelope House (Choctaw, Clarke, Mobile, & Washington)

24-hour crisis support for victims of domestic violence and their children.

Contact 251-342-8994

Alabama Domestic Violence Hotline

Available statewide for help locating domestic violence shelters and support.

Contact 1-800-650-6522

The Lighthouse (Baldwin, Conecuh, Escambia, & Monroe)

24/7 support for domestic violence and sexual assault services, which may include shelter, advocacy, and support.

Domestic Violence Services 251-947-6008

Sexual Assault Services 251-947-4393

National Domestic Violence Hotline

Available nationwide for help locating domestic violence shelters and support.

Contact 1-800-799-7233

Lifelines Counseling Services: Rape Crisis Center

Provides free, confidential, 24/7 support for survivors of sexual violence and their loved ones, including crisis counseling, support groups, legal advocacy, referrals, and accompaniment during hospital visits, investigations, and court proceedings. Services are available regardless of how long ago the assault occurred.

Contact 251-473-7273

..... 1-800-718-7273



Emergency & Safety Contacts

Adult Abuse, Neglect, and Exploitation

Alabama DHR Adult Abuse Hotline

For suspected abuse, neglect, or exploitation of vulnerable adults.

Contact 1-800-458-7214

Child Abuse and/or Neglect Reporting in Alabama

To report suspected child abuse or neglect in Alabama, contact your county Department of Human Resources office or local law enforcement.

Alabama Department of Human Resources County Contacts

For suspected abuse and/or neglect of Children.

Baldwin..... 251-945-2400

Choctaw..... 205-255-5114

Clarke..... 251-275-7001

Conecuh..... 251-578-3900

Escambia..... 251-809-2000

Mobile..... 251-450-7018

Monroe..... 251-743-5900

Washington..... 251-847-6100

Childhelp National Child Abuse Hotline

For 24/7 support, guidance, and help understanding what to do if you are concerned about a child's safety.

Contact 1-800-422-4453



Substance Use & Recovery Support

Treatment, Recovery Programs, and Peer Support

After a disaster, stress, grief, displacement, financial strain, and trauma can make alcohol or drug use harder to manage. If you or someone you care about is struggling, support is available through treatment referrals, recovery programs, peer support, and local providers.

Services, costs, eligibility, and availability may vary. Call ahead when possible. If there is an overdose, medical emergency, or immediate danger, call 9-1-1.

Referral & Navigation

Lifelines Counseling Services - 211 Opioid Resource Center

For individuals or family members affected by substance use who need help finding available treatment, recovery supports, community resources, or help reducing barriers to services. A case manager may assist with identifying needs, locating resources, making referrals, following up, and helping individuals or families navigate next steps. This is not a direct treatment, detox, or residential recovery program.

Dial 2-1-1 to get connected with a case manager.

SAMHSA National Helpline

Free, confidential, 24/7 treatment referral and information service for mental health and substance use concerns.

Contact 1-800-662-4357

Alabama Department of Mental Health

Call for confidential support and help finding substance use services, detox, treatment, or recovery resources close to home.

Substance Use Disorder Helpline 1-844-307-1760



Substance Use & Recovery Support

Referral & Navigation

Drug Education Council

Drug Education Council provides substance use prevention, education, screening, intervention support, and information/referral services for individuals and families. For recovery-related needs, they may help connect people with available treatment options and support services. This is not a residential treatment or detox program.

Mobile Office 251-478-7855

Robertsdale Office 251-721-1451

Treatment & Recovery Providers

The Shoulder (Residential & Outpatient Programs)

The Shoulder offers faith-based substance use treatment, including residential services for men and women and outpatient services. Call for additional information regarding fees, requirements, and the admissions process.

Contact 251-626-2199

Fax 251-626-2388

CarePath Behavioral Health

CarePath Behavioral Health provides mental health and substance use services for Clarke, Conecuh, Escambia, and Monroe Counties. Services may include outpatient and intensive outpatient support; call for eligibility, Medicaid, insurance, sliding-fee, or state-funded options.

Contact 251-575-4203

24/7 Services 800-239-4673



Substance Use & Recovery Support

Treatment & Recovery Providers

Bradford Health Services - Outpatient

Bradford Health Services offers outpatient substance use treatment through its Mobile office, along with admissions support for individuals seeking treatment options. Call for current insurance, private-pay, assessment, and admission information.

Mobile Office 251-633-0900

24/7 Admissions 888-762-3740

Home of Grace for Women

Home of Grace for Women is a faith-based substance use recovery program for women ages 18 and older. Call for current admission requirements, program options, fees, and availability.

Contact 251-456-7807

Mission of Hope Ministries

Mission of Hope Ministries is a residential, faith-based drug and alcohol recovery program for men and women ages 18 and older. The program is listed as free of charge.

Contact 251-649-0830

The Salvation Army - Dauphin Way Lodge

The Salvation Army's Dauphin Way Lodge is listed as a residential substance use treatment/recovery program for adult men. Call for current eligibility, program requirements, cost information, and availability.

Contact 251-438-1625



Substance Use & Recovery Support

Treatment & Recovery Providers

West Alabama Mental Health Center

West Alabama Mental Health Center provides outpatient mental health and substance use services for Choctaw County and surrounding areas. Call for additional information.

Choctaw Counseling Center 205-459-2612

Access to Care 800-239-2901

Peer Support Groups

P.E.I.R. - People Engaged in Recovery (Mobile & Escambia)

P.E.I.R. provides peer recovery support for individuals and families affected by substance use. Services may include peer mentoring, support groups, relapse prevention planning, assistance acquiring resources, basic living skills, and recovery support.

Mobile 251-219-7811

Escambia 251-286-8213

Alcoholics Anonymous

Alcoholics Anonymous offers peer-led meetings for individuals seeking recovery from alcohol use.

Contact 251-479-9994

Narcotics Anonymous

Narcotics Anonymous offers peer-led meetings every day at different locations in the Mobile area for individuals seeking recovery from drug use.

Contact 256-500-8889



Important Reminder

You do not have to wait until things feel unmanageable to ask for help. Recovery can begin with one call, one meeting, one appointment, or one honest conversation with someone safe.





MY HOUSEHOLD EMERGENCY PLAN

Complete this page with everyone in your household. Review & update your plan at least once a year.

MY HOUSEHOLD

Home Address: _____

Household Members: _____

EMERGENCY CONTACTS(Include Name, Number, & Relation)

Primary Contact: _____

Backup Contact: _____

Out-of-Area Contact: _____

WHERE WE WILL MEET

Near Our Home: _____

Outside of Our Neighborhood: _____

WHERE WE WILL GO

Evacuation Destination & Address: _____

Our Transportation Plan: _____

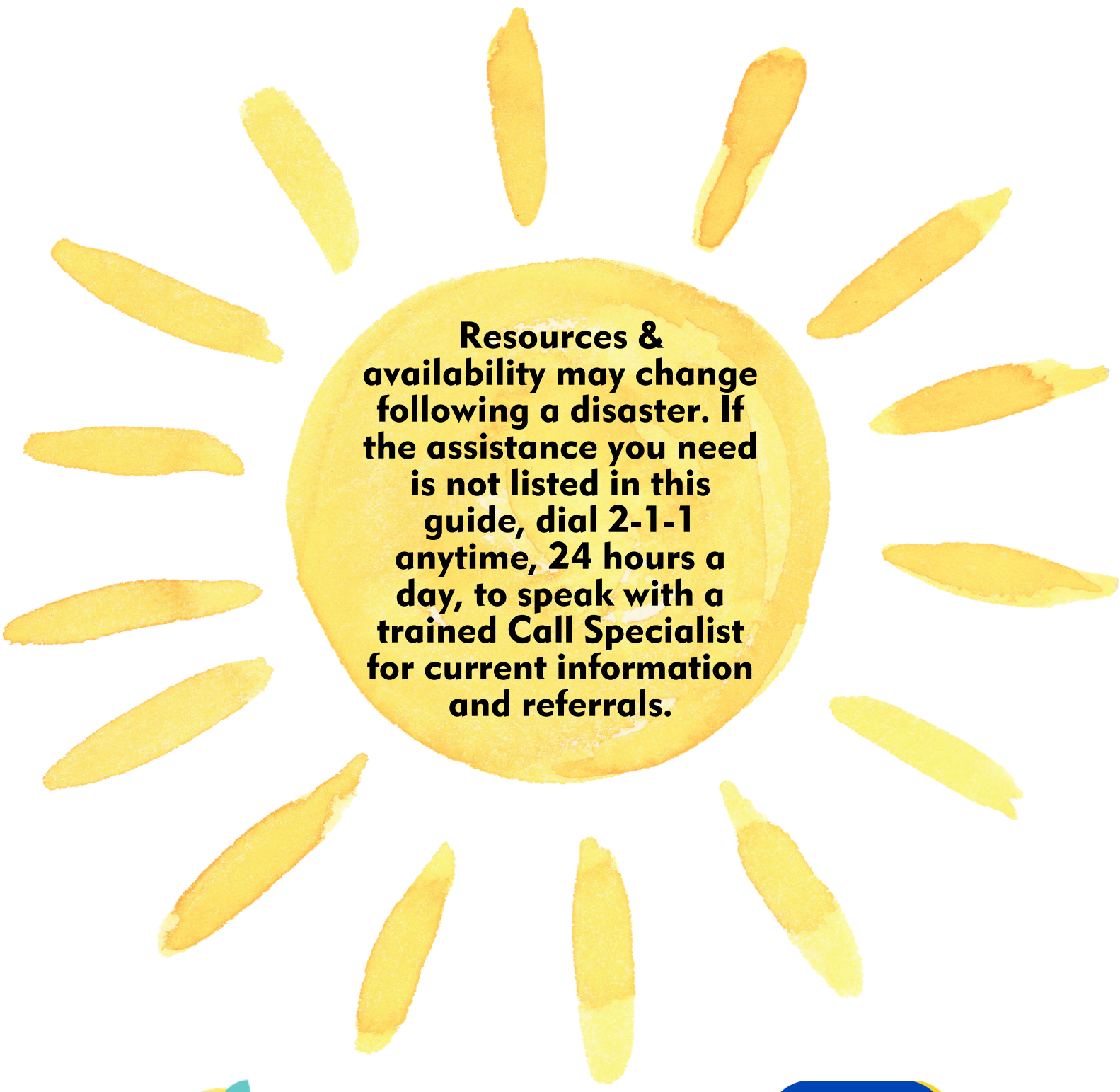
IMPORTANT HOUSEHOLD NEEDS

Medications/Medical Equipment: _____

Mobility, Communication, or Accessibility Needs: _____

Pet/Service Animal Plan: _____





Resources & availability may change following a disaster. If the assistance you need is not listed in this guide, dial 2-1-1 anytime, 24 hours a day, to speak with a trained Call Specialist for current information and referrals.



Lifelines Counseling Services
Take the First Step.

