

New Mexico – Flooding Resource Guide

July 11, 2025

State and Local Resources

Office of the Governor – Michelle Lujan Grisham

Governor Lujan Grisham signed an emergency declaration request earlier this week to support the Ruidoso area in response to the catastrophic flooding. The state has received partial approval for a federal emergency declaration for flood-damaged communities, providing immediate federal personnel resources to support the response and recovery efforts. The New Mexico Department of Homeland Security and Emergency Management is actively working with FEMA to conduct preliminary damage assessments. Click [here](#) for updates.

- Phone: (505) 476-2200
- Website: <https://www.governor.state.nm.us/>
- Social media: [Facebook](#), [X \(Twitter\)](#)

New Mexico Department of Homeland Security and Emergency Management

The New Mexico Department of Homeland Security and Emergency Management provides information and coordinates resources to support residents during times of emergency and disaster. Residents needing information or resources for flood recovery can contact the State Disaster Helpline and visit the department website [here](#).

- State Disaster Helpline: (833) 663-4736, available 7:00 a.m.–7:00 p.m.

Disaster Recovery Center – ENMU-Ruidoso

A state Disaster Recovery Center is available where state disaster case managers are on site, as well as state agencies who can help residents replace documents, ask insurance questions, receive peer support, and find resources.

- Address: 709 Mecham Drive, Ruidoso, NM 88345
- Hours: 8:00 a.m.–5:00 p.m.
- Disaster Case Managers Hotline: (505) 670-4662

Donation & Distribution Centers

- Downs Community Church – 26185 US Highway 70, Ruidoso Downs, NM 88346
- First Baptist Church – 26367 US Highway 70, Ruidoso Downs, NM 88346
- Ruidoso Downs Senior Center – 26337 US Highway 70, Ruidoso Downs, NM 88346
- Humane Society of Lincoln County: Resale Shop – 25962 US Highway 70, Ruidoso, NM 88345
- Ruidoso Community Center – 501 Sudderth Drive, Ruidoso, NM 88345

Village of Ruidoso

The Village of Ruidoso [website](#) provides real-time updates and essential resources including a [Monsoon Season Awareness guide](#) and an [Emergency Information page](#) which provides critical guidance during emergencies, including wildfires, severe weather, and evacuations. The page includes a [live, interactive map](#) to view latest information on active emergency situations, evacuation area, and important nearby safety zones.

- Tune into FM 99.1 or AM 1490 for official instructions and real-time updates from local authorities.
- Sign-up for emergency notifications at <https://www.callmeruidoso.com/>

New Mexico Department of Transportation (NMDOT)

NMDOT provides information and resources on road closures and traffic conditions through the [NMRoads](#) road advisory system. Visit the website [here](#) for more information or to find your district office.

- Social Media: [Facebook](#), [Instagram](#), [YouTube](#)

Power Outage Map

PowerOutage.us is a website that tracks and records power outages across the United States, with data updated every 10 minutes. Click [here](#) to view the map.

- **Public Service Company of New Mexico (PNM):**
 - Website: <https://www.pnm.com>
 - To report an outage: (888) 342-5766
 - Outage map: <https://outagemap.pnm.com/>

American Red Cross New Mexico

During a disaster, the Red Cross provides shelter, food, emotional support, health services, clean-up supplies and comfort items. To find your local chapter, visit the American Red Cross [website](#).

Crisis & Disaster Resources

- Disaster Relief and Recovery Phone: (800) 842-7349
- Their Contact Loved Ones website provides a network to find family members who have been separated due to disaster and other emergencies. Visit the [website](#) for assistance.

To find open shelters via the American Red Cross please visit their website [here](#).

- Emergency Evacuation Center
 - Ruidoso Middle School – 124 Warrior Drive, Ruidoso, NM 88345

Gas/Fuel Availability

GasBuddy is a website that offers an interactive map of gas stations that are open, has fuel & power, has no fuel & power, has no power and more categories. For more information, please visit the website [here](#).

New Mexico Office of Superintendent of Insurance (OSI)

The OSI enforces New Mexico law on insurance matters, including consumer protections, review of insurance forms and rates for accuracy and fairness, and helps New Mexicans address insurance concerns. Visit the [website](#) for disaster related information and resources including preparation and filing claims.

- National Flood Insurance Program information: (800) 638-6620
<https://agents.floodsmart.gov/resource-library/GFIP-summary>

New Mexico Legal Aid

New Mexico Legal assists with disaster-related legal issues for residents with low-income. Visit the [website](#) for more information on how they may help.

- Disaster Hotline: (855) 204-2569; available Monday–Friday, 9:00 a.m.–5:00p.m.

New Mexico Chamber of Commerce

The New Mexico Chamber of Commerce [website](#) offers a list of resources available to citizens and businesses around the state affected by recent natural disasters.

National Resources

National Weather Service by the National Oceanic and Atmospheric Administration (NOAA)

Updated information on current weather conditions can be found [here](#). The National Weather Service has additional information on its website [here](#) regarding flood preparedness and safety. Stay up to date with alerts by tuning into the NOAA Weather Radio All Hazards (NWR) network. The NWR is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts, and other hazard information 24 hours a day, 7 days a week. Find your local station [here](#).

211 United Way

2-1-1 operates nationwide and connects callers to human service information. This service operates 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, rent/utility assistance, and disaster response programs. Dial 211 from your cellphone to speak with a trained information and referral specialist. Calls are routed to service centers based on your geographic location. You may also search online for resources or find the local number for your local 211 service center by visiting their [website](#).

Airbnb

Airbnb may provide temporary housing options after a natural disaster occurs. Learn more by visiting their [website](#). Referrals for temporary stays are provided via 2-1-1 United Way. Dial 2-1-1 in your area to learn more.

The Salvation Army

The Salvation Army provides a variety of programs and services that may include shelters during emergencies, disaster response and relief, financial assistance for rent, mortgage, utilities, food, and other needs. If interested, contact your local Salvation Army. To find your local agency visit The Salvation Army's website [here](#), then enter your zip code in the "Find Help" at the top of the page.

- Phone: 1-800-SAL-ARMY
- Website: <https://www.salvationarmyusa.org/usn/>

American Red Cross

The American Red Cross is one member of the local, state, and federal disaster response community. During a disaster, the Red Cross provides shelter, food, emotional support, health services, clean-up supplies and comfort items. To find your local Red Cross, visit the American Red Cross website [here](#).

Community Action Agencies (CAA)

Community Action Agencies (CAA) are local private and public non-profit organizations that carry out the Community Action Program (CAP), providing financial support and resources to communities. Community Action Partnership offers a variety of programs and services to communities including disaster or emergency relief, financial assistance for basic needs, and more. Visit the website [here](#) to find the local Community Action Agency that serves your area.

Road Condition Maps

Floods may create hazardous conditions for motorists and roads may be impassable. See below for information on road conditions.

- The [U.S. Department of Transportation](#) has a [list](#) of departments of transportation by state.
- The National Weather Service has a [list](#) of road conditions by state.

Food Resources

- Food Pantries: Foodpantries.org is a directory of food banks, soup kitchens and non-profit organizations committed to fighting hunger. Individuals can search for food resources in their area. Please contact your local stores/pantries for their hours and status regarding openings/closings. Visit the website [here](#) to find food pantries in your area.

Crisis & Disaster Resources

- USDA Food and Nutrition Service (FNS): The FNS responds to active disasters by providing food assistance to those in need. The FNS may authorize [Disaster Supplemental Nutrition Assistance Program \(D-SNAP\)](#) when the President declares a major disaster with individual assistance. People who might not ordinarily qualify for the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program) may be eligible for D-SNAP if they have disaster related expenses, such as loss of income, damage to property, relocation expenses, and in some cases, loss of food due to power outages. Click [here](#) to learn more about the response to current active disasters. Click [here](#) for information regarding food resources after a disaster.
- World Central Kitchen: World Central Kitchen (WCK) is a non-profit organization that provides meals to people affected by humanitarian, climate, and community crises, including floods. Click [here](#) to view current relief efforts and local food distribution sites.
- DisasterAssistance.gov has a fact sheet regarding food and water resources after a disaster. Click [here](#) to view.

RxOpen

Healthcare Ready is a nonprofit organization that works with emergency management officials to ensure the healthcare supply chain is prepared for and able to respond to natural disasters, pandemics, and other emergencies. Healthcare Ready manages the RxOpen mapping tool that helps patients and providers locate open pharmacies in areas impacted by natural disasters and public health emergencies. View the mapping tool [here](#) to find open pharmacies during an active disaster. Visit the website [here](#) for additional resources and news regarding current disasters.

Disaster & Recovery Resources

Ready.Gov

Ready.gov is a national public service campaign designed to educate and empower Americans to prepare, respond and mitigate emergencies including natural and man-made disasters. For preparedness resources and information on staying safe during and after a flood, visit their website [here](#).

Crisis & Disaster Resources

- Emergency Alerts: Alerts may be sent directly to your cell phone via text, phone call, or email. Click [here](#) to learn about the various forms of emergency alerts available.

Federal Emergency Management Agency (FEMA)

- Visit the FEMA website for information [here](#).
- Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362). Example: Shelter 01234 (standard text message rates apply)
- To Register for FEMA Disaster Assistance:
Online: www.disasterassistance.gov
Phone: (800) 621-3362, TTY (800) 462-7585
Please note, your area must first officially be declared a disaster area before FEMA can get involved.
- FEMA tips on how to find short term and long-term housing after a disaster can be found [here](#).

DisasterAssistance.gov

DisasterAssistance.gov is a website that helps people apply for and receive federal assistance after a disaster. It also provides information and support to help with recovery following a disaster including tornadoes, storms, hurricanes, floods, or other natural disasters. Visit the website [here](#). The website has information on federal, state and local supports, grants and government assistance, community resources, help for [veterans](#) and individuals with [disabilities](#), [housing](#) and financial assistance, and more.

Veteran Affairs (VA) Home Loans - After a Disaster

If you need help paying your mortgage after a disaster, the VA may help in the following ways:

- Ask loan holders to put a 90-day freeze on foreclosure.
- Encourage holders to waive late charges.

The VA may also be able to work with your servicers or loan holder to apply pre-payments already made to your upcoming payment. Click [here](#) for more information or call the VA at (844) 698-2411.

HUD Disaster Relief Options for FHA Homeowners

The U.S. Department of Housing and Urban Development (HUD) offers relief assistance for homeowners with a mortgage insured by the Federal Housing Administration (FHA). If your home or your ability to make your mortgage payments is impacted by a Presidentially Declared Major Disaster Area (PDMDA), you may qualify for relief assistance to help you keep your home. Click [here](#) for more information from HUD or connect with a HUD-participating housing counseling agency by calling 800-569-4287.

U.S. Small Business Administration

The Small Business Administration (SBA) loans money to homeowners and renters whose homes have been damaged in a disaster. You may be eligible even if you do not own a business. To qualify for an SBA home loan your home must be in a presidentially declared disaster area, the loan must be for your primary home, and the loan cannot duplicate benefits from insurance policies or benefit programs. Before applying for an SBA disaster loan, you must register with FEMA. Visit the SBA website [here](#) to learn more.

Department of Insurance

The Department of Insurance plays a critical role in assisting individuals and businesses after a natural disaster by providing resources and support to help navigate the insurance claims process and ensure fair treatment by insurance companies.

- The [National Association of Insurance Commissioners](#) provides contact information for insurance departments by state, in addition to offering information on navigating natural disasters. Click [here](#) for a list of departments by state and click [here](#) for information on navigating natural disasters.

National Mental Health Resources

SAMHSA's Disaster Distress Helpline

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990. You can also reach out via text message by texting "TalkWithUs" to 66746. You can find more information online [here](#). Click [here](#) for SAMHSA's disaster behavioral health resources. Click [here](#) for SAMHSA's survivors of disasters resource portal.

SAMHSA Behavioral Health Treatment Services Locator

Visit the website [here](#). The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area. This line is available 24 hours a day and 7 days a week.

Veterans Crisis Line

If you are a Veteran in crisis or you're concerned about one, free, confidential support is available 24 hours a day, 7 days a week.

The Veterans Crisis Line is available by phone, text, or chat:

- Dial 988 then Press 1
- Send a text to 838255
- [Chat online](#)
- Support for deaf and hard of hearing: Call (800) 799-4889

National Center for PTSD

The National Center for PTSD (NCPTSD) offers many resources for survivors of natural disasters, including:

Self-Care After Disasters: Information on how to honor losses, practice helpful thinking, and build resilience. Click [here](#) for more information.

The NCPTSD also offers other resources, including information on practical help such as food, safety, medical care, and shelter, crisis counseling and skill-building, and trauma-focused treatment. Visit the website [here](#) for more information.

9-8-8 Lifeline

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7, 365 days a year. 9-8-8 is trained to assist with disaster distress and offers resources and guidance for survivors.

- Dial or text: 9-8-8

Crisis & Disaster Resources

- Online chat: <https://988lifeline.org/chat/>
- Click [here](#) to see the disaster resources page

The National Child Traumatic Stress Network

The National Child Traumatic Stress Network has online resources for families, parents, and young children about coping with traumatic experiences and stressors, including natural disasters. For more information, please visit their website [here](#).

National Alliance on Mental Illness - NAMI

NAMI is a non-profit organization that provides education, support, and advocacy for people affected by mental illness including support groups, peer-support, and help navigating the mental health care system.

- Phone: (800) 950-6246
- Text 'helpline' to 62640
- Chat online [here](#)
- Website: <https://www.nami.org/>

This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.

Resources For Living

The EAP is administered by Resources for Living, LLC. This material is for informational purposes only. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. Contact a health care professional with any questions or concerns about specific health care needs.