

Texas Hill Country Flooding

July 7, 2025

Texas Resources

Texas Office of the Governor

The Governor of Texas, Greg Abbott, issued a statement on severe flooding that impacted communities in the Texas Hill Country. Governor Abbott announced a federal disaster declaration, qualifying Texans in Kerr County are eligible for Federal Emergency Management Agency (FEMA) assistance. Additional counties may be added at a later date due to ongoing rain. View the most recent press release [here](#).

Texans can apply for FEMA disaster assistance online at disasterassistance.gov or by calling 800-621-3362.

To get additional updates from the Governor's Office, please visit the website [here](#) for more information. You can visit the Governor Greg Abbott's social media page [X \(Twitter\)](#).

Texas Division of Emergency Management (TDEM)

The agency provides updates and resources for individuals, businesses, and local governments impacted by emergencies.

- Website: <https://www.tdem.texas.gov/recovery/resources-for-texas-citizens>

Information regarding emergency updates, road closures and power outages for recent weather damage in Texas can be found on the website [here](#).

Additionally, TDEM has provided a resource guide to help residents with navigating through severe weather damage. These resources can be located [here](#).

Texans who sustained damage caused by severe weather and/ or flooding are encouraged to report damage through the Individual State of Texas Assessment Tool (iSTAT) for [here](#).

Keep up with live updates via their X (twitter) account: <https://x.com/TDEM>

Reunification

The Red Cross has a Texas Hill Country Floods Reunification page on the website [here](#) or call the 24/7 hotline for assistance at 800-733-2767.

Kerrville officials said if you have a missing person, to please email kerrvillemissing@dps.texas.gov with the name and description of the missing person and/or a photo to assist in identification. You may also call 830-465-4794 for assistance.

Shelters

The following shelters have been activated:

- Medical shelter at First United Methodist Church, 321 Thompson Drive, Kerrville, TX 78028
- Congregate shelter at Calvary Temple Church, 3000 TX-534 Loop, Kerrville, TX 78028
- Notre Dame Catholic Church, 909 Main Street, Kerrville, TX 78028
- Schreiner University Event Center, 2100 Memorial Boulevard, Kerrville, TX 78028

The Salvation Army Kroc Center Kerrville and Social Services

Salvation Army is the official volunteer coordinator for the disaster response in the area. The Salvation Army is the Social Services office for Kerrville. Social Services manages the rent and utility assistance programs, clothing vouchers, family Services, hunger assistance, homelessness assistance, health services, and disaster relief services. Those in need of assistance regarding the Kerr County flooding may either call or visit the office of Social Services.

The Salvation Army Social Services Kerrville

- 855 Hays Street, Kerrville, TX 78028
- Phone: 830-315-5778
- Website: <https://kerrvillekroc.org/KrocKerrville/social-services/>

In addition to providing relief and recovery, the Salvation Army Kroc Center Kerrville is accepting donations of non-perishables, hygiene items, cleaning supplies, baby wipes and more as needed.

The Salvation Army Kroc Center Kerrville

- 201 Holdsworth Drive, Kerrville, Texas 78028
- Phone: 830-315-5762
- Website: <https://kerrvillekroc.org/KrocKerrville/>

Crisis & Disaster Resources

Individuals may also volunteer to assist in relief efforts or provide donations as needed:

- Online: <https://tcr.communityos.org/account-simple-registration>
- Phone: 830-465-4797

The Central & South Texas Chapter of the American Red Cross

The American Red Cross is one member of the local, state, and federal disaster response community. The Hill Country chapter in Kerrville is responding by partnering with emergency shelters providing relief supplies, food, family travel assistance, financial assistance, disaster mental health assistance, reunification efforts and more.

American Red Cross - Hill Country

- 333 Earl Garrett Street, Kerrville, TX 78028
- Main Phone: 830-257-4677
- 24 hour assistance line: 800-733-2767
- Website: <https://www.redcross.org/local/texas/central-and-south-texas/about-us/locations/hill-country.html>

To find open shelters via the American Red Cross please visit their website [here](#). In addition to assistance, the Red Cross will accept [donations](#) for those able to contribute.

2-1-1 Texas

2-1-1 Texas is the state's free, anonymous social service helpline and is available 24 hours a day, 7 days a week, 365 days a year, 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 phone 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 centers by visiting their website.

- Phone: 211 or 877-541-7905
- Chat online: <https://www.211texas.org/english-chat/>
- Website: <https://www.211texas.org/>

Road Closures and Traffic

DriveTexas by Texas Department of Transportation (TXDOT)

DriveTexas.org provides the state with accurate and up-to-date travel-related information including road closures, traffic incidents, high water crossings, and more.

- Phone: 1-800-452-9292
- Website: <https://drivetexas.org/>

Power Outage Resources

- Public Utility Commission - Outage Map of Texas
<https://www.puc.texas.gov/storm/>
- Texas Power Outages - <https://poweroutage.us/area/state/texas>
- ERCOT Grid Information - <http://www.ercot.com/gridinfo>

Wi-Fi

AT&T and the nonprofit Information Technology Disaster Resource Center have deployed a mobile connectivity center to Kerrville to help residents restore communications after disastrous flash flooding.

The 40-foot van, staffed by AT&T employee volunteers, offers free WiFi, 16 computers, and charging stations for phones and other electronic devices.

The mobile connectivity center will be at Schreiner University

- 2100 Memorial Boulevard in Kerrville
- Hours: 10 a.m. to 3 p.m. beginning Sunday, July 6.

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](#).

Texas Department of Insurance

The Texas Department of Insurance assists policyholders with their insurance claims and ensuring they receive fair and prompt service from their insurance companies. The

Crisis & Disaster Resources

department also works to deter insurance fraud during disaster recovery, helping Texans navigate the claims process and resolve related issues. Renters and homeowners affected by the flooding are encouraged to contact their renters' or homeowner's insurance providers to file a claim as soon as is possible.

- Phone: 800-578-4677
- Website: <https://www.tdi.texas.gov/index.html>
- Disaster information: <https://www.tdi.texas.gov/consumer/disasters.html>
- Home Insurance guide: <https://www.tdi.texas.gov/pubs/consumer/cb025.html>
- Filing a claim: <https://www.tdi.texas.gov/tips/documents/filing-home-claim.pdf>

State Bar of Texas

The State Bar of Texas offers disaster relief resources. The State Bar of Texas manages a hotline connecting low-income individuals and families to legal aid providers in the area. The legal aid providers can assist with disaster related issues such as replacing lost documents, insurance questions, landlord-tenant problems, price-gouging and avoiding contractor scams during the rebuild. For more details, you may visit this agency's disaster webpage [here](#).

- Phone: 800-504-7030

Texas Department of Agriculture (TDA)

Provides information on the State of Texas Agriculture Relief (STAR) Fund, which assists farmers, ranchers, and agribusiness owners.

- Website: <https://texasagriculture.gov/Home/Production-Agriculture/Disaster-Assistance>

Lone Star Legal Aid

Lone star Legal Aid provides free legal help to low-income disaster survivors.

- Disaster Hotline: 866-659-0666
- Apply Online: <https://www.lonestarlegal.org/services/disaster-relief/>

TexasFlood.org

TexasFlood.org is a resource website developed by the Texas Water Development Board to provide Texans with information about flood risks, flood preparedness, and flood recovery. The website offers access to flood gage data, safety information, and resources for communities and individuals seeking financial assistance for flood mitigation and recovery.

- Website: <https://texasflood.org/recovery/index.html>

Crisis & Disaster Resources

Texas Ready:

Texas Ready is a program that provides Texans with resources and educational materials to prepare for various disasters. It offers tools and information to help individuals, families, businesses, and communities develop emergency plans, build disaster supply kits, and stay informed about potential hazards and emergencies.

- Website: www.texasready.gov
- Flood resource page: <https://texasready.gov/be-informed/natural-disasters/floods.html>

Local Resources

Mercy Chefs

Mercy Chefs has deployed a team to the Hill Country to provide chef-prepared meals to victims, first responders, and volunteers working in search and rescue efforts.

- Website: <https://mercychefs.com/texas-flood-250704/>
Facebook: <https://www.facebook.com/MercyChefs>
- Phone: 757-292-4264

Project Mend

Project Mend restores medical equipment for reuse, and will provide wheelchairs, scooters, hospital beds, walkers and rollators to people affected by the floods. For assistance, visit the website or call.

- Phone: 210-223-6363
- Website: <https://www.projectmend.org/contact/>

Cross Kingdom Church

Cross Kingdom Church in Kerrville has received donations and is offering supplies to anyone in need.

- Phone: 830-367-3480
- 3044 Junction Highway, Kerrville, TX 78028

Donations Efforts

Community Foundation of the Texas Hill Country

The Community Foundation of the Texas Hill Country launched the Kerr County Flood relief

Crisis & Disaster Resources

Fund. Donations will go to vetted organizations that provide rescue, relief and recovery efforts and flood assistance. Click [here](#) for more information.

San Antonio Pets Alive

San Antonio Pets Alive is also gathering monetary donations for pets in the Kerrville area. It also needs work gloves and surgical gloves, pet wipes, and storage totes. Review the entire list at its Facebook page, [here](#). You may also call them at 210-370-7612 or visit the [website](#).

World Central Kitchen

World Central Kitchen is providing meals to those in central Texas affected by the July 4th weekend flooding. They will partner with local disaster relief to coordinate meal delivery. To donate to the efforts, visit the website [here](#).

Kerrville Chamber of Commerce

Kerrville Chamber of Commerce created the Kerrville Area Rebuilding and Recovery Fund to support rebuilding efforts in the Kerrville area. Click [here](#) for more information.

GoFundMe

GoFundMe is a crowdfunding website where users can create donation funds. Search for funds under "Texas flood relief," for verified funds or see the [list](#) of verified fundraisers.

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](#).

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.

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](#).

- 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.

Disaster Legal Services (DLS)

Provided to low-income survivors affected by a presidentially declared major disaster, this service can assist with insurance claims, lost legal papers (wills, powers of attorney), home repair contracts, landlord issues, proof of home ownership, and FEMA appeals.

- Phone: 800-621-3362
- Website: <https://www.disasterassistance.gov/get-assistance/forms-of-assistance/4464>

Veteran Affairs (VA) Home Loans - After a Disaster:

If you need help making your mortgage payment after a disaster, VA can help in the following ways:

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

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.

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

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.

Crisis & Disaster Resources

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. Visit the website [here](#).

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 1-800-799-4889

National Center for PTSD by the U.S. Department of Veteran Affairs:

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

The National Child Traumatic Stress Network

Crisis & Disaster Resources

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.

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