

Washtenaw County Flood Social Service Resources FAQ

American Red Cross

Q1: Can I get financial assistance from the Red Cross?

A1: Red Cross must complete a damage assessment to determine that a home has suffered major damage or is destroyed for a household to receive assistance. If your home has not been inspected already, please call the Red Cross at 1-800-RedCross (733-2767). You will then be assigned a caseworker, and the Red Cross will send out a damage assessment team to assess your home.

Q2: There was a lot of damage to my home, but I did not qualify for assistance. Why?

A2: The Red Cross follows FEMA flood guidelines, where a home must be destroyed, or had major damage to qualify for financial assistance. What FEMA considers “minor” or “affected” damage might still leave you with damaged items, unfortunately. Flood clean-up tips are available [here](#).

Q3: If I qualify, how much financial assistance will I receive?

A3: Financial assistance can vary, based on household size. After connecting with the Red Cross, you will be assigned a caseworker who can help determine how much assistance (if any) you qualify for.

Q4: What other assistance can the Red Cross provide?

A4: Depending on your household’s specific needs, Red Cross caseworkers can connect you to local resources, and possibly other disaster-responding resources coming from outside the County. Even if you don’t receive financial assistance, staying in contact with your caseworker is important for referrals to local agencies.

Laundry Services, Housing, Food, and other Resources

Q5: Where can I go for free laundry services?

A5: There are two agencies that provide laundry services:

- [Hope Medical Clinic](#), 518 Harriet Street, Ypsilanti, (734) 484-2989. Call on Friday at 9AM to sign up for the subsequent Monday through Saturday.
- [M.I.S.S.I.O.N.](#), 3501 Stone School Road, Ann Arbor, (734) 249-4198. Due to the pandemic, their “open hours” for laundry are suspended. However, you can make an appointment to drop off laundry and then their staff will contact you when it’s ready for pickup.

Q6: I need to move out, where can I go for help?

A6: [Housing Access of Washtenaw County](#) can screen you for possible move-in cost assistance at 961-1999. They also have a listing of affordable apartments located [here](#).

Q7: Where can I find food or hot meals?

A7: Food Gatherers has a searchable map, for both meals and pantries located [here](#).



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Q8: How about other resources like clothes, furniture, et cetera?

A8: For general resources, please call 2-1-1. Friends In Deed also has a detailed resource guide, which includes pantry goods, clothing, furniture, and other resources located [here](#).

Q9: What if I need financial assistance in addition to help with items.

A9: The State of Michigan is providing up to \$1,500 per household to families and individuals facing conditions of flooding that threatens health and safety.

To get access to funds individuals must complete an State Emergency Relief application at their local MDHHS office or online through MiBridges. They will need to provide proof of income, proof of assets (cash on hand, bank account amounts, etc.), birth certifiates, social security cards and repair estimate and proof of home ownership. To apply or find local office [here](#).

Q10: How do I get legal help if my unit is unsafe to live in or my landlord is not making timely repairs?

A10: You can use the self-help guide provided by Michigan Legal help found [here](#). In most cases, you will not need to pay for an attorney.

If you do need an attorney's services, you can contact the Lawyers Referral Service of the Washtenaw County Bar Association 734-996-3229.

If you are low income you can receive services from Legal Services of South Central Michigan at (734) 665-6181.