

Juneau, AK Flooding Resource Guide

August 2024

"A rush of water unleashed by an ailing glacier swelled an Alaska river to record levels Tuesday and caused destructive flooding in Juneau nearly a year to the date of a similar significant event.

More than 100 homes have been damaged or impacted by the so-called glacial lake outburst flooding along the Mendenhall River in the Mendenhall Valley, according to city officials, who characterized the flood severity as "unprecedented." [August 7, 2024]. [via CNN](#)

"The National Weather Service said the Mendenhall River crested early Tuesday at 15.99 feet (4.9 meters), higher than the 14.97-foot (4.6-meter) crest from last year's ferocious flood, which devoured huge chunks of riverbank.

This year's flooding reached farther into Mendenhall Valley. There was "a lot more water in the valley, on the streets, in people's homes," Barr said. Some streets at one point had 3 to 4 feet (0.9 to 1.2 meters) of water, possibly more, he said." [August 6, 2024] [via AP News](#)

Local Resources

City and Borough of Juneau

The City and Borough of Juneau (CBJ) has issued a local declaration of emergency following the August 6, 2024, Mendenhall River flood event. CBJ has set up an emergency operations center and is coordinating with state and federal officials to respond. The declaration will assist in recovery efforts for those residents impacted by the flood. To get additional updates from the City and Borough of Juneau, please visit the website [here](#) for information. See emergency response efforts provided through the City and Borough of Juneau below.

- Residents who have loose or spilling fuel tanks and/or other hazardous spill situations should contact the Alaska Department of Environmental Conservation Spill Prevention and Response hotline at (800) 478-9300 or report a spill via their website at <https://dec.alaska.gov/spar/>.
- Alaska Electric Light & Power closely monitored rising water levels leading to and during the flood and disconnected power to affected neighborhoods prior to inundation. Staff are reconnecting power when it is safe to do so. Updates are available on their [website](#). If you are still without power, please contact Alaska

Crisis & Disaster Resources

Electrical Light & Power at (907) 780-2222 during business hours (Monday-Friday 7:30 a.m. – 5:30 p.m.) and (907) 586-2357 after business hours.

- Residents who have experienced damage or displacement are encouraged to read through a [recovery checklist](#) of steps to take about insurance, mortgage, utilities, and more.
- Impacted homeowners who would like to talk to a CBJ building inspector and ask questions about their individual situation are welcome to reach out to floodresponse@juneau.gov.
- For information on Tax Adjustments on Property Affected by a Disaster please see the guidelines listed by the CBJ [here](#) and application [here](#).

Emergency Status Updates

[Juneau Emergency Management](#) provides information to prepare, respond to, and recover from natural, human-caused threats and hazards to ensure the safety of Juneau residents and visitors.

Register for emergency alerts, important road information, and critical weather alerts [here](#).

American Red Cross of Alaska

The American Red Cross is a 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. Individuals may provide monetary donations to the American Red Cross. To find your local chapter, visit the American Red Cross website [here](#).

- Address: 5636 Glacier Highway Juneau, AK 99801
- Phone: (800) RED-CROSS or (907) 646-5467

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

Their Safe and Well website provides a central location for people in disaster areas to register their status, and for their loved ones to access that information. Visit the Safe and Well website [here](#).

211 United Way of Southeast Alaska

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 centers by visiting their website [here](#).

- 8711 Teal Street, #204 Juneau, AK 99801
- Phone: 211 or (907) 463-5533

Road Closures

For additional traffic information, including road closures, visit the website for the Alaska Department of Transportation and Public Facilities Road Weather Information System [here](#).

Alaska Division of Insurance

Visit the website [here](#) for information from the Department of Commerce, Community, and Economic Development regarding disaster related information.

Additional Assistance and Resources

The Community Action Program in Juneau, AK is addressing issues such as temporary housing, food, clothing, case management to help people access state/federal assistance, clean up, and much more. Below are additional resources.

- [Rural Alaska Community Action Program \(RurAL CAP\)](#)
- [Juneau Economic Development Council](#)
- [Alaska Department of Health, Division of Public Assistance](#)
- [Southeast Alaska Food Bank](#)
- [Juneau Salvation Army](#)

National Resources

National Weather Service

Updated information on current weather conditions can be found [here](#).

Airbnb

Airbnb provides temporary housing options after a natural disaster occurs. Learn more by visiting their [website](#).

FEMA (Federal Emergency Management Agency)

- Visit the website [here](#)
- Phone the FEMA Helpline, 7:00 a.m. to 10:00 p.m. PT, 7 days a week: (800) 621-3362; TTY (800) 462-7585

If an area has become eligible for disaster assistance, you will find information [here](#). You may enter your zip code to see if your area has been declared for individual disaster assistance. If it has, you may find your local DRC (Disaster Recovery Center), apply online for assistance, and find other local resources.

Information about pets may be found here: <http://www.fema.gov/helping-pets>

Rebuilding After a Flood

- FEMA offers a fact sheet on Rebuilding after a Flood which can be found [here](#).
- Homeowners experiencing flood damage are encouraged to check FEMA's informational booklet [Repairing Your Flooded Home](#) for step-by-step advice to help clean up and rebuild.
- Insurance information on recovering after a flood can be found on the Insurance Information Institute website [here](#).
- The National Disaster Legal Aid website has a legal resource list for those who have been impacted by a national disaster. The resource list can be found [here](#).

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CARe Inc.

CARe is short for Community Assisting Recovery. Their mission is to provide free comprehensive information about disaster recovery, including the insurance claim process, to disaster survivors so they may effectively reestablish their homes and communities. All CARe volunteers and staff have lost their homes and successfully recovered from disasters. They understand the needs of disaster survivors. It is the passion for "paying it forward" that draws survivors back to this organization to help survivors of the next disaster. To learn more about their services, please visit their website [here](#).

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 helpline is available 24 hours a day, 7 days a week via call or text at (800) 985-5990. To learn more about their services, please visit their website [here](#).

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. Territories. You can access the free and confidential treatment provider search tool using the link 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, 7 days a week. To learn more, please visit their website [here](#).

Crisis & Disaster Resources

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

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