

New York Hurricane Sandy

Disaster Recovery Resources



New York City /
Long Island
Voluntary Organizations
Active in Disaster



**American
Red Cross**



NY Hurricane Sandy Recovery Resources

- ❖ **For general help or referrals in New York City, call 3-1-1.**
- ❖ **For assistance outside of New York City (Long Island & Hudson Valley), call 2-1-1.**
- ❖ Residents of Nassau and Suffolk may consult the Long Island 2-1-1 assistance guide: <https://211longisland.communityos.org/cms/>
- ❖ Residents of Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester may consult the Hudson Valley 2-1-1 Disaster Assistance Guide: www.hudson211.org/cms/
- ❖ FEMA information: DisasterAssistance.gov, (800) 621-3362
- ❖ Note: New and revised listings are designated by a vertical line to the right of the entry:
- ❖ **Note: Resources specific to Nassau and Suffolk Counties have been posted to a new section at the end of the general listings (p. 31).**

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Frequently Asked Questions

As the deadline to register for FEMA assistance approaches in New York, recovery officials want to make sure survivors have all the information they need about disaster aid.

New York's Federal Coordinating Officer for Hurricane Sandy, Michael Byrne, hosted the first of a series of 'live' chats on Twitter last week to address questions and concerns about disaster assistance, tweeting about FEMA's Hazard Mitigation Program, Disaster Unemployment Assistance and housing repair grants in the one-hour session. He will be doing additional chat sessions in the coming weeks. Keep following [@FEMASandy](#) for the latest information on the next chat.

Following are some of the most commonly asked disaster aid questions, (in more than 140 characters). For additional Q&As, go to www.fema.gov/SandyNY.

Individual Assistance

I submitted my papers for disaster assistance but have not heard anything, how long does it take to hear back?

If you submitted an application for assistance due to damage to your home, a FEMA-contracted inspector should contact you to schedule an appointment within 10 days of registering. If you are seeking other forms of assistance, and you have completed and mailed in your SBA disaster loan application, you should receive an eligibility letter within 10 days of returning your paperwork. If 10 days have passed and you haven't heard from us, call the FEMA toll-free Helpline 800-621-3362 (TTY 800-462-7585.)

If you were asked to provide additional documentation and did so and have not heard back, call the helpline as well.

How can I extend my FEMA rental assistance?

To receive additional temporary rental assistance, you must complete the Continuing Need form with all the applicable information and mail it back to us at the address printed on the form. If you don't have the form, contact FEMA's toll-free Helpline.

National Flood Insurance Program

What should I do if I'm still waiting on my flood insurance settlement?

Contact your claims adjuster or carrier to see if you may be eligible for an expedited flood insurance payment to cover repairs of your home's mechanicals damaged in the disaster. You can call the NFIP Help Center **800-427-4661** to address questions about your flood insurance claim or payment.

Why am I required to build above the minimum elevation requirement?

Each community develops their own local building requirements. You should contact your community's floodplain manager to discuss elevation requirements for your property. Elevation requirements are meant to protect your home from future flood damages. In general, if your home is located in a high-risk area, the higher you build above the base flood elevation, the lower your premium and potential for flood damage.

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To find out how you need to build contact your community's floodplain manager who can help you walk through the elevation requirements for your property. His/her contact information is usually available on your city government web site.

Mitigation: Rebuilding Better and Stronger

Is there money available to elevate/mitigate my home?

There may be assistance available to help you mitigate your home.

If you applied for a Small Business Administration (SBA) loan and it was approved, you may be eligible for additional funds to cover the cost of improvements – such as elevating your home – to protect your property against future damage. Contact SBA at **800-659-2955 (TTY 800-877-8339)** or e-mail disastercustomerservice@sba.gov for more information.

If you already had a flood insurance policy before the storm, and your home was substantially damaged, you may be eligible to receive up to \$30,000 in increased cost of compliance coverage to elevate your home after you file your claim. Talk to your insurance agent to determine if you're eligible.

FEMA provides hazard mitigation grants to states for activities such as structure elevation, property acquisition, and flood proofing. The state determines which activities will be funded with hazard mitigation grants. To learn more about these grants, visit www.fema.gov/hazard-mitigation-assistance or contact your local floodplain manager for more details.

For more information on New York's disaster recovery, visit www.fema.gov/SandyNY, www.twitter.com/FEMASandy, www.facebook.com/FEMASandy and www.fema.gov/blog.

Aging; Disabilities; Access and Functional Needs

AmeriCares

Partnering with various organizations to provide medical equipment and supplies to those with functional medical needs/disabilities. Those seeking items can participate in this program by making contact with either their local **Independent Living Center** (locations listed at www.acces.nysed.gov/vr/lsn/ilc/locations.htm) or a **TRAID-in center** (locations listed at cqc.ny.gov/advocacy/assistive-technology/traid-regional-offices). Opens at 9:30 am

DOROT

Named with the Hebrew word for "generations," DOROT is a dynamic partnership of professionals and volunteers dedicated to enhancing the lives of homebound and homeless elders and fostering friendship and respect between the generations. Since 1976, DOROT has provided food, companionship, education, and cultural enrichment to thousands of elderly New Yorkers and those who care for them. Located on New York's Upper West Side, DOROT is a non-sectarian, culturally Jewish agency open to all seniors, caregivers, and volunteers.

Homelessness Prevention Program and Aftercare

For seniors who are homeless or facing homelessness, DOROT's **Homelessness Prevention Program (HPP)**, a transitional residence in Manhattan, offers safe, temporary housing; meals;

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counseling; and assistance in finding a permanent home. Volunteers contribute to the social atmosphere by serving meals and interacting with the residents. DOROT's **Aftercare** program provides clients with ongoing services after they move into permanent housing.

This program is available to seniors 60 or older who are homeless or facing homelessness. An interview with a DOROT social worker is required.

For further information or to refer a homeless senior, call the **Homelessness Prevention Program** at (212) 580-0001.

Encore Community Services

The shortage of affordable housing in New York City is a critical issue, particularly for low-income seniors. Encore has taken a proactive role to develop housing, both for homeless elderly with special needs and low-income seniors. These housing facilities are aimed at providing safe and decent housing for seniors, and contribute to the revitalization and stability of the Times Square and Clinton communities in midtown Manhattan.

- (212) 581-3490
- encorecommunityservices.org

Encore Community Services

Located at St. Malachy's, The Actors' Chapel
Administrative Offices
239 West 49th Street
New York, New York 10019
Tel: (212) 581-2910
Fax: (212) 757-0244

Encore Senior Center

Located in the lower level of St. Malachy's Church
239 West 49th Street
New York, New York 10019
Tel: (212) 581-2910
Fax: (212) 664-8628

The Encore 49 Residence

220 West 49th Street, New York, NY 10019
Tel: 212-581-3490 (Social Services)
Tel: 212-246-0880 (Building & Front Desk)
Fax: 212-541-7697

The Encore West Residence

755 Tenth Avenue, New York, NY 10019
(between 51st and 52nd Streets)
Tel: 212-991-3727
Fax: 212-991-6722

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Independent Living Centers

Center for Independence of the Disabled, New York

The Center for Independence of the Disabled, New York's (CIDNY) goal is to ensure full integration, independence and equal opportunity for all people with disabilities by removing barriers to the social, economic, cultural and civic life of the community. **Benefits and housing advisement and walk in clinic:**

- 841 Broadway, Suite 301, New York, NY
- 212-674-2300
- www.cidny.org

Rockland Independent Living Center

George Hoehmann, Executive Director
Rockland Independent Living Center (RCIL)
873 Rt 45 Suite 108
New City, NY 10956

- TEL (845) 624 1366
- TTY (845) 624 0847
- FAX (845) 624 1369
- Email: info@rilc.org
- Website: www.rilc.org

Staten Island Center

Lorraine DeSantis, Executive Director
Staten Island Center for Independent Living
470 Castleton Avenue
Staten Island, NY 10301

- TEL (718) 720-9016
- TTY (718) 720-9870
- FAX (718) 720-9664
- Email: sicil@siciliving.org
- Website: www.geocities.com/siciliving/

Suffolk Centers

Irene Dashiell, Acting Director
Self Initiated Living Options, Inc.
2111 Lakeland Avenue
Ronkonkoma, NY 11779

- TEL (631)880-7929
- TTY (631) 654-8076
- FAX (631) 946 - 6377
- Email: contact@siloinc.org

White Plains Centers

Joseph Bravo, Executive Director
Westchester Independent Living Center
200 Hamilton Avenue
White Plains, NY 10601

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- TEL (914) 682-3926
- TTY (914) 682-0926
- Sorenson Video Phone (866) 933 5390
- FAX (914) 682-8518
- Email: jbravo297@aol.com
- Website: www.wilc.org

Yonkers Center

Melvyn Tanzman, Executive Director
Westchester Disabled on the Move, Inc.
984 No. Broadway, Suite L-10
Yonkers, NY 10701

- TEL (914) 968-4717 V & TTY
- FAX (914) 968-6137
- Email: info@wdom.org
- Website: www.wdom.org

New York City Department of Aging

DFTA's mission is to work for the empowerment, independence, dignity and quality of life of NYC's diverse older adults and for the support of their families through advocacy, education, and the coordination and delivery of services. Goals: To foster independence and individual choices, confront ageism and promote opportunities for older people to share their leadership, knowledge and skills. To inform and educate the general public about aging issues, including services, supports and opportunities for older New Yorkers and their families. To be a catalyst for increased resources to enhance and expand programs and services for older New Yorkers To enhance and expand effective, productive partnerships with consumers, advocates, private and public organizations.

- 2 Lafayette St 6th Floor, New York, NY 10007
- Call 311

Report discrimination

If you believe you have experienced discrimination during your search for housing, or face disability access issues, call the Housing Discrimination Hotline at (800) 496-4294 (New York and New Jersey) or file a complaint online. Persons outside New York or New Jersey should call (800) 669-9777 or (800) 927-9275 (TTY) or file a complaint online.

- <http://www.hud.gov/complaints/housediscrim.cfm>

Animals

Animal Care and Control of New York

Animal Care & Control of New York City (AC&C) is the largest pet organization in the North East, with an estimated number of 44,000 animals rescued each year. As a not-for-profit organization since 1995, Animal Care & Control has been responsible for New York City's municipal shelter system, rescuing, caring for, and finding loving homes for homeless and abandoned animals in New York City. AC&C facilities operate in all five boroughs.

- 326 East 110th Street New York, NY 10029
- 212-788-4000

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- www.nycacc.org

ASPCA

ASPCA is providing grants to people who need emergency veterinary care for their pets. [Contact Allison Cardona:](#)

- 212-876-7700 ext. 4315,
- c 347-346-3712
- allison.cardona@aspc.org

Founded in 1866, the ASPCA® (The American Society for the Prevention of Cruelty to Animals®) was the first humane organization established in the Americas, and today has more than one million supporters throughout North America. A 501[c][3] not-for-profit corporation, the ASPCA's mission is to provide effective means for the prevention of cruelty to animals throughout the United States. As the first humane organization to be granted legal authority to investigate and make arrests for crimes against animals, we are wholly dedicated to fulfilling the ASPCA mission through nonviolent approaches. Our organization provides local and national leadership in three key areas: caring for pets parents and pets, providing positive outcomes for at-risk animals and serving victims of cruelty. For more information, please visit www.aspc.org.

- 520 8th Ave 7th Floor, New York, NY 10018
- 212-876-7700

Bideawee

Bideawee is a 106-year-old humane agency that saves thousands of homeless cats, kittens, dogs, and puppies every year. Since 1903, Bideawee has provided housing, food, and medical and behavioral care to help formerly abandoned, abused, and neglected pets find and keep new homes and families. Our services for pets support them through every stage of their lives, from fostering and adoption at our New York City and Westhampton (Long Island) locations to our Pet Memorial Parks at our Westhampton and Wantagh (Long Island) sites. Bideawee's veterinary practices in Westhampton and New York City care for both resident pets and the pets of private clients. In addition, we offer services that foster greater appreciation and respect for the value of companion animals at all three locations, such as pet therapy and our Reading to Dogs program that helps children overcome literacy challenges.

- 410 East 38th Street, New York, NY 10016
- 866-262-8133
- www.bideawee.org

Humane Society of the United States

The Humane Society of the United States (HSUS) promotes the safety and well-being of all animals that are or may be adversely affected during a disaster. Respond to the needs of those who provide emergency and supportive care to animals during all phases of a disaster. Promote the inclusion of the animal component in all federal, state and local government disaster plans, and those developed by the general public, by engaging in an ongoing process of proactive education and mutual awareness of the needs of animals in disasters. Encourage cooperation with other animal protection organizations, veterinary associations, disaster relief agencies, and government officials.

- 2100 L St., NW, Washington, D.C. 20037
- 202-452-1100
- www.humanesociety.org

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Mayor's Alliance for NYC's Animals

The Mayor's Alliance programs that are moving NYC toward its no-kill goal are high-profile collaborative adoption events; the Alliance transport van program that transports animals from the city's **Animal Care & Control** (AC&C) shelters to no-kill organizations that find them permanent homes; the Picasso Veterinary Fund that pays for extraordinary, life-saving medical care for sick or injured animals transferred from AC&C to other Alliance Participating Organizations for adoption; and promotion of spay/neuter programs, including the **Maddie's Spay/Neuter Project** in NYC, which is administered by the Mayor's Alliance. Locating lost pets and providing food.

- 244 Fifth Ave, Suite R290, New York, NY 10001
- 347-573-1561 Sand Clients
- www.AnimalAllianceNYC.org

Child Care

If family needs help finding childcare, they can connect with Child Care Resource and Referral Agencies (CCR&R) in the area. CCR&Rs are local or regional programs that help ensure that families can find child care near where they live or work and have the information necessary to help them choose appropriate and quality care, including center- or home-based care, Head Start, or before- and after-school programs. ***Families in New York City can access these programs by calling 311.***

Day Care Council of New York, Inc.

Counties Served: New York City

Ms. Andrea Anthony, Executive Director

Phone: (212) 206-7818

Email: aanthony@dccnyinc.org

Four NYC CCR&R subcontractors:

Center for Children's Initiatives

Ms. Nancy Kolben, Executive Director

Phone: (212) 929-7604 x 3010, x 3016

Email: nkolben@centerforchildrensinitiatives.org

Child Development Support Corporation

Ms. Marcia Rowe Riddick, Executive Director

Phone: (718) 398-6370

Email: mriddick@cdscnyc.org

Chinese American Planning Council, Inc.

Counties Served: New York City

David Chen, Executive Director

Phone: (212) 941-0030 x 207

Email: dschen@cpc-nyc.org

Committee for Hispanic Children & Families, Inc.

Counties Served: New York City

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Ms. Elba Montalvo, Executive Director

Phone: (212) 206- 1090

Email: emontalvo@chcfinc.org

Clothing and household items

Goodwill Industries of Greater New York and Northern New Jersey

Distributing clothing vouchers to those affected by Hurricane Sandy. Please bring your FEMA number with you to your local store or call for more information on these vouchers.

- Main office: Goodwill Industries of Greater New York & Northern New Jersey, 4–21 27th Avenue, Astoria, NY 11102
- 718-728-5400
- www.goodwillnynj.org

Goodwill is offering up to **\$50 per family member** affected by Hurricane Sandy to shop in their stores **for clothing and household items**. Clients must bring proof that they were affected by Hurricane Sandy, i.e. FEMA claims, and proof of how many family members they are shopping for (not every person in the family has to come in as long as one person has proof of each individual). Items such as electronics and furniture are NOT a part of this deal.

Honeywell EmPower NY [refrigerators]

NYSERDA/EmPower NY is giving out free refrigerators, drywall and insulation to owners or renters who meet Heap requirements until September 30th. The contact is [Virginia Walsh](#).

- [917.567.4278](tel:917.567.4278)
- Virginia.Walsh@honeywell.com

Disaster Case Management

An organized, effective long-term recovery process is needed when survivors' personal resources, insurance, and government grants and loans are insufficient to meet their recovery needs. Potential clients should be referred to Disaster Case Management if they have disaster-caused needs not met by the referring organization's program(s).

Location	Agency	Intake Phone
Bronx	Bronxworks	718-508-3192
Brooklyn		
Coney Island and Gravesend	Catholic Charities Brooklyn and Queens	718-722-6223
Red Hook	Good Shepherd	718-522-6910/6911
Coney Island	Met Council	212- 453-9539
Manhattan	Catholic Charities Community Services, Archdiocese of NY	855-258-0483
Queens		

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Location	Agency	Intake Phone
Breezy Point, including Belle Harbor and Rockaway Park	Catholic Charities Brooklyn and Queens	718-722-6223
Far Rockaway	Met Council	212- 453-9539
Far Rockaway and Arverne	SCO	516-493-6457/5284
Staten Island	Catholic Charities Community Services, Archdiocese of New York	718-447-6330, ext. 21
Long Island	Catholic Charities Rockville Centre FEGS	631-608-8883/8882 516-496-7550, press 6
Hudson Valley		
Orange/Rockland/Sullivan	Catholic Charities Community Services, Archdiocese of New York	917-692-0395 or 845-344-4868
Putnam/Westchester		917-692-0395
Ulster		917-796-4098

Background

New York State, with funding from the FEMA, is providing disaster case management (DCM) services for New Yorkers with unmet needs arising from Hurricane Sandy. Catholic Charities Community Services, Archdiocese of New York is managing the DCM program, as it did following Hurricanes Irene and Lee.

The DCM program is designed to provide a locally based disaster case manager for New Yorkers with unmet needs related to Hurricane Sandy. By funding a coordinated network of community-based agencies, New York State hopes to provide easy access to support for residents seeking help and to avoid duplication of services.

Catholic Charities is subcontracting with locally based not-for-profits to provide direct services through October 2014 in the following counties: Bronx, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster, and Westchester.

Eligibility

In order to be eligible for the DCM program, a person must have an unmet need that arose from or was exacerbated by Hurricane Sandy. Those who are ineligible for FEMA or other assistance programs are still eligible for the DCM program as long as they have a verifiable unmet need related to the storm.

Program Model

- **Offering *information and referral services* to clients that do not need, want, or qualify for DCM services;**
- **Accepting client inquiries *by phone, in person by appointment or on a walk-in basis*;**
- **Preparing a *comprehensive assessment of client needs*;**
- **Developing an *outcomes-based individualized disaster recovery plan*;**
- **Providing *crisis intervention services where appropriate*;**
- **Advocating to resolve unmet needs and to *access available benefits and services*;**
- *Maintaining ongoing contact with clients;*
- **Initiating or participating in *case conferencing where needed with other service providers*;**

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- *Closing cases as appropriate, and referring clients with unmet needs to long term recovery committees in their communities;*

Accessing Services

Through 211/311, the Catholic Charities SANDY Helpline (855-258-0483), or directly through DCM agencies (see grid, above).

Domestic Violence and Child Abuse

Safe Horizon

Safe Horizon's mission is to provide support, prevent violence, and promote justice for victims of crime and abuse, their families and communities.

- 2 Lafayette St., 3rd Fl, New York, NY
- 1-800-621-HOPE(4673)
- www.safehorizon.org

Victims of Domestic Violence

If you have been the victim of a recent incident of domestic abuse

- Call 911 if you are in an emergency situation.

If you require emergency shelter (domestic violence shelter), or need help figuring out the options, call :

- NYC Domestic Violence Hotline: 800-621-HOPE (TDD 800-810-7444).

You may also find the following hotlines and Web sites useful:

- Crime Victims Hotline 212-577-7777
- Rape & Sexual Assault Hotline 212-227-3000
- Department of Youth and Community Development's Domestic Violence Awareness and Intervention page: www.nyc.gov/html/dycd/html/services-domestic-violence.html.
- A list of non-residential DV services (pdf) -- www.nyc.gov/html/hra/downloads/pdf/nonres_card.pdf -- can be found on the HRA Web site: www.nyc.gov/html/hra/html/family_independence/domestic_violence.shtml

In the longer term you may be eligible to request housing from the New York City Housing Authority (NYCHA), which provides priority housing to Victims of Domestic Violence (DV) in both the public housing and Section 8 programs. NYCHA tenants who move in with a DV priority will be offered After-Care supportive services.

Donations

American Red Cross

The American Red Cross in Greater New York prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The American Red Cross is always there in times of need, aspiring to turn compassion into action so that all people affected by disasters across the country and around the world receive care, shelter and hope.

- 520 West 49th Street, New York, NY, 10019

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- 877-733-2767
- www.nyredcross.org

National Donations Management Network - New York

This portal is designed to make it as easy as possible to donate financial support, product donations or to volunteer your skills and time to the nonprofit organizations that most need it.

- New York City: aidmatrixnetwork.org/fema/States.aspx?ST=New%20York%20City
- New York State: www.Ndmn.us/ny

Faith Communities

Adventist Community Services Disaster Response

Providing disaster relief supplies such as blankets and shelf stable meals.

- 1529 Morris Ave, Bronx, NY 10457
- 1-877-227-2702
- NY – 718-565-0850
- NJ – 609-256-2005
- Closed for Christmas

Buddhist Tzu Chi Foundation

Community Service, Disaster Relief

- 909-447-7799
- www.us.tzuchi.org/us/en/

Tzu Chi Manhattan Service Center

- 34 Howard St., New York, NY 10013
- 212-965-1151
- 1-877-889-8244

Tzu Chi Long Island Branch (opens at 10:00 AM)

- 60 E. Williston Ave., East Williston, NY 11596
- 516-873-6888

Catholic Charities of New York

The Catholic Charities of the Archdiocese of New York seeks to uphold the dignity of each person as made in the image of God by serving the basic needs of the poor, troubled, frail and oppressed of all religions. Through a network of administered, sponsored and affiliated agencies, Catholic Charities delivers, coordinates, and advocates for quality human services and programs touching almost every human need.

- 1011 First Avenue, 12th Floor, New York, NY 10022
- 888-744-7900
- 212-419-3737 (for immigration-related questions only)
- www.catholiccharitiesny.org

Brooklyn Community Center

- 191 Joralemon St., 7th Floor, Brooklyn, NY
- 718-722-6001

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- www.ccbq.org

Queens Community Center

- 23-40 Astoria Boulevard, Astoria, N.Y. 11102
- 718-726-9790
- www.ccbq.org

Staten Island Community Center

- 718-447-6330
- 120 Anderson Ave Staten Island, NY 10302

Church World Service

Christians working together with partners to eradicate hunger and poverty and to promote peace and justice around the world. Providing cleaning kits, hygiene kits, and blankets.

- 475 Riverside Drive, Suite 700, New York, NY
- 800-297-1516
- www.churchworldservice.org

New York Conference of the United Methodist Church

The New York Annual Conference through the grace of God embodies a beloved community of hope, building up a healthy body of Christ, with heart warmed United Methodists in mission for the transformation of the world.

- 20 Soundview Ave, White Plains, NY
- 888-696-6922 or 914-997-1570
- Long Island – 516-795-1322
- Staten Island – 718-984-1277
- Brooklyn – 347-881-6238
- www.nyac.com

New York Disaster Interfaith Services

NYDIS is a 501(c)(3) faith-based federation of human services providers and charitable organizations who work in partnership to leverage resources and provide disaster readiness, response and recovery services to the most vulnerable communities affected by disaster in New York City. NYDIS's principle recovery program is the New York City Unmet Needs Roundtable, which brings together donors and case management agencies to financially assist those impacted by a disaster, provide emergency assistance, and ensure victims' long-term recovery in cases when all other means of assistance are no longer available.

- 4 West 43rd Street Suite 407, New York, NY 10036
- 212-669-6100
- www.nydis.org

New York State Catholic Conference

The NYS Catholic Conference presents the Roman Catholic Bishops of the eight New York State Dioceses in matters of Public Policy. In each of the diocese, a Catholic Charities Organization makes decisions regarding disaster relief on a case-by-case basis. Local parishes are also involved in providing direct services in response to disasters. Matching grants for large-scale disasters may be obtained from the

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National Catholic Disaster Relief Office. **Counties Served:** Manhattan, Bronx, Richmond, Westchester, Rockland, Putnam, Orange, Dutchess, Ulster, and Sullivan.

- 465 State Street, Albany, NY 12203-1004
- 518-434-6195
- www.nyscatholic.org

Presbyterian Disaster Assistance

Presbyterian Disaster Assistance provides funds and dispatches advisors-members of a national Presbyterian Disaster Assistance Team (PDAT) on request of disaster-affected Presbyterian Church (USA) middle-level governing bodies (presbyteries) to help them develop response and recovery programs. The nature and scope of presbytery programs vary depending on disaster needs. The PDAT advisers identify and empower leaders to assume responsibility for disaster response and recovery operations and provide training and other assistance in development of these operations.

- 100 Witherspoon Street, Louisville, KY 40202
- 800-728-7228
- www.presbyterianmission.org

Salvation Army - Greater NY

The Salvation Army is an international, faith-based charitable organization with a simple mission: to help those in need without discrimination.

- 120 West 14th Street New York, NY
- 212-337-7200
- www.salvationarmy-newyork.org

UJA-Federation of New York

UJA-Federation cares for those in need, rescues those in harm's way, and renews and strengthens the Jewish people in New York, in Israel, and around the world.

- 130 East 59th Street, New York, NY 10022
- 212-980-1000
- www.ujafedny.org

United Sikhs

Recognize Human Race as One

- POB 7203, New York, NY 10116, USA
- 646-688-3525 or toll-free 1-888-243-1690
- www.unitedsikhs.org

World Vision New York

World Vision is a Christian humanitarian organization dedicated to working with children, families and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Motivated by our faith in Jesus Christ, we serve alongside the poor and oppressed as a demonstration of God's unconditional love for all people. World Vision serves all people, regardless of religion, race, ethnicity, or gender.

- 885 East 138th Street, New York, NY0
- www.worldvision.org/uspnewyork
- 718-292-5600 (Bronx office)

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Financial Assistance & Help for Homeowners

Emergency boiler repair

The Department of Environmental Protection will issue an Emergency boiler work permits. A completed permit application must be filled with the DEP within 30 day of receiving a temporary emergency work permit.

- kiang@dep.nyc.gov

Federal Home Loan Bank of New York

\$1 billion in Disaster Relief Funding available to 340 community based lenders to help rebuild in the states of New York and New Jersey. The funding is available to be used as immediate “gap funding”. The \$1 Billion CLP commitment can be used for any residential lending activity for households whose incomes are at or below 115% of the area median income. The funds can be used for Public/Private infrastructure projects, such as roads, utilities, and sewers.

- 212-441-6700
- www.fhlbny.com

FEMA Financial Assistance

There are three ways to apply for assistance (deadline: 27 Feb 2013):

- Apply Online at DisasterAssistance.gov
- Apply via a smartphone at m.fema.gov
- Apply by Phone:
 - Call (800) 621-3362.
 - Call TTY (800) 462-7585 for people with speech or hearing disabilities.

The Disaster Recovery Center (DRC) Locator allows individuals to search for DRCs nearest to their location. DRC Locator also provides additional information about each DRC, such as hours of operation, services offered, and driving directions to the DRC.

- asd.fema.gov/inter/locator/home.htm

Governor Cuomo’s Disaster Homeownership Repair and Rebuilding Fund

This is a grant and does not require repayment. The grant can provide up to an additional \$10,000 for Survivors who have already qualified for FEMA Housing Assistance and received the Max Grant of \$31,900, and the FEMA award did not cover the full cost of making essential repairs. This funding cannot duplicate assistance received from other governmental agencies or insurance. Residents will be automatically referred to this program.

- 855-697-7263
 - Hotline Information – How to prepare for the next storm; Agency Contacts; Donations; Help repairing homes; Power reconnections; Home evacuations/shelters

Home Affordable Modification Program

Homeowners struggling to stay in their homes may be eligible to apply for the Home Affordable Modification Program (HAMP) in order to lower their monthly mortgage payments and make them more affordable. Homeowners should contact their mortgage servicer as soon as possible to begin the HAMP evaluation process. In order to help with the housing crunch, homeowner eligibility has been widened to include:

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- Homeowners who are applying for a modification on a home that is not their primary residence, but the property is currently rented or the homeowner intends to rent it.
- Homeowners who previously did not qualify for HAMP because their debt-to-income ratio was 31 percent or lower.
- Homeowners who previously received a HAMP trial period plan, but defaulted in their trial payments.
- Homeowners who previously received a HAMP permanent modification, but defaulted in their payments, therefore losing good standing.
- www.makinghomeaffordable.gov/programs/lower-payments/Pages/hamp.aspx

Home heating oil tank assistance

Homeowners with home heating oil tanks should be aware that their tanks may have been damaged or at risk of leaking as a result of Sandy and may be eligible for assistance with clean-up from the NY Dept of Environmental Conservation:

- 718-482-7376

National Grid

National Grid is offering funding up to \$1,000 for our residential customers that sustained physical damage and lost natural gas service as a result of the hurricane and flooding. To be eligible for this program, the **applicant must:**

- Be a National Grid residential gas heating customer with an active account; and
- Have a service address within the National Grid gas franchise area in New York City or on Long Island, and
- Be located in a county within an area declared a “State of Emergency”, by New York State and/or the Federal government, and
- Have sustained damage of \$3,000 or greater.

How to obtain funding: Eligible customers must visit a Hurricane Sandy Relief Center or call 1-877-MY-NGRID (1-877-696-4743) for additional information. Documentation required:

- A recent National Grid gas heating bill.
- Photo ID (a valid driver’s license or government- issued ID).
- Documentation of damage caused by Hurricane Sandy such as estimates or proposals for required repair work and/or invoices for completed repairs.
- A voided, cancelled check.

National Grid will verify that the customer’s account is active. This fund is being administered by HeartShare Human Services of NY. Documentation should be sent to HeartShare at Sandy.Relief@heartshare.org or be faxed to **718-422-5961**. Validation of income will be made through HeartShare prior to funds being awarded. Checks will be issued within a two-week period through HeartShare following validation of program eligibility by National Grid. **This program will be available through March 31, 2013, or as long as Hurricane Sandy Relief funding is available.** National Grid reserves the right to change or terminate this program at any time. Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

- For more information about this program, please contact: 1-877-MY-NGRID (1-877-696-4743).

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NYC Mayor's Office

New business Recovery Zone and other initiatives to help small businesses impacted by Hurricane Sandy. Contact: Marc LaVorgna or Julie Wood at 212-788-2958 or Patrick Mancie (NYCDEPC) 212-312-3523.

- www.nycedc.com

Operation Hope

Assists individuals with the short, medium and long term economic and financial challenges following a disaster. Free financial services includes, Disaster Recovery Budget, paying mortgages on destroyed home, home inspections and repair contracts, assistance with Creditors, referrals to Government and private agencies, replacement of documentation, insurance claims assistance and recovery seminars and financial case management.

- 888-388-4673 (HOPE)

U.S. Department of Housing and Urban Development

To expand housing options for families displaced by Hurricane Sandy, HUD is allowing local public housing agencies to increase their rent payment standard up to 120 percent of the published "Fair Market Rent" (FMR), thereby giving low-income families more options in finding available housing. For families impacted by Hurricane Sandy, HUD is granting a 90-day moratorium on foreclosures and forbearance on foreclosures of FHA-insured home mortgages.

- hportal.hud.gov/hudportal/HUD

Food

City Harvest

City Harvest exists to end hunger in communities throughout New York City. We do this through food rescue and distribution, education, and other practical, innovative solutions.

- **City Harvest Hurricane Sandy Food Relief Hotline: 646-412-0979**
- www.cityharvest.org

Food Bank For New York City

Food Bank For New York City recognizes 25 years as the city's major hunger relief organization. Working to end food poverty and increase access to affordable, nutritious food for low-income New Yorkers throughout the five boroughs, the Food Bank's initiatives focus on direct services, food sourcing and distribution, education and nutrition, financial empowerment, disaster relief and policy and research.

- **FBFNYC: 212-894-8060**
- www.foodbanknyc.org/news/food-program-locator

New York City food resources

- Call 311 or go to <http://www.nyc.gov/apps/311/homepage.htm>.
- Locations where prepared food is available: www.nyc.gov/html/misc/html/2012/hot_food.html

New York City Hunger Hotline

- 866-888-8777

NY Hurricane Sandy Recovery Resources

Supplemental Nutrition Assistance Program (SNAP),

formerly known as the Food Stamps Program, is a government program that provides supplementary funds with the goal of allowing food insecure families to afford nutritious meals

- **SNAP Hotline:** 516-805-1642.

Health and Crisis Counseling

Disaster Chaplaincy Services

Disaster Chaplaincy Services is a 501 (c) (3) nonprofit, nonsectarian organization whose purpose is to assure skilled and appropriate interdisciplinary spiritual care for all people affected by disasters in the New York tri-state area. We do this by recruiting, screening, orienting, training, educating, deploying and supervising chaplains on behalf of the religious communities of the tri-state region.

- PO Box 7373, New York, NY 10116
- 24 hour hotline 646-210-9321
- www.disasterchaplancy.org

Disaster Distress Helpline

- The Disaster Distress Helpline offers 24/7/365 disaster crisis counseling and support to anyone, anywhere in the US via a toll-free, multi-lingual **hotline** (1-800-985-5990) and **SMS** (text 'TalkWithUs' to 66746; Spanish-speakers can text 'Hablamos' to 66746)
- 24 hours a day 7 days a week direct counseling
- 1-800-985-5990
- Text 'TalkWithUs' to 66746, Spanish speakers can text 'Hablamos' to 66746
- For more information on the Disaster Distress Helpline and disaster distress, coping tips, materials and more, please visit disasterdistress.samhsa.gov/ or contact Joe Samalin, Outreach and Training manager at jsamalin@mhaofnyc.org

Jewish Board of Family and Children's Services

Provides a comprehensive network of mental health and social services for individuals and families at every stage of life. **Provide mental health and budget counseling. Monday through Friday 9am to 5 pm**
Must have appointment.

- 135 West 50th St, New York, NY 10020
- 212-582-9100 or toll-free 1-888-523-2769
- www.jbfcs.org

Mental Health Association of Nassau County, Inc.

The Mental Health Association of Nassau County, Inc., continues to be here to support our neighbors in their time of need. **We are here 7 days per week from 9am to 6pm.** If you need local mental health information and referral, please call our Helpline:

- 516-504-HELP (4357)
- 16 Main Street, Hempstead, NY 11550

Mobile medical van locations

Mobile medical vans staffed with primary care providers who will be able to provide medical care and distribute commonly prescribed drugs are now available at several locations in the Rockaways, Brooklyn, and Staten Island. **Van operate 9AM to 5PM Monday through Friday .**

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- Call 3-1-1 for current locations
- www.nyc.gov/html/misc/html/2012/medical_vans.html

National Suicide Prevention Lifeline

- 800-273-8255

Project Hope crisis counseling program

Project Hope offers confidential, free supportive crisis counseling, education, development of coping skills and linkage to resources for those affected by Hurricane Sandy. Trained crisis counselors meet with individuals at time and location that is convenient for them. Contacting LIFENET, a 24/7 help line, matches callers with their local Project Hope provider agency.”

- LIFENET (Project Hope) phone number is: i-800-LIFENET (1-800-543-3638).

Warming centers

- www.nyc.gov/html/misc/html/2012/warming_ctr.html

Housing

Common Ground

Our mission is to strengthen individuals, families, and communities by developing and sustaining exceptional supportive and affordable housing as well as programs for homeless and other vulnerable New Yorkers.

- www.commonground.org

Department for the Aging

The NYC Department for the Aging (DFTA) provides a comprehensive online listing of senior housing operating within the five boroughs. The information can be viewed by borough or by entering a zip code for the desired area: <https://a069-webapps12.nyc.gov/egovt/housing/index.cfm>.

Senior Housing Resource Guide

In addition to providing information about types of senior housing, this comprehensive Guide is a good resource for people of any age who want to find subsidized housing through lotteries. The *Guide* also lists city, state and federal websites, addresses and phone numbers; describes housing benefits, rights and protections; lists sources of financial/legal assistance and contact information for non-profits providing housing assistance; and provides information about housing courts in the five boroughs.

- www.nyc.gov/html/dfta/downloads/pdf/benefits/Housing_Guide_11.pdf

FEMA housing resources

The Federal Emergency Management Agency and our federal partners are working closely with the state to address the housing needs of New Yorkers displaced by Hurricane Sandy. Our priority is to help survivors move out of hotel rooms and into apartments or their safe, repaired homes. FEMA has identified rentals in the area damaged by Hurricane Sandy and is working to match survivors to that available housing. A goal is to place survivors in rentals within their neighborhoods, or as close as possible to those areas. This not only is better for survivors, it helps neighborhood businesses.

NY Hurricane Sandy Recovery Resources

Our goal is to maximize the number of people who are able to move back into their own homes; and for them to get home as quickly as possible. There are several programs in place to help ease this housing crunch in a place where there is always a housing crunch.

Rental Assistance

Renters with a need for housing because of storm damage to their dwelling may be eligible for a FEMA temporary rental grant. This assistance may be provided while renters are working to accomplish a permanent housing plan.

Returning to a permanent home is a significant milestone on the road to recovery. FEMA rental assistance may last for up to 18 months from the date of declaration. So it's important for survivors to have a permanent housing plan.

FEMA has a Housing Portal at asd.fema.gov/inter/hportal/home.htm to help families find rental units. In addition to apartments or homes normally available, the portal identifies units provided by our federal partners.

To be eligible for possible rental assistance, survivors must first register with FEMA. There are many ways to register.

Individuals can register online at www.DisasterAssistance.gov or via smartphone or tablet by using the FEMA app or going to m.fema.gov. People may also call **800-621-3362** or **(TTY) 800-462-7585**. Those who use 711-Relay or Video Relay Services (VRS) can call **800-621-3362**. The toll-free telephone numbers operate 24 hours a day seven days a week until further notice.

U.S. Department of Housing and Urban Development

- <http://portal.hud.gov/hudportal/HUD>

The U.S. Department of Housing and Urban Development, led by Secretary Shaun Donovan, is also playing an active role in providing temporary housing to storm-displaced families. HUD has identified thousands of available units in HUD-assisted housing and is getting that information to displaced individuals, primarily at Disaster Recovery Centers.

The Department has also increased fair market rental allowances to make it easier for displaced Section 8 voucher recipients to find replacement housing, and is allowing owners of HUD-funded senior developments the flexibility to open up vacant units to storm evacuees.

Secretary Donovan was also instrumental in bringing together New York City and State government officials and real estate trade groups in the aftermath of the storm to find housing for New York displaced families. This has led to a government and private sector partnership that gives displaced families greater options in finding vacant apartments that are affordable and safe.

For more information on New York's disaster recovery, visit www.fema.gov/SandyNY, www.twitter.com/FEMASandy, www.facebook.com/FEMASandy and www.fema.gov/blog.

NY Hurricane Sandy Recovery Resources

HASA Housing Services

The Human Resource Administration's HIV & AIDS Service Administration (HASA) provides emergency, transitional, permanent housing assistance, and rental assistance services to individuals and families with AIDS.

- <http://www.nyc.gov/html/hra/html/directory/hasa.services.shtml>

HomeBase Homeless Prevention Program

HomeBase is Citywide program designed to help families and individuals overcome immediate housing problems that could result in becoming homeless, and to develop a plan for long-term housing stability. Program services are crafted to meet the unique needs of each individual or family and to help meet the demands of maintaining a household.

- http://www.helpusa.org/programs/homeless_prevention_programs

Neighborhood Housing Services of New York City, Inc. (NHSNYC)

If you need emergency loan assistance, NHSNYC provides **emergency home repair loans**. Please phone 212-519-2500 or contact one of our offices for more information:

Manhattan

Neighborhood Housing Services of New York City, Inc.: 212-519-2500
NHSNYC NeighborWorks Homeownership Center: 718-230-7610

Brooklyn

Neighborhood Housing Services of Bedford-Stuyvesant, Inc.: 718-919-2100
Neighborhood Housing Services of East Flatbush, Inc.: 718-469-4679

The Bronx

Neighborhood Housing Services of the North Bronx, Inc.: 718-881-1180
Neighborhood Housing Services of the South Bronx, Inc.: 718-992-5979

Queens

Neighborhood Housing Services of the Northern Queens, Inc.: 718-457-1017

Staten Island

Neighborhood Housing Services of Staten Island, Inc.: 718-442-8080

Neighborhood Recovery Fund

NRF is an emergency fund administered by Sustainable Neighborhoods, an affiliate of the Center for New York City Neighborhoods (CNYCN), and funded by Goldman Sachs Gives. The fund was created to provide immediate financial assistance to homeowners affected by Hurricane Sandy. NRF provides eligible homeowners with up to \$5,000 in assistance in the form of a grant or interest-free loan. Visit <http://www.cnycn.org/nrf> for more information.

Call 311 or 646-786-0888 to be connected with a free housing counselor or legal services provider who will work with you to submit your NRF application and resolve other housing issues. Homeowners may not apply for NRF without the assistance of a qualified counseling or legal services provider. Service providers do not charge fees for their services.

- Email: <mailto:nrf@cnycn.org>
- Fax: 646-349-1578

NY Hurricane Sandy Recovery Resources

- Call: 646-786-0897
- Website: www.cnycn.org/nrf

New Yorkers with property to rent to storm survivors

DHOPS Team at

- fema-ia-dhops@fema.gov

NYC Buildings Dept

Fees Waived for Hurricane Sandy Repair Work — In the aftermath of Hurricane Sandy, Mayor Bloomberg has signed an emergency order waiving all Department of Buildings application and permit fees for repair work to buildings damaged by Hurricane Sandy. Information for property owners and licensed professionals:

- www.nyc.gov/html/dob/html/news/storm_update.shtml

NYC Department of Homeless Services

Operates emergency housing, shelters, hotels, SOR (Single Occupancy Residence)

- <http://www.nyc.gov/html/dhs/html/home/home.shtml>
- Call 3-1-1

Department of Homeless Services Intake Centers

If you are in need of immediate emergency housing, you should go to a family or single adult shelter intake center.

- ***Families***

The Path Office is the intake center for families in need of emergency housing. The Path office is open 24 hours a day, seven days a week:

Prevention Assistance and Temporary Housing (Path) Office
346 Powers Avenue
Bronx, NY 10454

- ***Adult Families with No Children Under 21***

Adult families with no children under 21 should go to the Adult Family Intake Center (AFIC) -- www.nyc.gov/html/dhs/html/homeless/famserv.shtml#afic -- located in Manhattan. AFIC is open 24 hours a day, seven days a week.

Adult Family Intake Center (AFIC)
29th Street and 1st Avenue
Manhattan, NY 10016

- ***Single Adult Women***

There are three intake centers for single adult women in need of emergency housing:

Brooklyn Women's Shelter
116 Williams Avenue
Brooklyn, NY 11217

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Franklin Shelter
1122 Franklin Avenue
Bronx, NY 10456

Jamaica Armory (Women)
93-05 168th Street
Jamaica, NY 11434

- **Single Adult Men**

There is one intake center for single adult men in need of emergency housing:

30th Street Intake
400-430 East 30th Street (near 1st Avenue)
New York, NY 10016

NYC Housing Recovery

You can get assistance with locating rental apartments if the hurricane displaced you from your home. The rental apartments are:

- in privately owned and managed rental buildings
- for short or long-term lease
- located in all five boroughs
- market-rate or income restricted
- www.nyc.gov/html/misc/html/2012/housing-recovery.html

The terms of the lease and type of housing will depend on your household's specific needs. The supply of this housing is limited, and the majority of housing is located in the Bronx, Brooklyn, and Manhattan. You should register with FEMA before registering for the NYC Housing Recovery program.

- <http://www.nyc.gov/apps/311/allServices.htm?requestType=topService&serviceName=NYC+Housing+Recovery>

NYC Housing Recovery Portal

As a result of Hurricane Sandy, many New Yorkers across the City are unable to stay in or return to their homes. This has created a demand for immediate, short-term and long-term housing in a real estate market that is very tight and has extremely low vacancy rates. **NYC Housing Recovery Portal** helps impacted New Yorkers learn about housing options and provides guidance on how to pursue them on their own or with help from the City.

- www.nyc.gov/html/misc/html/2012/housing-recovery.html

New York Mortgage Coalition

To create and protect affordable home ownership in the New York Metro area. Counseling to assist with affordable housing, insurance issues.

- 50 Broad St Suite 1125, New York, NY 10003
- 212-742-0762
- www.nymc.org

NYC Rapid Repairs

NYC Rapid Repairs is a FREE program to help residential property owners affected by Hurricane Sandy make emergency repairs. These emergency repairs will allow residents to stay in their homes so that

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they can complete more permanent repairs and finishes. Emergency repairs include permanent or temporary restoration of heat, power and hot water, and other limited repairs to protect a home from further significant damage. A homeowner must first register for NYC Rapid Repairs. The City will then schedule an appointment for a qualified NYC Rapid Repairs Team to make certain repairs for all eligible homeowners.

- www.nyc.gov/html/misc/html/2012/rapid_repairs.html

NYC Restore (Restoration Centers)

Helps New Yorkers in the areas most affected by Hurricane Sandy get access to important information and services to help them recover. **NYC Restoration Centers** provide the following types of assistance:

- Food and Nutrition Assistance
 - Temporary Housing Information
 - Health and Medical Benefits
 - Business Restoration
 - Counseling Services
 - Financial Assistance
 - Personal Records and Information
- www.nyc.gov/html/misc/html/2012/dasc.html

Partnership for the Homeless

We've placed a special focus on populations for whom homelessness is on the rise or assistance is underrepresented, developing models of practice that address each of their unique needs.

- **Families and Children** — now comprising the largest segment of New York City's homeless population.
- **Older Adults** — one of the fastest growing and most marginalized homeless constituencies in New York City.
- **Chronically Ill** — especially homeless individuals coping with or at-risk of HIV/AIDS who are often disconnected from health care.

305 Seventh Avenue, 13th Floor

New York, New York 10001

Phone: 212-645-3444

Fax: 212-477-4663

E-mail: info@pftth.org

- partnershipforthehomeless.org/

Red Cross Move In-Assistance Program

The Red Cross will provide financial assistance to clients moving from transitional to long-term accommodations. They will fund expenses such as **first month's rent, security deposits, broker's fees, and moving costs**. **Undocumented people are eligible! Call 877.733.2767.**

Rental assistance

Rental assistance to help pay rent arrears is available from the NYC Human Resources Administration (HRA).

- www.nyc.gov/html/dhs/html/atrisk/behindrent.shtml

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Immigrants and Refugees

New York Immigration Coalition Referral service

The New York Immigration Coalition (NYIC) is an umbrella policy and advocacy organization for more than 200 groups in New York State that work with immigrants and refugees.

- 137-139 W. 25th Street, 12th floor, New York, NY
- 212-627-2227
- www.thenyic.org

Jobs and Unemployment Assistance

Community Service Society

The mission of the Community Service Society is to identify problems which create a permanent poverty class in New York City, and to advocate the systemic changes required to eliminate such problems. CSS will focus on enabling, empowering and promoting opportunities for poor families and individuals to develop their full potential, to contribute to society, and to realize social, economic and political opportunities.

- 105 E 22nd Street, #401, New York, NY 10010
- 212-254-8900
- www.cssny.org

Disaster Unemployment Assistance (DUA)

- 877-358-5306 in NY State, operates 7:30-11
- 877-358-5306 outside NY State, operates 7:30-11

Hurricane Sandy Cleanup Jobs

- <http://www.nyc.gov/apps/311/allServices.htm?requestType=topService&serviceName=Hurricane+Sandy+Cleanup+Jobs>

Legal, Insurance, and Mediation Services

Disaster Legal Services (DLS)

- 800-699-5636, operates M-F, 9-5. Provide name and number of donated legal services.

Insurance Resource Center

The New York State Department of Financial Services is available at Cedar Creek Park daily from 8 a.m to 8 p.m. to offer residents advice on how to file an insurance claim for property damage from Hurricane Sandy. Representatives will also be present from several of the nation's largest insurance companies, including: Allstate, Metlife, New York Life, Travelers, USAA and more. For more information about the Cedar Creek Mega Recovery Center:

- www.nassaucountyny.gov/agencies/OEM/hurricane/MegaRecoveryCenter.html

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Legal Aid Society

The Legal Aid Society is the nation's oldest and largest provider of legal services to the indigent. Founded in 1876, the Society provides a full range of civil legal services as well as criminal defense work, and juvenile rights representation in Family Court. Our core service is to provide free legal assistance to New Yorkers who live at or below the poverty level and cannot afford to hire a lawyer when confronted with a legal problem.

- 199 Water Street, 3rd Floor, New York, NY
- Disaster relief hotline 888 663-6880
- www.legal-aid.org

Legal Services NYC

Legal Services NYC provides free high quality legal help in civil matters to low-income people throughout New York City.

- 350 Broadway, 6th Floor, New York, New York
- Citywide Sandy Recovery Hotline 347-592-2411, operates 10-3 M-F
- www.LegalServicesNYC.org

New York Legal Assistance Group

Founded in 1990, the New York Legal Assistance Group provides high quality, free civil legal services to low-income New Yorkers who cannot afford attorneys. Our comprehensive range of services includes direct representation, case consultation, advocacy, community education, training, financial counseling, and impact litigation. In the wake of Sandy, NYLAG has mobilized a legal aid disaster relief program to help victims of the storm deal in New York City and Long Island with a range of issues.

- 7 Hanover Square, New York, NY 10004
- Storm Response Legal Hotline: 212-584-3365
- Email: stormhelp@nylag.org
- www.nylag.org

New York Peace Institute

Are you in conflict with a landlord, insurance adjuster, family member, or neighbor over Sandy related issues? Mediation may be the tool for you. Even the most difficult disputes can be resolved with the help of professional mediators. Mediation is a free, safe and private way to resolve Sandy related conflicts.

Mediators guide the participants through a series of problem solving steps so they can find their own solutions. Mediators do not make decisions, but rather help the parties to share their viewpoints and generate and evaluate options.

- Alan Gross, Ph.D, Special Projects Coordinator, agross@nypeace.org
- 917-359-0444
- www.nypeace.org

United Policyholders

A national non-profit that has been helping disaster survivors navigate insurance issues on the road to recovery since 1991. The organization offers free tips, sample letters, and an "Ask an Expert" forum online at uphelp.org/Sandy. UP's Executive Director is a native New Yorker and former insurance analyst

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with the New York State Consumer Protection Board. UP does not accept funding from insurance companies.

Muck-out/emergency mold suppression

NYC

- Call 3-1-1

Outside of NYC

- (Long Island and Lower Hudson Valley) Call 2-1-1

Samaritan's Purse

- (516) 568-3980

Stephen Siller Tunnel to Towers Foundation

- 718-987-1931

World Cares

- (212) 563-7570, or visit the website at
- www.worldcares.org/ and fill out a needs intake form under "Get Involved."

The Salvation Army of Greater New York Hurricane Sandy Recovery Program

The Salvation Army of Greater New York is administering outreach to affected individuals and families through our work at Disaster Recovery Centers (DRC), outreach to impacted individuals who remain in shelters & hotels, and ministering services through our local community centers.

Assistance to families and individuals may include:

- Providing financial assistance to meet immediate needs, which could include food, clothing, clean-up supplies, and furniture;
- Moving costs;
- Minor rebuilding or repair costs, which could include household appliances;
- Linking individuals to government and disaster recovery agencies to address unmet needs;
- Providing advocacy and support in navigating the disaster recovery process;
- Providing emotional & spiritual care through our Corps Community Centers.

For more information on recovery assistance, please call the following numbers to be connected to a disaster recovery worker:

- Long Island: (516) 478-4166
- New York City: (212) 337-7339
- Staten Island: (718) 448-8480

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Small Businesses

Empire State Development Agency

- 855-697-7263
- www.empire.state.ny.us/sandyassistance.asp

Hurricane Sandy Business Recovery Information

New York City, including the Department of Small Business Services (SBS) and the New York City Economic Development Corporation (NYCEDC), is coordinating a set of services to assist small businesses in recovering from Hurricane Sandy. For more information, please call 311 and ask for NYC Business Solutions.

- www.nyc.gov/html/sbs/nycbiz/html/home/home.shtml

New York City Small Business Services

Businesses in NYC should apply to the NYS Small Business Development Center (NYBDC) through the NYC Department of Small Business Services Business Solution Centers. For more information, please visit:

- www.nyc.gov/sbs
- or call 3-1-1
and ask for "NYC Business Emergency Loan."

Businesses outside of NYC should apply to the NYBDC through their local NYS Small Business Development Center. To find your local Small Business Development Center, visit:

- www.nyssbdc.org/locations/locations.html
- 518-443-5398

New York State Small Business Emergency Loan Fund

Businesses can apply for loans up to \$25,000.

- 855-NYS-SANDY
- www.esd.ny.gov

Small Business Administration (SBA) loans

Don't let the word "business" in the name U.S. Small Business Administration (SBA) fool you. If you are a homeowner or renter, the SBA is a primary source of federal funds for long-term recovery.

The SBA's low-interest disaster loans of up to \$200,000 can help qualified homeowners repair or replace damaged real estate. In addition, renters and homeowners may get up to \$40,000 to repair or replace damaged personal property. In both cases, these SBA loans are only for damages not covered by your insurance.

After you register for federal assistance, you may receive a letter in the mail with an SBA return address. Open it and complete the forms inside. It's a critical step in the recovery process. Whether or not you want a low-interest loan, if you do not return your SBA application, you may miss out on other assistance from FEMA.

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You must return the SBA application to be considered for FEMA grants that cover personal property, vehicle repair or replacement, and moving and storage expenses. You do not need to repay these grants.

You do not need to return the application to be considered for eligibility for temporary housing assistance, and grants for public transportation, medical, dental or burial expenses.

SBA customer service representatives are available to issue or accept low-interest disaster loan applications and answer questions at all New York State/FEMA disaster recovery centers and 18 SBA business recovery centers. To find the nearest disaster recovery center, check out the disaster recovery center locator at www.FEMA.gov/disaster-recovery-centers or, with a tablet or smartphone, go to m.fema.gov. You may also text "DRC" and your Zip Code to 43362 (4FEMA). For example, if you lived in Staten Island, you would text: "DRC 10301." If you have a speech disability or hearing loss and use a TTY, call 800-462-7585 directly; if you use 711 or Video Relay Service (VRS), call 800-621-3362. To locate the nearest business recovery center, visit www.sba.gov or call 800-659-2955 (TTY 800-877-8339.)

Applicants may also apply online using the Electronic Loan Application via SBA's secure website at DisasterLoan.SBA.gov/ELA. More information is available by calling the SBA Disaster Customer Service Center toll-free number, 800-659-2955 (TTY 800-877-8339.) Assistance is also available by sending an email to DisasterCustomerService@sba.gov or by visiting www.sba.gov.

Transportation

Rockaway Ferry schedule

Seastreak continues to operate a temporary ferry service between the Rockaways and Manhattan.

- www.seastreakusa.com/viewpage.aspx?page=Brooklyn

Volunteering

American Red Cross

The American Red Cross in Greater New York prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The American Red Cross is always there in times of need, aspiring to turn compassion into action so that all people affected by disasters across the country and around the world receive care, shelter and hope.

- 520 West 49th Street, New York, NY, 10019
- 877-733-2767
- www.nyredcross.org

New York Cares

New York Cares meets pressing community needs by mobilizing caring New Yorkers in volunteer service.

- 65 Broadway, 19th Floor
- New York, NY 10006
- General line 212-228-5000, Project sign-up hotline 212-402-1101
- www.newyorkcares.org

NY Hurricane Sandy Recovery Resources

Occupy Sandy

Occupy Sandy is a coordinated relief effort to distribute resources and volunteers to help neighborhoods and people affected by Hurricane Sandy.

- interoccupy.net/occupysandy/volunteer/
- occupysandy@interoccupy.net

Stephen Siller Tunnel to Towers Foundation Headquarters

Volunteers can begin showing up at 8:30am. Those wishing to help victims gut and clean out homes, as well as other various needs, are welcome. 8:30am-5:00pm daily (until further notice for hurricane relief efforts). Contact:

- Anthony Navarino,- Hurricane Sandy Relief Coordinator
- 2361 Hylan Boulevard, Staten Island, NY 10306
- Office: 718-987-1931
- Fax: 718-987-3909
- Cell: 917-607-7408
- tony.navarino@tunnel2towers.org

Stephen Siller Tunnel to Towers Hurricane Relief Center

9:00 am - 3:00 pm daily. Open for hurricane victims from Zone A; must show Identification or FEMA registration. Volunteers for Center can show up starting at 8:30am. Stock shelves, obtain goods from stock for walk-ins, make deliveries to victims' homes as needed, unload trucks.

- 2271 Hylan Boulevard, Staten Island, NY 10306

World Cares Center (WCC)

World Cares Center fosters safe and effective disaster preparedness, response and resiliency within communities. World Cares Center (WCC) collaborates with community groups, municipalities, and relief agencies to more effectively integrate and utilize community volunteers, to prepare citizens to safely participate in their communities' emergency response, and to foster recovery and resilience in those communities affected by disaster. World Cares Center delivers unique educational and resilience-building services through its Disaster Preparation & Trauma Mitigation program. **Debris removal and mold remediation.**

- 520 8th Ave Suite 210B, New York, NY
- www.worldcares.org

Administers Volunteer Coordination Centers in the Rockaways and Staten Island focused on coordinating and training volunteers to aid those affected by Superstorm Sandy. WCC partners with numerous grassroots organizations such and is focused currently on muck-out and mold suppression services.

- For Staten Island services, please contact Michelle Bascome at mbascome@worldcares.org.
- For Rockaways services, please contact Andi Broffman at abroffman@worldcares.org.
- For all other inquiries, please contact World Cares Center at (212) 563-7570 or visit the website at www.worldcares.org/.

Additional Resources for Long Island (Nassau and Suffolk Counties)

Adult care in Nassau County

Adult Protective Services (APS)

Accepts all referrals of adults, over the age of 18 years, who are alleged to be incapable of caring for themselves because of a physical or mental incapacity and/or are abused, neglected or financially exploited by others; and have no one willing or able to assist them responsibly. Services may be provided free, without regard to income. A caseworker will visit the person in his/her home within 24 hours, if the allegation is life threatening; and within 3 working days, if non-life threatening. It uses a case management approach to evaluate eligibility for homemakers, counseling, financial management services, and medical services. Anyone making a referral to Adult Protective Services in good faith is protected from civil liability.

- 516-227-8083.

Adult Preventive Services

provides help for those adults who demonstrate a need for assistance in managing their activities of daily living, Adult Preventive Services is ready to help adults in need. Services may include medical and/or psychiatric support services, homemaking and financial management services.

- 516-227-8083.

Family-Type Homes for Adults

Provides a family living situation for adults who need supervision and care. Caring people open their homes to adults that are mentally or physically impaired who do not require the skilled care of a nursing facility. A request to become a Family-Type Homes for Adults operator or to refer an interested adult may be made directly to the office of Adult Services at:

- (516) 227-8083.

Adult Financial Management Services

Program is available for adults who are not able to manage their finances. It ensures the proper use of a person's income/resources and prevents the mismanagement and financial exploitation of those funds by others. A referral may be made at our Information, Resource and Referral Services Unit by calling:

- 516-227-8395.

Post Institutional Services

Program coordinates with the Department of Mental Health and State private psychiatric hospital units to ensure the proper discharge of patients into the community with the necessary social service support. The coordinator of this program may be reached at:

- (516) 227-8488.

Homemaking Services

Program provides for in-home care for adults who need assistance with their activities of daily living in order to delay or prevent placement in nursing homes or other institutions.

- 516-227-8395.

NY Hurricane Sandy Recovery Resources

Coalition Against Child Abuse and Neglect

Is there a child you know under the age of 18:

- who is being left home alone, not provided with enough food, dressed inappropriately for the weather, or frequently absent from school?
- who is being touched inappropriately or in a sexual manner by a parent or caretaker?
- who is being hit, punched, slapped, kicked, or beaten by a parent or caretaker?
- who you suspect is being abused or neglected by their parent or caretaker?

If you answer YES to any of these questions, please contact:

Coalition Against Child Abuse and Neglect

- 9-5, Monday thru Friday
- 516-747-2966
- www.ccanli.org
- 24 x 7 Maltreatment Hotline: 800-342-3720

Community Development Corporation of Long Island

Offering an emergency home repair loan fund that is available to assist homeowners with loans up to \$5,000 for homeowners whose incomes are under 120% of the area median income, roughly at or below \$129k for a family of four.

- 2100 Middle Country Road, Centereach, NY 11720
- 631-471-1215
- www.cdcli.org.como

Child Care Council Of Nassau, Inc.

Counties Served: Nassau

Ms. Jan Barbieri

Phone: **(516) 358- 9250 ext 11**

Email: JBarbieri@childcarenassau.org

Child Care Council of Suffolk, Inc.

Counties Served: Suffolk

Ms. Janet Walerstein, Executive Director

Mr. Brian Lahiff, Associate Director

Phone: (631) 462-0303/ (631) 462-0444

Email: jwalerstein@childcaresuffolk.org; blahiff@childcaresuffolk.org

Community Development Corporation of Long Island

- 631-471-1215 ext 19 (Suffolk County) 9AM to 5PM Monday through Friday
 - Counseling for Small Business Loans

F.E.G.S Health & Human Services

Disaster case management, crisis counseling, financial assistance counseling.

- 516-496-7550 Monday through Friday 9am to 5pm

NY Hurricane Sandy Recovery Resources

Long Island Association for AIDS Care, Inc.

Since 1986, LIAAC has been a community-based, not-for-profit agency that provides services and support for Long Islanders (1) infected and affected by HIV/AIDS and (2) at high risk for HIV infection and other infectious diseases. LIAAC has long-established relationships with other support organizations in Nassau and Suffolk Counties, including primary healthcare facilities, substance abuse treatment centers, mental health organizations, hospitals, shelters, and soup kitchens. By building these partnerships with other service providers, it enables us to work together in helping thousands in need.

For more information, please contact our hotline at 877.TO.LIAAC

- 60 Adams Avenue, Hauppauge, NY 11788
- (631) 385-2451

Long Island Housing Services, Inc.

Non-profit, HUD-approved Housing Counseling Agency; HUD qualified Fair Housing Enforcement Organization **Tenant-landlord** dispute resolution/ advice/referrals; **Fair Housing: Counseling and Investigations**- violations of local, state and federal Fair Housing laws, assistance to challenge discrimination if available housing is denied or you are treated differently because of race/color, national origin, disability, familial status (families with children under 18), sex/gender, religion, age, marital status, sexual orientation, military status. **Foreclosure Prevention** counseling, legal services, Education- **Avoid and Report Mortgage & Loan Modification Scams**
Referrals/advice to identify/secure storm-related assistance:

- 631-567-5111 or 516-292-0400; email: info@LIFairHousing.org
- www.LIFairHousing.org

Long Island Volunteer Center

(Nassau, Suffolk)

- (516) 564-5482
- disastervolunteer@longislandvolunteercenter.org
- www.longislandvolunteercenter.org

Nassau Coalition Against Domestic Violence

If you or someone you know is being abused and needs help, call:

- Dating/Domestic Violence Hotline: (516) 542-0404

For general questions and information contact us at:

- Phone: (516) 465-4700
- 15 Grumman Road West Suite 1000, Bethpage, NY 11714
- www.cadvnc.org/cadv/

Nassau County Department of Health

- 516-227-9697 Monday through Friday 9am to 4:45 pm
- <http://www.nassaucountyny.gov/agencies/Health/>

Nassau County Department of Social Services

- 516-573-8626 Monday through Friday 9AM to 5PM: Emergency Housing Assistance

NY Hurricane Sandy Recovery Resources

Nassau County Office for the Aging

Resource Data Base

This comprehensive data base has information on programs, services, and resources that are available to persons of all ages who need long-term care assistance.

- www.nassaucountyny.gov/PublicCRD/

Public Information

- 60 Charles Lindbergh Boulevard, Suite #260, Uniondale, NY 11553-3691
- (516) 227-8934
- E-mail to: seniors@hhsnassaucountyny.us

Nassau County SPCA

- **General Phone Number:** 516-812-7771
- **Fax Number:** 516-569-9378
- **E-mail:** generalinquiries@ncspca.us
- **Website:** <http://nassaucountyspca.org/>

Nassau Suffolk Law Services Committee, Inc.

- nslawservices.org/

Nassau County

Hempstead Office: 1 Helen Keller Way – 5th Floor, Hempstead, NY 11550

- (516) 292-8100

Senior Citizen Law Project

- (516) 292-8088

Volunteers Lawyers Project

- (516) 292-8299

Suffolk County

Islandia Office – (serves Suffolk west of Route 112)

- 1757 Veterans Highway – Suite 50, Islandia, NY 11749
- (631) 232-2400

Riverhead Office - (serves Suffolk east of Route 112)

- 313 West Main Street, Riverhead, NY 11901
- (631) 369-1112

New York State Food Resources

Island Harvest (Nassau/Suffolk): Island Harvest can direct you to food distributions and food pantries in your area. They can also provide referrals for many other types of services.

- **Island Harvest Hurricane Relief: 516-294-8528**
- www.islandharvest.org

Long Island Cares Harry Chapin Food Bank

(Nassau/Suffolk) 631-582-3663

Food Bank of the Hudson Valley

(Orange, Rockland, Putnam, Ulster) 845-534-5344

NY Hurricane Sandy Recovery Resources

Food Bank of Westchester County

(Westchester) 914-909-9605

Regional Food Bank of North Eastern NY

(Putnam, Sullivan Ulster, Orange, Rockland) 518-786-3691

Listing for all food pantries within New York State (100+) www.foodpantries.org/st/new_york

North County SPCA

- Website: www.ncspca.org

North Shore Animal League

- 25 Davis Avenue, Port Washington, NY 11050
- (516) 883.7575
- www.animalleague.org/

Sheltering and Temporary Essential Power (STEP) program

Enables families to remain in, or return to, their homes, as a form of shelter while permanent repairs are completed.

- Nassau County STEP: 888-684-4274
- Suffolk County STEP: 888-774-7633

Suffolk County Department of Health

- 631-853-3055, 631-853-3005, 631-854-0100, operates M-F, 9-5, or 631-852-4820 after-hours/weekends

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