



Superstorm SANDY DISASTER ASSISTANCE RESOURCE GUIDE

Long Island Region

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The 2-1-1 Long Island call center is open seven days a week, Monday to Saturday from 10 a.m. to 5 p.m.; Sunday 12 to 4 p.m. for referrals to disaster recovery services and other health & human service resources. Dial 2-1-1 or 1-888-774-7633.

Visit the 2-1-1 website at www.211longisland.org

Government Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
New York Rising”	Recovery hotline: 1-855-NYS-SANDY (1-855-697-7263) 8:30am-4:30pm weekdays For All Housing Inquiries Please Call: 1-844-9NYRISING [844-969-7474] Governor’s Office of Storm Recovery www.nysandyhelp.ny.gov Series of “Frequently Asked Question” Documents at: http://stormrecovery.ny.gov/FAQs	New York Rising programs to help property owners and small businesses that were affected by Superstorm Sandy include: 1) the Housing Recovery program , which provides homeowners with assistance for home repairs/rehabilitation, mitigation and elevation, and buyouts; 2) the Small Business program, which includes small business grants and low-interest loans for businesses recovering from the storms; and 3) the Community Reconstruction Program, which provides for recovery plans which increase resilience and economic development in the regions affected by the storm.	The Governor’s Office of Storm Recovery (GOSR) NY Rising Reconciliation Unit posted documents providing information about Duplication of Benefits, to help better explain the recoupment process. The three documents listed below can be found on the Single Family Homeowner Program page http://stormrecovery.ny.gov/housing/single-family-homeowner-

		<p>DEADLINES Effective March 31, 2016, NY Rising Single Family Homeowner Program closed to applications. The only exception is for applicants who received their first notification of the opportunity to opt-in after January 31, 2016. If you have any questions, or would like to opt-in prior to the deadline, please contact your Customer Representative or call 516-830-4949.</p> <p>Deadline:</p> <ul style="list-style-type: none">• November 15, 2016: <p>Plans/Permits Deadline Enforcement: Applicants who have not returned elevation plans/permits by this date will be deemed ineligible except a limited number.</p>	<p>program on the GOSR website. This page also provides some documents translated into Chinese, Russian, and Spanish.</p> <ul style="list-style-type: none">• NY Rising Reconciliation Duplication of Benefits• NY Rising Reconciliation Frequently Asked Questions• NY Rising Reconciliation Graphic <p>Eligibility for Manufactured Home Relocation and Storage Assistance- All eligible Single Family Housing Program applicants who owned and occupied a damaged mobile/manufactured home at the time of the qualifying storm will be eligible to receive relocation and/or storage assistance as further described at http://stormrecovery.ny.gov/sites/default/files/cr/p/community/documents/20151104_MHU_RelocationAnd_Storage_Policy_FINAL.pdf</p> <p>NY Rising: Demolition and Reconstruction</p>
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<p>NY Rising Affordable Rental Opportunity Program (ARO)</p>	<p>Questions and enhanced support on the application process is available at 516-830-4949. Visit http://stormrecovery.ny.gov/ny-rising-affordable-rental-opportunity-program-aro</p>	<p>The Governor's Office of Storm Recovery developed ARO to restore and replace affordable rental housing placed out of service by Superstorm Sandy, Hurricane Irene, or Tropical Storm Lee (Covered Storms). ARO offers property owners incentives and support to sustain the creation of affordable rental housing. Residential rental property owners who provide housing opportunities to low- and moderate- income (LMI) households are eligible to apply.</p>	
<p>FEMA</p>	<p>1.800.621.3362 TTY 1.800.462.7585 www.disasterassistance.gov</p> <p>http://www.fema.gov/sandy for Superstorm Sandy specific information.</p>	<p>Register by phone or online for federal disaster aid including rental assistance, essential home repairs, personal property losses and other serious disaster-related needs not covered by insurance.</p>	
<p>FEMA National Flood Insurance Program NFIP</p>	<p>NFIP Help Center/Call Center at 1-800-427-4661 for basic NFIP inquiries and general NFIP information; policy, claims or flooding event support; to obtain loss history and questions related to the Preferred Risk Policy (PRP) Eligibility Extension.</p>		<p>National Flood Insurance Program Sandy Claim Review Opt-In Deadline was October 15, 2015</p>

	<p>This website will be updated regularly with new information on reforms and Sandy NFIP claims progress. https://www.fema.gov/hurricane-sandy-nfip-claims</p> <p>View fact sheet at http://www.fema.gov/media-library-data/1431112975087-51ad1f0a233b29dc248dab9f47e7b8d6/NFIP_factsheet_050615.pdf</p>		
<p>NYS Department of Financial Services</p>	<p>Storm Hotline for insurance and banking problems is 1-800-339-1759, open from 8 am – 8 pm weekdays and 10 am – 5 pm weekends. Website: http://www.nyinsure.ny.gov/</p> <p>http://www.dfs.ny.gov/consumer/disascon.htm</p>	<p>Available to provide assistance for storm related insurance issues for property damage from Superstorm Sandy.</p> <p>Online report card system concerning insurance companies who are operating in the areas that were affected by Superstorm Sandy. Allows New Yorkers to see the performance of their insurance company compared to other companies. The report cards will be published on the DFS website at www.NYInsure.ny.gov.</p>	
<p>Small Business Administration (SBA)</p>	<p>1.800.659.2955 TTY 1.800.877.8339 www.sba.gov e-mail disastercustomerservice@sba.gov</p> <p>Small Business Development Centers</p> <p>EOC Hempstead Outreach Center SBDC 269 Fulton Avenue Hempstead, NY 11550 Phone: 516-564-8672</p> <p>Farmingdale State College SBDC Campus Commons Farmingdale, NY 11735 Phone: 631-420-2765</p> <p>SUNY at Stony Brook SBDC Research and Development Park Stony Brook, NY 11794 Phone: 631-632-9070</p>	<p>The Small Business Administration (SBA) provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, nonprofit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.</p>	<p> Reminder for businesses, nonprofit organizations, homeowners, and renters, that the deadline to submit an SBA disaster loan application for losses caused by Hurricane Sandy is December 1, 2016.</p> <p>Apply online using the Electronic Loan Application (ELA) via SBA's secure website at http://disasterloan.sba.gov/ela</p>

	<p>Stony Brook Southampton SBDC Satellite Chancellor's Hall, Room 182 Southampton, NY 11968 Phone: 631-632-5067</p>		<p>OR, download form at www.sba.gov/disaster and mail it back to:</p> <p>U.S. Small Business Administration Processing and Disbursement Center 14925 Kingsport Road Fort Worth, TX 76155</p>
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Disaster Case Management			
<i>PROGRAM</i>	<i>CONTACT</i>	<i>SERVICES AVAILABLE</i>	<i>SPECIAL REQUIREMENTS</i>
Disaster Case Management (DCM)		Disaster Case Management assists with unmet needs following a disaster. Typically available from 1-3 years post-disaster.	Disaster Case Management programs closed on Long Island as of July 29, 2016.

Insurance			
<i>PROGRAM</i>	<i>CONTACT</i>	<i>SERVICES AVAILABLE</i>	<i>SPECIAL REQUIREMENTS</i>
FEMA Office of Flood Insurance Advocate	<p>1800 South Bell Street Arlington, Virginia 20598-3020</p> <p>https://www.fema.gov/national-flood-insurance-program-flood-insurance-advocate</p>	Advocates for the fair treatment of policyholders and property owners by providing education and guidance on all aspects of the National Flood Insurance Program.	
NYS Department of Financial Services	<p>Superstorm Sandy Disaster Insurance Assistance - Storm Hotline for insurance and banking problems is 1-800-339-1759, open from 8 am – 8 pm weekdays and 10 am – 5 pm weekends. Website: http://www.nyinsure.ny.gov/</p>	<p>Available to provide assistance for storm related insurance issues for property damage from SuperstormSandy.</p> <p>Online report card system concerning insurance companies who are operating in the areas that were affected by Superstorm Sandy. Allows New Yorkers to see the performance of their insurance company compared to other companies. The report</p>	

		cards will be published on the DFS website at www.NYInsure.ny.gov and will be frequently updated.	
American Arbitration Association Storm Sandy Mediation Claims - AAA Disaster Recovery Claims Resolution Program	120 Broadway, 15th Floor New York, NY 10271 Toll-free: (855) 366-9767 or (855) 366-9768 Email: StormSandyNYClaimants@adr.org Website: www.adr.org Link to special SuperStorm Sandy web page: https://www.adr.org/aaa/faces/aoe/gc/government/statenaturaldisasterprograms/sandy/sandyNY?	Program uses mediation to resolve insurance claim disputes between homeowners and businesses and their insurance carriers. In February 2013, the NYS Dept. of Financial Services designated the American Arbitration Association (AAA) to provide the mediation services for certain Storm Sandy claims.	
United Policy Holders	www.uphelp.org http://www.uphelp.org/blog/superstorm-sandy-claim-help http://www.uphelp.org/superstorm-sandy	Non-profit organization that assists consumers by guiding them through the insurance claims process. Will be posting updates to the FEMA National Flood Insurance claims review process. Claim Help Library for property and business owners. Contains tips, articles, bulletins, forms, reports, statistics, links, etc.	

COADS			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Community Organization Active in Disaster	Greater Patchogue COAD 15 North Ocean Avenue, Patchogue, NY 11772 631-207-1000 http://www.patchogue.com/foundation/COAD.html https://www.facebook.com/GreaterPatchogueCOAD Long Beach COAD lbcoad@lbcoad.org http://www.lbcoad.org/ https://www.facebook.com/LBCOAD?ref=stream Mastic-Shirley COAD 631-615-8430	COADS enhance citizen and community readiness through providing a framework for community agencies to work in coordination with governmental first responders during times of disaster. COADS do not provide direct services.	

Disaster Organizations			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
American Red Cross on Long Island	1.516.747.3500	Http://app.redcross.org/nss-app provides real time lists of open shelters	
American Red Cross National Hotline	1.866.GET-INFO (866.438.4636)		

Housing Assistance Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
U.S. Department of Housing and Urban Development (HUD) INTERIM MORTGAGE ASSISTANCE PROGRAM	See more at: http://newyork.realestaterama.com/2016/02/19/rep-ricer-announces-hud-extension-of-interim-mortgage-assistance-for-sandy-victims-in-new-york-ID04065.html#sthash.OrMHrbNr.dpuf	Assistance paying the mortgage on a damaged home while displaced. Under the conditions of the extension, after the initial 20-month period the State may determine that a homeowner needs up to 16 additional months of assistance, at which point the State is required to inspect the property to determine if substantial construction progress has been made. If substantial progress has been made, the State may provide IMA for the additional authorized period of time, up to a total of 36 months. If substantial progress has not been made, the extension of IMA will be provided only when the recipient agrees to participate in the newly established construction program within NY Rising's Housing Recovery Program, under which HUD requires the State to contract for and manage the rehabilitation of the IMA recipient's home on the recipient's behalf.	Feb. 19, 2016. HUD has agreed to extend the Interim Mortgage Assistance (IMA) Program beyond 20 months to a total of up to 36 months for victims of Superstorm Sandy in the State of New York who are still displaced. The IMA Program provides up to \$3,000 a month to displaced homeowners who are making monthly mortgage payments on a damaged primary home while also paying for temporary housing.

Home Repair Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Rebuilding Together Long Island	208 Route 109, Suite 204 Farmingdale, NY 11735 631-777-7894 rtliorg@Gmail.Com www.rebuildingtogetherli.org	In 2015, agency was awarded a grant from the NYS Affordable Housing Corporation to repair twelve homes on the south shore of Long Island that still suffer from the devastating effects of Superstorm Sandy. This work will continue throughout 2016.	

Disaster Counseling			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Disaster Distress Helpline	1.800.985.5990 text "talkwithus" to 66746" or "hablanos" to 66746	Operates 24 hours-a-day, seven-days-a-week as a resource to people who are in emotional distress after experiencing a natural or man-made disaster or tragedy. Available to survivors, first responders. Bilingual in 150 languages.	
Catholic Charities - Disaster Action Response Team (DART)	516.442.3747	A new service developed to assist those impacted by Superstorm Sandy who are concerned about the ongoing stress they and their families continue to experience. Trained, licensed social workers and a licensed clinical social worker will be available to assist clients by providing support and counseling for various forms of post-disaster distress that have resulted in anxiety, depression, and severe stress. Clinical therapy, trauma counseling and referral to supportive services are available at no cost to clients of all ages, in their homes, or at the Catholic Charities Freeport office.	Program available through May 2018.

Legal Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Touro Law School Pro Bono Storm Help Center - "TLC- HEART"	<p>631- 761-7198 or email tlcheart@tourolaw.edu. 9-5 M-Th; 9-3 F</p> <p>Touro Law Center has created an Insurance Checklist. It focuses on the upcoming and critical proof of loss requirement in the flood insurance program, and also has information on the flood insurance statute of limitations, RCV issues, homeowner policy deadlines, and other tips.</p> <p>To access the checklist, visit the TLC-HEART website www.tourolaw.edu/tlcheart.</p>	<p>Provides referrals, assistance and legal advice for local residents and small businesses affected by Superstorm Sandy. Staffed by volunteer lawyers and law students, center will provide</p> <ul style="list-style-type: none"> •assistance in assessing eligibility and completing application forms • free legal consultation and advice on storm-related legal issues (insurance, landlord-tenant, consumer complaints, unemployment) •Free Legal Clinics scheduled regularly. Call for information. 	
New York Legal Assistance Group (NYLAG)	<p>Superstorm Sandy issues Call 212.381.0701 Monday through Friday 9:00 am – 5:00 pm or email stormhelp@nylag.org</p>	<p>Offering legal aid disaster relief program to help victims of Superstorm Sandy, including residents of Nassau and Suffolk. FEMA and other disaster program benefits, insurance claims and disputes, Landlord/tenant, Mortgage, Consumer Matters, Accessing & Continuing Public Benefits, Immigration, Employment.</p>	<p>Service to remain open through 2017.</p>
Nassau County Bar Association 15th St. & corner of West Street, Mineola	<p>Superstorm Sandy Recovery Consultation Clinics</p> <p>516-747-4070 or visit http://www.nassaubar.org for a current schedule.</p> <p><i>Attorneys fluent in Spanish, Korean, Russian, Haitian Creole or other languages will be made available upon request when registering.</i></p>	<p>Offering free legal clinics for all residents of Nassau County affected by Superstorm Sandy. Clinics are 3-6 p.m. at the Nassau County Bar Association twice a month. Reservations are required by calling the Bar Association at 516.747.4070.</p>	

Utilities			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
National Grid	<p>Smell gas, call 1-800-490-0045</p> <p>Do not smell gas but have no gas service, call 1-800-930-5003</p> <p>Customer support Long Island: 1-800-930-5003 Hearing/speech-impaired: 1-631-755-6660 en español: 1-800-930-5003</p> <p>https://www1.nationalgridus.com/NewYork</p>	Gas leak and gas emergencies. Available 24/7.	
PSEG Long Island	<p>Outages/Emergencies: 1-800-490-0075 or 631-755-6900 www.psegliny.com</p> <p>Report an outage by texting "OUT" to PSEGLI (773454). Requires one time registration. To register text REG to 773454 or visit My Account.</p> <p>Outage Map at https://www.psegliny.com/c.cfm/Outage</p>	To report an outage or downed wires 24/7.	
Freeport Electric	<p>Emergency Phone: 516-378-0146 service1@freeportelectric.com</p>		
Village of Rockville Centre, Electric Department	24/7 Power Emergency hotline: 515-766-5800		
Village of Greenport, Electric	After Hours Utilities Emergencies: 631-477-0172		

Building Dept. Contacts			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Nassau County	https://www.nassaucountyny.gov/3482/Building-and-Zoning-Permits	Lists County jurisdictions with online option to check regarding building permits.	

Town of Hempstead	Building Department hotline for Sandy recovery related inquiries. 516-801-5642. Visit http://www.toh.li/building-department/hurricane-recovery-information		
Town of Babylon	Planning & Development, Division of Building 631-957-3103		
Town of Oyster Bay	Building Division 516-624-6200		
Town of Brookhaven	Building Division 631-451-6333		
Town of Islip	Planning & Development, Building Division 631-224- 5466		
Town of Riverhead	Riverhead Building Department 631-727-3200 ext. 213		
City of Long Beach	516.431.1000 Residential Rebuilding Assistance Program 516-705-7222 or RRC@longbeachny.gov		



Town Emergency Contacts: for emergency alerts, cancellations and updates.

PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Town of N. Hempstead	3-1-1 or 516-869 6311; www.northhempstead.com	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Hempstead	516-489-5000; www.toh.li	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Oyster Bay	516-624-6350; 24-hour Operations Center 516-677-5757; www.oysterbaytown.com	Town Emergency Contacts for emergency alerts, cancellations and updates.	
City of Glen Cove	516-676-2000; Public Works 516-656-2967; www.glencove-li.us	Town Emergency Contacts for emergency alerts, cancellations and updates.	
City of Long Beach	516-431-1000; www.longbeachny.org	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Babylon	631-957-3000; 24-hour emergency number 631-422-7600; www.townofbabylon.com	Town Emergency Contacts for emergency alerts, cancellations and updates.	

Town of Brookhaven	631-451-8696; Emergency Management 631-451-TOWN; www.brookhaven.org	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of East Hampton	631-537-7575; www.easthamptonny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Huntington	631-351-3000; Emergency Manager 631-351-3030; Public Safety 631-351-3234; www.huntingtonny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Islip	Emergency Management 631-224-5730/after hrs. 631-224-5306; www.townofislip-ny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Riverhead	631-727-3200; Emergency Office 631-727-3200 ext. SOS "767" ; www.townofriverheadny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Shelter Island	631-749-0291; www.shelterislandtown.us	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Smithtown	631-360-7512; Emergency Management 631-360-7512; www.smithtownny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Southampton	631-283-6000; Emergency Management Office 631-728-3400; www.southamptontownny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	
Town of Southold	Emergency Management 631-765-2784; www.southoldtownny.gov	Town Emergency Contacts for emergency alerts, cancellations and updates.	