

Referral Guide – Tropical Cyclone Ida
For more resources, please visit [nyc.gov/ida](https://www1.nyc.gov/ida)

Service	Service Provider	Explanation of Services	Contact Information
<u>Business Assistance</u>	Department of Small Business Services (SBS)	Support for small businesses who experienced storm related damage.	https://www1.nyc.gov/site/sbs/about/contact-us.page SBS Hotline: 888-SBS-4NYC (888-727-4692)
	US Small Business Administration (SBA)	Information about low-interest disaster loans to help businesses, renters, and homeowners recover from declared disasters.	https://www.sba.gov/funding-programs/disaster-assistance https://www1.nyc.gov/assets/em/downloads/pdf/ida/sba_of_fers_disaster_assistance.pdf SBA Disaster Assistance Customer Service: 1-800-659-2955
<u>Clean-up Financial Assistance</u>	FEMA Clean and Sanitize Assistance (CSA)	<p>FEMA may provide a limited amount of financial assistance to applicants with disaster-caused real property damage that did not render the home uninhabitable. Clean and sanitize assistance (CSA) is intended to ensure minimal damage to the home is addressed in order to prevent additional losses and potential health and safety concerns.</p> <p>Conditions of Eligibility: The pre-disaster primary residence (whether they rent or own) is located in an area designated for FEMA disaster assistance (e.g., Bronx, Brooklyn, Queens, Staten Island). Based on a FEMA inspection, the applicant has disaster damage recorded or, for renters, noted clean-up actions are needed or have been taken. The damage is not covered by the applicant's insurance. FEMA determines the applicant's disaster-damaged primary residence is safe to occupy.</p> <p>Limitations and Exclusions</p> <ul style="list-style-type: none"> • CSA is limited to \$300 per eligible household. • CSA will be awarded as a one-time payment 	<p>There are no actions needed on the applicants part as those who meet the eligibility criteria will be automatically enrolled.</p> <p>Applicants with questions can contact the FEMA Helpline at 1-800-621-3362 or TTY: 1-800-462-7585 from 7 a.m. to 1 a.m. ET, 7 days a week.</p> <p>Eligible applicants may also apply for cleaning and sanitizing assistance at: https://www1.nyc.gov/site/em/resources/ida.page#csa</p>

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<u>Clean-up Services</u>	Crisis Clean-up	<p>Provides volunteer assistance cleaning up flood damage from post-tropical storm Ida. Crisis Clean-up will connect you with volunteers from local and national relief organizations who can help with:</p> <ul style="list-style-type: none"> • Drywall, flooring, & appliance removal • Mold mitigation • Cut fallen trees <p>All services are free, but service is not guaranteed due to overwhelming need.</p>	Call 917-243-1005
<u>Disaster Assistance</u>	Federal Emergency Management Agency (FEMA)	<p>Individual Assistance applications and claim follow-ups.</p> <p>Eligibility Information: All applicants need a photo ID, household composition information, income or bank information, and documentation of assets. "Help After a Disaster" Brochures: https://www.fema.gov/assistance/individual/brochure are available in 27 languages, and contain information about disaster assistance provided by FEMA, which consumers can apply for whether they have insurance or not. Note: If you have insurance, you should file a claim with your insurance company immediately. FEMA assistance cannot aid with losses already covered by insurance.</p> <p>Visit https://www.fema.gov/disaster/4615 for frequently asked questions and additional information regarding this federal disaster declaration and available assistance.</p>	<ul style="list-style-type: none"> • Apply for disaster assistance and report damage to your property at https://www.disasterassistance.gov/ or visit https://www.fema.gov/disaster/hurricane-ida for more information. • Call 7 a.m. to 1 a.m. ET, 7 days a week: <ul style="list-style-type: none"> ○ 1-800-621-3362 (711 or VRS available) ○ TTY: 1-800-462-7585 <p>If you use a relay service (a videophone, InnoCaption, CapTel, etc.), please provide your number assigned to that service. FEMA must be able to contact you. Be aware that phone calls from FEMA may appear to come from an unidentified number.</p>

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<u>Financial Assistance</u>	<i>Department of Financial Services (DFS)</i>	The New York State Department of Financial Services can provide residents and business owners impacted by the storm with insurance information regarding policy coverage for losses and suggestions on how to document their losses and safeguard their property.	www.dfs.ny.gov The DFS Hotline is staffed Monday - Friday, from 8:30 AM to 4:30 PM. Call (800) 342-3736 or send an email to consumers@dfs.ny.gov. DFS Disaster Hotline: (800) 339-1759 for banking, insurance and claims issues
	<i>Department of Labor (DOL)</i>	Provides information on the Excluded Worker Fund (EWF), unemployment insurance, veteran’s services, workforce development, youth, and career services.	Applicants can apply online 24/7, and the New York State Department of Labor’s multi-lingual call center is available seven days a week, from 7 AM to 7 PM, call 888-209-8124. www.labor.ny.gov/floodhelp
	<i>Catholic Charities of Brooklyn & Queens (CCBQ)</i>	Case management and referrals limited financial assistance through Community Outreach Centers	https://www.ccbq.org/get-help/emergency-assistance/ Call (718) 722-6001
	<i>Hebrew Free Loan Society</i>	The Hebrew Free Loan Society has set up three new storm damage loan programs for people who may not have access to other forms of financial assistance. These can cover expenses related to storm damage, including repairs and renovations, extensive cleanup and mold remediation, replacement of personal belongings and household essentials, and temporary relocation.	https://hflls.org/loan-programs/storm-damage/ Or call (212) 687-0188.
	<i>U.S. DEPT. OF TREASURY, DISASTER ASSISTANCE AND EMERGENCY RELIEF PROGRAM</i>	Individuals who have damaged or lost property in a federally declared disaster area may be able to get money back from the IRS. They can receive faster refunds by claiming disaster losses on their tax return for the prior year. This is usually done by filing an amended return.	https://www.irs.gov/newsroom/help-for-victims-of-hurricane-ida or call: 787-522-8660
	<i>OPERATION HOPE</i>	Financial literacy: Operation HOPE focuses on financial dignity and inclusion. They equip young people and adults with the financial tools and education to secure a better future. (AG NOTE: including disaster survivors)	https://operationhope.org or call 1-888-388-HOPE (4673)

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<u>Food Assistance</u>	<i>Salvation Army</i>	Local emergency food programs including food pantry distribution and soup kitchen meals.	Find the Salvation Army Corps Community Center nearest you: https://easternusa.salvationarmy.org/eastern-territory/location-search/
	<i>Catholic Charities of Brooklyn & Queens (CCBQ)</i>	Emergency Food Distributions and resource fairs (see website for dates and locations). 20 Food Pantries (see website for listing).	https://www.ccbq.org/liveitup/ https://www.ccbq.org/service/food-pantry-network/ Or call: (718) 722-6001 Monday - Friday, 9 a.m. to 5 p.m.
	<i>City Harvest</i>	<ul style="list-style-type: none"> • Food Pantry • Soup Kitchens • Mobile Markets 	Need help locating food pantries around the city? Visit https://www.cityharvest.org/food-map/

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<u>Housing Assistance</u>	Department of Buildings (DOB)	Water removal referrals, homeowner rebuild guidance, and contractor guidance <ul style="list-style-type: none"> • Eligibility Information: Residence must currently have over 4 inches of standing water. 	https://www1.nyc.gov/site/buildings/dob/contact-us.page Main Number: (212) 566-5000 Online Help Form: www.nyc.gov/dobhelp
	Department of Housing Preservation and Development (HPD)	Information for renters, resources for homeowners, and housing resources and information.	<ul style="list-style-type: none"> • For general inquiries, please call 212-863-6300 Business Hours: Monday - Friday: 9 AM - 4 PM • https://www1.nyc.gov/site/hpd/contact/contact.page
	Emergency Rental Assistance program (ERAP)	May provide Rental Arears and utility payments for rents accrued on or after March 13, 2020. Applications are only still being accepted for Households with income over 80 percent and up to 120 percent of area median income.	Visit: https://otda.ny.gov/programs/emergency-rental-assistance

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<p><u>ID Services</u></p>	<p>Department of Motor Vehicles (DMV)</p>	<p>DMV aids in obtaining duplicate documentation such as vehicle title, license, identification and/or vehicle registration. <i>Please note: individuals will need to go through their insurance if their car has been impacted.</i></p>	<p>Visit www.Dmv.ny.gov to make a reservation.</p>
	<p>Mayor’s Office of Immigrant Affairs (MOIA)</p>	<p>Helps community members who have lost their identification cards obtain an IDNYC and answers immigration-related questions and concerns.</p>	<p>Community member can submit immigration-related requests or ask questions by calling 212-788-7654 or by emailing AskMOIA@moia.nyc.gov</p>
<p><u>Insurance</u></p>	<p>National Flood Insurance Program (NFIP)</p>	<ul style="list-style-type: none"> • How to Start Filing Your Claim provides NFIP policyholders with information about how to start filing claims under their flood insurance policies. • How to Document Damage offers tips on how consumers should document their flood damage and take steps to stop the spread of mold • NFIP Claims Handbook contains detailed, step-by-step guidance on the things NFIP policyholders need to know about filing their flood claims. 	<p>How to start filing your claim: https://www.floodsmart.gov/start</p> <p>How to document damage: https://www.floodsmart.gov/flood/document-damage</p> <p>NFIP Claims Handbook: https://bit.ly/claimshandbook</p>
	<p>DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)</p>	<p><i>MORTGAGE INSURANCE FOR DISASTER VICTIMS SECTION 203(H)</i>. The Section 203(h) program allows the Federal Housing Administration (FHA) to insure mortgages made by qualified lenders to victims of a major disaster who have lost their homes and are in the process of rebuilding or buying another home.</p>	<p>Phone: 800-569-4287 Email: answers@hud.gov Website: www.hud.gov/answers</p>

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<u>Mental Health Assistance and Emotional Spiritual Care</u>	<p align="center">NYC Department of Health and Mental Hygiene (DOHMH)</p>	<p>Mental health/emotional support, primary care information, health insurance eligibility, health care access information, and medication referrals</p>	<p>24-hour hotline: 888-NYC WELL (888-692-9355) Text "WELARCL" to 65173 Disaster Distress Helpline (24/7 hotline): 1-800-985-5990. For Spanish, press 2. MS text "TalkWithUs" to 66746. For Spanish text "Hablamos" to 66746. Visit: www.disasterdistress.samhsa.gov</p>
	<p align="center">NY State Office of Mental Health (NYS OMH)</p>	<p>NYS OMH provides emotional support services for people who are in crisis or have experienced a traumatic event.</p>	<p>www.Omh.ny.gov 1-800-597-8481</p>
	<p align="center">New York Disaster Interfaith Services (NYDIS)</p>	<p>Referrals to spiritual care providers and trained disaster chaplains</p>	<p>Call: 212-669-6100, Monday - Friday, 9am - 5pm</p>
	<p align="center">SAMHSA DISASTER DISTRESS</p>	<p>The Disaster Distress Helpline is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.</p>	<p>Call or text 1-800-985-5990 to connect with a trained crisis counselor</p> <ul style="list-style-type: none"> American Sign Language, click the "ASL Now" button on Disaster Distress Helpline's website or call 1-800-985-5990 from your videophone

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<u>Public Assistance Benefits</u>	<i>Office of Child and Family Services (OCFS)</i>	OCFS provides assistance finding childcare, childcare provider grants, and afterschool care referrals.	Visit www.ocfs.ny.gov or call 1-800-345-5437 for more information.
	<i>Office of Temporary and Disability Assistance (OTDA)</i>	OTDA provides social services, such as rental assistance, refugee assistance, and assistance through the Department of Disability Determinations.	Visit www.OTDA.ny.gov or call 855-355-5777 for more information.
	<i>Department for the Aging (DFTA)</i>	Homebound meals, community centers, case management, employment services (55+). Eligibility Information: 60+ for senior centers and 55+ employment criteria.	https://www1.nyc.gov/site/dfta/about/contact-the-department-for-the-aging.page 212-Aging-NYC (212-244-6469) or call 311
	<i>Human Resources Administration (HRA)</i> <i>Department of Social Services (DSS)</i>	Application assistance for: <ul style="list-style-type: none"> • Intake • Cash Assistance Programs • Emergency SNAP benefits • Medicaid Eligibility Information: Eligibility varies on program, but all applicants will need photo ID, household information, income or bank information, and documentation on assets.	Visit The Human Resources Administration (HRA) ACCESS HRA website for emergency help with apartment expenses. After submitting an application, HRA will call you within seven (7) days. Documents may be required. https://www1.nyc.gov/site/hra/help/i-need-help.page https://a069-access.nyc.gov/accesshra/

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<u>Information and Referrals</u>	<i>Catholic Charities Community Services, Archdiocese of NY (CCCS)</i>	The CCCS Helpline provides information and referral to our programs within CCCS and also to other agencies. CCCS provides a variety of services in Manhattan, the Bronx, and the lower Hudson Valley.	CCCS Helpline: 888-744-7900 Visit our website: https://cccsny.org/our-services Contact us online: https://cccsny.org/contact-us
	<i>New York State Department of Health (DOH)</i>	DOH provides guidance on flood cleanup and home repair, including guidance on mold and other contaminants. Additionally, DOH advises on how to avoid injury and sickness following a flood, drinking water safely and how to prevent carbon monoxide poisoning.	https://health.ny.gov/
	<i>NYC Comptroller’s Office</i>	Assistance filing water damage or loss claims	(212) 669-3916 https://comptroller.nyc.gov/services/for-the-public/claims/file-a-claim/
	<i>STATEN ISLAND COMMUNITY ORGANIZATIONS ACTIVE IN DISASTER (COAD)</i>	The Staten Island COAD provides post-storm resources that are available.	http://sinfpa.org/hurricane-ida
	<i>DISABILITY & DISASTER HOTLINE</i>	The Partnership for Inclusive Disaster Strategies’ Disability & Disaster Hotline provides information, referrals, guidance, and resources to people with disabilities, their families, allies, organizations assisting disaster impacted individuals with disabilities.	Phone: 1-800-626-4959 <ul style="list-style-type: none"> • Accessible and multilingual information to callers, including via videophone for Deaf callers, upon request to info@disasterstrategies.org

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<u>Pet Assistance</u>	<i>American Society for the Prevention of Cruelty to Animals (ASPCA)</i>	ASPCA can provide pet supplies.	referrals@aspca.org
	<i>Animal Care Centers (ACC)</i>	Provides pet lost & found services.	Call 212-510-7107