

DISASTER ASSISTANCE RESOURCE GUIDE

Hudson Valley Region

Version 19 – 09/29/2011

For up-to-date information on this guide, visit www.hudson211.org (updated daily)



*To help people locate assistance for needs caused by Hurricane Irene
2-1-1 Hudson Valley Region is responsible for updating and distribution of this resource guide.*

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INTRODUCTION

This resource guide is intended to help people locate assistance for needs caused by Hurricane Irene. 2-1-1 Hudson Valley Region is responsible for updating and distribution of this guide. All suggestions, corrections, and information on how to make this a better resource for both victims of disaster and helping organizations that serve them are welcomed and should be sent to 2-1-1 via LMathew@uwwp.org. Please note that this guide is organized by general services, by county, and in certain circumstances, by town or city.

RECOVERY SERVICES: Programs & Agencies

If you have been affected by Hurricane Irene in the Hudson Valley, please dial 2-1-1 or 1-800-899-1479 to find out what disaster related services are available in your area, 8 am – 8 pm, 365 days a year. In addition, 2-1-1 provides comprehensive information and referral services to the Hudson Valley Region or visit www.hudson211.org for up-to-date information.

American Red Cross Assistance

American Red Cross relief focuses on meeting the immediate emergency disaster-caused needs of individuals and families.

Dutchess Red Cross: (845) 471-0200

Orange Red Cross: (845) 673-5693

Putnam Red Cross: (845) 878-7265 or (845) 938-4100

Rockland Red Cross: (845) 358-0833

Sullivan Red Cross: (845) 796-0461

Ulster Red Cross: (845) 338-7020

Westchester County Red Cross: (914) 946-6500

American Red Cross National Hotline: (866)-GET-INFO (866-438-4636)

American Red Cross Blood Services: (800)-REDCROSS (800-733-2767) or visit www.redcrossblood.org

FINANCIAL BENEFITS

FEMA ASSISTANCE

FEMA provides funding and assistance to local residents (renters and homeowners) and businesses who have sustained loss of or damage to property that is not covered by insurance. Contact your insurance company first: If you are NOT covered for the storm damage by your insurance company, you may be eligible for federal aid. You will need to obtain a letter from your insurance company saying you are not covered for damage from the storm. Applicants can feel confident that the information they provide is used only to access disaster recovery assistance, according to the head of disaster recovery operations in New York for the Federal Emergency Management Agency (FEMA).

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The aid is available to citizens, non-citizen nationals, and qualified aliens. Qualified aliens include those with legal permanent residence (shown by green cards). Their status will not be jeopardized by requesting disaster assistance.

A minor child who is a citizen, non-citizen national or qualified alien can have a parent or guardian who is not eligible apply for assistance on the child's behalf. No information will be gathered on the adult's status.

The status of qualified alien includes:

- ✓ legal permanent residents (those with green cards),
- ✓ those with refugee or asylum status,
- ✓ those whose deportation has been withheld,
- ✓ those on parole into the U.S. for at least one year for humanitarian purposes,
- ✓ those with conditional entry,
- ✓ those who are Cuban-Haitian entrants,
- ✓ and those with petitions for relief based on battery or extreme cruelty by a family member.

The application for assistance from the Federal Emergency Management Agency (FEMA) requires applicants to certify that they are either citizens, non-citizen nationals or qualified aliens. FEMA conducts random audits of applications to verify U.S. citizenship and qualified alien documentation issued by the Immigration and Naturalization Service. However, assistance can be given as long as someone in the household is entitled to it, and no information will be gathered regarding the status of others in the household.

Individual Assistance (IA): Is disaster assistance directed to families, individuals, and businesses within a disaster area. Applications can be submitted by calling 1-800-621-FEMA (3362), or filing on-line by logging onto www.disasterassistance.gov. Hearing impaired individuals using TTY may call 1-800-462-7585. These phone lines are available from 7 AM to 10 PM seven days a week until further notice.

Counties eligible for Individual Assistance

- Dutchess
- Orange
- Rockland
- Sullivan
- Ulster
- Westchester
- Putnam

In addition, it is recommended to have the following information ready when applying for assistance:

- Your Social Security number
- Current and pre-disaster address.
- A description of your losses that were caused by the disaster.
- Insurance information.
- Directions to your damaged property.
- A telephone number where you can be contacted.
- Total household annual income
- A routing and account number from your bank (only necessary if you want to have disaster assistance funds transferred directly into your bank account).

After you've completed your application for assistance, you will receive a FEMA application number. Write down this number and keep it for future reference. This number can also be used for identification at banks, airlines, etc if your identification has been destroyed.

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Rental Assistance: New York State storm survivors who lost their home because of damages caused by Hurricane Irene and Tropical Storm Lee may be eligible to receive rental assistance, the New York State Office of Emergency Management (NYSOEM) and the Federal Emergency Management Agency (FEMA). FEMA's Individual and Households Program (IHP) offers funds to rent alternative housing for a limited period of time while repairs are made to the dwelling, and a free referral service to find a safe replacement rental property.

Residents should first apply by calling the FEMA Helpline at 1-800-621-3362; TTY 1-800-462-7585. Multilingual assistance is available by phone. Lines are open from 7 a.m. to 10 p.m. ET, seven days a week until further notice.

Applicants can also register online at www.DisasterAssistance.gov or with a Smartphone at m.fema.gov. **The deadline to apply is October 31, 2011.**

Have the following information at hand when calling:

- Your Social Security number;
- A general list of damages and losses you suffered;
- Clear directions to the property that was damaged;
- Current mailing address and phone number;
- Insurance information;
- General financial information; and
- Bank account code if you wish to speed up your assistance with direct deposit.

Storm Survivors Storm survivors who are looking for a place to rent should request rental resources by:

- Calling the FEMA Helpline 1-800-621-3362 and asking for rental resources by town, county, number of bedrooms, accessibility and other criteria.
- Visiting the nearest Disaster Recovery Center (DRC) and consulting a FEMA specialist.
- Going online to the FEMA Housing Portal at <http://asd.fema.gov/inter/hportal/home.htm> and searching available properties by location, rent amount, accessibility, and other criteria.
- Visiting the New York State website: <http://www.nyhousingsearch.gov/>.

New Yorkers who have a property to rent to a storm survivor should call the FEMA Helpline 1-800-621-3362 and provide:

- Address of rental property;
- Monthly rent;
- Number of bedrooms;
- If the property is accessible to people with disabilities; and
- If you accept pets, and the deposit required for pets, if any.

FEMA Assistance for Immigrant Families

FEMA helps the household, therefore if anyone in the household qualifies (a child born on the US, or a parent with a green card), then the family would qualify for help.

Post-Application Process:

If an inspection is required to process your application, an inspector will contact you to make an appointment to visit your property and assess the damage about 10 days after your application has been filed.

Within about 10 days of the inspector's visit, you will receive a letter from FEMA informing you of the decision on your request for help. FEMA will mail you a copy of your application and an applicant's guide that will answer many of your questions.

- If you are eligible for help, the letter will be followed by a U.S. Treasury/State check or there will be a transfer of cash to your bank account. The letter will explain what the money can be used to pay for. You should use the money given to you as explained in the letter.

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- If you are not eligible for help, the letter will give the reason for the decision. You will be informed of your appeal rights in the letter from FEMA.

What to do if FEMA Assistance is denied:

A denial letter does not necessarily mean that an applicant is ineligible for assistance. It may mean that the information provided is incomplete. Make sure that clients have submitted sufficient documentation of identity, ownership and disaster damage. Complete and return the US Small Business Administration loan application. For information on how to appeal a denial letter go to http://www.fema.gov/assistance/process/case_review.shtm

To Report False Damage Claims:

If you suspect someone is filing false damage claims please report it to (800) 323-8603

Public Assistance (PA): Provide assistance to State, Tribal and Local Governments, and certain types of Private Nonprofit organizations for emergency work and the repair or replacement of disaster-damaged facilities.

Counties eligible for public Assistance

- Dutchess
- Rockland
- Ulster
- Westchester
- Putnam

Hazard Mitigation Grant Program (HM): (Assistance for actions taken to prevent or reduce long term risk to life and property from natural hazards): All counties in the State of New York are eligible to apply for assistance under the Hazard Mitigation Grant Program.

FEMA Disaster Recovery Centers (DRC): Disaster Recovery Centers (DRCs) are open to assist individuals, households, and businesses affected by Tropical Storm Irene. Residents are encouraged to register with FEMA before visiting a center.

At the DRC visitors can expect to:

- Receive information about different types of state and federal disaster assistance
- Get help completing low interest loan applications from the US Small Business Administration for homeowners, businesses, and renters.
- Inquire about the status of applications for federal assistance
- Possibly receive referrals to agencies for unmet needs
- Learn cost-effective mitigation measures to reduce the impact of future disasters

Presently Open Disaster Recovery Centers

Dutchess County: Closed

Orange County: Closed

Putnam: Closed

Rockland County: 1 Provident Bank Park Drive, Pomona, NY, 10970, Monday through Saturday from 8am – 8 pm

Ulster County – Business Resource Center, 1061 Development Court, Ulster Avenue, Kingston, NY 12401, Monday through Saturday from 8:00 am to 8:00 pm

Westchester County - closed

Disaster Loans (SBA) Provides low interest loans to homeowners, renters, and businesses of all sizes and private, non-profit organizations to repair or replace real estate, personal property, machinery, and equipment, inventory, and business assets that have been damaged or destroyed in a declared disaster. Homeowners may be eligible to borrow up to \$200,000 for real property. Renters and homeowners may borrow up to \$40,000 for replacement of disaster-damaged property. Businesses may apply for up to \$2 million for losses not fully covered by insurance. SBA loans are made for

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the repair or replacement of real or personal property, transportation or rental of equipment to help with recovery, and economic loss. The loan application process can be obtained by calling the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the deaf and hard-of-hearing) or by sending an e-mail to disastercustomerservice@sba.gov. Those affected by the disaster may also apply for disaster loans electronically from SBA's website at <https://disasterloan.sba.gov/ela/>. The filing deadline to return applications for physical property damage is **October 31, 2011**. The deadline to return economic injury applications is **May 31, 2012**.

Counties eligible for both Physical and Economic Injury Disaster Loans from the SBA:

- Dutchess
- Ulster

Counties are eligible to apply only for SBA Economic Injury Disaster Loans:

- Orange
- Putnam
- Sullivan

NYS Insurance Claims: If you have homeowner's insurance and sustained any damage, start collecting documents to support any claim. Flood damage is often not covered under many policies. The NYS Insurance department opened Hurricane Irene information hot line from 8 AM to 8 PM, 1-800-339-1759 or visit <http://www.ins.state.ny.us/> for more information.

Disaster Food Stamp Benefits (D-SNAP) is available for Storm Victims in Dutchess, Orange, Ulster, and Westchester County. This benefit is available through Department of Social Services in each county. The Disaster Food Stamp Benefits Program is designed to help those most severely impacted by the storm provide meals for their families. It is important that families act quickly and apply for this help, as it is only available for a limited time. Apply through local disaster recovery center (DRC) or local DSS food stamp office. Applications must be made in person.

To qualify for disaster food stamp benefits, applicants:

- Must have lived in the county at the time of the disaster. Applicants may be eligible if they are temporarily living outside of the disaster area but within New York State at the time of the disaster.
- Must plan on purchasing food during the month of September.
- Must have experienced at least one of the following:
 - Loss of food or food stamp benefits.
 - Damage to, or the destruction of, the household's home or self-employment business.
 - Disaster-related expenses not expected to be reimbursed during the month of September (e.g. home or business repairs, temporary shelter expenses, etc.).
 - Loss or inaccessibility of income including reduction or termination of income, or a delay in receipt of income for half a month.
 - Inaccessible liquid resources (e.g. banks are closed due to the disaster).

Dutchess County: Department of Social Services, 60 Market Street, Poughkeepsie, NY 12601 or Dutchess Government Center located at 131 County House Road in Millbrook, 845-486-3000. Deadline is September 29th, 2011

Ulster County: Department of Social Services, 1051 Development Court, Kingston, NY 12401, 845-334-5200. Deadline is September 28th, 2011

Orange County: Department of Social Services, Box Z-11 Quarry Road, Goshen, NY 10924, 845-291-4000. Deadline is September 30th, 2011

Westchester County: Deadline is September 28th, 2011

Mount Vernon: Department of Social Services, 100 East First Street, Mount Vernon NY 10550, 914-813-6164,

Peekskill: Department of Social Service s, 750 Washington Street, Peekskill NY 10566, 914-862-5078

White Plains: Department of Social Service s, 85 Court Street, White Plains NY 10601, 914-995-5889

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Yonkers: Department of Social Services, 131 Warburton Avenue, Yonkers NY 10701, 914-231-2653

Replacement Food Stamp Benefits

Food Stamp households that have lost food due to flooding and or power outages may be eligible for replacement food stamps, please contact NOEP (Nutrition Outreach and Education Program Coordinators):

Catholic Charities Community Services, Archdiocese NY 78 Hudson Avenue, Haverstraw, NY 10927 www.catholiccharitiesny.org NOEP Coordinator: Tomasa Mandes Phone: 845-942-5791 ext 14 tomasa.mandes@archny.org	Rockland
Catholic Charities Community Services, Archdiocese NY, NOEP Coordinator: Elena Dalia, Phone: 845-452-1400 ext 4243, Elena.Dalia@archny.org	Dutchess
Jewish Family Service of Orange County Inc. 720 Rte. 17M, Middletown, NY 10940 www.jfsorange.org NOEP Coordinator: Ali Ceron Phone: 845-341-1173	Orange
Catholic Charities Community Services, Archdiocese NY 204 Hawthorne Ave. Yonkers, NY 10705 www.catholiccharitiesny.org NOEP Coordinator: Amarilis Hidalgo Phone: 914-476-2700 ext 210 amarilis.hidalgo@archny.org	Westchester
contact NOEP (Nutrition Outreach and Education Program Coordinator @ 518-436-8757 @112	Sullivan
contact NOEP (Nutrition Outreach and Education Program Coordinator @ 518-436-8757 @112	Ulster
contact NOEP (Nutrition Outreach and Education Program Coordinator @ 518-436-8757 @112	Putnam

Free Disaster Legal Services: New York state residents facing legal issues arising out of Hurricane Irene and Tropical Storm Lee can get free legal help through the Federal Emergency Management Agency's Disaster Legal Services program.

Disaster Legal Services (DLS) is a federal program operated by the American Bar Association Young Lawyers Division (ABA YLD) providing **free legal services** to persons affected by presidentially declared major disasters. Disaster Legal Services can help survivors with bankruptcy, civil rights, employment law, landlord-tenant law, FEMA benefits claims, wills, trusts and probate matters, among other issues potentially arising from disaster.

Any person affected by Irene or Lee who does not have the means to hire a lawyer is eligible. Call the Disaster Legal Services Hotline at **1-800-342-3661** and the service is available from **9 a.m. to 5 p.m. ET Monday through Friday**. Callers will be connected with attorneys who can provide over-the-phone assistance. When needed, callers will be referred to attorneys who can provide legal representation free of charge. All calls are completely confidential.

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New or Replacement Social Security Cards (SSI, SSD)

Anyone receiving Social Security payments (or SSI, SSD) that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit or locating a nearby SS office, Call (800)772-1213.

Unemployment Assistance

Federal Disaster Unemployment Assistance (DUA) may be available for individuals, including the self-employed, who are unemployed as a direct result of the damages caused by a natural disaster, man-made disaster or terrorist attack. Call **1-888-209-8124** and apply for DUA over the phone. **The deadline for DUA applications is October 3, 2011.**

Household Appliance Grant Program

New York State Division of Homeland Security and Emergency Services Offers an appliance grant program for New York state residents who sustained property damage due to Hurricane Irene and Tropical Storm Lee. The program will help cover the cost of replacing vital household appliances, such as refrigerators, boilers, hot water/heater tanks, washing machines, dryers, dehumidifiers, and furnaces damaged by flooding. Purchase of appliances and equipment must be for replacement purposes only and were not covered by insurance or FEMA. To apply call 877-697-6278 or check website: www.NYSappliancebates.com

ELIGIBLE APPLIANCES/EQUIPMENT AND REBATE AMOUNT

Boiler (ENERGY STAR): \$2500

Clothes Dryer w/Moisture Sensor (Higher Efficiency): \$250

Dehumidifiers (ENERGY STAR): \$100

Food Stamps:

In times of disaster it may become very difficult to obtain the resources needed to maintain a healthy and fulfilling diet for your family and yourself. You may be eligible for Food Stamps. Places to apply are:

Dutchess County Department of Social Services	(845) 486-3000
Orange County Department of Social Services	(845) 291-4000
Putnam County Department of Social Services (DSS) and Mental Health	(845) 808-1500 ext. 45233
Rockland County Department of Social Services	(845) 364-3100
Sullivan County Division of Health and Family Services	(845) 292-0100
Westchester County Department of Social Services	(914) 995-2000
Ulster County Department of Social Services	(845) 334-5000

Food Stamp eligibility is based on income guidelines:

People in Household	Gross Monthly Income
1	\$1,174
2	\$1,579
3	\$1,984
4	\$2,389

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Each Additional member	+406
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Medicaid (Health Insurance):

In times of disaster it may become very difficult to obtain the resources needed for health insurance. You may be eligible for the Medicaid program. Places to apply are:

Dutchess County Department of Social Services	(845) 486-3340
Orange County Department of Social Services	(845) 291-4296 or (845) 291-4000
Putnam County Department of Social Services (DSS) and Mental Health	(845) 808-1500
Rockland County Department of Social Services	(845) 364-3040
Sullivan County Division of Health and Family Services	(845) 292-0100
Ulster County Department of Social Services	(845) 334-5035
Westchester County Department of Health	New Rochelle: (914) 813-5000 or (914) 813-5525 White Plains: (914) 995-5800 Yonkers: (914) 231-2500

Temporary Assistance from the Department of Social Services:

In a major disaster or large-scale emergency, you may qualify for temporary financial assistance to stabilize your current situation and begin to recover. Places to apply are:

Dutchess County Department of Social Services	(845) 486-3000
Orange County Department of Social Services	(845) 291-4000
Putnam County Department of Social Services (DSS) and Mental Health	(845) 808-1500
Rockland County Department of Social Services	(845) 364-3100
Sullivan County Division of Health and Family Services	(845) 292-0100
Ulster County Department of Social Services	(845) 334-5000
Westchester County Department of Social Services	(914) 995-2000

Suspension of Federal Student Loans:

If you live in a federally declared disaster area you may temporarily suspend federal student loan payments by contacting the following servicers:

- Direct Loans – 800-848-0979
- Federal Family Education Loans – 800-433-3243
- All borrowers can also contact the Federal Student Aid Ombudsman Program at 877-557-2575 for assistance

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Tax Deductions

Property losses from natural disasters are tax-deductible. If you claim a casualty loss resulting from a disaster, you may be asked to show:

- The kind of disaster and when it occurred
- The damage that was a direct result of the disaster
- Proof of ownership of the property
- Your income tax basis in the property; this is the total value of your home (original cost plus cost of any improvements) minus any depreciation claimed for income tax purposes.
- Fair market value before and after the disaster
- Insurance benefits, free repairs, restoration, and cleanup from disaster relief agencies.

Before and after photographs, receipts, canceled checks, deeds, purchase contracts, and professional appraisals are good supporting evidence for casualty claims. For more information, call the IRS at 1-800-829-3676 or visit www.irs.gov for forms and information on how to contact specific units.

ADDITIONAL FINANCIAL SUPPORT

Ulster County: Ulster County Community Action Committee, 70 Lindsley Street, Kingston, NY 12401, 845-338-8750. Provides \$400 to income eligible Hurricane Irene flood victims and the income guidelines are 125% Poverty Guidelines. The money is in the form of a gift card to Hannaford for food and grocery supplies.

Westchester & Putnam Counties: A one-time grant and funds are available from now until Dec. 31, 2011 to eligible flood victims throughout Westchester and Putnam counties. Items include food, clothing, furniture and household items, transitional housing options, transportation to and from transitional housing; pick-up and drop-off for furniture items, debris removal and/or mold remediation if not previously covered through FEMA assistance.

Eligibility:

- Family household income falls at or below the 125% poverty guidelines.
- All disaster relief assistance such as FEMA and NYS Household appliance grants have been utilized.
- Open to all income-eligible flood victims in Westchester and Putnam counties regardless of citizenship status.

Households who wish to apply should contact WestCOP at the location closest to their place of residence:

Amanda Kyle-Shaw - Area Director, Greenburgh CAP
914-761-6605 / akyle-shaw@westcop.org <mailto:akyleshaw@westcop.org>

Guisela Marroquín - Area Director, Mamaroneck CAP
914-698-7140 / gmarroquin@westcop.org

Kristin Lanza - Area Director, Tarrytown COC
914-631-7340 / klanza@westcop.org

Judy Callahan - Area Director, Putnam CAP
845-278-8021 / director@putnamcap.org

DISASTER RELATED SUPPLIES/HOUSEHOLD ITEMS

Ulster County: Pine Hill Community Center, 287 Main Street, Pine Hill, NY. Offers clothing to flood victims

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SUPPORTING RECOVERY SERVICES

If you are fortunate enough not to have suffered major damage during Hurricane Irene and would like to help your neighbors through **donations of items or monetary donations and or volunteering**, contact the agencies listed below.

Monetary Donations: American Red Cross, (800)-REDCROSS (800-733-2767)

Blood Donations: American Red Cross, (800-733-2767) or go to www.redcrossblood.org/make-donation

Volunteer Opportunities:

American Red Cross		518-458-8111
Volunteer Center of United Way	Westchester	914-948-4452
Hands on the Hudson Valley	Dutchess, Orange, Ulster, Sullivan	845-229-4680
2-1-1 Hudson Valley Region for up-to-date information on agencies needing volunteers for special programs.	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester	Dial 2-1-1 or 1-800-899-1479

Disaster Relief Training - to help for future emergencies:

American Red Cross - Dutchess	(845) 471-0200
American Red Cross - Orange	(845) 673-5693
American Red Cross - Putnam	(845) 878-7265 or (845) 938-4100
American Red Cross - Rockland	(845) 358-0833
American Red Cross - Sullivan	(845) 796-0461
American Red Cross -Ulster	(845) 338-7020
American Red Cross -Westchester	(914) 946-6500
American Red Cross National Hotline	(866) 438-4636

Donations of goods:

2-1-1 Hudson Valley Region for up-to-date information on agencies accepting donations of goods.	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester	Dial 2-1-1 or 1-800-899-1479
Pine Hill Community Center: 287 Main Street, Pine Hill, NY. Accepting only school supplies.	Ulster	845-254-5469

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<p>Ulster County Habitat for Humanity will be accepting donations for the flood stricken areas of Ulster, Delaware and Greene counties. The drop off site is at 406 route 28, Kingston, one mile west of the Thruway circle next to Hess Station and Wiedy's Furniture.</p> <p>Items: Canned or glass jarred foods –please check the expiration date to be sure that the foods are still usable; Cleaning supplies; Dehumidifiers – no older than 4 years and in very good condition; Ceramic heaters or portable oil-filled radiator heaters in good working condition (no older than 4 years); Air mattresses – single and double, new; Cribs - new Sleeping bags and blankets- new; Pillows-new; building supplies including generators and clean up supplies</p>	<p>Ulster: Drop off times are Mondays, 9am to noon; Wednesdays, 9am to noon; Saturdays 9am to noon</p>	
<p>Saugerties Fire Department Ladies Auxiliary: Collecting non-perishable food, medical supplies, baby items, school supplies, pet food, pet supplies, water and other items</p>	<p>Ulster</p>	
<p>Family of New Paltz: 51 North Chestnut St., M – F 10am – 4pm. Need items: tuna, soup, canned meat, beef stew, canned chile, etc, ramen noodles peanut butter, meat, jelly, oatmeal, we can use fresh meat, ground turkey or beef is always versatile, canned tomatoes, spaghetti, mac & cheese, hot dogs.</p>	<p>Ulster</p>	<p>845-255-8801</p>

Mud/Debris Removal and Flood Clean-up

Presently no Mud-out teams are in the area. Please dial 2-1-1 or 1-800-899-1479 to report a need so that 2-1-1 can report the unmet need to the community planners.

Mold Clean-Up/Prevention

Learn more about clean up and prevention of mold at www.bt.cdc.gov/disasters/mold/protect.asp

Flood Water Clean-up Tips - Inside the Home

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of 1/4 teaspoon of household bleach per 1 gallon of water.

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- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

Change of Address Form

Mail change of address forms are available online at www.usps.com or at any US Postal Service location. Please be sure to update any FEMA applications with newest address information.

OTHER LONG TERM RECOVERY/RELATED ISSUES

Dutchess County

2-1-1 Hudson Valley –for comprehensive information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Dutchess Works One Stop Employment and Training Center	233 Main Street, Poughkeepsie, NY 12601	(845) 473-9000
Legal Services of the Hudson Valley – Dutchess County	29 North Hamilton Ave. Poughkeepsie, NY 12601	(845) 471-0058
Dutchess County Department of Mental Hygiene	230 North Road Poughkeepsie, NY 12601	(877) 485-9700
Dutchess County Department of Social Services	60 Market Street, Poughkeepsie, NY 12601	(845) 486-3000
Dutchess County Veterans' Service Agency		(845) 486-2060
Office for the Aging – Dutchess County	27 High Street Poughkeepsie, NY 12601	(845) 486-2555
Department of Health – Dutchess County	387 Main Street Poughkeepsie, NY 12601	(845) 486-3400
Consumer Protection – Dutchess County	98 Peach Road Poughkeepsie, NY 12601	(845) 486-2949
Dutchess County Motor Vehicle	22 Market Street Poughkeepsie, NY 12601	(845) 486-2130

Orange County

2-1-1 Hudson Valley – for comprehensive information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
NYS Department of Labor – Middletown One Stop	33 Fulton Street, 2nd Fl, Middletown, NY 10940	(845) 346-1162
Orange County Veterans' Service Agency	111 Craigville Road Goshen, NY 10924	(845) 291-2470
Orange County Office for the Aging	8 Seward Avenue Middletown, NY 10940	(845) 615-3710
Orange County Department of Health	124 Main Street Goshen, NY 10924	(845) 291-2332
Orange County Department of Mental health	30 Harriman Drive,	(845) 291-2600

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	Goshen, NY 10924	
Orange County Department of Social Services	Box Z-11 Quarry Road, Goshen, NY 10924	(845) 291-4000
Orange County Consumer Protection	99 Main Street Goshen, NY 10924	(845) 291-2400
Orange County Motor Vehicle	255 Main Street Goshen, NY 10924	(845) 291-3090

Putnam County

2-1-1 Hudson Valley –for comprehensive information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Legal Services of the Hudson Valley – Putnam County	29 North Hamilton Ave. Poughkeepsie, NY 12601	(845) 471-0058
Putnam County Workforce Partnership	110 Old Route 6, Carmel, NY 10512	845-808-1651
Putnam County Department of Social Services (DSS) and Mental Health	110 Old Route 6, Building 2, Carmel NY 10512	(845) 808-1500
Putnam County Veterans' Service Agency	110 Old Route 6, Bldg 3- Room 45, Carmel NY 10549	(845) 808-1620
Office for the Aging – Putnam County	110 Old Route 6, Building 1, Carmel NY 10512	(845) 808-1700
Department of Health – Putnam County	1 Geneva Road, Brewster, NY 10509	(845) 808-1335
Consumer Protection – Putnam County	110 Old Route 6, Building 3, Carmel NY 10512	(845) 808-1617
Putnam County Motor Vehicle	1 Geneva Road, Brewster, NY 10509	(845) 808-1301

Rockland County

2-1-1 Hudson Valley –for comprehensive information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Information Rockland – for local information & referral to all Rockland County services as listed below and others that may become available	Bldg. C – Sanatorium Road, Pomona, NY 10970	(845) 364-2020
Division of Employment Services	11 Perlman Drive Spring Valley, NY 10977	(845) 426-2700
Legal Services of the Hudson Valley – Rockland	4 Cromwell Place White Plains, NY 10601	(914) 949-1305
Veterans' Service Agency – Rockland County	20 Squadron Blvd, Suite 480 New City, NY 10956	(845) 638-5244
Rockland County Department of Mental Health	50 Sanatorium Road Pomona, NY 10970	(845) 364-2378
Rockland County Department of Social Services		(845) 364-2020
Rockland County Office for the Aging		(845) 364-2110
Rockland County Department of Health		(845) 364-2512
Rockland County – Consumer Protection	18 New Hempstead Rd New City, NY 10956	(845) 708-7600
Rockland County Motor Vehicle	50 Samsondale Plaza	(800) 342-5368

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	West Haverstraw, NY 10993	
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Sullivan County

2-1-1 Hudson Valley –for information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Sullivan Works One Stop Center	50 North Street, Monticello, NY 12701	(845) 794-3000
Sullivan County Division of Health and Family Services	16 Community Lane, Liberty, NY 12754	(845) 292-0100
Veterans' Service Agency – Sullivan County	100 North Street, Monticello, NY 12701	(845) 807-0233
Mobile Mental Health Team - Sullivan County	6 Pelton Street, Monticello, NY 12701	(845) 791-7248
Sullivan County Office for the Aging	100 North Street, Monticello, NY 12701	(845) 807-0241
Sullivan County Department of Health		
Sullivan County – Consumer Affairs	100 North St., Monticello NY 12701	(845) 794-3000
Legal Services of the Hudson Valley – Rockland	4 Cromwell Place White Plains, NY 10601	(914) 949-1305
Sullivan County Motor Vehicle	100 North Street, Monticello, NY 12701	(845) 794-3872

Ulster County

2-1-1 Hudson Valley –for comprehensive information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Ulster County Department of Social Services	1061 Development Court Kingston, NY 12401	(845) 334-5000
Legal Services of the Hudson Valley – Ulster	101 Hurley Avenue Kingston, NY 12401	(845) 331-9373
Ulster County Department of Mental Health	239 Golden Hill Lane Kingston, NY 12401	(845) 340-4000
Veterans' Service Agency – Ulster County	308 Flatbush Avenue Kingston, NY 12401	(845) 340-3190
Office for the Aging – Ulster County	400 Stockade Drive Kingston, NY 12401	(845) 340-3456
Department of Health – Ulster County	300 Flatbush Avenue Kingston, NY 12401	(845) 340-3150
Consumer Protection - Ulster County	20 Lucas Avenue Kingston, NY 12401	(845) 340-3260
Office of Employment and Training – Ulster County	601 Development Court Kingston, NY 12401	(845) 338-4696
Motor Vehicle – Ulster County	240 Fair Street Kingston, NY 12401	(845) 340-3700

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Westchester

2-1-1 Hudson Valley – for information & referral services, 8 am – 8 pm		Dial 2-1-1 or 1-800-899-1479
Westchester County Mental Health Department	112 East Post Road, White Plains, NY 10601	(914) 995-5258
Westchester County Veterans' Services		(914) 995-2145
Westchester County Consumer Protection		(914) 995-2155
Legal Services of the Hudson Valley – Westchester	4 Cromwell Place White Plains, NY 10601	(914) 949-1305
Westchester County Department of Social Services	112 East Post Road, White Plains, NY 10601	914-995-5000
Westchester County – Office for Aging	9 South First Avenue, 10 th floor Mount Vernon, NY 10550	(914) 813-6400
Westchester County Department of Health	145 Huguenot Street, 8 th Floor New Rochelle, NY 10801	(914) 995-5800
Westchester County One Stop Employment Center	143 Grand Street White Plains, NY 10601	(914) 813-6555
Westchester County – Motor Vehicle	200 Hamilton Avenue White Plains, NY 10601	(800) 342-5368

Other NYS related services:

Child Abuse Hotline	(800) 342-3720
Equal Employment Opportunity Commission	(800) 669-4000
NYS Disability Program	(518) 474-6681
Occupational Safety of Health Admin (OSHA)	(800) 321-6742
Social Security Administration	(800) 772-1213
NYS Consumer Protection Board	(800) 697-1220

HELPFUL LINKS

Power outages: Residents are reminded to report outages directly to the utilities.

- Central Hudson at 845-452-2700 or Via website: www.centralhudson.com/hurricaneirene.html
- NY State Gas & Electric: Electricity interruptions/emergencies: 800-572-1131 or Natural gas odors/emergencies: 800-572-1121 www.nyseg.com
- ConEd power outage or gas and electrical service problems: (800) 75-CONED, www.conEd.com
- Orange & Rockland Utilities: 877-434-4100 www.oru.com

Transportation

- Bee-Line Buses: (914) 813-7777 for bus service status or (914) 995-7272 and press 2 at the prompt, for paratransit status
- Dutchess County Mass transit Loop Bus System: 845-485-4690 (24-Hour Line)
- Putnam Transit 845-878-7433
- Ulster County Area Transit UCAT: 845-334-8458 (Dispatch)
- Sullivan County Division of Transportation 845-807-0180

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- Transit Orange 845-615-3850
- Transportation of Rockland: 845-364-2064
- Metro-North Railroad: (800) METRO INFO