



Superstorm SANDY DISASTER ASSISTANCE RESOURCE GUIDE

Long Island Region

Version: January 2019

2-1-1 Long Island is responsible for updating and distribution of this resource guide. Programs, locations & hours are subject to change.
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The 2-1-1 Long Island call center is open 24/7/365 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 https://stormrecovery.ny.gov/	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.	NEW The Interim Mortgage Assistance Program under NY Rising has been extended six months to June 2019 for the most vulnerable participants. This includes seniors, people with disabilities, victims of contractor fraud, those required to elevate their homes and individuals with low to moderate incomes. This is a final extension for the IMA program to storm-impacted New Yorkers who

have incurred both mortgage and rental expenses. Only current applicants who are particularly vulnerable and who have not yet received their full 20-month IMA benefit will be eligible for this extension. No new IMA applications will be accepted. Vulnerable IMA recipients will be eligible for up to their full 20 months of IMA with no reimbursements beyond June 2019. Victims of contractor fraud will be eligible for up to their full 20 months of IMA and may be permitted to collect beyond the June 2019 deadline. The Governor's Office of Storm Recovery will contact vulnerable qualifying IMA recipients on a case by case basis. If an applicant believes they may be eligible, they should reach out to their case manager or the call center at 844-9NY-RISING (844-969-7474).

PLEASE NOTE THE FOLLOWING PROGRAM CLOSURES:

The NY RISING HOMEOWNERSHIP PROGRAM closed as of April 11, 2014.

			<p>The NY RISING RENTAL PROPERTY PROGRAM closed as of February 16, 2016.</p> <p>The NY RISING CONDO/COOP Program closed as of July 12, 2016.</p> <p>The NY RISING AFFORDABLE RENTAL OPPORTUNITY closed as of March 1, 2017.</p> <p>The NY RISING MANUFACTURED HOME COMMUNITY RESILIENCY PROGRAM closed as of June 1, 2017.</p> <p>These Program will no longer be available to new applicants. These program closures do not affect homeowners already in the program, in process of receiving their award, or those seeking clarification of their award.</p>
FEMA	<p>1.800.621.3362 TTY 1.800.462.7585</p> <p>https://www.fema.gov/apply-assistance</p> <p>https://www.fema.gov/sandy-recovery-office</p>		
FEMA National Flood Insurance Program NFIP	<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.</p> <p>https://www.fema.gov/national-flood-insurance-program</p> <p>NFIP Support Call Center (1-800-621-3362) for information about the NFIP or questions about an existing flood insurance policy, if your agent or insurer is unable to assist you. Additional information about the call center may be found at https://www.fema.gov/national-flood-insurance-program-technical-support-hotline .</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>OFFICE OF FLOOD INSURANCE ADVOCATE Visit the OFIA’s webpage at http://www.fema.gov/flood-insurance-reform-flood-insurance-advocate , where you may submit questions and inquiries via the “Ask A Question” link. An Advocate Representative will respond as soon as possible with additional information on how the questions or concerns will be handled.</p>	<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 (NFIP). Will provide advocacy assistance to policyholders and property owners who after using existing resources require further assistance.</p>	
NYS Department of Financial Services	<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.dfs.ny.gov</p>	<p>Available to provide assistance for storm related insurance issues for property damage from Superstorm Sandy.</p>	
Small Business Administration (SBA)	<p>1.800.659.2955 TTY 1.800.877.8339 www.sba.gov</p> <p>https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans</p> <p><u>Long Island Branch Office</u></p> <p>350 Motor Parkway Suite 109 Hauppauge, NY Phone: 631-454-0750</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>The deadline to submit an SBA disaster loan application for losses caused by Hurricane Sandy was December 1, 2016.</p>
US Dept. of Housing and Urban Development - HUD	<p>https://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/disasterrecovery</p> <p>New York Regional Office Jacob K. Javits Federal Building 26 Federal Plaza Suite 3541 New York, NY 10278-0068 (212) 264-8000 Customer Services: NY_Webmanager@hud.gov</p>	<p>HUD’s Office of Lead Hazard Control and Healthy Homes provides post disaster housing repair and recovery information via website.</p> <p>Offers a wide range of Indoor Environmental Pollutants Brochures on post disaster cleaning up homes for families.</p> <p>Offers Healthy Homes app that informs users on the essentials of healthy homes for post natural disaster restoration of homes,</p>	

		including the principles and technical aspects of the safe and proper response and removal of mold, radon, asbestos, lead, and other hazards and unsafe conditions.	
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Disaster Case Management			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
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			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
FEMA Office of Flood Insurance Advocate	1800 South Bell Street Arlington, Virginia 20598-3020 https://www.fema.gov/national-flood-insurance-program-flood-insurance-advocate	Advocates for the fair treatment of policyholders and property owners by providing education and guidance on all aspects of the National Flood Insurance Program.	
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 and Regional Organizations	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	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.	

	<p>Long Beach COAD lbcoad@lbcoad.org http://www.lbcoad.org/ https://www.facebook.com/LBCOAD?ref=stream</p> <p>Friends of Shirley and the Mastics (formerly Mastic-Shirley COAD) 218 Neighborhood Rd., Mastic Beach, New York (646) 494-6549 shirleyandthemastics@gmail.com</p> <p>Friends of Freeport http://www.friendsoffreeportny.org/ Info@FriendsofFreeportNY.org</p> <p>Neighbors Supporting Neighbors Babylon http://www.nsnbabylon.com/ info@nsnbabylon.com</p>		
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Disaster Organizations			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
American Red Cross on Long Island	1.516.747.3500 National Hotline: 1.866.GET-INFO (866.438.4636)	Http://app.redcross.org/nss-app provides real time lists of open shelters. Responsible for managing public shelters if required during/following a disaster.	
SPCA	Nassau SPCA 510 Grumman Road West, Bethpage NY 11714 516-THE-SPCA Suffolk SPCA North County Complex 725 Veterans Memorial Hwy., Bldg 16 PO Box 6100, Hauppauge, NY 11788 631.382.7722	The SPCA (Society for the Prevention of Cruelty to Animals) operates under Emergency Management in both Nassau and Suffolk Counties to establish dedicated pet shelters during/following a disaster as needed.	

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-ricerice-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.

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.	

Legal Programs			
PROGRAM	CONTACT	SERVICES AVAILABLE	SPECIAL REQUIREMENTS
Touro Law School Pro Bono Storm Help Center - "TLC- HEART"	<p>24 hr. hotline 631- 761-7198 or email tlcheart@toulaw.edu</p> <p>To access the checklist, visit the TLC-HEART website https://www.toulaw.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>www.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>516-747-4070 or visit http://www.nassaubar.org for a current schedule of clinics.</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>Nassau residents dealing with the aftermath of Superstorm Sandy who now find themselves in peril of losing their homes through mortgage foreclosure are welcome to attend Mortgage Foreclosure clinics. Attorneys will assist on other storm-related issues as well.</p> <p>Clinics are held every month from 3-6 p.m. at the Bar Association. Please call for the next clinic date.</p>	<p>→Reservations are required by calling the Bar Association at 516-747-4070 between 9:30 a.m. – 4:30 p.m.</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 click OUTAGES</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	<p>Lists County jurisdictions with online option to check regarding building permits.</p> <p>Links to local towns and villages.</p>	

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.	