

Northeast Region of New York Relief and Recovery Assistance Guide Hurricane/Tropical Storm Irene & Lee 2011

**Albany, Columbia, Delaware, Fulton, Greene, Hamilton,
Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie,
Warren, Washington – Counties**

With the addition of the NYC Watershed/NYC DEP



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Last update by Geoff Phillips, Voluntary Agency Liaison

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geoffrey.phillips@fema.dhs.gov

(All feedback is welcome)

FEMA and SBA deadlines and registrations have passed.

SBA will look at late registrations on case by case basis.

FEMA may look at late registrations on a case by case bases.

For either please talk to your local VAL for guidance and further details.

FEMA	SBA (Disaster Loans)
800-621-FEMA (3362) TTY: 800-462-7585 www.disasterassistance.gov	800-659-2955 TTY: 800-877-8339 www.sba.gov disastercustomerservice@sba.gov

This is a publication of:

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Albany, NY 12208
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- E-Mail me your request to get placed on the mailing list.
 - Please give me your the e-mail address you want it sent to. Please also include your name, title, and what agency you are with if any.
- Websites
 - Northeastern, NY Hurricane Relief and Recovery Guide:
 - <At this time I can not find a website with the most recent / current release of the guide. As soon as I find one I will post the address>
 - Adirondack and Hudson Valley, NY Regions:
 - <http://www.hudson211.org/cms/Home>
 - Broome and Tioga Counties:

- <http://www.firstcallforhelp.info/>
- <http://www.firstcallforhelp.info/disaster-resources.aspx>

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I. PURPOSE

INTRODUCTION

The purpose of this Assistance Guide is to connect New York residents in the Northeast Region affected by Hurricane Irene and Tropical Storm Irene. This guide lists information on many programs and agencies. Updates and verification are on-going.

Updates are released every the first Monday of the month by 5:00 PM ET (if there is a reason this won't happen an e-mail will be sent to those that request e-mail copies of the guide).

The Guide is arranged in sections based on needs and the types of services provided. Phone numbers and specific information regarding service eligibility, hours etc. may also be outlined.

You are also welcome to call 2-1-1 for assistance. This guide is not a replacement for 2-1-1 nor is 2-1-1 a replacement for this guide. At the end of this guide there is a list of direct numbers to 2-1-1 if you need to call a specific call center.

Services, agencies, etc. are listed in order to help the community, agencies helping the community and aren't endorsed, vetted, etc. All information is kept current to the best of our abilities but no guarantees can be given.

Included in this guide is a list of Emotional Support Resources; for you and/or others are in need.

In an emergency, call 9-1-1. If you, a family member or others are in immediate danger or your property is threatened by flood, fire or downed power lines, call 9-1-1 immediately.

If you have any suggestions, comments or concerns about this guide please do not hesitate to contact me. This guide is to help you out and is a group effort.

Please contact me if you find that a resource mention here is out of date, no longer working, or other inaccuracies. On, that note please let me know if you find something that should be added. This guide is here to help you, please let me know how I can help.

I've heard many talks about unmet needs. If you need help finding services let me know and I can look though the Information and Referral databases' that I have access to as well as utilize FEMA resources.

You may also use this guide as a jumping off point and look for similar services on the local level or just to give you some ideas.

Thank You,

Geoff Phillips
Federal Emergency Management Agency
Voluntary Agency Liaison
2-1-1 Liaison
FEMA/NY DR-4020
Blackberry: (404) 823-0804
geoffrey.phillips@fema.dhs.gov

All feedback is welcome.

HOW INFORMATION IS COLLECTED

I have been asked about how I obtain my information.

I normally get information from the following:

- The organizational websites & representatives
- 2-1-1
- Disaster Case Managers
- Voluntary Agency Liaisons
- Government websites & representatives
- Press Releases
- Committee Meetings
- Agency Meetings
- Other Relief and Recovery Guides

HOW INFORMATION IS VERIFIED

- I try to do due diligence to provide accurate information.
- I try to compare information to official sources
 - Press Releases
 - Organizational websites & representatives
 - Phone calls to the organization
- Information sent to me from:
 - Disaster Case Managers
 - Voluntary Agency Liaisons
 - Organization representatives

II. GETTING STARTED

INSURANCE CLAIMS

If your home has suffered damage, call the agent who handles your insurance to file a claim. If you have suffered damage related to flooding conditions and do not know if you have flood insurance, you can call the National Flood Insurance Program at 1-800-638-6620 to confirm your current flood insurance and to find out where to submit your claim. If you are unable to stay at home, make sure to say where you can be reached. To make filing your claim easier, take photos of the house and save damaged personal property. If necessary, place these items outside the home. An insurance adjuster will need to see what is damaged in order to process your claim. If FEMA assistance is available to you because you live in the area included in the declaration you are expected to contact your insurance company first. FEMA may only help with damage not covered by your insurance policy.

COMMONLY ASKED QUESTIONS ABOUT DISASTER AID

Q: Does FEMA charge a fee for a home inspection?

A: No. FEMA never charges for an inspection.

Q: I have applied for disaster assistance before, do I need to apply again?

A: Yes. Even if you applied for assistance for a previous disaster, you must apply again for this disaster.

Q: I already cleaned up and made repairs to my property. Am I still eligible to register with FEMA?

A: Yes. You may be eligible for reimbursement of your clean up and repair expenses.

Q: Will FEMA assistance affect my Social Security check?

A: No. Any aid you receive from FEMA will not affect your monthly Social Security check.

Q: Are disaster relief payments taxable?

A: No. Qualified disaster relief payments are not taxable.

Q: Does my income need to be under a certain dollar amount to qualify for disaster aid?

A: No. FEMA's Housing Assistance program is available to anyone who suffered damage or loss in the declared counties, regardless of income. Some aid under the Other Needs Assistance program is income dependent and officials make decisions on a case-by-case basis.

Q: Isn't there a lot of paperwork to register with FEMA?

A: No. There is no paperwork to register with FEMA. You can register with one simple phone call. Call the FEMA Helpline at 800-621-3362. Phone lines are open from 7 AM to 10 PM ET, seven days a week until further notice. People with hearing disabilities can use the TTY number, 800-462-7585. Applicants can also register online at www.DisasterAssistance.gov or with any web-enabled mobile device or smart phone at m.fema.gov. Follow the link to "apply online for federal assistance."

Q: If I got help from the American Red Cross, can I also get help from FEMA?

A: Yes. FEMA and New York State coordinate a number of programs to help disaster survivors. These programs differ from the emergency food, clothing and shelter provided by the American Red Cross and other voluntary agencies.

Q: When I get help from the American Red Cross, am I automatically registered with FEMA?

A: No. Registering with the American Red Cross or any voluntary agency is not the same as registering with FEMA. If you are a homeowner, renter, or business owner who has damages from Hurricane Irene or Tropical Storm Lee, call the FEMA Helpline at 800-621-3362 to register.

Q: I have flood insurance. Should I still register with FEMA?

A: Yes. Everyone with flood insurance should register with FEMA. FEMA may be able to help with uninsured costs.

Q: Do I have to own a business to apply for a loan from the U.S. Small Business Administration?

A: No. The SBA is the primary source of financial assistance following a disaster and provides low-interest loans to homeowners, renters, businesses, and non-profits.

Q: Do I have to be turned down by my bank before I can apply for a disaster loan?

A: No. The SBA has its own criteria for determining each loan applicant's eligibility.

Q: If I rent an apartment, can I get help to replace my damaged personal property?

A: Yes. A renter may qualify for a FEMA grant or a SBA low-interest disaster loan to replace personal property.

Q: Will FEMA pay for all home repairs or contract work?

A: No. FEMA does not pay to return your home to its condition before the disaster. FEMA provides grants to qualified homeowners to repair damage not covered by insurance but the grants may not pay for all the damage. A SBA loan may return a home to its pre-disaster condition.

Q: Do I have to repay money I receive for disaster relief?

A: No. You do not have to repay grant money but you must repay SBA loans.

FEMA ASSISTANCE PROGRAMS

INDIVIDUAL ASSISTANCE

Individual Assistance is disaster assistance directed to families, individuals and businesses within a declared disaster area. Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster. Specific information on what is covered under individual assistance is available at: www.fema.gov/assistance/process/assistance.shtm

PUBLIC ASSISTANCE

Public Assistance provides assistance to states, local governments, and certain non-profit organizations for emergency work and the repair or replacement of disaster-damaged facilities. More information is available at: www.fema.gov/government/grant/pa/index.shtm

HAZARD MITIGATION GRANT PROGRAMS

Hazard Mitigation Grant Program provides assistance to State and local governments and certain private, nonprofit organizations for actions taken to prevent or reduce long term risk to life and property from natural hazards, is available to all counties in the State of New York. All are eligible to apply for assistance under the

Hazard Mitigation Grant Program.

Filing for FEMA Assistance

If you have been impacted by the recent storm you must first register with FEMA to get assistance!

You may apply online [www.disasterassistance.gov/daip_en.portal] and/or by calling 1-800-621-3362; TTY users can call 1-800-462-7585. The call takes about 20 minutes. If call volume is high, you may have trouble getting through. In that case it is recommended that you call during off-hours (after 5:00 PM and before 8:00 AM.) The system is automated. Please have a pen and paper ready whether you file on the phone or online. You will also need the following information:

- Five Digit Zip Code
- Current Contact Telephone Number
- Social Security Number
- Current Mailing Address and Address of Damaged Property
- Date the Damage Occurred
- Directions to the Property
- Brief Description of Damaged Property
- Insurance Information and Policy Number(s)
- Family Gross Income
- A Bank Routing Number if you want funds deposited directly to your bank account.

Note: FEMA verifies the name and social security number of those registering for disaster assistance. If the name and social security number on file with the Social Security Administration does not match the information you provide, FEMA will let you know what proof will be needed and what is acceptable.

Be sure to get a FEMA application number. 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. If you do not have a FEMA Registration Number, you will not receive services. You can also use the number for identification at banks, airlines, etc. if your identification has been destroyed.

Ask for help in filing if you need to.

FEMA ASSISTANCE FOR IMMIGRANT FAMILIES

FEMA helps the Household; the Family. If anyone in the family qualifies (eg. a child born in the United States, or a father with a green card), then the FAMILY qualifies for FEMA help.

AFTER APPLYING FOR FEMA ASSISTANCE

Inspectors contracted by the Federal Emergency Management Agency are contacting New York residents who have applied for disaster assistance. These inspectors have approved FEMA identification badges that include the inspectors name and photo, and the name of the company under contract with FEMA. They will ask for information to verify your name and address and registration with FEMA. They will NOT ask for a Social Security number nor ask to be paid for the inspection. The FEMA inspection is FREE, so beware of fraudulent individuals attempting to charge for an inspection.

The inspection generally takes 30 – 40 minutes, during which the inspector will assess disaster-related damage for both real and personal property and may take photos of the interior and exterior of the damaged dwelling. The inspector will then enter damage-related information into a hand held computer and send that data electronically to FEMA. The inspector does not determine whether a registrant is eligible for assistance, or the amount of a FEMA grant the individual may receive.

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 you have submitted sufficient documentation of identity, ownership, and disaster damage. Complete and return the U. S. Small Business Administration loan application as this is an essential part of the recovery process as well. A letter from FEMA that states you have been denied assistance because you are "INS-insured" is an indication that there is an insurance issue. Call the FEMA helpline to update insurance information as soon as it becomes available.

FEMA APPEALS PROCESS

Some individuals who registered for federal disaster assistance due to Hurricane Irene and/or Tropical Storm Lee may have been denied aid. An appeals process, however, can ensure those affected by the storms will receive all benefits for which they are legally eligible.

If you believe you should be eligible for assistance or are dissatisfied with the amount you received, you may call FEMA's Helpline for information on how to file an appeal. Specialists are available from 7 AM to 10 PM at 800-621-3362. Those with a speech disability or hearing loss who use a TTY may call 800-462-7585. Appeals must be made in writing and sent by mail or fax to FEMA within 60 days of receiving the letter of determination. The appeal letter should include new or missing information, documents and damage repair estimates that support the appeal request. It is also important to include your name, the address of your damaged home, your FEMA registration number and the number of the disaster (for example, DR-4020-NY or DR-4031-NY), which can be found in the letter you received from FEMA.

Mail appeals to: FEMA-Appeals Officer
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-8055
Appeals may be faxed to: 1-800-827-8112.

REPORT FALSE CLAIMS

If you suspect someone is filing false damage claims, please report it. Help FEMA make sure that disaster aid goes only to those who deserve it. It is a violation of federal law to file a false claim.
Report a false damage claim: Call (800) 323-8603 or E-mail: DHSOIGHOTLINE@dhs.gov.

FEMA FRAUD DETECTION

1-800-323-8603
Insurance Information
National Flood Insurance Program
(Customer Service) 1-800-427-4661
(Existing Policies) 1-800-638-6620

SBA LOANS

SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, non-profit 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.

Interest rates for these loans are low with terms up to 30 years. Loan amounts and terms are set by the SBA and are based on each applicant's financial condition.

To be considered for all forms of disaster assistance call the Federal Emergency Management Agency (FEMA) at 800-621-FEMA (3362). The locations of Disaster Recovery Centers and the loan application process can be obtained by calling the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the hearing impaired), Monday through Friday from 8 AM to 6 PM EDT or by sending an e-mail to disastercustomerservice@sba.gov.

Those affected by this disaster may complete loan applications online by visiting SBA's secure <https://disasterloan.sba.gov/ela/>

III. HELPING OTHERS OUT

Rebuild123.Org

<http://www.rebuild123.org/>

New Yorkers With Property to Rent to Storm Survivor(s)

Call the FEMA Helpline 1-800-621-3362 and provide the following information:

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

Please also get in touch with one of the Long Term Recovery Groups or Donation Management groups listed above.

IV. COMPLAINTS / FRAUD / MISAPPROPRIATIONS

If you have any complaints or other problems (including price gouging) with service providers.

New York State; Department of Public Service (NYS; Public Service Commission)

- <http://www.dps.ny.gov/>
 - <http://www.dps.ny.gov/complaints.html>
 - <http://www3.dps.ny.gov/W/PSCWeb.nsf/All/D3B8CADF2783905085257687006F394D?OpenDocument>

<http://www.askpsc.com/>

New York State Public Service Commission
Office of Consumer Services
Three Empire State Plaza
Albany, NY 12223-1350
Toll Free: 800-342-3377 Fax: 518-472-8502
1-800-662-1220 Hearing/Speech Impaired: TDD

New York State Department of State; Division of Consumer Protection

<http://www.dos.ny.gov/consumerprotection/>

Consumer Assistance Hotline:
(518) 474-8583
(800) 697-1220

New York State Office of the Attorney General

<http://www.ag.ny.gov/>
Office of the Attorney General
The Capitol
Albany, NY 12224-0341
General Helpline: 1-800-771-7755
TDD/TTY Toll Free Line: 1-800-788-9898
Immigration Fraud Hotline: 1(866) 390-2992
Healthcare Hotline: 1-800-428-9071
Medicaid Fraud Control Unit: 212-417-5397

NYS Insurance Departments

1-800-339-1759

United States Federal Trade Commission; Bureau of Consumer Protection

<http://www.ftc.gov/bcp/index.shtml>

Better Business Bureau

National Website

Council of Better Business Bureaus

3033 Wilson Blvd, Suite 600
 Arlington, VA 22201
 Phone: 1 (703) 276.0100
 Fax: 1 (703) 525.8277
<http://www.bbb.org/>

Better Business Bureau – Upstate NY

<http://upstateny.bbb.org/>
 Regional Office
 100 Bryant Woods South
 Amherst, NY 14228
 Phone: (716)881-5222
 Phone: (800)828-5000
 FAX: (716)883-5349

Visiting an office during normal business hours
 Fax your request to 716-883-5349
 Call us 716-881-5222 or for Upstate New York State
 residents only call 800-828-5000

Better Business Bureau – Mid-Hudson Region, NYC, and Long Island

<http://www.newyork.bbb.org>
inquiry@newyork.bbb.org
 Phone:
 (212) 533-6200
 Our consumer advisers are available 10 AM to 4 PM, Monday through Friday, except holidays.
 Fax:
 (212) 477-4912

Media Inquiries:
 (212) 358-2826

Executive Office:
 (212) 358-2803

Administration/Operations:
 (212) 533-7500

**Mid Hudson Office - Better Business Bureau
 Serving the Mid-Hudson Region**

**New York City Office - Better Business Bureau
 Serving Metropolitan New York, Inc.**

150 White Plains Road, Suite 107 Tarrytown, NY 10591-5521 Office Hours: 8:30-4:30 Monday through Friday 914.333.0550 Fax: 914.333.7519 MHInquiries@newyork.bbb.org	30 East 33rd St., 12th Floor New York, NY 10016 Office Hours: 9-5 Monday through Friday 212.533.6200 Fax: 212.477.4912 Inquiry@newyork.bbb.org
Long Island Office - Better Business Bureau Serving Long Island 399 Conklin Street, Suite 300 Farmingdale, NY 11735 Office Hours: 9-5 Monday through Friday 516.420.0500 Fax: 516.420.1095 LongIslandBBB@newyork.bbb.org	

FEMA Complaints

(regarding anything FEMA)

FEMA

800-621-FEMA (3362)

TTY: 800-462-7585

www.disasterassistance.gov

FEMA: Report False Damage Claims

If you suspect someone is filing false damage claims, please report it. Help FEMA make sure that disaster aid goes only to those who deserve it. It is a violation of federal law to file a false claim.

Report a false damage claim:

Call 1 (800) 323-8603

Disaster Fraud Hotline at 866-720-5721

CRIME VICTIM ADVOCATE

The idea of adding Crime Victim Advocates was suggested to me by someone who sent me an email with the contact information for an organization that has crime victim advocates. The idea was if you or someone you know is a victim of fraud, think you may have been, or something similar.

After, talking with the advocate I learned it's part of a state program and while they can help with any crime they normally work with those of traumatic events, sexual assault, rape, and domestic violence. A few, even specialize in these areas.

Advocates help navigate the legal system, advocate on your behalf, and work with you.

You can find a complete list for the State of New York at the following website:

http://www.ag.ny.gov/sites/default/files/pdfs/bureaus/sexual_offender/Crime%20Victims%20Resource%20Chart.pdf

ALBANY COUNTY		
Albany County District Attorney Crime Victim Advocacy 6 Lodge Street Albany, NY 12207 (518) 694-8446 FAX (518) 487-5093	Crime Victim and Sexual Violence Center 112 State Street, Room 1100 Albany, NY 12207 (518) 447-7716 Hotline (518) 447-7100 (518) 447-5500 cvsvc@albanycounty.com website: www.albanycounty.com	NYS Coalition Against Domestic Violence (NYSCADV) 350 New Scotland Avenue Albany, NY 12208 (518) 482-5465 info@nyscadv.org website: www.nyscadv.org
Mothers Against Drunk Driving - NYS 476 Troy-Schenectady Road Latham, NY 12110 1-877-MADDHELP 24 hr. Hotline (518) 785-6233		
COLUMBIA COUNTY		
Columbia County District Attorney's Office Victim Assistance Program Courthouse Annex Hudson, NY 12534 (518) 828-3414	NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035	
DELAWARE COUNTY		
Delaware Opportunities Inc. Crime Victims Program 35430 St. Hwy. 10 Hamden, NY 13782 607-746-1720 24 hour hotline: 607-746-6278 1-866-457-7233	New York State Police Troop C Headquarters Crime Victim Specialist Box 300 Sidney, NY 13838 (607) 561-7478	
FULTON COUNTY		
Family Counseling Center of Fulton County, Inc.	New York State Police Troop G Headquarters	Rape Crisis/Sexual Assault Support Services

11-21 Broadway Gloversville, NY 12078 (518) 725-4310	Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	40 N. Main Street, Suite 8 Gloversville, NY 12078 (518) 773-0040
Education and Sexual Assault Services of Northern Adirondack Planned Parenthood 52 Main Street - Suite 7 Saranac Lake, NY 12983 (518) 891-0046 (518) 891-0385 FAX	New York State Police Troop B Headquarters Crime Victim Specialist Route 86 PO Box 100 Ray Brook, NY 12977 (518) 897-2000 (518) 897-2090 (direct line)	Fulton County District Attorney Crime Victim Assistance Program Fulton County Office Building Johnstown, NY 12095 (518) 736-5511
Fulton County District Attorney Crime Victim Assistance Program Fulton County Office Building Johnstown, NY 12095 (518) 736-5511	NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035	
GREENE COUNTY		
Community Action of Greene County, Inc. Columbia-Greene Domestic Violence 2 Franklin Street Catskill, NY 12414 (518) 943-9211 Hotline (518) 943-9205	Greene County District Attorney Greene County Courthouse 320 Main Street Catskill, NY 12953 (518) 943-3450 The Reach Center, Inc. 371 Main Street Catskill, NY 12414	New York State Police Troop A Headquarters Crime Victim Specialist 4525 West Saile Drive Batavia, NY 14020 (585) 344-6277
NYS Crime Victims Board 65 Court Street Buffalo, NY 14202 (716) 847-7992 (800) 247-8035	New York State Police Troop F Headquarters Crime Victim Specialist 55 Crystal Run Road Middletown, NY 10941 (845) 344-5356 (direct line)	New York State Police Troop F Headquarters Crime Victim Specialist 55 Crystal Run Road Middletown, NY 10941 (845) 344-5356 (direct line)
NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035		
HAMILTON COUNTY		
New York State Police	NYS Crime Victims Board	

Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035	
MONTGOMERY COUNTY		
Catholic Charities of Montgomery County 1 Kimball Street Amsterdam, NY 12010 (518) 842-3384	New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	
RENSSELAER COUNTY		
MADD - New York State 754 Loudon Road Latham, NY 12110 (518) 785-6233	New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	Samaritan Hospital Sexual Assault Care Center (SACC) and Crime Victims Assistance Program (CVAP) 2215 Burdett Avenue Troy, NY 12180 (518) 271-3257 Hotline (518) 271-3445
Unity House Families In Crisis Rensselaer County Family Court Center 504 Broadway Troy, NY 12180 (518) 272-2370 Hotline (518) 272-5917	Safe Horizon Queens Community Office 74-09 37th Avenue, Room 412 Jackson Heights, NY 11372 (718) 899-1233	Sexual Assault/Rape Hotline 2 Lafayette Street, 3rd Floor New York, NY 10007 (212) 577-3020
NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035	Rensselaer County District Attorney's Office Victim Liaison Unit Rensselaer County Courthouse Troy, NY 12180 (518) 270-4040	START Children's Center of Rensselaer 2136 Burdett Avenue Troy, NY 12180 (518) 271-6001
SARATOGA COUNTY		
Catholic Charities of Saratoga,	Domestic Violence Services	New York State Police

Warren & Washington Counties 142 Regent Street Saratoga Springs, NY 12866 (518) 587-5000	SARATOGA Rape Crisis 480 Broadway, LL-20 Saratoga Springs, NY 12866 518-583-0280 Office 518-584-8188 DV Hotline 518-587-2336 Rape Hotline	Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211
SCHENECTADY COUNTY		
MADD - New York State 754 Loudon Road Latham, NY 12110 (518) 785-6233	New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383 (518) 457-8727 (800) 247-8035
Saratoga County District Attorney's Office Crime Victim Advocates Municipal Center West High Street Ballston Spa, NY 12020 (518) 885-2263	Saratoga Center for the Family 359 Ballston Avenue Saratoga Springs, NY 12866 (518) 587-8008	Planned Parenthood of Mohawk Hudson Rape Crisis Service 414 Union Street Schenectady, NY 12305 (518) 346-2266 Hotline (518) 374-5353
Schenectady County District Attorney's Office Crime Victims Assistance Program Judicial Building 612 State Street Schenectady, NY 12305 (518) 388-4364	Schenectady County District Attorney's Office Crime Victims Assistance Program Judicial Building 612 State Street Schenectady, NY 12305 (518) 388-4364	YWCA of Schenectady Services to Women and Families 44 Washington Avenue Schenectady, NY 12305 (518) 374-3386 Hotline (518) 374-3394
SCHOHARIE COUNTY		
Catholic Charities of Schoharie County 489 West Main Street Cobleskill, NY 12043 (518) 234-3581	New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211	
WARREN COUNTY		
Catholic Charities of Saratoga, Warren & Washington Counties 142 Regent Street	NYS Crime Victims Board 1 Columbia Circle, Suite 200 Albany, NY 12203-6383	Tompkins County District Attorney's Office Victims Advocacy Initiative of

<p>Saratoga Springs, NY 12866 (518) 587-5000 (518) 793-9496 Hotline</p>	<p>(518) 457-8727 (800) 247-8035</p>	<p>Tompkins County 320 North Tioga Street Ithaca, NY 14850 (607) 274-5461</p>
<p>New York State Police Troop F Headquarters Crime Victim Specialist 55 Crystal Run Road Middletown, NY 10941 (845) 344-5356 (direct line)</p>	<p>Rape Crisis/Sexual Assault Support Services 21 Bay Street, Suite 314 Glens Falls, NY 12801 (518) 792-4305 (518) 761-3660 24 Hour Hotline</p>	<p>New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211</p>
<p>WASHINGTON COUNTY</p>		
<p>New York State Police Troop G Headquarters Crime Victim Specialist 504 Loudon Road Loudonville, NY 12211 (518) 783-3211</p>	<p>Washington County District Attorney's Office Victim Advocate Program 383 Broadway Fort Edward, NY 12828 (518) 746-2525</p>	

V. OTHER SOURCES OF INFORMATION / RESOURCES

- 2-1-1 (See Information and Referral section)
- Phone book
- Long Term Recovery Groups
- Internet
- Other Guides (at the beginning of this guide is a list of a few)
- Your local Voluntary Agency Liaison (VAL)
- Disaster Case Managers
- Community Bulletin Boards
- Department of Social Services (see appendix for a list)
- Department of Aging (see appendix for a list)
- FEMA
 - Website
 - Brochures (I can help you get some as can your local VAL)
 - Handouts (I can help you get some as can your local VAL)
 - Other publications (I can help you get some as can your local VAL)
- You may also contact me.

VI. RESOURCES

LONG TERM RECOVERY GROUPS

Declared Counties	Long Term Recovery Group	Point of Contact	Phone	E-mail	Website & Social Media
Albany County	NONE	NONE	NONE	NONE	
Bronx County	NONE	NONE	NONE	NONE	
Broome County	Broome County Community Organizations Active in Disaster	Greg Jenkins	315-416-3200	gljoutdoors@aim.com	
Chemung	NONE	NONE	NONE	NONE	
Chenango	Chenango Area Recovery Team (CART)	Gary Quarella	607-334-9579	gquarella@ccofcc.com	
Clinton, Essex and Franklin Counties	Long Term Recovery Group of Clinton, Essex, & Franklin Counties	John Bernardi	518-563-0028	john@unitedwayadk.org	
	Jay Flood Relief Committee	Jay Ward	518-946-2110 Ext 141	jayrelieffund@klotnet.com	http://helpjayny.org/
	Jay Irene Relief Fund (Disbursement Fund)	Archie Depo	518-647-8048	adepo@charter.net	http://upperjay.info/ http://www.facebook.com/pages/Jay-Flood-Relief-Fund/201900109881744
	Keene Flood Recovery Committee	Mike Whitney	518-524-2288	mike@kvvi.net	http://www.keenefloodrecoveryfund.org/

Columbia County	Long Term Recovery Group of Columbia and Greene Counties	Brad Poster	518-943-3285 Office 518-755-2155 Cell	bposter@uwcg.org	
Delaware County, Sidney, Sidney Center	Sidney Relief	Jacqueline (Jackie) Rose	607-563-1020 607-267-2648	jrose@realtysusa.com	
Dutchess County	NONE	NONE	NONE	NONE	
Fulton and Montgomery Counties	Fulton and Montgomery Long Term Recovery Group	Timothy Bachman	518-694-5125	Bachman@redcrossnyny.org	https://www.facebook.com/FultonMontgomeryLongTermRecovery
Greene County	Prattsville Unmet Needs Committee	George Williams, Chair	914-456-0975		
	Long Term Recovery Group of Columbia and Greene Counties	Brad Poster	518-943-3285 Office 518-755-2155 Cell	bposter@uwcg.org	
Herkimer and Oneida Counties	Herkimer and Oneida Organizations Active in Disaster	Les Radford	315-335-9062	Lesrad65@aol.com	
Kings, Queens and Richmond Counties	New York City VOAD Long-Term Recovery Working Group	Seth Golbey	404-973-9747	seth.golbey@fema.dhs.gov	
Nassau and Suffolk Counties	Long Island VOAD/Long Term Recovery	Gwen O'Shea Rushka Tcholakova	516-505-4425 516-505-4424	goshea@hwcli.com rtcholakova@hwcli.com	www.hwcli.com LIVOAD@googlegroups.com

Orange County	Orange County Long Term Recovery Committee	Dan Hammond	845 457-4774	dhammond@uwoc.org	
Osteo County	Otsego County Long Term Disaster Recovery	Theresa Capuano	607-432-8006	uwayf@stny.rr.com	
Putnam County	NONE	NONE	NONE	NONE	
Rensselaer County	NONE	NONE	NONE	NONE	
Rockland County	NONE	NONE	NONE	NONE	
Saratoga County	Waterford Area Long-Term Care Coalition (WALCC)	Vanessa Gleason Kathy Coons	518-237-3199 518-892-8820 C	nessazmt@yahoo.com kcoons@nycap.rr.com	http://www.wix.com/waterfordalcc/main
Schenectady County	Flood Recovery Coalition of Schenectady County (FRC)	Nathan Mandsager	518-557-7976	Floodhelp.schenectady@yahoo.com	http://floodhelpschenectady.wordpress.com/author/floodhelpschenectady/ http://www.facebook.com/FloodHelpSchenectady http://floodhelpschenectady.org/
Schoharie County - Also Prattsville in Greene Co. and Gallupville in Albany Co.	Schoharie Long Term Recovery (SALT)	Rev. Sherri Meyer-Veen	518-702-5017	info@saltrecovery.org	http://www.saltrecovery.org/ http://www.facebook.com/pages/SALT-Recovery/347143001986842
	Schoharie Recovery	John Poorman	518-390-8828	Schoharierecovery@yahoo.com	http://www.schoharierecovery.org/
	Southern Valley Recovery	Kelly Diamond	(518) 827-9554	southernvalleyrecovery@gmail.com	
Sullivan County	NONE	NONE	NONE	NONE	

Tioga	Tioga Area Recovery Partners (TARP)	David Woodburn	607-687-4222 ext. 302	dwoodurn@tiogaopp.org	
Ulster County	Ulster County Disaster Recovery Committee (UCDRC)	Stacey Rein, Director United Way of Ulster County, Inc.	845-331-4199 ext. 2	reins@hvc.rr.com	
Warren and Washington Counties		Jamie Grubb	518-570-9807	Jamie@hesedhope.org	
Westchester County	Westchester County Long Term Recovery Coalition	Alex Farrell - Chair	914-997-6700 ext. 757	alexanderfarrell@uwwp.org	

DONATION MANAGEMENT GROUPS

Declared Counties	Long Term Recovery Group	Point of Contact	Phone	E-mail	Website & Social Media
Schoharie County (Can help in other counties as well)	Community Area Resource Efforts of New York (CARE)	Colleen Moore	518-231-6330	carefornys@gmail.com	http://www.facebook.com/CAREFORNYS

INFORMATION AND REFERRAL

- Call 2-1-1 by simply dialing 2-1-1 from any phone to learn about your local community resources. Each county has specific services set up for individuals and families; many of them include Health and Human Services. An experienced call specialist can help you find the best and most current service available to meet your needs.
- <http://www.211us.org/>
- <http://www.211.org/>
 - <http://www.211.org/>
- <http://www.211ny.org/>
 - <http://www.211ny.org/links.html>

2-1-1 Northeastern Region

- 2-1-1

- 888-366-3211
- <http://211neny.org/>
- Counties Covered: Albany, Columbia, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington

2-1-1 Susquehanna River Region

- 2-1-1
- 800-901-2180
- 800-227-5353
- <http://www.firstcallforhelp.info/>
- Counties Covered: Broome, Tioga
 - First Call for help Information and Referral in Chenango County maintains information for Delaware and Otsego counties

2-1-1 North Country

- 2-1-1
- (888) 774-0289
- <http://www.hudson211.org/>
- Counties Covered: Clinton, Essex and Franklin

2-1-1 Hudson Valley

- 2-1-1
- (800) 899-1479
- (914) 993-3700
- <http://www.hudson211.org/>
- Counties Covered: Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester.

EMOTIONAL SUPPORT / MENTAL HEALTH

Project Hope

- http://www.omh.ny.gov/omhweb/disaster_resources/project_hope/
- Contact information for project hope:
http://www.omh.ny.gov/omhweb/disaster_resources/project_hope/content/contact/
- "Project Hope is a crisis counseling program for individuals, families, businesses, etc who are impacted by the recent flooding. Our services are free and participation is anonymous" with services provided in person.

County	Provider	Primary Contact	Program Coordinator	Phone
Albany Rensselaer	Commission for Economic Opportunity	Katie Fike	Erin Bradley	518-272-6012 Ext 239
Greene	MHA of Columbia-Greene Co	Peter Konrad	Peter Konrad	518-828-4619 x309 (Office) 518-641-8734 (Team Lead)

				518-265-4663 (Team Lead)
Schoharie Schenectady	Catholic Charities of the Diocese of Albany	Sister Mary Ann LoGiudice	Debbie Coyle	518-231-2989
Ulster Delaware	MHA in Ulster County, Inc.	Ellen Pendegar Marion Mossman	Michael Raphael	845-336-4747 x 151

<p>Disaster Distress Hotline Emotional Support for Disaster Related Stress for any disaster in the US. 1-800-985-5990 Text TalkWithUs to 66746</p>	<p>National Suicide Prevention Lifeline (NSPL) 1-800-272-TALK (8255) The National Suicide Prevention Lifeline is also a resource for victims. Disasters are stressful and some victims may begin to feel like there is no way out/nowhere to turn.</p>
<p>Kristin Brooks Hope Center www.hopeline.com 1-800-SUICIDE (1-800-784-2433) Emotional Support / Crisis Hotline</p>	<p>Crisis Chat www.crisischat.org Crisis Chat is an online emotional support resource. Visit if you or someone you know is experiencing a crisis.</p>
<p>IMAlive www.IMAlive.org IMAlive is an online emotional support center; which offers support though instant messaging.</p>	<p>Greene County Mental Health 905 Greene County Office Building Cairo, NY 12413 T: (518) 622-9163 F: (518) 622-8592 gcmhc@yahoo.com</p>
<p>Water Street Art Studio and Drop-In Center 126 Water Street PO Box 324 Catskill, NY 12414 T: (518) 943-4651</p>	<p>NAMI (National Alliance on Mental Illness) Greene County 913 Greene County Office Building Cairo, NY 12413 T: (518) 622-9163</p>
<p>Mental Health Association of Columbia and Greene Counties: Children and Families Division 713 Union St. Hudson, NY 12534 828-4619</p>	<p>Mental Health Association of Columbia-Greene Counties, Inc 377 Main Street Catskill, NY 12414 T: (518) 943-0349 F: (518) 943-7031 www.mhacg.org info@mhacg.org</p>

SPIRITUAL CARE

Adirondack Emergency Community Chaplains

<http://adirondackemergencycommunitychaplains.org/>

The geographic area of responsibilities for the Adirondack Emergency Community Chaplains (AECC) include the following counties in New York: Hamilton, Essex, Clinton, Franklin, Fulton, Herkimer, St. Lawrence, Warren, Lewis, Oneida, Saratoga, and Washington, in partnership with The American Red Cross, Saratoga-Adirondack and North County Chapters and Salvation Army's Disaster Services in the Empire State.

Rev. Bruce D. Hersey, Coordinating Chaplain
Adirondack Emergency Community Chaplains
C/O The Open Door
PO Box 3306
Glens Falls, NY 12801
(518) 792-5900 (OD)
(518) 222-7889 (cell)

Hesed Hope Ministries

Crisis & Disaster Response
& Volunteer Training
Chaplain Jamie M. Grubb
jamie@hesedhope.org
www.hesedhope.org
(518)570-9807

HOMELESS

The Salvation Army (USA Eastern Territory)

- <http://www.use.salvationarmy.org>
- http://www.use.salvationarmy.org/use/www_use.nsf/vw-text-dynamic-arrays/2F289E1EC05BF5718025734A006BA54C?openDocument&charset=utf-8

HOMELESS CHILDREN (AND THEIR FAMILIES)

<p>Christopher P. Scanlan Assistant Principal Waterford-Halfmoon Junior-Senior High School (518) 237-0800, extension 3601 cscanlan@whufsd.org (Homeless Children in the Waterford-Halfmoon school district)</p>	<p>New York State Technical and Education Assistance Center for Homeless Students (NYS-TEACHS) http://www.nysteachs.org/</p>
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DOCUMENT REPLACEMENT

<p>New York State Health Department – Vital Records</p>	<p>New York State Department of Motor Vehicles To replace any DMV documents – including but not</p>
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<p>(Check websites for phone numbers) NYS DOH VR Can help you replace lost marriage, birth and death certificates. For more information visit the website http://www.health.state.ny.us/vital_records/ or contact by email vr@health.state.ny.us. You may also visit the customer service center at: Vital Records Customer Service Lobby: 800 North Pearl Street 2nd Floor – Room 200 Menands, NY 12204</p>	<p>limited to Drivers License, Non-Drivers Photo ID, Title, Registration, Website: http://www.dmv.ny.gov Phone: DMV Call Center Representatives are available weekdays except state holidays between 8:00 AM and 4:00 PM (Eastern Time). From area codes 212, 347, 646, 718, 917 and 929: 1-212-645-5550 or 1-718-966-6155 From area codes 516, 631, 845 and 914: 1-718-477-4820 From area codes 315, 518, 585, 607 and 716: 1-518-486-9786 Telecommunications Device for the Deaf (TDD) 1-800-368-1186 From Outside New York State: 1-518-473-5595</p>
<p>New York State, Department of State Website: www.dos.state.ny.us Address: Department of State, Albany Location: One Commerce Plaza, 99 Washington Ave Albany, NY 12231-0001 Please see NYS DOS website for all their phone numbers.</p>	<p>New York State Department of Taxation and Finance Website: http://www.tax.ny.gov Please see the NYS Department of Taxation and Finance website for complete list of phone numbers and addresses.</p>
<p>New York State Department of Education Website: http://www.nysed.gov Voice: 518-474-3817 Email: op4info@mail.nysed.gov Fax: 518-474-1449 TDD/TTY: 518-473-1426 Write: Office of the Professions, State Education Building – 2nd Floor, Albany, NY 12234</p>	<p>New or Replacement Social Security Card Anyone receiving Social Security payments 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 the nearest Social Security office, call 1-800-772-1213 (TTY 1-800-325-0778) from 7 AM – 7 PM/ Monday through Friday or go online at www.socialsecurity.gov.</p>
<p>Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) Storm victims who already receive SSI and SSDI should contact the Social Security Administration directly at 1-800-772-1213 to learn how checks may be reissued, cards replaced or to report a change in address.</p>	<p>Suspension of Federal Student Loan Payments If you live in a federally declared disaster area, you may be eligible for relief that would temporarily suspend your federal student loan payments. Relief will not be proactively given to you—you must request it. You have different options for requesting relief, depending on how you received your loans:</p> <ul style="list-style-type: none"> • For Direct Loan (DL) program loans: <ul style="list-style-type: none"> ◦ Call the Direct Loan Servicing Center at

	<p style="text-align: center;">800.848.0979</p> <ul style="list-style-type: none"> • For Federal Family Education Loan Program (FFELP) loans: <ul style="list-style-type: none"> ◦ Contact your lender directly or call 800.4FEDAID (800.433.3243). • Federal Student Aid Ombudsman <ul style="list-style-type: none"> ◦ 877-557-2575 or 202-3773800 <p style="text-align: center;">http://www.asa.org/repay/options/disaster/default.aspx</p>
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EMPLOYMENT

New York State Department of Labor Job Postings:

- <http://www.labor.ny.gov/jobs/regional.shtm>
- <http://www.labor.ny.gov/careerservices/CareerServicesIndex.shtm>

NYS Department of Labor - One-Stop Career Centers

- <http://www.labor.ny.gov/workforcenypartners/osview.asp>

NYS Department of Labor – Job Fairs and Recruitments

- <http://www.labor.ny.gov/careerservices/findajob/jobfairrecruitmentsindex.shtm>

NYS Career Zone

- <http://www.nycareerzone.org/>

GOVERNMENT BENEFITS, GRANTS, AND FINANCIAL AID

Government Benefits, Grants, and Financial Aid for Citizens | USA.gov

<http://www.usa.gov/Citizen/Topics/Benefits.shtml>

Benefits.gov - Your Path to Government Benefits

<http://www.benefits.gov/>

Grants.gov - Who is Eligible for a Grant?

<http://www.grants.gov/aboutgrants/eligibility.jsp>

HOUSING

<p>There are a variety of local organizations working to develop housing options. For other information, dial 2-1-1 for local referrals.</p>	
<p>Temporary Housing (aka FEMA Trailer) Maintenance Number: 1-800-818-4563</p>	
<p>The NY Housing Search Resource Provides an online resource tool for finding affordable rental properties; it can be accessed at http://www.nyhousingsearch.gov/ or by calling Toll</p>	<p>USDA'S Rural Development Is encouraging residents affected by the disaster to immediately apply for funding assistance under Rural single family housing loan and grant programs.</p>

<p>Free: 1-877-428-8844 and for TTD/TTY: 7-1-1</p>	<p>Funds are available for housing repair, rehabilitation and home purchases. For home financing, USDA will assist with expediting lender approval and approval for access to the Guaranteed Underwriting Services; and offer streamlined loan processing. Individuals needing payment assistance on their existing USDA Rural Development Single and Multi-family loans are encouraged to contact the Centralized Servicing Center at (800) 414-1226</p>
<p>FEMA Housing Portal</p> <p>The FEMA Housing Portal is intended to help individuals and families, who have been displaced by a disaster, find a place to live.</p> <p>The portal consolidates rental resources identified and provided by federal agencies, such as the U.S. Department of Housing and Urban Development (HUD), U.S. Department of Agriculture (USDA), U.S. Veterans Administration (VA), private organizations, and the public, to help individuals and families find available rental units in their area.</p> <p>FEMA recommends to those who use this portal, that they contact the number on the listing prior to traveling to the location of the property to make sure the property is still available.</p> <p>This site is updated regularly, and we encourage those who use the portal to check back often for the most current information.</p> <p>http://asd.fema.gov/inter/hportal/home.htm Searching available properties by location, rent amount, accessibility, and other criteria. New Yorkers With Property To Rent to Storm Survivor(s)</p> <p>Call the FEMA Helpline 1-800-621-3362 and provide the following information:</p> <ul style="list-style-type: none"> • Address of rental property • Monthly rent • Number of bedrooms • If the property is accessible to people with disabilities • If you accept pets, and the deposit required for pets, if any. 	<p>YWCA OF THE GREATER CAPITAL REGION 21 First Street Troy, NY 12180 (518) 274-7100 Administrative</p>

RENT PAYMENT ASSISTANCE

You may also contact your local Community Action Agency / Community Action Program.

Please see the end of this guide for a list.	
You may also contact your local Catholic Charities.	
JOSEPH L. BRUNO FAMILY RESOURCE CENTER 2328 Fifth Avenue Troy, NY 12180 (518) 272-6012	ROARKE CENTER 107 4th Street Troy, NY 12180 (518) 273-8351 Administrative (518) 270-0579 FAX
SCHENECTADY INNER CITY MINISTRY 930 Albany Street Schenectady, NY 12307 (518) 374-2683 Administrative	YWCA OF NORTHEASTERN NY 44 Washington Avenue Schenectady, NY 12305 (518) 374-3394 Administrative (518) 374-3385 FAX
COMMUNITY, WORK, AND INDEPENDENCE 37 Everts Avenue Queensbury, NY 12804 (518) 793-4700 Administrative (518) 748-0227 Emergency (518) 745-8084 Service/Intake	ADIRONDACK VETS HOUSE 26 Pine Street Glens Falls, NY 12801 (518) 793-6545 Administrative
WASHINGTON COUNTY ECONOMIC OPPORTUNITY COUNCIL 383 Broadway Fort Edward, NY 12828 (518) 746-2390 Administrative	WASHINGTON COUNTY DEPARTMENT OF PUBLIC SAFETY (518) 747-7520 Service/Intake Services County Offices of Emergency Services

LEGAL SERVICES

NEW YORK STATE BAR ASSOCIATION LAWYER REFERRAL AND INFORMATION SERVICE One Elk Street Albany, NY 12207 (800) 342-3661 Service/Intake http://www.nysba.org	State of New York Pro Bono Affairs 518-487-5779 Pro Bono Legal Assistance
Legal Aid Society of Northeastern New York <ul style="list-style-type: none"> • http://www.lasnny.org/ • Client Services: <ul style="list-style-type: none"> ◦ http://www.lasnny.org/RTF1.cfm?pagename=Client%20Services • Get Help / Contact: <ul style="list-style-type: none"> ◦ http://www.lasnny.org/RTF1.cfm?pagename=Get%20Help • Resources: <ul style="list-style-type: none"> ◦ http://www.lasnny.org/RTF1.cfm? 	The Legal Aid Society of Mid-New York <ul style="list-style-type: none"> • http://www.lasmny.org/ • Contact Us: <ul style="list-style-type: none"> ◦ http://www.lasmny.org/ContactUs.shtm • How can We Help? <ul style="list-style-type: none"> ◦ http://www.lasmny.org/Programs/HowCanLegalAidHelp.shtm

pagename=Resources	
<p>Albany County Albany County Bar Association http://www.albanycountybar.com/ The Stedman House 1 Lodge Street, 2nd Floor Albany, NY 12207</p> <p>Tel: (518) 445-7691 Fax: (518) 445-7511 E-mail: acba@albanycountybar.com</p> <p>Hours of Operation: Monday through Friday, 9:00 AM – 5:00 PM Pro Bono Coordinator: Eileen Guinan, eguinan@albanycountybar.com</p>	<p>Delaware County Bar Association</p> <ul style="list-style-type: none"> • http://www.hancock.net/~dcba/dcba.html <ul style="list-style-type: none"> ◦ Please see this link for all contact and other information.
<p>Saratoga County Bar Association http://www.saratogacountybar.org/ P.O. Box 994 Saratoga Springs, NY 12866 Telephone and Fax: 518-280-1974</p> <ul style="list-style-type: none"> • How do I get a lawyer in Saratoga County? <ul style="list-style-type: none"> ◦ Call the Saratoga County Bar Association Referral Service at 518-280-1974 or via e-mail at pclute@saratogacountybar.org 	<p>Schenectady County Bar Association http://www.schenectadycountybar.org/ PO Box 1728 Schenectady, NY 12301 518-393-4115 info@schenectadycountybar.org</p> <ul style="list-style-type: none"> • Modest Means Panel Program <ul style="list-style-type: none"> ◦ http://schenectadycountybar.org/MMP%20mainpage.html
<p>Your Rights as a Renter</p> <p>Rent Abatement and Security Deposits</p> <p>If you are a tenant and you have been displaced as a result of the storm, you may be entitled to a return of part of the rent you paid if you are unable to live in your home during that period of time.</p> <p>You also may not have to pay your rent for the months after that if you are not able to go back into your apartment.</p> <p>Finally, if you are able to return to your apartment, but it is not completely habitable, you may not have to pay all the rent</p> <p>Your displacement due to this natural disaster, may also entitle you to have your security deposit returned quickly.</p> <ul style="list-style-type: none"> • A landlord must return your security 	<p>The Legal Project Stuyvesant Plaza 1475 Western Avenue, Suite 59 Albany, NY 12203-3705</p> <p>(518) 435-1770 (518) 435-1773</p> <p>http://www.legalproject.org/</p> <p>Servicing: Albany, Saratoga, Rensselaer, Schenectady Counties</p>

<p>deposit within five business days if:</p> <ul style="list-style-type: none">○ The displacement is caused by fire, flood, condemnation or evacuation – AND○ An authorized public official posts the premises with a notice prohibiting occupancy – OR○ A building inspector has certified within 48 hours that displacement is expected to continue longer than seven days and has so notified the owner in writing.	
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ELDERS IN DISASTERS

The Administration on Aging (AoA)

... offers a website that provides a comprehensive overview of a wide variety of topics, programs and services related to aging.

The AoA website provides a Disaster Preparedness Manual for the Aging Network, which provides valuable safety information in time of a disaster.

The Disaster Preparedness Manual for the Aging Network is targeted to older Americans and is available to the public.

Whether you are an older individual, a caregiver, a community service provider, a researcher, or a student, you will find valuable user-friendly information.

Please visit the Disaster Assistance for Older Americans website at the following location for further information: <http://www.aoa.gov/AoARoot/Preparedness/index.aspx>

New York State Office for the Aging (NYSOFA)

NYSOFA has received a \$87,000 grant from the Administration on Aging (AoA) to assist the aging network in the counties that were declared disaster areas in the aftermath of Hurricane Irene and Tropical Storm Lee.

The agency will use this funding strategically to assist the Area Agencies on Aging (AAAs) in those counties to fill the gaps in services and to help them bring back critical services and support unmet needs of older individuals in their communities. NYSOFA has implemented an expedited application process to ensure that the funds are released quickly, with minimal stress on the county offices' staff.

Funding may be used to address the needs of affected older persons such as emergency medication replacements not covered by insurance and/or assistance with co-pays; furnace repairs not covered by other sources; assistance with office visits, co-pays, and deductibles for medical issues not covered by insurance; deposits on utilities and apartments; loss of frozen or perishable foods; living/moving expenses; replacement of hearing aids, glasses and dentures; home modifications; durable Medical Equipment not covered by Medicare or Medicaid; or other items essential to assist older persons to remain in their homes safely.

It can also be used to help local offices for the aging conduct outreach to heavily impacted areas, especially in rural areas with limited communication; individual assistance to help with clean up, debris removal, and housing and other needs that may be identified in the course of assessing these individuals; funds to replace vehicles to deliver meals that were damaged in the events and not covered by insurance; kitchen, office and

other equipment not covered by insurance that has been damaged or destroyed by storms; transportation beyond the normal course of business as many lost vehicles that were not insured; staff overtime costs or other costs associated with providing services related to the disaster.

New York State
Office for the Aging
2 Empire State Plaza
Albany, New York 12223-1251
NYSOFA Senior Citizens' Help Line 1-800-342-9871
For General Assistance 1-800-342-9871

CARING FOR FARM ANIMALS & AGRICULTURE

Many areas lost power for days as a result of the storm. If you are a farmer with herds of animals and are experiencing difficulties getting adequate food or water for your herds as a result of this disaster event contact your County Office of Emergency Management for assistance in solving the issue on a local level. Empire State Animal Response may have resources and/or connections to assist the farmers to learn more:
<http://www.empiresart.org/>.

If you or someone you know has an agricultural or animal care issue related to the storm you may also contact New York Department of Agriculture. Here is a link to find the county office:

http://www.nys-soilandwater.org/contacts/county_offices.html
or to learn more about assistance programs read more at <http://www.agmkt.state.ny.us/AD/release.asp?ReleaseID=1976>

Agricultural and Community Recovery Fund

The Conservation Program is administered by the New York State Department of Agriculture and Markets in consultation with the New York State Soil and Water Conservation Committee.

The Soil and Water Districts determined land eligibility based on site inspections of damage. For land to be eligible, the Tropical Storms must have:

- Created a new conservation problem that, if left untreated,
- Would: degrade the state's natural resources
- Impact public drinking water supplies
- Present ongoing pollution risks to surface and groundwater
- Pose threats to production facilities
- Impair farm safety
- Affect the land's productive capacity
- Present challenges to farm production that would be too costly to implement without state assistance.
- Eligible emergency conservation practices include, but are not limited to:
 - Debris removal
 - Restoring fences and conservation structures
 - Crop removal
 - Land shaping and grading
 - Installation of vegetative practice, including cover crop.
- Eligible costs include:

- Architectural and/or engineering services
- Consultant services
- Construction; and other direct expenses related to implementation.

Project selection is based on identified need and degree of loss and with consideration of the available funding for eligible counties.

The following contacts may be able to assist farms with their needs for recovery:

<p>NEW YORK STATE FARM SERVICE AGENCY 441 S SALINA ST SYRACUSE, NY 13202-2450 (315) 477-6303 (315) 477-6323 Fax Mailing Address: 441 S SALINA ST RM 536 SYRACUSE, NY 13202-2450 http://www.fsa.usda.gov/FSA/stateoffapp?mystate=ny&area=home&subject=landing&topic=landing</p>	<p>James Barber State Executive Director (315) 477-6303 (315) 477-6324 fax James.Barber@ny.usda.gov</p>	<p>Schoharie Service Center 108 Holiday Way Schoharie, NY 12157 Voice: (518) 295-8600, ext. 4 Fax: (518) 295-8620</p> <p>Counties served:</p> <ul style="list-style-type: none"> ● Fulton ● Greene ● Montgomery ● Schenectady ● Albany ● Schoharie ● Otsego ● Delaware
<p>Greenwich Service Center 2530 State Route 40 Greenwich, NY 12834 Voice: (518) 692-9940, ext. 4 Fax: (518) 692-2203</p> <p>Counties served:</p> <ul style="list-style-type: none"> ● Warren ● Washington ● Hamilton ● Essex ● Rensselaer ● Saratoga 	<p>REBECCA L DESORBE Farm Loan Manager (518) 692-9940 rebecca.desorbe@ny.usda.gov</p>	<p>Please see the fourth installment of funding under the Agricultural and Community Recovery Funding, administered by NYS Department of Agriculture and Markets.</p> <p>http://www.agriculture.ny.gov/disaster-assistance-and-resources.html http://www.governor.ny.gov/press/10252011FourthRoundofAid</p>

The Farm Service Agency is offering the following programs:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=landing>

- Supplemental Revenue Assistance Payments (SURE) Program (<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=sure>) – provides financial assistance for crop production and or quality losses due to a natural disaster.
- Emergency Assistance for Livestock, Honey Bees, and Farm-Raised Fish (ELAP) – provides emergency relief to producers of livestock, honey bees, and farm-raised fish. Covers losses from disaster such as

adverse weather or other conditions, such as hurricanes and flooding not adequately covered by any other disaster program.

- Livestock Forage Disaster Program (LFP) – provides financial assistance to producers who suffered grazing losses due to drought or fire.
- Livestock Indemnity Program (LIP) – provides assistance to producers for livestock deaths that result from disaster.
- Emergency Farm Loans – producers can borrow up to 100 percent of actual production or physical losses, to a maximum amount of \$500,000.
- Emergency Conservation Program (ECP) – provides emergency funding and technical assistance for farmers and ranchers to rehabilitate farmland damaged by natural disasters and for carrying out emergency water conservation measures in periods of severe drought.

Forage Exchange Established

A new online forage exchange created by Cornell Cooperative Extension is now available to ensure that flooded New York farms will not run out of feed for their livestock.

Hurricane Irene devastated many New York Farms, damaged others, and left still other farms relatively untouched.

Many flood-damaged farms are in desperate need of feed and forage. The Forage Exchange provides an online venue for farmers who have available feed and forage to post that information, and for farmers in need to locate feed and forage.

All transactions (including making arrangements for transportation) will take place between the farmers themselves.

The Forage Exchange is posted online (<http://cctest-lamp.cit.cornell.edu/forage/>). Cooperative Extension created the Exchange in cooperation with the New York Farm Bureau and the New York State Department of Agriculture and Markets.

New York FarmNet

FarmNet is a comprehensive program that provides farm families with a network of information, contacts and services to aid them in times of crisis.

FarmNet staff offer financial and personal counseling to New York farmers during times of adversity, all at no cost to the farmer.

To learn more about New York FarmNet's services, visit their website (<http://www.nyfarmnet.org/>) or contact them at 1-800-547-FARM (3276)

If you wish to contribute to FarmNet, please send monetary donations to
NY Farm Net
415 Warren Hall
Ithaca, NY 14853-7801

FarmieMarket.com

The Capital Region's Online Farmers' Market, and All Good Bakers offers funds to farmers in the greater Capital Region affected by Irene.

Visit FarmieMarket.com for more information.

NYSERDA- FARM ASSISTANCE

PON 2422 Agriculture Disaster Energy Efficiency Program

- <http://www.nyserda.ny.gov/agriculture-disaster-program>
 - The Agriculture Disaster Energy Efficiency Program is available to assist farms and on-farm producers in New York State damaged by Hurricane Irene and/or Tropical Storm Lee. Many New York State farms sustained significant damage by the recent storms and existing aid is primarily focused on crops and soil conservation. Under this program, \$4,175,000 is available to provide financial assistance toward projects replacing and installing a farm’s electric and natural gas distribution and use equipment and systems damaged during the storms in non-residential facilities.

<p>USDA Farm Service Agency Disaster Assistance 518- 295-8600 provides assistance for natural disaster losses to crops and livestock, as well as low-interest loans for the overall farm operation.</p>	<p>NYSERDA Announce Disaster Assist for Farmers James Denn 518-474-7080 Program to replace storm damaged farm systems and equipment</p>
<p>Regional Farm & Food Project 518-858-6866 www.farmandfood.org Financial Assistance for winter feed expenses, repairing fence & equipment, fuel bills</p>	<p>John Adams 518- 231-4346 Has trucks to transport baled hay. Resource for square/round bales supplier. Call for further details. Does NOT transport wet hay.</p>

FINANCIAL SERVICE AND CONSUMER ADVICE

<p>HOPE Coalition America 888-388-4673</p> <ul style="list-style-type: none"> • Financial Counseling. Will help with creditors and mortgage companies. • Programs dealing specifically with disaster situations <p>If you believe you have been the victim of a fraud, or if you want to find out how to avoid fraud when making purchases and paying for services, contact the: NY Division of Consumer Protection 1-800-697-1220; 5 Empire State Plaza Suite 2101, Albany, New York 12223</p>	<p>Consumer Credit Counseling Service Call 2-1-1 for the nearest location</p>
<p>Please see the appendix for listings for the Better Business Bureau (BBB)</p>	

INSURANCE ISSUES

<p>Insurance Complaints and Assistance New York Department Insurance Department Information and Complaints 1-800-342-3736 http://www.ins.state.ny.us/</p>	<p>NYS Insurance Department 800-339-1759 or www.ins.state.ny.us or NYS Insurance Department ATTN: Consumer Services Bureau One Commerce Plaza Albany, NY 12257</p>
<p>Veterans Benefits U.S. Department of Veteran Affairs 1-800-827-1000 TTY 1-800-829-4833 Or online at www.va.gov New Yorkers With Property To Rent to Storm Survivor(s)</p>	<p>United Policyholders http://www.uphelp.org/ 381 Bush Street, 8th Floor San Francisco, CA 94104 Fax: 415-677-4170 info@uphelp.org “We do not accept funding from insurance companies.” Provide (both before and after a disaster):</p> <ul style="list-style-type: none"> • Education • Advocacy • Training • Handouts • and Un-bias insurance information and help. <p>Their website has a lot of useful information that may help with many situations you are encountering.</p> <ul style="list-style-type: none"> • They are aware of and can help with mortgage companies requiring early loan payouts. IE being required to sign grants, and other financial assistance. • General advice is requesting written proof that they are allowed to collect early. Request legal help understanding the contract / loan agreement if you need assistance. You may also call United Policyholders.

COMMUNITY MEALS

Breakfast	
<p>Mon & Fri 8 – 8:30am Interfaith Partnership for the Homeless 176 Sheridan Ave Albany, NY</p>	<p>T, W, Th 7 – 9am (Nov-April) Westminster Presby. Church 262 State St Albany, NY</p>

Daily 6:15am City Mission 259 S. Pearl St Albany, NY	Daily 9-10am Bethany Hospitality 27 State St Troy, NY
Lunch	
Sunday 1 – 2pm Beth Emeth 283 Central Ave Albany, NY	Monday 11:30 – 1pm St. Maximilian Kolbe 283 Central Ave Albany, NY
Tuesday 11:30 -1pm St. John's/ St. Ann's 88 4th Ave Albany, NY	Wednesday 11:30 – 12:30 Sacred Heart Church 33 Walter St Albany, NY
Wednesday 12 -1pm Main St. Mission 301 Central Ave Albany, NY	Wednesday 12 -1pm (Sept – June) Israel AME Church 281 Hamilton St Albany, NY
Thursday 11:30 – 1pm St. Maximilian Kolbe 283 Central Ave Albany, NY	Saturday 11:30 – 1pm Grace & Holy Innocents 498 Clinton Ave Albany, NY
Saturday 11:30 – 1pm St. John's/ St. Ann's 88 4th Ave Albany, NY	Daily 11:30am Sun: Take-out City Mission 259 S. Pearl St Albany, NY
Mon – Fri 12-1pm (Last week of month) Salvation. Army - Cohoes 300 Ontario St Albany, NY	Daily 9-10am Bethany Hospitality 27 State St Troy, NY
Thur-Fri 11-2pm Trinity Damien Center 392 2nd St Troy, NY	Saturday 12-2pm (2nd & 4th Sat.) *Open Sept.-June Faith & Love 85 Washington St. Rensselaer, NY
Dinner	
YWCA OF THE GREATER CAPITAL REGION 21 First Street Troy, NY 12180 (518) 274-7100 Administrative	Mon – Sat 6:00pm Sun 4:00 pm City Mission 259 S. Pearl St Albany, NY

<p>Mon – Fri Salvation Army Mobile Canteen 4 – 4:30pm Ida Yarborough Apts. 4:30 – 5pm Corner of Henry Johnson & Orange St. 5-6:00 PM 500 Clinton Ave Albany, NY</p>	<p>Mon-Fri 4-6pm Sheridan Hollow Drop In Center 26 South Swan St. Albany, NY</p>
<p>Wednesday 4-6pm The Open Table 1401 1st Ave, Watervliet Ave Cohoes, NY</p>	<p>Friday 4:30-6:30pm Good Ground Church 49 Johnston Cohoes, NY</p>
<p>Sat & Sun 3-5pm JC Club Children’s Mon-Fri 4-6pm(Children under 19) Feeding Center 63 Quail St Albany, NY</p>	<p>Monday 3:30-5pm Salvation Army - Troy 410 River St Troy</p>
<p>Grovenors Corners/Middleburgh Methodist Church Pastor Jeff 827-5126 Evening meal 5 – 6:30</p>	<p>Tuesday 6-7pm First Baptist 82 3rd St Troy, NY</p>
<p>Wednesday 4-6pm The Open Table 1401 First Ave. Watervliet, NY</p>	<p>4-6 pm Victorious Life Church 1838 5th Ave Troy, NY</p>
<p>10-12pm 1-2pm Salvation Army Troy 410 River St. Troy, NY Produce and bread</p>	<p>Thursday 6-7pm YWCA 21 1st St Troy, NY</p>
<p>Friday 3:30-5 pm Salvation Army Troy 410 River St Troy, NY</p>	<p>Saturday 6:30pm (Last Sat. of Month) Trinity Church 1336 1st Ave Watervliet, NY</p>

FOOD PANTRIES / FOOD BANKS
Hunger Solutions of New York
<http://www.hungersolutionsny.org/>

Works with nutrition and Anti-Hunger programs and advocacy. Food Pantries, etc. are useful and worthy. Hunger Solutions and your local Department of Social Services maybe able to help with other long term solutions.

<p>The Food Pantries For the Capital District 32 Essex Street Albany, NY 12206 Phone: 518.458.1167 Fax: 518.458.1246 http://www.thefoodpantries.org/</p> <p>8:30 - 4:30 M-F Provides intake and direction for all food pantries in Albany, Rensselaer and Southern Saratoga County</p>	<p>Regional Food Bank 965 Albany-Shaker Road Latham, NY 12110 Ph: 518-786-3691 Fx: 518-786-3004 info@regionalfoodbank.net http://www.rfbneny.com/</p> <p>Covers the following counties: Albany, Clinton, Columbia, Delaware, Dutchess, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Orange, Otsego, Putnam, Rensselaer, Rockland, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren, Washington</p>
<p>FULMONT COMMUNITY ACTION AGENCY 20 Park Street PO Box 835 Fonda, NY 12068 (518) 853-3011 Administrative</p>	<p>Grace Episcopal Church Food Pantry 34 Third Street Waterford, New York POC: Faye Cattalo</p>
<p>FULMONT-AMSTERDAM OUTREACH CENTER 1200 Riverfront Center Amsterdam, NY 12010 (518) 842-0790 Administrative</p>	<p>FULMONT NORTHVILLE OUTREACH CENTER 202 North Third Street Northville, NY 12134 (518) 863-2177 Service/Intake (518) 863-2177 Administrative</p>
<p>FULMONT FORT PLAIN OUTREACH CENTER 74 Main Street Fort Plain, NY 13339 (518) 993-3230</p>	<p>FULMONT GLOVERSVILLE OUTREACH SITE 39 Church Street Gloversville, NY 12078 (518) 725-7110 Administrative (518) 725-7110 Service/Intake</p>
<p>OUR LADY OF FATIMA 1735 Alexander Road PO Box 219 Delanson, NY 12053 (518) 895-2788 Administrative</p>	<p>SALVATION ARMY – AMSTERDAM 267 Market Street Amsterdam, NY 12010 (518) 842-9941 Administrative</p>
<p>UNITED METHODIST CHURCH/ DOLGEVILLE FOOD PANTRY 21 North Helmer Street Dolgeville, NY 13329 (518) 429-9741 Administrative</p>	<p>BETHESDA HOUSE OF SCHENECTADY 834 State Street Schenectady, NY 12307 (518) 374-7873 Administrative (518) 374-5133 FAX</p>

<p>BRAMAN HALL FOOD PANTRY DUANESBURG FLORIDA BAPTIST CHURCH 7967 State Route 30 PO Box 9 Braman's Corner Delanson, NY 12053 (518) 868-2047 Service/Intake</p>	<p>FIRST BAPTIST CHURCH 202 Milton Avenue Ballston Spa, NY 12020 (518) 885-8361 Administrative</p>
<p>LIGHTHOUSE FOOD PANTRY 2739 Hamburg Street Schenectady, NY 123 035 (518) 355-2277 Administrative</p>	<p>OUR LADY OF FATIMA 1735 Alexander Road PO Box 219 Delanson, NY 12053 (518) 895-2788 Administrative</p>
<p>REFRESHING SPRINGS CHURCH 327 Georgetta Dix Plaza Schenectady, NY 12307 (518) 346-5303 Administrative</p>	<p>SALVATION ARMY FOOD PANTRY/MEAL PROGRAM 222 Lafayette Street Schenectady, NY 12305 (518) 346-0222 Administrative</p>
<p>WESTMINSTER PRESBYTERIAN FOOD PANTRY 1690 Avenue A Corner Of Mason Street Schenectady, NY 12308 (518) 372-9520 Administrative</p>	<p>SCHENECTADY INNER CITY MINISTRY FOOD PROGRAM 839 Albany Street Schenectady, NY 12307 (518) 346-4445 Administrative (518) 346-4035 Administrative</p>
<p>ST. LUKE'S FOOD PANTRY (518) 347-1385 Service/Intake</p>	<p>SCOTIA-GLENVILLE FOOD PANTRY 132 Mohawk Avenue Scotia, NY 12302 (518) 399-9426 Administrative</p>
<p>BRAMAN HALL FOOD PANTRY DUANESBURG FLORIDA BAPTIST CHURCH 7967 State Route 30 PO Box 9 Braman's Corner Delanson, NY 12053 (518) 868-2047</p>	<p>SCHOHARIE COUNTY COMMUNITY ACTION PROGRAM 795 East Main Street Suite 5 Cobleskill, NY 12043 (518) 234-2568 Service/Intake (518) 296-8523</p>
<p>St. Mark's Lutheran Church 518-827-5035</p>	<p>Esperance Sloansville United Methodist Church Alan Rhodes 875-6279 Food bank by appointment only</p>
<p>BREAD OF LIFE FOOD PANTRY 224 Main Street Zion Episcopal Church Hudson Falls, NY 12839</p>	<p>ARGYLE UNITED PRESBYTERIAN CHURCH FOOD PANTRY 48 Main Street PO Box 66</p>

(518) 747-2808 Service/Intake	Argyle, NY 12809 (518) 638-8072 Administrative
CORNERSTONE BIBLE CHURCH FOOD PANTRY South Bay Road Fort Ann, NY 12827 (518) 639-4009 Service/Intake (518) 639-8906 Care Line	GRANVILLE FOOD PANTRY St. Mary's Church 23 Buckley Avenue Granville, NY 12832 (518) 642-1262 Service/Intake
FORT EDWARD COMMUNITY FOOD PANTRY 131 Broadway Fort Edward, NY 12828 (518) 747-5939 Service/Intake	GRANVILLE ECUMENICAL FOOD PANTRY Rectory Saint Mary's Roman Catholic Church 23 Bulkley Avenue Granville, NY 12832 (518) 642-1262 Service/Intake
GREENWICH RELIEF COMMITTEE 2 Academy Street Greenwich, NY 12834 (518) 692-7270 Administrative	CAMBRIDGE VALLEY SENIOR CITIZEN CENTER 5 Park Place Cambridge, NY 12816 (518) 677-8592 Administrative
HARTFORD FOOD BANK Fellowship Hall First Baptist Church Hartford, NY 12838 (528) 632-7611 Service/Intake	PINE KNOLLS ALLIANCE CHURCH FOOD PANTRY 614 Gansevoort Road South Glens Falls, NY 12803-5731 (518) 793-7101 Service/Intake (518) 306-4652 Service/Intake
SALEM FIRST UNITED PRESBYTERIAN CHURCH FOOD PANTRY 13 West Broadway Salem, NY 12865 (518) 854-9511 Service/Intake	SALVATION ARMY – GLENS FALLS 13-15 Chester Street Glens Falls, NY 12801 (518) 792-5127 Administrative (518) 792-1960 Service/Intake
WASHINGTON COUNTY ECONOMIC OPPORTUNITY COUNCIL 383 Broadway Fort Edward, NY 12828 (518) 746-2390 Administrative	WHITEHALL UNITED METHODIST CHURCH FOOD PANTRY 56 Greenmount Cemetery Lane Whitehall, NY 12887-2425 (518) 499-2039 Service/Intake
CATHOLIC CHARITIES OF SCHOHARIE COUNTY 489 W. Main Street Cobleskill, NY 12043 (518) 234-3581	COMMUNITY ACTION OF GREENE COUNTY 53 South Jefferson Avenue Catskill, NY 12414 (518) 943-9205 Administrative (518) 943-9211
Delaware County	

<p>ANDES Presbyterian Church 70 Delaware Avenue 13731 Joe (845) 676-3312 Hours - Tuesday, 11:00 a.m. - 1:00 p.m.</p>	<p>COLCHESTER American Legion Hall Back River Road, Downsville 12755 Gene Mills 607-363-2808 Hours - as needed Easiest to reach early evening</p>
<p>DAVENPORT Route 23 - Near Town Hall 13750 Amy Jeffers (607) 278-4052, 2nd and 3rd Sunday, 9:00 - 12:00 Linda (607) 278-5600 (W)</p>	<p>DELHI United Ministry Church Courthouse Square Carmel Banks (607) 746-3008 Hours - Monday and Thursday, 1:00 - 3:00</p>
<p>DEPOSIT 91 Second Street 13754 Julie Hempstead (607) 467-5151 Linda (570) 461-4821 Hours - Every Thursday, 3:00 -6:00 p.m.</p>	<p>EAST BRANCH Methodist Church 13756 Louise Lombardi (607) 363-2594 Hours - Thursday, 1:00-3:00, or as needed</p>
<p>GRAND GORGE United Methodist Church Prattsville Road 12434 Linda Vause, Food Bank Coordinator (607) 746-1685 Hours - Monday through Friday, 9:00 -5:00 Closed 12:00 - 1:00 p.m. for lunch</p>	<p>HANCOCK Father Rausch Memorial Hall West Main Street 13783 Church Rectory (607) 637-2571 T Seccora (607) 637-2582 Hours - Tuesday, 1:00-3:00 If emergency, call rectory</p>
<p>KORTRIGHT N Kortright Presbyterian Church 13842 Don Kerr (607) 652-4445 (H) Hours - as needed/will deliver</p>	<p>MARGARETVILLE Main Street 12455 (845) 586-2233 Hours - call M-W-F, 9:00-11:00 or 5:00-7:00</p>
<p>MASONVILLE Federated Church 13804 TMarie Sherman (607) 265-3266 Tracy Ramage (607) 265-3793 Hours - as needed</p>	<p>ROXBURY United Methodist Church 12 Liberty Street 13838 Ellen Reuter (607) 843-8381 Hours - Monday & Thursday, 9:30-11:30</p>
<p>SIDNEY United Methodist Church 12 Liberty Street 13838 Ellen Reuter (607) 843-8381 Hours - Monday & Thursday, 9:30-11:30</p>	<p>SIDNEY CENTER United Methodist Church 13839 Edna Pomeroy (607) 369-7597 Hours - as needed</p>
<p>WALTON United Presbyterian Church 62 East Street 13856 Vabina Meyers (607) 865-5147 Hours - Tuesday & Friday, 12:00-2:00</p>	

Columbia County	
Columbia Opportunities, Inc. 540 Columbia Street Hudson, NY 12534 (518) 828-4611	The Ecumenical Food Pantry First Presbyterian Church 3212 Church Street Valatie, NY 12184 (518) 758-9658 (Jim Gilmore)
Roe-Jan Food Pantry Hillsdale Methodist Church Route 22 & Route 23 Hillsdale, NY 12529 (518) 325-5613 (Lois Edelman) (518) 325-4986 (Betty Galluip)	Church Of The Holy Cross Route 82 West Taghkanic, NY (518) 851-2474 (Janet Lasher)
Chatham Area Silent Pantry Tracy Memorial Village Hall Basement Chatham, NY 12037 (518) 392-7794	Philmont/Mellenville Food Pantry Claverack Town Offices 91 Church Street Mellenville, NY (518) 672-7524 (Greta Miller)
Ghent Food Pantry Ghent Town Hall Route 66 Ghent, NY 12075 (518) 392-4053 (Golda Combs)	Charles' Pantry New Lebanon Congregational Church Route 20 New Lebanon, NY 12125 (518) 766-6273 (Peter Quinn)
Germantown Reformed Church Of America Church Avenue Germantown, NY 12526 (Arlene Liepshutz)	
Greene County	
Athens Community Food Pantry Athens Community Center - side entrance 2 First Street, Athens, NY 12015 Tuesday 2-3 pm Thursday 4:30-5:30 pm	Cairo 622-3286 Resurrection Lutheran Church Tuesday 6:30-7:30 pm Friday 10-11 am
Catskill Community Action of Greene County, Inc. Mon. Thurs. Fri. 2-4 pm	Catskill Matthew Twentyfive Food Pantry 943-5890 Wednesday 6-8 pm Sunday 1-3 pm
Coxsackie First Reformed Church, Mansion Street 731-8470	Greenville Town Park, Rt. 32 2nd & 4th Wednesdays

Tuesday 1-2 pm Thursday 7-8 pm Saturday 10-11 am	9:00 -12:00
Jewett Presbyterian Church, 53 Church St. Sundays 12 - 2:30	Leeds-Athens High Hill Schoharie Turnpike 821-3391 (Must Call First) Wednesday 3:30-4:30 pm Thursday 3:30-4:30 pm Friday 11-12 pm

GENERAL CLOTHING PROVISIONS

Call 2-1-1

BABY CLOTHING / DIAPERS

Call 2-1-1

UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE

You may also contact your local Community Action Agency / Community Action Program. Please see the end of this guide for a list.

You may also contact your local Catholic Charities.

	United Way of Montgomery County \$250 for individual households. With possibilities to reapply. For an application please call: 518-842-6650
Hilltowns Community Resource Center (a subsidiary of Diocesan Catholic Charities) 566 Route 143 in Westerlo Reformed Church Westerlo, NY Point of Contact: Kathy Speck 518-797-3742 (Emergency Cash Assistance)	FAMILY SUPPORTS SERVICES 415 River Street, 2nd Floor Troy, NY 12180 (518) 272-1522 FAX (518) 272-3805 Service/Intake
SALVATION ARMY – GLENS FALLS 13-15 Chester Street Glens Falls, NY 12801 (518) 792-5127 Administrative (518) 792-1960 Service/Intake	WASHINGTON COUNTY DEPARTMENT OF PUBLIC SAFETY (518) 747-7520 Service/Intake Services County Offices of Emergency Services

GENERAL FURNITURE PROVISION

You may also contact your local Community Action Agency / Community Action Program. Please see the end of this guide for a list.

You may also contact your local Catholic Charities.

Peace of Home Furniture and Decor at	TROY AREA UNITED MINISTRIES
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<p>Abounding Love Christian Fellowship Faith Plaza 2480 Route 9W Ravena, New York 12143 Phone: 518-756-6820</p>	<p>392 Second Street Troy, NY 12180 (518) 274-5920 Ext. 201 Administrative (518) 271-1909 FAX</p>
<p>CIRCLES OF MERCY 11 Washington Street Rensselaer, NY 12144 (518) 462-0899 Administrative (518) 462-2892 FAX</p>	<p>HABITAT FOR HUMANITY OF SCHENECTADY COUNTY, INC. P.O. Box 9043 Schenectady, NY 12309 (518) 395-3412 E-mail: habitat@schenectadyhabitat.org</p>
<p>SALVATION ARMY – GLENS FALLS 13-15 Chester Street Glens Falls, NY 12801 (518) 792-5127 Administrative (518) 792-1960 Service/Intake</p>	<p>HOME FURNISHINGS PROGRAM 603 State Street Schenectady, NY 12305 (518) 346-2444 Administrative</p>

DONATIONS

Cobleskill Donation Center (at Crazy J's)

Heidi Brinkman
 258-2944
 Clothing and household items
 (Both Receives and Gives)

CARE

Guilford Mills
 104 South Grand Street
 Cobleskill, NY 12043
 (Both Receives and Gives)

Flood Recovery Coalition For Schenectady County

Distribution Store
 11 Cheltingham,
 Schenectady, NY
 Monday 1-4pm / Wed 4-7pm / Saturday 9am-12n / (or by appointment)

FUNDING

<p>You may also contact your local Community Action Agency / Community Action Program. Please see the end of this guide for a list.</p>	
<p>You may also contact your local Catholic Charities.</p>	
	<p>Catholic Charities of Schoharie County 234-3581 Will give up to \$500.00 per flood victim. To replace items not yet replaced one must: fill out applications,</p>

	get vendor quote, check made out to vendor.
Community Service Block Grant Program Chryston Jones (202)690-6090 Administered locally by SCCAP. Voucher assistance available up to \$500.00 for those below 125% of poverty line. Must have applied for FEMA. No duplication for FEMA funding.	LOWE'S HOME IMPROVEMENT Lowe's has several grants and community relief programs. See www.lowescreativeideas.com/social/index.html
Benefit Finder http://www.benefits.gov/	The USDA has loans and grants. Please see them in Housing section.

Storm Aid, Inc.

P.O. Box 567
 Schenectady NY 12301

Contact: Janice Thompson
 518-372-0035
stormaid2011@yahoo.com
<http://www.stormaid2011.com/p/how-to-apply.html>

<http://www.facebook.com/pages/Storm-Aid-2011/260533030655469?sk=wall>

Mission:

To have a positive impact for area communities devastated by the aftermath of Hurricane Irene by raising and distributing funds for its victims.

Benefits the following counties affected by the aftermath of Hurricane Irene:
 Schoharie County, Greene County, Schenectady County and Montgomery County.

Including the following communities:

Schoharie, Middleburgh, Blenheim, Esperance, Prattsville, Schenectady Stockade, Rotterdam Junction, Pattersonville and Amsterdam.

Our intent: To help victims devastated by the aftermath of Hurricanes Irene and Lee in our surrounding counties of Greene, Schoharie, Schenectady and Montgomery. Financial aid for individuals, small business owners and organizations.

Average grant to homeowners: \$500.

HOUSING

New York State Homes & Community Renewal 1-866-ASK-DHCR (1-866-275-3427) Monday – Friday 9:00 AM to 5:00 PM	New York Housing Search Resource www.nyhousingsearch.gov 877-428-8844 TTD/TTY: 7-1-1
Greene County Rental Assistance	Schoharie Service Center – USDA

<p>908 Greene County Office Building Cairo, NY 12413-9509 T: (518) 622-2593 Housing@discovergreene.com</p>	<p>800-414-1226 Housing Assistance for USDA Rural Development</p>
	<p>United States Department of Agriculture (USDA) Has many grant and loan programs for housing. Please look at:</p> <ul style="list-style-type: none"> • Loans: http://www.rurdev.usda.gov/RD_Loans.html • Grants: http://www.rurdev.usda.gov/RD_Grants.html • Housing and Community Assistance: http://www.rurdev.usda.gov/LP_Subject_HousingAndCommunityAssistance.html

GRANTS FOR REBUILDING

Soroptimist Disaster Grants for Women and Girls

Complete Grant information can be found at these links.

http://www.soroptimist.org/members/program/Program_DisasterGrants.html

<http://www.soroptimist.org/members/program/ProgramDocs/DisasterRelief/DGFAQ.pdf>

WEATHERIZATION

New York State; Division of Housing & Community Renewal; Weatherization Assistance Program (WAP)

- <http://nysdhcr.gov/Programs/WeatherizationAssistance/>
- 518-474-5700
- Weatherization@nyshcr.org.
- Weatherization Assistance Providers: http://nysdhcr.gov/Apps/profiles/profile_WAPcnty.asp
- “The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating/cooling costs and improving the safety of their homes through energy efficiency measures. Energy efficiency measures performed through the program include air sealing (weatherstripping, caulking), wall and ceiling insulation, heating system improvements or replacement, efficiency improvements in lighting, hot water tank and pipe insulation, and refrigerator replacements with highly efficient Energy Star rated units. Both single-family and multi-family buildings are assisted. Household energy use reductions and resultant energy cost savings are significant, with an average savings in excess of 20%. Individual households apply by contacting the provider that serves their area.” 1425 on 3/22/12 Weatherization Website at above address
- Income Eligibility “Households with incomes at or below 60% of state median income are eligible for assistance. Program services are available to both homeowners and renters, with priority given to senior citizens, families with children and persons with disabilities.” 1425 on 3/22/12 Weatherization Website at above address

Weatherization Assistance Program

1-866-ASK-DHCR

Up to \$6,000 per applicant is available to households that qualify

EmPower New York (a program of NYSERDA)

- Overview:
 - <http://www.nyserra.ny.gov/en/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-Overview.aspx>
- Details:
 - <http://www.nyserra.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-NY-Program-Details.aspx>
- Application Request:
 - <http://www.nyserra.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-Application.aspx>
 - Applications can also be obtained by calling 1-800-263-0960

RETURNING HOME / REPAIR / REBUILDING / CLEAN UP

- For most if not all of New York State, the counties, towns, etc. affected by Hurricane Irene and Lee have returned to normal procedures for permitting and other building requirements.
- Please see the note in the appendix “consumer information building contractors / cleaning services”

<p>Rebuilding Together National Website: http://www.rebuildingtogether.org/</p>	
<p>Rebuilding Together Saratoga County Organization site: http://www.rtsaratoga.org/ E-mail: rebuildingtogethersaratoga@yahoo.com 267 Ballard Road, Suite 4 Wilton, New York 12831 Phone: (518) 587-3315</p>	<p>Rebuilding Together Dutchess County Organization site: http://www.rebuildingtogetherdutchess.org/ E-mail: christina@rebuildingtogetherdutchess.org 47 S. Hamilton Street Poughkeepsie, New York 12601 Phone: 845-454-7310</p>
<p>Rebuilding Together Mohawk Valley Organization site: http://www.rebuildingtogethermv.org/ E-Mail: info@rebuildingtogethermv.org Rebuilding Together Mohawk Valley c/o Matt Wilson MPW Marketing 12 1/2 E. Park Row</p>	

Clinton, NY 13323	
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EmPower New York (a program of NYSERDA)

- Overview:
 - <http://www.nyserda.ny.gov/en/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-Overview.aspx>
- Details:
 - <http://www.nyserda.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-NY-Program-Details.aspx>
- Application Request:
 - <http://www.nyserda.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-Application.aspx>
 - Applications can also be obtained by calling 1-800-263-0960

Beware of Scams

- Don't become the victim of disaster-related scams.
- Before you begin making repairs to your home make sure that the professional you are about to hire is licensed to do the repair work.
- Ask to see identification before you let anyone who claims to be from a utility company inspect your home.
- Never give your credit card number or financial information to strangers over the phone or on the Internet.
- It is customary not to pay for the entire home improvement project in advance. Pay one-third beforehand, one-third halfway through and one-third upon completion.

The Attorney General's website <http://www.ag.ny.gov> includes tips to protect consumers from scams related to home repair, clean-up services, and tree removal. He's urging individuals who believe they have been scammed to contact his office at 1-800-771-7755.

Tips for Repairing your Home

- The American Red Cross articles on what to do after a flood are available at http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf or
- En Español – <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>
- To report problems with utilities or when utilities need to be shut off or during reconstruction, please refer to the following numbers:

PERSONAL / GROOMING SUPPLIES

You may also contact your local Community Action Agency / Community Action Program. Please see the end of this guide for a list.

You may also contact your local Catholic Charities.
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GENERAL ASSISTANCE (INDIVIDUAL, HOME, OR BUSINESS)

Fields of Grace Outreach 827-5344 Work tools, cleaning supplies, some volunteers county wide, sheetrock and like-supplies	River of Jubilee Church Gail Adamoschek 518-322-1427 Coordinates works crews, provides food, and clothing MyBenefits https://www.mybenefits.ny.gov/ Is operated by New York State to help individuals get the needed assistance (usually health and human services) that they qualify for.
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HOME APPLIANCES (FURNACES, REFRIGERATES, WASHERS / DRYERS, ETC.)

You may also contact your local **Community Action Agency / Community Action Program**. Please see the end of this guide for a list.

New York State; Division of Housing & Community Renewal; Weatherization Assistance Program (WAP)

- <http://nysdhcr.gov/Programs/WeatherizationAssistance/>
- 518-474-5700
- Weatherization@nyshcr.org.
- Weatherization Assistance Providers: http://nysdhcr.gov/Apps/profiles/profile_WAPcnty.asp
- “The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating/cooling costs and improving the safety of their homes through energy efficiency measures. Energy efficiency measures performed through the program include air sealing (weatherstripping, caulking), wall and ceiling insulation, heating system improvements or replacement, efficiency improvements in lighting, hot water tank and pipe insulation, and refrigerator replacements with highly efficient Energy Star rated units. Both single-family and multi-family buildings are assisted. Household energy use reductions and resultant energy cost savings are significant, with an average savings in excess of 20%. Individual households apply by contacting the provider that serves their area.” 1425 on 3/22/12 Weatherization Website at above address
- Income Eligibility “Households with incomes at or below 60% of state median income are eligible for assistance. Program services are available to both homeowners and renters, with priority given to senior citizens, families with children and persons with disabilities.” 1425 on 3/22/12 Weatherization Website at above address

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- Overview:
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- Details:
 - <http://www.nyscrda.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-NY-Program-Details.aspx>
- Application Request:

- <http://www.nyscrda.ny.gov/Page-Sections/Residential/Programs/Low-Income-Assistance/EmPower-Application.aspx>
- Applications can also be obtained by calling 1-800-263-0960

ENVIRONMENTAL REBUILDING PROJECTS

Schoharie Co Soil and Water Conservation
Steve Hoerz
518-295-8811
stream bank stabilization, assistance with DEC permits

VARIOUS HUMAN SERVICE NEEDS

You may also contact your local Community Action Agency / Community Action Program. Please see the end of this guide for a list.

You may also contact your local Catholic Charities.

Disaster Case Management

The mission of Disaster Case Management is to improve the individual and family outcomes for survivors following an event that has been declared a Major Disaster by the President, where Individual assistance (IA) has been authorized and the state's request for case management services has been approved by FEMA.

The Disaster Case Management program has just entered Phase II. What this means is that New York State has taken the program over from the Federal Government. A management agency has been chosen and they have in turned chosen the agencies that will be providing direct care.

Counties that did not have Disaster Case Managers will now have them. Those that had them will continue to have Disaster Case Managers. The Disaster Case Mangers are taking on new clients and are continuing to work with previous clients.

I am currently awaiting proper contact information and intake procedures for the Phase II portion of the program. When I receive it I will put it back into the Guide. In the mean time if you need some assistance please contact your Voluntary Agency Liaison (VAL) or your local Long Term Recovery Group and they should be able to help and point you in the right direction.

VII. RESOURCES FOR BUSINESSES

The Business Council of New York State / New York State Chamber of Commerce

- <http://www.bcnys.org/>
- The Schuler Building
152 Washington Avenue
Albany, New York 12210
- Phone: 518-465-7511 or 800-358-1202
- Fax: 518-465-4389

Link to find local Chambers

- <http://www.bcnys.org/inside/chambers.htm>

Empire State Development

- <http://www.esd.ny.gov/>
- ESD Hurricane Disaster Recovery
 - <http://www.esd.ny.gov/DisasterRecovery.html>

Empire State Development Regional Offices

<p>CAPITAL REGION Peter Wohl</p> <p>Hedley Park Place 433 River St. Suite 1003 Troy, NY 12180 (518) 270-1130</p> <p>Counties: Warren, Washington, Saratoga, Schenectady, Albany, Rensselaer, Greene, Columbia</p>	<p>NORTH COUNTRY Roseanne Murphy</p> <p>Watertown office: Dulles State Office Bldg. 317 Washington St. 2nd Floor Watertown, NY 13601 (315) 785-7907</p> <p>Plattsburgh office: 401 West Bay Plaza Plattsburgh, NY 12901 (518) 561-5642</p> <p>Counties: Jefferson, Lewis, St. Lawrence, Franklin, Clinton, Essex, Hamilton,</p>
<p>SOUTHERN TIER Kevin McLaughlin</p> <p>State Office Bldg. 44 Hawley St. Room 1508 Binghamton, NY 13901 (607) 721-8605</p> <p>Counties: Steuben, Schuyler, Tompkins, Chemung, Tioga, Broome, Chenango, Delaware</p>	<p>MOHAWK VALLEY Kenneth Tompkins</p> <p>207 Genesee St. Utica, NY 13501 (315) 793-2366</p> <p>Counties: Oneida, Herkimer, Fulton, Montgomery, Otsego, Schoharie</p>

VIII. HOTLINE NUMBERS

NYS Dept. Of Health – Vital Records	866-881-2809	
NYS Dept. of Financial Resources	877-226-5697	Complaints / inquires about banking and mortgages
National Flood Insurance Program – NFIP	888-379-9531	

Housing and Urban Development (HUD)	202-708-0477	Public Housing
Department of Financial Services Disaster Hotline	1-800-339-1759	Hours of Operation Monday through Friday: 8am to 8pm Saturday and Sunday: 9am to 4pm Please call for Hurricane Irene & Tropical Storm Lee Disaster related issues only
Henry Schein, Inc Disaster Hotline	1-800-999-9729	Hours of Operation 7 am- 7pm ET Open for dentists, physicians, and veterinarians who experience operational, logistical, or financial issues as a result of Hurricane/Tropical Storm Irene
NYS Div. of Human Rights	(518) 474-2705	
Adult Learning Center	(518) 475-6540	
Consumer Advocate	1-800-642-4272	Ask for the advocate for your county

IX: WELL WATER – TESTING LABS

**List of Local Approved Laboratories
Information obtained from the New York State Department of Health
Glens Falls District Office**

Glens Falls Area	Albany Area
Glens Falls Wastewater Treatment 2 Shermantown Road Glens Falls, NY 12801 518-761-3850 ext 17 NYS ID#: 10978	Adirondack Environmental 314 North Pearl Street Albany, NY 12207 518-434-4546 NYS ID#: 10709
CNA Environmental 172 Ridge Street Glens Falls, NY 12801 518-792-1170 NYS ID#: 11534	JH Consultants 15 Lynwood Drive Loudenville, NY 12211 518-785-9839 NYS ID#: 11799
Queensbury Laboratory RD #2, Corinth Road Queensbury, NY 12804 518-793-8866 518-798-3320(fax) NYS ID#: 10565	Bender St. Peter’s Laboratory 19 Warehouse Row Albany, NY 112205 518-525-5480 NYS ID#: 10350
	Gloversville WW Lab 310 Noroboro Road Gloversville, NY 12078 518-773-4586 NYS ID#: 10420
Lake George Area	MPA Testing (Giardia & Crypto) Approved Labs
JB3 Consulting 553 State Route 149, Suite B Lake George, NY 12845 518-761-9888 NYS ID#: 11637	Analytical Services, Inc. P.O. Box 515 Williston, VT 05495 1-800-723-4432 FAX: 802-878-6765
Darrin Fresh Water Institute 5060 Lakeshore Drive Bolton Landing, NY 12814 518-644-3541 NYS ID#: 10719	Upper Mohawk Valley Regional Water Board One Kennedy Plaza PO Box 345 Utica, NY 13503-0345 315-792-0301 FAX: 315-792-4722 NYS ID#10319
Saratoga Area	

CNA Environmental 27 Kent Street Ballston Spa, NY 12020 518-884-0800 518-884-0801(fax) NYS ID#: 11534	
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List of Local Approved Laboratories Information obtained from the Schoharie County Department of Health	
Fulton County Gloversville Water Works Norboro Road Gloversville, New York 12078 518-773-4586	Green County J Myers Water Services, Inc. Post Office Box 214 Hunter, New York 12442-0214 518-263-4333
Montgomery County Amsterdam Water Treatment Plant 250 Brookside Avenue Amsterdam, New York 12010 518-843-3009	Otsego County Oneonta City Water Laboratory 110 East Street Oneonta, New York 13820 607-433-3486
Schenectady County Schenectady City Laboratory 300 Anthony Street Schenectady, New York 12308 518-631-0037	Northeast Analytical, Inc Metals Analyses 2190 Technology Drive Schenectady, New York 12308 518-346-4592
Delaware County Sidney Water and Wastewater Laboratory 21 Liberty Street Sidney, New York 13838 607-561-2330	Catskill Regional Water Testing 5 1/ 2 Main Street Suite 4 Delhi, New York 13753 607-746-8826
Albany County St. Peters Bender Laboratory 19 Warehouse Row Albany, New York 12205 518-525-5475	

List of Local Approved Laboratories Information obtained from the New York State Department of Health

Oneonta District Office

See below

**LABORATORIES CERTIFIED FOR BACTERIOLOGICAL
AND OTHER WATER TESTING**

(some of those soliciting in the Oneonta District area)

ALBANY

Adirondack Environmental Services A I M Q
518-785-0128 (asbestos)
518-434-4546 (others)

St. Peters Bender Hygienic Laboratory I M Q
518-525-5480

BALLSTON SPA

CNA Environmental, Inc. A I M Q R
518-884-0800
Fax: 884-0801

CORTLAND

Microbac New York I M Q
607-753-3403
Fax: 753-3415

HARRIS (Sullivan County)
Community General Hospital
845-794-3300

HUNTER

Joe Myers Water Services, Inc. I M Q
518-283-4333

KINGSTON

Kingston Water Department Laboratory
845-679-2216

LATHAM

JH Consulting Group, Inc. I M Q R
518-785-9839

NEWBURGH

Envirotest Laboratories I M Q
845-562-0890

NORWICH

Chenango Valley Environmental Lab.
607-334-2877

ONEONTA

Oneonta Water Lab
607-433-3486

SIDNEY

Sidney Water and Waste Lab
(Contracts w/ Benchmark Analytics)
607-561-2330

SYRACUSE

Life Science Laboratories A I M Q R
315-445-1105

SAYRE, PA

Benchmark Analytics, Inc.
570-868-0169

WAVERLY

Microbac New York I M Q
607-565-3500
Fax: 607-565-4083

A - Approved for asbestos analysis.

I - Approved for some inorganic chemical analyses.

M - Approved for metals analysis including lead.

Q - Approved for organic analyses, possibly including VOC, SOC, THM.

R - Approved for radiological analysis.

± - Laboratory may provide sample collection services.

NOTE: The water supplier should verify with the laboratory that it has current, appropriate certification for the tests requested. Some of the indicated approvals are by arrangement with additional laboratories.

07/27/11

X. APPENDIX

LIST OF COMMUNITY ACTION PROGRAMS

New York State Community Action Association (NYSCAA)

<http://www.nyscommunityaction.org/findagencies.cfm>

<p>Albany County Albany Community Action Partnership 333 Sheridan Ave Albany, NY 12206 518-463-3175 http://www.albanycap.org/</p>	<p>Columbia County Columbia Opportunities, Inc. 540 Columbia St. Hudson, NY 12534 518-828-4611 http://www.columbiaopportunities.org/</p>	<p>Delaware County Delaware Opportunities, Inc. 35430 State Highway 10 Hamden, NY 13782-1112 60-746-1600 http://www.delawareopportunities.org/</p>
<p>Fulton County Fulmont Community Action Agency, Inc. P.O. Box 835 Fonda, NY 12068 518-853-3011 http://www.fulmont.org/index.shtml</p>	<p>Greene County Community Action of Greene County, Inc. 7856 Route 9W Catskill, NY 12414 518-943-9205 fohle@cagcny.org http://www.cagcny.org/</p>	<p>Hamilton County Warren/Hamilton Counties Aceo, Inc. 190 Maple Street Glens Falls, NY 12801 518-793-0638 http://dpca.state.ny.us/warren.htm</p>
<p>Montgomery County Fulmont Community Action Agency, Inc. P.O. Box 835 Fonda, NY 12068 518-853-3011 http://www.fulmont.org/index.shtml</p>	<p>Rensselaer County Commission on Economic Opportunity for the Capital District Region, Inc. 2331 Fifth Avenue Troy, NY 12180-2221 518-272-6012 http://www.ceo-cap.org/</p>	<p>Saratoga County Saratoga County EOC, Inc. 40 New Street PO Box 5120 Saratoga Springs, NY 12866 518-587-3158 http://www.saratogaecoc.org/</p>
<p>Schenectady County Schenectady Community Action Program, Inc. 913 Albany Street Schenectady, NY 12307 518-374-9181 http://www.scapny.org</p>	<p>Schoharie County Schoharie County Community Action Program, Inc. 795 East Main St Suite 5 Cobleskill, NY 12043 518-234-2568 http://www.sccapinc.org</p>	<p>Warren County Warren/Hamilton Counties Aceo, Inc. 190 Maple Street Glens Falls, NY 12801 518-793-0638 http://dpca.state.ny.us/warren.htm</p>
<p>Washington County Washington County EOC, Inc. 383 Broadway Fort Edward, NY 12828 518-746-2390</p>		

http://www.washingtoncounty.eoc.com/		
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Departments of Social Services for affected counties

http://www.health.ny.gov/health_care/medicaid/ldss.htm

<p>Albany County Albany County DSS 162 Washington Avenue Albany, New York 12210 (518) 447-7492</p>	<p>Columbia County Columbia County DSS 25 Railroad Avenue PO Box 458 Hudson, New York 12534 (518) 828-9411 (518) 828-9412</p>	<p>Delaware County Delaware County DSS 111 Main Street Delhi, New York 13753 (607) 832-5300</p>
<p>Fulton County Fulton County DSS 4 Daisy Lane PO Box 549 Johnstown, New York 12095 (518) 736-5600</p>	<p>Greene County Greene County DSS 411 Main Street PO Box 528 Catskill, New York 12414-1716 (518) 943-3200</p>	<p>Hamilton County Hamilton County DSS PO Box 725 White Birch Lane Indian Lake, New York 12842-0725 (518) 648-6131</p>
<p>Montgomery County Montgomery County DSS County Office Building PO Box 745 Fonda, New York 12068 (518) 853-4646</p>	<p>Rensselaer County Rensselaer County DSS 1801 6th Avenue Troy, New York 12180 (518) 270-3928</p>	<p>Saratoga County Saratoga County DSS 152 West High Street Ballston Spa, New York 12020 (518) 884-4148</p>
<p>Schenectady County Schenectady County DSS 797 Broadway Schenectady, New York 12305 (518) 388-4470</p>	<p>Schoharie County Schoharie County DSS County Office Building PO Box 687 Schoharie, New York 12157 (518) 295-8334</p>	<p>Warren County Warren County DSS Municipal Center Annex 1340 State Route 9 Lake George, New York 12845-9803 (518) 761-6321</p>
<p>Washington County Washington County DSS Municipal Building 383 Broadway Fort Edward, New York 12828 (518) 746-2300</p>		

DEPARTMENT OF AGING for affected counties

New York State Senior Citizen's Help Line: 1-800-342-9871

<http://www.aging.ny.gov/NYSOFA/LocalOffices.cfm>

<p>Albany County Department for Aging Judy Glassanos, Commissioner 162 Washington Ave Albany, NY 12210 (518) 447-7177 FAX: (518) 447-7188</p>	<p>Columbia County Office for the Aging Kary Jablonka, Administrator 325 Columbia Street Hudson, NY 12534 (518) 828-4258 FAX: (518) 822-0010</p>	<p>Delaware County Office for the Aging Wayne Shepard, Director 6 Court Street Delhi, NY 13753-1066 (607) 746-6333 FAX: (607) 746-6227</p>
<p>Fulton County Office for Aging Andrea Fettinger, Director 19 N. William Street Johnstown, NY 12095-2534 (518) 736-5650 FAX: (518) 762-0698</p>	<p>Greene County Department for the Aging Therese McGee Ward, Executive Director 411 Main Street Catskill, NY 12414 (518) 719-3555 FAX: (518) 719-3798</p>	<p>Montgomery County Office for the Aging, Inc. Kimberly Denis, Executive Director 135 Guy Park Avenue Amsterdam, New York 12010 (518)843-2300 Ext. 223 FAX: (518)843-7478</p>
<p>Hamilton County ** see Warren/Hamilton</p>	<p>Rensselaer County Unified Family Services Carol Rosbozom, Director Department for the Aging 1600 Seventh Avenue Troy, NY 12180-3798 (518) 270-2730 FAX: (518) 270-2737</p>	<p>Saratoga County Office for the Aging Sandra Cross, Director 152 West High Street Ballston Spa, NY 12020-3528 (518) 884-4100 FAX: (518) 884-4104</p>
<p>Schenectady County Department of Senior & Long Term Care Services Yvette Gebell, Manager 107 Nott Terrace, Suite 202 Schaffer Heights Schenectady, NY 12308-3170 (518) 382-8481 FAX: (518) 382-0194</p>	<p>Schoharie County Office for the Aging Nancy Dingee, Director 113 Park Place, Suite 3 Schoharie, NY 12157 (518) 295-2001 FAX: (518) 295-2015</p>	<p>Warren/Hamilton Counties Offices for the Aging Christie Sabo, Director 1340 State Route 9 Lake George, NY 12845 518-761-6347</p>
<p>Washington County CARES Claire Murphy, Director Office for Aging and Disability Resources 383 Broadway Fort Edward, NY 12828 (518) 746-2420 FAX: (518) 746-2418</p>		

DELAWARE OPPORTUNITIES (THE CAP AGENCY FOR THE COUNTY) – SELECT PROGRAMS

Delaware Opportunities Inc.

Community Action Agency

John Eberhard (exdir@delawareopportunities.org)

607-746-1600

- Housing-rental assistance
 - housing@delawareopportunities.org
 - 607-746-1650
- Agency Advocate-advocacy and emergency referrals and information
 - Deborah Eisenberg
 - agencyadvocate@delawareopportunities.org
 - 607-746-1665
- Childcare referrals
 - daycare@delawareopportunities.org
 - 607-746-1620
- Delaware Opportunities Main Food Pantry
 - dofoodbank@delawareopportunities.org
 - 607-746-1685
- Safe Against Violence-domestic violence, rape and crime victims assistance
 - dosav@delawareopportunities.org
 - 607-746-1720 or 1-866-457-7233
- Medical transportation (with NYS Medicaid)
 - dotrans@delawareopportunities.org
 - 607-746-1610
- Weatherization Department
 - doweather@delawareopportunities.org
 - 607-746-1690
- WIC/car seats
 - dowic@delawareopportunities.org
 - 607-746-1700
- Employment
 - employment@delawareopportunities.org
 - 607-746-1630
- HEAP
 - heap@delawareopportunities.org
 - 607-746-1615
- Mortgage Counseling
 - mary.kilmer@delawareopportunities.org
 - 607-746-1650
- Senior Meals
 - seniormeals@delawareopportunities.org

- 607-746-1710
- Homeless Assistance
 - homelessadvocate@delawareopportunities.org
 - 607-746-1667
- Flood relief assistance; washers, dryer, refrigerators, cooking stoves, hot water heaters, furnace repair, one month rental/mortgage payment, heating fuel, utility deposits, dehumidifiers (based on 300% of poverty level)
 - Janelle McDonald
 - homelessadvocate@delawareopportunities.org
 - 607-746-1667
- Nutrition Advocate: food stamp application assistance
 - nutritionadvocate@delawareopportunities.org
 - 607-746-1670
- Head Start
 - headstart@delawareopportunities.org
 - 607-746-1640
- Free used clothing and some household items
 - dofoodbank@delawareopportunities.org
 - 607-746-1685

Cornell University Cooperative Extension for affected counties

<p>Albany County William Rice Jr. Ext. Ctr. 24 Martin Rd, PO Box 497 Voorheesville, NY 12186 Phone: 518-765-3500 Fax: 518-765-2490 Executive Director: Lisa Godlewski albany-mailbox@cornell.edu http://cce.cornell.edu/albany</p>	<p>Columbia County 479 Route 66 Hudson, NY 12534 Phone: 518-828-3346 Fax: 518-828-3069 Executive Director: Andrew Turner columbia-mailbox@cornell.edu http://cce.cornell.edu/columbia</p>	<p>Delaware County 34570 State Hwy 10 Suite 2 PO Box 184 Hamden, NY 13782 Phone: 607-865-6531 Fax: 607-865-6532 Executive Director: J Darling delaware-mailbox@cornell.edu http://cce.cornell.edu/delaware</p>
<p>Fulton/Montgomery County 50 East Main Street Canajoharie, NY 13317 Phone: 518-673-5525 Fax: 518-673-5594 Executive Director: Marilyn Smith fultonmontgomery-mailbox@cornell.edu http://cce.cornell.edu/fulton_montgomery</p>	<p>Greene County Agroforestry Resource Center 6055 Route 23 Acra, NY 12405 Phone: 518-622-9820 Fax: 518-622-0115 Executive Director: Andrew Turner greene-mailbox@cornell.edu http://cce.cornell.edu/greene</p>	<p>Hamilton County 1722 State Rt. 8, P.O. Box 7 Room 20, Piseco Common School Piseco, NY 12139 Phone: 518-548-6191 Fax: 518-548-7803 Executive Director: Nancy Welch hamilton-mailbox@cornell.edu http://cce.cornell.edu/hamilton</p>
<p>Rensselaer County 61 State Street</p>	<p>Saratoga County 50 West High Street</p>	<p>Schenectady County 107 Nott Terrace</p>

<p>Troy, NY 12180 Phone: 518.272.4210 Fax: 518.272.1648 Executive Director: David Hawley renselaer-mailbox@cornell.edu http://cce.cornell.edu/rensselaer</p>	<p>Ballston Spa, NY 12020 Phone: 518-885-8995 Fax: 518-885-9078 Executive Director: William Schwerd saratoga-mailbox@cornell.edu http://cce.cornell.edu/saratoga</p>	<p>Suite 301 Schenectady, NY 12308-3170 Phone: 518-372-1622 Fax: 518-372-8703 Executive Director: Christopher Logue schenectady-mailbox@cornell.edu http://cce.cornell.edu/schenectady</p>
<p>Schoharie County 173 South Grand Street Cobleskill, NY 12043 Phone: 518.234.4303 Fax: 518.234.4305 Executive Director: Don Smyers schoharie-mailbox@cornell.edu http://cce.cornell.edu/schoharie</p>	<p>Warren County 377 Schroon River Rd. Warrensburg, NY 12885 Phone: 518-623-3291 Fax: 518-668-4912 Executive Director: James Seeley warren-mailbox@cornell.edu http://cce.cornell.edu/warren</p>	<p>Washington 415 Lower Main Street Hudson Falls, NY 12839 Phone: 518-746-2560 Fax: 518-746-2419 Executive Director: Brian Gilchrist washington-mailbox@cornell.edu http://cce.cornell.edu/washington</p>
<p>New York State Extension Disaster Education Network (NY EDEN) eden.cce.cornell.edu emergencypreparedness.cce.cornell.edu</p>		
<p>New York State Cornell University Cooperative Extension www.cce.cornell.edu</p>		

HABITAT FOR HUMANITY for affected counties

<http://www.habitat.org/>

RESTORES

<p>Capital District Habitat for Humanity ReStore http://www.capitaldistricthabitat.org/restore/ 454 N Pearl St Albany, NY 12204 Phone: (518) 275-6638 Fax: (518) 427-9826 restore@capitaldistricthabitat.org</p>	<p>Columbia County Habitat for Humanity ReStore http://www.columbiacountyhabitat.org/ 829 Route 66 Hudson, NY 12534 Phone: (518) 828-0892 restore@columbiacountyhabitat.org</p>
<p>Habitat for Humanity of Schenectady County ReStore http://www.schenectadyhabitat.org/restore 115 N Broadway Schenectady, NY 12305 Phone: (518) 395-3412 restore@schenectadyhabitat.org</p>	<p>Habitat for Humanity of Greater Newburgh http://www.habitatnewburgh.org/pp-gen/restore.htm 125 Washington St Newburgh, NY 12550 Phone: (845) 568-6035 Fax: (845) 568-5632</p>

HABITAT FOR HUMANITY CHAPTERS

<p>Capital District Habitat for Humanity 454 N Pearl St Albany, NY 12204-1511 Phone: (518) 462-2993 Fax: (518) 427-9826 http://www.capitaldistricthabitat.org/</p>	<p>Habitat for Humanity of Montgomery County NY 135 Guy Park Ave Amsterdam, NY 12010 Phone: (518) 842-2869</p>
<p>Habitat for Humanity of Schoharie County PO Box 504 Cobleskill, NY 12043-0504 Phone: (518) 296-8677 http://www.schohariehabitat.org/</p>	<p>Habitat for Humanity of Dutchess County PO Box 70 Fishkill, NY 12524-0070 Phone: (845) 475-9336 Fax: (845) 226-7639 http://www.habitatofdutchess.org/</p>
<p>Habitat for Humanity of Fulton County PO Box 1231 Gloversville, NY 12078-0010 Phone: (518) 773-4912 http://www.Habitat for Humanityfc.com/</p>	<p>Habitat for Humanity of Greater Newburgh 125 Washington St Newburgh, NY 12550 Phone: (845) 568-6035 Fax: (845) 568-5632 http://www.habitatnewburgh.org/</p>
<p>Glens Falls Area Habitat for Humanity PO Box 4206 Queensbury, NY 12804-0206 Phone: (518) 793-7484 http://www.glensfallshabitat.org/</p>	<p>Habitat for Humanity of Schenectady County 115 N Broadway Schenectady, NY 12305 Phone: (518) 395-3412 http://www.schenectadyhabitat.org/</p> <p>Flood Recovery Information: http://www.schenectadyhabitat.org/building/current-projects/2011-2012-flood-relief</p>
<p>Habitat for Humanity Delaware County, NY PO Box 2114 Sidney, NY 13838 Phone: (607) 865-4390 Fax: (607) 865-4390</p>	<p>Habitat for Humanity of Rensselaer County, Inc 35 State St Troy, NY 12180 Phone: (518) 273-6224 http://www.rensshhab.org/</p>

CAMPUS CHAPTERS

Please see the below website for campus locations.

<http://www.habitat.org/cd/youthprograms/chapterlist.aspx>

CONSUMER INFORMATION

BUILDING CONTRACTORS / CLEANING SERVICES

(The information in this section was taken from Broome County Flood Guide 1/26/12 Edition)

Unfortunately, sometimes people try to take advantage of people in crisis for their own gain. Here are some tips provided by the Vestal Police Department in regards to

Building Contractors/Cleaning Services.

- Ask to see some form of identification from the person.
- Request a written estimate which includes a description of all services to be provided.
- Make sure that you obtain a phone number, company name and name of the person providing the estimate.
- Beware of contractors who ask for cash deposits prior to performing the requested work.

NEVER pay for the work in advance.

- Obtain receipts for all work performed.
- Request to see the contractor's Workers Compensation and liability insurance policies and retain that information for your files.
- Make sure that the contractor has filed for the appropriate building permits if he is performing rehabilitation or reconstruction to your residence or business.
- If you have a question regarding the legitimacy of a contractor, contact our local Building and Code Enforcement Department or your local Police Department with your concerns.
- If you receive a questionable solicitation from a contractor or cleaning service, attempt to obtain the license plate number from the vehicle.
- Do not agree to have the work done on the spot. You should attempt to obtain more than one estimate from qualified contractors.
- All contractors who are soliciting business door-to-door must register with the local Clerk's Office and obtain a permit. You can confirm with your local Clerk that the contractor soliciting business has in fact obtained the proper permit(s).

Thanks to the Vestal Police Department for pulling this information together!

ASBESTOS INFORMATION

EPA

- <http://www.epa.gov/asbestos/>
- Asbestos in your home
 - <http://www.epa.gov/asbestos/pubs/ashome.html>
 - This site does have information about removal and contractors.

New York State Department of Health

- <http://www.health.ny.gov/environmental/indoors/asbestos/>

LEAD INFORMATION

EPA

- <http://www.epa.gov/lead/>
 - This site does have information about removal and contractors.

MOLD

USEFUL LINKS DEALING WITH MOLD AND FLOODING

- Flood information from North Dakota State University (NDSU)
 - <http://www.ag.ndsu.edu/flood/>
- Cornell University Cooperative Extension; College of Human Ecology

- <http://emergencypreparedness.cce.cornell.edu/disasters/Documents/PDFs/CUmold%20factsht.pdf>
- <http://emergencypreparedness.cce.cornell.edu/disasters/Documents/PDFs/BPE%20Got%20Mold%20Flyer.pdf>
- United States Environmental Protection Agency (EPA)
 - <http://emergencypreparedness.cce.cornell.edu/disasters/Documents/PDFs/BPE%20Got%20Mold%20Flyer.pdf>

FROM THE CDC (CENTER FOR DISEASE CONTROL AND PREVENTION)

Para informacion en Espanol, favor visitar el sitio de internet

<http://www.bt.cdc.gov/disasters/mold/es/moldprotection.asp>

Mold in a damaged home can create serious health problems for residents following severe storms and flooding FEMA officials warn.

Mold flourishes in moist environments in water-damaged homes. It often appears as a fuzzy growth or a discoloration of surfaces, and may be accompanied by a musty, earthy odor or a foul stench. Residents are advised to use care when cleaning up the mold.

If there are signs of mold growth in your home before you do anything about it you must decide who is best equipped to do the clean-up. This depends on a number of factors.

One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service. Who should do the cleanup depends on a number of factors.

If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's "Mold Remediation in Schools and Commercial Buildings" (http://www.epa.gov/mold/mold_remediation.html), the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.

If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide "Should You Have the Air Ducts in Your Home Cleaned?" (<http://epa.gov/iaq/pubs/airduct.html>) before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold – it could spread mold throughout the building.

If the water and/or mold damage was caused by sewage or other contaminated water, please call in a professional who has experience cleaning and fixing buildings damaged by contaminated water.

HAZARDS OF MOLD INFESTATION

Do not spend time in houses with mold. Nasal stuffiness, throat irritation, coughing or wheezing, eye irritation, or, in some cases, skin irritation may occur.

People with mold allergies may have more severe reactions. Immune-compromised people and people with chronic lung illnesses, such as obstructive lung disease, may get serious infections in their lungs when they are exposed to mold. These people should stay away from areas that are likely to have mold.

Tips and Techniques to Remove Mold

The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners may use methods not covered in this publication. Please note that mold may cause staining and

cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

Before you begin

Use fans at open windows or doors to dry a flooded residence, but be sure they blow outward, not inward, to avoid spreading the mold. Accelerate the drying process by using a dehumidifier to extract moisture from the air and the contents of your home. Do not use an air conditioning system until it has been checked by a professional. Using a system contaminated by mold will spread the mold throughout the house. Instead, open windows and doors to provide fresh air.

Discard porous materials such as carpet, mattresses, upholstered furniture insulation and ceiling tiles which are infected by mold. Wallboard, drywall and particle board are also porous and should be discarded. Workers should wear masks, protective eye wear and non-porous gloves while handling anything that is suspected of containing mold.

Immediate actions you can take to remove mold:

- Clean the area to remove, as much as possible, the mold and the material on which it is growing
- Clean with a non-ammonia detergent in hot water
- Scrub the entire area affected by the moisture
- Use a stiff brush or cleaning pad on block walls or uneven surfaces
- Rinse the area with clean water
- Thoroughly dry the area as quickly as possible
- Repeat cleaning as necessary to remove mold
- Disinfect with a 10% bleach solution (1 cup of bleach to 1 gallon of water), by applying a thin coat of bleach solution to the entire area, ensuring that the entire area is cleaned, not just the area where the moisture problem occurred. Use a sprayer or a sponge to apply the solution liberally, but avoid excessive amounts of runoff or standing pools
- Allow the area to dry naturally. Drying time is important for the disinfectant to be effective at killing mold and bacteria

Further Advice

- Never mix bleach and ammonia. The fumes are toxic!
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist.
 - Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books.
 - Be sure to ask for and check references.
 - Look for specialists who are affiliated with professional organizations.
- Learn more about mold clean-up, and prevention here.
[<http://www.bt.cdc.gov/disasters/mold/protect.asp>]

RESTORING WATER WELLS

NEW YORK STATE DEPARTMENT OF HEALTH

Bureau of Water Supply Protection

Flanigan Square, 547 River Street, Troy, New York 12180-2216

FLOOD RECOVERY - Restoring Water Wells

After flooding, private well owners should take actions to ensure their private water supply is safe for consumption. When a water supply well has been affected by flood waters, the water within the well may be contaminated with waterborne pathogens (germs) that can cause serious illness in humans and pets. If you believe that your well has been contaminated, discontinue using your well water for drinking and cooking purposes, and use only disinfected or bottled water.

This fact sheet provides guidance on how to address possible pathogen contamination. Drinking water wells can also be contaminated by fuel oil or other chemical products released during the flood (such as from home oil tanks and agricultural tanks). *If you believe your well may be contaminated by petroleum or other chemicals, do not use your well and immediately contact your local Health Department or the Department of Environmental Conservation Spill Hotline at 1-800-457-7362.*

There are five action steps needed to get a flooded well back into service safely:

Assessment... Repair... Flushing... Disinfection... Sampling.

ASSESSMENT

A flood will leave warning signs that a water well may be unsafe. Below are things that a well owner can look for, any one of these signs may indicate that a well is contaminated. Most private wells have the pump located inside the well casing and submerged, so well owners will probably not be able to inspect the pump. Well owners should contact a qualified professional, registered well driller or pump contractor, to evaluate and service well pumps.

- 1 Is the well located in or near the area that was flooded? If you did not see the area during the flood, debris and mud in the area and water or mud stains on the well can indicate that the well was flooded.
- 2 Is the ground surface around the well intact and stable? During flooding the ground around the well may erode, possibly creating unsafe conditions or a pathway for surface water and contaminants to enter the well.
- 3 Are there any electrical components or wires visible? Visible electrical wires may be dangerous and should be avoided due to electrical shock. If electrical connections or controls located outside the well casing remain submerged, turning on the pump may cause electrical shock or damage to the system. A qualified electrician should be contacted.
- 4 Is any damage to the well casing visible? A bent or cracked well casing may allow surface water, sediment and debris to enter the well and will increase the risk of contamination.
- 5 Is the well cap and seal securely fastened to the well casing? A loose well cap can allow sediment and debris to enter the well and contaminate it.

REPAIR

Do not turn on your well pump until the well has been assessed and repaired as needed. And do not drink or wash with well water until the well has been restored by proper disinfection and flushing. Here are some well restoration and repair tips:

General Cleaning. To avoid damage to the well, mud, silt and other debris should be removed from the well casing, cap, and other accessible components. Be sure electricity is off before you clean any electrical components. If excessive mud, silt or sediment has entered the well, the pump may need to be removed before cleaning can take place.

Well Drainage - Regrade the ground around the well to direct all surface water away from the well casing. Surface water will contain contaminants that can readily migrate into the well if surface water is allowed to flow down along the well casing.

Well and Pump Inspection - Floodwater carries large debris that can dislodge parts of the well and distort or crack the well casing. Floodwater may also deposit a large amount of sediment in the well. If any of these conditions are observed you should have professionals repair your system.

Electrical System - If the pump's control box was submerged during the flood, its electrical components should be cleaned and dry before electrical service is restored. Do not attempt to clean electrical components without being 100% sure electricity is shut off. Consider hiring a qualified electrician to clean and inspect.

Pump Operation - If after cleaning and general repair, your well will not start or pump water, turn off the electricity and get assistance from a registered well driller or pump contractor.

Pumping the Well. After the well has been inspected and cleaned, the well should be pumped until the water runs clear to rid the well of floodwater. Use an outside spigot and a hose to direct the water to a nearby drainageway rather than into your septic system or public sewer (after flooding, both septic and public sewers may be overwhelmed and do not need more water). Depending on the size and depth of the well and extent of contamination, pumping times will vary... it may take thirty minutes, or it could be several hours or days.

DISINFECTION

Any water well that has been flooded should be disinfected before using it for washing, drinking or cooking. Even if your well is operational, you should disinfect your water until it is tested and found suitable for drinking. Changes in the water's appearance, taste or odor may indicate possible contamination.

DISINFECTING WATER FOR HOME USE: If your well was impacted by flooding, you can disinfect the water to make it safe for drinking and culinary purposes. Here are three different ways to do this:

Disinfection by Boiling: (NOTE: Disinfection by boiling produces the safest water)

- Bring water to a rolling boil, and keep a full boil for at least one minute.
- Let the water cool before drinking.
- Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will also improve the taste of stored water.

Using Liquid Chlorine Bleach

- Disinfect water by adding eight drops of liquid chlorine bleach (4-6% available chlorine) per gallon of water (up to sixteen drops if the water is cloudy)
- Stir, and let stand for 30 minutes.
- If the water does not taste and smell of chlorine at that point, add another dose of bleach and let stand for another 15 minutes.

Using Iodine or Chlorine Tablets

- Check the expiration date for the tablets before using.
- Follow the package directions.
- Usually one tablet is enough for one quart of water.
- Double the dose if the water is cloudy.

DISINFECTING A WELL: Here is a step by step method to sanitize a contaminated well before restoring it to full use:

- 1 Attach a hose to the outdoor faucet that is closest to the well or pressure tank. Run water through the hose until it is clear.
- 2 Mix two quarts household bleach containing about 5% chlorine in 10 gallons of water in a large bucket or pail in the area of the well casing.
- 3 Turn electrical power off to the well pump. Carefully remove the well cap and well seal if necessary. Set aside.
- 4 Place hose connected to outdoor faucet inside the well casing. Turn electrical power back on to the well pump and turn water on to run the pump.
- 5 Carefully pour the water and bleach mixture from the bucket or pail down the open well casing. At the same time, continue to run the water from the hose placed inside the well casing.
- 6 At each indoor and outdoor faucet, run the water until a chlorine odor is present, then shut each faucet off.
- 7 Continue running water through the hose, down inside the well casing to recirculate the chlorine treated water. Use the hose to also wash down the inside of the well casing.
- 8 After one hour of recirculating the water, shut all faucets off to stop the pump. Disconnect power supply to pump. Remove recirculator hose from well.
- 9 Mix two more quarts of bleach in 10 gallons of water and pour mixture down the well casing. Disinfect the well cap and seal by rinsing with a chlorine solution. Replace well seal and cap. Allow the well to stand idle for at least eight hours and preferably 12 to 24 hours. Avoid using the water during this time.
10. After the well has been idle for the recommended period of time, flush the chlorinated water out of the well. Turn the pump on and run the water using an outdoor faucet and garden hose in an area away from grass and shrubbery until the odor of chlorine disappears. Run all indoor and outdoor faucets until the odor and taste of chlorine disappears.

SAMPLING

After a contaminated well has been properly disinfected and the chlorine has been flushed out of the water system, the water should be tested to confirm that contamination has been removed. If chlorine odors persist, you may have to do additional flushing or wait several days before testing to be sure that all the chlorine has been flushed from the water system. Until testing shows that the water is free of contamination, you should continue to use bottled water or disinfect water for drinking and food preparation as described in the section **Disinfecting Water**.

You may wish to consider retesting the well water again after several weeks. If flooding and groundwater contamination is extensive, your well may be susceptible to recontamination for some time.

You can contact your local Health Department for more information about testing your well. Contact information for the health office that serves your county can be found on the DOH website at:

http://www.nyhealth.gov/nysdoh/water/doh_pub_contacts_map.htm

ADDITIONAL PROTECTION MEASURES

There are some improvements you can take to protect your well from future damage.

New Well. If frequent flooding of your well occurs, consider drilling a new well where it is not subject to seasonal flooding. Make sure your well is constructed in such a manner that seasonal floodwater cannot enter the well. Contact a registered well driller for advice.

Grading. The ground surface immediately surrounding a well casing and, if possible, the property in general, should be graded to divert surface water away from the well. If erosion around the well has been a problem, consider armoring the area with vegetation or other erosion control measures

Extend Casing. Casing can be extended to a height above the expected or experienced level of the floodwater to protect against wellhead submersion.

Well Cap. Install a watertight and vermin proof well cap.

X. E-MAIL COVER PAGE FOR THIS RELEASE OF NORTHEASTERN, NY HURRICANE RELIEF AND RECOVERY ASSISTANCE GUIDE

Subject: Northeastern, NY Hurricane Relief and Recovery Assistance Guide

Current date of publication: July 2, 2012 by 5:00 PM

Next date of publication: August 6, 2012 by 5:00 PM

ANNOUNCEMENTS ABOUT THIS GUIDE:

- I wanted to let you that I will be releasing the Northeastern Region Relief and Recovery Guide once a month. I will be releasing it on the 1st Monday of every month.
I am starting this effective immediately; which means the next release will be on Monday, July 2nd. If you are wondering; I will also be releasing the NYS Agency to Agency Guide once a month as well. I have however, not decided on the release date on that yet. I will notify you of the new date shortly. If you have any questions, comments, concerns, or feel the need to bring anything else to my attention please do not hesitate to ask.

ADDITIONS TO THIS GUIDE:

-

SUBTRACTIONS FROM THIS GUIDE:

- I removed anything that I saw that could easily be obtained by 2-1-1

UPDATED SERVICES:

- Legal Services
- Long Term Recovery Groups
- Donation Management Groups

PLEASE SEND SUGGESTED RESOURCES FOR THESE OR ANY OTHER UNMET NEEDS:

- Please contact your local long term recovery group and donation management group to see what is needed.