

TORNADO AND FLOODING

ASSISTANCE GUIDE

NEW YORK CITY - 2007

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OVERVIEW

The purpose of this New York City Assistance Guide is to offer information on local resources that may be helpful to people who are impacted by the August 8, 2007, New York City tornado and/or flooding. It was created in response to the diverse needs of the New York City community and is designed to provide those in need, and those who serve them, with information on services and referrals.

The Guide is arranged in sections based on the types of services provided. If available, each listing in this Guide includes information on the service offered and how the agency providing the service can be contacted.

Callers with hearing impairment please use Relay "711" when TTY numbers are not listed for particular services or hotlines.

Updates to this guide will be made and distributed as needed. Updated versions of this guide will be posted on the following websites:

New York City Office of Emergency Management:	www.nyc.gov/oem
New York Disaster Interfaith Services:	www.nydis.org
The Human Services Council:	www.humanservicescouncil.org
The American Red Cross in Greater New York:	www. http://www.nyredcross.org

Please contact Jason M. Perez via email at jmperez@ccbq.org if you know of a service that should be added to this Guide. Be sure to include a contact name, email address and/or a phone number so we can verify information about the listing.

GETTING STARTED

FEMA Assistance

FEMA provides funding and assistance to local residents (renters and homeowners) and businesses who have sustained loss of or damage to property that is not covered by insurance.

DEADLINE TO APPLY FOR FEMA AID IS 10/30/2007

To apply for aid by the deadline, you should take the following steps:

- 1) Contact your insurance company: If you are NOT covered for the storm damage by your insurance company, you may eventually need to obtain a letter from your insurance company saying you are not covered for certain items of damage from the storm.
- 2) Residents must register for aid by calling 1-800-621-FEMA (1-800-621-3362) (or for hearing/speech impaired ONLY- call TTY: 1-800-462-7585) 8:00 a.m. – 9:00 p.m., Sunday through Saturday. Visit www.fema.gov for additional information or to optionally register online.

In addition to having a pen and paper, it is recommended you have the following information ready to give to the person who takes your call:

- Your Social Security number
- Current and pre-disaster address.
- A description of your losses that were caused by the disaster.
- Insurance information.
- Directions to your damaged property.
- A telephone number where you can be contacted.
- Total household annual income
- A routing and account number from your bank (only necessary if you want to have disaster assistance funds transferred directly into your bank account).
- After you've completed your application for assistance, you will receive a FEMA application number. Write down this number and keep it for future reference.
- Here is what will happen after you apply:

If an inspection is required to process your application, an inspector will contact you to make an appointment to visit your property and assess the damage within a few days after

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

- If you are eligible for help, the letter will be followed by a U.S. Treasury/State check or there will be a transfer of cash to your bank account. The letter will explain what the money can be used to pay for. You should use the money given to you as explained in the letter.
- If you are not eligible for help, the letter will give the reason for the decision. You will be informed of your appeal rights in the letter from FEMA.
- If you were referred to the Small Business Administration (SBA) for help from the SBA Disaster Assistance Program, you will receive a SBA application.

Borough of Queens/ Brooklyn Disaster Assistance Service Centers

New York City has established Disaster Assistance Service Centers for homeowners, renters, and business owners who sustained losses or damage from the severe storms and flooding of August 8, 2007 in the borough of Queens and who may be eligible for disaster aid. REGISTER FIRST Call: 1-800-621-FEMA (3362). TTY: 1-800-462-7585 or www.fema.gov. Phone lines open daily from 8:00 a.m. – 9:00 p.m.. If a person requires additional assistance regarding their FEMA application, SBA loan application, insurance settlement, or other disaster recovery services, they can visit one of three local Disaster Assistance Service Centers. Centers will have representatives from the following agencies:

- American Red Cross
- Federal Emergency Management Agency (FEMA)
- Human Resources Administration (HRA), City of New York
- Mayor's Office/Community Assistance Unit
- Mayor's Office of Immigrant Affairs
- New York Disaster Interfaith Services
- New York State Department of Insurance
- New York State Emergency Management Office
- New York City Office of Emergency Management
- New York City Department for the Aging
- Taiwan Buddhist Tzu Chi Foundation USA
- United States Small Business Administration (SBA)

Addresses: Borough of Queens Disaster Assistance Service Center
137-77 Northern Boulevard (near Union Street)
Flushing, New York 11354

Borough of Brooklyn Disaster Assistance Service Center (North Brooklyn)

240 Division Avenue
Bklyn, NY 11211 (Near the Brooklyn Public Library)

Borough of Brooklyn Disaster Assistance Service Center (South Brooklyn)
Notre Dame Hall of Our Lady of Perpetual Help
552 59th Street
Bklyn, NY 11220

Hours of Operation: 11:00 a.m. – 7:00 p.m. (Monday – Saturday); Closed on Sundays

Languages: English, Cantonese, Mandarin, access to interpreters for other languages may be requested as needed.

Please bring your FEMA Registration Number with you to the Disaster Assistance Service Center.

U.S Small Business Administration (SBA) Disaster Loan Program

Assistance is available from the U.S. Small Business Administration (SBA) Disaster Loan program. SBA low-interest loans are available to renters, homeowners, business owners, and non-profit organizations that suffered losses due to severe storm and flooding on August 8th, 2007.

SBA loans are made for the repair or replacement of real or personal property and economical loss. Individuals must register by October 30, 2007.

New York City 3-1-1 Service

Individuals can also call the city's "3-1-1" hotline, 24 hours a day, seven days a week for help in finding available services. Residents living outside of New York City that may want to find available New York City disaster assistance services may call (212) NEW-YORK (212-639-9675). Language translation and TTY services are offered to any caller.

Main Phone: 311
Outside New York City Phone: (212) 639-9675
TTY Phone: (212) 504-4115

LOCAL NEW YORK CITY RESOURCES

I. CLEAN-UP AND DEBRIS REMOVAL

NYDIS New York Disaster Interfaith Services

This agency established a call-in center to provide client intake for the coordination of volunteer work teams for free tornado debris removal.

Eligibility Requirements: Families and individuals affected by the August 8, Bay Ridge Tornado whose private property/residence has significant tree/debris removal needs requiring chain sawing or heavy hauling or has storm water/wind damage.

Hours: Monday to Friday, 9am to 5pm

Main Phone: (212) 669-6100

Fax: (212) 669-6101

Email: info@nydis.org

Languages: Mandarin, Cantonese, Spanish, Urdu, French, Hindi, Punjabi, Wolof

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II. HOUSING REPAIR & REBUILDING

Department of Buildings – Brooklyn Borough Office

The Buildings Department is advising property owners of the steps they need to take to make their buildings safe to occupy. Homeowners wishing to re-occupy homes must:

- Hire an architect or engineer to assess the damage.
- Provide a remediation plan for repair work.
- File applications with the Department of Buildings.
- Obtain permits to conduct the necessary repair work.

Repair work cannot commence without filing applications and obtaining permits. To speed repair, the Brooklyn Borough Office will facilitate job filings for remedial work.

If a building was vacated because of storm-related damage and assistance is needed to complete necessary applications or to retrieve personal belongings from vacated buildings, please call 311.

Eligibility: Proof of address

Hours: Monday to Friday, 8am to 5pm

Address: 210 Joralemon St.
Brooklyn, NY 11201

Contact: 311

Languages: English

NYC Department of Housing Preservation and Development (HPD)

HPD’s Emergency Housing Services Bureau provides emergency relocation services to tenants displaced as a result of fires or vacate orders issued by the Department of Buildings, Fire Department or HPD Code Enforcement.

Hours: Monday to Friday, 8am – 5pm

Address: 100 Gold Street
New York, NY 10038

Contact: 311

Web: <http://www.nyc.gov/html/hpd/html/home/home.shtml>

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American Institute of Architects – Brooklyn Chapter

The American Institute of Architects is assisting property owners with finding information about architects licensed to conduct repair work. New Yorkers whose homes were affected can contact the American Institute of Architects at (718) 259-0070.

Hours: Monday to Friday, 9am to 5pm

Main Phone: (718) 259-0070

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Neighborhood Housing Services of New York City, Inc.

This agency provides assistance with home rebuilding loans and construction services, mortgage delinquency and foreclosure prevention. They may also be able to assist with insurance issues on a case-by-case basis. Note that your mortgage payments will be due as usual, even if your home can not be occupied. If you are having difficulty paying your mortgage on time, call immediately.

Eligibility: Some programs are for low to moderate incomes, but all incomes can be served.

Hours: Monday to Friday, 9am to 5pm

Address: 306 West 37th Street, 12th floor
New York, NY 10018

Main Phone: (212) 519-2500

Languages: English and Spanish

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Parodneck Foundation

The Senior Citizen Homeowner Assistance Program (SCHAP) provides low- and no-interest affordable loans, hands-on technical assistance, and social service referrals to home-owning senior citizens in need of help making necessary renovations. The SCHAP program plays a crucial role in helping seniors retain and improve their homes, avoid premature institutionalization, and maintain their independence and dignity.

Eligibility: Applicant must be a least 60 years old, an owner-occupant within the five boroughs of New York, and minimum two (2) year period as owner/occupant required. Income cannot exceed 120% of the area median income. Eligible applicants can call the number below for more information and to request an application.

Hours: Monday to Friday, 9am to 5pm

Address: 121 Sixth Avenue, Suite 501
New York, NY 10013

Main Phone: (212) 431-9700

Languages: English and Spanish

III. FINANCIAL ASSISTANCE/SERVICES

American Red Cross in Greater New York

This agency has caseworkers meet with disaster victims to assess their disaster caused financial needs following a disaster. All Red Cross assistance is standardized and is based on property damage and household composition. Financial assistance may be provided to assist with the following:

- rental and security deposits
- replacement medications/medical devices (e.g. medical prescriptions, eye-glasses, dentures, etc)
- furniture
- food
- clothing

Eligibility: Proof of pre-disaster address is required to receive American Red Cross benefits. Documentation connecting individuals affected with pre-disaster address over the previous 30 days include: phone bills, utility bills, pay check listing address, etc.

Hours: Monday through Saturday 9am to 5pm

Website: <http://www.nyredcross.org/page.php/prmID/119>

Main Phone: (877) 733-2767 / (877-REDCROSS)

Languages: English, Spanish and all other languages accessed through the Language Line

Human Resources Administration

The Human Resources Administration/Department of Social Services (HRA) enhances the quality of life for all New Yorkers by providing temporary help to eligible individuals and families with social service and economic needs in order to assist them in leading independent lives. These goals are accomplished through the effective administration of a broad range of social welfare programs including food, shelter, temporary financial assistance, medical care, counseling and other essential services.

The HRA Job Centers offer temporary financial assistance, food stamps and Medicaid to eligible individuals. While in receipt of financial assistance, eligible adults are required to participate in an employment or rehabilitative activity designed to help them achieve their highest level of self-sufficiency. A listing of Job Centers in Brooklyn can be found at http://www.nyc.gov/html/hra/downloads/pdf/brooklyn_job_centers.pdf or by calling 311.

Eligibility: Varies, depending on service.

Contact: 311

Web: www.nyc.gov/hra

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New York State Insurance Department

The New York State Insurance Department is assisting consumers by answering their questions about all aspects of property/casualty, life and health insurance. Experienced Consumer Services representatives are also available to investigate consumer complaints.

Hours: Monday through Saturday 9am to 5pm

Address: 25 Beaver St.
New York, NY 10004

Main Phone: (800) 342-3736

Other Phone: (212) 480-6400

Web: www.ins.state.ny.us

Languages: English, Spanish and all other languages accessed through the Language Line

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New York City Office of the Comptroller

The Comptroller's Office, through its Community Action Center (CAC), provides services to New Yorkers by serving as a first point of contact for individuals with complaints or concerns regarding municipal services or allegations of waste, fraud, or mismanagement of City funds. In addition, CAC staff routinely serve as advocates for City residents in an effort to increase City agency responsiveness and to resolve problems affecting City residents.

The Comptroller's Office also is responsible for investigating and--where appropriate--settling claims against the City of New York. Claim forms may be obtained from the Comptroller's website at www.comptroller.nyc.gov or by calling 311.

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The Salvation Army, Bay Ridge Corps

The Salvation Army is providing financial assistance to households directly affected by the tornado.

Eligibility: Eligibility will be determined by address location, damage sustained, general financial situation, and household composition. Proof of pre-disaster address (current utility bill, mortgage notice or current lease in the name of applicant) and identification for all household members is required. Individuals affected must call the Corp to set up an appointment to meet with the social worker for services.

Hours: Monday through Friday from 8:30am to 4pm

Address: 252 86th Street in Bay Ridge (between Third Avenue and Ridge Boulevard)
Brooklyn, NY 11209

Main Phone: (718) 238-2991

*** **

Neighborhood Housing Services of New York City, Inc.

This agency provides assistance with home rebuilding loans and construction services, mortgage delinquency and foreclosure prevention. They may also be able to assist with insurance issues on a case-by-case basis. Note that your mortgage payments will be due as usual, even if your home can not be occupied. If you are having difficulty paying your mortgage on time, call immediately.

Eligibility: Some programs are for low to moderate incomes, but all incomes can be served.

Hours: Monday to Friday, 9am to 5pm

Address: 306 West 37th Street, 12th floor
New York, NY 10018

Main Phone: (212) 519-2500

Languages: English and Spanish

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IV. IMMIGRATION

Catholic Charities Archdiocese of New York

This agency operates the New York State Immigration Hotline (800) 566-7636, which gives individuals information and referral service on all immigration and citizenship related issues. All calls are anonymous.

Main Phone: (800) 566-7636

Languages: English, Albanian, Arabic, Bosnian, Chinese, French, Haitian-Creole, Hindi, Italian, Korean, Macedonian, Polish, Punjabi, Russian, Serbo-Croatian, Spanish, Turkish, Urdu.

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Catholic Migration & Refugee Office, Diocese of Brooklyn and Queens

This agency offers immigration counseling, advocacy, and legal assistance.

Hours: Monday to Friday, 9am to 5pm

Main Phone: (718) 236-3000

Address: 1258 65th Street
Brooklyn, NY 11219

Languages: English, Spanish,

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The New York Immigration Coalition

This agency provides immigration legal service referrals.

Hours: Monday to Friday, 9am to 5pm

Main Phone: (212) 627-2227 x226

Address: 137-139 West 25th St., 12th Floor,
New York NY 10001

Languages: English, Spanish

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Shorefront YM-YWHA of Brighton-Manhattan Beach, Inc.

This agency provides comprehensive case managed social services, including immigration advocacy, citizenship preparation; and citizenship application assistance.

Hours: Monday to Friday, 9am to 6pm

Address: 3300 Coney Island Avenue
Brooklyn, NY 11235

Main Phone: (718) 646-1444

Fax: (718) 646-0376

Languages: English, Russian, Ukrainian, Spanish

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Taiwan Buddhist Tzu Chi Foundation USA

The Tzu Chi Foundation USA is providing emergency assistance to individuals and families affected by the tornado and/or flooding on a case by case basis.

Individuals and families should contact one of the local Tzu Chi offices.

Eligibility: Assistance is based on level of damages and needs

Address: Northeast Region Office 41-60 Main St. #201 Flushing, NY 11355	Address: Chinatown Branch Office 34 Howard St. New York, NY 10013
Hours: 10am to 6pm, seven days a week.	Hours: Sunday to Friday, 11am to 3pm Saturday, 11am to 6pm
Main Phone: (718) 460-4590	Main Phone: (212) 965-1151

Languages: Mandarin, Taiwanese, Cantonese, Hakanese, Japanese, Vietnamese, and other Chinese dialects.

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V. FOOD RESOURCES

American Red Cross in Greater New York

The American Red Cross provides meals, beverages, and snacks to individuals affected by the disaster.

Eligibility: Proof of pre-disaster address is required to receive American Red Cross benefits. Documentation connecting individuals affected with pre-disaster address over the previous 30 days include: phone bills, utility bills, pay check listing address, etc.

Hours: Monday through Saturday 9am to 5pm

Main Phone: (877) 733-2767 / (877-REDCROSS)

Website: <http://www.nyredcross.org/page.php/prmID/119>

Languages: English, Spanish and all other languages accessed through the Language Line

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Human Resources Administration

The Human Resources Administration/Department of Social Services (HRA) enhances the quality of life for all New Yorkers by providing temporary help to eligible individuals and families with social service and economic needs in order to assist them in leading independent lives. These goals are accomplished through the effective administration of a broad range of social welfare programs including food, shelter, temporary financial assistance, medical care, counseling and other essential services.

The HRA Job Centers offer temporary financial assistance, food stamps and Medicaid to eligible individuals. While in receipt of financial assistance, eligible adults are required to participate in an employment or rehabilitative activity designed to help them achieve their highest level of self-sufficiency. A listing of Job Centers in Brooklyn can be found at http://www.nyc.gov/html/hra/downloads/pdf/brooklyn_job_centers.pdf or by calling 311.

Eligibility: Varies, depending on service.

Main Phone: (877) 472-8411 (Info line)

Web: www.nyc.gov/hra

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The Salvation Army, Bay Ridge Corps

The Salvation Army is providing food to households directly affected by the tornado.

Eligibility: Eligibility will be determined by address location, damage sustained, general financial situation, and household composition. Proof of pre-disaster address (current utility bill, mortgage notice or current lease in the name of applicant) and identification for all household members is required. Individuals affected must call the Corp to set up an appointment to meet with the social worker for services.

Hours: Monday through Friday from 8:30am to 4pm

Address: 252 86th Street in Bay Ridge (between Third Avenue and Ridge Boulevard)
Brooklyn, NY 11209

Main Phone: (718) 238-2991

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VI. MATERIAL GOODS

American Red Cross in Greater New York

This agency provides comfort kits (shampoo, toothpaste, etc.), clean up kits (mops, cleaning supplies, etc.), and bleach in bulk to individuals affected by the disaster.

Eligibility: Proof of pre-disaster address is required to receive American Red Cross benefits. Documentation connecting individuals affected with pre-disaster address over the previous 30 days include: phone bills, utility bills, pay check listing address, etc.

Hours: Monday through Saturday 9am to 5pm

Main Phone: (877) 733-2767 / (877-REDCROSS)

Languages: English, Spanish and all other languages accessed through the Language Line.

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New York City Clothing Bank and World Vision

The New York City Clothing Bank and World Vision are working together to provide unused clothing, personal hygiene kits and household cleaning supplies to families and individuals affected by the tornado. Families and individuals should call The New York City Clothing Bank directly at (718) 492-4015.

Hours: Monday to Friday, 9am to 3pm
Eligibility: Clients must have registered with the American Red Cross.

Main phone: (718) 492-4015

Languages: English, Spanish

*** **

The Salvation Army, Bay Ridge Corps

The Salvation Army is providing clothing and clean-up kits to households directly affected by the tornado.

Eligibility: Eligibility will be determined by address location, damage sustained, general financial situation, and household composition. Proof of pre-disaster address (current utility bill, mortgage notice or current lease in the name of applicant) and identification for all household members is required. Individuals affected must call the Corp to set up an appointment to meet with the social worker for services.

Hours: Monday through Friday from 8:30am to 4pm

Address: 252 86th Street in Bay Ridge (between Third Avenue and Ridge Boulevard)
Brooklyn, NY 11209

Main Phone: (718) 238-2991

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VII. MENTAL HEALTH

The American Red Cross in Greater New York

This agency provides immediate emergency crisis intervention services to individuals and families affected by disasters.

Eligibility: Proof of pre-disaster address is required to receive American Red Cross benefits. Documentation connecting individuals affected with pre-disaster address over the previous 30 days include: phone bills, utility bills, pay check listing address, etc.

Hours: Monday through Saturday 9am to 5pm

Website: <http://www.nyredcross.org/page.php/prmID/119>

Main Phone: (877) 733-2767 / (877-REDCROSS)

Languages: English, Spanish and all other languages accessed through the Language Line.

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The Mental Health Association of NYC - 1-800-LIFENET

This agency operates 1-800-LifeNet, a free and confidential crisis, information and referral hotline for individuals seeking help for any mental health and/or substance abuse problems. LifeNet maintains separate, culturally competent hotlines for Asian and Latino callers: 1-877-Ayudese serves those speaking Spanish and 1-877-990-8585, Asian LifeNet, serves those speaking Mandarin, Cantonese or Korean. For all other languages, LifeNet utilizes an efficient interpreter service that can accommodate over 140 different languages.

Hours: 24 hours a day, 7 days a week

Asian LifeNet: (877) 990-8585

Main Phone: (800) LIFENET

TTY Phone: (212) 982-5284

Fax: (212) 614-6390

Web: www.mhaofnyc.org

Languages: English, Spanish, Mandarin, Cantonese, Korean and access to over 140 others.

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Ohel Children's Home and Family Services

This agency is providing crisis counseling to individuals and families affected by the tornado and/or flooding on a case by case basis, and can make referrals for long-term mental health services. The agency has particular expertise in the psychosocial and cultural needs of the Jewish community.

Eligibility: Clients must be in the area impacted by the August 8 severe weather. Affected individuals can call the number below to ask for a phone screening or request an in person meeting.
Fees: Our mental health services are sliding scale.
Hours: Monday to Friday, 9am to 5pm

Main Phone: (718) 851-6300

Languages: English, Hebrew, Yiddish, Russian

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Lutheran Family Health Centers – Family Support Center

The Family Support Center's Healthy Connections program offers individual and group mental health services for children, youth, adults, and families who have been impacted by trauma. Call for an appointment.

Hours: Monday to Thursday 9am to 7pm. Friday 9am to 5pm.

Address: 6025 6th Avenue
Brooklyn, NY 11220

Main Phone: (718) 630-7991

Languages: English, Spanish, Chinese (Cantonese/Mandarin)

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Jewish Board of Family and Children's Services

This agency has a licensed counseling center that provides help for people who are struggling with a range of emotional and social problems. Services for adults and children include evaluation and assessment, crisis intervention, psychiatry/medications, short-term and ongoing individual, couple, family, and group therapy. Call (718) 238-6444 for an appointment.

Hours: Monday to Thursday 9am to 9pm. Friday to Sunday 9am to 5pm.

Address: 9435 Ridge Blvd.
Brooklyn, NY 11209

Main Phone: (718) 238-6444

Languages: English, Russian

VIII. CASE MANAGEMENT

Catholic Charities Brooklyn and Queens

This program provides case managers to work one-on-one with individuals and families to help them locate needed services and referrals including food resources, limited financial assistance and advocacy for public benefits.

Eligibility: All referrals accepted. Telephone appointment or walk-ins accepted.

Hours: Monday to Friday, 9am to 5pm

Address: 191 Joralemon Street
(Bklyn) Brooklyn, NY 11201
(718)722-6001

Address: 23-40 Astoria Blvd
(Queens) Astoria, NY 11102
(718) 726-9790

Languages: English and Spanish

*** **

Shorefront YM-YWHA of Brighton-Manhattan Beach, Inc.

This agency provides comprehensive case managed social services, including government benefits assistance, advocacy, immigration advocacy, budget and financial counseling, job development, counseling and direct placement programs; citizenship preparation; and citizenship application assistance.

Hours: Monday to Friday, 9am to 6pm

Address: 3300 Coney Island Avenue
Brooklyn, NY 11235

Main Phone: (718) 646-1444

Fax: (718) 646-0376

Languages: English, Russian, Ukrainian, Spanish

*** **

Taiwan Buddhist Tzu Chi Foundation USA

The Tzu Chi Foundation USA is providing emergency case management to individuals and families affected by the tornado and/or flooding on a case by case basis.

Individuals and families should contact one of the local Tzu Chi offices.

Eligibility: Assistance is based on level of damages and needs.

Address:	Northeast Region Office 41-60 Main St. #201 Flushing, NY 11355	Address:	Chinatown Branch Office 34 Howard St. New York, NY 10013
Hours:	10am to 6pm, seven days a week.	Hours:	Sunday to Friday, 11am to 3pm Saturday, 11am to 6pm
Main Phone:	(718) 460-4590	Main Phone:	(212) 965-1151

Languages: Mandarin, Taiwanese, Cantonese, Hakanese, Japanese, Vietnamese, and other Chinese dialects.

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Lutheran Family Health Centers – Family Support Center

The Family Support Center offers case management services, including concrete assistance with government benefits and social services including EITC, immigration, nutrition assistance programs, subsidized housing, public assistance, childcare, after school programs, youth development programs, health services, legal services, and domestic violence; accompaniment to appointments, translation services; and advocacy in public schools, health care, housing, and public benefits.

Eligibility: Call for an appointment; Walk-ins accepted.

Hours: Monday to Thursday 9am to 7pm. Friday 9am to 5pm.

Address: 6025 6th Avenue
Brooklyn, NY 11220

Main Phone: (718) 630-7186

Languages: English, Spanish, Chinese (Cantonese/Mandarin), Arabic

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Ohel Children's Home and Family Services

This agency is providing emergency case management to individuals and families affected by the tornado and/or flooding on a case by case basis. Case managers work one-on-one with individuals and families to help them develop a disaster recovery plan and identify needed services including government benefits assistance, advocacy, food and clothing resources, and counseling. The agency has particular expertise in the cultural needs of the Jewish community. **Case Management may consist of phone contact or in person meetings.**

Eligibility: Clients must be in the area impacted by the August 8 severe weather. Affected individuals can call the number below to ask for a phone screening or request an in person meeting.

Hours: Monday to Friday, 9am to 5pm

Main Phone: (718) 851-6300

Languages: English, Hebrew, Yiddish, Russian

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IX. CHILD/YOUTH AND FAMILY SERVICES

Lutheran Family Health Centers – Family Support Center

The Family Support Center offers comprehensive family support services, including information and referral, adult and family education (basic education and English classes), vocational services, case management and advocacy, WIC services, domestic violence services, and mental health services for children and families in trauma.

Eligibility: Call for an appointment; Walk-ins accepted.

Hours: Monday to Friday 9am to 5pm.

Address: 6025 6th Avenue
Brooklyn, NY 11220

Main Phone: (718) 630-7186

Languages: English, Spanish, Chinese (Cantonese/Mandarin), Arabic

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X. EDUCATION

Lutheran Family Health Centers – Family Support Center

The Family Support Center offers adult and family education, including English for Speakers of Other Languages (ESOL), basic education, and GED preparation.

Eligibility: Call for an appointment; Walk-ins accepted.

Hours: Monday to Thursday 9am to 9pm; Friday 9am to 5pm; Saturday 9am to 3pm

Address: 6025 6th Avenue
Brooklyn, NY 11220

Main Phone: (718) 630-7150

Languages: English, Spanish, Chinese (Cantonese/Mandarin), Arabic

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XI. EMPLOYMENT ASSISTANCE

Lutheran Family Health Centers – Family Support Center

The Family Support Center's JET to Success program offers workforce development services including job readiness education, hard skills training in health careers, vocational workshops, resume assistance, job placement, and retention support.

Eligibility: Call for an appointment; Walk-ins accepted.

Hours: Monday to Friday 9am to 5pm

Address: 6025 6th Avenue
Brooklyn, NY 11220

Main Phone: (718) 630-8384

Languages: English, Spanish, Chinese (Cantonese/Mandarin), Arabic

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HELPLINE/HOTLINE INFORMATION

Includes hotlines, helplines or other telephone and/or web information guides.

American Red Cross in Greater New York

This agency provides information and referrals for New York City area community resources.

Hotline: (877) 733-2767 / (877-REDCROSS)

Languages Spoken: English, Spanish and all other languages accessed through the Language Line

Catholic Charities Archdiocese of New York

This agency operates the Catholic Charities Helpline (888)744-7900, which gives individuals in need referrals to case management services provided by a network of local social service agencies.

Main Phone: (212) 371-1011

Hotline: (888) 744-7900

Languages Spoken: Multiple languages accessible through interpreters.

Catholic Charities Archdiocese of New York - State Immigration Hotline

This agency operates the New York State Immigration Hotline (800)566-7636, which gives individuals information and referral service on all immigration and citizenship related issues. All calls are anonymous.

NY State Immigration Hotline: (800) 566-7636

Languages Spoken: English, Albanian, Arabic, Bosnian, Chinese, French, Haitian-Creole, Hindi, Italian, Korean, Macedonian, Polish, Punjabi, Russian, Serbo-Croatian, Spanish, Turkish, Urdu.

Hamilton-Madison House, Chinatown Resource Center

This agency provides information, referral and telephone interpretation for non-English speaking Chinese immigrants.

Main Phone: (212) 571-2823

Languages Spoken: English, Cantonese, Mandarin, Toishanese, Yanpingese, Taiwanese

Hispanic Federation

The Hispanic Federation Hotline provides referrals to agencies serving Latino New Yorkers. Services provided by Hispanic Federation member agencies include emergency assistance, case management, health, child care, elderly services, HIV/AIDS, housing, and economic development.

Hotline: (866) 432-9832 / (866-HF-AYUDA)

Languages Spoken: English, Spanish

The New York Immigration Coalition

This agency provides immigration legal service referrals

Hotline: (212) 627-2227 x226

Languages Spoken: English, Spanish

The Mental Health Association of NYC – (800)-LIFENET

This agency operates 1-800-LifeNet, a free and confidential crisis, information and referral hotline for individuals seeking help for any mental health and/or substance abuse problems. LifeNet maintains separate, culturally competent hotlines for Asian and Latino callers: 1-877-Ayudese serves those speaking Spanish and 1-877-990-8585, Asian LifeNet, serves those speaking Mandarin, Cantonese or Korean. For all other languages, LifeNet utilizes an efficient interpreter service that can accommodate over 140 different languages.

Asian LifeNet: (877) 990-8585

Main Hotline: (800) LIFENET

TTY Phone: (212) 982-5284

Languages Spoken: English, Spanish, Mandarin, Cantonese, Korean and access to over 140 others.

Safe Horizon

This agency operates hotlines for domestic violence and other crime victims 24 hours a day, 7 days a week. Hotline client advocates provide callers with support and access to an array of programs to help with safety planning, advocacy, mediation, mental health, legal issues, lock replacement and other referrals.

Hotline: (866) 689-4357

TTY Phone: (866) 604-5350

Languages Spoken: English, Spanish, Mandarin, Cantonese

World Hunger Year

The National Hunger Hotline provides crucial assistance to Americans across the country in need of food assistance. The Hotline connects individuals in need to emergency food in their community, government assistance programs, and various social services. In addition, the Hotline also fields hundreds of calls from organizations, donors, and volunteers looking for information on emergency food distribution, cleaning, nutrition, funding sources, and other related topics.

Hotline: (866)-3HUNGRY (1-866-348-6479)

Languages Spoken: English, Spanish

New York State Agencies

Banking Department

877-226-5697

Recorded messages – general information pertaining to the status of banking operations and answers to specific consumer complaints.

Department of Agriculture and Markets

800-554-4501

8:30 am – 4:30 pm Monday through Friday – information on regulation

Department of Health

866-881-2809

General information for Department of Health programs.

Department of Taxation and Finance

800-972-1233

Business Tax Concerns

800-225-5829

Individual Personal Income Tax Concerns

8:30 am – 5:00 pm Monday through Friday

Dedicated line for victims with questions related to tax issues.

Division of Housing & Community Renewal

866-275-3427

Information on grants; to help fund acquisition, construction and rehabilitation of affordable housing, to special needs service providers and non-profit housing companies to retrofit the homes of eligible persons, to the elderly to pay for the cost of emergency repairs. Information on Section 8 Housing Choice Voucher Program. Information on matching grants for local program administrators.

Insurance Department – Consumer Service Bureau

800-342-3736

9:00 am – 5:00 pm Monday through Friday

Assist New Yorkers and the insurance community with questions on claims, procedures, and general insurance concerns.

New York's Empire State Development Corporation

800-782-8369

Information on Governor's Office for Small Cities, Comprehensive Flood Relief

Packages, Economic Development Fund. (*General number*)

Office of the Aging – Senior Hotline

800-342-9871

Voicemail for off-hours hotline provides referrals to county offices.

(*General number*)

Office of the Attorney General

800-771-7755

Recorded message with prompts for services relating to pricing concerns and contractors.

(*General number*)

TIPS FOR MOLD REMOVAL AND CLEAN-UP

The following section includes general educational information about clean-up and additional online resources about water damage as well as mold and clean-up that may be helpful to those affected by the storm:

INSIDE THE HOME

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of $\frac{1}{8}$ teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of $\frac{1}{4}$ teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a Laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

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 list. 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.

- Fix plumbing leaks and other water problems as soon as possible. Dry all items completely.
- Scrub mold off hard surfaces with detergent and water, and dry completely.

- Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away if they become moldy. Mold can grow on or fill in the empty spaces and crevices of porous materials, so the mold may be difficult or impossible to remove completely.
- Avoid exposing yourself or others to mold
- 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.

For more information on storm clean up, water damage and mold removal please see the following websites:

New York City Department of Health and Mental Hygiene (DOHMH):

Flooding/Water Damage: <http://home2.nyc.gov/html/doh/html/ehs/ehsfloods.shtml>

Mold: <http://home2.nyc.gov/html/doh/html/epi/epimold.shtml>

U.S. Environmental Protection Agency (EPA):

Mold: <http://www.epa.gov/mold/moldresources.html#Resources%20List>

Center for Disease Control and Prevention (CDC):

Mold: <http://www.cdc.gov/mold/>

Mold Protection: <http://www.bt.cdc.gov/disasters/mold/protect.asp>

Mold Cleanup: <http://www.bt.cdc.gov/disasters/pdf/flyer-get-rid-of-mold.pdf>

FEMA:

Tips for saving water damaged items: <http://www.fema.gov/hazard/flood/coping.shtm>