

Recovery Fact Sheet 009

Key Messages

- There is **only one week left to apply for FEMA disaster assistance**. The application period ends **Monday, Dec. 6**. If you live in **Bronx, Dutchess, Kings, Nassau, Queens, Richmond, Rockland, Suffolk** or **Westchester** counties and had damage from Hurricane Ida that was not covered by your insurance, apply at DisasterAssistance.gov, use the FEMA app or call the **FEMA Helpline** at **800-621-3362**.
- When someone claiming to be a FEMA representative visits your home, check their photo ID. Ask them to provide the last four digits of your FEMA application number. If they are unable to do so, do not share any personal information with them. If you suspect someone is posing as a FEMA representative, call your local police department or sheriff's office. If you have knowledge of fraud, waste or abuse, you can report it anonymously – 24 hours a day, seven days a week. Call the FEMA Disaster Fraud Hotline at **866-720-5721**. Or email StopFEMAFraud@fema.dhs.gov.
- If you are struggling to feed your family as a direct result of Hurricane Ida, there are many community and charitable organizations standing ready to help. Visit Feeding New York State at <https://feedingnys.org/> for a list of food pantries in your community.

By the Numbers (FEMA's Individuals and Households Program)

- Total Amount Approved for Survivors: **\$160.1 million**
 - Housing Assistance: **\$144.8 million**
 - Other Needs Assistance: **\$15.3 million**
- Total Individuals and Households Approved for Assistance: **33,765**

By the Numbers (Hazard Mitigation)

- National Flood Insurance Program Claims Paid: **\$82.9 million**

By the Numbers (U.S. Small Business Administration)

- Total Amount Approved in SBA low-interest disaster loans: **\$168.8 million**
- Total Business and Home Loans Approved: **3,513**



FEMA

Individual Assistance

- If your application for FEMA disaster assistance was turned down, you have **60 days from the date on the FEMA determination letter** to appeal that decision. Read the letter carefully. You may need to provide insurance information, proof of residency, or receipts and estimates for Hurricane Ida repairs to support your claim. Include your FEMA application number on your letter and on all your supporting documents. Be sure to sign and date your letter. For help with your appeal, call the **FEMA Helpline at 800-621-3362** or use Video Relay Service (VRS). Lines are open from 7 a.m. to 11 p.m. daily. You can upload your appeal letter at DisasterAssistance.gov. You can also mail it to **FEMA National Processing Service Center, P.O. Box 10055, Hyattsville, MD 20782-8055. Or fax it to 800-827-8112, Attention: FEMA.**
- Having legal problems due to Hurricane Ida? If you are a low-income resident of the **Bronx, Dutchess, Kings, Nassau, Queens, Richmond, Rockland, Suffolk or Westchester** counties, call the toll-free **Legal Services Hotline at 888-399-5459**. Attorneys can provide free advice on tenant-landlord issues, mortgage foreclosure issues, medical and property insurance claims, and home repair contracts. They can even help you appeal FEMA decisions and other disaster-related problems. The free service is available to low-income New Yorkers.

Disaster Recovery Centers

- At a **Disaster Recovery Center**, you can apply for FEMA disaster assistance, check the status of your application and get information about other resources available.
- **Disaster Recovery Centers** are open 10 a.m. to 6 p.m. Monday to Saturday, closed Sundays, at these fixed locations:
 - Queens College, 152-45 Melbourne Ave., Queens, NY 11367
 - Michael J. Tully Park Physical Activity Center, 1801 Evergreen Ave., New Hyde Park, NY 11040
- **The Westchester County Disaster Recovery Center has hours that mirror the Mamaroneck Public Library, where it is housed:**
 - Mamaroneck Public Library, 136 Prospect Ave. Mamaroneck, NY 10543
 - 10 a.m. to 6 p.m. Monday and Wednesday
 - 10 a.m. to 5:30 p.m. Tuesday and Thursday
 - 10 a.m. to 4:30 p.m. Friday and Saturday
 - Closed Sundays

Hazard Mitigation

- Winter storms and below-freezing temperatures can cause power outages and frozen pipes. Consider adding weather stripping, caulking windows and insulating pipes to keep your heat in and cold weather out. If you are unable to pay your heating bills or make important energy-related home repairs, contact the **Low-Income Home Energy Assistance Program at 866-674-6327** for help. Find more tips on preparing for winter weather and other emergencies at Ready.gov.

Ways to Apply to FEMA

- To apply for FEMA assistance, visit DisasterAssistance.gov, use the FEMA mobile app or call the **FEMA Helpline at 800-621-3362**. If you use video relay service (VRS), captioned telephone service or others,

give FEMA the number for that service. Helpline operators are available from 7 a.m. to 11 p.m. daily. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

- You can also apply at any Disaster Recovery Center. To find one near you, visit fema.gov/DRC.

U.S. Small Business Administration

- If you were affected by Hurricane Ida, you have **only one week left to apply for a low-interest disaster loan from the U.S. Small Business Administration**. The deadline for SBA loan applications is **Monday, Dec. 6**. Homeowners and renters can apply for a loan to repair your home or to replace personal property. If you are approved for a loan, **you do not have to accept it**. If you are **not eligible** for a loan, SBA will refer you back to FEMA, which may open the door to assistance under FEMA's Other Needs Assistance program. Homeowners, renters and businesses that were affected by Hurricane Ida may apply for disaster loans using SBA's secure website: <https://disasterloanassistance.sba.gov/ela/s/>. For more information, applicants may also call SBA's Customer Service Center at **800-659-2955** or email DisasterCustomerService@sba.gov. Individuals who are deaf or hard-of-hearing may call **800-877-8339**.

Get More Information

- For additional online resources as well as FEMA downloadable pamphlets and other aids, visit DisasterAssistance.gov and click "Information."
- For referrals to agencies that support community-specific needs, call 211 or visit 211nys.org/contact-us. New York City residents can call 311.
- For official information on the New York recovery effort, visit fema.gov/disaster/4615. Follow us on Twitter at twitter.com/femaregion2 and on Facebook at facebook.com/FEMA/.

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