

2-1-1 New York

Counties Served and Website Links

Region	Counties Served	Website/Alternate Number
Adirondack Region	Clinton, Essex and Franklin	www.211ny.org
<i>Partner Site</i> Bath - 2-1-1 HELPLINE	Allegany, Chemung, Schuyler, Steuben, and Yates	www.211helpline.org (800) 346-2211
Capital Region	Albany, Columbia, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington	www.211ny.org (see above)
Finger Lakes Region	Cayuga, Livingston, Monroe, Ontario, Seneca, and Wayne	www.211fingerlakes.org (585) 275-5151 - Lifeline (800) 310-1160 - Lifeline (877) 356-9211 (585) 275-2700 - TTY
Hudson Valley Region	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester;	www.Hudson211.org (800) 899-1479 (914) 993-3700
Long Island	Nassau and Suffolk	www.211longisland.org
New York City - 2-1-1 @ 311	Bronx, Kings (Brooklyn), New York (Manhattan), Queens, and Richmond (Staten Island)	www.nyc.gov/311 (212) 639-9675 (212) 504-4115 - TTY
Susquehanna River	Broome and Tioga	www.firstcallforhelp.info www.help@uwbroome.org (800) 901-2180 (800) 227-5353
<i>Partner Site</i> Tompkins - 2-1-1 TOMPKINS	First Call For Help I&R in Chenango County - maintains information for Delaware & Otsego Counties	www.211tompkins.org (607) 272-9331 (877) 211-8667
Western	Cattaraugus, Chautauqua, Erie, Niagara, and Wyoming	www.211WNY.org (888) 696-9211 (716) 842-3178 - TTY

Disaster Relief - Phone Numbers

Contacts for residents:

- **NYC's 311 or 211 service**
 - Hurricane Sandy Helpline for NYS Residents 1-888-769-7243 / 1-518-485-1159
 - **Outside of New York City, residents can call 211**
 - For FEMA Individual Assistance Grants, please call 800-621-3362
 - **Red Cross National Toll Free Number: 1-800-RED CROSS**
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Disaster Relief - Websites

Websites with more information: • **Visit NY-ALERT online at: www.nyalert.gov**

- **From FEMA website:** Many states along the Mid-Atlantic and the East Coast have shelters open in response to Hurricane Sandy. Search for an open shelter by texting SHELTER + a zip code to 43362 (4FEMA). Here's an example text message you can send: Shelter 01234 (standard rates apply)
- Latest breaking news via New York City's Office of Emergency Management
<https://www.facebook.com/NYCEmergencymanagement>
- **NYC OEM** provides a summary for access to shelter locations, power outage information, mass transit information and disaster assistance.
http://www.nyc.gov/html/oem/html/nycsevereweather/weather_home.shtml
- **Report Damage from Sandy to Home or Business**
As featured on the City's Severe Weather page, in order to qualify for disaster relief assistance, the City must estimate the storm's total effect on city residents and employees. This website form asks you to answer questions about the extent of damage to your property. http://www.nyc.gov/html/oem/html/nycsevereweather/damage_form.shtml
- **Interactive Map Feature**
Directs residents to nearby Red Cross shelters and City Evacuation centers based upon zip code information provided as well as power outage information
<http://google.org/crisismap/2012-sandy-nyc>

- **Disaster Recovery Centers**

This page allows the user to search for nearby disaster recovery centers and provides information for individuals and affected businesses to begin applying for assistance as soon as Wednesday, October 31, 2012 by registering online at <http://www.disasterassistance.gov>, by web enabled mobile device at m.fema.gov or by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. EDT seven days a week until further notice. <http://www.fema.gov/disaster-recovery-centers>

- **Red Cross National Toll Free Number: 1-800-RED CROSS**

Disaster Relief - Frequently Asked Questions (FAQs)

For a medical emergency, please call 911.

Q. A resident is running out of food and water; what can he/she do?

A. For food and water, please call 311 or 211, or seek a member of the Police or Fire Department, or a member of the National Guard, or go to a shelter for supplies.

Q. When will power be restored?

A. ConEd and LIPA are still assessing damages, so power could be out in some areas for a number of days, but we do not yet know how long.

Q. When will the subways operate again?

A. There has been flooding of some tunnels that will need to be pumped out and repaired. No one knows when full subway service will be restored. Partial bus service was restored on October 30th and partial LIRR and Metro-North service was restored on October 31st.

Q. When will phone service or cell service be restored?

A. There has been flooding of phone service centers and damage is being assessed. Crews are working around the clock to get phone and cell service operational.

Q. Will Election Day be cancelled?

A. No, the State is working with NYC and local Boards of Election to make sure people can vote on Election Day, including having alternative polling sites.

Q. When will FEMA be here?

A. FEMA will be on the ground starting October 31, 2012.

Q. My car or apartment or home or property has been destroyed.

A. Have residents contact their homeowners, renters, or auto insurance companies to begin filing a claim on any damages to their property. Residents should do this as soon as possible.

**For FEMA Individual Assistance Grants, please call 800-621-3362
or register online at www.disasterassistance.gov.**

The toll-free telephone numbers are available from 7 a.m. to 10 p.m. (local time) Monday through Sunday until further notice. Applicants registering for aid should be prepared to provide basic information about themselves (name, permanent address, phone number, social security number), insurance coverage and any other information to help substantiate losses.

Q. What do Individual Assistance Grants cover?

A. Disaster assistance is financial or direct assistance to individuals and families whose property has been damaged or destroyed as a result of a federally-declared disaster, and whose losses are not covered by insurance. It is meant to help with critical expenses that cannot be covered in other ways. This assistance is not intended to restore damaged property to its condition before the disaster.

Assistance for Affected Individuals and Families can include:

- Rental payments for temporary housing for those whose homes are unlivable. Initial assistance may be provided for up to three months for homeowners and at least one month for renters. Assistance may be extended if requested after the initial period based on a review of individual applicant requirements.
- Grants for home repairs and replacement of essential household items not covered by insurance to make damaged dwellings safe, sanitary and functional.
- Grants to replace personal property and help meet medical, dental, funeral, transportation and other serious disaster-related needs not covered by insurance or other federal, state and charitable aid programs.
- Unemployment payments up to 26 weeks for workers who temporarily lost jobs because of the disaster and who do not qualify for state benefits, such as self-employed individuals.
- Low-interest loans to cover residential losses not fully compensated by insurance. Loans available up to \$200,000 for primary residence; \$40,000 for personal property, including renter losses. Loans available up to \$2 million for business property losses not fully compensated by insurance.
- Loans up to \$2 million for small businesses, small agricultural cooperatives and most private, non-profit organizations of all sizes that have suffered disaster-related cash flow problems and need funds for working capital to recover from the disaster's adverse economic impact. This loan in combination with a property loss loan cannot exceed a total of \$2 million.
- Loans up to \$500,000 for farmers, ranchers and aquaculture operators to cover production and property losses, excluding primary residence.
- Other relief programs: Crisis counseling for those traumatized by the disaster; income tax assistance for filing casualty losses; advisory assistance for legal, veterans benefits and social security matters.

NYC is eligible for FEMA Individual Assistance Grants. President Obama declared a federal disaster area, freeing up federal funds in the counties of Bronx, Kings (Brooklyn), Nassau, New York, Richmond (Staten Island), Suffolk and Queens.

Governor Cuomo issued [Executive Order 47](#) October 26, 2012, declaring the entire state a disaster area.

The NYC Office of Emergency Management is the lead agency for disaster response and is coordinating state and federal recovery efforts in New York City.

Link for NY-ALERT updates, which provides real-time emergency management information:
<http://www.nyalert.gov/>

The following links and phone numbers are for emergency operations of the major utilities:

- National Grid - <http://www.nationalgridus.com/narragansett/storm/storm.asp>
Contact Number – 1-800-465-1212
- New York State Electric and Gas Corporation (NYSEG) -
<http://www.nyseg.com/outages/default.html>
Contact Number – 1-800-572-1131 (Electricity Service Interrupted)
Contact Number – 1-800-572-1121 (Natural Gas Emergency)
- Rochester Gas and Electric Corporation (RG&E) -
<http://www.rge.com/Outages/default.html>
Contact Number – 1-800-743-1701 (Electricity Service Interrupted)
Contact Number – 1-800-743-1702 (Natural Gas Emergency)
- Central Hudson Gas & Electric Corporation –
http://www.centralhudson.com/outage/outage_preparedness.html
Contact Number – 1-845-452-2700 or 1-800-527-2714
- Orange & Rockland Utilities, Inc. -
<http://www.oru.com/energyandsafety/storms/index.html>
Contact Number – 1-877-434-4100
- Consolidated Edison Co. of New York, Inc. (Con Ed) - <http://www.coned.com/sm/>
Contact Number – 1-800-752-6633
- Long Island Power Authority (LIPA) - <http://www.lipower.org/stormcenter/>
Contact Number – 1-800-490-0075

For issues regarding dam safety and information, the DEC lists the following number and website: (518) 402-8185 <http://www.dec.ny.gov/lands/4991.html>.

NYS Department of Transportation Regional Office Contacts

Region 1 -- Capital District (HQ: 50 Wolf Road, Albany) 518-457-3522

Counties: Albany, Essex, Greene, Rensselaer, Saratoga, Schenectady, Warren, Washington

Region 2 -- Mohawk Valley (HQ: 207 Genesee Street, Utica) 315-793-2447

Counties: Hamilton, Herkimer, Fulton, Madison, Montgomery, Oneida

Region 3 -- Central New York (HQ: 333 E. Washington Street, Syracuse) 315-428-4351

Counties: Cayuga, Cortland, Onondaga, Oswego, Seneca, Tompkins

Region 4 -- Genesee Valley (HQ: 1530 Jefferson Road, Rochester) 585-272-3310

Counties: Monroe, Ontario, Livingston, Orleans, Genesee, Wyoming, Wayne

Region 5 -- Western New York (HQ: 100 Seneca Street, Buffalo) 716-847-3238

Counties: Cattaraugus, Chautauqua, Erie, Niagara

Region 6 -- Southern Tier/Central NY (HQ: 107 Broadway, Hornell) 607-324-8404

Counties: Allegany, Chemung, Schuyler, Steuben, Yates

Region 7 -- North Country (HQ: 317 Washington Street, Watertown) 315-785-2333/315-785-9376

Counties: Clinton, Franklin, Jefferson, Lewis, St. Lawrence

Region 8 -- Hudson Valley (HQ: 4 Burnett Boulevard, Poughkeepsie) 845-431-5750

Counties: Columbia, Dutchess, Orange, Putnam, Rockland, Ulster, Westchester

Region 9 -- Southern Tier (44 Hawley Street, Binghamton) 607-721-8116

Counties: Broome, Chenango, Delaware, Otsego, Schoharie, Sullivan, Tioga

Region 10 -- Long Island (250 Veterans Memorial Highway, Hauppauge) 631-952-6632

Counties: Nassau, Suffolk

Region 11 -- New York City (47-40 21st Street, Long Island City) 718-482-4526