

New York Recovery Update

Key Messages

- FEMA provides messaging to disaster survivors in 25 languages including Mandarin, Polish, Russian, Tagalog, Arabic, Burmese and Cambodian. Call the **FEMA Helpline at 800-621-3362** for help in your native language. If you use video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Helpline operators are available from 8 a.m. to 7 p.m. seven days a week and can connect you to a specialist who speaks your language. The last day to apply for FEMA disaster assistance is **Monday, Dec. 6**.
- FEMA specialists will visit Lowe's home improvement center at 118 Second Ave. in Brooklyn from 9 a.m. to 6 p.m. today, Oct. 12, to Saturday, Oct. 16. General contractors and do-it-yourselfers are invited to stop by with their questions and concerns about home rebuilding and repair following Hurricane Ida.
- Homeowners who received federal assistance from FEMA for damage caused by a past disaster and failed to obtain and maintain flood insurance on that property are not eligible for Hurricane Ida assistance. Federal law requires homeowners who qualify for disaster assistance to obtain and maintain flood insurance for the life of the property. If they do not, the property will not be eligible for federal assistance in another disaster.

FEMA Individual Assistance

Q: Will I have to pay taxes on the money I receive from FEMA?

A: The money you receive from FEMA is not taxable, but it must be used only for expenses directly related to the losses you suffered as a result of the disaster. Your FEMA determination letter will outline how the money can be used.

Q: What can I use my FEMA money for?

A: FEMA funds may be used to cover the cost of temporary housing while your property is being repaired or rebuilt. Funds may also be used to repair or replace heating, air conditioning units, damaged vehicles, medical and dental expenses due to the disaster. New Yorkers who had a furnace damaged by Hurricane Ida should contact FEMA, even if they have already made repairs or purchased a replacement. With verifiable receipts, FEMA may pay up to the actual cost of the receipt or estimate for wells, furnaces and septic systems.



FEMA

Q: I'm having difficulty connecting with my housing inspector. What can I do?

A: Applicants who are unable to meet with the inspector onsite may authorize a friend, relative or insurance agent who is age 18 or older to attend the inspection on their behalf. The applicant must submit a written statement, called a third-party agreement, that allows another person to receive and provide information to FEMA on the applicant's behalf. The written consent must be signed by the applicant and must identify the person the survivor designated to represent them.

Q: What kind of information do I need to save to document my disaster-related expenses?

A: It is important that you save receipts, estimates, contracts and bills you have received that are directly related to the costs you have incurred in the disaster. You should keep these records of expenses for a minimum of three years.

Q: I've been struggling with some mental-health issues since the disaster. Where can I get help?

A: Hurricane Ida survivors who are struggling with mental-health issues can call the **Disaster Distress Hotline at 800-985-5990**. The hotline is operated by the national Substance Abuse and Mental Health Services Administration and provides counseling and referrals. It is available 24 hours a day, 365 days a year.

Disaster Recovery Centers

The Rockland County Disaster Recovery Center is **open daily from 8 a.m. to 7 p.m.:**

- Orangetown Soccer Club Complex, 175 Old Orangeburg Road, Orangeburg, NY 10962

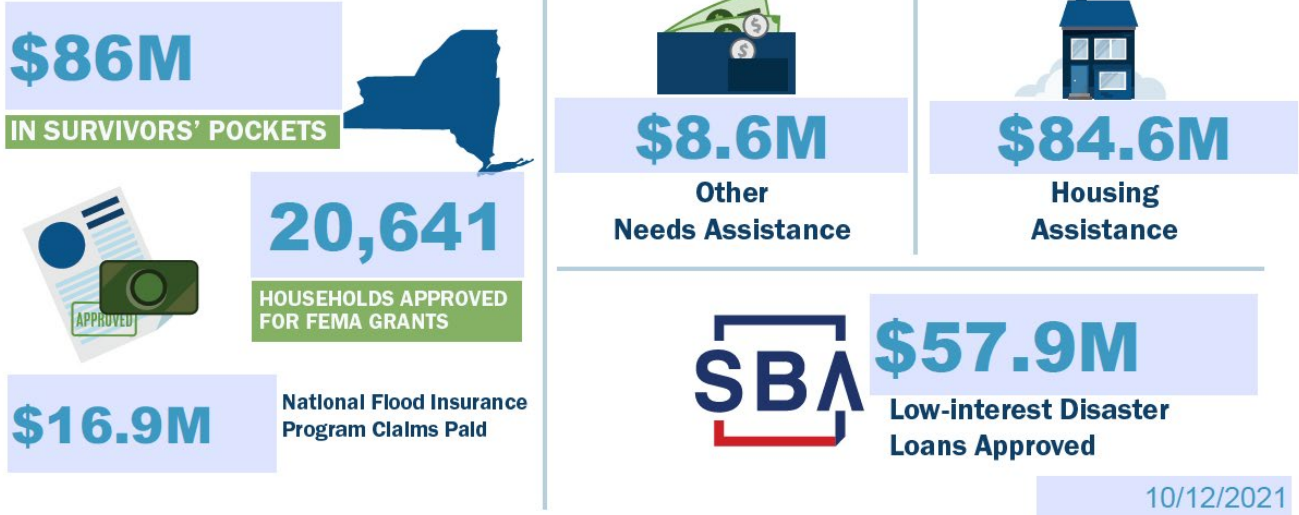
The following centers are open 10 a.m. to 6 p.m. Monday to Saturday; they are closed on Sundays:

- Hostos College, 450 Grand Concourse, Bronx, NY 10451
 - Queens College, 152-45 Melbourne Ave., Queens, NY 11367
 - Medgar Evers College, 231 Crown St., Brooklyn, NY 11225
 - College of Staten Island, 2800 Victory Blvd., Staten Island, NY 10314
 - Yonkers Library, 1500 Central Park Ave, Yonkers, NY 10710 **(Closing Friday, Oct. 15.)**
 - Michael J. Tully Park Physical Activity Center, 1801 Evergreen Ave., New Hyde Park, NY 11040
 - Rose Caracappa Senior Center, 739 NY-25A, Mount Sinai, NY 11766
 - Public Library, 136 Prospect Ave., Mamaroneck, NY 10543
- For additional online resources as well as FEMA downloadable pamphlets, visit [DisasterAssistance.gov](https://www.fema.gov/disaster/4615) and click "Information."
 - For referrals to agencies that support community-specific needs, call 211 or visit <https://www.211nys.org/contact-us>. For New York City residents, call 311.
 - For official information on the New York recovery effort, visit www.fema.gov/disaster/4615. Follow us on Twitter at twitter.com/femaregion2 and on Facebook at www.facebook.com/fema.

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Hurricane Ida DR-4615-New York

By The Numbers



FEMA