

**Hudson Valley Region Floods 2007  
Assistance Guide  
Revision #4 - Updated 04/27/2007**

**DISASTER ASSISTANCE GUIDE  
Hudson Valley Region – Flood 2007**

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**Introduction**

This resource is intended to help people locate assistance for needs caused by flooding, April 2007. 2-1-1 Hudson Valley Region is responsible for updating and distribution. All suggestions, corrections, and information on how to make this a better resource for both victims of disaster and the helping organizations that serve them are welcome and should be sent to 2-1-1 via [LMathew@uwwp.org](mailto:LMathew@uwwp.org).

Please note that this guide is organized by general services, and then by county.

**Programs & Agencies Providing Recovery Services**

If you have been affected by the recent floods, please dial 2-1-1 (or for cable phone users, dial 1-800-899-1479) for help in finding out about what services are available, 24 hours, 7 days a week. Language translation and TTY services are available with 2-1-1. 2-1-1 provides comprehensive information and referral services.

**American Red Cross Assistance**

American Red Cross relief focuses on meeting the immediate emergency disaster-caused needs of individuals and families. In all affected counties, the Red Cross is providing emergency food, shelter, clothing, health & mental health support, minor home repair assistance, flood clean up kits and rent assistance, when applicable.

**Westchester County Red Cross:**

**If you need financial assistance call:** (914) 946-6500

Clients are being seen in their communities and at the chapter office during 9 AM – 5 PM, M-F

106 North Broadway  
White Plains NY 10603

**If you need shelter**, there is currently a shelter open for victims of the flood, located at: Mamaroneck High School, 1000 W. Boston Post Road, Mamaroneck

**Food:** Meals are being served at the corner of Howard and Hillside Ave. at 5 PM each day.

**Orange/Sullivan Red Cross:** (845) 294-9785

**Rockland/Putnam Red Cross:** (845) 358-0833

**Dutchess Red Cross:** (845) 471-0200

**Ulster Red Cross:** (845) 338-7020

**FEMA Assistance:**

- FEMA provides funding and assistance to local residents and businesses who have sustained loss of or damage to property that is not covered by insurance. There is now a federally-declared disaster declaration for Westchester, Orange and Rockland Counties. To apply for aid, storm victims will need to take the following steps:
  - 1) Contact your insurance company: If you are NOT covered for the storm damage by your insurance company, you may be eligible for federal aid. You will need to obtain a letter from your insurance company saying you are not covered for damage from the storm.
  - 2) Apply for FEMA aid: As part of the aid process, FEMA will set up Disaster Recovery Centers where victims can get information about disaster assistance programs. Those centers have not been designated as yet, but information will be forthcoming. 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. – 6:00 p.m., 7 days a week. Additional information is available online at [www.fema.gov](http://www.fema.gov)

Please send additions/corrections to Lini Mathew at [LMathew@uwwp.org](mailto:LMathew@uwwp.org) or call 2-1-1 (1-800-899-1479)

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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.
- After you apply here is what will happen:

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 about 10 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 a copy of your application and 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.

<p><b>FEMA Disaster Recovery Center – Westchester</b> Get help filling out applications at the centers and work with representatives of FEMA and the Small Business Administration to get information about disaster aid. Representatives from state agencies as well as county departments – Department of Social Services, Community Mental Health, Senior Services and others will be there.</p>	<p>Mamaroneck Town Center, Senior Nutrition Center, 740 W. Boston Post Rd. Center will be open 8:00 a.m. – 7:00 p.m., 7 days a week. (other sites to open in the next few days)</p>
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**Additional support for those affected:**

When you call 2-1-1 (1-800-899-1479) you will be asked if you have already received assistance from Red Cross and, if applicable if you have applied to FEMA. If you have already received services and are in the process of applying for FEMA aid but are still in need of immediate help, 2-1-1 information & referral specialists will help you find the right agency for your situation.

**In Westchester County**, the next step for accessing aid after Red Cross and FEMA is the Hispanic Resource Center:

<p>Hispanic Resource Center – Westchester County 168 W Boston Post Road., Mamaroneck, providing case management and working closely with other agencies providing aid, such as the Washingtonville Housing Alliance</p>	<p>(914) 835-1512</p>
<p>United Way of Larchmont/Mamaroneck –convening &amp; coordinating support for agencies</p>	<p>(914) 834-7018</p>

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**Other recovery services available for the Larchmont/Mamaroneck area in Westchester County:**

Village Of Mamaroneck -Cedar Property Assessment-	Homeowners who live in The Village Of Mamaroneck must fill out a Cedar Property Assessment Form. Forms can be picked up and returned to 147 Mamaroneck Avenue or Washingtonville Housing Alliance.
Westchester County Department of Social Services -Emergency Aid for families-	Mon. April 30 and Tues. May 1, several agencies including DSS will be at St. Thomas Episcopal Church at 168 W. Boston Post Road in Mamaroneck between 10 AM -2 PM. This event is coordinated by The Hispanic Resource Center.
Larchmont/Mamaroneck Hunger Task Force -Food Voucher-	Stop and Shop gift cards for the purchase of groceries will be available to any family who sustained food loss due to power outage or water damage. Cards will be available at any regular pantry times
Furniture Sharehouse -Furniture donation/Furniture voucher-	<p><b>To donate furniture:</b> Furniture Sharehouse is setting up a satellite furniture collection and distribution site in Mamaroneck, and expects to be ready to accept furniture donations at that site around May 1st.</p> <ul style="list-style-type: none"> <li>▪ Donors can visit <a href="http://www.furnituresharehouse.org">www.furnituresharehouse.org</a> after 4/30 for updated instructions</li> <li>▪ Or, donors can dial 2-1-1 (cable phone users dial 1-800-899-1479) to leave their name, phone number and info on item to be donated; donors will be called when specific arrangements are all in place for the agency to receive the donation.</li> </ul> <p><b>To obtain Furniture:</b> Residents in the Sound Shore area with needs as a result of losses suffered in the April 2007 flooding must have a written referral from one of the following agencies in order to obtain furniture when the distribution site opens for service:</p> <ul style="list-style-type: none"> <li>▪ Washingtonville Housing Alliance, (914) 698-4299</li> <li>▪ Hispanic Resource Center, (914) 835-1512</li> <li>▪ Mamaroneck CAP Center, (914) 698-7140</li> </ul>
Royal Environmental -Pump Out/Clean Out Environmental Cleaning Services-	(914) 328-6549
Westfair Restoration Services -Pump Out/Clean Out Environmental Cleaning Services-	(914) 741-6660 (845) 278-4732 (Brewster Office)
Restore One -Pump Out/Clean Out Environmental Cleaning Services-	(770) 329-5661 (cell) 1-877-737-8673
Trade Winds -Pump Out/cClean Out Environmental Cleaning Services-	(516) 779-7831 (cell) (631) 289-5500
Joe Dascoli –Pump Out/Clean Out Environmental Cleaning Services-	(444) 783-2000

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**Food Stamps**

In times of disaster it may become very difficult to obtain the resources needed to maintain a healthy and fulfilling diet for your family and yourself. You may be eligible for Food Stamps.

Westchester County Department of Social Services	(914) 995-2000
Orange County Department of Social Services	(845) 291-4000
Rockland County Department of Social Services	(845) 364-3300
Dutchess County Department of Social Services	(845) 486-3000
Ulster County Department of Social Services	(845) 334-5000

**Food Stamp eligibility is based on income guidelines:**

People in Household	Gross Monthly Income
1	\$1,062
2	\$1,430
3	\$1,799
4	\$2,167
5	\$2,535
6	\$2,904
7	\$3,272
8	\$3,640
Each Additional member	+369

**Medicaid (Health Insurance)**

In times of disaster it may become very difficult to obtain the resources needed for health insurance. You may be eligible for Medicaid program.

Westchester County Department of Social Services	(914) 995-2000
Orange County Department of Social Services	(845) 291-4000
Rockland County Department of Social Services	(845) 364-3300
Dutchess County Department of Social Services	(845) 486-3000
Ulster County Department of Social Services	(845) 334-5000

**Temporary Assistance from the Department of Social Services**

In a major disaster or large-scale emergency, you may qualify for temporary financial assistance to stabilize your current situation and begin to recover.

Westchester County Department of Social Services	(914) 995-2000
Orange County Department of Social Services	(845) 291-4000
Rockland County Department of Social Services	(845) 364-3300
Dutchess County Department of Social Services	(845) 486-3000
Ulster County Department of Social Services	(845) 334-5000

**Supporting Recovery Services**

If you are fortunate enough to not have suffered major damage during the floods and would like to help your neighbors, there are several agencies and town-based groups that are accepting donations and volunteer support. Please check

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with the various agencies BEFORE making any donation of goods or materials so as to make sure that your donation will have the greatest possible positive impact.

**To Give Monetary Donations**

Washingtonville Housing Alliance	Westchester	Jeremy Ingpen, (914) 698-4299
Habitat for Humanity For Westchester	Westchester	(914) 636-8335
Larchmont/Mamaroneck Hunger Task Force	Westchester	(914) 698-3558
Hispanic Resource Center of Larchmont and Mamaroneck	Westchester	(914) 835-1512
Furniture Sharehouse	Westchester	(914) 834-1294
United Way of Westchester and Putnam	Westchester	(914) 997-6700
United Way of Rockland County	Rockland	(845) 358-8929
United Way of Orange County	Orange	(845) 457-4774
United Way of Dutchess County	Dutchess	(845) 471-1900
United Way of Ulster County	Ulster	(845) 331-4199
American Red Cross – Dutchess County Chapter	Dutchess	(845) 471-0200
American Red Cross – Greater New York	Orange & Sullivan Rockland & Putnam	(845) 294-9785 (845) 358-0833
American Red Cross – Westchester County Chapter	Westchester	(914) 946-6500
American Red Cross – Ulster County Chapter	Ulster	(845) 338-7020

**To Volunteer**

Many organizations and agencies are doing what they can to assist victims of the flooding. However, without the help of volunteers, they are limited in the services they can provide. If you are willing to volunteer your time cleaning houses, repairing homes, etc., contact one of the agencies below to find out if they are a good fit for you.

2-1-1 Hudson Valley Region - for up-to-date information on agencies needing volunteers for special programs.	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester	2-1-1 or 1-800-899-1479
Habitat for Humanity For Westchester (home repair)	Westchester	(914) 636-8335
Volunteer Center of United Way	Westchester	(914) 948-4452
Red Chair Project (moving and lifting furniture, cleaning)	Westchester	(914) 835-1512
Furniture Sharehouse	Westchester	(914) 834-1294
United Way/ Rockland VOAD	Rockland	(845) 358-8929 or 2-1-1

**Donations of goods:**

If you are not affected by major damage during the floods and would like to help your neighbors, there are several agencies and town-based groups that are accepting donations such as furniture and food. Please check with the various agencies BEFORE making any donation of goods or materials so as to make sure that your donation will have the greatest possible positive impact.

2-1-1 Hudson Valley Region- for up-to-date information on these programs.	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester	Dial 2-1-1 or 1-800-899-1479
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**Other services to support long-term recovery and related issues:**

**Westchester**

2-1-1 Hudson Valley – for information & referral services	Dial 2-1-1 or 1-800-899-1479
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Mamaroneck CAP Center	(914) 698-7140
Catholic Charities	(914) 939-0547
Salvation Army – New Rochelle	(914) 632-5255
Salvation Army – Peekskill	(914) 737-0280
Salvation Army – Port Chester	(914) 939-2725
Salvation Army – White Plains	(914) 949-2908
Salvation Army – Yonkers	(914) 963-1222
Westchester County Child Care Council	(914) 761-3456
Westchester County Mental Health Department	(914) 995-5258
Legal Services of the Hudson Valley – Westchester	(914) 949-1305
Westchester County – Family Court	(914) 824-5500
Westchester County – Veterans’ Services	914) 995-2145
Westchester County - County Clerk	(914) 995-3080
Westchester County - Motor Vehicle	(800) 342-5368
Westchester County - Office for Aging	(914) 813-6400
Westchester County Department of Health	(914) 995-5800
Westchester County Transportation	(914) 813-7777
Westchester County Department of Planning-	(914) 995-4400
Westchester County One Stop Employment Center	(914) 813-6555
Westchester County – Consumer Protection	(914) 995-2155

**Orange County**

**In Orange County**, Once all the disaster services have been met by American Red Cross, DSS and FEMA, the next step for accessing aid is the Salvation Army offices at Port Jervis and Newburgh:

Salvation Army – Port Jervis 99 Ball Street, Port Jervis	(845) 856-3214
Salvation Army – Newburgh 234 Van Ness Street, Newburgh	(845) 562-0413

2-1-1 Hudson Valley – for information & referral services	Dial 2-1-1 or 1-800-899-1479
Salvation Army of Orange County (Port Jervis)	(845) 856-3214
People for People - Orange County	(845) 343-1663
Catholic Charities – Orange County	(845) 294-5124
Salvation Army – Orange County (Middletown)	(845) 343-0821
Child Care Council - Orange County	(845) 294-4012
Orange County Clerk	(845) 291-2690
Veterans’ Service Agency – Orange County	(845) 291-2470
Motor Vehicle – Orange County	(845) 291-3090
Office for the Aging – Orange County	(845) 615-3710
Department of Health – Orange County	(845) 291-2332
Department of Planning – Orange County	(845) 291-2318
Consumer Protection - Orange County	(845) 291-2400

**Rockland County**

2-1-1 Hudson Valley –for information & referral services	Dial 2-1-1 or 1-800-899-1479
Community Action Partnership of Rockland County	(845) 352-4167
Catholic Charities – Rockland County	(845) 942-5791
Salvation Army – Rockland	(845) 352-9577
Child Care Resources of Rockland	(845) 425-0009
Division of Employment Services	(845) 426-2700

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Legal Services of the Hudson Valley – Rockland	(914) 949-1305
Rockland County Department of Mental Health	(845) 364-2378
Rockland County Department of Social Services	(845) 364-3300
Rockland County Clerk	(845) 638-5070
Veterans' Service Agency – Rockland County	(845) 638-5244
Motor Vehicle – Rockland County	(800) 342-5368
Office for the Aging – Rockland County	(845) 364-2110
Department of Health – Rockland County	(845) 364-2512
Rockland County – Consumer Protection	(845) 708-7600
United Way of Rockland County/Rockland VOAD	(845)358-8929 or 2-1-1

**Dutchess County**

2-1-1 Hudson Valley –for information & referral services	Dial 2-1-1 or 1-800-899-1479
Community Action Partnership of Dutchess County	(845) 452-5104
Catholic Charities – Dutchess County	(845) 452-1400
Salvation Army – Dutchess County	(845) 471-1210
Child Care Council of Dutchess and Putnam Counties	(845) 473-4141
Legal Services of the Hudson Valley – Dutchess County	(845) 471-0058
Dutchess County Department of Mental Hygiene	(877) 485-9700
Dutchess County Clerk	(845) 486-2132
Veterans' Service Agency – Dutchess County	(845) 486-2060
Motor Vehicle – Dutchess County	(845) 486-2130
Office for the Aging – Dutchess County	(845) 486-2555
Department of Health – Dutchess County	(845) 486-3400
Department of Planning - Dutchess County	(845) 486-3600
Consumer Protection – Dutchess County	(845) 486-2949

**Ulster County**

2-1-1 Hudson Valley –for information & referral services	Dial 2-1-1 or 1-800-899-1479
Ulster County Community Action Committee	(845) 338-8750
Catholic Charities – Ulster County	(845) 340-9170
Salvation Army – Ulster County	(845) 331-1803
Ulster County Child Care Council	(845) 331-5197
Office of Employment and Training – Ulster County	(845) 338-4696
Ulster County Department of Social Services	(845) 334-5000
Legal Services of the Hudson Valley - Ulster	(845) 331-9373
Ulster County Department of Mental Health	(845) 340-4000
Ulster County Department of Social Services	(845) 334-5000
Ulster County Clerk	(845) 340-3288
Veterans' Service Agency – Ulster County	(845) 340-3190
Motor Vehicle – Ulster County	(845) 340-3700
Office for the Aging – Ulster County	(845) 340-3456
Department of Health – Ulster County	(845) 340-3150
Consumer Protection - Ulster County	(845) 340-3260

**Other NYS related services:**

Child Abuse Hotline	(800) 342-3720
Equal Employment Opportunity Commission	(800) 669-4000
NYS Disability Program	(518) 474-6681
Occupational Safety of Health Admin (OSHA)	(800) 321-6742

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Social Security Administration	(800) 772-1213
NYS Consumer Protection Board	(800) 697-1220

**Tax Deductions**

Property losses from natural disasters are tax-deductible. If you claim a casualty loss resulting from a disaster, you may be asked to show:

- The kind of disaster and when it occurred
- The damage that was a direct result of the disaster
- Proof of ownership of the property
- Your income tax basis in the property; this is the total value of your home (original cost plus cost of any improvements) minus any depreciation claimed for income tax purposes.
- Fair market value before and after the disaster
- Insurance benefits, free repairs, restoration, and cleanup from disaster relief agencies.

Before and after photographs, receipts, canceled checks, deeds, purchase contracts, and professional appraisals are good supporting evidence for casualty claims. For more information, call the IRS at 1-800-829-3676 or visit [www.irs.gov](http://www.irs.gov) for forms and information on how to contact specific units.

**Disaster Relief Training - to help for future emergencies:**

American Red Cross - Greater New York (Orange/Sullivan/Rockland/Putnam)	1-877-REDCROSS
American Red Cross - Dutchess	(845) 471-0200
American Red Cross -Ulster	(845) 338-7020
American Red Cross -Westchester	(914) 946-6500
United Way Volunteer Center – Westchester	(914) 948-4452