

Recovery Fact Sheet 011

Key Messages

- Residents of the **Bronx, Brooklyn (Kings County), Queens, Staten Island (Richmond County), Dutchess, Nassau, Rockland, Suffolk and Westchester** counties have until **Tuesday, Jan. 4**, to apply for FEMA disaster assistance. However, residents of **Orange County**, which was only recently added to the federal disaster declaration for Hurricane Ida, have until **Monday, Jan. 31**, to apply. Here's how to apply: visit [Disasterassistance.gov](https://www.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.
- Missed your appointment with a FEMA inspector? Here's what to do: Contact the **FEMA Helpline at 800-621-3362** to reschedule the appointment. You will need to explain why you were unable to meet with the inspector at the scheduled time. You may be required to submit your reasons for the missed appointment in writing. If you are unable to attend an inspection, you can designate a representative, in advance, to take your place. Contact the **FEMA Helpline** for information on how to arrange for someone to represent you.
- If you have applied to FEMA for disaster assistance and have not received a response within 14 days, call the **FEMA Helpline at 800-621-3362** or visit [DisasterAssistance.gov](https://www.DisasterAssistance.gov) to check on the status of your application. Make sure that all of your contact information is correct. If you move or change phone numbers, be sure to let FEMA know how to reach you. Avoid unnecessary delays by making sure FEMA has your up-to-date contact information.

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

- Total Amount Approved for Survivors: **\$176.8 million**
 - Housing Assistance: **\$159.6 million**
 - Other Needs Assistance: **\$17.1 million**
- Total Individuals and Households Approved for Assistance: **36,627**

By the Numbers (Hazard Mitigation)

- National Flood Insurance Program Claims Paid: **\$99.7 million**



FEMA

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

- Total Amount Approved in SBA low-interest disaster loans: **\$181.4 million**
- Total Business and Home Loans Approved: **3,763**

Individual Assistance

- Hurricane Ida survivors who are struggling with mental health issues can find free help by calling the **Disaster Distress Hotline at 800-985-5990**. The hotline operated by the national Substance Abuse and Mental Health Services Administration provides counseling and referrals for mental health and addiction services 24 hours a day, 7 days a week, 365 days a year.

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.
- **The Westchester County Disaster Recovery Center's hours mirror the Mamaroneck Public Library, where it is housed. The center is scheduled to close permanently at 5:30 p.m. Tuesday, Dec. 14.**
 - Mamaroneck Public Library, 136 Prospect Ave. Mamaroneck, NY 10543
10 a.m. to 5:30 p.m. Tuesday, Dec. 14
- **Mobile Disaster Recovery Centers** will be open from **10 a.m. to 6 p.m.** in **Orange County** this week at the following locations:

Town of New Windsor Community Center

555 Union Avenue

New Windsor, NY 12553

Wednesday, Dec. 15 and Thursday, Dec. 16

Munger Cottage Senior Center

19 Little League Drive

Cornwall, NY 12518

Saturday, Dec. 18, Sunday, Dec. 19, and Monday, Dec. 20

Hazard Mitigation

- If your heating system fails due to a winter storm, remember the dangers of gas and carbon monoxide poisoning and do not use your gas stove or oven to heat your home. Only use generators and gas grills outdoors and away from windows and doors. Consider purchasing carbon monoxide and gas detectors. 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](https://www.ready.gov).

- Remember the 20-20-20 rule for generator safety: Keep generators 20 feet away from your home. Allow 20 minutes of cool down before refueling. Install a \$20 carbon monoxide alarm.

Ways to Apply to FEMA

- To apply for FEMA assistance, visit [DisasterAssistance.gov](https://www.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.
- For additional online resources as well as FEMA downloadable pamphlets and other aids, visit [DisasterAssistance.gov](https://www.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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