

Hurricane Ida Recovery Resources



For emergencies please call 911. For access to city resources please call 311.

NYC EMERGENCY SERVICE CENTERS

New York City has opened an Emergency Service Center in each borough to connect community members to city and nonprofit resources. The locations are:

- Bronx – 2365 Waterbury Avenue, Bronx, NY 10462 (P.S. /M.S. 194)
- Brooklyn – 71 Sullivan Street, Brooklyn, NY 11231 (P.S. 15)
- Manhattan – 215 W 114th Street, New York, NY 10026 (I.S. 88)
- Queens – 4602 47th Avenue, Woodside, NY 11377 (M.S. 125)
- Staten Island – 80 Willowbrook Road, Staten Island, NY 10302 (I.S. 51)

Services provided at the center include but are not limited to:

- Department of Social Services will assist with enrollment in SNAP benefits, cash assistance, and public health insurance, and help connect people with emergency food assistance. English and Spanish speakers will be available to assist with enrollment.



- Housing Preservation and Development will be providing information about resources to homeowners and advise tenants how to proceed with getting an inspection if there was a lot of damage and they believe they cannot return. Department for the Aging will assist in case management and senior employment.
- Mayor’s Office of Immigrant Affairs will assist with language and immigrant issues.
- Small Business Services will assist small business owners who were impacted by the storm.
- Referrals and information for pump out assistance for residents who still have standing water in their homes.
- Department of Buildings will be able to answer questions from the public related to damaged structures, conducting repairs or renovations, and to provide guidance regarding the filing of construction projects with DOB.
- Department of Health and Mental Hygiene will provide mental health counseling.
- American Red Cross in Greater New York will assist in disaster relief management – including referrals, distribution of emergency supplies, and applying for assistance – and mental health counseling.



FEMA DISASTER ASSISTANCE IS OPEN

You can now apply for assistance and check the status of your case online at disasterassistance.gov.

Once you have applied for FEMA assistance, your case will be reviewed. Our agents will not be able to provide information about your damage assessment. A FEMA Inspector will call you to set a time and date to assess your damage. Please continue to monitor the status of your case online.

FEMA Helpline agents are available from 7 a.m. to 1 a.m. ET, 7 days a week:

- [1-800-621-3362](tel:1-800-621-3362) (711 or VRS available)
- TTY [1-800-462-7585](tel:1-800-462-7585)
- If you use a relay service (a videophone, InnoCaption, CapTel, etc.), please provide your number assigned to that service. FEMA must be able to contact you. Be aware that phone calls from FEMA come from an unidentified number.

TRANSITIONAL SHELTERING ASSISTANCE (TSA) HOTEL LOCATOR

You must have a FEMA registration ID and approval from FEMA to participate. Find a participating hotel at femaevachotels.com.

You may also call the FEMA Helpline from 7 a.m. to 1 a.m. ET, 7 days a week:

- [1-800-621-3362](tel:1-800-621-3362) (711 or VRS available)
- TTY [1-800-462-7585](tel:1-800-462-7585)
- If you use a relay service (a videophone, InnoCaption, CapTel, etc.), please provide your number assigned to that service. FEMA must be able to contact you. Be aware that phone calls from FEMA come from an unidentified number.

DAMAGE REPORTING & IMMEDIATE NEEDS

- Please report any damage such as down trees, damaged roads, or other hazardous conditions using the NYC Damage Report website: www1.nyc.gov/site/severeweather/resources/report-damage.page
- Fill out the [NYC Water Damage or Loss Claim Form](#) or email action@comptroller.nyc.gov
- Those who need temporary shelter can contact the Red Cross at [877-733-2767](tel:877-733-2767) or call [311](tel:311)
- If you are experiencing any flooding that includes sewage, please report to the Department of Environmental Protection immediately: portal.311.nyc.gov/article/?kanumber=KA-01510

FLOOD INSURANCE CLAIMS

- New York's Department of Finance has a helpful guide for how to file a claim with your insurer: dfs.ny.gov/consumers/help_for_homeowners/disaster_flood
- FEMA's guide to understanding flood insurance: floodsmart.gov/how/what-is-covered

HOME REPAIRS

- Low-income homeowners may qualify for low- or no-interest loans through NYC's HomeFix program: homefixnyc.org/overview.
- Low-income seniors may qualify for assistance for emergency repairs through NY's RESTORE program: hcr.ny.gov/restore-program.

OTHER RESOURCES

- The Red Cross is providing flood kits for homes, please call [877-733-2767](tel:877-733-2767)