

*Grand Zero****Disaster Assistance Information for New York Disaster 1391***

This sheet contains references for disaster aid available to you. Contact any agency listed for disaster related needs which can be addressed by that agency. Additional assistance programs may become available. If you have any questions, call the FEMA Helpline at 1-800-525-0321 (hearing/speech impaired ONLY, Call 1-800-462-7585).

Building Access/Status

For information about access to residential locations, Call: NYC Hotline (718)403-2220. For information about access to business locations, Call: (646)756-3001.

Business Loans

The Small Business Administration (SBA) makes disaster loans available to businesses that must repair or replace destroyed or damaged facilities, inventory, machinery, or equipment, or that have suffered economic injury. If you have been referred to this program by FEMA, you will receive an SBA application in the mail. For assistance in completing the application, Call: (800)462-9029 or Contact: SBA Workshop Business Information Center 633 3rd Ave., 32nd floor (at E 42nd), NY, NY 10017-6706. For business owners affected by the disaster, but not in the disaster area, Call: SBA NY Area Office (800)659-2955.

Crisis Counseling

Referral services and short-term intervention counseling are available. For counseling, Call: Dept. of Mental Health Services (212)442-5000; NY Office of Crises Intervention Services (800)543-3638 or (877)298-3373 (Spanish only); Safe Horizons (800)621-4673; Metropolitan Hospital Center (212)423-6262; FDNY Family Crisis Center (718)352-7001; St. Vincent's Health Crisis Center (212)604-8220; Armory Crisis Counseling (68 Lexington Ave and 25th St.); Lincoln Medical and Mental Health Center (718)579-5000. For assistance paying for counseling for victims, family members, or witnesses of the attack only, Contact: NY Crime Victims Compensation Board (800)247-8035 or www.cvb.state.ny.us.

DNA Samples for Identification

For information regarding locations to provide DNA samples to help identify missing persons, Call: NY City Family Assistance Center (646) 710-6245 or Visit: NY City Family Assistance Center at Pier 94; 54th St. and 12th Ave. Office hours are 8:00AM until midnight, 7 days per week.

Emergency Assistance

Emergency food, clothing, shelter, and medical assistance may be provided by the American Red Cross (ARC), the Salvation Army, church groups, and other voluntary organizations. For a central coordination number, Contact: ARC (877)733-2767 or www.redcross.org. For emergency shelters, Call: FEMA Helpline 1-800-525-0321 (hearing/speech impaired ONLY, Call 1-800-462-7585).

Financial Institutions Assistance

Early withdrawal of time deposits, without penalty, may be permitted by banks that are members of the Federal Deposit Insurance Corporation (FDIC), Federal Reserve System (FRS), or the Federal Home Loan Bank Board (FHLBB). Contact: Your financial institution to see if they have obtained a waiver from their regulatory agency.

Home and Personal Property Loans

Disaster loans through the Small Business Administration (SBA) are available to homeowners and renters for restoring or replacing disaster damaged real and personal property, limited to the amount of uninsured, SBA verified losses. If you have been referred to this program, you will receive an application in the mail. For assistance in completing the application, Contact: SBA Workshop, Business Information Center, 633 3rd Ave., 32nd floor (at E 42nd), NY, NY 10017-6706.

Hotel/Motel Expenses Reimbursement

If you have incurred hotel or motel expenses, FEMA may be able to assist you with Lodging Expenses Reimbursement. To request this assistance, mail or FAX a cover letter with your name, FEMA registration ID number, and the disaster number "1391" with your request for reimbursement. Include a copy of paid receipts showing the complete address and telephone number of the hotel, dates stayed, rates charged, and number of rooms occupied. Also, include a document that verifies you were living in the affected residence at the time of the disaster, for example, a copy of your driver's license, utility bill, first class mail addressed to the affected residence, or pay stub with home address. Mail: FEMA P.O. Box 10055 Hyattsville, MD 20782-7055. FAX: (800)827-8112. For more information, refer to the enclosed FEMA Disaster Housing Program Fact Sheet or Call: FEMA Helpline 1-800-525-0321(hearing/speech impaired ONLY, Call 1-800-462-7585.

Housing Assistance

The Federal Emergency Management Agency (FEMA) may provide assistance if your primary residence has been made unlivable, inaccessible, or utilities are out. This may be in the form of funds for alternate or temporary rental housing or emergency minimal repair necessary to make your residence livable. FEMA can also provide referrals to housing available for rental. For more information, refer to the enclosed FEMA Disaster Housing Program Fact Sheet or Call: FEMA Helpline 1-800-525-0321(hearing/speech impaired ONLY, Call 1-800-462-7585.

Information and Referrals

For information and referrals, Contact: FEMA Helpline 1-800-525-0321(hearing/speech impaired ONLY, Call 1-800-462-7585; Office for Victims of Crimes (800)331-0075 or (414) 979-4800 (call collect outside USA); American Red Cross ARC (877)733-2767 or www.redcross.org.

Insurance Information

If you have insurance that may cover your losses and have applied with FEMA or the IFG, by law they cannot provide disaster aid to you unless your insurance settlement will not meet your needs. Contact your insurance agent to file a claim. NY Insurance companies will not be excluding coverage for an "act of war" for home and auto policies. If you need it, ask about an advance payment, or Additional Living Expenses or Loss of Use funds if you had to move out of your residence temporarily. Ask for assistance on insurance problems and questions, obtaining copies of lost policies, filing claims, expediting settlements, etc. If you are not able to resolve a problem with your insurance company, Call: New York State Insurance Commissioner (518)474-6600. If your insurance cannot help you with your disaster related needs, send the denial or settlement letter to FEMA. Mail: FEMA P.O. Box 10055 Hyattsville, MD 20782-7055. FAX: (800)827-8112. If you have questions about disaster aid or a location for temporary housing, Call: 1-800-525-0321(hearing/speech impaired ONLY, Call 1-800-462-7585 FEMA Helpline

Legal Services

In an agreement with FEMA, volunteers from the Young Lawyers Division of the American Bar Association may provide limited free legal advice to low income individuals. Call: American Bar Association Young Lawyers Division (866)606-0626.

Lost Income/Work

The U.S. Dept. of Labor provides benefits and services to those who lost work income or became unemployed due to the disaster, either through Unemployment Insurance or Disaster Unemployment Assistance. This includes self-employed persons or persons who have become the head of household due to injury/fatality of the working breadwinner. NY, NJ, CT Call: (888)209-8124; Outside NY, NJ, or CT CALL: (888)864-9920. Emergency assistance is available to victims who are unable to work due to crime-related disability. This assistance may also be provided to a surviving spouse, child, or person dependent upon the victim for his/her principal support (ONLY if the victim was the primary wage earner). Contact: NY Crime Victims Compensation Board (800)247-8035 or www.cvb.state.ny.us. The NY Dept of Labor is coordinating resources for temporary positions related to the recovery efforts. Contact offices are located in NYC, New Jersey, Long Island and Westchester County. Call: (212) 621-9300.

Medical, Dental, or Funeral Expenses

If the expenses are related to World Trade Center injuries/casualties, Contact: NY Crime Victims Compensation Board (800)247-8035 or www.cvb.state.ny.us.

Missing Family/Friends

For information about persons in the World Trade Center, Call: Office for Victims of Crime (800)331-0075 or (414)979-4800 (call collect outside the USA).

Mortgage and Rental Assistance

If the disaster caused you to lose your job or created other financial hardship which prevented you from paying your mortgage or rent, FEMA may be able to assist you with mortgage or rental payments. In order to be eligible, you must have a written notice of intent to foreclose or evict from your mortgage holder or landlord, and your financial hardship must be directly related to the disaster. For more information, refer to the enclosed FEMA Disaster Housing Program Fact Sheet or Call: FEMA Helpline 1-800-525-0321 (hearing/speech impaired ONLY, Call 1-800-462-7585).

Moving Expenses

Assistance is available if the crime victim or family member has incurred expenses to move. Call: FEMA Helpline 1-800-525-0321 (hearing/speech impaired ONLY, Call 1-800-462-7585).

Personal Property Grants

The State Individual and Family Grant Program (IFG) provides grants for uninsured household furnishings, appliances, medical personal property (equipment), and clothing losses. In addition, awards can be made for tools that the employer requires for the job, school uniforms, and computer equipment required by educational institutions. Call: IFG Helpline number that will be listed in the letter you receive from the IFG Program.

Pets Left Behind

For information about pets left in evacuated buildings, Call: Humane Society of USA (718)272-7200 or Pet Rescue Hotline (212)876-7700.

Public Safety Officers Benefits

Financial and emotional assistance is available for victims and families of federal, state, and local public safety officers (police, fire, EMS) killed or injured in the line of duty. Call: Public Safety Officers Benefits Agency (888)744-6513; NY Firefighters (718)999-2541; NY Police Officers (212)741-4626; Crime Victims Compensation Board (800)247-8035.

Social Security Benefits

Assistance is available from the Social Security Administration in expediting delivery of checks delayed by the disaster and for assistance in applying for Social Security disability and survivor benefits. Call: (800)772-1213 or TTY (288-7185).

Tax Assistance

The Internal Revenue Service (IRS) may allow casualty losses that were suffered on home, personal property, and household goods to be deducted on the income tax return if they are not covered by insurance. Taxpayers may also file an amendment to last year's return to receive an early tax refund. County tax assessors may provide information and assistance on possible property tax relief. Taxpayers directly affected by the September 11th terrorist attacks, including relief workers, survivors of victims on the airplanes, those whose place of employment is in a disaster area, and others with records maintained in a disaster area, may Call: IRS Disaster Relief (866)562-5227 or TTY (800)877-8339. Hours of operation are 7:00 AM to 10:00 PM local time Monday through Friday and 8:00 AM to 9:30 PM for Spanish calls.

Transportation of Injured/Fatalities

For transportation assistance for victims not covered by airlines, military, or other sources, Call: Office for Victims of Crime (800)331-0075 or (414)979-4800 (call collect outside the USA).

Transportation Needs

Public Transportation Costs - The IFG Program may assist with the expense of public transportation to meet a need that results from the September 11th terrorist activities. This may be an expense that was not incurred prior to the event or is an increased or new expense because of the event. Call: IFG Helpline number that will be listed in the IFG letter you receive. **Vehicle Repair and Replacement** - The IFG Program provides grants for the uninsured repairs (damage estimates included) or replacement of damaged vehicles. Call: IFG Helpline number that will be listed in the IFG letter you receive.

Veterans Benefits

The U.S. Department of Veterans Affairs can expedite delivery of information on benefits, pensions, insurance settlements, and VA loans. Call: (800)827-1000 or TTY (800)829-4833.