

New Jersey Hurricane Sandy 2012

Relief and Recovery Assistance Guide



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I. PURPOSE

The purpose of this Assistance Guide is to connect New Jersey residents affected by Hurricane Sandy. The Guide lists information on many programs and agencies. Updates and verification are on-going. Updates are available at www.nj211.org.

The Guide is arranged in sections based on needs and the types of services provided. Where applicable there are tables arranged to show help available statewide and within the counties. Phone numbers and specific information regarding service eligibility, hours etc. may also be outlined.

You are welcome to call "2-1-1" 24 hours a day, seven days a week for help in finding available disaster assistance services. Language translation and TTY services are offered to any caller. You can also visit www.nj211.org to review the flood resource section, search the database of services in your local community or to chat live with an experienced community resource specialist. 2-1-1 will help identify with you the best local resources to fit your individual needs after a disaster or for life's everyday situations.

Emotional support for people affected by disasters or other overwhelming events is available by calling New Jersey Mental Health Cares' Disaster Mental Health Helpline (877) 294-HELP (4357), where experienced crisis counselors can be reached. A TTY line is also available at (877) 294-4356. The line is staffed from 9:00 AM – 5:00 PM weekdays. You may leave a message at other times and a mental health professional will return your call.

Additionally, the Disaster Distress Helpline, a national hotline, may be reached at 800-985-5990. Helpline staff provide immediate crisis counseling and help to people affected by Hurricane Sandy. You can also text "TalkWithUs" to 66746 and begin the process of recovery. TTY for Deaf/Hearing Impaired: 1-800-846-8517

II. GETTING STARTED

Disaster Declaration 4086-DR

The U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) announced that federal disaster aid has been made available to the State of New Jersey and ordered federal aid to supplement state and local recovery efforts in the area affected by Hurricane Sandy beginning on October 26, 2012, and continuing.

President Obama approved a Major Disaster Declaration (FEMA-4086-DR-NJ) for the State of New Jersey for Hurricane Sandy on October 30, 2012. The President's action makes federal funding available to affected individuals in Atlantic, Bergen, Cape May, Essex, Hudson, Middlesex, Monmouth, Ocean, Somerset and Union counties. **On November 6 this declaration was extended to include all 21 counties in the state.** Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster.

On November 4 Governor Christie announced that FEMA Public Assistance was expanded to include all 21 counties in New Jersey. Public Assistance Program funding is now available to state and eligible local governments and certain private nonprofit organizations on a cost-sharing basis for debris removal and emergency protective measures, and the repair or replacement of facilities damaged by Hurricane Sandy. All counties in the State of New Jersey are eligible to apply for assistance under the Hazard Mitigation Grant Program (HMGP).

Residents and business owners who sustained losses in the designated counties can begin applying for assistance by registering online , by web enabled mobile device at m.fema.gov or by calling 1-800-621-FEMA(3362) or 1-800-462-7585 (TTY) for the hearing and speech impaired. The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. EDT seven days a week until further notice

Insurance Claims

If your home has suffered damage, call the agent who handles your insurance to file a claim. If you have suffered damage related to flooding conditions and do not know if you have flood insurance, you can call the National Flood Insurance Program at 1-800-638-6620 to confirm your current flood insurance and to find out where to submit your claim. If you are unable to stay at home, make sure to say where you can be reached. To make filing your claim easier, take photos of the house and save damaged personal property. If necessary, place these items outside the home. An insurance adjuster will need to see what is damaged in order to process your claim. If FEMA assistance is available to you because you live in the area included in the declaration you are expected to contact your insurance company first. FEMA may only help with damage not covered by your insurance policy.

[More tips from the NJ Department of Banking and Insurance on filing insurance claims.](http://www.state.nj.us/dobi/pressreleases/pr110830.htm)
[<http://www.state.nj.us/dobi/pressreleases/pr110830.htm>]

File Insurance Claims at Mobile Catastrophe Units

Some insurance companies are offering claims processing at [mobile catastrophe units](http://www.state.nj.us/dobi/division_consumers/insurance/mobileclaims.htm) [http://www.state.nj.us/dobi/division_consumers/insurance/mobileclaims.htm] located throughout the state. These locations provide an additional alternative for residents to file their insurance claims besides the typical routes such as through one's insurance agent or via telephone. This list will constantly be changing, so please check back to see if additional companies and locations have been added.

Disaster Recovery Centers

Disaster Recovery Centers (DRCs) are opening to assist individuals, households and businesses affected by Hurricane Irene. DRCs are planned for all designated counties and openings will be announced as arrangements are finalized. Each DRC will be staffed with Federal Emergency Management Agency (FEMA), U.S. Small Business Administration and state agency disaster recovery specialists who are ready to help survivors through the process.

Residents are encouraged to register with FEMA **before** visiting a center. Through a partnership with State and Municipal governments, DRCs are providing the disaster survivors an opportunity to talk with experienced personnel about: disaster assistance, low interest rate federal disaster loans, disaster crisis counseling, voluntary agencies disaster assistance available and preventive measures to mitigate damages to property and life.

When a disaster survivor visits a DRC, they will be greeted by a FEMA employee who will ensure the survivor has registered with FEMA before speaking to the organizations available in the DRC. This is why it is important for survivors to register with FEMA before they arrive to the center.

At the Disaster Recovery Center, visitors can expect to:

- Receive information about different types of state and federal disaster assistance.
- Get help completing low-interest loan applications from the U.S. Small Business Administration (SBA) for homeowners, renters and business owners.
- Inquire about the status of applications for federal assistance.
- Clarification of any written correspondence received
- Possibly receive referrals to voluntary agencies to help with immediate unmet needs.
- Learn cost-effective mitigation measures to reduce the impact of future disasters.

See the following pages for a complete listing of DRC locations and hours. Centers are currently open from 8 AM to 8 PM every day unless otherwise noted. To check locations online, FEMA has also established a [DRC Locator](http://asd.fema.gov/inter/locator/home.htm).
[<http://asd.fema.gov/inter/locator/home.htm>]

COUNTY	DRC LOCATION	HOURS
ATLANTIC	Atlantic City Convention Center 1 Convention Blvd., Room 201 Atlantic City, NJ 08401	OPEN Monday-Saturday 9:00am to 7:00pm
	Hamilton Mall (adjacent to) 4403 Blackhorse Pike (Rt 322) Mays Landing, NJ 08330	OPEN Monday-Saturday 9:00am to 7:00pm
BERGEN	Bergen County Plaza 1 Bergen Plaza, 4th Floor, Hackensack, NJ 07652	OPEN Monday-Saturday 9:00am to 7:00pm
BURLINGTON	Burlington Center Mall 2501 Burlington-Mount Holly Road, Suite 215 Burlington, NJ 08016	OPEN Thursday, Nov. 29 - Saturday, Dec. 1; Monday; Dec. 10 - Wednesday, Dec. 12 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.12.12</i>
CAMDEN	No Locations Open at this Time	
CAPE MAY	30 Mechanics Street, Cape May Court House, NJ 08210	OPEN Monday-Saturday 9:00am to 7:00pm
	Ocean City Community Center 1735 Simpson Avenue Ocean City, NJ 08226	OPEN Monday-Saturday 9:00am to 7:00pm
CUMBERLAND	No Locations Open at this Time	
ESSEX	Willing Heart Community Center 555 Dr. Martin Luther King Blvd. Newark, NJ 07103	OPEN Monday-Saturday 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.15.12</i>
GLOUCESTER	Government Services Building 1200 North Delsea Drive Clayton, NJ 08312	OPEN Thursday, Nov. 29 - Saturday, Dec. 1; Monday, Dec. 10 - Wednesday, Dec. 12 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.12.12</i>
HUDSON	City Hall 94 Washington St. Hoboken, NJ 07030	Monday-Saturday 9:00am to 7:00pm
	Jersey City Museum 350 Montgomery Street Jersey City, NJ 07302	OPEN Monday-Saturday 9:00am to 7:00pm
	Bayonne City Museum 229 Broadway Bayonne, NJ 07002	OPEN Monday-Saturday 9:00am to 7:00pm
HUNTERDON	No Locations Open at this Time	
MERCER	No Locations Open at this Time	

COUNTY	DRC LOCATION	HOURS
MIDDLESEX	Sayreville Senior Center 423 Main Street Sayreville, NJ 08872	OPEN Monday-Saturday 9:00am to 7:00pm
	Woodbridge Health Center 2 George Frederick Plaza Woodbridge, NJ 07095	OPEN Monday-Saturday 9:00am to 7:00pm
MONMOUTH	Belmar Municipal Building 601 Main Street Belmar, NJ 07719	OPEN Monday-Saturday 9:00am to 7:00pm
	Union Beach Municipal Building 650 Poole Avenue Keyport, NJ 07735	OPEN Monday-Saturday 9:00am to 7:00pm
	Henry Hudson Trail Activity Center 945 Highway 36 Leonardo, NJ 07737	OPEN Monday-Saturday 9:00am to 7:00pm
	Long Branch Fire Station #4 199-205 Union Avenue Long Branch, NJ 07740	OPEN Monday-Saturday 9:00am to 7:00pm
MORRIS	No Locations Open at this Time	
OCEAN	Bayhead Fire Station #11 81 Bridge Avenue Bayhead, NJ 08742	OPEN Monday-Saturday 8:00 am - 5:00 pm
	Brick Township Civic Center 270 Chambers Bridge Rd. Brick, NJ 08723	OPEN Monday-Saturday 9:00am to 7:00pm
	Harvey Cedars Bible Conference Center 12 Cedars Avenue Harvey Cedars, NJ 08008	OPEN Monday-Saturday 9:00am to 7:00pm
	Little Egg Harbor Senior Center 641 Radio Road Little Egg Harbor Twp, NJ 08087	OPEN Monday-Saturday 9:00am to 7:00pm
	Bell Crest Plaza Store Front 4C 953 Fischer Blvd., Toms River, NJ 08753	OPEN Monday-Saturday 9:00am to 7:00pm
	Old Township Building 775 East Bay Avenue Stafford, NJ 08050	OPEN Monday-Saturday 9:00am to 7:00pm
PASSAIC	Passaic County Department of Health 317 Pennsylvania Avenue Paterson, NJ 07503	OPEN Monday-Saturday 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.15.12</i>

COUNTY	DRC LOCATION	HOURS
SALEM	Penns Grove EMS 25 East Griffin Street Penns Grove, NJ 08069	OPEN Monday, Dec. 3 - Wednesday, Dec. 5; Thursday, Dec. 13 - Saturday, Dec.15 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.15.12</i>
SOMERSET	Somerset County's Human Services Building 27 Warren Street Somerville	OPEN Monday, Dec. 3 - Wednesday, Dec. 5; Thursday, Dec. 13 - Saturday, Dec.15 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.15.12</i>
SUSSEX	Sussex County Community College 1 College Hill Road Newton, NJ 07860	OPEN Monday, Dec. 3 - Wednesday, Dec. 5; Thursday, Dec. 13 - Saturday, Dec.15 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.15.12</i>
UNION	Plainfield Senior Citizen's Service Center 400 E. Front Street Plainfield, NJ 07060	OPEN Monday-Saturday 9:00am to 7:00pm
	Gregorio Center 330 Helen Street Linden, NJ 07036	OPEN Monday-Saturday 9:00am to 7:00pm
WARREN	Franklin Township Municipal Building 2093 Route 57 Broadway, NJ 08808	OPEN Thursday, Nov. 29 - Saturday, Dec. 1; Monday, Dec. 10 - Wednesday, Dec. 12 9:00am to 7:00pm <i>Scheduled to close at end of day on 12.12.12</i>
<p><i>To check locations online, FEMA has also established a DRC Locator [http://asd.fema.gov/inter/locator/home.htm]. Last Update: 12.10.12</i></p>		

FEMA Assistance Programs

FEMA disaster assistance is not counted as income, is not taxed, and has no effect on Social Security or other government benefits.

Individual Assistance is disaster assistance directed to families, individuals and businesses within a declared disaster area. Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster. Specific information on what is covered under individual assistance is available [here](http://www.fema.gov/assistance/process/assistance.shtm). [http://www.fema.gov/assistance/process/assistance.shtm]

Public Assistance provides assistance to states, local governments, and certain non-profit organizations for emergency work and the repair or replacement of disaster-damaged facilities.

Hazard Mitigation Grant Program which provides assistance to State and local governments and certain private, nonprofit organizations for actions taken to prevent or reduce long term risk to life and property from natural hazards, is available to all counties in the State of New Jersey. All are eligible to apply for assistance under the Hazard Mitigation Grant Program.

Filing for FEMA Assistance

If you have been impacted by the recent storm you must first register with FEMA to get assistance!

You may [apply online](http://www.disasterassistance.gov/) [http://www.disasterassistance.gov/] and or by calling 1-800-621-3362; TTY users can call 1-800-462-7585. The call takes about 20 minutes. If call volume is high, you may have trouble getting through. In that case it is recommended that you call during off-hours (after 5:00 PM and before 8:00 AM.) The system is automated. Please have a pen and paper ready whether you file on the phone or online. You will also need the following information:

- Five Digit Zip Code
- Current Contact Telephone Number
- Social Security Number
- Current Mailing Address and Address of Damaged Property
- Date the Damage Occurred
- Directions to the Property
- Brief Description of Damaged Property
- Insurance Information and Policy Number(s)
- Family Gross Income
- A Bank Routing Number if you want funds deposited directly to your bank account. Lookup your bank routing number online [here](http://www.fededirectory.frb.org/search.cfm) [http://www.fededirectory.frb.org/search.cfm].

Note: FEMA verifies the name and social security number of those registering for disaster assistance. If the name and social security number on file with the Social Security Administration does not match the information you provide, you will be asked to submit a copy of an original document, e.g. marriage license, military ID, tax documents, etc., for proof of identity. A need to review and update identity documentation may cause delays in delivery of assistance.

Be sure to use a phone number on your application where you can be reached by FEMA. Inspectors only attempt to reach an applicant 3 times and then the case is put into "voluntary withdrawal". It is EXTREMELY important that FEMA has the correct, current phone number to contact applicants. The case will be re-opened when the client contacts FEMA. To minimize the times this happens, please ensure that you notify FEMA if your phone number or address has changed. This is done by calling the FEMA Helpline (800-621-FEMA/800-621-3362) or by establishing an [account online](#).

Be sure to get a FEMA application number. 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. If you do not have a FEMA Registration Number, you will not receive services. You can also use the number for identification at banks, airlines, etc. if your identification has been destroyed.

Ask for help in filing if you need to. If you or someone you know needs help filling out a FEMA application due to age or disability, help is available by calling NJ Ease at 1-877-222-3737.

FEMA Assistance for Immigrant Families

FEMA helps the Household - the Family. If anyone in the family qualifies (eg. a child born in the United States, or a father with a green card), then the FAMILY qualifies for FEMA help.

FEMA Outreach Efforts Continue

Residents of the affected counties who have made application for Federal Assistance or who plan on making application for federal assistance will be contacted by fully credentialed Inspectors to schedule an appointment to inspect damage and to determine eligibility for any funded programs. The New Jersey Office of Emergency Management has established Community Relations teams with our FEMA partners. These teams will be visiting the affected areas of the State to conduct further outreach to those residents who may be eligible and may be in need of assistance due to the most recent disaster.

After Applying for FEMA Assistance

Inspectors contracted by the Federal Emergency Management Agency are contacting New Jersey residents who have applied for disaster assistance. These inspectors have approved FEMA identification badges that include the inspectors name and photo, and the name of the company under contract with FEMA. They will ask for information to verify your name and address and registration with FEMA. **They will NOT ask for a Social Security number nor ask to be paid for the inspection. The FEMA inspection is FREE, so beware of fraudulent individuals attempting to charge for an inspection.**

The inspection generally takes 30 - 40 minutes, during which the inspector will assess disaster-related damage for both real and personal property and may take photos of the interior and exterior of the damaged dwelling. The inspector will then enter damage-related information into a handheld computer and send that data electronically to FEMA. The inspector does not determine whether a registrant is eligible for assistance, or the amount of a FEMA grant the individual may receive.

The inspector will ask the applicant to sign a form authorizing FEMA to verify that the information given is accurate. Within about 10 days a letter will be sent by FEMA to the applicant with notification about the decision of whether the applicant is eligible for help. If you are eligible, that letter will be followed by a check (or there will be an electronic transfer to the appropriate bank account). The letter will explain what the money can be used to pay for, and applicants should be careful to use the funds as indicated.

Recovering from Disaster with Help from FEMA and Private Insurance

Keep in mind that FEMA assistance and insurance coverage are two pieces of the same "recovery puzzle". Disaster assistance through FEMA may cover damages that insurance doesn't. That is why individuals affected by Hurricane Sandy are urged to apply for assistance even if they have insurance. Only applying directly with FEMA will establish your registration for disaster assistance. Signing up or meeting with any other agency does not mean you are registered with FEMA.

You need to file your insurance claim with your insurance company as soon as possible as well. Failure to file a claim may affect a policyholder's eligibility for disaster assistance. You have up to 12 months from the date of registration with FEMA to submit insurance information for review.

By law, FEMA cannot duplicate what insurance already covers, but FEMA may be able to help with some disaster-related expenses, that are not covered by insurance. After filing a claim, if any of the following situations occur FEMA may be able to provide some assistance:

- **Your insurance settlement is delayed.** "Delayed" means a decision on your insurance settlement has been delayed longer than 30-days from the time you filed the claim. If a decision on your insurance settlement has been delayed, you will need to mail a letter or send a FAX to FEMA at the address noted below explaining the circumstance. You should include documentation from the insurance company proving that you filed the claim. If you filed your claim over the telephone, you should include the claim number, date when you applied, and the estimated time of how long it will take to receive your settlement. Please Note: If you receive FEMA assistance and you later find that your insurance will cover what your FEMA assistance was for, then you must return that money to FEMA because it is considered a duplicate benefit.
- **Your insurance settlement is insufficient to meet your disaster-related needs.** If you have received the maximum settlement from your insurance and still have an unmet disaster-related need, you will need to mail or FAX a letter to FEMA at the address noted below indicating the unmet disaster-related need. You will also need to send in documentation from your insurance company on what they cover for review.
- **You have exhausted the Additional Living Expenses (ALE) provided by your insurance company.** If you have received the maximum settlement from your insurance for Additional Living Expenses and still need help with your disaster-related temporary housing need, mail or FAX a letter to FEMA at the address noted below indicating why you continue to have a temporary housing need. You will also need to provide documentation to prove use of ALE from insurance, and a permanent housing plan.
- **You are unable to locate rental resources in your area.** The FEMA Helpline (800-621-3362) has a list of rental resources in the disaster area.

Mail or FAX your letter to:

FEMA
IHP National Processing Service Center
PO Box 10055
Hyattsville, MD 20782-8055

FAX 1-800-827-8112

What to do if FEMA Assistance is Denied

If applicants receive a letter from FEMA that states that they are ineligible, it does not necessarily mean an applicant is not eligible for disaster assistance. If the letter states "ineligible" or "incomplete," more information may be needed, such as the applicant's insurance documents or proof of status of their claim, prior to disaster aid being granted.

FEMA requires homeowners and renters to provide insurance and other information at the time of registration. After a disaster, important documents may not be readily available or may be destroyed. Applicants for disaster aid can update their information about insurance and residency at any point during the application process. A determination letter sent by FEMA will specifically explain why an application needs to be revisited. It might ask for insurance settlement documentation for property damaged or destroyed, or for documents reflecting proof of occupancy or ownership of the damaged property.

Other reasons an applicant may receive a denial letter include:

- The damaged property is not listed as your primary residence at the time of the disaster.
- The damage was due to pre-existing conditions.
- The disaster damage was not documented.
- The FEMA housing inspector cannot reach the applicant by phone.
- Someone else in the household has already applied for assistance.
- The application is not complete.

Applicants have several options to obtain clarification on their letters, they can visit a Disaster Recovery Center (DRC) or they can call the FEMA helpline at 1-800-621-3362, or TTY 1-800-462-7585. In the DRCs, applicants will find representatives from the state, FEMA, the SBA and other organizations. The FEMA representatives can provide clarity on the letter and guidance on what additional documentation is needed.

Applicants have 60 days from the date of their determination letter to formally appeal the FEMA decision. All appeals must be in writing and should include the disaster identification registration number. Appeals must be signed so you are not permitted to submit a formal appeal via email. The appeal should include new or missing information, documents and damage repair estimates that support the appeal request.

Mail appeals to:

FEMA – Appeals Officer
National Processing Service Center

PO Box 10055
Hyattsville, MD 20782-8055

Appeals may be faxed to: 1-800-827-8112

FEMA Fact or Fiction

- **MYTH:** I've already cleaned up the damage to my home and had the repairs made. Isn't it too late to register once the work is done?
FACT: You may be eligible for reimbursement of your clean up and repair costs, even if repairs are complete.
- **MYTH:** I'm a renter. I thought FEMA assistance was only for homeowners for home repairs.
FACT: FEMA assistance is not just for homeowners. FEMA may provide assistance to help renters who lost personal property or who were displaced.
- **MYTH:** FEMA assistance could affect my Social Security benefits, taxes, food stamps or Medicaid.
FACT: FEMA assistance does not affect benefits from other federal programs and is not considered taxable income.
- **MYTH:** My insurance agent told me I could not get help from FEMA because I have flood insurance.
FACT: Even if you have flood insurance you should register. FEMA may be able to help with uninsured costs.
- **MYTH:** I heard registration involves a lot of red tape and paperwork.
FACT: There is no paperwork to register with FEMA. The process is very easy and normally takes between 15 and 20 minutes.
- **MYTH:** I believe FEMA only makes loans so I didn't apply for help because I don't want a loan.
FACT: FEMA only provides grants. The grants may cover expenses for temporary housing, home repairs, replacement of damaged personal property and other disaster-related needs such as medical, dental or transportation costs not covered by insurance or other programs. They don't have to be repaid.

Report False Damage Claims

If you suspect someone is filing false damage claims, please report it. Help FEMA make sure that disaster aid goes only to those who deserve it. It is a violation of federal law to file a false claim.

Report a false damage claim: Call (800) 323-8603 or E-mail:

DHSOIGHOTLINE@dhs.gov .

The National Center for Disaster Fraud (NCDF) was established to receive and screen reports from the public about possible fraud relating to disasters of all types, and to refer those reports to appropriate federal law enforcement agencies.

Members of the public who wish to report FEMA and disaster-related fraud may contact the NCDF:

By Phone (877) NCDF GCF (623-3423)

By Fax (225) 334-4707

By E-Mail to disaster@leo.gov

By Mail: National Center for Disaster Fraud, Baton Rouge, LA, 70821-4909

SBA Loans

SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, non-profit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.

Interest rates for these loans are low with terms up to 30 years. Loan amounts and terms are set by the SBA and are based on each applicant's financial condition.

- SBA disaster loans up to \$200,000 are available to homeowners to repair/replace real estate.
- Homeowners and renters are eligible for up to \$40,000 from SBA to repair/replace personal property.
- Businesses of any size may borrow up to \$2 million to repair or replace damaged or destroyed real estate, machinery and equipment, inventory and other business assets.

Filling out the SBA home loan application is a necessary step in order to be considered for some other forms of disaster assistance. Applicants may be eligible for more aid.

Even residents of Barrier Islands should apply for assistance. Although you may live in a [Coastal Barrier Resource Act designated area](http://www.fws.gov/CBRA/index.html) [http://www.fws.gov/CBRA/index.html] you should still apply for a SBA loan. SBA encourages everyone to apply and not worry about whether they are in a Coastal Barrier Resource Act designated area.

If SBA is unable to approve a home loan, the applicant may be referred back to FEMA for some other disaster aid. Applicants may be awarded assistance for personal items, repair or replacement of a vehicle, etc.

To be considered for all forms of disaster assistance call the Federal Emergency Management Agency (FEMA) at 800-621-FEMA (3362). The locations of Disaster Recovery Centers are listed in earlier pages of this guide. Answers to questions about the loan application process can be obtained by calling the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the hearing impaired), Monday through Friday from 8 a.m. to 6 p.m. EDT or by sending an e-mail to disastercustomerservice@sba.gov.

Those affected by this disaster may complete loan applications online by visiting SBA's secure [website](https://disasterloan.sba.gov/ela/). [https://disasterloan.sba.gov/ela/]

SBA Business Recovery Centers

The U.S. Small Business Administration will open Business Recovery Centers in New Jersey. These Centers will provide one-on-one assistance to business owners seeking disaster assistance for losses caused by Hurricane Sandy. Below you will find a listing of

centers that are currently operational. This list will expand as new openings are announced.

COUNTY	BRC LOCATION	HOURS
ATLANTIC	Richard Stockton College Small Business Development Center 35 South Martin Luther King Blvd. Atlantic City, NJ 08401	Open 8:30am - 4:30pm M-F
BERGEN	Bergen Community College Small Business Development Center 355 Main Street, Room 121 Hackensack, NJ 07601	Open 9:00am - 5:00pm M-F
CAPE MAY	Cape May County Chamber of Commerce 13 Crest Haven Road Cape May, NJ 08210	Open 8:30am - 4:30pm M-F
ESSEX	Rutgers University Small Business Development Center 25 James Street Newark, NJ 07102	Open 9:00am - 5:00pm M-F
HUDSON	Small Business Development Center New Jersey City University 285 West Side Avenue Suites 189- 191 Jersey City, NJ 07305	Open 9:00am - 5:00pm M-F
MIDDLESEX	John F. Kennedy Library 500 Hoes Lane Piscataway, NJ 08854	Open Monday - Saturday; 10:00am to 5:00pm; Sunday 1:00pm - 5:00pm
MONMOUTH	Brookdale Community College 765 Newman Springs Road Bankier Library, Room 246 (SBDC) Lincroft, NJ 07738	Open 9:00am - 5:00pm M-F
OCEAN	Southern Ocean County Chamber of Commerce West Bay Avenue Manahawkin, NJ. 08050	Open 10 am - 6 pm; 7 days a week
PASSAIC	William Paterson University Small Business Development Center 131 Ellison St. Paterson, NJ 07505	Open 9:00am - 5:00pm M-F
UNION	Kean University - SBDC Business One-Stop Service The Incubator 320 Park Ave. Plainfield, NJ 07060	Open 9:00am - 5:00pm M-F
Source: www.sba.gov . 11.26.12		

SBA's customer service representatives will be on hand at the Centers to issue loan applications, answer questions about the disaster loan program, explain the application process and assist business owners in completing their applications. Also, SBDC counselors are available to assist business complete their application package.

Businesses and non-profit organizations of any size may borrow up to \$2 million to repair or replace damaged or destroyed real estate, machinery and equipment, inventory, and other business assets. The SBA may increase a loan up to 20 percent of the total amount of disaster damage to real estate and/or leasehold improvements, as verified by SBA, to make improvements that lessen the risk of property damage by future disasters of the same kind.

For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture, and most private non-profit organizations, the SBA offers Economic Injury Disaster Loans to help meet working capital needs caused by the disaster. Economic Injury Disaster Loan assistance is available regardless of whether the business suffered any physical property damage.

To obtain additional assistance call, the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the deaf and hard-of-hearing) or send an e-mail to disastercustomerservice@sba.gov. Those affected by the disaster may also apply for disaster loans electronically from [SBA's website \[https://disasterloan.sba.gov/ela/\]](https://disasterloan.sba.gov/ela/). The filing deadline to return applications for physical property damage is December 31, 2012. The deadline to return economic injury applications is July 31, 2013.

Other Needs Assistance (ONA)

New Jersey residents who did not receive reimbursement from FEMA for items purchased in direct response to Hurricane Irene may qualify under a separate FEMA grant program: Other Needs Assistance (ONA).

The purpose of ONA is to provide financial assistance to individuals and households who have no applicable insurance and may have been denied by the U.S. Small Business Administration Disaster Assistance program. FEMA may be able to reimburse you for disaster-related purchases. In order to be considered you must provide receipts documenting the purchases. *Lost receipts can often be replaced at the original place of purchase.*

Disaster-related items eligible for reimbursement may include:

- Smoke detectors
- Dehumidifiers
- Chainsaws
- Carbon monoxide detectors
- Weather radios

Microloan Program for Small Businesses

UCEDC, a Community Development Financial Institution and US Small Business Administration (SBA) microlender, provides access to capital to underserved

populations and communities. While available to all small business owners in New Jersey, their microloan program especially supports borrowers with little to no credit history, low-income borrowers, and women and minority entrepreneurs. Loan officers are prepared to give hurricane-affected businesses top priority in the application process. Business owners can call UCEDC at 908-527-1166 to see if they qualify or they can go [online](http://www.ucedc.com/content/loan-products). [<http://www.ucedc.com/content/loan-products>]

Emergency Relief Fund for Local Artists

The Andy Warhol Foundation, Robert Rauschenberg Foundation and Lambent Foundation (a project of the Tides Center) have established an Emergency Relief Fund, administered by New York Foundation for the Arts (NYFA) to assist artists with damages and losses as a result of Hurricane Sandy. Eligible artists can be working in any discipline and reside in Connecticut, New Jersey or New York.

Damages are broadly defined and include, but are not limited to: damage to physical work; damage to homes/studios/other facilities; loss of equipment or supplies; loss of income, and reimbursement for cancelled performances/appearances/engagements. NYFA will post an application on both the [NYFA](http://www.nyfa.org/level2.asp?id=202&fid=1) [http://www.nyfa.org/level2.asp?id=202&fid=1] and [Artspire](http://www.artspire.org/) [http://www.artspire.org/] websites on November 21. A separate fund has been established for arts organizations; for information email info@emergencygrants.org. [Learn more](http://www.nyfa.org/level2.asp?id=202&fid=1). [http://www.nyfa.org/level2.asp?id=202&fid=1]

III. IMMEDIATE ASSISTANCE

The American Red Cross and the Salvation Army are considered First Responders in an emergency. Necessities such as shelter, food, clothing, or cleaning materials can often be obtained from these organizations.

American Red Cross

The Red Cross provides immediate emergency assistance to people affected by disaster, such as; shelter, food and water, health and mental health services to address basic human needs. The goal of Red Cross disaster relief is to enable individuals and families to resume their normal daily activities independently. If your home is unlivable, contact your local Red Cross for assistance in meeting your disaster-related emergency needs. To locate your local Red Cross Chapter, go to www.redcross.org and enter your zip code under "Find the Red Cross Nearest You".

The Red Cross also feeds emergency workers, handles inquiries from concerned family members outside the disaster area, provides blood and blood products to disaster victims, and helps those affected by disaster to access other available resources.

Salvation Army

The Salvation Army continues to help those impacted by Hurricane Sandy. Assistance provided varies depending upon the circumstances but among other services the Salvation Army is offering holiday assistance to families severely affected by the storm. To learn more, call the Salvation Army Helpline at 888.247.0100 from 10:00 am to 3:00 pm Monday through Friday and 9:00 am to Noon on Saturday.

Information and Referral

Call 2-1-1 by simply dialing 2-1-1 from any phone to learn about your local community resources. Each county has specific services set up for individuals and families affected by the recent flooding. An experienced call specialist can help you find the best and most current service available to meet your needs.

Disaster Mental Health Services and Emotional Support Resources

Free counseling to help with the emotional toll of Hurricane Sandy and its aftermath is available to all NJ residents. Stress can surface in many forms and often appears weeks or months after a traumatic event. It may include anger, fatigue, loss of appetite, sleeplessness, nightmares, depression, inability to concentrate, hyperactivity and/or increased alcohol or drug use. If you or someone you know is experiencing distress or feeling overwhelmed by painful emotions related to recent events, call the **New Jersey MentalHealthCares' Disaster Mental Health Helpline (877) 294-HELP (4357)** where experienced crisis counselors can be reached. A TTY line is available at (877) 294-4356. Translation services are available as well.

An informative guide on Managing the Emotional Consequences of Storms and Floods is also available (in English and Spanish) by following this link to <http://www.state.nj.us/humanservices/dmhs/disaster/#4>.

Additionally, the **Disaster Distress Helpline**, a national hotline, may be reached at 800-985-5990. Helpline staff provide immediate crisis counseling and help to people affected by Hurricane Sandy. You can also text "TalkWithUs" to 66746 and begin the process of recovery. TTY for Deaf/Hearing Impaired: 1-800-846-8517

Emotional Support for Children of All Ages

Teens troubled by all that is happening around them can reach out to the 2NDFLOOR - a confidential and anonymous helpline for NJ's youth and young adults ranging in age from 10 to 24. It is open 24-hours-a-day, seven-days-a-week. Youth can either call the helpline using a toll-free number, 888-222-2228, or access the [interactive website](http://www.2ndfloor.org/) [http://www.2ndfloor.org/]. Calls to the 2NDFLOOR youth helpline are anonymous and confidential except in life-threatening situations.

The service is designed for listening, helping and guiding youth with their concerns. The phone lines are staffed by licensed professionals and trained volunteers (who are closely supervised and guided by social workers and professional counselors.) Hearing impaired callers, can reach 2NDFLOOR at the following TTY number: 732-264-1703.

Resources and Further Reading

The [American Academy of Child and Adolescent Psychiatry's Disaster Resource Center's](http://www.aacap.org/cs/DisasterTrauma.ResourceCenter) [http://www.aacap.org/cs/DisasterTrauma.ResourceCenter] website provides an overview of children's reactions to disasters, how to talk with children about a disaster, and when to be concerned about a child's response, including potential signs of PTSD in children.

[Talking to Children about Earthquakes and other Natural Disasters](http://www.aacap.org/galleries/default-file/TalkingtoKids.Earthquakes.NaturalDisasters.3.11.2011.pdf)

[http://www.aacap.org/galleries/default-file/TalkingtoKids.Earthquakes.NaturalDisasters.3.11.2011.pdf] provides suggestions for how to talk to children about natural disasters.

[Recovery After a Hurricane](http://nctsn.org/trauma-types/natural-disasters/hurricanes#tabset-tab-5) [http://nctsn.org/trauma-types/natural-disasters/hurricanes#tabset-tab-5] is a good basic overall resource for parents and caregivers about hurricanes, their impact on children and families, what parents, teachers and others can do to help children cope with hurricanes, as well as activities for children and adolescents. The site's Description, Readiness, and Response tabs offer additional information.

The [National Child Traumatic Stress Network Manual of Psychological First Aid: Appendix E](http://www.nctsn.org/content/psychological-first-aid) [http://www.nctsn.org/content/psychological-first-aid] consists of a series of handouts that cover possible adult reactions to disasters and inappropriate/appropriate coping mechanisms, parenting tips for helping specific age groups cope with disaster, and tips for adults regarding drug and alcohol use and relaxation in confronting disaster.

Download a copy of [Managing the Emotional Consequences of Storms and Flooding](http://www.state.nj.us/humanservices/dmhs/disaster/Flood_Brochure_2011.pdf) [http://www.state.nj.us/humanservices/dmhs/disaster/Flood_Brochure_2011.pdf]. (Also available in [Spanish](http://www.state.nj.us/humanservices/dmhs/disaster/Storms_and_Flooding_Brochure_Spanish.pdf) [http://www.state.nj.us/humanservices/dmhs/disaster/Storms_and_Flooding_Brochure_Spanish.pdf])

[Help for Families of Children with Special Needs](http://www.nj211.org/images/HurricaneSandy/HelpChildrenwithSpecialNeeds.pdf) [http://www.nj211.org/images/HurricaneSandy/HelpChildrenwithSpecialNeeds.pdf]

[Parents Guidelines for Helping Children after a Hurricane](http://www.nj211.org/images/HurricaneSandy/ParentsHelpingChildrenAfterHurricane.pdf) [http://www.nj211.org/images/HurricaneSandy/ParentsHelpingChildrenAfterHurricane.pdf]

Watch how Big Bird responds to his lost nest in a portrayal of recovery after a [hurricane hits Sesame Street](http://www.sesamestreet.org/parents/theshow/episodes/the-hurricane) [http://www.sesamestreet.org/parents/theshow/episodes/the-hurricane].

NJ HELPS

For complete information on all state social services and on-line applications please visit <http://www.njhelps.org>.

IV. MORE FEDERAL AND STATE DISASTER ASSISTANCE

Evacuation Routes and Road Conditions

Evacuation routes for areas throughout NJ, current road conditions and reports on mass transit closures are available at www.nj511.org or by dialing 5-1-1. Other emergency evacuation information may be available in the Local Resource section of this resource guide.

Emergency Shelter

A nearly real-time listing of Red Cross emergency shelters throughout the state is accessible at <http://app.redcross.org/nss-app/> or by calling your [local Red Cross chapter](#) [<http://www.redcross.org/cgi-bin/chapts-new.asp#NJ>]. A comprehensive list of shelters that has been organized by county is also available in the Local Resource section of this resource guide and is based upon information received from the American Red Cross, Salvation Army and active network of volunteer organizations in our state.

Once initial emergency response efforts are concluded shelters will close and alternate housing must be found. ALL EMERGENCY SHELTERS ARE NOW CLOSED IN OUR STATE. If you are one of the thousands in our area who must find another place to live while your home is being repaired or replaced go to the housing section of this guide and learn about the resources available to you.

Please Remember Your Pets: If you are ever evacuated, you need to bring your pets with you. Some shelters are pet friendly, but many are not. Additionally, some counties have deployed their County Animal Response Team to shelter animals. The NJ Department of Agriculture recommends that you ask a dependable friend or relative who lives some distance from the evacuation area if you and your pets can stay with them until the all clear is given.

An alternative is to find a pet friendly motel. Following are links to websites that can help you do just that.

<http://www.pet-friendly-hotels.net/pet-friendly-hotels-newjersey.html>

http://www.bringfido.com/lodging/state/new_jersey/

http://www.funnewjersey.com/upload_user/Weekend_Getaways/HOTELS.HTM

Assistance with Food

NJ SNAP

Those who were enrolled in NJ SNAP (formerly known as Food Stamps) before the storm, can receive assistance through the SNAP Program to replace lost food. If you received food stamps before the storm and live in an area where over 50% of the population was without power you will receive a reimbursement of 25 percent of

your October monthly SNAP allotment, allowing you to replace a portion of the food you may have lost during the power outage.

You must live in one of these counties to be eligible for automatic reimbursement: Atlantic, Bergen, Cape May, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Union and Warren. If you do, you will receive the following benefits:

- SNAP replacement benefit of 25% automatically within the next few weeks on your EBT card. You do not need to call or visit your county welfare agency. The reimbursement will take place automatically.
- The prepared food waiver also allows you, for a limited time, to purchase hot and cold prepared meals from participating stores with your benefits, an exception to the SNAP rules.

Help is available to SNAP recipients living in the remaining counties. Individuals and families on SNAP from the counties of Burlington, Camden, Cumberland, Gloucester and Salem also are eligible for the replacement benefit, but must go to their county welfare office to apply. If you live in one of these counties you are not eligible for the hot food benefit.

Disaster Food Stamps (D-SNAP)

Though millions of people throughout the state were without power and as a result lost perishable food supplies, D-SNAP is a federal safety-net subsidy available only to people who are at risk for hunger because their disaster-recovery expenses have left them without enough money to buy food. Applications for the program began on Monday, November 26 and ran for seven business days, concluding on either Monday, December 3rd or Tuesday, December 4th, depending on whether a particular county processes applications on Saturday, December 1st. Eligible recipients who applied for this benefit will receive their benefit by December 7 on an Electronic Benefits Transfer (EBT) card that can only be used for the purchase of grocery food items.

If you are in need of food, visit [End Hunger NJ](http://endhungernj.com/) [http://endhungernj.com/] where you will find a food pantry in your area.

Some food pantries and soup kitchens in Ocean and Monmouth counties have been closed due to damage sustained by the storm. [Find an open food pantry or soup kitchen in Ocean County.](#) [images/HurricaneSandy/Oceancountyfoodpantries.pdf] [Find an open food pantry or soup kitchen in Monmouth County.](#) [images/HurricaneSandy/Monmouthcountyfoodpantries.pdf] Operational hours may have changed and supplies may be limited so be sure to call before you go to verify details. You may need an ID to prove residency and will be asked to declare that you were affected by the disaster.

FEMA's Sheltering and Temporary Essential Power (STEP) Pilot Program

FEMA's Sheltering and Temporary Essential Power (STEP) Pilot Program is available to residents of Atlantic, Cape May, Monmouth, Ocean, and Middlesex counties and is intended to provide immediate and emergency repairs to return families to their homes

and secure structures from additional damage this winter. Homeowners can apply through their municipalities for eligible repair work on residences, including electrical meter repairs, shelter essential measures, and rapid temporary exterior repairs to make their homes safe and habitable again, as permanent home repairs are sought. Qualified work will be administered and contracted through local municipal governments in coordination with FEMA for expenses up to \$10,000. Only residential properties are eligible for STEP program work, and all work must be done within 60 days of approval and submission of Right of Entry permission. Expansion beyond these 5 initial counties will be evaluated in the future as need is identified.

The three categories of eligible repair work include the following:

- Residential Electrical Meter Repairs - Residential Electrical Meter Repair is intended to accelerate power restoration to residences with storm-damaged electrical meters when such repairs are required before power can be restored.
- Shelter Essential Measures – Shelter Essential Measures are intended to provide electricity, heat, and hot water to disaster-impacted residences to meet basic life-sustaining needs so that occupants may shelter-in-place until more permanent repairs can be made.
- Rapid Temporary Exterior Repairs –repairs included in this category are intended to provide necessary and essential assistance to protect storm-damaged residences from further damage that may present an immediate threat to life and property, and where appropriate, these repairs will facilitate sheltering-in-place as residents await repairs that are more permanent.

Complete STEP program guidance from FEMA can be found on the [FEMA website](http://www.fema.gov/library/viewRecord.do?id=6709). [http://www.fema.gov/library/viewRecord.do?id=6709] Residents in eligible counties should call their local municipal government office to learn how the STEP Program will be implemented where they live. Read the [STEP brochure](http://www.nj211.org/images/HurricaneSandy/STEPBrochure.pdf) [http://www.nj211.org/images/HurricaneSandy/STEPBrochure.pdf] and [FAQ](http://www.nj211.org/images/HurricaneSandy/STEPFAQ.pdf) [http://www.nj211.org/images/HurricaneSandy/STEPFAQ.pdf].

Holiday Gift Giving Programs

There are many opportunities to donate toys to needy families during the holidays through local toy drives. This year there are local efforts underway to help the families that have been severely impacted by the hurricane. Whether you are looking for a donation site or a source for gifts, you can find resources listed in our [2012 Holiday Giving Programs sheet](http://www.nj211.org/images/HolidayGiving2012.pdf) [http://www.nj211.org/images/HolidayGiving2012.pdf].

Health Concerns

In response to general health concerns in the aftermath of Hurricane Sandy, the Department of Health and Senior Services opened a toll-free Public Health Call Center to provide callers with information about prevention and treatment of mold, disposal of spoiled food due to power outages and water concerns.

The call center is being staffed by health experts from the Department's Division of Epidemiology, Environmental and Occupational Health who can answer questions about

prevention/treatment of mold growth in flooded homes and businesses, disposal of food spoiled as a result of power outages and concerns about water that needs to be treated to make it safe for drinking and other uses.

The DHSS Call Center will be open from 8:00 am - 8:00 pm weekdays and from 10:00 am to 5:00 pm on weekends. The number for the call center is 866.234.0964 or you can dial 2-1-1 and follow the prompt to be directed to this line.

Free Eye Care and Eyewear Replacement

Local residents who have lost or damaged their eyeglasses during Hurricane Sandy are invited to receive free eye care and glasses on board two fully-stocked, 40-foot long, state-of-the-art mobile eye care clinics, through relief efforts provided by VSP Vision Care. A mobile clinic is operating at Bellcrest Plaza, 931 Fischer Blvd in Toms River, NJ from Monday, Dec. 3 through Saturday, Dec. 8 from 9 am - 5 pm. The clinic is outfitted with exam rooms, an eyeglass frame dispensary and a finishing lab allowing glasses to be made on-site. No appointments are necessary and services will be provided on a first-come, first-served basis.

The eligibility criteria to receive eye care services include:

- Being a non-VSP member who does not have vision insurance and who have lost or damaged their eyeglasses during Hurricane Sandy (Non-VSP members are individuals who don't have VSP as their vision insurance carrier)
- A social security number

Non-VSP members unable to visit the mobile clinics or who are unable to be seen onboard the mobile clinic due to limited availability may contact their local American Red Cross chapter to receive a VSP gift certificate redeemable for free eye care services. VSP members who need eye care or replacement glasses can receive them by calling 800-877-7195 for an authorization.

To redeem the VSP Certificate for services go to these local offices:

Dr. Dennis Lyons
990 Cedarbridge Ave.
Brick, NJ 08723

Eyefirst Vision Center
3013 Hwy 35
Hazlet, NJ 07730

Dr. Ivy Spears
40 Bey Lea Rd., C104 (Route 571)
Toms River, NJ 08753

Dr. Steve Silberberg
935 Highway 34
Matawan, NJ 07747

Dr. Frank Miele
36 Cherry Tree Farm Rd.
Middletown, NJ 07748

Business Recovery Assistance Services

To support the recovery of New Jersey's businesses a series of business assistance services for those affected by the storm is now available. Information for all services

may be accessed through [New Jersey's Business Action Center](http://www.nj.gov/njbusiness) (BAC), by calling 1-866-534-7789 or through their website. [<http://www.nj.gov/njbusiness>].

The business recovery assistance services are designed to support businesses and workers who may be temporarily unable to perform their jobs due to the storm. These services include:

- Access to lines of credit of up to \$500,000 for businesses that need access to cash to improve their damaged property while awaiting insurance proceeds;
- Grant awards for businesses to assist with on-the-job training costs for new workers hired specifically to assist in disaster-related activities, such as landscaping and tree removal, construction, insurance claims, building supplies sales, materials transport, utility work, call and claims centers staffing, and infrastructure clearing and repair.
- Availability of the Business Resource Centers at any of the 17 local One-Stop Career Centers across the state as temporary hubs for businesses to access telephone and internet services as well as for job seekers and displaced workers seeking workforce development and unemployment assistance. [Access a listing of temporary hubs](http://www.state.nj.us/njbusiness/hubs.shtml). [<http://www.state.nj.us/njbusiness/hubs.shtml>]
- The availability of Disaster Unemployment Benefits to provide income security for those displaced workers suffering temporary storm-related job loss.
- Dispatch of Rapid Response team members to identified Disaster Recovery Centers to assist displaced workers
- Availability of services through New Jersey Youth Corps to assist non-profit, public and governmental entities in a variety of ways for disaster relief and clean-up.

In addition, BAC's Business Call Center is also the one-stop resource for more information on how to get businesses back up and running. The Call Center staff can assist with the following services:

- Arranging business facility inspections for buildings suffering major flood damage, as such conditions require structural integrity inspections before utility service can be restored. These inspections are handled in local code enforcement offices and by local code enforcement officials. Anticipating an enormous increase in such work, the Department of Community Affairs has mobilized all qualified personnel to assist local governments in this effort.
- Advocate for businesses seeking assistance from local utilities to restore electric, phone, gas and water services.
- Advocate with insurance carriers to file and expedite claims.
- Provide information on how to qualify for federal recovery assistance, and
- Connect businesses to the other county and local business services and to the services offered by the Small Business Administration and Small Business Development Centers that include assistance with insurance claims, as well as loans and business plan revisions.

Disaster Unemployment Assistance

Federal Disaster Unemployment Assistance (DUA) is available to residents throughout our state who were living or working in New Jersey at the time of the disaster, and who are unemployed as a direct result of the damages caused by the storm.

Most impacted workers may already qualify for regular Unemployment Insurance. The federal DUA is a special program that covers many people who otherwise may not be eligible for regular Unemployment Insurance. If you are unemployed because of the disaster that began on Oct. 28, you should FIRST file for unemployment insurance benefits through the [state website](https://njsuccess.dol.state.nj.us/html/uimain.html) [https://njsuccess.dol.state.nj.us/html/uimain.html].

Claims registered online are processed faster. However, if needed, people may also file a claim by telephone by contacting the state Department of Labor's Re-employment Call Centers at:

- North Jersey (201) 601-4100
- Central Jersey (732) 761-2020
- South Jersey (856) 507-2340

A 30-day deadline ending December 3, 2012 is in effect for filing DUA claims resulting from Hurricane Sandy. Some temporary work opportunities associated with disaster recovery are now available as well. [Learn more about unemployment insurance and job search assistance.](#)

[<http://www.nj211.org/images/HurricaneSandy/employmentdua.pdf>]

Get more information on related programs and services from the [New Jersey Department of Labor and Workforce Development](#).

[<http://lwd.dol.state.nj.us/labor/index.html%20and%20www.Jobs4Jersey.com>]

Document Replacement

The New Jersey Bureau of Vital Statistics can help you replace lost marriage, birth and death certificates. For more information, call 609-292-4087 or visit <http://www.state.nj.us/health/vital/> or by mail contact:

New Jersey Department of Health and Senior Services
Bureau of Vital Statistics and Registration
P.O. Box 360
Trenton, NJ 08625-0360

For Express Shipping – download application off the internet and mail to:

New Jersey Bureau of Vital Statistics and Registration
Attn: Customer Service Unit
H & A Bldg, 5th Floor
Warren and Market Streets
Trenton, NJ 08625

For applications received after 4 p.m., records will be mailed the next business day. To find a local registrar in your county visit:
www.state.nj.us/health/vital/regbycnty.shtml

New Jersey Drivers License or ID

Storm victims who wish to obtain a New Jersey Driver's License or ID will be required to meet the New Jersey documentation requirements. Visit <http://www.state.nj.us/mvc/> to download forms for new registration or driver's license.

New or Replacement Social Security Card

Anyone receiving Social Security payments that have been interrupted can go to any Social Security office to get an emergency payment. For information about changing mailing addresses, obtaining a new card, direct deposit, or locating the nearest Social Security office, call 1-800-772-1213 (TTY 1-800-325-0778) from 7 a.m. – 7 p.m./ Monday through Friday or go online at <http://www.socialsecurity.gov>.

Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)

Storm victims who already receive SSI and SSDI should contact the Social Security Administration directly at 1-800-772-1213 to learn how checks may be reissued, cards replaced or to report a change in address.

Suspension of Federal Student Loan Payments

If you live in a federally declared disaster area, you may be eligible for relief that would temporarily suspend your federal student loan payments. Relief will not be proactively given to you—you must request it. You have different options for requesting relief, depending on how you received your loans:

- For Direct Loan (DL) program loans: Call the Direct Loan Servicing Center at 800.848.0979.
- For Federal Family Education Loan Program (FFELP) loans: Contact your lender directly or call 800.4FEDAID (800.433.3243).
- All borrowers can also contact the Federal Student Aid Ombudsman at 877.557.2575 or 202.377.3800 for assistance.

[Learn more.](http://www.asa.org/repay/options/disaster/default.aspx) [<http://www.asa.org/repay/options/disaster/default.aspx>]

Tax Relief

The IRS announced that it is providing tax relief to individual and business taxpayers impacted by Hurricane Sandy that include certain taxpayers in New Jersey. The tax relief postpones various tax filing and payment deadlines that occurred starting in late October. As a result, affected individuals and businesses will have until Feb. 1, 2013 to

file these returns and pay any taxes due. This includes the fourth quarter individual estimated tax payment, normally due Jan. 15, 2013.

It also includes payroll and excise tax returns and accompanying payments for the third and fourth quarters, normally due on Oct. 31, 2012 and Jan. 31, 2013 respectively. It also applies to tax-exempt organizations required to file Form 990 series returns with an original or extended deadline falling during this period.

The IRS will abate any interest, late-payment or late-filing penalty that would otherwise apply. The IRS automatically provides this relief to any taxpayer located in the disaster area. Taxpayers need not contact the IRS to get this relief.

For full details, about this and other tax related initiatives visit the [IRS newsroom](http://www.irs.gov/uac/Newsroom/Help-for-Victims-of-Hurricane-Sandy).
[<http://www.irs.gov/uac/Newsroom/Help-for-Victims-of-Hurricane-Sandy>]

If you need a copy of a recent tax return call the IRS at 866.562.5227 and press 1 for Hurricane Sandy.

Preserving Wet Documents

To preserve family treasures, review this informational link at the National Archives www.archives.gov/preservation/disaster-response/guidelines.html.

Appliance Repair for LG Products

Through its extensive service network, LG will provide free service for major appliances and TVs damaged in the storm. Trained service technicians are available to diagnose and repair LG-brand refrigerators, washing machines, clothes dryers, dishwashers and large-screen TVs. Affected consumers wishing to take advantage of this free service through Dec. 31 can contact the LG Hotline at 855.400.4640.

Housing

Many homes did not survive the storm. Other homes are in need of major repairs. Below are some resources that may help you answer the question "Where am I going to live now?". *Please note: If you have received rental assistance funds from FEMA you will not be extended in the Temporary Shelter Assistance hotel program.*

FEMA Benefits for Housing

FEMA provides disaster recovery assistance on many levels. To learn all about how to apply for assistance and how to contact FEMA if you have questions, start by familiarizing yourself with the process by reading the portion of this guide that is devoted to FEMA. Among the assistance provided by FEMA is a subsidy towards transitional housing and temporary housing while your residence is being repaired.

FEMA may be able to help you with temporary housing:

- **Transitional Shelter Assistance (TSA)**

Short-term lodging assistance for evacuees who are not able to return home for an extended or indeterminate period of time following a disaster. FEMA may provide Transitional Shelter Assistance in hotels and motels to those who continue to need housing after shelters have closed because they are unable to return to their homes. [Find participating hotels.](#)
[<http://www.femaevachotels.com/>]

- **Rental Payments for Temporary Housing**

This is sometimes provided for those whose homes are unlivable. Initial assistance may be provided for up to three months for homeowners and at least one month for renters. Benefits may be extended for up to 18 months, based on a review of individual applicant requirements.

FEMA Temporary Shelter Assistance Still Available

Thousands of New Jersey survivors answered "will not relocate" when FEMA housing inspectors asked what they planned to do while repairs are being made on their homes or apartments. That response made them ineligible for FEMA temporary housing assistance. Some who would like FEMA help today may find the window still open.

Here's what to do if you want temporary housing assistance now:

- If it has been less than 30 days since you received a FEMA determination letter, call 800-621-3362 and tell FEMA that your housing situation has changed and that you'd like temporary housing assistance.
- If it has been more than 30 days since you received a FEMA determination letter, you will need to reply in a letter to FEMA stating that you want to change your earlier response, explain how your circumstances have changed and that you'd like FEMA temporary housing assistance.

Survivors can follow up on previous applications online at DisasterAssistance.gov, or by web-enabled mobile device at m.FEMA.gov. By phone or 711/VRS, call 800-621-FEMA (3362) or TTY 800-462-7585. Help is also available at FEMA [Disaster Recovery Centers](#) [<http://www.nj211.org/HurricaneDRC.cfm>].

NJ Housing Resource Center (NJHRC)

This is an online, housing information clearinghouse designed to help all New Jerseyans with their housing-related needs. Landlords throughout New Jersey are opening their available properties to Hurricane Sandy victims. Many of these properties are now listed on the NJHRC. The site hosts information on available properties statewide, and the database is updated daily. Searches on the database can be narrowed to limit your results to include a specific type of housing unit and the site includes maps and pictures and is updated bi-weekly to give an accurate reflection of housing availability in our state. [Visit the NJHRC website.](#) [<http://www.njhousing.gov/>] and click on "Find Housing" or call 877.428.8844 for more housing information.

The FEMA Housing Portal

This site intended to help individuals and families, who have been displaced by a disaster, find a place to live. The portal consolidates rental resources identified and provided by federal agencies, such as the U.S. Department of Housing and Urban Development (HUD), U.S. Department of Agriculture (USDA), U.S. Veterans Administration (VA), private organizations, and the public, to help individuals and families find available rental units in their area. Once you find a suitable listing, call to see if it is still available. [Visit the FEMA Housing Portal](http://asd.fema.gov/inter/hportal/home.htm).
[<http://asd.fema.gov/inter/hportal/home.htm>]

The Supportive Housing Association of NJ

Here you will find a bulletin board of emergency housing needs as a result of Hurricane Sandy. [Click here to view listings](http://www.shanj.org/resources/sandy-housing-needs) [<http://www.shanj.org/resources/sandy-housing-needs>]. To post a housing need or vacancy, email gail.levinson@shanj.org. Please include a brief description, area/county, and contact name, email and phone number.

Homeless Prevention Program (HPP)

This program provides temporary assistance to households who are facing eviction or foreclosure because of conditions that have left them incapable of making payments. Natural disasters fall into this category but must be documented by the Red Cross or a letter from FEMA. This aid is temporary and is based upon income eligibility. [Learn more about HPP](http://www.state.nj.us/dca/divisions/dhcr/offices/hpp.html). [<http://www.state.nj.us/dca/divisions/dhcr/offices/hpp.html>]

Housing Assistance for Homeless Veterans

The Department of Housing and Urban Development and VA Supported Housing (HUD-VASH) Program provides permanent housing and ongoing case management treatment services for homeless Veterans who require these supports to live independently. This program allows Veterans and their families to live in Veteran-selected apartment units and provides for the most vulnerable Veterans. It is especially helpful to Veterans with families, women Veterans, recently returning Veterans and Veterans with disabilities. [Learn more about HUD-VASH](http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp). [http://www.va.gov/HOMELESS/HUD-VASH_Eligibility.asp]

Learn about other housing options on [NJ 2-1-1 housing-related web pages](http://nj211.org/housing.cfm).
[<http://nj211.org/housing.cfm>]

If you are in need of assistance in finding housing, you can call:

- [Your County Welfare Office](http://www.state.nj.us/humanservices/dfd/programs/njsnap/cwa/)

[<http://www.state.nj.us/humanservices/dfd/programs/njsnap/cwa/>]

Learn about other housing options on [NJ 2-1-1 housing-related web pages](http://nj211.org/housing.cfm).
[<http://nj211.org/housing.cfm>]

Change of Address

A change of address form is available online at <http://www.usps.com> or at any U.S. Postal Service location. Please be sure when you find permanent housing that your address is current and that FEMA has also been notified if you are expecting assistance.

Legal Services

Legal Services of New Jersey can assist with civil legal services for low-income people including, housing, family, consumer, public entitlements, education, employment, and health care access. Please visit www.lsnj.org or call **1-888-LSNJ-LAW** (1-888-576-5529). Local offices of New Jersey legal services providers can be found in the local county resource section of this guide.

Disaster Legal Services are also being provided for free by the American Bar Association (Young Lawyers division.) A toll-free hotline number 1.888.541.1900 is now available for survivors in New Jersey facing legal issues due to Hurricane Sandy. Residents who cannot afford to pay an attorney can call the hotline to request free legal assistance

The type of legal assistance available includes:

- Assistance with replacing legal documents that may have been lost due to flooding
- Assistance with life, medical and property insurance-related claims
- Assistance in consumer protection matters, remedies, and procedures
- Counseling on mortgage-foreclosure problems
- Counseling on landlord/tenant problems
- Creditor-debtor matters
- FEMA appeals

Through an intake process, callers will be matched with a volunteer attorney who can provide assistance or general legal information regarding their issue. Callers should say that they are seeking legal assistance related to Hurricane Sandy. The hotline will be staffed during normal business hours, but messages can be left at any time.

The helpline is part of a long-standing partnership between FEMA and the ABA, and is administered by the New Jersey State Bar Association through its Mass Disaster Response Program.

Free legal services for nonprofit organizations are also available. The Pro Bono Partnership provides business and transactional legal services without charge to nonprofit organizations serving the disadvantaged or enhancing the quality of life in New York, New Jersey and Connecticut. Contact them for legal assistance on issues that your organization may be facing as a result of Hurricane Sandy, such as questions concerning employee compensation, real estate issues, or insurance coverage. Learn more at www.probonopartner.org.

Email: information@probonopartner.org

Phone: 973.240.6955

Your Rights as a Renter

Rent Abatement and Security Deposits

If you are a tenant and you have been displaced as a result of the storm, you may be entitled to a return of part of the rent you paid if you are unable to live in your home during that period of time. You also may not have to pay your rent for the months after that if you are not able to go back into your apartment. Finally, if you are able to return to your apartment, but it is not completely habitable, you may not have to pay all the rent.

Your displacement due to this natural disaster, may also entitle you to have your security deposit returned quickly. A landlord must return your security deposit within five business days if:

- The displacement is caused by fire, flood, condemnation or evacuation; and
- An authorized public official posts the premises with a notice prohibiting occupancy, or
- A building inspector has certified within 48 hours that displacement is expected to continue longer than seven days and has so notified the owner in writing.

Finding a Lost Pet / Caring for Pets When Returning Home

The New Jersey Department of Agriculture has been working with the state Office of Emergency Management, U.S. Department of Agriculture and the Humane Society of the United States (HSUS) to help dogs, cats and other pets and owners in need. A hotline for residents affected by Hurricane Sandy who left their pets behind when evacuating their homes in advance of the storm has now been opened. The phone number to call is 1-855-407-4787 (1-855-407-HSUS). Those who call the hotline will be asked for information to assist animal rescue teams in locating the animals and bringing them safely to a shelter. The hotline is available 24 hours a day.

It is also a good idea to contact veterinarians, humane societies, pet shelters, and other facilities that might house animals. Be prepared to identify and document ownership when claiming lost livestock. The United States Department of Agriculture Missing Pet Network at www.missingpet.net may be of assistance.

Once you and your pets return to your home, be careful about allowing your pets outdoors unattended and off-leash. The floods may have altered familiar scents and landmarks and your pet could easily get confused and become lost.

In addition, sharp objects, downed electric lines, fallen trees and other debris, or contaminated water could present a real danger to your pet. Raccoons, skunks or other wild animals may have entered the area and could also present a danger to your pets.

Caring for Farm Animals

Many areas lost power for days as a result of the storm. If you are a farmer with herds of animals and are experiencing difficulties getting adequate food or water for your herds as a result of this disaster event contact your County Office of Emergency Management for assistance in solving the issue on a local level. County Animal Response Teams (CARTs) may have resources and/or connections to assist the farmers.

If you or someone you know has an agricultural or animal care issue related to the storm you may also contact New Jersey Department of Agriculture at the office in Trenton 609-292-3965. For more information, go to:

<http://www.nj.gov/agriculture/news/hottopics/approved/topics110827.html>.

Financial Services and Consumer Advice

If you believe you have been the victim of a fraud, or if you want to find out how to avoid fraud when making purchases and paying for services, contact the NJ Division of Consumer Affairs. Fourteen of the twenty-one counties in New Jersey have local offices. A review of this listing of [County and Municipal Consumer Affairs Offices](#) [http://www.njconsumeraffairs.gov/brief/caoffice.pdf] will provide you with your local number. If you do not have a local office you may contact the Division of Consumer Affairs by telephone at (973) 504-6200 or (800) 242-5846 (toll free, New Jersey only); E-mail: askconsumeraffairs@lps.state.nj.us ; or by mail at 124 Halsey Street, Newark, New Jersey 07102.

Other Resources Include:

Better Business Bureau

609-588-0808

9 a.m. - 4:30 p.m. Monday through Friday

Consumer Credit Counseling Service

Call 2-1-1 for the nearest location

Fraud Detection

FEMA fraud detection 1-800-323-8603

Insurance Information

National Flood Insurance Program

(Customer Service) 1-800-427-4661

(Existing Policies) 1-800-638-6620

Insurance Complaints and Assistance

New Jersey Department of Banking and Insurance

Information 1-609-292-5360

Complaints 1-609-292-5316

To learn more go to www.njdobi.org.

Veterans Benefits

U.S. Department of Veteran Affairs

1-800-827-1000

TTY 1-800-829-4833

Or online at www.va.gov

V. LOCAL COUNTY RESOURCES

This section of our Guide is being continuously updated. Please send any resources you think should be included to info@nj211.org.

County-by-County Resources

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
ATLANTIC Updated on 12.6.12	CLEAN-UP	Information about the distribution of clean-up kits is coming. Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm			
	SHELTER	Atlantic City Rescue Mission	609-345-5517	County Social Service Hotline for the Homeless	
	FOOD RESOURCES / CLOTHING / FURNISHINGS / CASE MANAGEMENT	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		The Community Food Bank of NJ Southern Branch Community Pantry	6735 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ (609) 383-8843		Providing emergency help to people who cannot locate food especially Atlantic City residents M-F 8:30am-4:30pm; Providing referrals to mobile food sites
		Atlantic City Rescue Mission	2009 Bacharach Blvd, Atlantic City NJ 609-345-5517		Food Pantry hours M-F 10am-11:30am
		Mission School	1923 Bacharach Blvd Atlantic City		The mission school is offering relief packages M-F 9-5pm
		Jewish Family Service	607 N. Jerome Ave Margate, NJ 08402 609-822-1108		Open 9:00am - 4:30pm (M, W, F) Has non-perishable food
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
		Family Service Association	3050 Spruce Hwy Egg Harbor Township, NJ 08234 (609) 569 - 0376		Provides all types of human service assistance; case management; has clothing
		Pleasantville Family Center	2 S Main St Pleasantville, NJ, 08232 (609) 272 - 8800		Provides all types of human service assistance; case management
		Catholic Charities	856-342-4145 Speak with Jennifer Wagner		Case management for hurricane survivors in Atlantic County and Cape May County
		National Aid	5926 A Main St Mays Landing, NJ, 08330 (609) 625 - 9345		Provide clothing, furniture and food; May provide limited energy assistance
	LEGAL SERVICES	South Jersey Legal Services	26 South Pennsylvania Avenue Suite 100, 1st floor Atlantic City, NJ 08401 (p): (609) 348-4200 (e): SJLSAtlantic@lsnj.org		Hours: 9:00 AM - 5:00 PM
	DISABILITY	Atlantic County	Shoreview Building		Provides information about programs;

	SUPPORT SERVICES	Division Of Intergenerational Services, Aging & Disability Resource Connection	101 South Shore Road Northfield, NJ 08225 Telephone: (888) 4-ANYAGE (426-9243)	advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(609) 344-1118	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention

COUNTY	SERVICE	AGENCY NAME / EVENT	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
BERGEN Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	FOOD RESOURCES/EVENTS	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		Center for Food Action	301 Hoboken Road Carlstadt, NJ 07072 201-956-7630		Tues and Thurs 10am-3pm; also has baby clothes available and will give one-time voucher to Angel's Attic for clothing and household items
		Center for Food Action	192 West Demarest Avenue Englewood, NJ 07631 201-569-1804		Mon-Friday 9am-5pm, Tues 9am-7pm. Now open first Saturday of every month: 10am-1pm
		Center for Food Action	239 Anderson Avenue Fairview, NJ 07022 201-945-5831		Mon, Tues and Thurs 9:30am-5pm
		Center for Food Action	316 First Street Hackensack 201-883-9375		Mon-Thurs 9:30am-3:30pm, Fri 9:30am-2:
		Center for Food Action	Mahwah Site & Warehouse 90 Ridge Road Mahwah, NJ 07430 (next to Mahwah Library) 201-529-2029		Tues-Fri 10am-2pm -Mon. 10am-6:30pm. Now open first Saturday of every month: 10am-1pm
		Center for Food Action	1061A Slocum Avenue Ridgefield, NJ 07657 201-956-7630		Mon & Fri 10am-4pm (Korean food available)
		Center for Food Action	145 Carleondale Road Ringwood, NJ 07456 201-529-2029		Tues and Thurs 10am-1pm
		Center for Food Action	Site & Warehouse: 224 Midland Avenue Saddle Brook, NJ 07663		Mon, Wed, Thurs and Fri 9:30am-3:30pm. Tues - 12pm-6pm. Now open first

		201-703-9857	Saturday of every month: 10am-1pm
	Turkey Giveaway	One Carol Place Moonachie	For Moonachie residents only; Sunday 11.18.12 from 10:30 AM- 2 PM
	Thanksgiving Luncheon	Berry Creek Café 55 Moonachie Avenue Moonachie	open to Moonachie residents
	End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
SHELTER		Find a current listing of shelter/warming/charging centers in Bergen County .	
	Bergen County BOSS	888-323-7436 or 201-488-5100	County Social Service Hotline for the Homeless
	Hackensack Community Action Partnership	Call 201 968 0200 x 7041 or x 4203	Will help those affected by disaster with temporary rental assistance, security deposit; some income eligibility requirements apply but they are higher than customary levels
CLOTHING/FURNITURE/PERSONAL ITEMS	Salvation Army	436 Union Street Hackensack, NJ 07601	M-F: 9:30 am-2 pm 201-342-6531
DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
LEGAL SERVICES	Northeast New Jersey Legal Services	190 Moore Street Hackensack, NJ 07601 (p): (201) 487-2166 (e): NNJLS@lsnj.org	Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/nnjls Service Flyer
	Pro Bono Partnership	973-240-6955	Nonprofit (organizations only) affected by the storm can get legal assistance and help with paperwork, insurance claims, etc.
DISABILITY SUPPORT SERVICES	Bergen County Division On Disability Services	One Bergen County Plaza, Second Floor Hackensack, NJ 07601 Telephone: (201) 336-6500 TTY: (201) 336-6505	Provides information about programs; advocates; offers technical assistance at local level
MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
	County Crisis Intervention	(201) 262-4357	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
GENERAL ASSISTANCE	Bergen County United Way	Compassion Fund	To be considered for this resource you must call 2-1-1 and speak with call

				specialist; if all other resources are exhausted, Bergen County residents will be referred to case manager at BCUW
	Volunteering	Volunteer Center of Bergen County	(201) 489-9454	Call or register on-line www.bergenvolunteers.org
	Document Replacement	County Clerk	201-336-7000 www.co.bergen.nj.us/	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
BURLINGTON Updated on 12.4.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD/CLOTHING/ FURNITURE	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://www.endhungernj.org/	Database of food resources in NJ
		Emergency Services of Catholic Charities	801 Burlington Avenue Delanco, NJ 856-764-6940	Walk-in for food, clothing, shelter.
	LEGAL SERVICES	St. Vincent De Paul Society	1 Jones Road Medford, NJ 08055 609-953-0021	Emergency Food and Thrift Shop – Will try to help with other necessities too after making home visit. Available to residents of Medford, Medford Lakes, Browns Hills, Moorestown
		South Jersey Legal Services	107 High Street Mount Holly, NJ 08060 (p): (609) 261-1088 (e): SJLSBurlington@lsnj.org	Hours: 9:00 AM to 5:00 PM
	DISABILITY SUPPORT SERVICES	RESOURCES FOR INDEPENDENT LIVING	351 High Street, Suite 103 Burlington, NJ 08016 Telephone: (609) 747-7745 TDD: (609) 747-1875	Provides information about programs; advocates; offers technical assistance at local level
	SHELTER		856-234-8888	County Social Service Hotline for the Homeless
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(609) 835-6180	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
		Burlington County Division of Social Services	795 Woodlane Road Human Services Facility Mount Holly, NJ 08060 609-261-1000	Mon - Wed - Fri, 8:00am-5:00pm
	Volunteering	Volunteer Center of Burlington County	Burlington County College Parker Center- Room 221 601 Pemberton Browns Mills Rd. Pemberton, NJ 08068 609-894-9311 x1492	E-mail: volcenter@hotmail.com www.volunteercenterburlingtoncounty.org
Document Replacement	County Clerk	Courts Facility - 1st Floor 49 Rancocas Road, PO Box 6000 Mt. Holly, NJ 08060 609-265-5122	Mon - 8:00am - 7:00pm Tues. - Fri; 8:00am - 5:00pm	
United Way /Unmet Needs	United Way	To receive help call 2-1-1		

	Mold Problem	Burlington County Dept of Health	15 Pioneer Blvd PO Box 6000 Raphael Meadow Health Center Mount Holly, NJ 08060 Environment 609-265-5515	Mon - 8:00am - 7:00pm Tues. - Fri; 8:00am - 5:00pm
	County Assistance Programs	Burlington County Division of Social Services	795 Woodlane Road Human Services Facility Mount Holly, NJ 08060 609-261-1000	Mon - Fri, 8:00am-5:00pm

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
CAMDEN Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	CLOTHING/ FURNITURE	Camden City Family Success Center	2850 Federal St Camden, NJ, 08105 856-963-0270	Has diapers, formula, household items and clothes
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	South Jersey Legal Services	745 Market Street Camden, NJ 08102 Intake Unit: 1-800-496-4570 (p): (856) 964-2010 (e): SJLSCamden@lsnj.org	Office Hours: 9:00 AM to 5:00 PM
	DISABILITY SUPPORT SERVICES	Camden County Division Of Senior And Disabled Services	Heights of Collingswood 700 West Browning Rd., Suite 11 Collingswood, NJ 08107 Telephone: (856) 858-3220	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(856) 428-4357	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	SHELTER	Union Organization for Social Services (UOSS)	800-331-7272	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
CAPE MAY Updated on 12.4.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own		
	SHELTER	Cape May BOSS	609-886-1325 or 1-800-886-6200	County Social Service Hotline for the Homeless
	FOOD RESOURCES	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
		The Community FoodBank of NJ Southern Branch Community Pantry	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	
		Jewish Family Service	607 N. Jerome Ave Margate, NJ 08402 609-822-1108	Open 9:00am – 4:30pm (M-F) Has non-perishable food
	CASE MANAGEMENT	Catholic Charities	856-342-4145 Speak with Jennifer Wagner	Case management for hurricane survivors in Atlantic County and Cape May County
	DISABILITY SUPPORT SERVICES	Cape May County Office Of Disability Services	4 Moore Road, DN 606 Cape May Court House, NJ 08210 Telephone: (609) 886-2784	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(609) 465-5999	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
Health Concerns Related to Hurricane	Hurricane Sandy Health Hotline	1-866-234-0964	http://www.state.nj.us/health/er/natural.shtm	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
CUMBERLAND Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD RESOURCES	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		The Community FoodBank of NJ Southern Branch Community Pantry	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	South Jersey Legal Services	415 W. Landis Avenue 2nd Floor Vineland, NJ 08360 (p): (856) 691-0494 (e): SJLSCumberland@lsnj.org	Office Hours: 9:00 AM to 5:00 PM
	DISABILITY SUPPORT SERVICES	Cumberland County Office For The Disabled	800 E. Commerce Street Bridgeton, NJ 08302 Voice/TTY: (856) 453-2220	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(856) 455-5555	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	SHELTER	Cumberland Family Shelter	856-825-3144	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
ESSEX Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	SHELTER		800-696-7063	County Social Service Hotline for the Homeless
	CLOTHING	New Hope Baptist Church	106 Sussex Avenue Newark, NJ 07103 973-622-4547	Collecting and distributing donated items from this site
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Essex-Newark Legal Services	5 Commerce Street 2nd Floor Newark, NJ (973) 624-4500 e-mail: enls@lsnj.org	Office Hours: 8:00 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	DISABILITY SUPPORT SERVICES	Essex County Office For The Disabled	50 South Clinton Street, Suite 4300 East Orange, NJ 07018 Telephone: (973) 395-8494	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(973) 266-4478	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
GLOUCESTER Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	South Jersey Legal Services	47 Newton Avenue Woodbury, NJ 08096 (p): (856) 848-5360 (e): SJLSGloucester@lsnj.org	Office Hours: 9:00 AM to 5:00 PM
	DISABILITY SUPPORT SERVICES	Gloucester County Office Of Education And Disability Services	District Education Campus 1340 Tanyard Road Sewell, NJ 08080 Telephone: (856) 681-6128	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(856) 845-9100	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
SHELTER	First Call For Help, Center for Family Services	800-648-0132	County Social Service Hotline for the Homeless	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
HUDSON Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	CLOTHING/FURNISHINGS	Horizon Health	725 Bergen Ave	Provides all types of

	/ CASE MANAGEMENT	Center Family Success Center	Jersey City, NJ, 07306 (201) 451 - 4767	human service assistance; case management; also provides food referrals
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Northeast New Jersey Legal Services	574 Summit Avenue Jersey City, NJ 07306 (p): (201) 792-6363 (e): NNJLS@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/nnjls Service Flyer
	DISABILITY SUPPORT SERVICES	Hudson County Department Of Health And Human Services, Office Of Disability Services	595 County Road Secaucus, NJ 07094 Telephone: (201) 369-5280 x4241	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(201) 915-2210	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	SHELTER	Hudson Department of Family Services	800-624-0287	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
HUNTERDON Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Legal Services of Northwest Jersey	82 Park Avenue Flemington, NJ (p): (908) 782-7979 (e): lsnwj-hunterdon@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj
	DISABILITY SUPPORT SERVICES	Hunterdon County Division Of Senior, Disability, And Veterans Services	PO Box 2900 Flemington, NJ 08822 Telephone: (908) 788-1361	Provides information about programs; advocates; offers technical assistance at local level

	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(908) 788-6400	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	SHELTER	Hunterdon Co. Div. of Social Services Hunterdon Helpline, Inc.	800-272-4630	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
MERCER Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	SHELTER	Mercer County BOSS	609-278-1481	County Social Service Hotline for the Homeless	
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
	CLOTHING / RESOURCES / FURNITURE	One Simple Wish	609.883.8484		Paper goods; bedding; canned goods; baby supplies; medical supplies; cleaning supplies
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm		Helps find solutions for unmet needs
	LEGAL SERVICES	Central Jersey Legal Services	198 West State Street Trenton, NJ (p): (609) 695-6249 (e): cjls@lsnj.org Office Hours: 9:00 AM to 5:00 PM		Web Site: www.lsnj.org/cjls
	DISABILITY SUPPORT SERVICES	Mercer County Office For The Disabled	Joyce McDade Administration Building 640 South Broad Street, PO Box 8068 Trenton, NJ 08650 Telephone: (609) 989-6468 TDD: (609) 989-6865		Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356		Free counseling from mental health professionals; translation services available
County Crisis		(609) 394-6086		Provides callers with	

		Intervention		access to emergency services and counseling for non-medical emergencies and crisis intervention
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COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
MIDDLESEX Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Central Jersey Legal Services	317 George Street Suite 201 New Brunswick, NJ 08901 (p): (732) 249-7600 (e): cjls@lsnj.org 313 State St Suite 308 Perth Amboy, NJ 08861 (p): (732) 324-1613	Office Hours: 9:00 AM to 5:00 PM Web Site: www.lsnj.org/cjls
	DISABILITY SUPPORT SERVICES	Middlesex County Office For The Disabled	Middlesex County Administration Building 75 Bayard Street, 5th Floor New Brunswick, NJ 08901 Voice/TTY: (732) 745-4013	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(732) 235-5700	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	SHELTER	NJ 2-1-1	Dial 2-1-1 or 877-652-1148	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
MONMOUTH Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	SHELTER	Monmouth County Division of Social Services	732-431-6000	County Social Service Hotline for the Homeless	
	FOOD /CLOTHING / FURNITURE	American Red Cross Jersey Coast Chapter	1540 W Park Ave Tinton Falls, NJ, 07724 (732) 493 - 9100		Working within the community to assist residents of Ocean and Monmouth counties in long-term recovery efforts
		Salvation Army Red Bank Corps	180 Newman Springs Rd Red Bank, NJ, 07701 732.747.1626		FOOD PANTRY open select hours-call for appt.; For residents of: Atlantic Highlands, Belford, Colts Neck, Eatontown, Fair Haven, Fort Monmouth, Highlands, Keansburg, Leonardo, Lincroft, Little Silver, Locust, Middletown, Monmouth Beach, Navesink, New Monmouth, Oceanport, Port Monmouth, Red Bank, Rumson, Sea Bright, Shrewsbury, Tinton Falls.
		Lunch Break, Inc.	121 Drs. James Parker Boulevard Red Bank, New Jersey 07701 732-747-8577 or 732-784-7473 www.lunchbreak.org		Food, collecting and distributing Clothing; Food Pantry Monday- Friday 9 a.m.-2:30 p.m.; Saturdays 9 a.m.-12 p.m.; Clothing, all outerwear and blankets available; Outside service providers on-site alternate dates; Internet cafe
		Emergency Action Fund and Calico Cat Food Pantry	96 King's Highway Middletown, NJ 07748 732-671-8775		Limited funds and limited food pantry available to residents of the following municipalities ONLY: Aberdeen, Atlantic Highlands, Belford, Cliffwood, Hazlet, Highlands, Holmdel, Keansburg, Keyport, Leonardo, Lincroft, Matawan, Middletown, Port Monmouth, Union Beach

	One Simple Wish	609.883.8484	Paper goods; bedding; canned goods; baby supplies; medical supplies; cleaning supplies
	St. Vincent de Paul Society at St. Michael's Church	Long Branch 732-483-0360 ext 13	Food and winter clothing; rental assistance; case management; Call from 1:00-4:00pm 7 days a week; will only serve residents of Oceanport, West Long Branch, Long Branch, Oakhurst, Deal
	End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
FINANCIAL ASSISTANCE	Salvation Army Red Bank Corps	180 Newman Springs Rd Red Bank, NJ, 07701 732.747.1626	Call for appointment to discuss eligibility for help with utilities, rent, mortgage if you live: Fair Haven, Little Silver, Monmouth Beach, Oceanport, Red Bank, Rumson, Sea Bright, Shrewsbury Township, or Tinton Falls.
	Interfaith Neighbors	810 Fourth Ave. Asbury Park, N.J. 07712 732-775-0525	May help hurricane survivors with relocation assistance
DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
LEGAL SERVICES	Ocean-Monmouth Legal Services	303 West Main Street 3rd Floor Freehold, NJ 07728 (p): (732) 866-0020	Office Hours: 8:30 AM to 4:30 PM Web Site: www.lsnj.org/omls
DISABILITY SUPPORT SERVICES	Monmouth County Office On Disabilities	21 Main and Court Center PO Box 1255 Freehold, NJ 07728 Telephone: (732) 308-3770 x3599 or x7116	Provides information about programs; advocates; offers technical assistance at local level
MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
	County Crisis Intervention	(732) 923-6999	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
MORRIS Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD /CLOTHING / FURNISHINGS / CASE MANAGEMENT	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		Abiding Peace Lutheran Church	305 - 311 Route 46 Budd Lake, NJ, 07828 (973) 691 - 9393	Mon - Fri (call first) Food Pantry
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
		Catholic Family & Community Services	24 DeGrasse St. Paterson, NJ 07505, 973-279-7100 x18	Office hours 8:30am to 4:30pm
		Gleaners Thrift Shop Butler United Methodist Church	5 Bartholdi Ave Butler, NJ, 07405 (973) 838 - 2026	9:30 am - 4 pm, Tue, Thu, Fri; 9:30 am - 12:30 pm
		Market Street Mission	25 George St Morristown, NJ, 07960 (973) 538 - 0431	Furniture and kitchen items M-F 9:00am-4:00 pm; Food T/TH 1:00-3:00pm
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Legal Services of Northwest NJ	30 Schuyler Place 2nd Floor Morristown, NJ 07963 (973) 285-6911 e-mail: lsnwj-morris@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	DISABILITY SUPPORT SERVICES	Morris County Division Of Aging, Disability And Veterans Services	PO Box 900, Morristown, NJ 07963-0900 Voice: (973) 285-6855	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
County Crisis Intervention		(973) 625-0280	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention	
SHELTER	NJ 2-1-1	2-1-1 OR 877-652-1148	County Social Service Hotline for the Homeless	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
OCEAN Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	SHELTER	Ocean County BOSS	732-240-6100	County Social Service Hotline for the Homeless	
	FOOD/CLOTHING	American Red Cross Jersey Coast Chapter	1540 W Park Ave Tinton Falls, NJ, 07724 (732) 493 - 9100		Working within the community to assist residents of Ocean and Monmouth counties in long-term recovery efforts
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
		Building on the Rock Community Church	89 Beckerville Road Manchester, NJ 08759 t# 732-657-7040		Has food and water, hygiene items, baby items, pillows & blankets; They can deliver or families can pick up
		B'Nai Israel Synagogue	1488 Old Freehold Road Toms River, NJ		Is distributing clothing to people in need
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm		Helps find solutions for unmet needs
	LEGAL SERVICES	Ocean-Monmouth Legal Services	599 Route 37 West Toms River, NJ 08755 (p): (732) 341-2727		Office Hours: 8:30 AM to 4:30 PM Web Site: www.lsnj.org/omls
	DISABILITY SUPPORT SERVICES	Ocean County Commission For Individuals With Disabilities	1027 Hooper Ave. Building 2, 3rd Floor PO Box 2191, Toms River, NJ 08754 Voice/TDD: (732) 506-5062		Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356		Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(866) 904-4474		Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
PASSAIC Updated on 12.10.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	DISASTER CASE MANAGEMENT	Catholic Family & Community Services	24 DeGrasse St. Paterson, NJ 07505, 973-279-7100 x18	Office hours 8:30am to 4:30pm	
		Paterson Department of Health & Human Services	125 Ellison Street 1st Floor Paterson, NJ 973.321.1242	Paterson Residents With unmet needs	
	SHELTER	United Way of Passaic County	Call 2-1-1 OR 877-652-1148	County Social Service Hotline for the Homeless	
	FOOD/ CLOTHING/FURNISHINGS	End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
		CUMAC / ECHO	223 Ellison St, Paterson 973-742-5518		
		Father English Community Center	435 Main Street, Paterson 973-881-0127		
		Oasis	59 Mill Street 973.881.8307		
		Love of Jesus Church	385 Boulevard Paterson, NJ		(not confirmed)
		Hispanic Multi-Purpose Service Center	911 E 23rd St Paterson		(not confirmed)
	HOUSING	Department of Community Development	Neighborhood Assistance Office 125 Ellison St, 2 nd Fl. Paterson, NJ 973-321-1212 ext. 2268		
	WEB RESOURCES	Wayne Facebook	http://www.facebook.com/pages/Wayne-VOAD/278899488803861	Informal notification of what is happening in town	
	LEGAL SERVICES	Legal Services of Northwest NJ	152 Market Street 6 th Floor Paterson, NJ 07505 (973) 523-2900 e-mail: NJLS@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.; Service Flyer	
DISABILITY SUPPORT SERVICES	Passaic County Senior, Disability Services, And Veterans Affairs	930 Riverview Drive, Suite 200, Totowa, NJ 07512 Telephone: (973) 569-4060	Provides information about programs; advocates; offers technical assistance at local level		

	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(973) 684-7792	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	DOCUMENT REPLACEMENT	Assemblywoman Elease Evans / Chief of Staff Yvette Roland	973.247.1521	Paterson residents - To replace NJ Driver's License or NJ State ID

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
SALEM Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/	Search for local food bank and food pantries on this database
	SHELTER		877-283-8486	County Social Service Hotline for the Homeless
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	South Jersey Legal Services	390 North Broadway Suite 1300 Pennsville, NJ 08070 (p): (856) 678-6492 (e): SJLSSalem@lsnj.org	Office Hours: By appointment only.
	DISABILITY SUPPORT SERVICES	Salem County Office Of Disability Services	94 Market Street, Salem, NJ 08079 Telephone: (856) 935-7510	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(856) 299-3001	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
SOMERSET Updated on 12.6.12	SHELTER	Board of Social Services	73 E High St Somerville, NJ, 08876 (908) 526 - 8800	Weekdays from 9am-6pm http://www.socialservices.co.somerset.nj.us	
		Homeless Hotline	908-526-8800 or 1-800-272-4630	After 6pm and weekends	
	RENTAL ASSISTANCE	The Homelessness Trust Fund can provide up to twelve months of rental assistance and case management to families that are income eligible and meet the other program requirements. For more information call the Community Development Office at (908)-541-5756.			
	ASSISTANCE FOR SENIORS	Somerset County Office on Aging and Disability Services	(908-704-6346	provides case management	
	CLEAN-UP	Information about the distribution of clean-up kits is coming. Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm			
	CLOTHING/TOILETRIES/ HOUSEHOLD ITEMS	Salvation Army	199 Route 22 Green Brook, NJ 08812		
		Zarephath Christian Church's My Neighbor's Pantry	595 Weston Canal Rd, Somerset, NJ 732-356-0078	open hours: Wed 10-1 and 7-9, Th 11-1, Sat 10-12	
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
		Foodbank Network of Somerset County	9 Easy St., Bldg. 9E, Bridgewater 732-560-1813		M-F 9-3:00 Must be county resident and bring personal ID and some proof of residency (piece of mail or bill...) Can provide personal care supplies as well as food.
		South Bound Brook Soup Kitchen	113 Clinton St., South Bound Brook, NJ 08880		Not confirmed
		Franklin Township Food Pantry	60 Millstone Rd, Somerset 732-246-0009		M-TH 12-3; S 10-12 Must be a Franklin Township resident and bring a form of ID
		Salvation Army	Bound Brook, 108 Hamilton St		Food Boxes Available
		Family and Community Services		732-356-1082	Trained counselors are available to speak with anyone who is dealing with stress that is a result of the Hurricane.
	Richard Hall Community Mental Health Center		908-725-2800		
	DISASTER CASE	Catholic Charities	877-510-6762		Helps find solutions for

	MANAGEMENT	USA	M-F 8:00 am to 5:00 pm	unmet needs
	LEGAL SERVICES	Legal Services of Northwest Jersey	34 West Main Street Suite 301 Somerville, NJ 08876 (p): (908) 231-0840 (e): lsnwj-somerset@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj
	DISABILITY SUPPORT SERVICES	Somerset County Office For The Disabled	27 Warren Street PO Box 3000, Somerville, NJ 08876 Telephone: (908) 704-6334	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention	(908) 526-4100	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
	PRESCRIPTION ASSISTANCE	Foodbank Network of Somerset	9 Easy St., Bridgewater 732-560-1813	
VOLUNTEERS NEEDED	American Red Cross	908-725-2217	Ask for Suzanne Anderson.	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
SUSSEX Updated on 12.6.12	CLEAN-UP	Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		Manna House	54 High Street Newton, NJ 07860 (973) 579-6517		M-F 11:30am-12:30pm (Lunch Only)
		Harvest House	1 Hamburg Avenue Sussex, NJ 07461 (973) 764-8500 www.harvesthousenj.org		M-F 11:45am- 12:30pm (Lunch Only)
		Sussex County Social Services Food Pantry	83 Spring Street, Newton, NJ 07860 (973) 383-3600 www.sussex.nj.us/socialservices		M-F 8:30am-4:30pm
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Family & Community Services	24 DeGrasse St. Paterson, NJ 07505, 973-279-7100 x18		Office hours 8:30am to 4:30pm
LEGAL SERVICES	Legal Services of Northwest Jersey	18 Church Street Suite 120 Newton, NJ		Office Hours: 8:30 AM to 5:00 PM Web Site:	

			(p): (973) 383-7400 (e): lsnwj-sussex@lsnj.org	www.lsnj.org/lsnwj	
	DISABILITY SUPPORT SERVICES	Sussex County Office For The Disabled	Division of Community and Youth Services 135 Morris Turnpike Newton, NJ 07860 Telephone: (973) 948-6000 x223 TDD: (973) 948-0793	Provides information about programs; advocates; offers technical assistance at local level	
	MENTAL HEALTH	NJ Disaster Mental Health Helpline		(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
		County Crisis Intervention		(973) 383-0973	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention
		Bridgeway Rehabilitation Services		376 Lafayette Road, Sparta, NJ (973) 383-8670 PROJECT RECOVERY toll free help line: 1-877-294-HELP (4356)	Call to speak with a counselor Go to: www.bridgewayrehab.com and click on "Coping with Disaster: Hurricane Sandy" in bottom right corner of page
		The Center for Prevention and Counseling		61 Spring Street Newton, NJ 07860 (973) 383-4787 www.centerforprevention.org info@centerforprevention.org	
	SHELTER	Samaritan Inn		(877) 827 - 8411	Sussex County Homeless Hotline
	DOCUMENT REPLACEMENT	Sussex County Clerk		83 Spring Street #304 Newton, NJ 07860 (973) 579-0900 www.sussexcountyclerk.com	
	PUBLIC HEALTH CONCERNS	Sussex County Department of Health and Environmental Services		1 Spring Street Newton, NJ 07860 (973) 579-0370	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
UNION Updated on 12.6.12	CLEAN-UP		Clean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	SHELTER	Plainfield YMCA	908-756-6061 or 908-756-0206	County Social Service Hotline for the Homeless	
	FOOD	American Red Cross		Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]	Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ		http://endhungernj.org/	Search for local food bank and food pantries

				on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs
	LEGAL SERVICES	Central Jersey Legal Services	60 Prince Street Elizabeth, NJ 07208 (p): (908) 354-4340 (e): cjls@lsnj.org	Office Hours: 9:00 AM to 5:00 PM Web Site: www.lsnj.org/cjls
	DISABILITY SUPPORT SERVICES	Union County Office For The Disabled	County Administration Building Fourth Floor, Elizabethtown Plaza Elizabeth, NJ 07207 Voice/TDD: (908) 527-4840	Provides information about programs; advocates; offers technical assistance at local level
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health professionals; translation services available
County Crisis Intervention		(908) 965-2700	Provides callers with access to emergency services and counseling for non-medical emergencies and crisis intervention	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
WARREN Updated on 12.4.12	CLEAN-UP	IClean-up tips can be found at http://www.nj211.org/hurricane2.cfm Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.			
	SHELTER	NORWESCAP	877-661-4357	County Social Service Hotline for the Homeless	
	FOOD	American Red Cross	Visit this site for the most current locations in your area. [http://newsroom.redcross.org/sandy-fixed-feeding-locations/]		Find fixed feeding locations, fixed bulk distribution locations, and mobile feeding and distribution activities
		End Hunger NJ	http://endhungernj.org/		Search for local food bank and food pantries on this database
	DISASTER CASE MANAGEMENT	Catholic Charities USA	877-510-6762 M-F 8:00 am to 5:00 pm	Helps find solutions for unmet needs	
	LEGAL SERVICES	Legal Services of Northwest Jersey	91 Front Street Belvidere, NJ 07823 (p): (908) 475-2010 (e): lsnwj-warren@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj	
	DISABILITY SUPPORT SERVICES	Warren County Office For The Disabled	c/o DAWN, Inc. 30 Broad St., Suite 5 Denville, NJ 07834 Telephone: (973) 625-1940 (888) 383-DAWN TDD: (973) 625-1932	Provides information about programs; advocates; offers technical assistance at local level	
	MENTAL HEALTH	NJ Disaster Mental Health Helpline	(877) 294-HELP (4357) TTY (877) 294-4356	Free counseling from mental health	

			professionals; translation services available
	County Crisis Intervention	(908) 475-6301	Provides callers with access to emergency services and counseling for non- medical emergencies and crisis intervention

Disaster Case Management Program

Individuals and families in New Jersey with unmet needs as a result of Hurricane Sandy may be eligible to receive additional support and help from the New Jersey Disaster Case Management Program. There is no cost for this service.

The Disaster Case Management Program can help anyone that has been affected by Hurricane Sandy and still has unmet needs. Including:

- Those who are not eligible for FEMA
- Those who received FEMA assistance but still have unmet needs

It is important to note that all individuals who are undocumented are eligible for Disaster Case Management (DCM) even if they are not eligible for FEMA. FEMA does not have access to the DCM client's information.

Disaster Case Managers are available to help survivors:

- Develop a recovery plan
- Find resources
- Obtain referrals
- And provide one-on-one assistance to anyone with disaster-related needs that have not been met.

Regardless of the amount of funds or assistance received from insurance, local, state or federal programs, a Disaster Case Manager is available to speak with you. You do not need to register with FEMA to receive Disaster Case Management. This program is open to all persons who were affected by Hurricane Sandy in all 21 counties in New Jersey.

Case Managers are available Monday through Friday from 8:00 a.m. to 5:00 p.m. Call 877-510-6762 or e-mail: dcmNewJersey@CatholicCharitiesUSA.org for assistance.

Clean-Up Resources

To access helpful information about flood clean-up tips go to Section VI of this Guide, *Returning Home and Clean-Up*. Here you will find links to clean-up booklets with step-by-step instructions as well as videos that will demonstrate clean-up methods. Remember, flood waters must recede before clean-up can begin and there are many people who have been affected by this storm so you may have to wait for assistance.

Download a clean-up flyer in [English](#) / [Spanish](#) / [Korean](#)

If you are unable to clean your home due to age, disability or some other hardship, dial 2-1-1 and we will add your name to a database that is used by volunteer groups providing free assistance.

VI. RETURNING HOME AND CLEAN-UP

Drinking Water Precautions

Power outages often occur in many municipalities as a result of storm waters. Public Water Utilities in these areas recommend specific safety precautions be taken to be sure that the water is safe for drinking, cooking, bathing and washing. To find out what is recommended in your area, contact your local municipality or call your water company.

BOIL WATER ADVISORIES IN EFFECT

Every day since Hurricane Sandy hit our shores, boil water advisories (BWA) have been announced. These advisories change as conditions change. To get the most current information read alerts posted on your municipality's website or follow announcements issued through the [NJOEM Alerts and Updates](http://readynj.posterous.com/). [http://readynj.posterous.com/]

If you get your water from a private well, flush the well until the water is clear and free of sediment. To do this, attach a hose to an outside spigot and turn the water on. After the water is clear, then test the well for coliform bacteria. Do not drink the water until it has been tested if your well was under floodwater or if the water was dirty or cloudy when you turned it on.

Use bottled or boiled water until the testing can be done. To properly boil water, bring water to a rolling boil and hold it there for one minute. Let it cool and use as needed for drinking, cooking, brushing teeth, washing hands and for your pets.

Call your [local health department](#) for information on disinfecting private wells.

Debris Removal

Call your local municipality to find out what is being done to collect debris in your area.

Flood Water Clean-up Tips

For information about Flooding and Power Outages the following Web sites can help provide reassurance about how to prepare and what to do.

In an emergency, **call 9-1-1**. If you, a family member or others are in immediate danger or your property is threatened by flood, fire or downed power lines, call **9-1-1 immediately**.

[Creating a Healthy Home – A Field Guide for Cleanup of Flooded Homes](#) is a comprehensive do-it-yourself booklet that provides easy, step-by-step instructions on how to handle mold removal in flooded homes before starting to rebuild or renovate. Agencies working directly with individuals impacted by the floods can also order a shipment of printed booklets to distribute to those needing assistance. Please call the National Center for Healthy Housing (NCHH) at 877.312.3046 for more information.

The [North Dakota State University website](http://www.ag.ndsu.edu/flood) [http://www.ag.ndsu.edu/flood] offers access to many helpful and informative booklets and videos pertaining to flood recovery. Their publication, [Flood Recovery Checklists](http://www.nj211.org/images/Hurricane/FloodRecoveryandCleanUp.pdf) [http://www.nj211.org/images/Hurricane/FloodRecoveryandCleanUp.pdf] includes details on how to properly clean your home and the items within it as well as how to recover your garden and landscapes, recommendations regarding financial recovery and much more. This booklet was published by the North Dakota State University Extension Service and as such includes local resource information that does not apply to residents of New Jersey but all other information in the booklet will prove quite useful.

For general information, contact the NJ Office of Emergency Management - <http://www.nj.gov/njoem> or Contact the Center for Disease Control and Prevention at <http://emergency.cdc.gov/disasters/hurricanes/>

An informational brochure is available from the New Jersey Department of Community Affairs at <http://www.state.nj.us/dca/divisions/codes/alerts/pdfs/flood.pdf> entitled *Flooding Hazards: What You Need to Know*.

Inside the Home

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands).
- Or you may use water that has been disinfected for personal hygiene use (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 minutes. If the water is cloudy, use a solution of 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.

Mold

Para informacion en Espanol, favor visitar el sitio de internet

<http://www.bt.cdc.gov/disasters/mold/es/moldprotection.asp>

Mold in a damaged home can create serious health problems for residents following severe storms and flooding FEMA officials warn.

Mold flourishes in moist environments in water-damaged homes. It often appears as a fuzzy growth or a discoloration of surfaces, and may be accompanied by a musty, earthy odor or a foul stench. Residents are advised to use care when cleaning up the mold. If there are signs of mold growth in your home before you do anything about it you must decide who is best equipped to do the clean-up. This depends on a number of factors.

One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service. Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (roughly, less than a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet you may want to consult with a professional cleaning service.
- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's [Mold Remediation in Schools and Commercial Buildings](#), the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.
- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide [Should You Have the Air Ducts in Your Home Cleaned?](#) before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water. To access lists of consultants, laboratories, remediation firms and trade groups who provide various environmentally-related services click [here](#).
[http://www.state.nj.us/health/iep/mold_ta.shtml]
- If you have health concerns, consult a health professional before starting cleanup.

HAZARDS OF MOLD INFESTATION

- **Do not spend time in houses with mold.** Nasal stuffiness, throat irritation, coughing or wheezing, eye irritation, or, in some cases, skin irritation may occur.
- **People with mold allergies may have more severe reactions.** Immune-compromised people and people with chronic lung illnesses, such as obstructive lung disease, may get serious infections in their lungs when they are exposed to mold. These people should stay away from areas that are likely to have mold.

Tips and Techniques to Remove Mold

The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

Before you begin

Use fans at open windows or doors to dry a flooded residence, but be sure they blow outward, not inward, to avoid spreading the mold. Accelerate the drying process by using a dehumidifier to extract moisture from the air and the contents of your home. Do not use an air conditioning system until it has been checked by a professional. Using a system contaminated by mold will spread the mold throughout the house. Instead, open windows and doors to provide fresh air.

Discard porous materials such as carpet, mattresses, upholstered furniture insulation and ceiling tiles which are infected by mold. Wallboard, drywall and particle board are also porous and should be discarded. Workers should wear masks, protective eyewear and non-porous gloves while handling anything that is suspected of containing mold.

Immediate actions you can take to remove mold:

- Clean the area to remove, as much as possible, the mold and the material on which it is growing
- Clean with a non-ammonia detergent in hot water
- Scrub the entire area affected by the moisture
- Use a stiff brush or cleaning pad on block walls or uneven surfaces
- Rinse the area with clean water
- Thoroughly dry the area as quickly as possible
- Repeat cleaning as necessary to remove mold
- Disinfect with a 10% bleach solution (1 cup of bleach to 1 gallon of water), by applying a thin coat of bleach solution to the entire area, ensuring that the entire area is cleaned, not just the area where the moisture problem occurred. Use a sprayer or a sponge to apply the solution liberally, but avoid excessive amounts of runoff or standing pools
- Allow the area to dry naturally. Drying time is important for the disinfectant to be effective at killing mold and bacteria

Further Advice

- **Never mix bleach and ammonia. The fumes are toxic!**
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

Learn more about mold clean-up, and prevention [here](#).

[<http://www.bt.cdc.gov/disasters/mold/protect.asp>]

If you have health related questions regarding mold or other affects of the storm call New Jersey's Public Health Information Call Center at 1-866-234-0964 or visit their website at www.state.nj.us/health/er/natural.shtml .

VII. REPAIRS AND REBUILDING

NJ Board of Public Utility Advises Impacted Flood Victims of Available Assistance For HVAC, Boilers, Hot Water Heaters And Other Equipment

The New Jersey's Clean Energy Program™ may be able to help you to replace damaged equipment, by providing you with rebates and incentives towards the incremental cost of purchasing higher efficiency replacement equipment. The WARMAdvantage, COOLAdvantage or Home Performance with ENERGY STAR® programs are designed to help you save on energy costs now and in the future. For more info click here: www.njcleanenergy.com. Questions regarding the program also can be answered by calling toll-free to 1-866-657-6278.

Beware of Scams

- Don't become the victim of disaster-related scams. The following tips are provided by the NJ Division of Consumer Affairs.
- Before you begin making repairs to your home make sure that the professional you are about to hire is licensed to do the repair work.
- Ask to see identification before you let anyone who claims to be from a utility company inspect your home.
- Never give your credit card number or financial information to strangers over the phone or on the Internet.
- It is customary not to pay for the entire home improvement project in advance. Pay one-third beforehand, one-third halfway through and one-third upon completion.

Read more on this topic here: [Tips for Flood Victims: Avoid Disaster-Related Scams - NJ Division of Consumer Affairs](#)

[http://www.njconsumeraffairs.com/disaster/floodtipsflyer_1.pdf]

[Surgerencias Para las Víctimas de las Inundaciones: Cómo Evitar Estafas Relacionadas con los Desastres - NJ Division of Consumer Affairs](#)

[<http://www.njconsumeraffairs.com/press/SPfloodvictims.pdf>]

Learn more at the [Division of Consumer Affairs website](#).

[<http://www.njconsumeraffairs.com/disaster/>]

Licensed Home Improvement Contractors

Paterson Habitat for Humanity Offers [Tips to Hiring a Contractor](#)

[<http://www.nj211.org/images/Flood/Tips%20to%20Hiring%20a%20Contractor.pdf>]

Visit <http://www.njconsumeraffairs.gov/brief/improve.pdf> to receive tips from the NJ Division of Consumer Affairs on how to hire a home improvement contractor.

At this site you can also **search by name for licensed contractors** and for **other licensed professionals** including home improvement contractors, master plumbers and electrical contractors <http://www.njconsumeraffairs.gov/LVinfo.htm>

Consumer Complaint forms can be found at the same site at <http://www.njconsumeraffairs.gov/ocp/ocpform.htm>

Tips for Repairing your Home

The American Red Cross articles on what to do after a flood are available at http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf or En Español - <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>

Rebuild Stronger

Read what FEMA has to say about flood insurance; how to rebuild your home so that it is stronger and more resistant to damage; and how rebuilding techniques used can affect your future insurance rates.

[Changes in the Flood Insurance Program; Preliminary Considerations for Rebuilding Build Back Safer and Stronger - What You Need to Know Hurricane Sandy Advisory Base Flood Elevations \(ABFEs\)](#)

Preparing for Winter

If you are unable to repair or rebuild your home before winter sets in, educate yourself about the things you can do to protect your property from further damage. [Learn more](#) [http://www.ag.ndsu.edu/pubs/ageng/structu/ae1594.pdf]

To report problems with utilities or when utilities need to be shut off or during reconstruction, please refer to the following numbers:

Electrical Service	Contact Numbers	Web Site	Hours
First Energy (JCP&L) Sussex, Passaic, Morris, Warren and Hunterdon Counties	1-800-662-3115 (general info) 1-800-221-0479 (TTY)	https://www.firstenergycorp.com/JCP_L/index.html	
Rockland Electric Parts of Passaic and Bergen Counties	1-877-434-4100	http://www.oru.com	M-F 8:00 AM – 7:00 PM
Public Service Electric & Gas Mercer, Essex and Bergen Counties	1-800-436-7734 (general info) 1-800-357-2262 (payment assistance)	www.pseg.com	24/7

Natural Gas / Area Served	Contact Numbers	Web Site	Hours
Elizabethtown Gas Sussex, Warren and Hunterdon Counties	1-800-492-4009	www.elizabethtowngas.com	
Public Service Electric & Gas Mercer, Essex and Bergen Counties	1-800-436-7734 (general info) 1-800-357-2262 (payment assistance)	www.pseg.com	Mon – Fri 7:30 am – 8:00 pm

Telephone Service	Contact Numbers	Web Site	Hours
ATT	1-800-288-2747	www.att.com	
Verizon	1-800-427-9977 TTY 1-800-974-6006	www.verizon.com	
CenturyLink (Embarq)	1-800-788-3600	www.centurylink.com	

VIII. INFORMATION ABOUT DONATIONS

Verifying the credibility of an organization

To verify the legitimacy of any organization you can check Charitable Registration Section of the [NJ Attorney General's Web site](http://www.njattorneygeneral.gov), [http://www.njconsumeraffairs.gov/ocp/charities.htm] or call 973-504-6215.

Volunteer Your Services

Agencies looking for volunteers may register their needs, and volunteers willing to assist in relief efforts, may search for opportunities at VolunteerNewJersey.org. This statewide database is maintained by The Association of New Jersey Volunteer Centers and the Governor's Office of Volunteerism. You can reach them by phone at (609) 633-9629 or (609) 775-5236.

Donations Needed

Supplies and Monetary Donations

Local food pantries are always in need of food. [Find a pantry near you.](#)

First Responder organizations: [The American Red Cross](#) (accepting donations online and by phone at (800) 733-2767) and [The Salvation Army](#) (accepting donations online, by phone at (800) SAL-ARMY or by texting the word "storm" to 80888, which will send an automatic \$10 donation from mobile phones.)

United Way Hurricane Sandy Recovery Fund

With leadership from United Way of New York City, United Ways along the Eastern Seaboard have established the United Way Hurricane Sandy Recovery Fund to address near-term and long-term recovery needs of communities most affected by the hurricane. Contributions to the Fund will be used by United Ways in Connecticut, Delaware, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Virginia, Washington, DC and West Virginia to address recovery needs in communities that FEMA has declared disaster areas. Visit UWSandyRecovery.org to donate to the Fund. You can also use your cell phone to text RECOVERY to 52000 to make a \$10 donation.

Many local drives are occurring throughout the state. See the most current list of volunteer and donation opportunities at the [NJ 2-1-1 website](http://www.nj211.org/images/HurricaneSandy/VolunteerDonateNow.pdf). [http://www.nj211.org/images/HurricaneSandy/VolunteerDonateNow.pdf]

NJ 2-1-1 as well as all of the organizations listed in the local resources section of this guide are directing all of their staff efforts to assisting people in need throughout this disaster and throughout the year. All of these organizations are non-profit and could always use your support. Please donate to the organization of your choice if you can.

IX. NJ HOTLINE NUMBERS

NJ 2-1-1

You are encouraged to dial “2-1-1” 24 hours a day, seven days a week if you need help in understanding and finding available assistance services or hotline numbers.

Language translation and TTY services are offered to any caller. <http://www.nj211.org/>

If anything in this guide is incorrect, or additions are recommended, please contact info@nj211.org.