

# New York Recovery Update

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## Key Messages

- Homeowners and renters in eight New York counties can now apply for FEMA Individual Assistance if you had damage or losses from the remnants of Hurricane Ida. The eight counties are the Bronx, Kings, Nassau, Queens, Richmond, Rockland, Suffolk and Westchester.
- FEMA may be able to help cover some disaster expenses if your insurance doesn't. If you were affected by Ida and have insurance, first contact your insurance company.
- After you apply for disaster assistance from FEMA, you may be contacted by the U.S. Small Business Administration. If you are asked to submit an application for a low-interest disaster loan, you are encouraged to do so. Applying with the SBA assures that all available disaster assistance options remain open to you.
  - If you are *not eligible* for an SBA loan, this may open the door to additional assistance from FEMA.
  - If you are eligible for an SBA loan, *you do not have to accept it*. The information you provide on the loan application may qualify you for grants from FEMA's Other Needs Assistance program. Those grants, which do not have to be repaid, can help cover uninsured losses for furniture, appliances and other personal property, even vehicles. But you will not be considered for the "Other Needs" program if you don't submit the SBA loan application.
  - Businesses may borrow up to \$2 million from the SBA for any combination of property damage or working capital. Homeowners may borrow up to \$200,000 to repair or replace their primary residence. Homeowners and renters may borrow up to \$40,000 to repair or replace personal property.
  - Applicants may apply online using SBA's secure website at [DisasterLoanAssistance.sba.gov](https://DisasterLoanAssistance.sba.gov) or email [DisasterCustomerService@SBA.gov](mailto:DisasterCustomerService@SBA.gov) for more information.
  - Applicants may also call SBA's Customer Service Center at **800-659-2955** or email [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov) for more information. Individuals who are deaf or hard-of-hearing may call **800-877-8339**.
- FEMA often sends letters to applicants when you provide incomplete information. Read the FEMA determination letter carefully. This is your opportunity to appeal the FEMA decision, even if the letter says FEMA hasn't reached a decision on your eligibility. FEMA may simply be asking you to provide missing information.

- What's important is this: If you disagree with FEMA's findings, you have a right to appeal any decision. You will need to provide evidence to support what you're claiming in your appeal, and you have 60 days from the date on FEMA's letter to submit your appeal.

## How to Apply

- There are several ways to apply for federal disaster assistance:
  - Visit [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance); use the FEMA mobile app; or call the **FEMA Helpline** at 800-621-FEMA (3362) 711/VRS – Video Relay Service. Lines are open from 8 a.m. to 7 p.m., seven days a week, and operators can connect you to a specialist who speaks your language. If you use a relay service such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Be aware that phone calls from FEMA may appear to come from an unidentified number.
  - You can visit a Disaster Recovery Center and meet face-to-face with FEMA staff and representatives of other federal and state agencies. The centers below are open daily from 8 a.m. to 7 p.m.
    - Hostos College, 450 Grand Concourse, Bronx, NY 10451
    - Queens College, 152-45 Melbourne Ave., Queens, NY 11367
    - Medgar Evers College, 231 Crown St., Brooklyn, NY 11225
    - College of Staten Island, 2800 Victory Blvd., Staten Island, NY 10314
    - Yonkers Library, 1500 Central Park Ave, Yonkers, NY 10710
    - Michael J. Tully Park Physical Activity Center, 1801 Evergreen Ave., New Hyde Park, NY 11040
    - Rose Caracappa Senior Center, 739 NY-25A, Mount Sinai, NY 11766
  - **Hours vary** for the recovery center at the Public Library, 136 Prospect Park in Mamaroneck. Monday and Thursday: 10 a.m. to 7:30 p.m.; Tuesday: 10 a.m. to 5:30 p.m.; Friday: 10 a.m. to 4:30 p.m. and Sunday: 1 p.m. to 4 p.m.
- For additional online resources as well as FEMA downloadable pamphlets and other aids, visit [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance) and click "Information." For referrals to agencies that support community-specific needs, visit <https://www.211nys.org/contact-us>. In New York City, call 311. In the outlying areas, call 211.
- For official information on the New York recovery effort, visit [www.fema.gov/disaster/4615](https://www.fema.gov/disaster/4615). Follow us on Twitter at [twitter.com/femaregion2](https://twitter.com/femaregion2) and on Facebook at [www.facebook.com/fema](https://www.facebook.com/fema).

## Remnants of Hurricane Ida DR-4615-NY By The Numbers



**\$32.5M**

IN SURVIVORS' POCKETS



**7,883**

HOUSEHOLDS APPROVED  
FOR FEMA GRANTS

**\$2.9M**

National Flood Insurance  
Program Claims Paid



**\$3.1M**

Other  
Needs Assistance



**\$32M**

Housing  
Assistance



**\$14.2M**

Low-interest Disaster  
Loans Approved

9/23/2021