

New York Recovery Update

Key Messages

- As part of FEMA's commitment to ensure equity in the way it assists survivors and communities in New York state after Hurricane Ida, FEMA recently made a few policy changes to break down barriers to assistance.
- FEMA is issuing inspections for survivors who are awaiting verifications for identity, occupancy, and/or ownership. The agency is also providing additional support to verify these requirements at the time of inspection.
- Once survivors apply for assistance, FEMA is required to verify their reported losses to determine if they are eligible for assistance. If you qualify for a FEMA inspection, the inspector may take up to 14 days to contact you, using information provided in your application.
- An inspector may call, send a text message or an email. Calls could come from an area code outside the New York metropolitan area. The inspector will have the nine-digit registration number you were given when you completed your application. Survivors are encouraged to return the inspector's phone call, text message or email.
- The state of New York and FEMA are committed to helping everyone affected by Hurricane Ida, including those with disabilities and access and functional needs. If you need an accommodation or assistance due to a disability or accessibility, let FEMA know when you apply for assistance or anytime during the disaster assistance process.
- FEMA assistance is not a replacement for insurance but assistance can help with basic needs to start your recovery from Hurricane Ida. This includes assistance to make essential home repairs, find a temporary place to stay, and repair or replace certain household items.
- FEMA may assist with replacing or repairing disaster-damaged hot-water heaters and furnaces. Non-essential items like dishwashers and home entertainment equipment will not be considered.
- FEMA may be able to help cover some disaster expenses if your insurance doesn't. If you were affected by Hurricane 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 complete and submit an application for a low-interest disaster loan, you are encouraged to do so. ***You do not have to accept it.*** If you are ***not eligible*** for an SBA loan, this may open the door to assistance under FEMA's Other Needs Assistance program.
- FEMA often sends letters to applicants when they 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.

- If you disagree with FEMA's decision about your eligibility, you have a right to appeal. 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.
- Homeowners and renters in eight counties across New York may apply for FEMA assistance if you had damage or losses from Hurricane Ida: the **Bronx, Kings, Nassau, Queens, Richmond, Rockland, Suffolk and Westchester**.

How to Apply

- Visit [DisasterAssistance.gov](https://www.fema.gov/disaster/4615), use the FEMA mobile app or call the FEMA Helpline at 800-621-3362 (711/VRS). 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, captioned telephone service or others, give FEMA the number for that service.
- You can also 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 in Mamaroneck (Westchester County): 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, visit [DisasterAssistance.gov](https://www.fema.gov/disaster/4615) and click "Information." For referrals to agencies that support community-specific needs, contact your nearest 211Counts center at <https://www.211nys.org/contact-us>. In New York City, call 311. For outlying areas, call 211.
- For official information on the New York recovery effort, visit www.fema.gov/disaster/4615. Follow us on Twitter at twitter.com/femaregion2 and on Facebook at www.facebook.com/fema.

Hurricane Ida DR-4615-NY By The Numbers

\$48.1M

IN SURVIVORS' POCKETS



11,218

HOUSEHOLDS APPROVED
FOR FEMA GRANTS

\$7M

National Flood Insurance
Program Claims Paid



\$4.4M

Other
Needs Assistance



\$46.4M

Housing
Assistance



\$20.5M

Low-Interest Disaster
Loans Approved

9/28/2021



FEMA