

HCR Staff

DRC “GO KIT” Binder Contents

(last revised 11/19/2012)

ORGANIZATIONAL STRUCTURE

- 1) **DRC Structure/Disaster Partners** – Volunteer Briefing Sheet
- 2) **NYS –Disaster Assistance Handbook**

HCR RESOURCES

- 3) **HCR Disaster Preparedness & Response Manual**
Includes HCR Program Staff Contact List
- 4) **HCR Client Intake**
Client Intake Form
Client Intake Form Instructions
Laptop Procedure for Disaster Client Intake Forms
- 5) **HCR Section 8**
County Local Program Contact (Provider) List
Applicable County Fact Sheets
- 6) **HCR Weatherization (WAP)**
Fact Sheet with Income Limits through 9/30/2013
- 7) **Other HCR Program Info**
HousingSearch.gov Handout
Online Emergency Repair Application For Rent Regulated Apartments
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- 8) **NPC/RPC Contact List**
- 9) **HCR Volunteer Logistics**
Hotel Tax Exemption form for hotel rooms
How Can I Access Outlook E-Mail From Outside Work
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DRC Travel Procedures
Volunteer FAQs
Timesheet Procedures DRC – *Revised*
SFS Travel Reimbursement Entry For Hurricane Sandy Disaster Response

COUNTY/LOCAL RESOURCES

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OTHER RESOURCES - see **HCR Disaster Preparedness & Response Manual**

Appendix IV

- 11) FEMA Housing Eligibility Standards
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DISASTER RECOVERY CENTER VOLUNTEER 'BRIEFING'

BIG PICTURE:

During and after Hurricane "Sandy" many NYS residents' homes were either completely wiped out or damaged. If they are without a place to live, that's where HCR and others come in. The big picture is **HCR is partnering with other agencies to get assistance to individuals and families affected by this disaster.**

WHERE:

FEMA Disaster Recovery Centers (DRC) provide a "one-stop-shop" where those affected by a disaster can meet face-to-face with Federal, State, local and voluntary representatives in order to discuss disaster-related needs; obtain information about disaster assistance programs; and receive materials that can assist in the recovery process, such as ice, water and tools.

PARTNERS:

- Federal Emergency Management Agency (FEMA) – **lead agency** during national disaster declaration.
- NYS Office of Emergency Management (SOEM) - lead for NYS agencies.
- HCR Disaster Preparedness and Response Unit (DPRU) lead office for HCR.
- Your supervisor.

YOUR ROLE:

- To be of assistance / represent 'NYS Housing'
- Part of a larger team at the DRC
- Obtain client information (INTAKE)
- Report issues / problems to HCR DPRU

SUPPORT: (Also see HCR Disaster Preparedness & Response Manual, Appendix IV)

- HCR Materials Website: <http://www.nyshcr.org/drcinfo/>
- Issues, problems, needs: HCR Disaster Preparedness and Response Unit (Michael Weber, Tony Pepicelli)
- Scheduling: Joe Palozzola
- Computer: HIS
- Training: Training and Professional Development (Diane Dembling, Michael Donati, Peter Goebel)



New York State Disaster Assistance Handbook

A Resource for Individuals, Families, and Small Businesses

The New York State Disaster Assistance Handbook provides an overview of some of the issues that you may face and the resources that may be available to you as a result of disaster damage that has occurred. This handbook is for individuals, families, and small businesses in New York State.

The Handbook is designed to set out some of the issues you may need to consider, to help you understand the basics about each issue, and to point you in the right direction for help.

Much of the information in this handbook is general – you may need to contact federal, state, city or county officials, or local aid organizations, to obtain more specific information about issues in your particular area.

There is no cost for using or copying these resources. They were compiled to help people and organizations affected by a disaster. Reproduction or distribution of these materials for commercial purposes without prior written permission is strictly prohibited.

New York State Disaster Assistance Handbook

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SECTION 1 – HOUSING ASSISTANCE

Upon issuance of a Presidential Individual Assistance Declaration:

Federal Emergency Management Agency (FEMA) Grants for Housing

Resources Available

Money may be available for temporary housing, housing repairs, and replacement of destroyed homes.

Contact Information

Call: 1-800-621-3362

TTY: 1-800-462-7585

Website: www.disasterassistance.gov

Eligibility Requirements

To be eligible you have to meet all of the following requirements:

- You have losses in an area that has been declared a disaster by the president;
- Either the damage or destruction of your property is not covered by insurance, or your insurance settlement is delayed;
- You or someone you live with is a U.S. citizen, a non-citizen national, or a qualified alien;
- The damaged property was your primary residence.

Key Information Required

- Your Social Security number;
- Current and pre-disaster address;
- A telephone number where you can be contacted;
- Insurance information;
- Total household annual income;
- A description of your losses that were caused by the disaster;
- The date(s) of the disaster.

Optional: If you want to have disaster assistance funds transferred directly into your bank account, you must provide a routing and account number from your bank.

Application Process

If assistance is made available, you may apply by phone or online. An inspector will contact you within 10–14 days after you apply to schedule a time to meet you at your damaged home. In areas where access is still severely limited, it may take longer for an inspection. Approximately 10 days after the inspection, FEMA will decide if you qualify for assistance.

New York State Homes and Community Renewal (HCR)

New York State Homes and Community Renewal (HCR) consists of all the State's major housing and community renewal agencies, including, the Affordable Housing Corporation, NYS Division of Housing and Community Renewal, Housing Finance Agency, State of New York Mortgage Agency, Housing Trust Fund Corporation and others.

Contact Information

Call: 1-866-ASK-DHCR (1-866-275-3427)

Monday - Friday: 9:00 AM - 5:00 PM

Websites: <http://nysdhcr.gov> and <http://www.nyshousingsearch.org>

SECTION 2 – HEALTH-RELATED SERVICES

What kinds of health issues should I be aware of?

New York State Emergency Information Handbook

General planning and safety information in downloadable format:

http://www.dhSES.ny.gov/media/documents/2011_EI_Handbook.pdf

General Safety Issues

Consumer Product Safety Commission's "Safety Tips for Flood Victims" can be found at <http://www.cpsc.gov/cpscpub/pubs/fema/flood.html>. This guide provides safety recommendations and illustrates dangerous practices flood victims may engage in during efforts to rebuild or while staying in temporary housing or partially damaged homes.

Source: <http://www.epa.gov/iaq/pubs/flood.html>.

General Preparedness Information

The New York City Office of Emergency Management has emergency preparedness brochures in multiple languages on their website:

http://www.nyc.gov/html/oem/html/ready/ready_guides.shtml

Mold Growth

After natural disasters such as hurricanes, tornadoes, and floods, excess moisture and standing water contribute to the growth of mold in homes and other buildings. When returning to a home that has been flooded, be aware that mold may be present and a possible health risk for your family.

For more information about mold, see "Fact Sheet – Flood Cleanup Avoiding Indoor Air Quality Problems - Avoiding Indoor Air Quality Problems" (www.epa.gov/iaq/pubs/flood.html), and the U.S. Department of Health and Human Services (HHS), Centers for Disease Control and Prevention's (CDC) Emergency Preparedness and Response page on "Protect Yourself from Mold" at www.bt.cdc.gov/disasters/mold/protect.asp.

Water-Borne Risks

Wells and water supplies may be contaminated and unsafe to drink. Both ground and surface water sources of drinking water may be contaminated due to flooding. Until you are certain that your tap water meets federal drinking water standards, either through notification by your local water utility or testing your private well, pregnant women and children should drink bottled water. Bottled water should also be used to mix baby formula and for cooking.

For more help on cleaning up after a flood or water damage, contact the American Lung Association Help Line at 1-800-LUNGUSA or at <http://www.lungusa.org>.

Emergency Power Risks

Without electricity, people may turn to portable gasoline (or diesel) powered generators, gas or charcoal stoves, grills, portable camping stoves and other devices to cook indoors. Carbon monoxide is produced whenever any fuel such as gas, oil, kerosene, wood, or charcoal is burned. Exposure to carbon monoxide reduces the blood's ability to carry oxygen and can lead to death.

Important Safety Tips

- Always place generators outdoors, at least 25 feet downwind from the structure.
- Install a carbon monoxide detector in your residence.
- Never use propane grills or charcoal to cook indoors.

Special Concerns for Children

Children are different from adults. They may be more vulnerable to chemicals and organisms they are exposed to in the environment because:

- Children's nervous, immune response, digestive and other bodily systems are still developing and are more easily harmed;
- Children eat more food, drink more fluids, and breathe more air than adults in proportion to their body size— so it is important to take extra care to ensure the safety of their food, drink, and air;
- The way children behave—such as crawling and placing objects in their mouths—can expose them more to chemicals and organisms in the environment.

Lack of a reliable water supply, sewage and sanitation services, food supply, electricity, and communication networks could all place children in harm's way. More specifically, water may not be safe for children to drink and debris and mud may contain disease-causing organisms and chemicals that could potentially harm children. Lack of sanitation and sewage services could lead to infections and diarrhea-related diseases. Flood water in homes and schools may cause mold growth, deterioration of lead paint, and structural damage. Mold growth will be one of the most challenging and long-term problems resulting from the hurricanes and floods. Standing water may result in more mosquitoes and other pests. As the debris and mud begin to dry out, the amount of dust in the air will increase. Clean-up activities may expose children to a variety of chemicals.

Source: <http://www.epa.gov>.

New York State Department of Health

The NYSDOH website provides health, safety, and contact information for health and health-related issues: <http://www.health.state.ny.us>.

SECTION 3 – SOCIAL SERVICES

American Red Cross

Resources Available

Emergency food, clothing, shelter, and medical assistance may be provided to individuals and families having such needs as a result of the disaster.

Contact Information

Call: 1-866-GET-INFO (866 438-4636)

In Spanish: 1-800-257-7575

Website: <http://www.redcross.org>

Salvation Army: Emergency Disaster Services

Services provided during a disaster might include, but not be limited to:

- Food Service
- Cleanup and Restoration
- Donations Management
- Spiritual and Emotional Care
- Disaster workers and emergency management personnel
- Disaster Social Services
- Emergency Communications (SATERN)

Contact Information

Call: 315-345-6621 (Leslie Vattimo – Empire Division EDS Director)

Website: http://www.salvationarmyusa.org/usn/www_usn_2.nsf

National Suicide Prevention Lifeline

Resources Available

Referral services and short-term intervention counseling is available for mental health problems caused or aggravated by the disaster.

Contact Information

Call: 1-800-273-8255

Website: <http://www.suicidepreventionlifeline.org>

U.S. Social Security Administration

Resources Available

Help is available from the Social Security Administration (SSA) in expediting delivery of checks delayed by the disaster and in applying for Social security disability or survivor benefits:

https://www.disasteraid.fema.gov/IAC/DataView.do?page=agencies&DSTR_NR=1640

Contact Information

Call: 1-800-772-1213

Website: www.socialsecurity.gov

U.S. Department of Veteran's Affairs

Resources Available

The Veterans Administration (VA) can expedite delivery of information about benefits, pensions, insurance settlements, and VA mortgage loans.

Contact Information

Call: 1-800-827-1000

Website: <http://www.military.com/veterans-report/va-disaster-assistance>

U.S. Internal Revenue Service

Resources Available

Federal tax laws allow the Internal Revenue Service (IRS) to grant relief to taxpayers who are victims of a Presidential disaster declaration. This relief includes postponing tax deadlines to provide you with extra time to file and pay before you will be assessed any penalty, additional amount, or addition to the tax, or abating your interest for periods for which you received an extension of time to file tax returns and pay taxes because you were located in a Presidentially declared disaster area.

Contact Information

Call: 1-800-829-3676

** Please note: Other Tax Assistance: Assistance on possible property tax relief may be available through your county tax assessor.

Commission for Quality of Care and Advocacy for Persons with Disabilities

Resources Available

The Information & Referral Line can provide information and technical assistance and direct you to a provider in your geographic area that may be able to provide further assistance. These community resources may have specific local information, such as lists of accessible housing or locations of specific medical services providers.

Contact Information

Call: 1-800-624-4143 / Hearing Impaired: NYS Relay 711

Website: <http://cqc.ny.gov>

New York State Office for the Aging

Information for Older Persons and Family Caregivers

Area Agencies on Aging are located in all counties to provide information and assistance in locating local services and programs that support older individuals and their caregivers.

For a list of local offices for the aging, visit <http://www.aging.ny.gov/NYSOFA/LocalOffices.cfm> or call the Senior Citizen's Help Line at 1-800-342-9871 (Monday-Friday 8AM-4PM)

Information about programs and services for older New Yorkers is available at <http://www.aging.ny.gov/ResourceGuide/index.cfm>.

NYConnects provide a central access point for all individuals in need of long term care services. Offices are located in most counties. Visit www.NYConnects.org.

To determine eligibility for public benefits: <https://www.mybenefits.ny.gov> or <http://www.benefitscheckup.org>.

New York State Office of Temporary and Disability Assistance

Replacement Food Stamp Benefits

Food Stamp recipients who lost food as a result of Hurricane Irene may be eligible to receive emergency replacement benefits. These benefits will only be issued to replace food that was purchased with Food Stamps. New Yorkers who think they may be eligible for replacement Food Stamp benefits can contact their local department of social services, or visit <http://otda.ny.gov/programs/applications/2291.pdf>, fill out the form, and submit it to their local social services office to request replacement. A list of county departments of social services can be found at: <http://otda.ny.gov/workingfamilies/dss.asp> or call 1-800-342-3009.

SECTION 4 – INSURANCE

New York State Insurance Department Disaster Assistance

Resources Available

Assistance in dealing with complaints when filing claims with individual insurance companies.

Eligibility

Individuals affected by disasters in New York.

Key Information Required

When calling the hotline, provide all pertinent personal information, mailing address etc. You should also have all information relating to your claims ready so the hotline can best assist you.

Contact Information

Call: 1-800-339-1759

Monday-Friday 7:30 am-5 pm

SECTION 5 – FARM ASSISTANCE

Cornell Cooperative Extension (CCE)

Resources Available

Your local CCE office can assist with recommendations to replace damaged crops.

Contact Information

Website: www.cce.cornell.edu

Farm Service Agency (FSA)

Resources Available

FSA officials conduct crop damage assessments. If you have experienced any crop damage and an FSA official has not assessed your farm, you should contact your local FSA office. When resources are available, applications for programs are accepted. Damage assessment reports will be used to determine the amount of money that each county will receive.

New York Farm Bureau

The Farm Bureau can direct you to other resources that may be of help.

Contact Information

Main Office: 159 Wolf Road, P.O. Box 5330, Albany, NY 12205-0330

Phone: 518-436-8495 or 1-800-342-4143

Fax: 518-431-5656

Website: <http://www.nyfb.org>

New York State Department of Environmental Conservation (DEC)

Resources Available

For stream bank damage because of flooding, you must contact the DEC to obtain a general permit before making any routine repairs, such as repairing damaged bridges, removing flood-deposited debris, installing permanent stream bank stabilizations, and clearing streams of gravel and boulders. The DEC staff may expedite the permit process and schedule a visit to your farm to issue an emergency authorization.

Contact Information

Website: www.dec.ny.gov

SECTION 6 – SMALL BUSINESS

U.S. Small Business Administration

The U.S. Small Business Administration (SBA) provides two types of disaster loans to businesses:

- (1) Economic injury business loans
- (2) Physical disaster business loans

Loans are made for uninsured losses or otherwise uncompensated disaster losses.

Contact Information

Toll-free: 1-800-659-2955

Local: 716-843-4100

TTL: 800-877-8339

To learn about the locations of SBA disaster recovery sites, visit

- <http://www.sba.gov/services/disasterassistance/index.html>
- <http://www.sba.gov/about-sba-services/208>

Types of Disaster Loans

Through its Office of Disaster Assistance (ODA), SBA provides low-interest, long-term loans for physical and economic damage caused by a declared disaster. SBA offers home and personal property loans, business physical disaster loans, and economic injury disaster loans.

More information is available at: <http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans/types-disaster-loans>.

SECTION 7 – PHONE NUMBERS FOR DISASTER ASSISTANCE RESOURCES

Federal Emergency Management Agency (FEMA).....	1-800-621-3362 1-800-462-7585
FEMA on the Web: http://www.disasterassistance.gov	
American Red Cross.....	1-800-733-2767
Small Business Administration	1-800-659-2955
Commission for Quality of Care and Advocacy for Persons with Disabilities	1-800-624-4143
Disaster Unemployment Assistance.....	1-888-209-8124
Empire State Development (for businesses).....	1-800-782-8369
NYS Office for the Aging.....	1-800-342-9871
NYS Homes and Community Renewal.....	1-866-275-3427
NYS Insurance Department – Flood Hotline (for individuals).....	1-800-339-1759
NYS Department of Labor (For Job Recruitment and Hire).....	1-800-HIRE-992
National Suicide Prevention Lifeline	1-800-273-8255
U.S. Department of Health & Human Services.....	1-877-696-6775
U.S. Internal Revenue Service.....	1-800-829-3676
U.S. Social Security Administration.....	1-800-772-1213
U.S. Department of Veterans Affairs.....	1-800-827-1000

SECTION 8 – LEGAL REFERRAL SERVICES

New York State Bar Association

You may feel overwhelmed when considering the legal issues you face, and you may determine that it would be helpful, or even necessary, to have an attorney's assistance. If you do not have an attorney, legal advice and referrals are available to those in need, some at no charge.

For a free consultation with an attorney, call 1-800-342-3661.

For general information on obtaining legal assistance visit the NYS Bar Association (NYSBA) website at <http://www.nysba.org>.

The Bar Association of the City of New York ("City Bar") also has information to help Flood victims. Please contact the City Bar at 212-626-7373 (for Spanish-language: 212-626-7374) or consult its website at <http://www.abcny.org> or www.LawHelp.org/ny.



Disaster Preparedness and Response Manual

11/2/12

Current Version
11/2/12

The master copies of this manual, and all of the Appendices, can be found on the
NYS Homes and Community Renewal
Disaster Preparedness & Response Unit shared hard drive at;
P:\Manuals and Binders\DP & R Manual\Completed Manual – 2 versions

HCR Disaster Preparedness and Response Manual

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1. Executive Summary

Past experience has shown that most disasters in New York State are housing disasters. While disaster response and recovery start and end at the local level, New York State government agencies often assist local governments with response and recovery activities. NYS Homes and Community Renewal (HCR) has played a central role in assisting individuals and families to recover from disasters and return to safe, decent and affordable homes. The purpose of this document is to provide a brief overview of the process by which HCR becomes “activated” as an agency in the aftermath of a disaster, as well as HCR’s responsibilities as an activated agency. While the scope and location of a disaster event affect how HCR responds to a disaster, the general process, as presented here, is fairly consistent regardless of the specifics of the disaster event.

Section Two contains background information on HCR’s role and responsibilities as a State agency and general information about State and Federal Disaster Declarations. Sections Three through Nine are organized both thematically and chronologically. These sections cover the disaster recovery process from the initial notification and activation through the different phases of the State and Federal responses to a disaster event. Appendices II-V provides reference information, such as descriptions of how HCR programs have been used in the past to assist those affected by a disaster, other resources, and contact lists.

This document is based on the experience of HCR staff members who have played an integral role in HCR’s past disaster assistance efforts. Many of these staff members have expressed interest in formalizing the HCR Disaster Preparedness and Response Team (DPRT), in order to provide consistent training to the Team members and improve how the agency assists those affected by a disaster. This document is a starting point for that process.

2. Background Information/Terms

HCR’s Role and Responsibilities

Human Services Committee

The Human Services Branch is a functional branch identified under the Operations Section of the NYS Comprehensive Emergency Management Plan. The primary mission of the Branch is to meet the human services needs of those affected by a disaster in an organized, effective, and non-duplicative manner. The Office of Temporary and Disability Assistance (OTDA) chairs the Branch.

The Chairman is responsible for ensuring that all necessary New York State Human Services agencies are present at the State Emergency Operations Center (SEOC) when activated to provide requested services, and report branch activities to the State Office of Emergency Management (NYSOEM).

HCR is a member of the Human Services Branch, along with the following agencies:

- Office of Temporary and Disability Assistance (OTDA)
- Office of Children and Family Services (OCFS)
- Department of Health (DOH)
- Department of Agriculture and Markets (AGMKTS)
- Department of Education (SED)
- State Office of Emergency Management (NYSOEM)
- Office of Mental Health (OMH)

The Human Services Committee is divided into eight Task Forces that focus on specific human services areas. Below is a list of the various Task Forces and their lead agencies:

- Disaster Assistance Facilities – Co-chaired by OTDA and OCFS
- Food – Co-chaired by DOH, AGMKTS, and OMH
- Unmet Needs – Chaired by OTDA
- General Population Sheltering – Chaired by SED
- Long-Term Housing – Chaired by HCR
- Functional and Medical Needs – Chaired by DOH
- Mental Health – Chaired by OMH
- Special Needs Populations – Co-chaired by NYSOFA and Commission on the Quality of Care and Advocacy for Persons with Disabilities

Long-Term Housing Task Force

HCR chairs the Long-Term Housing Task Force and reports to the Human Services Branch Chair, who reports to the NYSOEM Operations Chief, who in turn reports to the NYSOEM EOC Manager.

The purpose of the Long-Term Housing Task Force is to plan, develop and direct housing-related resources in the aftermath of a disaster. As the Task Force Chair, HCR coordinates the housing efforts of 16 agencies and organizations that make up the Task Force (Appendix VII). HCR is currently in the process of developing a strategy for this Task Force, which will enable the agency to more efficiently and effectively respond to the housing-related needs of those affected by a disaster.

General Population Sheltering Task Force

Disaster Assistance Center Task Force

Unmet Needs Task Force

In addition to the role as chair of the Long-Term Housing Task Force, HCR is also a member agency of the General Population Sheltering Task Force, led by SED; the Disaster Assistance Center Task Force, co-chaired by OCFS and OTDA; and the Unmet Needs Task Force, led by OTDA. As a member agency of these task forces, HCR is expected to support the delivery of services and resources related to the respective goals of each task force.

State vs. Federal Declarations

In the aftermath of a disaster, the Governor may issue a State Disaster Declaration, which makes State agency resources available to assist local governments in response and recovery operations. The Governor may also submit a request to the President for Federal assistance, which can be provided through various mechanisms and authorities. In the past, Federal assistance has been most commonly provided through the issuance of an “emergency” or “major disaster” declaration under the Stafford Act.

Notification and activation of State agencies is likely to occur prior to a State Declaration. For example, if the State reasonably expects that local government resources will be exhausted in response to a disaster, notification and activation may occur in preparation for an impending disaster. It may also occur when a request for State assistance is received from local government. In addition, the Human Services Branch may be activated independently of a larger activation of State agencies.

3. Notification/Activation

Initial Notification and Activation

The HCR Disaster Preparedness Response Unit (DPRU) will be notified via email and/or phone of an actual or potential event. Depending on the nature and severity of the event, the Disaster Preparedness and Response (DPR) Director may notify the Commissioner and/or Executive Deputy Commissioner of the event.

As the situation progresses, the DPRU may receive a notification via email and/or phone that the Human Services Branch has been activated. This notification will include a description of the nature of the emergency or disaster and the details of how and where to report. Upon receipt of this notification, HCR is considered “active in disaster,” which means that HCR must provide staff, resources, and expertise to the SEOC upon request.

When notified that HCR has been activated, the DPR Director will immediately notify the HCR Commissioner and/or Executive Deputy Commissioner about the event and anticipated level of agency participation. If someone other than the DPRU receives a call from NYSOEM or OTDA (Human Services Branch Chair) notifying HCR that the agency is activated, this individual will contact the DPRU or Designee to ensure that they have been contacted. Because NYSOEM may use several different means to reach the DPRU, it is likely that even if a call is received by staff at HCR Headquarters (Hampton Plaza), the DPRU may already be aware of the situation. The Commissioner may be contacted directly by NYSOEM or the Human Services Branch Chair, but this is likely to occur only in extremely severe and unique situations.

When HCR is activated, DPRU representative(s) will report to the SEOC as requested and will remain in contact with the Commissioner and/or Executive Deputy Commissioner.

Based on an assessment of the situation, the DPR Director may recommend to the Commissioner/Executive Deputy Commissioner that preparations should begin to deploy additional staff to the SEOC. It is likely that multiple DPRU representatives will be needed to support the HCR workstation throughout the duration of activation at the SEOC. If the Commissioner and/or Executive Deputy Commissioner agree with this recommendation, an email will go out from the Director of Disaster Preparedness and Response, the Commissioner or Executive Deputy Commissioner to staff on the DPRU Team and their supervisors requesting volunteers to staff the SEOC. The DPRU Team contact list is located on the DPRU Team Site and shared "P Drive". ([P:\Disaster Preparedness and Response Unit\Personnel Lists\Master Personnel List of DPRU participants.xls](#)). The email will include information about how many staff members are needed, expected shift lengths, etc. and will identify the point of contact for volunteers.

Depending on the size and scope of the disaster, it may be necessary to begin preparing for a further escalation of the State's response, such as the issuance of a State Disaster Declaration. If this is the case, other actions may be initiated, including:

- Identifying who will serve as the Scheduler for this event. The Scheduler will ensure that the DPRU has sufficient staff for the SEOC. The Scheduler's responsibilities are described in more detail in Section 7; and
- Notifying the Long-Term Housing Task Force Members that the Task Force may be activated.

State/Federal Declaration

As stated earlier, a State Disaster Declaration makes State agency resources available to assist local governments in the response and recovery phases of a disaster. The issuance of this Declaration usually triggers the opening of Disaster Assistance Centers (DACs) and is sometimes followed by a request from the Governor for Federal assistance. However, the Human Services Branch may be activated by the NYSOEM prior to or without a State Disaster Declaration. If the Human Services Branch is activated and/or the Governor issues a State Disaster Declaration, the DPR Director will immediately notify the Commissioner and/or Executive Deputy Commissioner and obtain approval for the next steps, as discussed below:

- Emailing staff on the DPRU Team to request their availability to be deployed to the SEOC, Disaster Assistance Center (DAC)/Disaster Recovery Center (DRC) and/or Joint Field Office (JFO). The DPRU Team contact list is included as Appendix IV.B. The email will identify the Scheduler for this event and include information about the location of the disaster, any anticipated locations of the DAC/DRCs, expected shift lengths and deployment periods, etc. If the event occurs over a weekend or holiday, staff may be contacted via the phone numbers they provided to the DPRU. (This is typically performed by the Director of Disaster Preparedness and Response, the Commissioner or Executive Deputy Commissioner. However, it may be assigned to a DPRU representative to do on their behalf);
- Contacting HCR Headquarters staff (Appendix V) who will notify the community-based housing partners in the affected area and begin assembling vacancy data and information on any awarded contracts in the affected region in order to determine if any funds may be available under those contracts (This is typically performed by a DPRU representative); and

- Initiating preparations for staff deployment to the DAC/DRCs, which will include preparing printed reference materials for those affected by the disaster, such as packets or flyers with information about HCR programs; ensuring that the database and intake forms are prepared for use; and notifying Housing Information Systems (HIS) and Support Services that equipment may be required for deployed staff (This is typically performed by the PIO, Database Manager, and Scheduler).

DAC/DRC Opening

The HCR DPRU will be notified of the opening of a DAC/DRC via email and/or phone, sometimes only 12 to 18 hours before the scheduled opening of a DAC/DRC. Upon receiving this notification, the DPR Director will immediately notify Executive Staff and the Scheduler of the details of the DAC/DRC opening (when, where, etc.).

Using availability provided by staff on the DPRU Team in response to the email from the HCR Director of Disaster Preparedness and Response, the Commissioner, or Executive Deputy Commissioner, the Scheduler will notify specific staff and their supervisors regarding the details of the DAC/DRC opening (expected or confirmed locations, expected shift/deployment lengths, etc.) and begin to finalize a schedule. The Scheduler will also establish who will serve as the on-site Team Leader for each DAC/DRC and the Support Contact for staff located at each DAC/DRC. The responsibilities of the Team Leaders and Support Contacts are discussed in more detail in Sections five and seven respectively.

After the schedule is finalized, the Support Contact will assist the team to whom they are assigned with making the appropriate travel arrangements. The Scheduler will provide backup support for the travel arrangements for all deployed staff.

The Scheduler will contact HIS to verify that laptops and printers are available and ready for deployment and will contact Support Services regarding the availability of cell phones. The Scheduler will also contact PIO to ensure that any printed materials and signage are prepared.

4. State Emergency Operations Center (SEOC)

Purpose

As discussed above, when the Human Services Branch is activated and/or the Governor issues a State Disaster Declaration, the DPRU will receive a call and/or email from NYSOEM activating HCR to the SEOC. The SEOC is designed to facilitate coordination of resources and information among State agencies and other organizations during the response and recovery phases of a disaster.

The primary location of the SEOC is located at 1220 Washington Avenue, Building 22 (Public Security Building) of the Harriman State Office Building Campus in Albany. NYSOEM also has five Regional Offices and an alternate EOC:

NYSOEM Region I

NYSOEM Regional Office, 4th Floor
Hauppauge State Office Bldg.
Veteran's Memorial Highway
Hauppauge, NY 11788-5506
(631) 952-6322

NYSOEM Region II

NYSOEM Regional Office
171 Cheney Drive
Poughkeepsie, NY
(845) 454-0430

NYSOEM Region III

NYSOEM Regional Office
5 Fox Farm Road
Queensbury, NY
(518) 793-6646

NYSOEM Region IV

NYSOEM Regional Office
10 Adler Drive
Suite 103
East Syracuse, NY
(315) 438-8907

NYSOEM Region V

NYSOEM Regional Office
1144 East Union Street
Newark, NY
(315) 331-4880

Alternate State EOC

Hawthorne-EOC
200 Bradhurst Avenue
Hawthorne, NY

HCR Agency Responsibilities – SEOC

When the HCR is activated and personnel report to the SEOC, HCR will have three main responsibilities:

- To meet the specific needs of HCR and Executive Staff;
- To respond to requests made of our agency by NYSOEM, usually through the Human Services Branch Chair (OTDA); and
- To help coordinate the efforts of the Human Services Branch, which include:
 - Serving as Lead to the Long-Term Housing Task Force (LTHTF);
 - Serving on the General Population Temporary Sheltering Task Force, led by SED;
 - Serving as a member of the Unmet Needs Task Force, led by OTDA; and
 - Serving as a member of the Disaster Assistance Center Task Force, which is co-chaired by OTDA and OCFS

Generally speaking, HCR has limited responsibility during the initial stages of a disaster. Those agencies involved with rescue and response, such as the State Police, the Division of Military & Naval Affairs and the Department of Transportation will play critical roles during this period. HCR staff serving at the SEOC may have limited responsibility initially; however, HCR's role will expand when the rescue efforts wind down. Therefore, it is essential that HCR begin planning for this expansion during the initial stages of activation.

HCR Staff Responsibilities - SEOC

Coordinator – HCR Workstation

HCR staff member(s) serving at the SEOC HCR workstation will act primarily as a coordinator(s). The HCR Coordinator is responsible for monitoring the needs as identified by NYSOEM Operations and OTDA, the Human Services Branch Chair, and reaching agency staff who can deliver on received requests. The Coordinator will also share information with NYSOEM and/or OTDA regarding the delivery of assistance in response to those requests.

DisasterLAN (DLAN) is the computer system used by NYSOEM in the SEOC to enable users to access and route requests for services or resources to agencies and post situational information reports and messages. Monitoring DLAN is a key responsibility of the HCR Coordinator.

The NYSOEM SEOC Manager will use DLAN to give assignments to HCR. HCR staff at the SEOC may not receive many requests early on in the disaster. However, the HCR Coordinator will review open requests and reports beyond those directed to HCR to identify opportunities for HCR to assist either directly or indirectly through our community-based housing partners or members of our Long-Term Housing Task Force. If this type of opportunity presents itself, the HCR Coordinator will respond to the request and a NYSOEM staff member will follow-up if our services are needed.

The HCR Coordinator will enter all HCR situational reports directly into DLAN under the Situation Reports/Agency Reports section. Information from all State agencies is compiled into one report which is forwarded to the Governor's Office, according to a pre-determined schedule. The NYSOEM Operations Chief or SEOC Manager may request reports on HCR activities. Reports of "No Activity" are acceptable.

Progress reports will also be provided verbally and via e-mail to HCR Executive Staff. It is important to share information about the disaster, NYSOEM requests and HCR activities with Executive Staff through the DPRU Representatives(s). These progress reports will provide HCR Executive Staff with some sense of the housing-related needs of those affected by the disaster and are therefore essential to planning for an increase in response activity by HCR.

The DLAN application provides users with remote access to the internet site to allow monitoring of on-going events that may continue after the SEOC has been demobilized. Users will need to provide their user ID and password to access the site. The website address is <http://dl.NYSOEM.state.ny.us/>.

At the end of a shift, the HCR Coordinator will leave a written report of activities to his/her relief, as well as his/her cell and home number. The Coordinator will allow time to brief the relief and introduce them to other State agency personnel, particularly those who work for agencies who serve on the Human Services Branch. Staff are expected to arrive a minimum of 15 minutes prior to the beginning of their shift in order to perform the brief with the person they are relieving.

DPRU – Human Services Branch/Long-Term Housing Task Force

The DPRU is responsible for leading the Long-Term Housing Task Force. Based on the severity and nature of the disaster event, the DPRU will determine which agencies should be activated under the Long-Term Housing Task Force Plan and contact those agencies. If the DPRU determines that needs are greater than initially anticipated or the disaster conditions spread to other geographic area(s), the DPRU may request assistance from additional agencies/organizations after the initial activation of the Task Force. Working with HCR staff at the HCR Headquarters (Hampton Plaza) and members of the Task Force, the DPRU will coordinate the efforts of the Task Force to develop and direct housing-related resources for those affected by the disaster.

The DPRU is also responsible for interacting with the Human Services Branch Chair, NYSOEM Director, and Governor's Office, as necessary. The DPRU will be responsible for communicating all relevant information to the HCR Director of Disaster Preparedness and Response, the Commissioner and/or Executive Deputy Commissioner.

The DPRU will provide support to and serve as HCR's representative on the General Population Sheltering Task Force, Disaster Assistance Center Task Force and Unmet Needs Task Force and will perform related tasks, as required.

A status meeting of all Human Services agencies is typically held daily, and a Human Services Branch report is required twice daily. HCR personnel are expected to participate in these meetings and produce concise reports on behalf of the Long-Term Housing Task Force. It is likely that the Governor or his staff will read these reports.

What to Expect

HCR staff reporting to the SEOC should be aware of the following:

- The facility is heavily secured. The entrance is through the lobby of Building 22, which is the Public Security Building, on the Harriman State Office Building Campus in Albany. HCR staff must have State ID and at least one other form of identification. Staff will be required to state the purpose of their visit and sign in. Security may search one's bags and/or person.
- The SEOC "Bunker" is comprised of two floors below ground. The facility is completely self-contained. Everything needed to properly staff the SEOC for long periods of time is provided, including telephones, computers, printers, copiers, fax machines, large screen TVs, office supplies, food, etc.
- Upon arrival to the SEOC, HCR staff will be briefed by the person they are replacing and/or NYSOEM personnel. The briefing will include a written report of activities prepared by the person to be relieved and the home and cell number of that individual. The person being relieved will also introduce their relief to other State agency personnel, particularly other human services representatives.
- Operational periods for the State EOC are usually 12 hours in duration. During a shift there is a supply of food and beverages. No food or uncovered beverages are allowed in the SEOC, but the facility has rooms to escape to for exercise, rest, or to call home. HCR staff stationed at the SEOC should be mindful of the appropriate use of the Internet. Logging on to recreational sites is strongly discouraged since it ties up the bandwidth on the network connection.
- Within the SEOC are several groupings of workstations, which are assigned to State agencies and voluntary agencies active during disasters. There will be a phone and computer at the workstation and there are several large-screen TVs that carry network news broadcasts throughout the room. HCR's workstation is grouped with other human services agencies..
- The telephone number at the HCR SEOC workstation is: _____.
- The fax number that should be used for correspondence is: _____.
- The HCR e-mail address is: _____.

What to Bring

All HCR staff deployed to the SEOC should bring the following items:

- HCR ID
- Driver's License or other State-issued ID
- Cell Phone
- HCR Disaster Contact List
- HCR Staff Contact List
- Long-Term Housing Task Force Contact List
- Contact Information for Preservation Companies in the affected region
- NYSOEM Directory
- County Department of Social Services Directory
- Regional Maps
- Personal Items (medication, etc.)
- Laptop (Required for Regional EOCs and the NYSOEM Bunker)

Experience and/or Training

All HCR staff that may be deployed to the SEOC **must** complete the following training:

- NY State Emergency Operations Center (SEOC) Course
- Disaster-LAN Training (The database utilized by NYSOEM)
- Incident Command System (ICS) Training – ICS-100 and ICS-200
- National Incident Management System (NIMS) Training – NIMS 700.a. and 800.b.

HCR representatives working in the SEOC should also have knowledge of the following;

- HCR Programs
- the capacity and resources of the Long-Term Housing Task Force members, and
- knowledge of Federal programs (if the event is a Federally-declared disaster)

5. Disaster Assistance Center (DAC)/Disaster Recovery Center (DRC)

Purpose

The purpose of the Disaster Assistance Center (DAC) or Disaster Recovery Center (DRC) is to provide a “one-stop-shop” where those affected by a disaster can meet face-to-face with Federal, State, local and voluntary representatives in order to discuss disaster-related needs; obtain information about disaster assistance programs; and receive materials that can assist in the recovery process, such as ice, water and tools.

These sites are called a DAC when the State has taken the lead in opening the center; however, the site is called a DRC when the Federal government is involved. The specifics of the disaster event will dictate the number, location and timeframe for opening and closing DAC/DRCs. Agencies will staff the DAC/DRC for the duration of the operational period, which can last several weeks. Each agency/organization will staff its own table and provide brochures and information. In addition, representatives from the Volunteer Organizations Active in Disaster (VOADs) may be present and provide support services.

HCR Staff Responsibilities – DAC/DRC

Team Leader

The primary responsibility of the Team Leader is to serve as the point of contact for HCR at the DAC/DRC. As the point of contact, the Team Leader will communicate information about staff activities, needs of those affected by the disaster and other relevant issues to the HCR Headquarters (Hampton Plaza). This communication will enable HCR to better serve those affected by the disaster by increasing or decreasing staff as appropriate; relaying policy decisions from HCR management to deployed staff; providing additional logistical support (laptops, cell phones, etc.); and addressing the needs and concerns of the deployed staff.

When a team is deployed to a DAC/DRC, the Team Leader will assume the scheduling function for those team members. The Team Leader will coordinate with the Scheduler to rotate staff in and out of the team, as appropriate. The Team Leader will also track and document the hours worked by team members at the DAC/DRC and submit that documentation to Personnel.

The Team Leader will also be responsible for accounting for equipment (laptops, printers, etc.) at the DAC/DRC. The Team Leader will take care to ensure that all HCR-issued equipment is secure, particularly when transitioning between deployed teams and individual team members, and will return the equipment to HIS and Support Services after demobilization.

General Staff

Responsibilities of HCR staff deployed to a DAC/DRC may include:

- Determining the housing needs of those individuals affected by disaster event through the HCR intake form, assisting individuals with completing the form and transmitting that information (generally via email) back to HCR Headquarters;
- Advising applicants about HCR programs and eligibility requirements;
- Utilizing HCR's Affordable Housing Directory, NY Search, and HUD's National Locator Tool to provide referrals for affordable housing, which may include calling the property manager listed in the Directory regarding the availability of units;
- Assisting clients with completing HCR program materials, such as the Section 8 application or a request for weatherization assistance;
- Communicating event-specific needs or unique cases to HCR Program and/or Executive Staff;
- Advising clients with special needs regarding available apartments and/or shelters, which may include searching HCR's Accessible Housing Registry, NY Search, or working with HCR Headquarters staff to locate appropriate housing;
- Referring individuals with non-housing needs to the specific agency at the DAC/DRC that can address that need;
- Referring persons who are homeless to the American Red Cross;
- Referring clients to a Neighborhood Preservation Company (NPC) or Rural Preservation Company (RPC), as appropriate, which may include contacting and working with the NPC/RPC to identify housing solutions for those individuals affected by a disaster;
- Participating in daily conference calls with HCR staff located at the JFO, SEOC, and/or HCR Headquarters (Hampton Plaza), as necessary;
- Reporting back to NYSOEM/other agencies on a daily conference call regarding the number of victims assisted and any unique cases;
- Distributing ice, water, food and tools to clean up mold and mud; and
- Following up with clients, as necessary.

Housing Information Systems (HIS) Support Contact

In addition to the Team Leader and general team members, it is sometimes necessary to deploy a staff member from HIS to travel between the DAC/DRCs to provide technological support to the deployed teams. The HIS Support Contact will only be requested and deployed after consultation with Executive Staff and Team Leaders. If it is determined that an HIS Support Contact is required, the Scheduler will submit that request in writing to HIS.

What to Bring

All HCR staff deployed to a DAC/DRC should bring the following items:

- HCR ID
- Driver's License or other State-issued ID
- Office Supplies
- Cell Phone (Team Leader)
- Laptops (2-3 per Team)
- Intake Forms (hard copies)
- HCR Headquarters Contact List (Appendix IV.A)
- HCR DPRU Team Contact List (Appendix IV.B)
- Contact information for the Preservation Companies in the affected region
- NYSOEM Directory
- County Department of Social Services Directory
- Prepared Information on HCR Programs
- Regional Maps
- Personal Items (medication, etc.)

The HCR DPRU will work with staff being deployed to ensure they have all of the necessary items and information pertinent to the activation.

What to Expect

DACs/DRCs are typically operated for 12 hour shifts (8 am to 8 pm) seven days a week during the initial response. However, these hours may be adjusted by the Site Manager based on the volume of clients coming into the DAC/DRC.

Site Manager

Every DAC/DRC will have a Site Manager. If the site is operated by the State, the Office of Children and Family Services (OCFS) will manage the site because OCFS chairs the Disaster Assistance Center Task Force.

If the Federal government is involved, the Federal Emergency Management Agency (FEMA) will manage the site. The Site Manager is responsible for overseeing the set-up and operation of the DAC/DRC; coordinating the arrival/intake process; collecting Exit Information forms from victims; and providing daily reports to OCFS/NYSOEM regarding the number of victims accessing services and specific agency participation.

In order to expedite the referral process, it is sometimes helpful to request that a Neighborhood Preservation Company (NPC) and/or a Rural Preservation Company (RPC) co-locate with HCR in a DAC/DRC. If the Team Leader, in consultation with HCR Executive Staff, determines that this is appropriate, the Team Leader should approach the Site Manager to request that the NPC and or RPC be permitted to co-locate with HCR.

Other Agencies

Other agencies present at the DAC/DRC may include:

- American Red Cross (ARC) – Provides Red Cross Recovery tips, information on how Red Cross assistance works, and the location of Red Cross Service Delivery Centers; provides information about the benefits of applying for FEMA assistance and the application process.
- Federal Emergency Management Agency (FEMA) – Provides information and/or assistance with FEMA tele-registration and applicant assistance services as related to FEMA programs.
- NYS Department of Labor (DOL) – Provides assistance and answers questions about NY Disaster Aid, Disaster Unemployment Assistance, Unemployment Insurance and displaced workers.
- NYS Department of Motor Vehicles (DMV) – Provides access to information, forms, and services pertaining to motor vehicle issues.
- NYS Insurance Department (NYSID) – Provides information on automobile, property and health insurance.
- NYS Office for the Aging (SOFA) – Distributes information on Federal Older Americans Act programs and NYS-funded programs available to senior citizens.
- NYS Office of Children and Family Services (OCFS) – Manages DACs; coordinates and assists with daycare service needs.
- NYS Office of Mental Health (OMH) – Leads the Mental Health Task Force; provides and coordinates mental health services and referrals.
- NYS Office of Temporary Disability Assistance (OTDA) – Leads the Unmet Needs Task Force; provides information through its' Local District Social Services offices on several programs that provide temporary and transitional assistance and coordinates the Emergency Food Stamp program.
- Salvation Army – Provides assistance with case management and data entry for individuals and families entering the DAC/DRC; provides emotional and spiritual support, upon request; provides clothing and Personal Comfort Kits as needed.
- Small Business Administration (SBA) – Provides Federal Small Business Administration loans to both homeowners and business owners; in order to be eligible for certain Federal assistance, applicants MUST apply and be denied by the SBA.

Suggested Skills and/or Experience – DAC/DRC Staff

HCR staff deployed to a DAC/DRC should have the following skills and experience:

- Knowledge of HCR programs, including eligibility criteria
- Knowledge of Federal disaster-related programs and
- Strong communication skills and the ability to deal with distressed people in a calm and professional manner

In addition, Team Leaders should have the following skills, experience and training:

- Disaster-related experience, which may include past participation through HCR or other government/volunteer agency
- Knowledge of HCR programs
- Knowledge of the roles and responsibilities of other organizations at the DAC/DRC, including Federal agencies, other State agencies and not-for-profit organizations
- Incident Command System (ICS) Training – ICS 100, 200 and 300
- National Incident Management System (NIMS) Training – NIMS 700 and 800 and
- Ability to manage the day-to-day functions of the team, including scheduling, tracking hours, and submitting relevant documentation to the Personnel Unit

6. Joint Field Office (JFO)

Purpose

The Joint Field Office (JFO) is a temporary Federal facility established locally to coordinate Federal assistance activities with the affected jurisdictions in the aftermath of Federally-declared disaster. The JFO is designed to enable efficient and effective coordination of response and recovery efforts among Federal, State, local, tribal, nongovernmental and private-sector organizations. In the event that a Joint Housing Task Force is established, this Task Force will likely be based out of the JFO.

HCR Staff Responsibilities - JFO

Responsibilities of staff deployed to the JFO may include:

- Serving as the HCR/Long-Term Housing Task Force representative on the Joint Housing Task Force;
- Meeting with FEMA and/or NYSOEM on general coordination activities related to housing;
- Coordinating with FEMA/NYSOEM on specific cases in order to determine what Federal assistance has been provided to the applicant and other assistance for which the applicant may still be eligible;
- Meeting with local emergency managers regarding specific cases and needs;
- Meeting with the Special Needs Task Force to review case files of individuals in need of additional assistance and either resolving or forwarding these cases to appropriate agencies;
- Locating housing for persons with special needs;

- Participating in daily conference calls with HCR staff from the SEOC, DAC/DRC, and HCR Headquarters (Hampton Plaza), as necessary;
- Communicating information about JFO activities to HCR Executive Staff; and
- Responding to requests from DAC/DRCs on a variety of day-to-day issues.

What to Bring

All HCR staff deployed to a JFO should bring the following items:

- HCR ID
- Driver's License or other State-issued ID
- Office Supplies
- Cell Phone
- Laptop
- HCR Headquarters Contact List (Appendix IV.A)
- HCR DPRU Team Contact List (Appendix IV.B)
- Long-Term Housing Task Force Contact List (Appendix IV.C)
- Contact information for Preservation Companies in the affected region
- NYSOEM Directory
- County Department of Social Services Directory
- Regional Maps

What to Expect

HCR staff deployed to the JFO should be aware of the following:

- The location will have a security guard. Staff will be expected to sign in and show identification at the entrance to the building.
- Due to the temporary nature of the JFO, it is possible that HCR staff deployed to a JFO will not have a desk and/or phone. It is important to bring a laptop, cell phone and office supplies to the JFO.
- The JFO will most likely operate on 12 hour shifts (8 am to 8 pm) seven days a week. Depending on the scope and severity of the disaster, these hours may be adjusted by FEMA.

Suggested Training, Skills and/or Experience – JFO Staff

The following training, skills and experience are suggested for staff deployed to the JFO:

- Incident Command System (ICS) Training – ICS-100 and ICS-200
- National Incident Management System (NIMS) Training – NIMS 700 and 800
- Knowledge of HCR programs, particularly those related to special needs housing
- Experience with Long-Term Housing Task Force members and member programs
- Knowledge of Federal programs and
- Ability to efficiently and effectively work with representatives from other agencies

7. HCR Disaster Operations Center Headquarters (Hampton Plaza)

Purpose

HCR Headquarters, typically located at Hampton Plaza, will serve as the coordination center for HCR activities in the aftermath of a disaster.

HCR Staff Responsibilities – Headquarters

Database Manager

HCR maintains a database of information provided by those affected by a disaster through intake forms. Applicants seeking assistance can complete an intake form at a DAC/DRC or print it from the HCR website, complete the information and fax or mail it to Hampton Plaza. This database serves as a tool for making referrals, tracking cases and identifying options for those seeking temporary or permanent housing solutions.

Responsibilities of the Database Manager include:

- Maintaining the database, which includes receiving intake forms from HCR staff in the field (generally via email or fax) into the database; receiving intake forms through fax or mail and verifying their presence in the database; removing duplicate intake forms from the database and fixing errors; and working with HIS to refine the database and address any problems;
- Generating reports from the database;
- Sending referral information from the database to the appropriate HCR staff;
- Participating in daily conference calls with NYSOEM and other State agencies;
- Calling the DAC/DRCs regarding intake numbers and specific cases, as necessary;
- Working with the Long-Term Recovery Team and HCR program staff to track outcomes on various cases and entering information on outcomes into the database; and
- Communicating with HCR Executive Staff, HCR staff deployed to the JFO, SEOC, and/or DAC/DRC.

The Database Manager should have a basic understanding of HCR programs in order to assist with making referrals and following up on outcomes of cases.

Website (PIO)

In the aftermath of a disaster, particularly a State or Federally-declared disaster, HCR will make every effort to provide information through our website about housing assistance and related services to those affected by the event. In the past, HCR has posted information about housing assistance provided by HCR and its sister agencies, including our flood relief intake form and instructions on how to apply for HCR assistance; registration instructions for Federal assistance programs through FEMA and the NYS Individual Family and Grant Program (through the Department of Labor); and links to the Governor's website, press releases and emergency information phone numbers. This effort will be coordinated through the Public Information Office, who will consult with the Commissioner, Executive Deputy Commissioner and Director of DPR, as necessary. In addition to posting information on our website, if there is a State or Federal Declaration and DAC/DRCs are open, the DPRU will work with PIO to create printed materials to be distributed by HCR staff at these sites.

Scheduling

When HCR is activated, the staff member responsible for the scheduling function will be one of the first to be notified and will play a central role in HCR's disaster response efforts. The initial email from the Commissioner will request availability of staff on the DPRU Team to work at the SEOC, DAC/DRC and/or JFO. The email will also identify the Scheduler and include information about the location of the disaster, potential opening of DAC/DRCs, and expected deployment periods and shift lengths.

As staff and supervisors respond to the email, the Scheduler will be responsible for finalizing an initial schedule for the SEOC, DAC/DRC and/or JFO and distributing the schedule(s) to appropriate staff. The Scheduler will also be responsible for ensuring that each DAC/DRC has a Team Leader, who will assume the scheduling function when the team has been deployed. The Scheduler will remain in constant contact with the Team Leader in case additional staff is required at a DAC/DRC and will coordinate with the Team Leader to rotate staff in and out, as appropriate. The Scheduler will also maintain contact lists for individuals deployed to the SEOC, DAC/DRC and/or JFO, as well as the location(s) of the DAC/DRCs.

In addition to establishing the actual schedule(s), the Scheduler will be responsible for securing the equipment necessary for staff deployment. Staff at the SEOC will have a computer and landline phone at their workstation; additional staff deployed to the SEOC will be required to bring a laptop and if staff is deployed to any of the Regional EOCs, they are expected to bring a laptop and cell phone. Teams of staff deployed to DAC/DRCs will need laptops and cell phones. The Team Leader at each DAC/DRC should have a cell phone and each team should have two to three laptops. If wireless internet access is not available at a DAC/DRC, staff may also need a printer. Staff deployed to the JFO will need a laptop and cell phone. All laptops must have wireless cards. The Scheduler should contact HIS to secure laptops and printers and Support Services to secure cell phones for staff.

The Scheduler will also be responsible for working with the Team Leader(s) to track and document the hours worked by each individual at the SEOC, DAC/DRC or JFO. Either the Team Leader or the Scheduler will be responsible for submitting that information to Chris Ogden in the Personnel Unit for the purposes of payroll.

Based on the size and scope of the disaster, it may be necessary for staff to work extensive overtime at the SEOC, DAC/DRC, and/or JFO. After consulting with the Scheduler, the Director of Disaster Preparedness and Response may reach out to the Deputy Commissioner for Administration regarding this issue. The Deputy Commissioner for Administration will then be responsible for determining whether or not HCR should discuss this issue with the Division of Budget.

Support Contact

Every team deployed to a DAC/DRC will have a pre-identified Support Contact. The Support Contact is responsible for ensuring that any concerns or issues that may arise for a DAC/DRC team or individual staff member are addressed and resolved. Some of the responsibilities of the Support Contact may include assisting the Scheduler in meeting the technological needs of deployed staff; making travel arrangements for members of a team; sending materials or supplies to a DAC/DRC as needed for a HCR table; providing information about food/lodging in the area; assisting the team on a specific case; and participating on daily conference calls with NYSOEM and staff deployed to DAC/DRCs from various State agencies. The Team Leader will be in regular contact with the Support Contact.

Long-Term Recovery Team

The majority of HCR's efforts to help those affected by a disaster occur during the recovery phase, which is often a long-term process. The responsibilities associated with this work include:

- Coordinating the efforts of the Long-Term Housing Task Force and/or Joint Housing Task Force;
- Attending post-disaster planning meetings with various State agencies, FEMA, and not-for-profit organizations;
- Gathering and updating housing vacancy information;
- Making internal referrals to program staff (listed in Appendix V) and following up with this staff, as appropriate;
- Performing some casework for those displaced by the disaster in order to locate and secure appropriate housing;
- Coordinating efforts to address unmet needs with OTDA, chair of the Unmet Needs Task Force;
- Working with OTDA and FEMA to assist individuals living temporarily in travel trailers to secure the resources necessary to repair their homes or locate and secure alternative housing; and

- Tracking the outcomes of cases who received assistance from HCR staff and programs.¹

Members of the Long-Term Recovery Team must have a thorough understanding of HCR programs and Federal assistance programs and processes. An understanding of the various programs, roles and responsibilities of the members of the Long-Term Housing Task Force is also essential. Members of this team must be able to communicate and coordinate efforts with various State and Federal agencies and not-for-profit organizations, such as the American Red Cross and Salvation Army. Due to the long-term nature of this work, it is important that members of this team be able and willing to work on these cases for an extended period of time.

8. Demobilization

SEOC

The Director of Disaster Preparedness and Response will be notified by NYSOEM and/or OTDA, Chair of the Human Services Branch, when HCR staff is no longer required at the SEOC. However, because HCR's disaster-related efforts primarily involve long-term recovery, HCR will likely continue to work on these issues long after the demobilization of the SEOC.

HCR may even continue to receive mission requests through DLAN. Remote access to DLAN is available at <http://dl.NYSOEM.state.ny.us/>. Users will need to provide their user ID and password to access the site.

DAC/DRC

The decision to close a DAC/DRC will be made collectively by the local Emergency Manager, NYSOEM Regional Directors, NYSOEM Headquarters, the Human Services Branch Director and the Disaster Assistance Center Site Manager (OCFS or FEMA). In general, the determination to begin demobilization will be based upon volume of services provided at the specific DAC/DRC. The Disaster Assistance Center Site Manager will canvas agencies/organizations present at the DAC/DRC to determine whether their presence at the DAC/DRC may be discontinued. Information about the actual or potential closure of a DAC/DRC should immediately be communicated to the Director of Disaster Preparedness and Response.

When a DAC/DRC is demobilized, HCR staff is responsible for removing all HCR materials (intake forms, printed materials, laptops, etc.) from the site by the close of business on the last day. The Team Leader is responsible for the return of cell phones, laptops or other HCR equipment to HIS and Support Services upon returning to work. The Team Leader is also responsible for sending any outstanding documentation of hours worked by the team to Personnel in a timely manner.

¹ In the past, HCR has not formally tracked the outcomes of the cases assisted by our programs and staff. However, several staff noted that tracking cases will boost morale by allowing the agency to measure and note our successes. Tracking case outcomes is essential to evaluating and improving HCR's disaster-related efforts and will be a priority in the redevelopment of the disaster database.

9. Long-Term Issues

DPRU Team Debriefing

Soon after the SEOC and DAC/DRCs are demobilized and staff returns to work, the Director of Disaster Preparedness and Response will convene a debriefing on HCR's response to the disaster event. This will be an opportunity to discuss ways the Team can improve and to acknowledge the Team's efforts.

Developments – Federal Government

In response to the Post-Katrina Emergency Management Reform Act of 2006, FEMA released the draft National Disaster Housing Strategy and the 2008 Disaster Housing Plan. The roles of different Federal agencies with regard to housing recovery continue to evolve and interim housing options are somewhat uncertain at this point. The final position on these issues will have a profound impact on response and recovery at the State and local levels. The DPRU will monitor these changes and adjust relevant planning materials accordingly.

Appendices

Appendix I Acronyms

Appendix II..... HCR Programs that have assisted in past disaster events

Appendix IIINPC’s and RPC’s that have participated in past disaster events

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Appendix VIProbable Members of the Long-Term Housing Task Force

Appendix VII.....HCR Regional Map

Appendix VIIINYSOEM Regional Map

Appendix I

Acronyms

AGMKTS – Department of Agriculture and Markets
AHC – Affordable Housing Corporation
ARC – American Red Cross
DAC – Disaster Assistance Center
DHCR – Division of Housing and Community Renewal
DLAN – Disaster Local Area Network (This is SEMO’s computer database)
DMV – Department of Motor Vehicles
DOE – Department of Energy
DOH – Department of Health
DOL – Department of Labor
DRC – Disaster Recovery Center
DRT – Disaster Response Team
EOC – Emergency Operation Center
FEMA – Federal Emergency Management Agency
HEAP – Home Energy Assistance Program
HFA – Housing Finance Agency
HIS – Housing Information Systems
HTFC – Housing Trust Fund Corporation
HUD – Housing and Urban Development
ICS – Incident Command System
JFO – Joint Field Office
LIHC – Low Income Housing Credit
LTHTF – Long Term Housing Task Force
NHLS – National Housing Locator System
NIMS – National Incident Management System
NORC-SSP – Naturally Occurring Retirement Community Supportive Service Program
NPC – Neighborhood Preservation Company
NYSID – New York State Insurance Department
NYSOFA – New York State Office for the Aging
OCFS – Office of Children and Family Services
OMH – Office of Mental Health
OMRDD – Office of Mental Retardation and Developmental Disabilities
OTDA – Office of Temporary and Disability Assistance
PIO – Public Information Officer
RPC – Rural Preservation Company
SBA – Small Business Administration
SCRIE – Senior Citizen Rent Increase Exemption
SED – Department of Education
SEMO – State Emergency Management Office
SONYMA – State of New York Mortgage Agency
USDA – United States Department of Agriculture
VA – Veterans Administration
VOAD – Volunteer Organizations Active in Disaster

Appendix II

HCR Programs that have assisted in past disaster events

Access to Home Program²

The Access to Home Program provides financial assistance to property owners to make dwelling units accessible for low- and moderate-income persons with disabilities. In the aftermath of a disaster, this program has been used to fund adaptation work necessary for a person with a physical disability or a senior with an age-related disability to return to their home. Examples of this work include wheel chair ramps and lifts, handrails, easy-to-reach kitchen work and storage areas, lever handles on doors, and roll-in showers with grab bars.

Community Development Block Grant Program

The Community Development Block Grant (CDBG) Program provides financial assistance to eligible cities, towns, and villages with populations under 50,000 and counties with an area population under 200,000, in order to develop viable communities by providing decent, affordable housing, and suitable living environments, as well as expanding economic opportunities, principally for persons of low and moderate income.

Typically, eligible projects are located in a Federal or State-declared disaster area. While they last, funds are available throughout the program year.

Greater Catskills Flood Remediation Program

On April 11, 2008, Governor David Paterson and Legislative leaders announced that the Enacted Budget includes \$15 million for the Greater Catskills Flood Remediation Program. Under the program, eligible counties in the Southern Tier and Catskill regions will apply to purchase one or two family homes that have been damaged by floods since April 1, 2004, and are determined to be at future risk. The initiative will allow homeowners to relocate from areas vulnerable to flooding. In order to qualify for the program, the home must be the primary residence of the owner with a family income up to 150% of the Area Median Income, as defined by HUD. Homes purchased would be condemned and property will be dedicated for open space, recreational, wetlands, or flood mitigation purposes. The program will help to remove people and possessions from harms way in areas that have been hit particularly hard by flooding in recent years.

Funding will be administered through the NYS Housing Trust Fund Corporation / NYS Homes and Community Renewal to the following counties: Broome Chenango, Delaware, Herkimer, Montgomery, Orange, Otsego, Schoharie, Sullivan, Tioga, and Ulster.

² The statutory language establishing the purpose of the Access to Home Program does not include using the program to assist disaster victims, but the program has occasionally been used in the past as a resource.

HOME Program

The New York State HOME Program is administered by the New York State Housing Trust Fund Corporation (HTFC). The program uses Federal HOME Investment Partnership Program funds to expand the supply of decent, safe, and affordable housing within the State.

The HOME Program funds a variety of activities through partnerships with counties, towns, cities, villages, private developers, and community-based non-profit housing organizations. The program provides funds to acquire, rehabilitate, or construct housing, or to provide assistance to low-income home-buyers and renters. Funds must be distributed in accordance with needs and priorities identified in the State's Consolidated Plan. Federal HOME Program regulations (24 CFR Part 92) set forth requirements for formula allocations, eligible activities, matching funds, qualifications as affordable housing, and compliance with other Federal requirements. The regulations also establish special requirements for community housing development organizations (CHDOs).

Housing Trust Fund

The Housing Trust Fund Program (HTF) was established under Article XVIII of the Private Housing Finance Law (PHFL) to help meet the critical need for decent, affordable housing opportunities for people of low income. The Corporation, under the direction of a Board of Directors chaired by the Commissioner of NYS Homes and Community Renewal (HCR), receives staff and administrative support from HCR.

The HTF provides funding to eligible applicants to construct low-income housing, to rehabilitate vacant, distressed or underutilized residential property (or portions of a property), or to convert vacant or underutilized non-residential property to residential use for occupancy by low-income homesteaders, tenants, tenant-cooperators or condominium owners. HTF can also provide seed funding to eligible non-profit applicants who need financial assistance in developing a full HTF project application.

Mitchell-Lama and Low-Income Housing Tax Credit Program Buildings

HCR, in conjunction with local governments and our Long-Term Housing Task Force partners, will try to find available housing to meet the needs of an individual or family displaced by a disaster event. This often involves identifying housing vacancies in state-aided or state-assisted housing to help relocate families to temporary housing.

Neighborhood and Rural Preservation Companies

Through a network of Neighborhood and Rural Preservation Companies throughout New York State, HCR can coordinate efforts to assist those in need of finding permanent or temporary housing. These not-for-profit companies are experts in the housing field and respond to the needs of those affected by a disaster. They can offer technical assistance and refer property owners to other sources of funds available for the repair of damages; provide temporary rental subsidies; and, in some cases, can provide funds for home repairs.

New York Main Street

During previous disaster events, the Housing Trust Fund Corporation (HTFC), through New York Main Street, has made emergency flood relief funds available to assist small businesses and property owners in flood impacted communities. These funds were used for exterior and/or interior rehabilitation of buildings, for civic, commercial or residential purposes. The funds were administered by the Community Preservation Corporation, and the amount of funding per building varied depending upon the amount of aid received from other sources; the extent of damage sustained; and the type of flood renovation activities, including preventative, undertaken at the property in accordance with program guidelines. The funding was only made available in those counties affected by flooding.

RESTORE

The Residential Emergency Services to Offer (Home) Repairs to the Elderly (RESTORE) Program funds may be used to pay for the cost of emergency repairs to eliminate hazardous conditions in homes owned by the elderly when the homeowners cannot afford to make the repairs in a timely fashion. In the past, this program has funded repairs necessary to enable elderly persons to return to their home after a disaster event.

Section 8

HCR'S Section 8 Housing Choice Voucher Program Administrative Plan includes provisions for very-low income families who have been permanently or indefinitely displaced by Federally-declared disasters. In 2006, HCR made rental assistance available for counties affected by flooding. Families permanently or indefinitely displaced by the floods, in immediate need of housing and who met program criteria were given first preference in the selection process for 100 Section 8 Housing Choice Vouchers. HCR cannot self-verify the basis for a preference (i.e. an individual or family has been permanently or indefinitely displaced).

Weatherization Assistance Program (WAP)

In accordance with guidance provided by the Department of Energy (DOE), when a disaster results in a Presidential or Gubernatorial order declaring a Federal or State Emergency, subgrantees may be asked to provide assistance. This assistance may include: providing re-weatherization of damaged homes; emergency clean-up activities in eligible homes or in public areas that benefit low-income clients, e.g., debris removal; and, safe inspection and operation of damaged heating and cooling equipment. In past declarations, subgrantees have performed a variety of activities that benefited clients and low-income housing neighborhoods, including, but not limited to: filling sandbags, conducting neighborhood and housing inspections to assess occupancy conditions, stabilization of roofs and other building components, minor structural repairs, heating system repair or replacement, and providing information in disaster recovery centers. Subgrantees have also provided similar services in other neighborhoods on a fee-for-service basis and received reimbursement through FEMA. HCR has also assigned WAP staff to assist with emergency recovery efforts, and will do so in the future, if determined to be necessary. When an emergency is declared, HCR is prepared to assist.

Appendix III

Neighborhood and Rural Preservation Companies that have participated in past disaster events

A full listing of the Neighborhood and Rural Preservation Companies is available at www.nysHCR.gov. Listed below are a few of the organizations HCR has worked with in the aftermath of past disaster events:

Broome County:

First Ward Action Council, Inc.
167 Clinton Street Binghamton, NY 13905
www.firstwardaction.org

Delaware County:

Delaware Opportunities Inc.
35430 State Highway 10 Hamden, NY 13782
www.delawareopportunities.org

Herkimer County:

Mohawk Valley Community Action Agency, Inc.
9882 River Road Utica, NY 13502
<http://www.mvcaa.com>

Sullivan County:

Rural Sullivan Housing Corporation
6 Pelton Street PO Box 1497 Monticello, NY 12701

Appendix IV

Other Resources

- **211 – www.211.org and www.211ny.org**
2-1-1 is a 24-hour, multilingual call center that provides direct personal assistance. After an interview with a caller, information and referral specialists provide the caller with detailed information about and referral to appropriate agencies, programs and services. Services that are offered through 2-1-1 vary from community to community, but some examples of services provided by 2-1-1 include:
 - Basic Human Needs Resources: food banks, clothing, shelters, rent assistance, utility assistance.
 - Physical and Mental Health Resources: medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, children’s health insurance programs.
 - Employment Support: unemployment benefits, financial assistance, job training, transportation assistance, education programs.
 - Support for Older Americans and Persons with Disabilities: home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation, and homemaker services.
 - Support for Children, Youth and Families: Quality childcare, Success by 6, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
 - Volunteer opportunities and donations.

Some areas of the State are already covered by 211, and planning is underway to bring 211 to the areas not covered. Coverage information is available at www.211ny.org.

- **NY Housing Search – www.nyshousingsearch.gov**
This is a FREE public service provided by the New York State Division of Housing and Community Renewal (HCR), the New York State Department of Health (DOH) and Office of Mental Retardation and Developmental Disabilities (OMRDD).

This site allows people to locate available housing that meets their individual and family needs at a rent they can afford. It can be accessed online 24-hours a day and is supported by a toll-free, bilingual call center M-F, 9-8 Eastern Time.

Housing listings display detailed information about each unit. The service also provides links to housing resources and helpful tools for renters such as an affordability calculator, rental checklist, and information about renter rights and responsibilities.

Property owners and managers, including housing authorities and private landlords, can use this service to manage their property listings FREE of charge. Listings can include pictures, maps, and information about nearby amenities.

- **National Accessible Apartment Clearinghouse** – www.accessibleapartments.org
The National Accessible Apartment Clearinghouse maintains the ONLY national database of accessible apartments, with a registration of more than 80,000 units in 50 states. It's a vital resource for the disabled community and an excellent vehicle for apartment owners and managers to effectively market their accessible apartments and reach their target audience.
- **NYSOFA – Guide to Senior Housing** – <http://seniorhousing.state.ny.us/>
This guide offers a searchable, comprehensive electronic directory of senior housing in New York State, as well as other valuable information to assist seniors and their families in locating and selecting appropriate housing.
- **HUD** – http://portal.hud.gov/app_nhls/
HUD's National Housing Locator System (NHLS) is designed to be a single, Internet-based web site that will assist individuals and families in finding rental housing in a Presidentially-declared or local disaster.

The NHLS is a searchable, web-based clearinghouse of available rental housing nation-wide. It allows HUD and its business partners, in particular State Housing Authorities, Public Housing Authorities, and critical First Responders, to deliver housing assistance by rapidly locating rental housing and available government-owned single family homes for sale during an emergency. The NHLS uses a rental housing industry standard for requesting data, and collects available responses to a housing request from private and public housing locators across the country. A selected housing query through a web site sends the requester to the private or public housing locator providing the data. The original data provider provides the details on the rental, points of contact and other value added resources.

- **FEMA** – <https://asd.fema.gov/inter/hportal/home.htm>
The FEMA Housing Portal is 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. FEMA recommends to those who use this portal, that they contact the number on the listing prior to traveling to the location of the property to make sure the property is still available.
- **NY Connects** – www.nyconnects.org
Choices for Long Term Care (NY Connects) is a local program that provides easy access to information and assistance for people who are exploring long-term care options or who are already receiving a long-term care service but would like more information. NY Connects staff is available to help free of charge and can provide information about various programs, including assisted living, Enriched Housing Program, Home Energy Assistance Program (HEAP), Naturally-Occurring Retirement Community Supportive Service Program (NORC-SSP), rental assistance, Senior Citizen Rent Increase Exemption (SCRIE), senior housing directory, and Weatherization Referral and Packing Program.

Appendix V

HCR Headquarters/Program Staff Contact List

- Rent Stabilization
 - Paul Fuller – (718) 262-4768 – pfuller@nyshcr.gov
 - Anthony Tatano – (718) 262-7968 – atatano@nyshcr.org

Office of Community Renewal

- Access to Home Program
 - Vicki Sharp – (518) 474-2057– vsharp@nyshcr.org
- Community Development Block Grant
 - Rob Brooks – (518) 474-2057 – rbrooks@nyshcr.org
- Greater Catskills Flood Remediation Program
 - Rebecca Sinclair – (212) 480-7616 – rsinclair@nyshcr.org
- HOME Program
 - Ann Petersen - (518) 474-2057 – apetersen@nyshcr.gov
- RESTORE Program
Vicki Sharp – (518) 474-2057– vsharp@nyshcr.org
- New York Main Street Program
 - Crystal Loffler – (518) 474-2057 – cloffler@nyshcr.gov
- NPC/RPC Program
 - Jerry Nagy – (518) 474-2057 – jnaggy@nyshcr.gov

Housing Preservation

- Mitchell Lama
 - Rob Damico, Director, (212) 480-7252, rdamico@nyshcr.gov
 - Lois Rosen, (212)-480-7256 lrosen@nyshcr.org
- Asset Management
 - Dan Murphy, Director, 212-872-0482, dmurphy@nyshcr.org
- Asset Management, Manufactured Homes
 - Maralyne Fleischman, Acting Dep. Dir., (518) 474-9583, mfleischman@nyshcr.gov
-

- Section 8
 - Al Smith, Assnt. Comm. – (518) 473-6183 (Albany)
 - (212) 480-7764(NYC), alsmith@nyshcr.org

- Weatherization Program

Dan Buyer – Assnt. Comm. 315-478-7179 x 221, dbuyer@nyshcr.org

Thomas Carey – 518-473-3845, tcarey@nyshcr.org

HCR Logistics Contacts:

- HIS

- Primary: Dave Dietrich – Office: (518) 473-9430

Cell Number: 518-322-7267 – ddietrich@nyshcr.org

- Secondary: Duane Averill (518) 402-3227 – DAverill@nyshcr.org
- Bridgette Joralemon (Laptops or HIS Support Contact) – (518) 474-7250 – bjoralemon@nyshcr.org
- Jeff Kahabka (HIS Support Contact) – (518) 486-7696 – jkahabka@nyshcr.org

- Personnel

- Chris Ogden – (518) 486-5148 – cogden@nyshcr.org

- Support Services

- Steve Davila (Cell Phones) – (518) 486-3445 – sdavila@nyshcr.org

HCR Miscellaneous Contacts:

- Disaster Preparedness & Response Unit (DPRU)

- (Primary) Michael Weber – (518) 486-5188 – mweber@nyshcr.org
- (Secondary) Tony Pepicelli – (518) 292-8556 – apecicelli@nyshcr.org

- Public Information Office (Printed materials and website)

- Christopher Browne, Dep. Commissioner, Policy and Communication
212-872-0679, cbrowne@nyshcr.org
- Nancy Peters – (518) 473-2519 – npeters@nyshcr.org

Appendix VI

Probable Members of the Long-Term Housing Task Force

The NYS Homes and Community Renewal has been assigned the duty of the Chair of the Long-Term Housing Task Force.

The development of this Task Force has just begun. The following agencies and organizations will probably be asked to participate in various levels. This list will vary as the needs of the Task Force change and/or grow.

State Government Agencies

- NYS Commission on the Quality of Care and Advocacy for Persons with Disabilities (CQCAPD)
- State of New York Mortgage Agency – SONYMA
- NYS Housing Finance Agency – HFA
- NYS Department of Education (SED)
- NYS Office of the Aging (NYSOFA)
- NYS Department of Health (DOH)
- NYS Office of Mental Health (OMH)
- NYS Office of Mental Retardation and Developmental Disabilities (OMRDD)
- NYS Office of Temporary and Disability Assistance (OTDA)
- NYS Division of Veterans Affairs (DVA)
- NYS Dormitory Authority
- NYS Energy Research and Development Authority (NYSERDA)
- NYS Office of Alcoholism and Substance Abuse Services (OASAS)
- Public Service Commission (PSC)
- Office of Fire Prevention and Control (OFPC)
- Office of Children and Family Services (OCFS)

Federal Government Agencies

- U.S. Department of Housing and Urban Development (HUD)
- Federal Emergency Management Agency (FEMA)
- United States Department of Agriculture (USDA)

Non-Governmental and Volunteer Agencies

- Neighborhood Preservation Companies and Rural Preservation Companies
 - The Neighborhood Preservation Coalition of NYS, Inc. www.npcnys.org
 - Rural Housing Coalition
- NY Housing Association www.nyhousing.org
- NYS Association of Realtors, Inc (NYSAR) www.NYSAR.com
- New York State Voluntary Organizations Active in Disaster (NYSVOAD)
- Health Care Association of New York State (HCANYS)
- New York City Housing Authority (NYCHA)
- New York City Office of Emergency Management (NYCOEM)
- American Red Cross (ARC)

Appendix VII

DIVISION OF HOUSING AND COMMUNITY RENEWAL REGIONAL OFFICES

Syracuse Office

620 Erie Blvd. West, Suite 312
 Syracuse, NY 13204
 Phone: (315) 478-7179

Counties Served: Broome, Cayuga, Chenango, Cortland, Franklin, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, and Tompkins.

Capital District Office

Hampton Plaza
 38-40 State St., 2nd Floor
 Albany, NY 12207
 Phone: (518) 486-5012

Counties Served: Albany, Clinton, Columbia, Delaware, Dutchess, Essex, Fulton, Greene, Hamilton, Montgomery, Orange, Otsego, Putnam, Rensselaer, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren, and Washington.

Buffalo Office

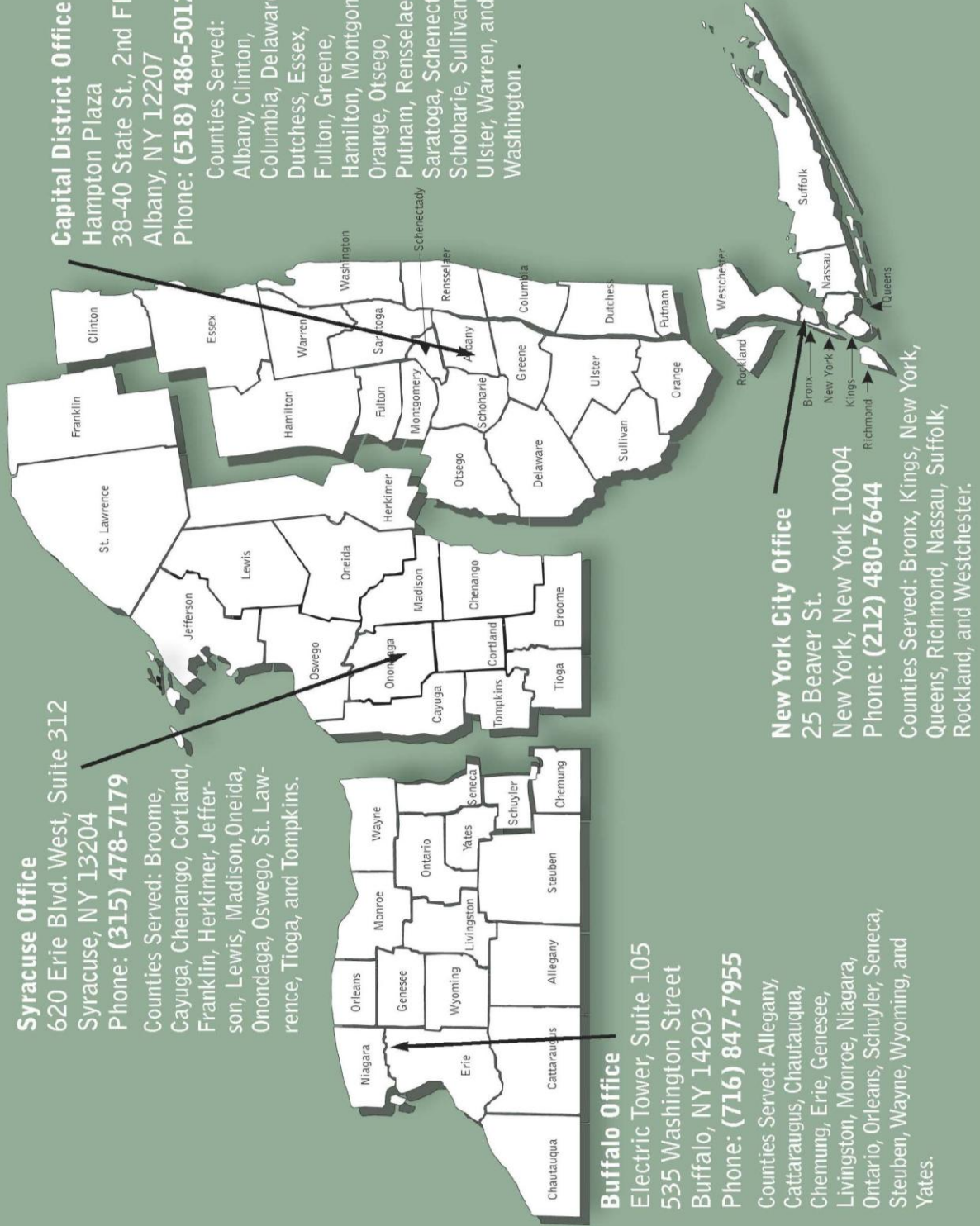
Electric Tower, Suite 105
 535 Washington Street
 Buffalo, NY 14203
 Phone: (716) 847-7955

Counties Served: Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, and Yates.

New York City Office

25 Beaver St.
 New York, New York 10004
 Phone: (212) 480-7644

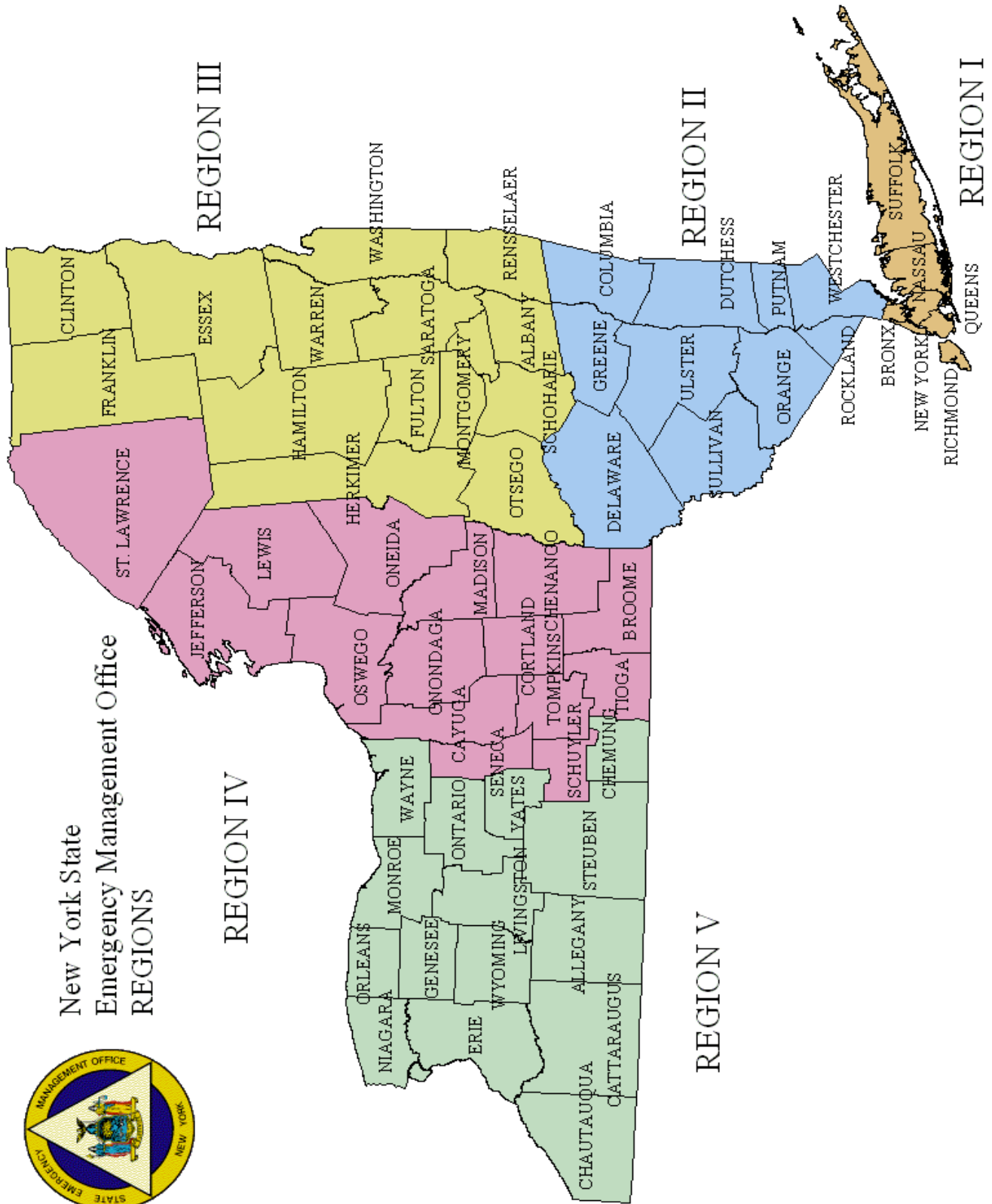
Counties Served: Bronx, Kings, New York, Queens, Richmond, Nassau, Suffolk, Rockland, and Westchester.



Appendix VIII



New York State
Emergency Management Office
REGIONS



Appendix V

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- Public Information Office (Printed materials and website)
 - Christopher Browne, Dep. Commissioner, Policy and Communication
212-872-0679, cbrowne@nyshcr.org
 - Nancy Peters – (518) 473-2519 – npeters@nyshcr.org



New York State Homes and Community Renewal

Event:

[STEP 1] Client

Client 1

First Name: MI: Last Name:

Phone 1: - - Work Home Mobile Fax Friend

Phone 2: - - Work Home Mobile Fax Friend

Phone 3: - - Work Home Mobile Fax Friend

E-Mail Address:

Client 2

First Name: MI: Last Name:

Phone 1: - - Work Home Mobile Fax Friend

Phone 2: - - Work Home Mobile Fax Friend

Phone 3: - - Work Home Mobile Fax Friend

E-Mail Address:

[STEP 2] Damaged Property Address

Street Address:
(Number) (Street Name) (Apartment)

City: State: Zip: -

County:

Utility Company:

Primary Heating Type: Electric Propane Nat. Gas Fuel Oil Wood Pellet Kerosene Other

[STEP 3] Current Address

Is your current address the same as the Damaged Property Address? Yes No

Street Address:
(Number) (Street Name) (Apartment)

City: State: Zip: -

County:



New York State Homes and Community Renewal

Event:

[Step 4] Own/ Rent

Do you own your own home? Yes No

Are you a renter? Yes No
(If yes, please include contact information for your landlord below.)

Landlord Name:

Street Address:

(Number) (Street Name) (Apartment)

City: State: Zip: -

County:

Phone 1: - - Extension:

Phone 2: - - Extension:

[Step 5] - Family Information

Number of Family Members:

Housing Capacity Requested: Studio 2 Bedrooms 4 Bedrooms 6+ Bedrooms
 1 Bedroom 3 Bedrooms 5 Bedrooms

Are there any Special Needs required? Yes No
(If yes, please explain.)

Is handicap accessibility required? Yes No
(If yes, please explain)

Is any member of the household a veteran? Yes No

Is any member of the household age 60 or older? Yes No

What is the annual household income?

Participation in some of HCR's programs is dependent on veteran status, income or age.

Number of Dogs Owned:

Number of Cats Owned:

Are there other pets in household? Yes No
(If yes, please explain)



New York State Homes and Community Renewal

Event:

[Step 6] - Housing Plan

Has your home been damaged or destroyed? Damaged Destroyed

Was your Heating system damaged due to this event? Yes No

Was your hot water tank damaged due to this event? Yes No

Are you willing to relocate? Yes No
(If yes, where?)

Does your insurance cover the damage? Yes No
Please provide an estimate of damages covered by insurance

[Step 7] - Status of Assistance Search

Have you applied for assistance through FEMA (1-800-621-FEMA(3362) or www.fema.gov)? Yes No

(If yes, enter FEMA# if available)

[Step 8] - Other Information

Include any assistance sought from DHCR (Apartment Rental, Mobile Home Rental, Home Ownership, Mobile Home Ownership, Section 8 Voucher or Weatherization)

[Step 9] - **** HCR- INTERNAL USE ONLY ****

Date Completed :
(dd) (mm) (yyyy)

Name of HCR Representative :

Disaster Recovery Center Location :

HCR Client Intake Form Instructions

The **Client Intake Form** is a **key piece of our disaster recovery assistance efforts**. Completion of the form is done through sensitive discussion with the client. There are two versions of the Client Intake Form - hard copy and online.

HARD COPY – because power and/or the internet may not be available at the Disaster Recovery Center (DRC), bring an up-to-date hard copy with you. HCR staff will be supplied copies to take to the DRC. An up-to-date version is available at: <http://www.nyshcr.org/drcinfo/>

As time allows, **enter the form online** and write the Confirmation # on the form. You do not need to enter the complete confirmation number. Enter three x's followed by the last three number of the confirmation form (e.g. XXX-349)

Please complete the reference phone number at the bottom of each paper page. In the event paper forms are separated, the reference phone number on the bottom of the paper form is our identifier.

Complete “HCR internal use only.” You need to fill in: Date Completed, Your Name and the DRC Location name.

Submit all completed forms to Tony Pepicelli by one of these means:

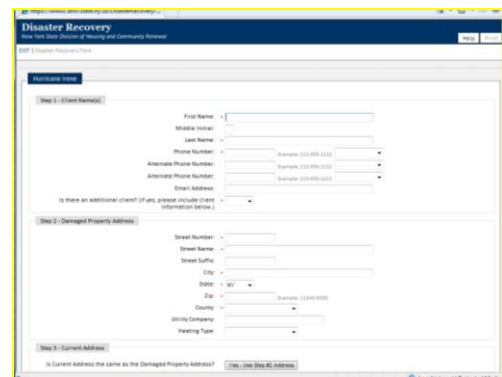
- PDF (scanned) email to tpepicelli@nyshcr.org OR
- Fax (Include a cover page) to (518) 474-5643 OR
- Mail: Tony Pepicelli, NYS Homes & Community Renewal
38-40 State Street, 8 North, Albany, NY 12207

ONLINE VERSION A link to the online Client Intake Form is located at the HCR DRC Info site at: <http://www.nyshcr.org/drcinfo/>

The online form can be completed by the client or with assistance from an HCR staff member at the DRC, and automatically submitted to the Albany office. It is advisable (if possible) to print a copy for the client, writing the confirmation # (displayed on screen after successful submission).

Questions or Suggestions regarding the Client Intake Form?

Contact: Michael Weber mweber@nyshcr.org
Tony Peppicelli tpepicelli@nyshcr.org

The image shows a screenshot of a web browser displaying the "Disaster Recovery" online form. The form is titled "Disaster Recovery" and includes a sub-header "New York State Division of Planning and Community Renewal". The form is divided into several sections: "Personal Information" (First Name, Middle Initial, Last Name, Phone Number, Alternate Phone Number, Alternate Phone Number, Email Address), "Is there an additional client? (If yes, please include client information below)", "Developed Property Address" (Street Number, Street Name, Street Suffix, City, State, Zip, County, Utility Company, Heating Type), and "Current Address" (Is Current Address the Same as the Developed Property Address?, Current Address). The form is presented in a clean, professional layout with a blue header and a white background.

LAPTOP INSTRUCTIONS FOR ENTERING DISASTER RECOVERY INTAKE FORM

Log on to Laptop

1. Press Control + Alt + Delete
2. Press OK at the disclaimer prompt.
3. Make sure the **workstation only** box is checked
4. Username = dhcr and there is no password

Access the Internet

1. Double click either the Verizon Access or Cingular Communication Manager icon on the desk top depending on what type of access card you have.

If you are using a Verizon:

- a. Open the VZaccess shortcut on the desktop.
- b. Highlight Verizon 4G in the network list.
- c. At the bottom right corner, click the green button that says "Connect" to WWAN.
- d. Once connected, open Internet Explorer

If you are using a Cingular card:

- a. Open the Cingular shortcut on desktop.
- b. Click the Connect button.
- c. Once connected, open Internet Explorer.

NOTE: Laptop will default on internet explorer to our intranet page which is not reachable. Type in <http://www.nyshcr.org/> to reach our internet site.

To Access Disaster Recovery Intake Form Via Internet

1. Start Internet Explorer.
2. Enter the following web address directly into the Internet Explorer web browser window.

<http://www.nyshcr.org/drcinfo/>
3. Click on the online Client Intake Form link.
4. For instructions on how to complete the Intake form, click on the **Help** link.

**NEW YORK STATE HOMES AND COMMUNITY RENEWAL
STATEWIDE SECTION 8 VOUCHER PROGRAM
DISASTER VOUCHERS - LOCAL PROGRAM CONTACT INFO**

November 2, 2012

<p>*** BRONX BROOKLYN MANHATTAN QUEENS STATEN ISLAND</p>	<p>NYS Homes and Community Renewal</p>	<p>38-40 State Street Albany, NY 12207 (518) 474-6082 (Oles) (518) 408-3334 (Moore) (518) 402-7376 FAX</p>	<p>Anna Oles Deborah Moore</p>	<p>AOles@nyshcr.org DMoore@nyshcr.org</p>
<p>NASSAU</p>	<p>Nassau County Office of Housing and Community Development</p>	<p>40 Main Street Hempstead, NY 11550 (516) 572-0815 (Sarcone) (516) 572-2782 (Valenza) (516) 572-2789 FAX</p>	<p>John Sarcone Kristiane Valenza</p>	<p>jsarcone@nassaucountyny.gov KValenza@nassaucountyny.gov</p>
<p>ROCKLAND</p>	<p>Rockland County Office of Community Development</p>	<p>50 Sanatorium Road Building K Pomona, NY, 10970 845-364-3939 845-364-3940 FAX</p>	<p>Maria Frank</p>	<p>frankm@co.rockland.ny.us</p>
<p>SUFFOLK</p>	<p>Community Development Corporation of Long Island</p>	<p>2100 Middle County Rd. Suite 300 Centereach, NY 11720 (631) 471-1215 (631) 471-2167 FAX</p>	<p>Connie Bruno Ext. 119</p>	<p>cbruno@cdcli.org</p>
<p>WESTCHESTER</p>	<p>CVR New York</p>	<p>112 East Post Road, Room 102 White Plains, NY 10601 (914) 995-2415 (914) 995-5839 FAX</p>	<p>Lorna McFarlane</p>	<p>lmcfarlane@cvrnewyork.com</p>

***** Temporary Contact Information for NYC until office operations restored at 25 Beaver Street**

FACT SHEET
SECTION 8 VOUCHER ASSISTANCE FOR DISASTER VICTIMS

In order to be eligible for Section 8 Voucher assistance, very low income families in **Nassau County** who were **permanently or indefinitely** displaced by the recent federally declared disaster must have incomes at or below the amounts indicated below.

When interviewed by a FEMA Disaster Recovery Center (DRC) worker, a person seeking assistance should be asked if they will be able to and plan to return to the home that was flooded out. **If they say yes, indicating a short term problem/need, Section 8 Voucher assistance is not the appropriate resource** and they should be considered for other available assistance.

If they are a renter, are unable to return to their home and have an income at/below the income limit for their family size, they should be directed to obtain a landlord statement documenting that their rental unit is and will remain uninhabitable permanently or for an indefinite period of time. They should be referred to the NY Homes and Community Renewal Local Administrator (LA) assisting with disaster recovery Vouchers in that area.

If they own the home they were displaced from, they should be referred to the LA if they appear to be income eligible. The LA will follow up to make sure the displacement status is of the same permanent or indefinite nature as detailed above for renters.

Once a determination of eligibility has been completed by the LA, the process works like this:

- The family seeks housing meeting program guidelines
- The program is discussed with the property owner who must be willing to participate
- A Housing Assistance Payments (HAP) Contract is signed between the owner and LA
- If the rental unit selected is at or below the LA-approved payment standard for the unit size the family is eligible for, the family's rent share will be 30% of adjusted monthly income; if the unit exceeds the payment standard, the family will pay 30% of adjusted monthly income **plus** the amount that the rent exceeds the applicable payment standard
- Assistance payments covering the difference between the family's share of rent and the approved rent are made directly to the owner at the beginning of each month
- Unless terminated for reasons of program non-compliance, a family's eligibility continues until 30% of their adjusted income equals the rent for the unit

Program eligibility income limits are based on family size and in Nassau County are:

<u>FAMILY SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1 Person	\$37,650
2 Persons	\$43,000
3 Persons	\$48,400
4 Persons	\$53,750
5 Persons	\$58,050
6 Persons	\$62,350
7 Persons	\$66,650
8 Persons	\$70,950

FACT SHEET
SECTION 8 VOUCHER ASSISTANCE FOR DISASTER VICTIMS

In order to be eligible for Section 8 Voucher assistance, very low income families in the **Bronx, Brooklyn, Manhattan, Queens and Staten Island** who were **permanently or indefinitely** displaced by the recent declared disaster must have incomes at or below the amounts indicated below.

When interviewed by a FEMA Disaster Recovery Center (DRC) worker, a person seeking assistance should be asked if they will be able to and plan to return to the home that was flooded out. **If they say yes, indicating a short term problem/need, Section 8 Voucher assistance is not the appropriate resource** and they should be considered for other available assistance.

If they are a renter, are unable to return to their home and have an income at/below the income limit for their family size, they should be directed to obtain a landlord statement documenting that their rental unit is and will remain uninhabitable permanently or for an indefinite period of time. They may then be referred to the NY Homes and Community Renewal **Office of Subsidy Services** which administers HCR's Voucher Program in the 5 boroughs of New York City.

If they own the home they were displaced from, they may be referred to Subsidy Services if they appear to be income eligible. Subsidy Services staff will follow up to make sure the displacement status is of the same permanent or indefinite nature as detailed above for renters.

Once a determination of eligibility has been completed, the process works like this:

- The family seeks housing meeting program guidelines
- The program is discussed with the property owner/agent who must be willing to participate
- A Housing Assistance Payments (HAP) Contract is signed with the owner
- If the rental unit selected is at or below the approved payment standard for the unit size the family is eligible for, the family's rent share will be 30% of adjusted monthly income; if the unit exceeds the payment standard, the family will pay 30% of adjusted monthly income **plus** the amount that the rent exceeds the applicable payment standard
- Assistance payments covering the difference between the family's share of rent and the approved rent are made directly to the owner at the beginning of each month
- Unless terminated for reasons of program non-compliance, a family's eligibility continues until 30% of their adjusted income equals the rent for the unit

Program eligibility income limits are based on family size and are as follows:

<u>FAMILY SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1 Person	\$29,050
2 Persons	\$33,200
3 Persons	\$37,350
4 Persons	\$41,500
5 Persons	\$44,850
6 Persons	\$48,150
7 Persons	\$51,500
8 Persons	\$54,800

FACT SHEET
SECTION 8 VOUCHER ASSISTANCE FOR DISASTER VICTIMS

In order to be eligible for Section 8 Voucher assistance, very low income families in **Rockland County** who were **permanently or indefinitely** displaced by the recent federally declared disaster must have incomes at or below the amounts indicated below.

When interviewed by a FEMA Disaster Recovery Center (DRC) worker, a person seeking assistance should be asked if they will be able to and plan to return to the home that was flooded out. **If they say yes, indicating a short term problem/need, Section 8 Voucher assistance is not the appropriate resource** and they should be considered for other available assistance.

If they are a renter, are unable to return to their home and have an income at/below the income limit for their family size, they should be directed to obtain a landlord statement documenting that their rental unit is and will remain uninhabitable permanently or for an indefinite period of time. They should be referred to the NY Homes and Community Renewal Local Administrator (LA) assisting with disaster recovery Vouchers in that area.

If they own the home they were displaced from, they should be referred to the LA if they appear to be income eligible. The LA will follow up to make sure the displacement status is of the same permanent or indefinite nature as detailed above for renters.

Once a determination of eligibility has been completed by the LA, the process works like this:

- The family seeks housing meeting program guidelines
- The program is discussed with the property owner who must be willing to participate
- A Housing Assistance Payments (HAP) Contract is signed between the owner and LA
- If the rental unit selected is at or below the LA-approved payment standard for the unit size the family is eligible for, the family's rent share will be 30% of adjusted monthly income; if the unit exceeds the payment standard, the family will pay 30% of adjusted monthly income **plus** the amount that the rent exceeds the applicable payment standard
- Assistance payments covering the difference between the family's share of rent and the approved rent are made directly to the owner at the beginning of each month
- Unless terminated for reasons of program non-compliance, a family's eligibility continues until 30% of their adjusted income equals the rent for the unit

Program eligibility income limits are based on family size and in Rockland County are:

<u>FAMILY SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1 Person	\$36,150
2 Persons	\$41,250
3 Persons	\$46,400
4 Persons	\$51,550
5 Persons	\$55,700
6 Persons	\$59,800
7 Persons	\$63,950
8 Persons	\$68,050

FACT SHEET
SECTION 8 VOUCHER ASSISTANCE FOR DISASTER VICTIMS

In order to be eligible for Section 8 Voucher assistance, very low income families in **Suffolk County** who were **permanently or indefinitely** displaced by the recent federally declared disaster must have incomes at or below the amounts indicated below.

When interviewed by a FEMA Disaster Recovery Center (DRC) worker, a person seeking assistance should be asked if they will be able to and plan to return to the home that was flooded out. **If they say yes, indicating a short term problem/need, Section 8 Voucher assistance is not the appropriate resource** and they should be considered for other available assistance.

If they are a renter, are unable to return to their home and have an income at/below the income limit for their family size, they should be directed to obtain a landlord statement documenting that their rental unit is and will remain uninhabitable permanently or for an indefinite period of time. They should be referred to the NY Homes and Community Renewal Local Administrator (LA) assisting with disaster recovery Vouchers in that area.

If they own the home they were displaced from, they should be referred to the LA if they appear to be income eligible. The LA will follow up to make sure the displacement status is of the same permanent or indefinite nature as detailed above for renters.

Once a determination of eligibility has been completed by the LA, the process works like this:

- The family seeks housing meeting program guidelines
- The program is discussed with the property owner who must be willing to participate
- A Housing Assistance Payments (HAP) Contract is signed between the owner and LA
- If the rental unit selected is at or below the LA-approved payment standard for the unit size the family is eligible for, the family's rent share will be 30% of adjusted monthly income; if the unit exceeds the payment standard, the family will pay 30% of adjusted monthly income **plus** the amount that the rent exceeds the applicable payment standard
- Assistance payments covering the difference between the family's share of rent and the approved rent are made directly to the owner at the beginning of each month
- Unless terminated for reasons of program non-compliance, a family's eligibility continues until 30% of their adjusted income equals the rent for the unit

Program eligibility income limits are based on family size and in Suffolk County are:

<u>FAMILY SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1 Person	\$37,650
2 Persons	\$43,000
3 Persons	\$48,400
4 Persons	\$53,750
5 Persons	\$58,050
6 Persons	\$62,350
7 Persons	\$66,650
8 Persons	\$70,950

FACT SHEET
SECTION 8 VOUCHER ASSISTANCE FOR DISASTER VICTIMS

In order to be eligible for Section 8 Voucher assistance, very low income families in **Westchester County** who were **permanently or indefinitely** displaced by the recent federally declared disaster must have incomes at or below the amounts indicated below.

When interviewed by a FEMA Disaster Recovery Center (DRC) worker, a person seeking assistance should be asked if they will be able to and plan to return to the home that was flooded out. **If they say yes, indicating a short term problem/need, Section 8 Voucher assistance is not the appropriate resource** and they should be considered for other available assistance.

If they are a renter, are unable to return to their home and have an income at/below the income limit for their family size, they should be directed to obtain a landlord statement documenting that their rental unit is and will remain uninhabitable permanently or for an indefinite period of time. They should be referred to the NY Homes and Community Renewal Local Administrator (LA) assisting with disaster recovery Vouchers in that area.

If they own the home they were displaced from, they should be referred to the LA if they appear to be income eligible. The LA will follow up to make sure the displacement status is of the same permanent or indefinite nature as detailed above for renters.

Once a determination of eligibility has been completed by the LA, the process works like this:

- The family seeks housing meeting program guidelines
- The program is discussed with the property owner who must be willing to participate
- A Housing Assistance Payments (HAP) Contract is signed between the owner and LA
- If the rental unit selected is at or below the LA-approved payment standard for the unit size the family is eligible for, the family's rent share will be 30% of adjusted monthly income; if the unit exceeds the payment standard, the family will pay 30% of adjusted monthly income **plus** the amount that the rent exceeds the applicable payment standard
- Assistance payments covering the difference between the family's share of rent and the approved rent are made directly to the owner at the beginning of each month
- Unless terminated for reasons of program non-compliance, a family's eligibility continues until 30% of their adjusted income equals the rent for the unit

Program eligibility income limits are based on family size and in Westchester County are:

<u>FAMILY SIZE</u>	<u>MAXIMUM ANNUAL INCOME</u>
1 Person	\$37,800
2 Persons	\$43,200
3 Persons	\$48,600
4 Persons	\$53,950
5 Persons	\$58,300
6 Persons	\$62,600
7 Persons	\$66,050
8 Persons	\$71,250

FACT SHEET

New York State Homes and Community Renewal WEATHERIZATION ASSISTANCE PROGRAM

Assistance may be available to install energy conservation measures and related health and safety work in eligible buildings.

Owners of multi-family residential buildings and small homes that are occupied by eligible households can apply directly to the Weatherization provider that provides services in the area in which the building is located. The provider will confirm eligibility, conduct an inspection of the unit to determine the work that is needed, and provide work crews or contractors to install the energy conservation work.

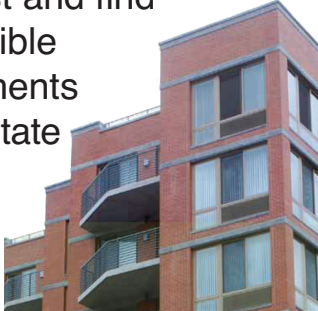
- Households that live in the building must have incomes below the limits in the chart below (for rental buildings, 66% of units must be occupied by eligible households).
- The building must have significant energy conservation needs, determined by an energy audit that the provider will conduct. Only work that will result in energy savings in excess of the initial cost of the measure can be installed.
- Eligible work includes sealing the building to prevent air infiltration; adding insulation; installing more efficient lighting fixtures and refrigerators; repair or replacement of the primary heating system; window replacement (only where determined to be cost-effective); and, certain related repairs and health and safety measures.
- Work will only be performed on units that can legally and safely be occupied, and do not have significant non-energy related health or safety deficiencies..

Income Limits for Weatherization Assistance – valid through 9/30/13		
Household Size	Monthly Income Must Not Exceed	Annual Income Must Not Exceed
1	\$2,138	\$25,656
2	\$2,796	\$33,552
3	\$3,453	\$41,436
4	\$4,111	\$49,332
5	\$4,769	\$57,228
6	\$5,427	\$65,124
7	\$5,550	\$66,600
8	\$5,673	\$68,076
9	\$5,797	\$69,564
10	\$5,920	\$71,040
11	\$6,346	\$76,152
Households larger than 11 people	Add \$495 for each additional household member	



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A free service to list and find affordable, accessible homes and apartments across New York State



Find a Place to Rent 

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- New York State's largest inventory of rental housing
- Updated daily

Tenants:
Search by school district, accessibility features, and eligibility requirements

Property Owners/Managers/Realtors:

Post photos and detailed property information to receive qualified inquiries

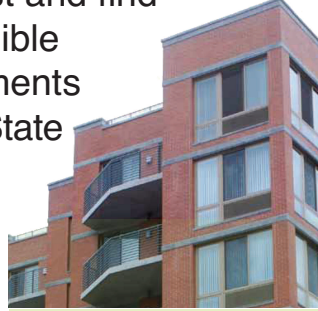


Call Toll Free 1-877-428-8844



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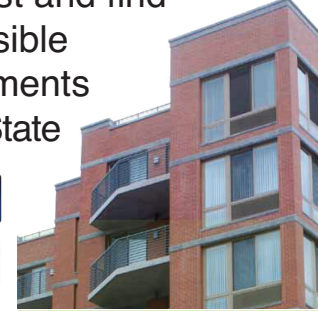


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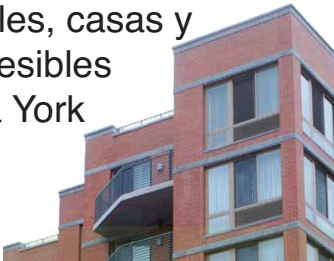
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Servicio gratuito para listar y encontrar asequibles, casas y apartamentos accesibles a través de Nueva York

Busque un Lugar Para Alquilar 
Incluya una Unidad Para Alquilar 



- el inventario más grande de vivienda de alquiler del estado de Nueva York
- Actualizado diariamente

Inquilinos:

Los instrumentos de búsqueda incluyen mapas, escuelas distritos, especificaciones accesibles y requerimiento de elegibilidad

Dueños de Propiedad/ Gerentes/ Agentes inmobiliarios:

Ponga fotos e información detallada de la propiedad para recibir solicitudes calificadas





Llama gratis al 1-877-428-8844



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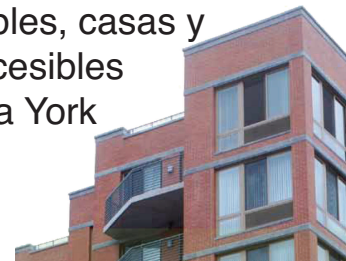
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Dueños de Propiedad/ Gerentes/ Agentes inmobiliarios:

Ponga fotos e información detallada de la propiedad para recibir solicitudes calificadas



Llama gratis al 1-877-428-8844

Online Emergency Repair Application For Rent Regulated Apartments

New York State Homes and Community Renewal (HCR) Office of Rent Administration (ORA) launched an online application to report conditions that require emergency repairs or that have forced residents to vacate their homes.

<http://www.nyshcr.org/Apps/DecreasedServices/>

- ✓ **Reports will receive priority handling by ORA staff.**
- ✓ **You do not need to notify your landlord to file a complaint.**

For more information on resources and protections for tenants, visit HCR's web site www.nyshcr.org and click on the Tenant Protection Rent Regulated Protection on our homepage or go directly to: www.nyshcr.org/Rent/tenantresources.htm

Also please know that our borough and district rent offices are available for tenants and owners of rent controlled and stabilized apartments and can assist tenants with online services.

The offices are located at:

Bronx Borough Rent Office
2400 Halsey Street, 1st Floor
Bronx, New York 10461

Brooklyn Borough Rent Office
55 Hanson Place, Room 702
Brooklyn, New York 11217

Lower Manhattan Borough Rent Office
25 Beaver Street, 5th Floor
New York, New York 10004
(closed temporarily due to storm damage)

Queens Rent Office
92-31 Union Hall Street
Jamaica, NY 11433

Upper Manhattan Borough Rent Office
Adam Clayton Powell Jr. State Office Bldg.
163 West 125th Street, 5th Floor
New York, New York 10027

Westchester County Rent Office
75 South Broadway, 3rd Floor
White Plains, New York 10601

ATTENTION NEW YORKERS

WAS YOUR HOME DAMAGED BY HURRICANE SANDY?

GOVERNOR CUOMO'S DISASTER HOMEOWNERSHIP REPAIR AND REBUILDING FUND CAN HELP YOU.

New York Governor Andrew Cuomo is providing new funding for homeowners whose property was damaged or destroyed by Hurricane Sandy.

Homeowners who have already qualified for FEMA housing assistance grants can now also obtain **up to an additional \$10,000** through the **Governor's Disaster Homeownership Repair and Rebuilding Fund**.

This is a grant, not a loan, and it does not need to be repaid.

YOU MAY BE ELIGIBLE IF:

- You live in the five boroughs of New York City - Brooklyn, Queens, the Bronx, Manhattan, Staten Island - or the counties of Westchester, Rockland, Nassau and Suffolk.
- You have to rebuild or substantially repair your primary residence because of damage from Hurricane Sandy.
- You have already qualified for a FEMA housing assistance grant capped at \$31,900.
- Your FEMA grant DID NOT cover the full cost of damage to your home according to FEMA's appraisal.
- New funding WOULD NOT duplicate assistance you are already receiving from other government agencies or your personal insurance.

FOR MORE INFORMATION

To find out if you qualify for the **New York State Disaster Homeownership Repair and Rebuilding Fund** call:

(855) NYS-SANDY - [855 697-7263]

TO APPLY

1. Contact your private insurance company.
2. If your insurance doesn't cover or isn't paying the full cost of damage to your property, you can apply for FEMA Housing Assistance by calling **(800) 621-3362**, or for the hearing-impaired, TTY **(800) 462-7585**.
3. Once you have received the maximum grant from FEMA's Housing Assistance program, an application for the Governor's Disaster Homeownership Repair and Rebuilding Fund will be automatically transferred to the state.

You will not need to apply separately or fill out any additional paper work to apply for this grant.

WHAT THIS FUND DOES NOT COVER

This is one of many programs that are helping New Yorkers recover from Hurricane Sandy – you can learn about how New York State can help you by calling:

(855) NYS-SANDY [855 697-7263]

Some areas of assistance that are **NOT** covered by the New York State Disaster are Homeownership Repair and Rebuilding Fund include:

1. Repairs and rebuilding for pre-existing conditions or damages not caused directly by the effects of Hurricane Sandy;
2. Replacement of personal property;
3. Debris removal and sanitation services;
4. Clothing and household items;
5. Food, medical or dental needs;
6. Moving and storage;
7. Transportation;
8. Business or work-related losses; or
9. Cash replacement.



**GOVERNOR
ANDREW M. CUOMO**

Region	County	NPP/RPP	Preservation Company	MS/MR	ED First Name	ED Last Name	Address	Address2	City	State	Zip	Phone	ED Email Address
CDRO	Albany	NPP	Albany Housing Coalition, Inc.	Mr.	Joseph	Sluszka	278 Clinton Avenue		Albany	NY	12210	5184655251	jsluszka@ahcvets.org
CDRO	Albany	NPP	Arbor Hill Development Corp.	Ms.	Arlene C.	Way	241 Clinton Avenue		Albany	NY	12210	5184639993	away@arborhilldc.org
CDRO	Albany	NPP	South End Improvement Corp.	Ms.	Monique	Wahba	38 Catherine Street		Albany	NY	12202	5184368777	seic@verizon.net
CDRO	Albany	NPP	United Tenants of Albany, Inc.	Mr.	Roger	Markovics	33 Clinton Avenue		Albany	NY	12207	5184368997	utalb@verizon.net
CDRO	Albany	RPP	Albany County Rural Housing Alliance, Inc.	Ms.	Judith A.	Eisgruber	P.O. Box 407	24 Martin Road	Albany	NY	12186	5187652425	jeisgruber@acrha.org
BRO	Allegany	RPP	Alfred Housing Committee, Inc.	Mr.	Robert	Sobeck	14 Madison Street		Wellsville	NY	14895	5855936353	bobsobeck@verizon.net
BRO	Allegany	RPP	Allegany County Community Opportunity and Rural Development	Mr.	Charles T.	Kalthoff	84 Schuyler Street	P.O. Box 573	Belmont	NY	14813	5852687605	ckalthoff@accordcorp.org
BRO	Allegany	RPP	Andover Historic Preservation Corp.	Ms.	Monica R.	Dean	22 East Greenwood Street	P.O. Box 713	Andover	NY	14806	6074788009	andoverhpc@yahoo.com
BRO	Allegany	RPP	Cuba Community Development Corporation	Ms.	Lisa	Trowbridge	P.O. Box 194		Friendship	NY	14739	5859733900	cubacom@verizon.net
NYRO	Bronx	NPP	163rd Street Improvement Council, Inc.	Ms.	Cassandra G.	Perry	490 East 167th Street		Bronx	NY	10456	7186206007	cgperry@163council.org
NYRO	Bronx	NPP	Belmont Arthur Avenue Local Development Corp.	Mr.	Consolato	Cicciu	660 East 183rd Street		New York	NY	10458	7182952882	jocicciu@aol.com
NYRO	Bronx	NPP	Bronx Shepherds Restoration Corp.	Mr.	Ted	Jefferson	1932 Washington Avenue		Bronx	NY	10457	7182990500	ted@bronxshepherds.org
NYRO	Bronx	NPP	Fordham Bedford Housing Corporation	Mr.	John M.	Reilly	2751 Grand Concourse		Bronx	NY	10468	7183673200	jreilly@fordham-bedford.org
NYRO	Bronx	NPP	Mid-Bronx Senior Citizens Council, Inc.	Ms.	Jeanette	Puryear	900 Grand Concourse		Bronx	NY	10451	7185888200	jpuryear@midbronx.org

NYRO	Bronx	NPP	Morrisania Revitalization Corporation, Inc.	Ms.	Claudia	Nisbett	576B East 165th Street		Bronx	NY	10456	7185897858	Cnisbett@mrcbx.org
NYRO	Bronx	NPP	Mount Hope Housing Co, Inc.	Mr.	Fritz. G.	Jean	2003-05 Walton Avenue		Bronx	NY	10453	7182992051	fritz_jean@mounthopehousing.org
NYRO	Bronx	NPP	Neighborhood Association For Intercultural Affairs	Mr.	Eduardo	LaGuerre	1075 Grand Concourse		Bronx	NY	10452	7185383344	naica981@cs.com
NYRO	Bronx	NPP	Neighborhood Housing Services of North Bronx, Inc.	Mr.	Oscar	Morillo	1451 East Gun Hill Road	2nd Floor	Bronx	NY	10469	7188811180	oscar_morillo@nhsnyc.org
NYRO	Bronx	NPP	Neighborhood Initiatives Development Corp.	Mr.	William	Foster	2523 Olinville Avenue		New York	NY	10467	7182319800	wfoster@nidcnyc.org
NYRO	Bronx	NPP	Northwest Bronx Community & Clergy Coalition	Ms.	Aleciah	Anthony	103 East 196th Street		Bronx	NY	10468	7185840515	aleciah@northwestbronx.org
NYRO	Bronx	NPP	South East Bronx Community Development Corp.	Mr.	Peter	Cantillo	885 Bruckner Boulevard		Bronx	NY	10459	7186172800	pcantillo@sebcdevelopment.org
NYRO	Bronx	NPP	West Bronx Housing and Neighborhood Resources Center, Inc.	Ms.	Sally	Baker Dunford	316 Bainbridge Avenue		Bronx	NY	10467	7187980929	sdunford@bjconline.com
SRO	Broome	NPP	First Ward Action Council, Inc.	Mr.	Jerry	Willard	167 Clinton Street		Binghamton	NY	13905	6077722850	fwac@stny.rr.com
SRO	Broome	NPP	Metro Interfaith Housing Management Corp.	Ms.	Laura D.	Rhinehart	21 New Street		Binghamton	NY	13903	6077726766	metrolauri@aol.com
SRO	Broome	RPP	Sepp, Inc.	Mr.	Anthony	Fiala	53 Front Street		Binghamton	NY	13905	6077238989	afiala@seppinc.com
BRO	Cattaraugus	RPP	Cattaraugus Community Action, Inc.	Ms.	Tina	Zerbian	25 Jefferson Street		Salamanca	NY	14779	7169451041	tzerbian@ccaction.org
BRO	Cattaraugus	RPP	NeighborWorks Home Resources	Mr.	Mark	Sebella	209 North Main Street		Olean	NY	14760	7163734100	msabella@nwhomeresources.org
SRO	Cayuga	NPP	Homsite Fund, Inc.	Mr.	Thomas	Falicchio	60 Clark Street		Auburn	NY	13021	3152538451	tom@homsite.org
SRO	Cayuga	RPP	Cayuga County Homsite Development Corp.	Mr.	Thomas	Falicchio	60 Clark Street		Auburn	NY	13021	3152538451	tom@homsite.org

BRO	Chautauqua	NPP	Citizens Opportunity For Development & Equality Inc.	Mr.	Michael L.	Bradshaw	P.O. Box 3311	411 Winsor Street	Jamestown	NY	14701	7166642044	mlbradshaw@codeinc.org
BRO	Chautauqua	RPP	Chautauqua Home Rehabilitation and Improvement Corp.	Mr.	James A.	Goodling	2 Academy Street		Mayville	NY	14757	7167534650	jim_goodling@chric.org
BRO	Chautauqua	RPP	Chautauqua Opportunities Inc.	Ms.	Roberta	Keller	17 West Courtney Street		Dunkirk	NY	14048	7163663333	rkeller@chautopp.org
BRO	Chemung	NPP	Near Westside Neighborhood Association, Inc.	Ms.	Beth	Farr	353 Davis Street		Elmira	NY	14901	6077334924	nearwestside@stny.rr.com
CDRO	Clinton	RPP	RPC Of Clinton County, Inc	Ms.	Mary E.	Mattila	48 Ganong Drive	P.O. Box 128	Saranac	NY	12981	5182937569	mary@clintonrpc.org
CDRO	Columbia	RPP	Housing Resources of Columbia County, Inc.	Ms.	Stephanie	Lane	252 Columbia Street		Hudson	NY	12534	5188220707	slane@housingresources.org
SRO	Cortland	RPP	Cortland Housing Assistance Council Inc.	Mr.	Gary	Thomas	36 Taylor Street		Cortland	NY	13045	6077538271	gthomas@cortlandhousing.org
CDRO	Delaware	RPP	Delaware Opportunities Inc.	Mr.	John M.	Eberhard	35430 State Highway 10		Hamden	NY	13782	6077461600	exdir@delawareopportunities.org
CDRO	Delaware	RPP	M-ARK Project, Inc.	Ms.	Margaret	Ellsworth	P.O. Box 516		Arkville	NY	12406	8455863500	peg@markproject.org
CDRO	Delaware	RPP	Western Catskills Community Revitalization Council, Inc.	Ms.	Linda	Stratigos	76 Main Street	Second Floor	Stamford	NY	12167	6076522823	lstratigos@westerncatskills.org
CDRO	Dutchess	NPP	Hudson River Housing, Inc.	Mr.	Edmond	Murphy	313 Mill Street		Poughkeepsie	NY	12601	8454545176	emurphy@hudsonriverhousing.org
CDRO	Dutchess	RPP	Community Services Programs Inc.	Ms.	M.T.	O'Leary	5 Givans Avenue		Wappingers Falls	NY	12590	8452972004	csphvdfinc@aol.com
BRO	Erie	NPP	Black Rock-Riverside Neighborhood Housing Services, Inc.	Ms.	Linda	Chiarenza	203 Military Road		Buffalo	NY	14207	7168773910	lchiarenza@wsnhs.org
BRO	Erie	NPP	Broadway-Fillmore Neighborhood Housing Services Inc.	Mr.	John D.	Murphy	780 Fillmore Avenue		Buffalo	NY	14212	7168523130	john@homefrontbfl.org

BRO	Erie	NPP	Citizens Alliance, Inc.	Mr.	Cornelius	Johnston	836 East Delavan Avenue		Buffalo	NY	14215	7165970262	cornelius_johnsonjr@yahoo.com
BRO	Erie	NPP	Ellicott District Community Development, Inc.	Ms.	Erma J.	Brown	644 William Street		Buffalo	NY	14206	7168563262	ellicottcdc644@aol.com
BRO	Erie	NPP	Fillmore-Leroy Area Residents, Inc.				367 Leroy Avenue		Buffalo	NY	14214	7168386740	slhetzmer@flarecenter.org
BRO	Erie	NPP	Heart of the City Neighborhoods, Inc.	Ms.	Stephanie	Simoen	251 Virginia Street		Buffalo	NY	14201	7168827661	s.simeon@hocn.org
BRO	Erie	NPP	Hispanos Unidos De Buffalo, Inc.	Ms.	Lourdes T.	Iglesias	254 Virginia Street		Buffalo	NY	14201	7168567110	liglesias@hispanited.org
BRO	Erie	NPP	Lackawanna Housing Development Corporation	Mr.	Philip A.	Lowrey	640 Ridge Road		Lackawanna	NY	14218	7168235124	lhdcorp@aol.com
BRO	Erie	NPP	Lt. Col. Matt Urban Human Services Center of WNY	Ms.	Marlies	Wesolowski	1081 Broadway		Buffalo	NY	14212	7168937222	mwesolowski@urbanctr.org
BRO	Erie	NPP	NHS of South Buffalo, Inc.	Ms.	Shyrl	Duderwick	1937 South Park Avenue		Buffalo	NY	14220	7168233630	sduderwick@nhssouthbuffalo.org
BRO	Erie	NPP	Old 1st Ward Community Association, Inc.	Ms.	Laura	Kelly	62 Republic Street		Buffalo	NY	14204	7168568613	lkelly@old1stward.org
BRO	Erie	NPP	University District Community Development Association, Inc.	Ms.	Roseann	Scibilia	3242 Main Street		Buffalo	NY	14214	7168321010	r.scibilia@udcda.org
BRO	Erie	NPP	West Side Neighborhood Housing Services, Inc.	Ms.	Linda	Chiarenza	359 Connecticut Street		Buffalo	NY	14213	7168852344	lchiarenza@wsnhs.org
BRO	Erie	RPP	Southtowns Rural Preservation Company, Inc.	Ms.	Karen M.	Diemunsch	9441 Boston State Road	P.O. Box 153	Boston	NY	14025	7169415787	southtownsrpc@aol.com
CDRO	Essex	RPP	Friends of the North Country, Inc.	Mr.	Scott	Campbell	1 Mill Street	P.O. Box 446	Keeseville	NY	12944	5188349606	scampbell@friendsofthenorthcountry.org

CDRO	Essex	RPP	Housing Assistance Program of Essex County, Inc.	Mr.	Alan	Hipp	103 Hand Avenue	P.O. Box 157	Elizabethtown	NY	12932	5188736888	alan@hpec.org
CDRO	Essex	RPP	Pride of Ticonderoga, Inc.	Ms.	Sharon	Reynolds	P.O. Box 348		Ticonderoga	NY	12883	5185856366	sreynolds@prideofticonderoga.org
CDRO	Fulton	RPP	Fulton County Community Heritage Corp.	Mr.	David O.	Henderson	P.O. Box 646		Gloversville	NY	12078	5187252114	fcchc@frontiernet.net
CDRO	Greene	RPP	Catskill Mountain Housing Development Corp. Inc.	Mr.	Lawrence	Krajeski	448 Main Street		Catskill	NY	12414	5189436700	larry@cmhdc.org
SRO	Jefferson	NPP	Neighbors of Watertown, Inc.	Mr.	Gary C.	Beasley	112 Franklin Street		Watertown	NY	13601	3157828497	gary@neighborsofwatertown.com
SRO	Jefferson	RPP	Clayton Improvement Association Ltd.	Ms.	Susan J.	Farmer	913 Strawberry Lane	P.O. Box 99	Clayton	NY	13624	3156863212	susanjfarmer@twcny.rr.com
SRO	Jefferson	RPP	Frontier Housing Corporation	Ms.	Jill	Evans	P.O. Box 56		Dexter	NY	13634	3156393940	frontierhousing@centralny.twc.bc.com
SRO	Jefferson	RPP	North Country Affordable Housing, Inc.	Mr.	Gary C.	Beasley	118 Franklin Street		Watertown	NY	13601	3157858684	gary@northcountryaffordablehousing.com
NYRO	Kings	NPP	Astella Development Corporation	Ms.	Judith	Orlando	1618 Mermaid Avenue		Brooklyn	NY	11224	7182664653	astellaci@aol.com
NYRO	Kings	NPP	Brighton Neighborhood Association Inc.	Ms.	Pat	Singer	1002 Brighton Beach Avenue		Brooklyn	NY	11235	7188910800	bnapsinger@aol.com
NYRO	Kings	NPP	Brooklyn Housing and Family Services, Inc.	Mr.	Larry	Jayson	415 Albemarle Road		Brooklyn	NY	11218	7184357585	ljayson@brooklynhousing.org
NYRO	Kings	NPP	Brooklyn Neighborhood Improvement Association Inc.	Ms.	Yahya O.	Raju	1482 St. Johns Place	Room 1F	Brooklyn	NY	11213	7187734116	vraj162@gmail.com
NYRO	Kings	NPP	Carroll Gardens Association, Inc.	Ms.	Vilma V.	Heramia	201 Columbia Street		Brooklyn	NY	11231	7182439301	vvheramia@carrollgardensassociation.com
NYRO	Kings	NPP	Community Organization of Southern Brooklyn, Inc.	Mr.	Avrohom	Jaffe	4006 18th Avenue		Brooklyn	NY	11218	7184351300	ajaffe@sbcony.org

NYRO	Kings	NPP	Council of Neighborhood Organizations Inc.	Mr.	Vincent	Accetta	3911 Fort Hamilton Parkway		Brooklyn	NY	12218	7188530100	vacono@msn.com
NYRO	Kings	NPP	Crown Heights Jewish Community Council	Rabbi	Eli	Cohen	392 Kingston Avenue		Brooklyn	NY	11225	7187719000	ecohen@chjcc.org
NYRO	Kings	NPP	Cypress Hills Local Development Corporation	Ms.	Michelle	Neugebauer	625 Jamaica Avenue		Brooklyn	NY	111208	7186472800	michellen@cypresshills.org
NYRO	Kings	NPP	East New York Urban Youth Corps Inc.	Mr.	Winchester	Key	539 Alabama Avenue		Brooklyn	NY	11207	7189222229	wkey@enyuyc.net
NYRO	Kings	NPP	Erasmus Neighborhood Federation, Inc.	Ms.	Yves	Vilus	814 Rogers Avenue		Brooklyn	NY	11226	7184627700	erasmusfederation@live.com
NYRO	Kings	NPP	Fifth Avenue Committee, Inc.	Ms.	Michelle	De La Uz	621 DeGraw Street		Brooklyn	NY	11217	7182372017	mdelauz@fifthave.org
NYRO	Kings	NPP	Flatbush Development Corp.	Ms.	Robin	Redmond	1616 Newkirk Avenue		Brooklyn	NY	11226	7188593800	rredmond@fdconline.org
NYRO	Kings	NPP	Greater Sheepshead Bay Development Corp.	Ms.	Ellen	Susnow	2107 East 22nd Street		Brooklyn	NY	11229	7183320582	gsbdcorp@aol.com
NYRO	Kings	NPP	LDC of Crown Heights	Mr.	Caple G.	Spence	230 Kingston Avenue		Brooklyn	NY	11213	7186040020	caplecsvs6@aol.com
NYRO	Kings	NPP	Los Sures Community Development Company, Inc.	Mr.	Ramon	Peguero	213 South 4th Street		Brooklyn	NY	11211	7183873600	rpeguero@lossures.org
NYRO	Kings	NPP	Midwood Development Corp.	Ms.	Linda	Goodman	1416 Avenue M		Brooklyn	NY	11230	7183760999	lgoodman@middev.org
NYRO	Kings	NPP	Neighbors Helping Neighbors, Inc.	Ms.	Michelle	De La Uz	462 36th Street		Brooklyn	NY	11232	7186867946	mdelauz@fifthave.org
NYRO	Kings	NPP	NHS of East Flatbush	Ms.	Tonya	Ores	2806 Church Avenue		Brooklyn	NY	11226	7184694679	tonya_ores@nhsnyc.org
NYRO	Kings	NPP	North Brooklyn Development Corp.	Mr.	Richard	Mazur	148-150 Huron Street		Brooklyn	NY	11222	7183899044	nbdc126@aol.com
NYRO	Kings	NPP	Ocean Parkway Community Development Corp.	Mr.	Avrohom	Jaffe	4006 18th Avenue		Brooklyn	NY	11218	7184351300	ajaffe@sbcony.org
NYRO	Kings	NPP	ODA Community Development Corp.	Ms.	Yehuda	Turner	12 Heyward Street		Brooklyn	NY	11249	7185225925	yturner@odabdc.org

NYRO	Kings	NPP	Pratt Area Community Council	Ms.	Deborah	Howard	201 DeKalb Avenue		Brooklyn	NY	11205	7185222613	deb_howard@prattarea.org
NYRO	Kings	NPP	Ridgewood Bushwick Senior Citizens Council, Inc.	Mr.	James D.	Cameron	217 Wyckoff Avenue		Brooklyn	NY	11237	7183663800	jcameron@rbscc.org
NYRO	Kings	NPP	St. Nicks Alliance Corp.	Mr.	Michael	Rochford	2 Kingsland Avenue		Brooklyn	NY	11211	7183885454	mrochford@stnicksnpc.com
SRO	Lewis	RPP	Snow Belt Housing Company, Inc.	Ms.	Cheryl L.	Shenkle-O'Neill	7500 South State Street		Lowville	NY	13367	3153762639	cheryl@snowbelt.org
BRO	Livingston	RPP	Genesee Valley Rural Preservation Council, Inc.	Ms.	Jill A.	Alcorn	5861 Groveland Station Road		Mount Morris	NY	14510	5856584860	jalcorn@gvrpc.com
SRO	Madison	RPP	Stoneleigh Housing, Inc.	Mr.	Robert	Napoli	120 East Center Street		Canastota	NY	13032	3156973737	ston@twcny.rr.com
BRO	Monroe	NPP	Group 14621 Community Association, Inc.	Mr.	George H.	Moses	1171 North Clinton Avenue		Rochester	NY	14621	5852664693	gmoses@neadrochester.org
BRO	Monroe	NPP	Isla Housing and Development Corporation	Ms.	Sonia	Nunez	1164 North Clinton Avenue		Rochester	NY	14621	5855443486	sonia@proway.com
BRO	Monroe	NPP	Marketview Heights Association, Inc.	Mr.	Francisco	Rivera	308 North Street		Rochester	NY	14605	5854231540	frivera@marketviewheights.org
BRO	Monroe	NPP	Montgomery Neighborhood Center, Inc.	Mr.	Robert	Walker-Smith	10 Cady Street		Rochester	NY	14608	5854363090	rwalker-smith@swanonline.org
BRO	Monroe	NPP	NCS Community Development Corp.	Mr.	Frank	Cornier	275 Driving Park Avenue		Rochester	NY	14613	5852548090	frankcornier@ncscdc.org
BRO	Monroe	NPP	NHS Of Rochester dba NeighborWorks Rochester	Ms.	Kim	Brumber	570 South Avenue		Rochester	NY	14620	5853254170	kbrumber@nwrochester.org
BRO	Monroe	NPP	North East Area Development, Inc.	Mr.	George H.	Moses	360 Webster Avenue		Rochester	NY	14609	5854827320	gmoses@neadrochester.org
BRO	Monroe	NPP	South East Area Coalition, Inc.	Mr.	John	Page	224 Mount Hope Avenue		Rochester	NY	14620	5852447405	jpage@swpc.org
BRO	Monroe	NPP	South Wedge Planning Committee, Inc.	Mr.	John	Page	224 Mount Hope Avenue		Rochester	NY	14620	5852561740	jpage@swpc.org

BRO	Monroe	RPP	Bishop Sheen Ecumenical Housing Foundation, Inc.	Dr.	Allynn	Smith	935 East Avenue	Suite 300	Rochester	NY	14607	5854614263	sheen@rochester.rr.com
BRO	Monroe	RPP	Rural Housing Opportunities Corporation	Mr.	Keith	Scholes	400 East Avenue		Rochester	NY	14607	5853403315	kscholes@pathstone.org
CDRO	Montgomery	RPP	The Valley Rural Housing Corporation	Mr.	Jeffrey L.	Lazarou	41 Market Street		Amsterdam	NY	12010	5188437137	valleyruralhousingcorporation@gmail.com
NYRO	Nassau	NPP	Hempstead Hispanic Civic Association, Inc.	Mr.	George	Siberon	236 Main Street		Hempstead	NY	11550	5162920007	hhca_gsiberon@optonline.net
NYRO	Nassau	NPP	La Fuerza Unida, Inc	Mr.	Alberto	Munera	1 School Street	Suite 302	Glen Cove	NY	11542	5167590788	amunera@lfluinc.org
NYRO	Nassau	NPP	The Hispanic Brotherhood of Rockville Centre, Inc.	Ms.	Margarita	Grasing	59 Clinton Avenue		Rockville Centre	NY	11570	5167666610	margarita.grasing@hispanicbrotherhood.org
NYRO	New York	NPP	116 Street Block Association, Inc.	Ms.	Hilda C.	Vives-Vasquez	55 East 115th Street	Suite 101	New York	NY	10029	2128604100	c.vives-vasquez@116blockassociation.com candy10029@aol.com
NYRO	New York	NPP	Clinton Housing Development Co. Inc.	Mr.	Joe	Restuccia	403 West 40th Street		New York	NY	10018	2129671644	jrestuccia2@clintonhousing.org
NYRO	New York	NPP	Cooper Square CD Committee & Businessmen's Association, Inc.	Mr.	Steve	Herrick	61 East 4th Street		New York	NY	10003	2122288210	steveh@coopersquare.org
NYRO	New York	NPP	Downtown Manhattan Community Development Corp.	Mr.	Thomas	Yu	141 Norfolk Street	Ground Floor	New York	NY	10002	2124777077	thomas_yu@aafe.org
NYRO	New York	NPP	Ecumenical Community Development Organization	Ms.	Janice C.	Berthoud	443 West 125th Street		New York	NY	10027	2126780037	jberthoud@ecdo.org
NYRO	New York	NPP	El Barrio's Operation Fight-Back	Mr.	Gustavo	Rosado	413 East 120th Street		New York	NY	10035	2124107900	gus.rosado@ebf.org
NYRO	New York	NPP	Good Old Lower East Side, Inc.	Ms.	Damaris	Reyes	169 Avenue B		New York	NY	10009	2123581231	dreyes@goles.org

NYRO	New York	NPP	Hellgate Management Corp.	Mr.	Raul	Rodriguez	413 East 120th Street		New York	NY	10035	2124107707	rrodriguez@promesa.org
NYRO	New York	NPP	Hope Community, Inc.	Mr.	Walter M.	Roberts	174 East 104th Street		New York	NY	10029	2128608821	wroberts@hopeci.org
NYRO	New York	NPP	Housing Conservation Coordinators, Inc.	Ms.	Sarah	Desmond	777 Tenth Avenue		New York	NY	10019	2125415996	sdesmond@hcc-nyc.org
NYRO	New York	NPP	Lower East Side Coalition Housing Development, Inc.	Ms.	Zulma	Zaysa	308 East 8th Street	Ground Floor	New York	NY	10009	2126774772	zzayas@leschd.org
NYRO	New York	NPP	Manhattan Valley Development Corporation	Ms.	Lucille	McEwen	73 West 108th Street		New York	NY	10025	2126784410	lmcewen@mvdc.org
NYRO	New York	NPP	MFY Legal Services, Inc.	Ms.	Jeanette	Zelhof	299 Broadway	4th Floor	New York	NY	10007	2124173766	jelhof@mfy.org
NYRO	New York	NPP	Northern Manhattan Improvement Corp.	Ms.	Barbara	Lowry	76 Wadsworth Avenue		New York	NY	10033	2128228300	joannabenjamin@nmic.org
NYRO	New York	NPP	Northwest Queens Housing Corp.	Mr.	John	Kaiteris	49 West 45th Street	4th Floor	New York	NY	10036	7187286886	jkaiteris@hanac.org
NYRO	New York	NPP	Nuevo El Barrio Para La Rehab De La Vivienda Y La Economia	Mr.	Roberto	Anazagasti	18 East 116th Street	2nd Floor	New York	NY	10029	2124270555	ranerve1@aol.com
NYRO	New York	NPP	Sinergia, Inc.	Ms.	Myrta	Cuadra-Lash	2082 Lexington Avenue	4th Floor	New York	NY	10035	2126784700	cuadralash@sinergiany.org
NYRO	New York	NPP	Strycker's Bay Neighborhood Council	Ms.	Kelley	Williams	105 West 86th Street		New York	NY	10024	2128747272	kwilliams@stryckersbay.org
NYRO	New York	NPP	United Jewish Council of the East Side, Inc.	Ms.	Norma	Klein	235 East Broadway		New York	NY	10002	2122336037	Norma@ujceastside.org
NYRO	New York	NPP	Washington Heights Inwood Preservation and Restoration Corp.	Ms.	Deborah	Hes	121 Bennett Avenue	Suite 11A	New York	NY	10033	2127957522	dhes@jccwhi.com
NYRO	New York	NPP	West Harlem Group Assistance, Inc.	Mr.	Donald C.	Notice	1652 Amsterdam Avenue		New York	NY	10031	2128621399	dnotice@whgainc.org

NYRO	New York	NPP	West Side Federation For Senior and Supportive Housing, Inc.	Ms.	Laura J.	Jervis	2345 Broadway		New York	NY	10024	2127216032	ljervis@wsfssh.org
NYRO	New York	NPP	Wilson Major Morris Community Center, Inc.	Ms.	Danita	Hammock	459 West 152nd Street		New York	NY	10032	2122344661	wmmcc152@verizon.net
BRO	Niagara	NPP	Center City Neighborhood Development Corporation	Mr.	John C.	Drake	1824 Main Street		Niagara Falls	NY	14305	7162823738	centercity@pce.net
BRO	Niagara	NPP	Highland Community Revitalization Committee, Inc	Ms.	Charletta	Tyson	2616 Highland Avenue	Suite 101	Niagara Falls	NY	14305	7162855650	ctyson116@yahoo.com
BRO	Niagara	NPP	Niagara Falls Neighborhood Housing Services, Inc.	Ms.	Kathleen L.	Steinman	479 16th Street		Niagara Falls	NY	14303	7162857778	ksteinman@roadrunner.com
BRO	Niagara	RPP	Niagara Community Action Program, Inc.	Ms.	Suzanne	Shears	1521 Main Street		Niagara Falls	NY	14305	7162859681	sshears@prodigy.net
SRO	Oneida	NPP	Utica Neighborhood Housing Services, Inc.	Ms.	Janice A.	Forte	1611 Genesee Street		Utica	NY	13501	3157244197	jforte@unhs.org
SRO	Oneida	RPP	Mohawk Valley Community Action Agency, Inc.	Ms.	Amy	Turner	9882 River Road		Utica	NY	13502	3156249930	aturner@mvcaa.com
SRO	Onondaga	NPP	Housing Visions Unlimited, Inc.	Ms.	Kenyon M.	Craig	1201 East Fayette Street	Suite 26	Syracuse	NY	13210	3154723820	kcraig@housingvisions.org
SRO	Onondaga	NPP	NEHDA, Inc.	Ms.	Alberta P.	DeStefano	101 Gertrude Street		Syracuse	NY	13203	3154251032	nehda@nehda.org
SRO	Onondaga	NPP	Spanish Action League of Onondaga County, Inc.	Ms.	Rita	Paniagua	700 Oswego Street		Syracuse	NY	13204	3154756153	rpaniagva@laligaonline.com
SRO	Onondaga	NPP	Syracuse Model Neighborhood Corporation	Mr.	Thomas	Francis	1721 South Salina Street		Syracuse	NY	13205	3154758437	tom@syracusemnc.org

SRO	Onondaga	NPP	Syracuse United Neighbors, Inc.	Mr.	Richard	Puchalski	1540 South Salina Street		Syracuse	NY	13205	3154767475	rich@sunaction.org
SRO	Onondaga	RPP	Southern Hills Preservation Corp.	Ms.	Barbara A.	Locke	2383 Route 11 South	Unit 1	Layfayette	NY	13084	3156773863	blocke@southernhillspc.org
CDRO	Orange	NPP	Pathstone Community Improvement of Newburgh	Ms.	Eileen	Clifford	36 Chambers Street		Newburgh	NY	12550	8455690770	eclifford@pathstone.org
CDRO	Orange	NPP	Regional Economic Community Action Program, Inc.	Mr.	Charles J.	Darden	40 Smith Street	P.O. Box 886	Middletown	NY	10940	8453423978	cdarden@recap.org
CDRO	Orange	RPP	Orange County Rural Development Advisory Corp.	Ms.	Faith	Piatt	2 South Montgomery Street		Walden	NY	12586	8457134568	faithpiatt@ocrdac.org
SRO	Oswego	RPP	Oswego Housing Development Council, Inc.	Ms.	Tina	Holava-Hughes	P.O. Box 147		Parish	NY	13131	3156254520	tholavahughes@ohdcinc.org
CDRO	Otsego	RPP	Otsego Rural Housing Assistance, Inc.	Mr.	Anthony	Scalici	P.O. Box 189		Milford	NY	13807	6072867244	orha2@stny.rr.com
CDRO	Putnam	RPP	Putnam County Housing Corp.	Ms.	Dianne	Chipman	11 Seminary Hill Road		Carmel	NY	10512	8452258493	puthousing@aol.com
NYRO	Queens	NPP	Allen AME Neighborhood Preservation and Development Corp.	Ms.	Lauren Grey	Outlaw	P.O. Box 340316		Jamaica	NY	11434	7186586660	loutlaw@allencathedral.org
NYRO	Queens	NPP	Astoria Restoration Association, Inc.	Ms.	Catherine	Piecora	31-28 Ditmars Boulevard		Astoria	NY	11105	7187260034	cmpiecora@aol.com
NYRO	Queens	NPP	Central Astoria Local Development Coalition, Inc.	Ms.	Marie	Torniali	25-69 38th Street		Astoria	NY	11103	7187287820	mtorniali@nyc.rr.com
NYRO	Queens	NPP	Jewish Community Council of the Rockaway Peninsula	Ms.	Kathy	Rosenberg	1525 Central Avenue		Far Rockaway	NY	11691	7183277755	krosenberg@jccrp.org
NYRO	Queens	NPP	Margert Community Corp.	Mr.	Joseph G.	Barden	325 Beach 37th Street		Far Rockaway	NY	11691	7184713724	jgb@nyct.net
NYRO	Queens	NPP	Neighborhood Housing Services of Northern Queens	Mr.	Ygmar	Wiel	60-20 Woodside Avenue	2nd Floor	Woodside	NY	11377	7184571017	ygmar_wiel@nhsnyc.org
NYRO	Queens	NPP	NHS of Jamaica, Inc.	Ms.	Cathy	Mickens	89-70 162nd Street		Jamaica	NY	11432	7182917400	cathy.mickens@nhsj.org

NYRO	Queens	NPP	Queens Community House, Inc.	Ms.	Irma	Rodriguez	108-25 62nd Drive		Forest Hills	NY	11375	7185925757	irodriguez@qchnyc.org
NYRO	Queens	NPP	Rockaway Development & Revitalization Corp.	Mr.	Kevin W.	Alexander	1920 Mott Avenue		Far Rockaway	NY	11691	7183275300	kalexander@rdrc.org
NYRO	Queens	NPP	The Greater Ridgewood Restoration Corporation	Ms.	Angela	Mirabile	68-56 Forst Avenue		Ridgewood	NY	11385	7183668721	angelam@ridgewoodrestoration.org
NYRO	Queens	NPP	Woodside On the Move, Inc.	Ms.	Adrian	Bordoni	39-42 59th Street	2nd Floor	Woodside	NY	11377	7184768449	abordoni@woodsideonthemove.org
CDRO	Rensselaer	NPP	TAP, Inc.	Mr.	Joe	Fama	210 River Street		Troy	NY	12180	5182743050	famajoe@tapinc.org
CDRO	Rensselaer	NPP	Troy Rehabilitation and Improvement Program	Mr.	Patrick	Madden	415 River Street		Troy	NY	12180	5182728289	patrick@triponline.org
CDRO	Rensselaer	RPP	Rensselaer County Housing Resources	Ms.	Gail	Padalino	415 River Steet		Troy	NY	12180	5182728289	gail@triponline.org
CDRO	Rensselaer	RPP	Rouse RPC, Inc.	Mr.	William	Dessingue	99 Blooming Grove Drive		Troy	NY	12180	5182833435	bdessingue@rouserpc.org
NYRO	Richmond	NPP	NHS of Staten Island, Inc.	Mr.	Alfred	Gill	770 Castleton Avenue		Staten Island	NY	10310	7184428080	agill@nhsofsi.org
NYRO	Richmond	NPP	Northfield Community Local Development Corp of Staten Island	Ms.	Joan	Catalano	160 Heberton Avenue		Staten Island	NY	10302	7184427351	northfieldldc_jcat17@yahoo.com
NYRO	Richmond	NPP	Richmond Senior Services, Inc.	Ms.	Beverly R.	Neuhaus	500 Jewett Avenue		Staten Island	NY	10302	7188161811	rss500@earthlink.net
NYRO	Rockland	NPP	Rockland County Development Council, Inc.	Ms.	Laura	Kornblum	22 Main Street		Rockland	NY	10952	8453521400	rcdchousing@aol.com
NYRO	Rockland	RPP	Rockland Community Development Council, Inc.	Ms.	Eva	Englard	22 Main Street		Monsey	NY	10952	8453521400	cenglardrcdc@aim.com
CDRO	Saratoga	NPP	Shelters of Saratoga, Inc.	Mr.	Peter	Whitten	P.O. Box 3089		Saratoga Springs	NY	12866	5185815955	sosed@nycapp.rr.com
CDRO	Saratoga	RPP	Saratoga County Rural Preservation Co.	Mr.	A.C.	Mazurek	1214 Saratoga Road		Ballston Spa	NY	12020	5188850091	ceo@saratogarp.org

CDRO	Schenectady	NPP	Better Neighborhoods, Inc.	Mr.	Edward	August	986 Albany Street		Schenectady	NY	12307	5183726469	eagust@better-neighborhoods.org
CDRO	Schenectady	NPP	Community Land Trust of Schenectady, Inc.	Ms.	Beverly R.	Burnett	1677 Van Vranken Avenue		Schenectady	NY	12308	5183727616	bburnett@CLTofSchdy.org
CDRO	Schoharie	RPP	Schoharie County Rural Preservation Corp.	Mr.	Ronald S.	Filmer	349 Mineral Springs Road		Cobleskill	NY	12043	5182347604	rfscrpc@nycap.rr.com
SRO	St. Lawrence	RPP	St Lawrence County Housing Council, Inc.	Mr.	Alan	Hipp	19 Main Street		Canton	NY	13617	3153868576	ahipps@slchc.org
BRO	Steuben	RPP	Community Progress Inc.	Ms.	Julie	Chevalier	147 East 2nd Street		Corning	NY	14830	6079623506	jachevalier@stny.rr.com
BRO	Steuben	RPP	SCAP d/b/a Arbor Development	Mr.	Jeffrey E.	Eaton	16 West William Street	P.O. Box 31	Bath	NY	14810	6077767664	jeaton@arbordevelopment.org
NYRO	Suffolk	NPP	Adelante of Suffolk County, Inc.	Ms.	Miriam M. E.	Garcia	83 Carleton Avenue		Central Islip	NY	11722	6312341049	miriam_g@adelantesc.org
NYRO	Suffolk	NPP	Bellport Hagerman East Patchogue Alliance, Inc.	Mr.	Frederick L.	Combs	1492 Montauk Highway		Bellport	NY	11713	6312869236	bhepfred@gmail.com
NYRO	Suffolk	NPP	Central Islip Civic Council, Inc.	Ms.	Nancy	Manfredonia	P.O. Box 219		Central Islip	NY	11722	6313480669	civiccouncil@aol.com
NYRO	Suffolk	NPP	Housing Help, Inc.	Ms.	Susan R.	Lagville	91 Broadway	Suite 101	Greenlawn	NY	11740	6317540373	susanlagville@optonline.net
NYRO	Suffolk	NPP	Suburban Housing Development & Research, Inc.	Mr.	David N.	Hilgendorff	P.O. Box 5012		Bay Shore	NY	11706	6316652866	subpen@optonline.net
NYRO	Suffolk	NPP	Wyandanch Community Development Corp.	Ms.	Sondra	Cochran	59 Cumberbach Street		Wyandanch	NY	11798	6316434786	sondrawcdc@optonline.net
NYRO	Suffolk	RPP	North Fork Housing Alliance, Inc.	Ms.	Tanya	Palmore	116 South Street		Greenport	NY	11944	6314771070	nfha@aol.com
CDRO	Sullivan	RPP	Rural Sullivan Housing Corporation	Ms.	Shari	Trust	P.O. Box 1497		Monticello	NY	12701	8457940348	ruralsullivanhousing@hvc.rr.com
SRO	Tioga	RPP	Tioga Opportunities, Inc.	Ms.	Kathleen	Horner	9 Sheldon Guile Boulevard		Owego	NY	13827	6076870707	khoner@tiogaopp.org

SRO	Tompkins	NPP	Ithaca Neighborhood Housing Services, Inc.	Mr.	Paul	Mazzarella	115 West Clinton Street		Ithaca	NY	14850	6072774500	pmazzarella@ithacanhs.org
SRO	Tompkins	RPP	Better Housing For Tompkins County Inc.	Mr.	John	Spence	950 Danby Road	Suite 102	Ithaca	NY	14850	6072732187	exdir@betterhousingtc.org
CDRO	Ulster	RPP	Rural Ulster Preservation Company, Inc.	Mr.	Kevin	O'Connor	289 Fair Street		Kingston	NY	12401	8453312140	koconnor@rupco.org
CDRO	Washington	RPP	Homefront Development Corp.	Ms.	Pam	Wikberg	568 Lower Allen Street		Hudson Falls	NY	12839	5187478250	homefrontdev@albany.twcbc.com
BRO	Wayn	RPP	Community Action in Self-Help, Inc.	Ms.	Eileen	Porto	48 Walter Street		Lyons	NY	14489	3159466992	eporto@cashinc.org
NYRO	Westchester	NPP	Mount Vernon United Tenants	Mr.	Dennis	Hanratty	P.O. Box 2107		Mount Vernon	NY	10551	9146991114	mvut@erols.com
NYRO	Westchester	NPP	Human Development Services of Westchester	Ms.	Andrea	Kocsis	28 Adee Street		Port Chester	NY	10573	9149392005	Akocisis@hdswh.org
NYRO	Westchester	NPP	Interfaith Council For Action, Inc.	Ms.	June A.	Jarvis	P.O. Box 790		Ossining	NY	10562	9149415252	jjarvis@ifcany.org
NYRO	Westchester	NPP	North Yonkers Preservation & Development Corp.	Ms.	Angela	Ascolillo	219 Ridge Avenue		Yonkers	NY	10703	9144239754	northyonkerspreservation@yahoo.com
NYRO	Westchester	NPP	Washingtonville Housing Alliance, Inc.	Mr.	Jeremy N.	Ingpen	136 Library Lane		Mamaroneck	NY	10543	9146984299	jningpen@washingtonville.org
NYRO	Westchester	NPP	Westhab in Yonkers, Inc.	Mr.	Kenneth	Belfer	85 Executive Boulevard		Elmsford	NY	10523	9143452800	ken.belfer@westhab.org
NYRO	Westchester	RPP	The Preservation Company, Inc.	Ms.	Jeannette	Phillips	1037 Main Street		Peekskill	NY	10566	9147348828	jphillips@hrhcare.org
BRO	Wyoming	RPP	Wyoming County Community Action, Inc.	Ms.	Molly	Bodensteiner	6470 Route 20A	Suite #1	Perry	NY	14530	5852372600	mbodensteiner@wccainc.org
BRO	Yates	RPP	Keuka Housing Council, Inc.	Ms.	Renee	Bloom	160 Main Street		Penn Yan	NY	14527	3155368707	reenebloom@keukahousing.org



Exemption Certificate

Tax on occupancy of hotel rooms

This form may only be used by government employees of the United States, New York State, or political subdivisions of New York State.

Name of hotel, motel, lodging house, etc.		Dates of occupancy From: _____ To: _____	
Number and street	City, village, or post office	State	ZIP code Country
<i>This is to certify that I, the undersigned, am a representative of the department, agency, or instrumentality of New York State, the United States government, or the political subdivision of New York State indicated below; that the charges for the occupancy at the above establishment on the dates listed have been or will be paid for by that governmental entity; and that these charges are incurred in the performance of my official duties as a representative or employee of that governmental entity.</i>			
Governmental entity (federal, state, or local)		Agency, department, or division	
Employee name (print or type)	Employee title	Employee signature	Date

Instructions for the government representative or employee

If you are on official New York State or federal government business and staying in a hotel or motel:

1. Complete all information requested in the box above.
2. Sign and date this exemption certificate in the box above.
3. Show the operator of the hotel or motel your appropriate and satisfactory identification.
4. Give this completed Form ST-129 to the operator of the establishment.

You may pay your hotel bill with cash, with a personal check or personal credit card, with a government voucher, or with a government credit card.

Please note:

- If, while on official business, you stay at more than one location, you must complete an exemption certificate for each establishment.
- If you are in a group traveling on official business and staying in this particular hotel, each person must complete a separate exemption certificate and give it to the hotel operator.

Caution: Willfully issuing a false or fraudulent certificate with the intent to evade tax is a misdemeanor under section 1817(m) of the Tax Law and section 210.45 of the Penal Law, punishable by a fine of up to \$10,000.

Instructions for the operator of the hotel or motel

Keep this completed Form ST-129, *Exemption Certificate*, as evidence of exempt occupancy by New York State and federal government employees who are on official business and staying at your establishment. You must keep this exemption certificate for at least three years after the later of: 1) the due date of the last sales tax return to which this exemption certificate applies; **or** 2) the date when you filed the return.

This exemption certificate is valid if the government employee is paying with:

- Cash.
- A personal check or personal credit card.
- A government voucher.
- A government credit card.

Do not accept this certificate unless the representative or employee presenting it shows appropriate and satisfactory identification.

How Can I Access Outlook From Outside of Work?

By going to <https://mail.nyshcr.org/owa/> Type in your domain/username in this format **dhcrnet**/username if your account is on dhcr servers and **nyhomes**/username if from HFA/SONYMA (nyhomes) servers and then enter your network password (e.g. the password you use to log-in in the morning).

In order to have the choice of logging into the intellireach spam filter or your regular inbox use this link: <https://mail.nyshcr.org/>

Make your choice of mailbox then type in your username and enter your network password (e.g. the password you use to log-in in the morning).

NYSHCR Email Access

- [Outlook WebAccess](#)
- [Spam Quarantine](#)

Use of this system for purposes other than those authorized by New York State Homes and Community Renewal is prohibited. System usage may be monitored and/or audited.

Microsoft
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer
 Use the light version of Outlook Web App

Domain\user name:

Password:

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

LAPTOP INSTRUCTIONS FOR ENTERING DISASTER RECOVERY INTAKE FORM

Log on to Laptop

1. Press Control + Alt + Delete
2. Press OK at the disclaimer prompt.
3. Make sure the **workstation only** box is checked
4. Username = dhcr and there is no password

Access the Internet

1. Double click either the Verizon Access or Cingular Communication Manager icon on the desk top depending on what type of access card you have.

If you are using a Verizon:

- a. Open the VZaccess shortcut on the desktop.
- b. Highlight Verizon 4G in the network list.
- c. At the bottom right corner, click the green button that says "Connect" to WWAN.
- d. Once connected, open Internet Explorer

If you are using a Cingular card:

- a. Open the Cingular shortcut on desktop.
- b. Click the Connect button.
- c. Once connected, open Internet Explorer.

NOTE: Laptop will default on internet explorer to our intranet page which is not reachable. Type in <http://www.nyshcr.org/> to reach our internet site.

To Access Disaster Recovery Intake Form Via Internet

1. Start Internet Explorer.
2. Enter the following web address directly into the Internet Explorer web browser window.

<http://www.nyshcr.org/drcinfo/>
3. Click on the online Client Intake Form link.
4. For instructions on how to complete the Intake form, click on the **Help** link.

Information Needed For Travelers SFS Reimbursement

This list is not intended to contain every possible type of information needed for travel expense reports to be processed. This is the most often needed information. The general rule is that the more information provided, the faster the approval can be completed.

Where did you travel to?	
Why did you travel?	
If you used a personal car what are the exact addresses (to the zip code) that you traveled to and from? And mileage if available?	
What time did you leave your home or default work location?	
What time did you return to your home or default work location?	
What are the standard hours you work (for each day of travel if applicable)?	
What are your travel date(s) ?	
Any unusual circumstances that affected cost? If so what happened?	

There are many other pieces of information that may be needed for the traveler enter into a report depending on the circumstances. This is the most often needed information.

Mandatory receipts per OSC (Office of the State Comptroller) are Hotel, rental car receipts, Amtrak tickets, and receipts for expenses exceeding \$75.00. The Governor's office requires a Personal car vs. Rental car cost calculator whenever you use your personal car for the travel.

Disaster Recovery Center Travel

We would like to thank all employees who are volunteering to travel to the Disaster Recovery centers, and update you on the procedures for submitting your expense reports.

When entering your travel reimbursement request, please identify your travel purpose as “Hurricane Sandy” when submitting your Travel Expense reports to the DRC’s.

Official travel status is 35 or more miles from both your home and /or official station. Please be advised that we will be relaxing the official travel status guidelines for these instances only. If you leave your home one or more hours prior to your normal start time you will be eligible for a breakfast (\$5.00). If you return two or more hours after your normal end time you are eligible for dinner (\$12.00). If you are provided with either a full hot breakfast or dinner at the disaster relief site, you are not eligible to claim a meal. If you are unable to eat the meals provided by the DRC’s due to dietary restriction, you are eligible to be reimbursed for the meal. Please note this in the “Comment” section of your expense report. All overnight travel guidelines remain the same.

If you travel to a disaster site on the weekend you may still submit an expense report for mileage. If you meet the overtime criteria for a meal and are a grade 18 or under, please request overtime meals on your timesheet. If you are above a grade 18 and are not eligible for overtime meals you may request meals on your expense report. You can only request reimbursement for a meal either through your timesheet OR your expense report, not both.

The “Rental Car vs. Personal Car Cost calculator” will not be required for travel to Disaster Recovery Centers for this instance only. Employees will be reimbursed for all mileage incurred while traveling to DRC’s. This includes mileage incurred on the weekend. You may always use a rental car without any justification.

If you are unsure if you are eligible for overtime, please contact Christine Ogden at (518) 486-5148. All questions regarding travel policies and procedures should be directed to the Travel Unit.

Please submit your expense reports in a timely manner as we are mandated to track this travel for DOB. If you have already traveled and have any questions, please contact me for assistance.

Once again, thank you to all our employees who assisted in helping with the Disaster Recovery Center efforts. It is truly appreciated.

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: What should I do before I go to work at a FEMA Disaster Recovery Center (DRC)?

A: Before heading out to represent HCR at a FEMA Disaster Recovery Center (DRC), you will want to:

- Obtain your DRC work schedule from HCR Disaster Preparedness and Response Unit, after receiving approval from your supervisor. (Discuss scheduled dates/times with your immediate supervisor.)
- Know DRC location address and how to get there. Plan an alternate route in case of transit or road closures (<http://www.mapquest.com/>)
- Make travel arrangements (rent car, reserve hotel at government rate if applicable <http://intranet.dhcrnet.local/IO/Travel/Pages/home.aspx>)
- Reserve a laptop with HIS (if available).
- Review HCR “Go Kit” at <http://www.nyshcr.org/drcinfo/>
- If feasible, contact the HCR staff member working the shift before you to identify current or outstanding issues and what supplies are needed
- Inform your family of your plans and HCR contacts

Q: What should I bring to work at a FEMA Disaster Recovery Center (DRC)?

A: Some things to bring with you when working at a FEMA Disaster Recovery Center (DRC):

- HCR “Go Kit” <http://www.nyshcr.org/drcinfo/> (program materials and resources)
- Client Intake Forms <http://www.nyshcr.org/drcinfo/ClientIntakeForm.pdf>
- Business cards and additional supplies, if needed (check with the HCR staff member working the shift before yours, if feasible)
- HCR ID, Driver’s License or other form of State ID
- HCR Laptop (if available)
- Tax exempt forms <http://www.nyshcr.org/drcinfo/HotelCert.pdf> (be sure to keep receipts, track hours traveled, worked and mileage, if applicable)
- Personal items (medications, cell phone and cell phone charger)
- Appropriate and enough clothing
- Name and address of DRC site, driving directions and detailed map showing alternate routes in case of transit or road closures (<http://www.mapquest.com/>) (Sign up for traffic alerts at 5-1-1 or www.nyalert.gov)
- Your own chair or cushion for comfort (optional)
- Patience, understanding and empathy

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: What should I tell my family members before I go to work at a FEMA Disaster Recovery Center (DRC)?

A: Before going to work at a FEMA Disaster Recovery Center (DRC):

- Inform family members of Disaster Recovery Center (DRC) phone number (when available), DRC address and your planned route
- Provide family member with HCR contacts (HCR supervisor and Disaster Preparedness & Response Unit:
 Tony Pepicelli: 518-408-3590 (Available on weekends)
 Michael Weber 518-486-5188 (Available on weekends)
- Inform family members of anticipated length of deployment and lodging contact information (if applicable)

Q: What can I expect to find at a FEMA Disaster Recovery Center (DRC)?

A: To get an idea of what to expect at a FEMA Disaster Recovery Center (DRC):

- See the HCR DRC Volunteer Briefing Sheet at <http://www.nyshcr.org/drcinfo/VolunteerBriefing.pdf>
- Resources at FEMA Disaster Recovery Centers (DRC) vary by site. Most of the DRCs have a security guard, photocopier, fax machine, telephone, office supplies and provide breakfast, lunch and dinner for volunteer staff
- Technology, include telephones and internet connection availability also varies by DRC site. Personal Cell Phone or Email may be the best means of communication
- All FEMA, NYS and other agencies represented at the DRC are a team. Most of them share what resources they have.

Q: What should I know about opening a FEMA Disaster Recovery Center (DRC) initially?

A: When opening the HCR space at a new Disaster Recovery Center (DRC):

- Bring and be familiar with the HCR "Go Kit" <http://www.nyshcr.org/drcinfo/>
- Know how to effectively search <http://www.nyhousingsearch.gov>
- Bring office supplies and paper Client Intake Forms <http://www.nyshcr.org/drcinfo/ClientIntakeForm.pdf>

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: Will we need to provide our own laptop at the FEMA Disaster Recovery Center (DRC)?

A:

- A laptop is not a necessity at the DRC. HCR has a very limited supply of laptops available through HIS, with wireless internet cards, however reception differs in certain areas
- The Client Intake Form is available for printing at <http://www.nyshcr.org/drcinfo/ClientIntakeForm.pdf> (just be sure to enter the Client Intake Form data when you have access to a computer)
- The Online Client Intake Form is posted at <https://www1.dhcr.state.ny.us/DisasterRecovery/default.aspx>
- Internet connectivity varies by Disaster Recovery Center (DRC) site
- Sometimes we are able to tap into other internet connections (e.g., FEMA or other NYS agency)

Q: Is internet connection available at the FEMA Disaster Recovery Centers (DRC)?

A: All HCR DRC laptops come (through HIS) with wireless internet cards, yet reception differs in certain areas. Sometimes we are able to tap into other internet connections (e.g., FEMA or other NYS agency).

Q: Will there be a phone available in the FEMA Disaster Recovery Center (DRC) if needed?

A: Availability of phones and technology differ by Disaster Recovery Center (DRC) site. Personal cell phone or email may be the best means of communication. Remember, all FEMA, NYS & other agency representatives at the DRC work as a team. Most of them share whatever resources they have.

Q: Will security be provided at the FEMA Disaster Recovery Centers (DRC)?

A: Yes, FEMA provides a security guard at the Disaster Recovery Centers (DRC) before opening, during your shift and after closing times.

Q: Is there a dress code at the FEMA Disaster Recovery Centers (DRC)?

A: Business casual attire is suggested for staff at the Disaster Recovery Centers (DRC).

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: What should I do when arriving to work at the FEMA Disaster Recovery Center (DRC)?

A:

- When you arrive at the Disaster Recovery Center (DRC), first check in with the FEMA Site Manager and ask about daily reporting requirements
- Then check in with NYS Office of Emergency Management (SOEM) site Manager
- Determine what other agencies are represented at the DRC and their services
- Determine what may/may not be available for your use and your clients' use at the DRC
- Prepare HCR space to take information on Client Intake Forms and to distribute information and resources <http://www.nyshcr.org/drcinfo/>

Q: What is the process for entering HCR Disaster Client Intake Forms data and returning the forms to HCR?

A: When entering HCR Disaster Client Intake Forms data, use the quickest and most efficient way for you:

- See Client Intake Form Instructions at <http://www.nyshcr.org/drcinfo/ClientIntakeFormInstructions.pdf>
The Client Intake Form is available for printing at <http://www.nyshcr.org/drcinfo/ClientIntakeForm.pdf> (just be sure to enter the Client Intake Form data when you have access to a computer)
- The Online Client Intake Form and laptop instructions are posted at <https://www1.dhcr.state.ny.us/DisasterRecovery/default.aspx> and <http://www.nyshcr.org/drcinfo/GoKitPart6C.pdf>
- Be sure to enter the data Online yourself (write confirmation # on form) first. Return all completed paper forms to Tony Pepicelli by Fax, Email or mail.

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: How do people find available housing in their area?

A:

- Immediate housing needs are addressed first by FEMA Disaster Recovery Center (DRC) Manager (www.fema.gov/) with resources and guidance
- Then, NY State Office of Emergency Management (NYSOEM) Manager
- For immediate temporary shelter – NYS OCFS (Office of Children & Family Services) and OTDA (Office of Temp & Disability Assistance) generally take the lead for housing needs arising at the DRCs
- www.NYHousingSearch.gov or 1-877-428-8844
- HCR generally assists with long-term housing. See HCR Disaster Manual at <http://www.nyshcr.org/drcinfo/GoKitPart5A.pdf>

Q: What resources are available for me to assist people at the FEMA Disaster Recovery Centers (DRC)?

A:

- Never promise anything to clients at the Disaster Recovery Centers (DRC). Instead say “We may possibly have some help for you.” Complete a Client Intake Form so that if applicable resources are identified, we will be able to contact them.
- See Information and Resources (Federal, NYS, HCR and other) at <http://www.nyshcr.org/drcinfo/>
- Dial 2-1-1 for specific county human services agency resources

Q: What is the best way to act toward people when I work at the FEMA Disaster Recovery Centers (DRC)?

A: When representing HCR at the Disaster Recovery Centers (DRC), it is important to be professional and helpful, yet caring, empathetic, a good listener.

HCR Disaster Recovery Center Volunteers Frequently Asked Questions

Q: What do I need to do when I return from working at the FEMA Disaster Recovery Centers (DRC)?

A: When returning from working at the FEMA Disaster Recovery Centers (DRC):

- Report issues or problems to HCR Disaster Preparedness Unit (DPU):
Michael Weber (518) 486-5188 and Tony Pepicelli (518) 474-5643
- Return laptop to HIS
- Return remaining HCR materials to DPU
- Submit completed Client Intake Forms to Tony Pepicelli by one of these means:
 - PDF (scanned) email to tpepicelli@nyshcr.org OR
 - Fax (Include a cover page) to (518) 474-5643 OR
 - Mail: Tony Pepicelli, NYS Homes & Community Renewal
38-40 State Street, 8 North, Albany, NY 12207
- To complete your timesheet see “Timesheet Procedures for DRCs”
<http://www.nyshcr.org/drcinfo/DHCRRevisedTimesheets.pdf>
- To submit travel expenses using online SFS (Statewide Financial System) see
“DRC Travel Procedures” <http://www.nyshcr.org/drcinfo/DRCDisasterTravel.pdf>
and “Travelers Reimbursement Info”
<http://www.nyshcr.org/drcinfo/TravelReimbursement.pdf> and submit supporting
paper receipts to the Travel Unit

HCR Timesheet Procedures For Disaster Recovery Work

In order for Time and Attendance to track our agency’s time commitment on Disaster Recovery (DR) efforts, HCR employees involved in Disaster related work need to add comments to their timesheet.

Both overtime eligible and overtime ineligible staff need to enter time worked on Disaster Preparedness & Response on their timesheet. This includes staffing DRCs, Emergency Operations Center (EOC) and other Disaster related activities as directed by your supervisor.

1. Employees working on Disaster activities should enter all hours worked on their LATS (Leave and Accrual Timesheet System) timesheet either in the “Day In/Day Out” fields or the “Present/Absent” check boxes (whichever is appropriate).

Overtime eligible staff will then enter the amount of “Earned Non comp” time and “Paid comp (Overtime)” manually on the appropriate lines for that day. For example:

Earned Non comp	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2.50"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Paid comp (overtime)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2.25"/>	<input type="text" value="13.25"/>	<input type="text" value="8.00"/>

Overtime ineligible staff will not have to calculate their overtime hours themselves. The Time and Attendance unit will calculate it for them.

2. Once work hours are entered, **click on the “Notes” tab and add Comments** for each day involved in Disaster activities. Show the date, actual hours worked (including travel time) and specific type of Disaster work (see example below). Click “Update” before you save.

Comments:

```

11/06 Staffed Riverhead DRC      6:00 AM to 9:00 PM
11/07 Staffed SEOC              8:00 PM to 12:00 AM
11/08 Staffed SEOC              12:00 AM to 8:00 AM
11/09 Disaster Recovery Work    8:00 AM to 4:00 PM

```

Clear
Add
Update
Delete
Print

If you need help entering your timesheet or have questions, please contact Personnel at (518) 473-6971.

SFS Travel Reimbursement Entry For Hurricane Sandy Disaster Response

Our finance office needs to track all travel related to HCR's relief efforts in response to Hurricane Sandy. We gratefully acknowledge all our volunteers, and in order to facilitate reimbursement please follow these procedures.

For those unfamiliar with entering expense reports in SFS (Statewide Financial System) the HCR manual and job aids are located on the intranet at <http://intranet.dhcrnet.local/SFS/Pages/default.aspx> and under Training at <http://intranet.dhcrnet.local/IO/training/Pages/home.aspx>.

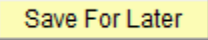
Our internet site has information you may find helpful. This is in Part 9, the Logistics section, of the <http://www.nyshcr.org/DRCInfo/> site.


When entering a report for disaster travel in the "General Information" section on SFS:

1. Enter "*Description:" as Hurricane Sandy with the date of travel
2. In the "Comment:" section after the time you left and returned add the information on where you traveled to (for example, Disaster Recovery Center followed by the address or location)
3. The "*Business Purpose:" is "Routine Travel" **Do not use "Emergency Travel"**

The screenshot shows the 'General Information' section of the SFS form. It contains four fields: '*Description:' with the value 'Hurricane Sandy 11/11/2012', '*Business Purpose:' with a dropdown menu set to 'Routine Travel', 'Comment:' with the value 'Left 7:00am Returned 7:00pm DRC Disaster Recovery Center', and 'Reference:' which is empty. Four orange arrows point to each of these fields.

Complete the report using procedures as outlined in the travel manual for all lines and expenses.

Once the report is complete, **save it**  and note the report number.

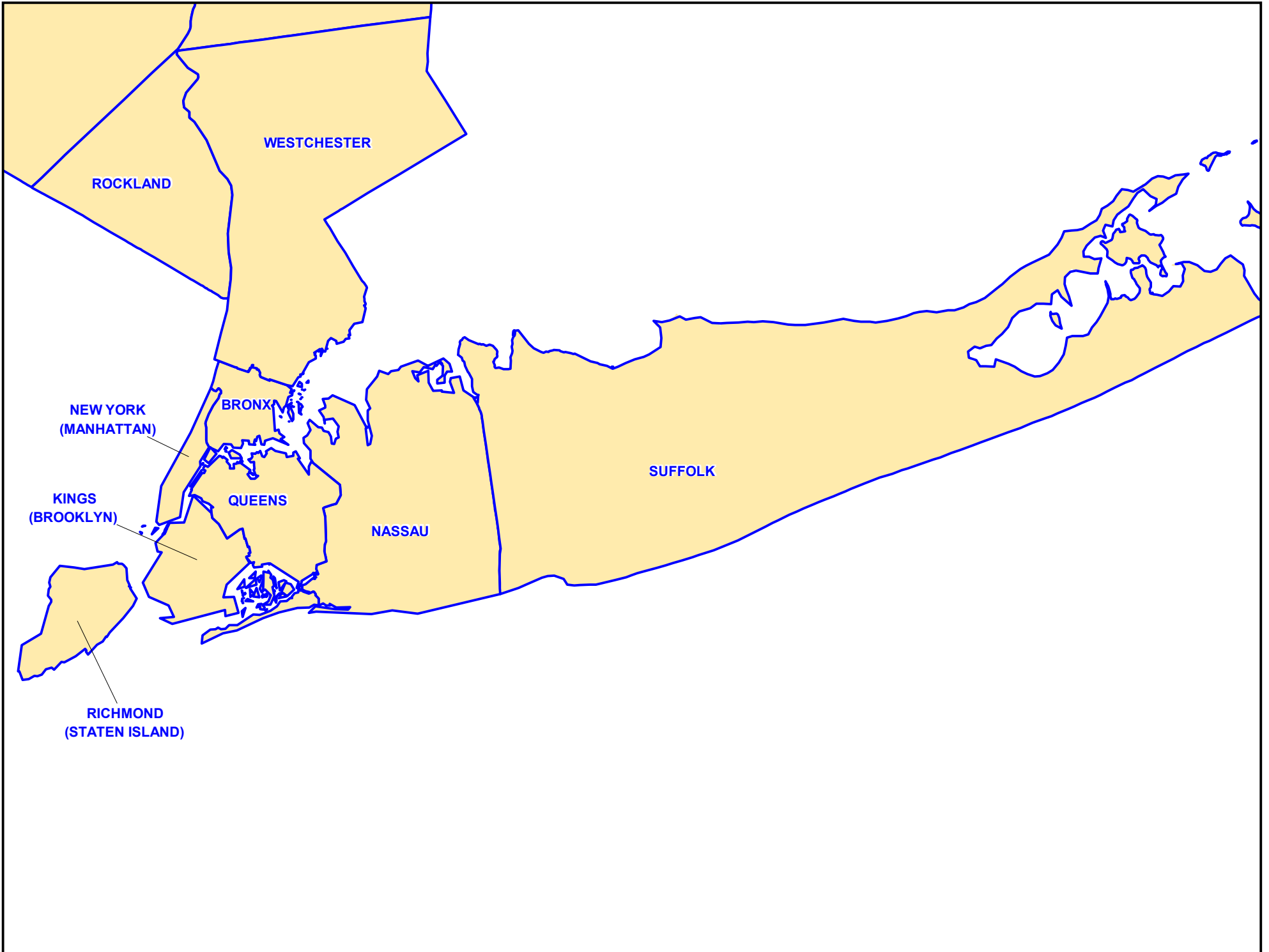
 **Report ID:** 0000045343

Do not submit the report. (For Hurricane Sandy Reports Only)

Send an e-mail to HCRBudget (Budget@nyshcr.org) to let them know a Hurricane Sandy travel report has been saved. Give the report number and the name of the traveler (if you are a proxy).

The Finance Office will enter the correct funding for reimbursement, submit it for you, and send an e-mail to you and your supervisor notifying you.

Any questions regarding reimbursable expenses, Travel policies and /or guidelines should be directed to the Travel Unit.



WESTCHESTER

ROCKLAND

NEW YORK
(MANHATTAN)

BRONX

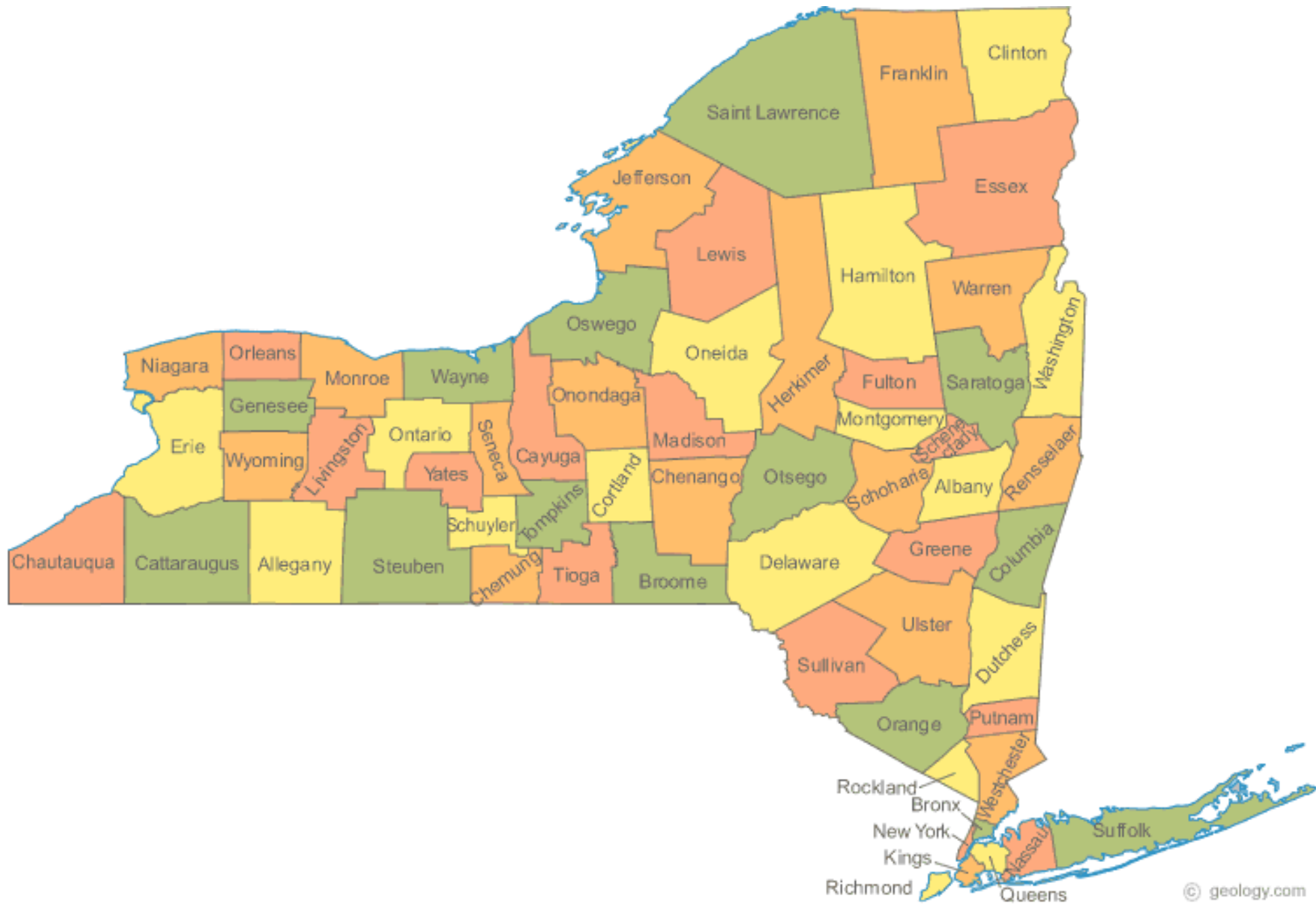
KINGS
(BROOKLYN)

QUEENS

RICHMOND
(STATEN ISLAND)

NASSAU

SUFFOLK



FEMA Eligibility Standards

(<http://www.fema.gov/do-i-qualify-housing-needs-assistance>)

To receive FEMA money or help for "**Housing Needs**" that are the result of a disaster, **ALL** of the following must be true:

- 1) You have losses in an area that has been declared a disaster by the President.
- 2) You have **filed for insurance benefits** and the damage to your **property is not covered by your insurance** or your insurance **settlement is insufficient to meet your losses**.
- 3) You or someone who lives with you is a **citizen of the United States**, a non-citizen national, or a qualified alien.
- 4) You have a **valid Social Security Number**.
- 5) The **home in the disaster area is where you usually live and where you were living at the time of the disaster**.
- 6) You are **not able to live in your home now**, you cannot get to your home due to the disaster, or your home requires repairs because of damage from the disaster.

You may **not** be eligible for "**Housing Needs**" assistance if:

1. **You have other, adequate rent-free housing** that you can use (for example, rental property that is not occupied).
2. Your home that was damaged is your **secondary or vacation residence**.
3. Your expenses resulted only from leaving your home as a precaution and you were **able to return** to your home **immediately after** the incident.
4. You have **refused assistance from your insurance** provider(s).
5. Your **only losses are business** losses (including farm business other than the farmhouse and self-employment) or items not covered by this program.
6. The **damaged home where you live is located in a designated flood hazard area** and your community is not participating in the National Flood Insurance Program. In this case, the flood damage to your home would not be covered, but ***you may qualify for rental assistance or items not covered by flood insurance***, such as water wells, septic systems.

HUD SECRETARY ANNOUNCES FORECLOSURE PROTECTION FOR NEW YORK STORM VICTIMS

WASHINGTON – U.S. Housing and Urban Development Secretary Shaun Donovan today announced HUD will speed federal disaster assistance to the State of New York and provide support to homeowners and low-income renters forced from their homes due to Hurricane Sandy.

Today, President Obama issued a disaster declaration for Bronx, Kings, Nassau, New York, Richmond, Suffolk, and Queens counties. The President's declaration allows HUD to offer foreclosure relief and other assistance to certain families living in these counties.

"Families who may have been forced from their homes need to know that help is available to begin the rebuilding process," said Donovan. "Whether it's foreclosure relief for families with FHA-insured loans or helping these counties to recover, HUD stands ready to help in any way we can."

HUD is:

- **Offering the State of New York and other entitlement communities the ability to re-allocate existing federal resources toward disaster relief** – HUD's Community Development Block Grant (CDBG) and HOME programs give the State and communities the flexibility to redirect millions of dollars to address critical needs, including housing and services for disaster victims. HUD is currently contacting State and local officials to explore opportunities to use the Department's CDBG and HOME programs in order to expedite the repair and replacement of damaged housing;
- **Granting immediate foreclosure relief** – HUD granted a 90-day moratorium on foreclosures and forbearance on foreclosures of Federal Housing Administration (FHA)-insured home mortgages;
- **Making mortgage insurance available** - HUD's Section 203(h) program provides FHA insurance to disaster victims who have lost their homes and are facing the daunting task of rebuilding or buying another home. Borrowers from participating FHA-approved lenders are eligible for 100 percent financing;
- **Making insurance available for both mortgages and home rehabilitation** – HUD's Section 203(k) loan program enables those who have lost their homes to finance the purchase or refinance of a house along with its repair through a single mortgage. It also allows homeowners who have damaged houses to finance the rehabilitation of their existing single-family home; and
- **Offering Section 108 loan guarantee assistance** – HUD will offer state and local governments federally guaranteed loans for housing rehabilitation, economic development and repair of public infrastructure.
- Information on housing providers and HUD programs -The Department will share information with FEMA and the State on housing providers that may have available units in the impacted counties. This includes Public Housing Agencies and Multi-Family owners. The Department will also connect FEMA and the State to subject matter experts to provide information on HUD programs and providers.

[Read about these and other HUD programs designed to assist disaster victims.](#)

###

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination; and transform the way HUD does business.

More information about HUD and its programs is available on the Internet at www.hud.gov and <http://espanol.hud.gov>. You can also follow HUD on twitter @HUDnews, on facebook at www.facebook.com/HUD, or sign up for news alerts on [HUD's News Listserv](#).

Hurricane Sandy Hotline Contacts and Numbers (<http://www.dhses.ny.gov/oem/event/sandy/contact.cfm>)

New York State Hurricane Sandy Helpline: 1-888-769-7243

Disaster Assistance (FEMA):

- 1-800-621-3362
 - 1-800-462-7585 (TTY)
 - <http://www.disasterassistance.gov>
 - Mobile Devices: m.fema.gov
-
- **For Aging/Elderly: 1-800-342-9871**

 - **For Businesses seeking storm help (power issues, flooding, etc.): 1-888-769-7243 / disastercustomerservice@sba.gov**

 - **For Chemical/Oil Spills: 1-800-457-7362**

 - **For Cultural Education (Museums, etc.) M-F 8am to 4pm:**
 - Libraries: **(518) 486-4864**
 - Archives & Records: **(518) 474-6926**
 - For 24/7 Cultural Education issues:
 - American Institute For Conservation: (202) 661-8068
 - Northeast Document Conservation Center: (978) 470-1010
 - Conservation Center for Art and Historic Artifacts: (215) 688-0712

 - **For Disability Assistance: 1-800-342-3009**

 - **For Insurance or Banking issues: 1-800-339-1759**

 - **For Mental Health (Stress & Anxiety) Hotline: 1-800-985-5990**

 - **For PETS (Residents unable to evacuate with, assistance, retrieval): (347) 573-1561**

 - **For Sheltering/Meals:**
 - Salvation Army: 1-800-SAL-ARMY
 - The Red Cross: 1-800-RED-CROSS

 - **For Office of Technology Customer Care Center: 1-800-697-1323 or 518-408-6487**

 - **For Temporary Disability Assistance: 1-800-342-3009**

 - **For Transportation: (518) 485-8621**

 - **For Utilities: 1-800-342-3377 (7:30am - 7:30pm)**

 - **For NYC Government Info. & Services: 311 or <http://www.nyc.gov/html/index.html>**



Andrew M. Cuomo - Governor

Governor Cuomo Announces Homeowners Will Not Have to Pay Hurricane Deductibles

Department of Financial Services Working Closely with Insurers to Speed Response to Homeowners Who Experienced Losses

New Yorkers Can Call DFS Disaster Hotline for Help

Albany, NY (October 31, 2012)

Governor Andrew M. Cuomo today announced that New York homeowners will not have to pay potentially large hurricane deductibles on insurance claims stemming from damage caused by Monday's storm.

The New York State Department of Financial Services has informed the insurance industry that hurricane deductibles should not be triggered for this storm. This will prevent coastal homeowners from having to pay deductibles in their insurance policies.

"Homeowners should not have to pay hurricane deductibles for damage caused by the storm and insurers should understand the Department of Financial Services will be monitoring how claims are handled," Governor Cuomo said.

Many homeowners' insurance policies for homes located in downstate areas contain hurricane deductibles based on a percentage of a property's insured value. These deductibles typically range from one percent of a home's insured value to five percent. So for example, with a five percent deductible on a home insured for \$300,000, the homeowner would have to pay for the first \$15,000 of damage.

Benjamin M. Lawskey, Superintendent of Financial Services, said, "We have informed the insurance industry that hurricane deductibles are not triggered because Sandy did not have sustained hurricane-force winds when it made land in New York. We will be working with insurers to help them respond as quickly as possible to homeowners who need to file claims. And we will be sending our mobile command center to hard hit areas to help consumers with insurance questions and problems."

DFS urges homeowners who experienced property losses to file insurance claims with their insurers promptly and as soon as possible after losses occur. It is important to provide policy numbers and all information relevant to the loss. To best document losses, homeowners should take photos or videos showing the extent of the losses before cleaning up damage.

Homeowners should make only necessary repairs to prevent further damage to property, like covering broken windows. Permanent repairs should not be made until after insurers have inspected losses. Damaged personal property should be kept until after an insurance settlement has been reached.

In addition, homeowners should cooperate fully with their insurer and keep a diary of all conversations with the insurance agent, including the agent's name, as well as the times and dates of all calls or visits.

Homeowners are also reminded that flood damage is only covered by flood insurance, which is a federal program administered by FEMA. Homeowners who have flood insurance and have flood damage should make claims through that insurance.

DFS will be sending its mobile command center to hard hit areas to help consumers with insurance questions and problems.

DFS has activated a Disaster Hotline to answer consumer questions and help with problems. The Disaster Hotline number is 800-339-1759. It is staffed Monday – Friday from 8 AM – 8 PM and Saturday - Sunday from 9 AM – 4 PM.

Homeowners unable to resolve disputes with insurers can file complaints at <http://www.dfs.ny.gov/consumer/fileacomplaint.htm> .



Andrew M. Cuomo - Governor

**Department of Financial Services to Offer Insurance Assistance to Citizens
in Island Park Area of Nassau County on Wednesday**

*Department Representatives Available to Answer Insurance Questions
at Village of Island Park, 127 Long Beach Rd. in Island Park*

9 a.m. to 5 p.m., Wednesday, Nov. 7, Weather Permitting

Storm Hotline Also Being Staffed to Help Storm Sandy Victims

Albany, NY (November 6, 2012)

Benjamin M. Lawskey, Superintendent of Financial Services, announced representatives of the Department of Financial Services will be in Island Park in Nassau County from 9 a.m. to 5 p.m., Wednesday, Nov. 7, weather permitting, to offer help to homeowners, renters and business owners with insurance-related issues stemming from damage caused by Sandy.

The Department's representatives will be available to meet with Island Park area citizens inside the agency's Mobile Command Center, which will be located at the Village of Island Park, 127 Long Beach Rd.

Department representatives will help citizens contact their insurers if they have been unable to do so and answer questions about homeowners', renters' and business owners' insurance coverage.

Citizens unable to go to the Mobile Command Center are encouraged to call the Department's storm hotline (800) 339-1759 between 8 a.m. and 8 p.m., Monday through Friday, or from 9 a.m. to 4 p.m. on weekends. Insurance information is also available on the Department's website, www.dfs.ny.gov.



STATE OF NEW YORK | EXECUTIVE CHAMBER

ANDREW M. CUOMO | GOVERNOR

For Immediate Release: November 7, 2012

**GOVERNOR CUOMO ANNOUNCES MAJOR STATE BANKS AND MORTGAGE
SERVICERS OFFERING RELIEF FOR HOME MORTGAGE BORROWERS IN
AFTERMATH OF SANDY**

Relief includes no foreclosures or late fees for 90 days

Governor Andrew M. Cuomo today announced that several major state-chartered banks and mortgage servicers have agreed to offer relief for home mortgage borrowers in the areas affected by Storm Sandy, including, in many cases, no foreclosures and no late fees for 90 days.

State chartered banks providing loan relief efforts include Apple Savings Bank, Dime Savings Bank of Williamsburg, Emigrant Savings Bank, M&T Bank, New York Community Bank, Ridgewood Savings Bank, Hanover Community Bank, among others. State registered mortgage servicers providing loan relief efforts include Citi Mortgage, Homeward Residential, Ocwen Loan Servicing, Nationstar, as well as others.

“Thousands of New Yorkers lost everything, while others are struggling with no electricity and limited ability to travel or communicate. As a result, some people may be late in payments on mortgages or incur other bank fees and penalties. I’m proud to say that major New York State chartered banks and registered mortgage servicers have agreed to waive fees and penalties so borrowers, who are already facing the difficulties and expenses of recovering, won’t have this additional cost. I call on any state chartered banks and mortgage servicers that have not yet provided relief programs to borrowers to follow suit,” Governor Cuomo said.

Benjamin M. Lawsky, Superintendent of Financial Services, said, “Too many people have already lost their homes or are facing difficult repairs. We don’t want to add to the problem by having people lose their homes or develop financial problems because they can’t make timely mortgage payments due to the storm. We will continue to work with banks and mortgage servicers to protect those suffering from Sandy.”

Details may vary from institution to institution and borrowers should contact their individual bank or mortgage servicer for specifics. In general, banks and mortgage servicers are working with borrowers who have been harmed as a result of Storm Sandy and offering the following types of relief:

- 90-day postponement of foreclosures and evictions.
- 90-day waiver of late fees on mortgage payments, including online payments.
- In some cases, 90-day or more forbearance on mortgage payments where the borrower has been impacted by the storm and is seeking relief.
- Waiver of interest where a refinancing transaction has been closed, but not funded.
- For borrowers in a trial modification, late payments will not negatively affect such status or prevent the borrowers from obtaining permanent mortgage modifications.
- Banks and servicers will not notify credit bureaus if borrowers make late payments.

Superintendent Lawsky also urged banks and mortgage servicers to reassess the current credit needs of communities to help meet those needs by making sound loans. They should also consider a prudent restructuring of an affected borrower's debt obligations, by altering or adjusting payment terms.

"Local banks and mortgage servicers can play a major role in helping our communities recover, as they have played a major role in their growth before the storm," Superintendent Lawsky said. Superintendent Benjamin Lawsky also reminded mortgage servicers that as a result of the order prohibiting the termination, cancellation, or non-renewal of homeowners' insurance policies for 30 days starting October 26, servicers cannot force place insurance on any homeowner who had insurance in effect as of that date. Since homeowners' insurance will remain in place, no force-placed insurance is needed to protect the lenders' interests.

Normally, servicers have a right to buy what is known as force-placed insurance if a homeowner does not maintain the insurance required by the mortgage. This often happens when homeowners fall behind on mortgage payments. Force-placed insurance is typically far more expensive than the coverage purchased by a homeowner, yet often provides far less protection for the homeowner.

Financial institutions seeking additional guidance for assisting customers affected by the impact of Storm Sandy are urged to contact the Department's Albany office at 518-473-6160.

Sarah Ludwig, Co-Director of NEDAP, an economic justice organization based in New York City, said, "NEDAP commends Governor Cuomo for taking rapid action to get many state banks and mortgage servicers to agree to a 90-day foreclosure reprieve for homeowners in the wake of the hurricane. We hope that all lenders doing business in the state will follow these measures, which are urgently needed to prevent another wave of mortgage distress and foreclosures in New York communities hit by the storm."

Kirsten Keefe, Senior Attorney, Empire Justice Center, said, "We applaud Governor Cuomo's quick response and believe it will be a welcome relief to many homeowners impacted by Sandy. When someone suffers damage to their home, or loses income because of a natural disaster such as Sandy, new necessities of life emerge and folks just need a reprieve from their regular financial obligations. Hopefully the three month moratorium and forbearance of payments being offered by the banks will be enough time for most people to get back on their feet. We are also hopeful that this is a first step and that lenders will continue to work beyond the moratorium with the worst impacted homeowners who sustained greater damage or total loss of their homes."



Andrew M. Cuomo - Governor

Governor Cuomo Changes Insurance Rules So New Yorkers Can Quickly Document Damage and Discard Dangerous Debris Without Affecting Insurance Claims

Asks Local Governments to Move Quickly to Remove Debris before Second Storm Hits Region on Wednesday

Imposes 30-Day Moratorium on Insurance Companies Cancelling Policies

Albany, NY (November 5, 2012)

Governor Andrew M. Cuomo today announced that, at his direction, Financial Services Superintendent Benjamin M. Lawsky has instructed insurers to accept homeowners' documentation, including photos and video, of losses so residents can discard debris before a second storm hits the region. Typically, insurance companies require an on-site inspection first before a claim can be processed. In addition, the State has imposed a 30-day moratorium on cancelling or terminating homeowners' and small business owners' insurance policies in storm stricken areas for any reason, including non-payment of premiums.

"Health and safety must come first. If debris is creating unsafe conditions, people must be able to clear it away without hurting their right to make an insurance claim," Governor Cuomo said. "We are acting to preserve homeowners' insurance rights when much is beyond their control. They have suffered enough and should not be hurt further by red tape or technicalities."

Superintendent Lawsky said, "If debris is dangerous, homeowners should carefully document their losses and then dispose of the debris. Taking photos and videos and even keeping samples of damaged materials is a good idea. We will be vigilant in protecting homeowners who have already suffered so much."

Both the directive dealing with dangerous debris and the moratorium on terminating policies cover the storm damaged areas: New York City and Nassau, Suffolk, Westchester, Rockland and Orange counties. The moratorium will last for 30 days, but may be extended if necessary. The Insurance Law gives the Superintendent the power to modify or suspend provisions for a limited period in any area of the State where the Governor has declared a state of emergency. For more information on the directive, visit http://www.dfs.ny.gov/dfs_suspension_order_exe.pdf. For more information on the moratorium, visit http://www.dfs.ny.gov/dfs_suspension_order_exe.pdf.

With respect to the moratorium, Superintendent Lawskey said, "Many people have lost everything, others cannot return to their homes. They should not be penalized if they are unable right now to make a payment on their insurance policy, which they desperately need to help them recover."

The Governor has already announced that hurricane deductibles in most downstate homeowners' insurance policies will not apply because Sandy did not have sustained hurricane force winds when it hit New York. Most insurers have agreed not to apply these deductibles, which can amount to tens of thousands of dollars.

The DFS directive covers homeowners' insurance policies. Flood insurance policies are covered by FEMA regulations. FEMA is also expected to issue guidance on this issue. Homeowners with both homeowner's and flood insurance should follow FEMA rules to preserve their claims under flood insurance.

For claims under homeowners' insurance, if dwelling debris must be removed before the adjuster is able to examine it, homeowners should:

1. Inventory all the damaged items.
2. Take individual color photos of the damaged property, targeting any high ticket items. If possible, videotape the damage items.
3. Have the camera set to record the date / time.
4. If possible, take samples or swatches of carpeting, wallpaper, furniture upholstery, window treatments, and other items where quality will be a claims factor.
5. The inventory should reflect the corresponding picture for validation.
6. Keep this information in a secured location to share when the adjuster arrives.

This process applies to all contents that are damaged and will be claimed.



Andrew M. Cuomo - Governor

Governor Cuomo Declares State of Emergency in New York in Preparation for Potential Impact of Hurricane Sandy

Hurricane Sandy May Hit New York State this Weekend

Albany, NY (October 26, 2012)

Governor Andrew M. Cuomo today declared a state of emergency in New York in preparation for the potential impact of Hurricane Sandy, which may hit New York State in the coming days. A state of emergency mobilizes resources to local governments that otherwise are restricted to state use only and suspends regulations that would impede rapid response.

The Governor is continuing to coordinate statewide preparation for the storm and has ordered the state's Emergency Operations Center in Albany to operate twenty-four hours a day. At the Governor's direction, state agencies and local governments are planning cooperative response efforts. Governor Cuomo and his administration have been in contact with local officials to coordinate preparation. The state government is communicating with the Federal Emergency Management Agency and the National Weather Service to discuss the potential tracks of the storm.

"As we prepare for the possibility of Hurricane Sandy hitting New York State, I am activating all levels of state government to prepare for any potential impacts," Governor Cuomo said. "We are working with federal and local partners to follow storm developments and organize a coordinated response plan. With unpredictable weather conditions, we are taking the greatest precautions - especially after our experience from last year's storms. I urge New Yorkers to plan for hurricane conditions and follow news reports to stay updated on the storm's progress."

Governor Cuomo has asked President Obama for a pre-landfall disaster declaration. This would allow for State access to funds and FEMA resources to prepare.

Due to the impending storm, the Governor's conference on Emergency Preparedness scheduled for October 29-30 in Albany is being postponed.

Governor Cuomo is overseeing state mobilization in preparation for the potential storm, including:

TRANSPORTATION

- **The Metropolitan Transportation Authority (MTA)** is monitoring the progress of Hurricane Sandy and taking necessary precautions to protect its transportation network. The storm is tracking toward New York and holds the potential for high winds and heavy rain that could make it unsafe to operate subway, bus and railroad lines, as well as to allow vehicles on the MTA's seven bridges and two tunnels. The MTA Hurricane Plan calls for an orderly shutdown of transit and train service before the arrival of sustained winds of 39 mph or higher. No decision has been made whether to suspend some or all service in advance of the storm, but ample notice will be provided of any suspension. Customers and the media should monitor the mta.info website, which is updated continuously with service information as it becomes available. Customers can also call 511 for service information.

- **New York City Transit/Metro-North Railroad/Long Island Rail Road:** Crews are working throughout all three transit systems to inspect and clear drains, pump rooms, ditches, swales, as well as flood-prone areas that will be continually monitored. Equipment like emergency response vehicles, cranes, excavators, back hoes, chain saws, generators, and pumps are checked, fueled, and ready for use - particularly in known low spots. Other actions include securing work sites against possible high winds, fueling equipment, stocking supplies and making plans to move trains, buses, equipment and supplies away from low-lying areas. Extra personnel will be assigned to report for duty before the storm is expected to make landfall.
- **Bridges and Tunnels:** All roadway and drainage systems at Bridges and Tunnels facilities are being checked and cleared of debris. Wrecker trucks and other response vehicles are readied to help motorists who may become stranded. Motorists are advised to reduce speeds when winds are between 40 and 49 mph in dry conditions, and 30 to 49 mph in windy and wet conditions. When the winds are 50 mph or more in dry or wet conditions, certain vehicles will be barred from using MTA crossings. These include motorcycles, tractor trailers, step vans, mini buses, trucks with open backs, cars pulling trailers, motor homes and vehicles carrying plate glass. If there are sustained winds of 60 mph or above, the MTA may close one or more bridges to all traffic.
- **Capital Construction:** All construction work has been suspended until further notice on East Side Access, the Second Avenue Subway, the 7 Line Extension and Fulton Center.
- The **Port Authority of New York and New Jersey** is making preparations to have a full complement of staff at all of its transportation facilities to ensure that the hundreds of thousands of customers who use them each day can be safely accommodated during this severe weather event. The agency also will activate its emergency management office to monitor the changing weather conditions and coordinate with the governor's offices in New York and New Jersey, the New York City mayor's office, other external stakeholders and the Federal Aviation Administration, which controls air traffic.
 - At the Port Authority's five airports, officials have begun taking precautions including securing any outdoor loose materials and notifying tenants and lessees to do the same; checking and clearing all storm drains and roadway gutters; servicing and fueling all vehicles, generators and pumps; preparing and placing sand bags and preparing traffic control equipment such as cones and barrels. As the storm approaches, the Port Authority strongly advises airline passengers to check with their carriers on the status of their flight.
 - Workers in the agency's Tunnels, Bridges and Terminals Department are reviewing high wind procedures and readying for potential traffic restrictions or closings.
 - At the Port Authority Bus Terminal, staff is coordinating with all of the terminal's bus carriers to determine their service plans in the coming days.
 - The World Trade Center staff notified contractors to secure construction sites and take precautionary measures including tying down and securing material and loose debris at construction sites; storing loose tools; and securing netting, banners, scaffolding and sidewalk sheds. Engineers also are implementing plans to secure cranes against the storm's winds, while crews are preparing to use pumps, sandbags and other measures to stem flooding.
- The Thruway Authority is carefully monitoring the progress of Hurricane Sandy to ensure that the agency is ready to handle any potential impacts to their system. The agency has inspected drainage systems and culverts to ensure that they are functioning properly and not blocked, prepared and tested equipment that may be needed for storm response, and mobilized staff for deployment as needed. As usual, the agency's Statewide Operations Center functions around the clock to monitor conditions throughout its 570-mile highway system.

UTILITIES

- Administration officials conducted a conference call earlier today with the Chief Executive Officers of all the public utilities and the Public Service Commission to plan for storm preparations, recovery and response. Approximately 2700 utility workers are on alert to assist in storm preparation around the state. Additional crews will be deployed for post-storm recovery.

FLOOD CONTROL

- **New York Power Authority (NYPA):** The water level of the Blenheim-Gilboa Pumped Storage Power Project's lower reservoir on the Schoharie Creek has been lowered to the minimum depth as a precaution against flood conditions. NYPA has also released water to lower the level of the Hinckley Reservoir where it operates a small-hydro facility to create additional storage capacity.
- The **Department of Environmental Conservation (DEC)** is working closely with the New York City Department of Environmental Protection to lower the water level in the Schoharie and Ashokan reservoirs to prevent flooding in Schoharie and the Catskills. DEC has authorized an emergency drawdown of the Schoharie Reservoir at a rate of approximately 600 million gallons per day. Lowering the water level can reduce the amount of water that may spill over the top of the Gilboa dam and flow downstream into the Schoharie Creek. This release will assist in creating a void space in the Schoharie Reservoir. Waters drained from the Schoharie is diverted to flow through the Shandaken Tunnel to the Esopus Creek then into the Ashokan Reservoir. DEC has authorized releases from the Ashokan Reservoir at a rate of 600 million gallons per day to facilitate a reduction in peak storm flows through maximization of reservoir storage capacity. These releases will be terminated at the onset of storm precipitation or if any flood risk arises based on monitored stream gauges.
- The **Canal Corporation** has implemented a plan to lower water levels in the Mohawk River sections of the Erie Canal between Fort Plain and Schenectady in order to increase the rainwater storage capacity for potential rainfall associated with Hurricane Sandy. The Canal Corporation is working with marinas, contractors, and commercial and recreational vessels on the Canal System to clear vessels from these impacted areas, and will begin lowering these levels by approximately three to five feet on Saturday, October 27. If the projected track of Hurricane Sandy suggests severe impacts to the Mohawk River Basin, the Canal Corporation will further reduce these levels to their lowest winter points, beginning on Sunday, October 28. In addition, to help create more rainwater storage capacity mitigate the impact of any potential flooding associated with Hurricane Sandy, the Canal Corporation began lowering the level of Hinckley Reservoir near Utica on Thursday, October 25.
- The **Hudson River - Black River Regulating District** is preparing to store rainfall in response to potential significant inflow to the Great Sacandaga Lake and Indian Lake reservoirs in the Hudson River watershed and to the Stillwater, Sixth Lake, and Old Forge Reservoir in the Black River watershed. After the storm, and after any river flooding conditions have subsided, the Regulating District will maximize the release of water from each reservoir in a reasonable and prudent manner to lower water elevation in each reservoir as quickly as possible.
- The **Lake George Park Commission**, which oversees the lake level of Lake George and ensures that the operator of the outlet dam in Ticonderoga (LaChute Hydro) operates within the "rule curve" to ensure the welfare of the public and infrastructure and power generation. The commission is coordinating with LaChute Hydro on the operation of the penstock and waste gates which control lake levels and has recommended immediate maximum drawdown from the current level to allow capacity.

HEALTH AND SAFETY

- The **New York State Police** has implemented internal agency disaster preparedness plans for Hurricane Sandy. Troop personnel remain ready for assignment to county and local Emergency Operations Centers (EOC) as needed. Personnel in each troop have been pre-identified to be available for deployment to hardest hit areas of the state if necessary. All emergency power and communications equipment has been tested. Specialized resources including boats, aircraft, and four wheel drive vehicles are staged for deployment.

The actual strength of the hurricane will depend on its course up the east coast of the United States. Parts of the state that are adjacent to coastal waters, such as Long Island and New York City, are considered most at risk. Inland locations can also be affected by heavy rainfall and strong winds, which can cause flooding and power outages.

Governor Cuomo urges New Yorkers to take stock of their emergency supplies, such as water, non-perishable food, radios, batteries, supplies for any pets, and first aid kits. The Governor also encourages New Yorkers to check in with neighbors, especially the elderly or disabled, who might need assistance to ensure that their needs are met if emergency instructions are issued.

The Department of Health also issued the following tips for New Yorkers in preparation of the storm:

- Have plenty of non-perishable food and water supplies on hand. Make sure battery-operated radios and flashlights are available and have an ample supply of batteries. Hand-cranked flashlights and radios that do not need batteries may also be useful. Have a first aid kit available and make sure there is adequate supply of medicines on hand for those who require it.
- Know how to contact all family members at all times. Identify an out-of-town friend or family member to be the "emergency family contact." Then make certain all family members have that number. Designate a family emergency meeting place where the family can meet in case you can't go home.
- Pay particular attention to relatives with special needs, small children and pets. Know where to relocate pets during a storm because many shelters are not able to accept pets. Shelters often only accept "service animals" that assist people with disabilities.
- Prepare an emergency phone list of people and organizations that may need to be called. Include children's schools, doctors, child/senior care providers, and insurance agents.
- Follow the news and emergency broadcasts of local radio and television stations that will provide up-to-date official information during a storm emergency, including recommendations to evacuate specific areas.
- Find out what emergency plans are in place in your community and how you will be notified in the event of an emergency.
- Know the hurricane risks in your area and learn the storm surge history and elevation of your area.
- Store important documents such as insurance policies, medical records, bank account numbers, and social security cards in waterproof containers. Also have cash (in small bills), a checkbook, and credit/ATM cards readily available.

New Yorkers can get up to date information at governor.ny.gov and following our office on Twitter @NYGovCuomo. The public can also receive notifications via email, text and phone call through the state's notification system, NY-Alert by going to NYalert.gov to sign up for free.