

# New Jersey Hurricane Irene 2011

## Relief and Recovery Assistance Guide



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## **I. PURPOSE**

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The purpose of this Assistance Guide is to connect New Jersey residents affected by Hurricane Irene. The Guide lists information on many programs and agencies. Updates and verification are on-going. Updates are available at [www.nj211.org](http://www.nj211.org).

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

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

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

## II. GETTING STARTED

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### **Governor Christie Declares State of Emergency**

On August 25, 2011 Governor Christie signed an executive order declaring a state of emergency in anticipation of severe weather conditions throughout the state as a result of Hurricane Irene.

By declaring a state of emergency the Governor has broadened the power of the NJ State Police including traffic control, limiting access to areas affected by the storm, and the ability to issue evacuation orders. This declaration gives the NJ Office of Emergency Management the ability to mobilize and deploy resources throughout the state including NJ State Police, NJ Department of Military and Veterans Affairs, NJ Department of Environmental Protection and NJ Department of Transportation, as well as county and municipal emergency management officials in impacted areas throughout the state.

### **President Obama Signs Disaster Declaration**

**On August 31<sup>st</sup> President Obama issued a Presidential Disaster Declaration for the State of New Jersey (FEMA-4021-DR) due to damage caused by Hurricane Irene. While** the President's action originally made federal funding available for a limited number of counties in New Jersey, the declaration was extended on September 4<sup>th</sup> and now includes all counties in the state. This declaration makes **federal funding available to affected individuals throughout New Jersey. Federal funding will also be available to state and eligible local governments and certain private nonprofit organizations** on a cost-sharing basis for emergency work and the repair or replacement of facilities damaged by Hurricane Irene.

### **Insurance Claims**

**If your home has suffered damage, call the agent who handles your insurance to file a claim. If you have suffered damage related to flooding conditions and do not know if you have flood insurance, you can call the National Flood Insurance Program at 1-800-638-6620 to confirm your current flood insurance and to find out where to submit your claim.** If you are unable to stay at home, make sure to say where you can be reached. To make filing your claim easier, take photos of the house and save damaged personal property. If necessary, place these items outside the home. An insurance adjuster will need to see what is damaged in order to process your claim. If FEMA assistance is available to you because you live in the area included in the declaration you are expected to contact your insurance company first. FEMA may only help with damage not covered by your insurance policy. **The filing deadline for FEMA's National Flood Insurance Program is October 31, 2011.**

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

## **Disaster Recovery Centers**

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

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

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

### **At the Disaster Recovery Center, visitors can expect to:**

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

See the following pages for a complete listing of DRC locations and hours. Centers are currently open from 10 AM to 6 PM Monday through Saturday unless otherwise noted. To check locations online, FEMA has also established a [DRC Locator](http://asd.fema.gov/inter/locator/home.htm).  
[<http://asd.fema.gov/inter/locator/home.htm>]

<b>COUNTY</b>	<b>DRC LOCATION</b>	<b>HOURS</b>
<b>ATLANTIC</b>	4403 Black Horse Pike Building A (behind Sears) Mays Landing, NJ	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>BERGEN PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Bergen County Administrative Building 1 Bergen County Plaza Hackensack, NJ	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>BURLINGTON</b>	Burlington County College 601 Pemberton Browns Mills Road Pemberton NJ Building 800 (Police Academy Building)	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>CAMDEN CLOSED AS OF 10.12.11</b>	Pennsauken Fire Company #2 2215 Merchantville Avenue Pennsauken, NJ 08110	8 a.m. to 6 p.m., 7 days a week <b>CLOSED AS OF 10.12.11</b>
<b>CAPE MAY</b>	Cape May County EM Communications Center 30 Mechanic St. Cape May Courthouse, NJ 08210	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>CUMBERLAND PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Cumberland County 911 Center 637 Bridgeton Center Bridgeton, NJ 08302	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>ESSEX</b>	Fairfield Community Center 376 Hollywood Avenue Fairfield, NJ 07004	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>GLOUCESTER</b>	Gloucester County Government Services Building 1200 N. Delsea Drive Clayton, NJ 08312	8 a.m. to 6 p.m. Monday – Saturday (closed 10.10.11)
<b>HUDSON</b>	Public Library and Business The Resource Center 1379 Paterson Plank Road Secaucus, NJ 07094	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>HUNTERDON</b>	Hunterdon County Complex 314 State Route 12, Building 1 Flemington, NJ 08822	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>MERCER</b>	Mercer County Community College, Fine Arts Bldg. 1200 Old Trenton Rd West Windsor, NJ	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>MIDDLESEX</b>	East Brunswick Division of Parks 334 Dunhams Corner Road East Brunswick, NJ 08816	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)

<b>COUNTY</b>	<b>DRC LOCATION</b>	<b>HOURS</b>
<b>MONMOUTH PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Henry Hudson Trail Activity Center 945 Route 36 Leonardo, NJ	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>MORRIS PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Parsippany PAL Building 33 Baldwin Road Parsippany, NJ 07054	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>OCEAN CLOSED AS OF 10.1.11</b>	Brick Township Civic Plaza 270 Chambers Bridge Rd. Brick Township, NJ 08723	8 a.m. to 6 p.m., seven days a week <b>CLOSED AS OF 10.1.11</b>
<b>PASSAIC</b>	Urban Enterprise Zone Office (Museum) 2 Market Street, 2nd Floor Patterson, NJ 07501	8 a.m. to 6:00 p.m., Monday – Saturday (closed 10.10.11)
<b>SALEM CLOSED AS OF 10.1.11</b>	Ware Agricultural Complex 51 Cheney Road Woodstown, NJ 08098 (Mannington Township)	8 a.m. to 6 p.m., seven days a week <b>CLOSED AS OF 10.1.11</b>
<b>SOMERSET PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Somerset County’s Human Services Building 1 <sup>st</sup> Floor 27 Warren Street Somerville	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>SUSSEX CLOSED AS OF 10.12.11</b>	Sussex County Technical School 105 N. Church St. Sparta, NJ 07871	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11) <b>CLOSED AS OF 10.1.11</b>
<b>UNION PERMANENTLY CLOSED AT END OF DAY ON 11.2.11</b>	Cranford Community Center 220 Walnut Avenue Cranford, NJ 07016	8 a.m. to 6 p.m., Monday – Saturday (closed 10.10.11)
<b>WARREN CLOSED AS OF 10.1.11</b>	Warren County OEM 1024 Route 57 Washington, NJ 07882	8 a.m. to 6 p.m., seven days a week <b>CLOSED AS OF 10.1.11</b>

*Last Update: 11.1.11*

## **FEMA Assistance Programs**

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

**Public Assistance** provides assistance to states, local governments, and certain non-profit organizations for emergency work and the repair or replacement of disaster-damaged facilities. More information is available [here](http://www.fema.gov/government/grant/pa/index.shtm). [http://www.fema.gov/government/grant/pa/index.shtm]

Applicant briefing sessions are being held from September 12 – September 15 in counties throughout New Jersey to help agency professionals get answers to questions about the application process. [Access a listing of meeting locations.](http://www.ready.nj.gov/plan/pdf/090711_dr4021_schedule.PDF) [http://www.ready.nj.gov/plan/pdf/090711\_dr4021\_schedule.PDF]  
[Access Hurricane Irene Public Assistance Material and Forms](http://www.ready.nj.gov/plan/public-assist.html) [http://www.ready.nj.gov/plan/public-assist.html]

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

### **Filing for FEMA Assistance**

**If you have been impacted by the recent storm you must first register with FEMA to get assistance! The filing deadline for FEMA Individual Assistance has been extended to November 30, 2011.**

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

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

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

**Be sure to get a FEMA application number.** After you've completed your application for assistance, you will receive a FEMA application number. **Write down this number and keep it for future reference.** If you do not have a FEMA Registration Number,

you will not receive services. You can also use the number for identification at banks, airlines, etc. if your identification has been destroyed.

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

### **FEMA Assistance for Immigrant Families**

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

### **FEMA Outreach Efforts Continue**

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

### **After Applying for FEMA Assistance**

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

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

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

## **What to do if FEMA Assistance is Denied**

A denial letter does not necessarily mean that an applicant is ineligible for assistance. It may mean that the information provided is incomplete. Make sure that you have submitted sufficient documentation of identity, ownership, and disaster damage. Complete and return the U. S. Small Business Administration loan application as this is an essential part of the recovery process as well. A letter from FEMA that states you have been denied assistance because you are "INS-insured" is an indication that there is an insurance issue. Call the FEMA helpline to update insurance information as soon as it becomes available.

For more information on how to appeal a denial letter stating that you are ineligible for disaster assistance click [here](http://www.fema.gov/assistance/process/case_review.shtm) [http://www.fema.gov/assistance/process/case\_review.shtm] and read about the process that must be followed to appeal this decision from FEMA. Applicants have 60 days from the date of their determination letter to appeal the FEMA decision. All appeals must be in writing and should include the disaster identification registration number.

The appeal should include new or missing information, documents and damage repair estimates that support the appeal request.

### Mail appeals to:

FEMA – Appeals Officer  
National Processing Service Center  
PO Box 10055  
Hyattsville, MD 20782-8055

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

## **Report False Damage Claims**

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

Report a false damage claim: Call (800) 323-8603 or E-mail: [DHSOIGHOTLINE@dhs.gov](mailto:DHSOIGHOTLINE@dhs.gov) .

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

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

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

By Fax (225) 334-4707

By E-Mail to [disaster@leo.gov](mailto:disaster@leo.gov)

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

## **SBA Loans**

SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, non-profit organizations to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster. **The filing deadline for an SBA loan is October 31, 2011.**

**The disaster declaration for Individual Assistance has been expanded to include all of the counties of New Jersey, which makes all residents of the state who were affected by the hurricane, eligible for both Physical and Economic Injury Disaster Loans from the SBA.** Small businesses and most private, non-profit organizations in adjacent counties are also eligible to apply only for SBA Economic Injury Disaster Loans.

**The disaster declaration for Public Assistance has been expanded to include all counties in the state as well** and entitles residents to apply for certain SBA loans as well.

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

- SBA disaster loans up to \$200,000 are available to homeowners to repair/replace real estate.
- Homeowners and renters are eligible for up to \$40,000 from SBA to repair/replace personal property. Interest rates for residents are as low as 2.5 percent with terms for as long as 30 years.
- Businesses of any size may borrow up to \$2 million to repair or replace damaged or destroyed real estate, machinery and equipment, inventory and other business assets. The interest rate is as low as 3 percent for non-profit organizations and 4 percent for businesses.

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

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

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

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

### **SBA Business Recovery Centers**

The U.S. Small Business Administration announced the opening of Business Recovery Centers in New Jersey. These Centers will provide one-on-one assistance to business owners seeking disaster assistance for losses caused by Hurricane Irene that occurred between Aug. 27 and Sept. 5. All Centers will open Tuesday, Oct. 11 and remain open until further notice, at the following locations and times:

COUNTY	BRC LOCATION	HOURS
BERGEN	NJSBDC at Bergen Community College 355 Main Street Hackensack, NJ 07601	Mon. - Fri. 9 a.m. to 5 p.m.
MONMOUTH	Monmouth County OEM 300 Halls Mills Road Freehold, NJ 07728	Mon.- Fri. 8:30 a.m. to 5:30 p.m.
MORRIS	Morris County Building Denville Municipal Building 1 Saint Mary's Place Denville, NJ 07834	Mon. - Fri. 8 a.m. to 5 p.m.
PASSAIC	Woodland Park Municipal Building Community Room 5 Brophy Lane Woodland Park, NJ 07424	Mon. - Fri. 8:30 a.m. to 5 p.m.
UNION	New Jersey Small Business Development Center (NJSBDC) at Kean University-Incubator 320 Park Avenue Plainfield, NJ, 07060	Mon. - Fri. 9 a.m. to 6 p.m.
Source: www.sba.gov. 10.13.11		

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

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

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

To obtain additional assistance call, the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the deaf and hard-of-hearing) or send an e-mail to [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). Those affected by the disaster may also apply for disaster loans electronically from [SBA's website \[https://disasterloan.sba.gov/ela/\]](https://disasterloan.sba.gov/ela/). The filing deadline to return applications for physical property damage is October 31, 2011. The deadline to return economic injury applications is May 31, 2012.

### **Other Needs Assistance (ONA)**

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

The purpose of ONA is to provide financial assistance to individuals and households who have no applicable insurance and may have been denied by the U.S. Small Business Administration Disaster Assistance program. FEMA may be able to reimburse you for disaster-related purchases. In order to be considered you must provide receipts dated Aug. 27 through Sept. 5 documenting the purchases. *Lost receipts can often be replaced at the original place of purchase.*

Disaster-related items eligible for reimbursement may include:

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

### **Microloan Program for Small Businesses**

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

### **III. IMMEDIATE ASSISTANCE**

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The American Red Cross and the Salvation Army are considered First Responders in an emergency. Necessities such as shelter, food, clothing, or cleaning materials can often be obtained from these organizations. Clean-up plans are now being developed and will be announced as soon as they are finalized. Check [www.nj211.org](http://www.nj211.org) for the most current information.

#### **American Red Cross**

The Red Cross provides immediate emergency assistance to people affected by disaster, such as; shelter, food and water, health and mental health services to address basic human needs.

- The goal of Red Cross disaster relief is to enable individuals and families to resume their normal daily activities independently.

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

To locate your local Red Cross Chapter, go to [www.redcross.org](http://www.redcross.org) and enter your zip code under "Find the Red Cross Nearest You". To access a current list of emergency shelters that are open now go to <http://app.redcross.org/nss-app/>.

#### **Information and Referral**

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

#### **Disaster Mental Health Hotline**

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

An informative guide on Managing the Emotional Consequences of Storms and Floods is also available (in English and Spanish) by following this link to

<http://www.state.nj.us/humanservices/dmhs/disaster/#4>.

**NJ HELPS**

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

## IV. MORE FEDERAL AND STATE DISASTER ASSISTANCE

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### **Evacuation Routes**

Evacuation routes for areas throughout NJ are available at [www.nj511.org](http://www.nj511.org) or by dialing 5-1-1. Other emergency evacuation information may be available in the Local Resource section of this resource guide.

### **Shelter**

A nearly real-time listing of Red Cross emergency shelters throughout the state is accessible at <http://app.redcross.org/nss-app/> or by calling your [local Red Cross chapter](#) [<http://www.redcross.org/cgi-bin/chapts-new.asp#NJ>]. A comprehensive list of shelters that has been organized by county is also available in the Local Resource section of this resource guide and is based upon information received from the American Red Cross, Salvation Army and active network of volunteer organizations in our state. **ALL RED CROSS SHELTERS HAVE BEEN CLOSED AS OF 9/16/11.**

**Those who are still in need of shelter** are being placed in transitional housing until permanent solutions to their housing needs can be found. If you are in need of assistance in finding housing, you can call:

- your county [welfare office](#)  
[<http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/>]
- your county [Social Service for the Homeless hotline](#)  
[<http://nj211.org/images/Hurricane/CountyHomelessHotlines.pdf>]

### **You may be eligible for assistance through the Homeless Prevention Program.**

This program provides temporary assistance to households who are facing eviction or foreclosure because of conditions that have left them incapable of making payments. Natural disasters fall into this category but must be documented by the Red Cross or a letter from FEMA. This aid is temporary and is based upon income eligibility. [Learn about HPP.](#) [<http://www.state.nj.us/dca/divisions/dhcr/offices/hpp.html>] To see if you qualify call Mercedes Caesar at 609-441-3334 or Roseanne Macchiarelli at 732-255-0834.

**NJ Housing Resource Center** is an online, housing information clearinghouse designed to help all New Jerseyans with their housing-related needs. Searches on the database can be narrowed to limit your results to include a specific type of housing unit and the site includes maps and pictures and is updated bi-weekly to give an accurate reflection of housing availability in our state. [Visit the NJHRC website.](#)  
[<http://www.njhousing.gov/>]

### **Learn about other housing options on [NJ 2-1-1 housing-related web pages.](#)**

[<http://nj211.org/housing.cfm>]

## **Assistance for Homeless Veterans**

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

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

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

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

[http://www.bringfido.com/lodging/state/new\\_jersey/](http://www.bringfido.com/lodging/state/new_jersey/)

[http://www.funnewjersey.com/upload\\_user/Weekend\\_Getaways/HOTELS.HTM](http://www.funnewjersey.com/upload_user/Weekend_Getaways/HOTELS.HTM)

## **Health Concerns**

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

The call center is being staffed by health experts from the Department's Division of Epidemiology, Environmental and Occupational Health who can answer questions about prevention/treatment of mold growth in flooded homes and businesses, disposal of food spoiled as a result of power outages and concerns about water that needs to be treated to make it safe for drinking and other uses.

The DHSS Call Center will be open from 8 am to 5 pm. The number for the call center is 609-826-4920.

Additional information about hurricane and flood recovery is available at [www.state.nj.us/health/er/natural.shtml](http://www.state.nj.us/health/er/natural.shtml).

## **Business Recovery Assistance Services**

To support the recovery of New Jersey's businesses a series of business assistance services for those affected by the storm is now available. Information for all services may be accessed through [New Jersey's Business Action Center](http://www.nj.gov/njbusiness) (BAC), by calling 1-866-534-7789 or through their website. [http://www.nj.gov/njbusiness].

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

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

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

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

### **Disaster Unemployment Assistance**

Residents or people employed in affected areas may be eligible for Disaster Unemployment Assistance. Federal Disaster Unemployment Assistance (DUA) is available for persons, including self-employed individuals, who were living or working in the affected counties at the time of the disaster, and who are unemployed as a direct result of the damages caused by this storm.

If you are unemployed because of the disaster that began on August 27, 2011, you should file for unemployment insurance benefits by calling a New Jersey Reemployment Call Center at:

#### Reemployment Call Centers

Union City: (201) 601-4100  
Freehold: (732) 761-2020  
Cumberland: (856) 507-2340

The deadline for filing claims resulting from this disaster for individuals in the following counties - Bergen, Essex, Morris, Passaic and Somerset - is October 3. The deadline for filing claims resulting from this disaster for the remaining counties is October 7. These individuals may begin to file for DUA benefits as of September 8.

Unemployment insurance claims filed after the deadline may be ineligible for payment.

[Learn more](#)

[<http://lwd.dol.state.nj.us/labor/wnjpin/content/HurricaneIreneRecovery.html>] about this and other labor related initiatives to assist NJ residents.

#### **Document Replacement**

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

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

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

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

For applications received after 4 p.m., records will be mailed the next business day.

To find a local registrar in your county visit:

[www.state.nj.us/health/vital/regbycnty.shtml](http://www.state.nj.us/health/vital/regbycnty.shtml)

#### **New Jersey Drivers License or ID**

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

## **New or Replacement Social Security Card**

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

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

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

## **Suspension of Federal Student Loan Payments**

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

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

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

## **Tax Relief**

The IRS announced that it is providing tax relief to individual and business taxpayers impacted by Hurricane Irene that include certain taxpayers in New Jersey. The tax relief postpones certain tax filing and payment deadlines to October 31, 2011. It includes corporations and businesses that previously obtained an extension until September 15, 2011, to file their 2010 returns and individuals and businesses that received similar extensions until October 17. It also includes the estimated tax payment for the third quarter of 2011, which would normally be due September 15.

For full details, including the start date for the relief in various locations and information on how to claim a disaster loss by [amending a prior-year tax return](#) can be found in tax relief announcements for individual states on [www.irs.gov](http://www.irs.gov). Governor Christie has not confirmed that he will be adhering to this policy for State Returns.

## **Preserving Wet Documents**

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

## **Housing**

**You may be eligible for assistance through the Homeless Prevention Program (HPP).** This program provides temporary assistance to households who are facing eviction or foreclosure because of conditions that have left them incapable of making payments. Natural disasters fall into this category but must be documented by the Red Cross or a letter from FEMA. This aid is temporary and is based upon income eligibility. [Learn more about HPP.](http://www.state.nj.us/dca/divisions/dhcr/offices/hpp.html) [http://www.state.nj.us/dca/divisions/dhcr/offices/hpp.html ] To see if you qualify call Mercedes Caesar at 609-441-3334 or Roseanne Macchiarelli at 732-255-0834.

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

### **Housing Assistance for Homeless Veterans**

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

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

- [Your County Welfare Office](http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/)  
[http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/]
- [Your County Social Service for the Homeless Hotline](http://nj211.org/images/Hurricane/CountyHomelessHotlines.pdf)  
[http://nj211.org/images/Hurricane/CountyHomelessHotlines.pdf]

**If you were displaced from your accessible housing or have a housing need because of Hurricane Irene,** the NJ Office of Emergency Management and the Access and Functional Needs Task Force for Sheltering wants to know.

Please contact: Norman A. Smith, Member, Mercer County CERT, Leader, AFN Support Services Task Force - NJDHS c/o Project Freedom Inc. 223 Hutchinson Road Robbinsville NJ 08691, or e-mail the task force at ProjectFreedom1@aol.com

### **Change of Address**

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

### **Legal Services**

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

Disaster Legal Services is also being provided for free by the American Bar Association (Young Lawyers division.) Learn more by calling 1-888-541-1900.

### **Your Rights as a Renter**

#### **Rent Abatement and Security Deposits**

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

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

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

### **Caring for Pets**

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

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

If any animals are lost during the disaster, contact veterinarians, humane societies, pet shelters, and other facilities that might house animals. Be prepared to identify and document ownership when claiming lost livestock. The United States Department of Agriculture Missing Pet Network at [www.missingpet.net](http://www.missingpet.net) may be of assistance.

### **Caring for Farm Animals**

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

If you or someone you know has an agricultural or animal care issue related to the storm you may also contact New Jersey Department of Agriculture at the office in Trenton 609-292-3965. For more information, go to:  
<http://www.nj.gov/agriculture/news/hottopics/approved/topics110827.html>.

### **Financial Services and Consumer Advice**

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

### **Other Resources Include:**

#### Better Business Bureau

609-588-0808

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

#### Consumer Credit Counseling Service

Call 2-1-1 for the nearest location

#### Fraud Detection

FEMA fraud detection 1-800-323-8603

Insurance Information

National Flood Insurance Program  
(Customer Service) 1-800-427-4661  
(Existing Policies) 1-800-638-6620

Insurance Complaints and Assistance

New Jersey Department of Banking and Insurance  
Information 1-609-292-5360  
Complaints 1-609-292-5316  
To learn more go to [www.njdobi.org](http://www.njdobi.org).

Veterans Benefits

U.S. Department of Veteran Affairs  
1-800-827-1000  
TTY 1-800-829-4833  
Or online at [www.va.gov](http://www.va.gov)

## V. LOCAL COUNTY RESOURCES

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

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>ATLANTIC</b> <i>Updated on 9.29.11</i>	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
		American Red Cross	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
	The Community FoodBank of NJ Southern Branch Community Pantry	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	Bleach available for clean-up	
	SHELTER	Atlantic City Rescue Mission	609-345-5517	County Social Service Hotline for the Homeless
FOOD RESOURCES	The Community FoodBank of NJ Southern Branch Community Pantry	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	Food boxes and extra food available	
LEGAL SERVICES	South Jersey Legal Services	26 South Pennsylvania Avenue Suite 100, 1st floor Atlantic City, NJ 08401  (p): (609) 348-4200 (e): SJLSAtlantic@lsnj.org	Hours: 9:00 AM - 5:00 PM	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>BERGEN</b> Updated on 9.22.11	As a result of the damage caused by flooding to the PSE&G New Milford Sub Station, the Company had to initiate rolling blackouts in the areas of Hillsdale, Dumont, Teaneck, New Milford and Bergenfield to reduce consumption and stabilize the system over the next 72 hours. Customers are encouraged to try to reduce their power consumption while the company continues its efforts to repair damage caused by Hurricane Irene.			
	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a> <b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		American Red Cross	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
	FOOD RESOURCES	Center for Food Action	316 First Street Hackensack 201-883-9375	There are many locations in Bergen County. Call 201-883-9375 for information about the location near you and to get hours of operation.
	SHELTER	Bergen County BOSS	888-323-7436	County Social Service Hotline for the Homeless
	LEGAL SERVICES	Northeast New Jersey Legal Services	190 Moore Street Hackensack, NJ 07601  (p): (201) 487-2166 (e): NNJLS@lsnj.org	Hours: 8:30 AM to 5:00 PM Web Site: <a href="http://www.lsnj.org/nnjls">www.lsnj.org/nnjls</a>
		Pro Bono Partnership	973-240-6955	Nonprofit c (organizations only) affected by the floods can get legal assistance and help with paperwork, insurance claims, etc.
	GENERAL ASSISTANCE	Bergen County United Way	Compassion Fund	To be considered for this resource you must call 2-1-1 and speak with call specialist; if all other resources are exhausted, Bergen County residents will be referred to case manager at BCUW
	WEB RESOURCES	Oakland NJ Flood	201.228.0130 <a href="http://oaklandnjflood.com/">http://oaklandnjflood.com/</a>	Coordinates volunteers, donations and requests for assistance for residents of Oakland, NJ
	Volunteering	Volunteer Center of Bergen County	(201) 489-9454	Call or register on-line <a href="http://www.bergenvolunteers.org">www.bergenvolunteers.org</a>
Document Replacement	County Clerk	201-336-7000 <a href="http://www.co.bergen.nj.us/">www.co.bergen.nj.us/</a>		

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
BURLINGTON	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a> <b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		American Red Cross	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
	FOOD/CLOTHING/ FURNITURE	End Hunger NJ	<a href="http://www.endhungernj.org/">http://www.endhungernj.org/</a>	Database of food resources in NJ
		Emergency Services of Catholic Charities	801 Burlington Avenue Delanco, NJ 856-764-6940	Walk-in for food, clothing, shelter. Walk-ins Mon-Fri 9:30-11:00am 1:30-3:30pm Food Pantry hours; Mon,- Thurs 9:30am-11:00am and 1:00pm-4:00pm;
		Fishes and Loaves Food Pantry	228 E Washington St Riverside Township, NJ 08075-3629 856-461-0132	FOOD 9/17/11 ONLY-9:00 - 12:00 NOON  Food pantry is available to residents of Riverside, Delran and Delanco.
		St. Vincent De Paul Society	1 Jones Road Medford, NJ 08055 609-953-0021	Emergency Food M-9-11; T - 12-2; F-10-3; SA-9-11 Thrift Shop - M12-3;T/W 10-3;TH 10-6;F 10-3;S10-1 Will try to help with other necessities too after making home visit. Available to residents of Medford, Medford Lakes, Browns Hills, Moorestown
	LEGAL SERVICES	South Jersey Legal Services	107 High Street Mount Holly, NJ 08060  (p): (609) 261-1088 (e): SJLSBurlington@lsnj.org	Hours: 9:00 AM to 5:00 PM
	SHELTER (for your pet)	Call NJ 2-1-1 for assistance	2-1-1 ;	
	Case Management	Burlington County Division of Social Services	795 Woodlane Road Human Services Facility Mount Holly, NJ 08060 609-261-1000	Mon - Wed - Fri, 8:00am-5:00pm
	Volunteering	Volunteer Center of Burlington County	Burlington County College Parker Center- Room 221 601 Pemberton Browns Mills Rd. Pemberton, NJ 08068 609-894-9311 x1492	E-mail: volcenter@hotmail.com www.volunteercenterburlingtoncounty.org
Document Replacement	County Clerk	Courts Facility - 1st Floor 49 Rancocas Road, PO Box 6000 Mt. Holly, NJ 08060	Monday - Friday 8:00am - 4:00pm	

			609-265-5122	
	<b>United Way /Unmet Needs</b>	<b>United Way</b>	To receive help call 2-1-1	
	<b>Mold Problem</b>	<b>Burlington County Dept of Health</b>	15 Pioneer Blvd PO Box 6000 Raphael Meadow Health Center Mount Holly, NJ 08060 Environment 609-265-5515	Mon - Fri; 8:00am - 5:00pm
	<b>County Assistance Programs</b>	<b>Burlington County Division of Social Services</b>	795 Woodlane Road Human Services Facility Mount Holly, NJ 08060 609-261-1000	Mon - Wed - Fri, 8:00am-5:00pm

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
CAMDEN Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>			
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own</b>			
		<b>American Red Cross</b>	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM	
	LEGAL SERVICES	<b>South Jersey Legal Services</b>	745 Market Street Camden, NJ 08102 Intake Unit: 1-800-496-4570 (p): (856) 964-2010 (e): SJLSCamden@lsnj.org	Office Hours: 9:00 AM to 5:00 PM	
	SHELTER (for your pet)	Union Organization for Social Services (UOSS)	800-331-7272 ;	County Social Service Hotline for the Homeless	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
CAPE MAY Updated on 9.29.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>			
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own</b>			
		<b>American Red Cross</b>	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM	
		<b>The Community FoodBank of NJ Southern Branch Community Pantry</b>	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	Bleach available for clean-up	
	SHELTER	<b>Cape May BOSS</b>	609-886-1325 or 1-800-886-6200	County Social Service Hotline for the Homeless	
FOOD RESOURCES	<b>The Community FoodBank of NJ Southern Branch</b>	6725 Black Horse Pike Shore Mall (Old Value	Food boxes and extra food available		

		<b>Community Pantry</b>	City location) Egg Harbor Township, NJ	
	<b>Volunteering</b>	<b>Cape May United Way of Cape May County</b>	609-729-2002	<a href="http://www.uwcmc.org">www.uwcmc.org</a>
	<b>Document Replacement</b>	<b>County Clerk</b>	609-465-1010	Mon. – Fri. 8:30 – 4:30 pm
	<b>United Way /Unmet Needs</b>	<b>United Way</b>	To receive help call 2-1-1	
	<b>Health Concerns Related to Hurricane</b>	<b>Public Health Information Call Center</b>	1-866-234-0964	<a href="http://www.state.nj.us/health/er/natural.shtml">http://www.state.nj.us/health/er/natural.shtml</a>
	<b>LEGAL SERVICES</b>	<b>South Jersey Legal Services</b>	1261 Route 9 South Cape May Court House, NJ 08210 (p): (609) 465-3001 (e): SJLSCapeMay@lsnj.org	Office Hours: 9:00 AM to 5:00 PM

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION	
<b>CUMBERLAND</b> <i>Updated on 9.29.11</i>	<b>CLEAN-UP</b>	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>			
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>			
		<b>American Red Cross</b>	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M- F 8:30AM-4:30PM	
		<b>The Community FoodBank of NJ Southern Branch Community Pantry</b>	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	Bleach available for clean- up	
	<b>FOOD RESOURCES</b>	<b>The Community FoodBank of NJ Southern Branch Community Pantry</b>	6725 Black Horse Pike Shore Mall (Old Value City location) Egg Harbor Township, NJ	Food Boxes and extra food available	
		<b>End Hunger NJ</b>	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database	
	<b>LEGAL SERVICES</b>	<b>South Jersey Legal Services</b>	415 W. Landis Avenue 2nd Floor Vineland, NJ 08360 (p): (856) 691-0494 (e): SJLSCumberland@lsnj.org	Office Hours: 9:00 AM to 5:00 PM	
<b>SHELTER</b>	<b>Cumberland Family Shelter</b>	Dial 2-1-1 for information	County Social Service Hotline for the Homeless		

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>ESSEX</b> Updated on 9.22.11	DRINKING WATER	Boil Water notice remains in effect for parts of Essex and Union counties. Water distribution sites: Maplewood at the Maplewood community pool and in West Orange at the West Orange High School.		
	CELL PHONE CHARGING CENTER	Salvation Army	13 Trinity Place, Montclair	
	FOOD	End Hunger NJ	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database
	SHELTER	Newark Emergency Serv.- Newark only Salvation Army of Montclair- balance of county	973-744-3312 (daytime) 973-744-8666 (evening and weekends)	County Social Service Hotline for the Homeless
	CLEAN-UP	American Red Cross	209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
		Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	CASE MANAGEMENT	American Red Cross	209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Call for appointment M-F 8:30AM-4:30PM
LEGAL SERVICES	Essex-Newark Legal Services	5 Commerce Street 2nd Floor Newark, NJ (973) 624-4500 e-mail: enls@lsnj.org	Office Hours: 8:00 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>GLOUCESTER</b> Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
		American Red Cross	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
	FOOD	End Hunger NJ	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database
	LEGAL SERVICES	South Jersey Legal Services	47 Newton Avenue Woodbury, NJ 08096 (p): (856) 848-5360 (e): SJLSGloucester@lsnj.org	Office Hours: 9:00 AM to 5:00 PM
	SHELTER	First Call For Help, Center for Family Services	800-648-0132	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
HUDSON Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
		American Red Cross	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
	FOOD	End Hunger NJ	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database
	LEGAL SERVICES	Northeast New Jersey Legal Services	574 Summit Avenue Jersey City, NJ 07306 (p): (201) 792-6363 (e): NNJLS@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: <a href="http://www.lsnj.org/nnjls">www.lsnj.org/nnjls</a>
SHELTER	Hudson Department of Family Services	800-624-0287	County Social Service Hotline for the Homeless	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
HUNTERDON Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
		American Red Cross	Princeton Region 707 Alexander Road Princeton, NJ 08540 609-951-8550	Clean-up kits available; M-F 8:30AM-4:30PM
	FOOD	End Hunger NJ	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database
	LEGAL SERVICES	Legal Services of Northwest Jersey	82 Park Avenue Flemington, NJ (p): (908) 782-7979 (e): lsnwj-hunterdon@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: <a href="http://www.lsnj.org/lsnwj">www.lsnj.org/lsnwj</a>
SHELTER	Hunterdon Co. Div. of Social Services Hunterdon Helpline, Inc.	908-788-1300 (daytime) 908-272-4630 (evenings and weekends)	County Social Service Hotline for the Homeless	

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
MERCER Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
		American Red Cross	Princeton Region 707 Alexander Road Princeton, NJ 08540 609-951-8550	Clean-up kits available; M-F 8:30AM-4:30PM
	SHELTER	Mercer County BOSS	609-278-1481	County Social Service Hotline for the Homeless
FOOD	End Hunger NJ	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database	

	<b>LEGAL SERVICES</b>	<b>Central Jersey Legal Services</b>	198 West State Street Trenton, NJ (p): (609) 695-6249 (e): cjs@lsnj.org Office Hours: 9:00 AM to 5:00 PM	Web Site: <a href="http://www.lsnj.org/cjls">www.lsnj.org/cjls</a>
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COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>MIDDLESEX</b> Updated on 9.22.11	<b>CLEAN-UP</b>	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		<b>American Red Cross</b>	Princeton Region 707 Alexander Road Princeton, NJ 08540 609-951-8550	Clean-up kits available; M-F 8:30AM-4:30PM
	<b>LEGAL SERVICES</b>	<b>Central Jersey Legal Services</b>	317 George Street Suite 201 (p): (732) 249-7600 (e): cjs@lsnj.org	Office Hours: 9:00 AM to 5:00 PM Web Site: <a href="http://www.lsnj.org/cjls">www.lsnj.org/cjls</a>
	<b>SHELTER</b> (for your pet)	<b>Info-line of Central Jersey</b>	888-908-4636 ;	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>MONMOUTH</b> Updated on 9.22.11	<b>CLEAN-UP</b>	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		<b>American Red Cross</b>	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
	<b>SHELTER</b>	Monmouth County Division of Social Services	732-431-6000	County Social Service Hotline for the Homeless
	<b>FOOD</b>	Salvation Army Red Bank Corps	180 Newman Springs Rd Red Bank, NJ, 07701 732.747.1626	FOOD PANTRY open Wed. and Thurs.-call for appt.; For residents of: Atlantic Highlands, Belford, Colts Neck, Eatontown, Fair Haven, Fort Monmouth, Highlands, Keansburg, Leonardo, Lincroft, Little Silver, Locust, Middletown, Monmouth Beach, Navesink, New Monmouth, Oceanport, Port Monmouth, Red Bank, Rumson, Sea Bright, Shrewsbury, Tinton Falls.
End Hunger NJ		<a href="http://endhungernj.org/">http://endhungernj.org/</a>	Search for local food bank and food pantries on this database	
<b>FINANCIAL ASSISTANCE</b>	Salvation Army Red Bank Corps	180 Newman Springs Rd	Call for appointment to discuss eligibility for help	

			Red Bank, NJ, 07701 732.747.1626	with utilities, rent, mortgage if you live: Fair Haven, Little Silver, Monmouth Beach, Oceanport, Red Bank, Rumson, Sea Bright, Shrewsbury Township, or Tinton Falls.
	<b>LEGAL SERVICES</b>	<b>Ocean-Monmouth Legal Services</b>	303 West Main Street 3rd Floor Freehold, NJ 07728 (p): (732) 866-0020	Office Hours: 8:30 AM to 4:30 PM Web Site: www.lsnj.org/omls

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>MORRIS</b> Updated on 9.22.11	<b>MUNICIPAL ANNOUNCEMENTS</b>	<b>DENVILLE</b> Denville Township has established a hotline for residents. Please call 973-625-8300 ext 228. Information will be updated by 4PM daily. Other information is continuously being update at <a href="http://www.denvillenj.org/index.php">http://www.denvillenj.org/index.php</a> <b>MORRIS COUNTY</b> If you are able to make a cash donation to help those affected by the flood, Gift cards are perfect. °Small denominations to Wal-Mart, Target, local grocery stores; °Larger denominations to Home Depot, Lowes, other large hardware/building stores; <u>Mail to</u> the Office of Temporary Assistance, 340 West Hanover Ave., Morristown, NJ, 07960 or <u>Drop at the front desk</u> of 340 West Hanover Avenue.		
	<b>CLEAN-UP</b>	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a> <b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own</b> <b>DENVILLE</b> The MCMUA is coordinating 3 days of household hazardous waste clean up to manage many of the chemicals residents need to dispose of as a result of Hurricane Irene. Thursday, Friday and Saturday, September 8, 9 & 10, 2011 at Pequannock Town Hall (530 Newark-Pompton Turnpike, Pompton Plains, NJ) from 9am-2pm (rain or shine). 9-2-2011- Dumpsters have been placed at the following locations: 52 Hinchman Ave/ Riverside Dr West / Riverside Drive Pump Station for general garbage,(no food or metal) / Riverside Drive Park near #70 for general garbage and spoiled food / Woodland AvePump Station(behing Gearhart Chevrolet) / 1st Ave Municipal Lot (3) / Metal Dumpsters at DPW / First Ave Parking Lot (behind A&R) <b>LINCOLN PARK</b> Bleach, water and limited amounts of lime are available. These supplies are available at the Lincoln Park Municipal Complex from 7am until 7pm until further notice.		
		<b>American Red Cross</b>	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
	<b>FOOD</b>	<b>End Hunger NJ</b>	<a href="http://endhungernj.org/">http://endhungernj.org/</a>	

	<b>LEGAL SERVICES</b>	<b>Legal Services of Northwest NJ</b>	30 Schuyler Place 2nd Floor Morristown, NJ 07963 (973) 285-6911 e-mail: lsnwj-morris@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
	<b>SHELTER</b>	Morris County Office of Temporary Assistance (day) Sheriff's Communications Dept(evenings)	800-640-9783	County Social Service Hotline for the Homeless

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
OCEAN Updated on 9.22.11	<b>CLEAN-UP</b>	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		<b>American Red Cross</b>	Jersey Coast Region 1540 West Park Avenue Ocean, NY 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
	<b>SHELTER</b>	<b>Ocean County BOSS</b>	732-240-6100	County Social Service Hotline for the Homeless
	<b>LEGAL SERVICES</b>	<b>Ocean-Monmouth Legal Services</b>	599 Route 37 West Toms River, NJ 08755 (p): (732) 341-2727	Office Hours: 8:30 AM to 4:30 PM Web Site: <a href="http://www.lsnj.org/omls">www.lsnj.org/omls</a>

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
PASSAIC Updated on 9.22.11	<b>COUNTY AND MUNICIPAL ANNOUNCEMENTS</b>	<b>LITTLE FALLS</b> Any residents of Little Falls still in their homes within the flood area are urged to call the Little Falls Police at 973-256-0301. Information about debris clean-up and town recovery efforts are posted on the town website. <a href="http://www.lfnj.com/">http://www.lfnj.com/</a>		
		<b>PATERSON</b> Paterson Hurricane Hot line 973 321 1382; <a href="http://www.patersonnj.gov">www.patersonnj.gov</a> – This website and phone number will connect you with all of the recovery resources available to people who have suffered losses as a result of flooding. Efforts are ongoing.		

	<p><b>WAYNE</b> Wayne Emergency Management operations remain actively engaged in emergency response and assisting residents with evacuations. Residents who wish to evacuate and require assistance may call 973-694-5050.</p> <ul style="list-style-type: none"> <li>• Current Flood Bulletins accessible at <a href="http://www.waynetownship.com/hs-floodbull.htm">http://www.waynetownship.com/hs-floodbull.htm</a></li> <li>• Flood Debris Collection Will Begin On Tuesday, September 6, 2011 and will continue to return to communities multiple times. You do not need to call – just put debris on curb. Do not put debris near mailboxes or fire hydrants.</li> <li>• Keep propane tanks, chemicals and paints separate from debris pile, as these items must be handled differently. Chemicals &amp; Oil based paints can be brought to the Passaic County House Hazardous Waste Collection on Saturday, October 15, 2011 at Passaic County Para-Transit Facility, 1310 Route 23 North (behind Gary's Wines), 7:30 a.m. – 2:00 p.m</li> <li>• If you were not impacted by river flooding, but lost power and sump pumps were out causing basement flooding. Call 973-694-1800 ext 3315 for collection.</li> </ul>		
	<p>Verizon and AT&amp;T have set up a mobile communications trailer at the corner of Haledon Ave and North Main St. Residents can make free local and domestic long distance calls throughout the days ahead. A variety of device charging capability and Internet access, including WiFi in an air conditioned communication center is also available.</p> <p>THESE SERVICES ARE BEING PROVIDED FREE OF CHARGE TO ANYONE - (YOU DO NOT HAVE TO BE A CUSTOMER)</p>		
DISASTER CASE MANAGEMENT	<b>Catholic Family &amp; Community Services</b>	24 DeGrasse St. Paterson, NJ 07505, 973-279-7100 x33	Office hours 8:30am to 4:30pm Will assist those affected by the floods to access resources to help with recovery
	<b>American Red Cross</b>	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Call for appointment M-F 8:30AM-4:30PM
	<b>Paterson Department of Health &amp; Human Services</b>	125 Ellison Street 1st Floor Paterson, NJ 973.321.1242	Paterson Residents With unmet needs
CLEAN-UP	<b>American Red Cross</b>	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean up kits through 1 <sup>st</sup> week of October
	<b>Mold Information Session</b>	Friday, September 30th - 6:30-7:30 PM 60 Temple Street in Paterson, NJ. For more information call 973-321-1277.	<a href="#">Download Flyer</a>
	<p>Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>  <b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b></p>		
SHELTER	<b>United Way of Passaic County</b>	Call 2-1-1 for information	County Social Service Hotline for the Homeless
FOOD	<b>Disaster Food Assistance Program (DSNAP)</b>	Applications Taken Starting September 7th in various locations in Passaic County; <a href="#">Find a site near you.</a> [ <a href="http://nj211.org/hurricane.cfm#DSNAPS">http://nj211.org/hurricane.cfm#DSNAPS</a> ]	

	<b>CUMAC / ECHO</b>	223 Ellison St, Paterson 973-742-5518	M 10 AM-2 PM T-F 9 AM-2 PM
	<b>Father English Community Center</b>	435 Main Street, Paterson 973-881-0127	M-F 8-11; bring some form of ID
	<b>Oasis</b>	59 Mill Street 973.881.8307	Lunch, formula and food pantry bags for women and children M-F 12-1
	<b>Love of Jesus Church</b>	385 Boulevard Paterson, NJ	Wednesday 10 am - 12 pm (not confirmed)
	<b>Hispanic Multi-Purpose Service Center</b>	911 E 23rd St Paterson	Mon, Wed, Thurs. 1-3pm (not confirmed)
	<b>Salvation Army</b>	545 W. Broadway Paterson, NJ 07522 973-790-4817	Food boxes being distributed
<b>HOUSING</b>	<b>Department of Community Development</b>	Neighborhood Assistance Office 125 Ellison St, 2 <sup>nd</sup> Fl. Paterson, NJ 973-321-1212 ext. 2268	
<b>CLOTHING/FURNISHINGS</b>	<b>CUMAC</b>	Paterson, Ellison Street 973-742-5518	Thrift shop is open from 10:00 AM - 3:00 PM 2 <sup>nd</sup> Sat of every month 10 AM-2 PM
	<b>Father English Community Center</b>	435 Main Street, Paterson Call Carlos at 973-881-0127	M-F 8-11; bring some form of ID
	<b>Oasis</b>	59 Mill Street 973.881.8307	Diapers and baby clothes M 9-11:30 (agency referrals only) M, TH 12:30-1:30 open to all
<b>WEB RESOURCES</b>	<b>Wayne Facebook</b>	<a href="http://www.facebook.com/pages/Wayne-VOAD/278899488803861">http://www.facebook.com/pages/Wayne-VOAD/278899488803861</a>	Informal notification of what is happening in town
<b>LEGAL SERVICES</b>	<b>Legal Services of Northwest NJ</b>	152 Market Street 6 <sup>th</sup> Floor Paterson, NJ 07505 (973) 523-2900 e-mail: NJLS@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.;
<b>DOCUMENT REPLACEMENT</b>	<b>Assemblywoman Eleise Evans / Chief of Staff Yvette Roland</b>	973.247.1521	Paterson residents - To replace NJ Driver's License or NJ State ID

	DONATE/VOLUNTEER	Paterson Pastor's Workshop Support Services	St. Luke Church Carroll Street Paterson, NJ	Participate in their Adopt-a-Family Initiative - Meetings: Wednesday's 10:30 - 11:30 a.m.
		PRC - City of Paterson's Hurricane Irene Fund	c/o 100 Hamilton Plaza, Suite 1201, Paterson, NJ 07505	Monetary donations to help people of Paterson recover. This is a 501(c) 3 Corporation. Charities Registration # CH1036800

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
SALEM Updated on 9.22.11	CLEAN-UP	American Red Cross	Jersey Coast Region 1540 West Park Avenue Ocean, NJ 07712 732-493-9100	Clean-up kits available; M-F 8:30AM-4:30PM
		Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.		
	SHELTER	Salem Co. BOSS	1-800-283-8486	County Social Service Hotline for the Homeless
	LEGAL SERVICES	South Jersey Legal Services	390 North Broadway Suite 1300 Pennsville, NJ 08070 (p): (856) 678-6492 (e): SJLSSalem@lsnj.org	Office Hours: By appointment only.

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
SOMERSET Updated on 9.22.11	COUNTY AND MUNICIPAL ANNOUNCEMENTS	County Transportation Division is operating a limited version of DASH, from Davidson Avenue to New Brunswick only; limited version of SCOOT, along route 206 only; CAT1R and CAT2R are operating. Para-transit services are available to all accessible locations. SCOOTR1 and SCOOTR2 are not operating		
	SHELTER/SHOWERS	Board of Social Services	73 E High St Somerville, NJ, 08876 (908) 526 - 8800	Weekdays from 9am-6pm <a href="http://www.socialservices.co.somerset.nj.us">http://www.socialservices.co.somerset.nj.us</a>
		Homeless Hotline	908-526-8800 or 1-800-272-4630	After 6pm and weekends
	RENTAL ASSISTANCE	The Homelessness Trust Fund can provide up to twelve months of rental assistance and case management to families that are income eligible and meet the other program requirements. For more information call the Community Development Office at (908)-541-5756.		
	LONG-TERM HOUSING NEEDS	The State is collecting information on the number of people who have lost their housing as a result of the disaster. This information is being coordinated by the County OEM's. If you have information about people losing their housing, please report it to Doug Vornlocker at the Somerset County OEM. (908) 725-5070		
	ASSISTANCE FOR SENIORS/ DISABLED	Somerset County Office on Aging and	(908-704-6346	provides case management

	Disability Services		
<b>CLEAN-UP</b>	<b>Somerville</b> Flood damage debris should be placed in bags and put by the curb. Bulky items should be neatly placed and carpet cut into manageable sections and tied. Metal goods should be placed by curbs. Normal household garbage should be placed out on the curb on your regular trash pickup day.		
	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
	<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
	<b>American Red Cross</b>	Princeton Region 707 Alexander Road Princeton, NJ 08540 609-951-8550	Clean Up kits available M-F 8:30AM-4:30PM
<b>CLOTHING/TOILETRIES/ HOUSEHOLD ITEMS</b>	<b>Somerset County 4-H</b>	4-H Center gym,	Free clothing to flood affected families DROP-OFF/PICK-UP Thursday,9/8 - 9am-1pm/6pm-9pm Friday,9/9 - 9am-1pm/6pm-9pm Saturday,9/10 - 9am-1pm/6pm-9pm
<b>FOOD</b>	<b>Foodbank Network of Somerset County</b>	9 Easy St., Bldg. 9E, Bridgewater 732-560-1813	M-F 9-3:00 Must be county resident and bring personal ID and some proof of residency (piece of mail or bill...) Call for Saturday Food locations.
	<b>South Bound Brook Soup Kitchen</b>	113 Clinton St., South Bound Brook, NJ 08880	Dinner served every Wednesday at 5:30 PM Food giveaway every TH 3-6:45
	<b>Franklin Township Food Pantry</b>	60 Millstone Rd, Somerset 732-246-0009	M-TH 12-3; S 10-12 Must be a Franklin Township resident and bring a form of ID
	<b>Salvation Army</b>	Bound Brook, 108 Hamilton St	Food Boxes Available
<b>COUNSELING</b>	<b>Family and Community Services</b>	732-356-1082	Trained counselors are available to speak with anyone who is dealing with stress that is a result of the Hurricane.
	<b>Richard Hall Community Mental Health Center</b>	908-725-2800	
<b>LEGAL SERVICES</b>	<b>Legal Services of Northwest Jersey</b>	34 West Main Street Suite 301 Somerville, NJ 08876 (p): (908) 231-0840 (e): lsnwj-somerset@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: <a href="http://www.lsnj.org/lsnwj">www.lsnj.org/lsnwj</a>
<b>PRESCRIPTION ASSISTANCE</b>	<b>Foodbank Network of Somerset</b>	9 Easy St., Bridgewater 732-560-1813	
<b>VOLUNTEERS NEEDED</b>	<b>American Red Cross</b>	908-725-2217	Ask for Suzanne Anderson.

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>SUSSEX</b> Updated on 9.22.11	CLEAN-UP	American Red Cross	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
	LEGAL SERVICES	Legal Services of Northwest Jersey	18 Church Street Suite 120 Newton, NJ (p): (973) 383-7400 (e): lsnwj-sussex@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj
	SHELTER	Call NJ 2-1-1 for assistance	2-1-1	Open 24/7
	Drinking Water	Vernon Police Dept.	21 Church St, Vernon	Free to those who need it if their drinking water has been compromised due to storm

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>UNION</b> Updated on 9.22.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		American Red Cross	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
	SHELTER	Plainfield YMCA	908-756-6061	County Social Service Hotline for the Homeless
	LEGAL SERVICES	Central Jersey Legal Services	60 Prince Street Elizabeth, NJ 07208 (p): (908) 354-4340 (e): cjls@lsnj.org	Office Hours: 9:00 AM to 5:00 PM Web Site: www.lsnj.org/cjls

COUNTY	SERVICE	AGENCY NAME	CONTACT INFORMATION	HOURS & OTHER INFORMATION
<b>WARREN</b> Updated on 9.8.11	CLEAN-UP	Clean-up tips can be found at <a href="http://www.nj211.org/hurricane2.cfm">http://www.nj211.org/hurricane2.cfm</a>		
		<b>Call 2-1-1 if you are physically unable to manage clean-up efforts on your own.</b>		
		American Red Cross	Northern New Jersey Region 209 Fairfield Road Fairfield, NJ 07004 973-797-3300	Clean-up kits available; M-F 8:30AM-4:30PM
	WATER AND ICE	JCP&L Providing Those Without Power in JCP&L Service Area	ShopRite of Greenwich, 1207 US Highway 22, Phillipsburg	

	<b>SHELTER</b>	<b>NORWESCAP</b>	877-661-4357	County Social Service Hotline for the Homeless
	<b>LEGAL SERVICES</b>	<b>Legal Services of Northwest Jersey</b>	91 Front Street Belvidere, NJ 07823 (p): (908) 475-2010 (e): lsnwj- warren@lsnj.org	Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj

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### **Mobile Feeding**

See county listing above.

### **Mobile Bulk Distribution**

See county listing above.

### **Disaster Assessment**

The Red Cross Disaster Assessment teams are working in the areas where flood waters have receded to identify damage and the needs of the community.

### **Clean-Up Resources**

Stations are now set up in local areas that will distribute food and clean-up kits. Mobile clean-up distribution units are also going into areas affected by the flood to distribute materials.

To access helpful information about flood clean-up tips go to Section VI of this Guide, *Returning Home and Clean-Up*. Here you will find links to clean-up booklets with step-by-step instructions as well as videos that will demonstrate clean-up methods.

NJ 2-1-1 is one of many organizations involved in assisting people who are unable to manage clean-up efforts independently. In order to assure a coordinated and responsible clean-up effort many organizations must work together. A plan is now in place and NJ 2-1-1 was registering people in need of assistance. Now people are being asked to contact World Cares directly at 800-903-1417 or by e-mail at [njcleanup@worldcares.org](mailto:njcleanup@worldcares.org).

If you need assistance and have registered with 2-1-1 please contact us if you decide to make other arrangements so that we can notify the volunteer groups who will then be free to assist others. Remember, flood waters must recede before clean-up can begin and there are many people who have been affected by this storm so you may have to wait for assistance.

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

## **VI. RETURNING HOME AND CLEAN-UP**

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### **Drinking Water Precautions**

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

### **BOIL WATER ADVISORIES IN EFFECT AS OF 9.5.11 AT 11AM**

None noted in most recent report received from area water companies.

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

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

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

### **Debris Removal**

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

### **Flood Water Clean-up Tips**

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

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

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

The [North Dakota State University website](http://www.ag.ndsu.edu/flood) [http://www.ag.ndsu.edu/flood] offers access to many helpful and informative booklets and videos pertaining to flood

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

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

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

### **Inside the Home**

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

## **Mold**

**Para informacion en Espanol, favor visitar el sitio de internet**

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

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

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

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

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

### HAZARDS OF MOLD INFESTATION

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

### Tips and Techniques to Remove Mold

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

#### **Before you begin**

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

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

#### **Immediate actions you can take to remove mold:**

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

## Further Advice

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

Learn more about mold clean-up, and prevention [here](#).  
[<http://www.bt.cdc.gov/disasters/mold/protect.asp>]

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

## VII. REPAIRS AND REBUILDING

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

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

### **Beware of Scams**

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

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

[[http://www.njconsumeraffairs.com/disaster/floodtipsflyer\\_1.pdf](http://www.njconsumeraffairs.com/disaster/floodtipsflyer_1.pdf)]

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

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

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

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

### **Licensed Home Improvement Contractors**

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

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

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

At this site you can also **search by name for licensed contractors** and for **other licensed professionals** including master plumbers and electrical contractors

<http://www.njconsumeraffairs.gov/list1.htm>

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

### **Tips for Repairing your Home**

The American Red Cross articles on what to do after a flood are available at [http://www.redcross.org/www-files/Documents/pdf/Preparedness/file\\_cont333\\_lang0\\_150.pdf](http://www.redcross.org/www-files/Documents/pdf/Preparedness/file_cont333_lang0_150.pdf) or  
En Español - <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>

### **Preparing for Winter**

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

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

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

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

Telephone Service	Contact Numbers	Web Site	Hours
<b>ATT</b>	1-800-288-2747	<a href="http://www.att.com">www.att.com</a>	
<b>Verizon</b>	1-800-427-9977 TTY 1-800-974-6006	<a href="http://www.verizon.com">www.verizon.com</a>	
<b>CenturyLink (Embarq)</b>	1-800-788-3600	<a href="http://www.centurylink.com">www.centurylink.com</a>	

## **VIII. INFORMATION ABOUT DONATIONS**

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### **Verifying the credibility of an organization**

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

### **Volunteer Your Services**

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

### **Clean-up Services**

World Cares Center is acting as the liaison between NJ 211 and the organizations providing free flood cleanup services to those New Jersey residents in need. If you represent an organization that is providing free flood cleanup services, please contact World Cares Center at [njcleanup@worldcares.org](mailto:njcleanup@worldcares.org) or call 212-563-7570. For more information on the process, please visit <http://njcleanup.worldcares.org>

### **Other**

Call your local food bank or Red Cross Chapter to learn of other volunteer opportunities.

### **Donations Needed**

#### **Supplies and Monetary Donations**

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

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

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

Flood victims in Denville are "desperately in need" of clothing store gift cards. Township officials are asking anyone who can donate to drop off gift cards to the Social Services Department located at 1 St. Mary's Place inside Town Hall.

**No clothing donations are being requested at this time.** Before beginning any sort of collection drive, it is important to first call a charitable agency and confirm that there

is a need for the donation and that they are able to accept it. **In general, organizations prefer monetary donations so that they can get the specific supplies they need.** The American Red Cross and the Salvation Army are urging the public to donate money, rather than goods, because damage from rising flood waters is making it difficult to store relief items where they are most needed.

### **Blood Needed**

Hurricane Irene's devastating effects are hitting New Jersey's blood banks and hospitals hard. Numerous blood drives had to be cancelled statewide.

People who want to schedule an appointment to donate blood or locate a blood drive can find a location near them by calling 1-800-Red Cross or visiting [www.redcrossblood.org/make-donation](http://www.redcrossblood.org/make-donation). Platelet donors are especially important for cancer patients. Platelet donors should call 1-215-451-4153 to make an appointment.

To find about other drives, or to donate blood in your area, call (973) 676-4700.

The New Jersey Workforce Coalition is asking all blood and platelet donors to contact your regional blood centers to see if you can schedule yourself to donate, or to start a life saving blood drive. To locate your regional blood center or for more information on how you can help during this critical time, please click here:

<http://www.nj.gov/health/njsave3lives/index.shtml>

### **IX. NJ HOTLINE NUMBERS**

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Hotline numbers are currently being verified.

#### **NJ 2-1-1**

New Jersey 's Community Resource Phone or Web site Guide

Just dial - 2-1-1

<http://www.nj211.org/>

**If anything in this guide is incorrect, or additions recommended, please contact [info@nj211.org](mailto:info@nj211.org).**