

New Jersey Hurricane Irene 2011

Relief and Recovery Assistance Guide



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I. PURPOSE

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

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

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

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

II. GETTING STARTED

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 31st 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 4th 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.

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 open from 10 AM to 6 PM Monday through Sunday unless otherwise noted.

| COUNTY | LOCATION | HOURS |
|-------------------|---|-------------------------|
| ATLANTIC | | <i>AWAITING DETAILS</i> |
| BERGEN | | <i>AWAITING DETAILS</i> |
| BURLINGTON | | <i>AWAITING DETAILS</i> |
| CAMDEN | | <i>AWAITING DETAILS</i> |
| CAPE MAY | | <i>AWAITING DETAILS</i> |
| CUMBERLAND | | <i>AWAITING DETAILS</i> |
| ESSEX | | <i>AWAITING DETAILS</i> |
| GLOUCESTER | | <i>AWAITING DETAILS</i> |
| HUDSON | | <i>AWAITING DETAILS</i> |
| HUNTERDON | | <i>AWAITING DETAILS</i> |
| MERCER | | <i>AWAITING DETAILS</i> |
| MIDDLESEX | | <i>AWAITING DETAILS</i> |
| MONMOUTH | | <i>AWAITING DETAILS</i> |
| MORRIS | | <i>AWAITING DETAILS</i> |
| OCEAN | | <i>AWAITING DETAILS</i> |
| PASSAIC | Urban Enterprise Zone Office (Museum) 2 Market Street, 2nd Floor Patterson, NJ 07501 | OPEN |
| SALEM | | <i>AWAITING DETAILS</i> |
| SOMERSET | | <i>AWAITING DETAILS</i> |
| SUSSEX | | <i>AWAITING DETAILS</i> |
| UNION | | <i>AWAITING DETAILS</i> |
| WARREN | | <i>AWAITING DETAILS</i> |

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]

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

Filing for FEMA Assistance

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

You may [apply online](http://www.disasterassistance.gov/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.

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.

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 .

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 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.

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 and the loan application process can be obtained by calling the SBA Customer Service Center at 800-659-2955 (800-877-8339 for the hearing impaired),

Monday through Friday from 8 a.m. to 6 p.m. EDT or by sending an e-mail to disastercustomerservice@sba.gov.

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

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

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 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 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

Evacuation Routes

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

Emergency Shelter

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

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

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

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

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

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

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.

"We have opened this hotline for the public because we recognize that this event is not over and many New Jerseyans are still working to clean up their homes and businesses in the aftermath of flooding," said Health and Senior Services Commissioner Mary O'Dowd.

To reach health experts in the Public Health Information Call Center, the toll free number is: 1-866-234-0964.

The call center will be open from 8 am to 8 pm Monday through Friday.

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.

Additional information about hurricane and flood recovery is available at 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 \(BAC\)](http://www.nj.gov/njbusiness), 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.

Document Replacement

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

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

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

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

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

New Jersey Drivers License or ID

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

New or Replacement Social Security Card

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

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

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

Suspension of Federal Student Loan Payments

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

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

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

Tax Relief

The IRS announced that it is providing tax relief to individual and business taxpayers impacted by Hurricane Irene that include certain taxpayers in New Jersey living in Bergen, Essex, Morris, Passaic or Somerset County. 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. 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.

Housing

There are a variety of local organizations working to develop housing options. For other information, dial 2-1-1 for local referrals.

The NJ Housing Resource Center provides an online resource tool for finding affordable rental properties; it can be accessed at <http://www.njhousing.gov/>.

Change of Address

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

Legal Services

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

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 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 by telephone at (973) 504-6200 or (800) 242-5846 (toll free, New Jersey only); E-mail: askconsumeraffairs@lps.state.nj.us ; or by mail at 124 Halsey Street, Newark, New Jersey 07102.

Other Resources Include:

Better Business Bureau

609-588-0808

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

Consumer Credit Counseling Service

Call 2-1-1 for the nearest location

Fraud Detection

FEMA fraud detection 1-800-323-8603

Insurance Information

National Flood Insurance Program

(Customer Service) 1-800-427-4661

(Existing Policies) 1-800-638-6620

Insurance Complaints and Assistance

New Jersey Department of Banking and Insurance

Information 1-609-292-5360

Complaints 1-609-292-5316

To learn more go to www.njdobi.org.

Veterans Benefits

U.S. Department of Veteran Affairs

1-800-827-1000

TTY 1-800-829-4833

Or online at www.va.gov

V. LOCAL COUNTY RESOURCES

This section of our Guide is being continuously updated. It will be filled in rapidly as the storm passes and recovery plans are put into place. Please send any resources you think should be included to info@nj211.org.

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-------------------------------|---|---|---|---|
| ATLANTIC Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. |
| | 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 |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
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| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
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| | 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. | | | |
| BERGEN Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. |
| | 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 | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | Bergen County Community College 100 Paramus Rd. Paramus, NJ | |
| | LEGAL SERVICES | Northeast New Jersey Legal Services | 190 Moore Street Hackensack, NJ 07601 (p): (201) 487-2166 (e): NNJLS@lsnj.org | Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/nnjls |
| | | Pro Bono Partnership | 973-240-6955 | Nonprofit organizations (organizations only) affected by the floods can get legal assistance and help with paperwork, insurance claims, etc. |
| | Volunteering | Volunteer Center of Bergen County | (201) 489-9454 | Call or register on-line www.bergenvolunteers.org |
| | Document Replacement | County Clerk | 201-336-7000 www.co.bergen.nj.us/ | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-----------------------------|--|---|--|---|
| BURLINGTON | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
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| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | FOOD/CLOTHING/ FURNITURE | End Hunger NJ | http://www.endhungernj.org/ | Database of food resources in NJ |
| | | Emergency Services of Catholic Charities | 801 Burlington Avenue Delanco, NJ 856-764-6940 | Walk-in for food, clothing, shelter. 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 | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | Fountain of Life Church 2035 Columbus Rd, Burlington | CLOSED 9.6.11 |
| | (for your pet) | | ; | |
| 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 609-265-5122 | Monday - Friday 8:00am - 4:00pm | |

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

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|------------------------------------|--|---|---|----------------------------------|
| CAMDEN Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
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| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own | | |
| | LEGAL SERVICES | South Jersey Legal Services | 745 Market Street Camden, NJ 08102 Intake Unit: 1-800-496-4570 (p): (856) 964-2010 (e): SJLSCamden@lsnj.org | Office Hours: 9:00 AM to 5:00 PM |
| | SHELTER (for your pet) | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | ; |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
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| CAPE MAY Updated on 9.6.11 | | EVACUATION ORDERED 8.26.11 | | ALL TOLLS LIFTED For evacuation routes: http://www.capemaycountygov.net/Cit-e-Access/webpage.cfm?TID=5&TPID=725&DID=138 |
| | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own | | |
| | SHELTER (for your pet) | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | Volunteering | Cape May United Way of Cape May County | 609-729-2002 | www.uwcmc.org |
| | Document Replacement | County Clerk | 609-465-1010 | Mon. - Fri. 8:30 - 4:30 pm |
| | United Way /Unmet Needs | United Way | To receive help call 2-1-1 | |
| | Health Concerns Related to Hurricane | Public Health Information Call Center | 1-866-234-0964 | http://www.state.nj.us/health/er/natural.shtml |
| | LEGAL SERVICES | South Jersey Legal Services | 1261 Route 9 South Cape May Court | Office Hours: 9:00 AM to 5:00 PM |

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| | | | House, NJ 08210 (p): (609) 465-3001 (e): SJLSCapeMay@lsnj.org | |
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| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|---------------------------------|--|---|---|----------------------------------|
| CUMBERLAND Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | | |
| | LEGAL SERVICES | South Jersey Legal Services | 415 W. Landis Avenue 2nd Floor Vineland, NJ 08360 (p): (856) 691-0494 (e): SJLSCumberland@lsnj.org | Office Hours: 9:00 AM to 5:00 PM |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|----------------------------|--|---|---|--|
| ESSEX Updated on 9.6.11 | 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 | |
| | EMERGENCY FOOD CANTEEN LOCATIONS | Salvation Army | Fairfield Police Station, 230Fairfield Rd | Noon-6PM |
| | CLEAN-UP AWAITING LOCAL RESOURCES | Salvation Army | Fairfield Police Station, 230Fairfield Rd | Noon-6PM |
| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | | |
| | 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.; |
| SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|---------------------------------|--------------------------------------|---|---|----------------------------------|
| GLOUCESTER Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | 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 | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-----------------------------|--------------------------------------|---|--|--|
| HUDSON Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | LEGAL SERVICES | Northeast New Jersey Legal Services | 574 Summit Avenue Jersey City, NJ 07306 (p): (201) 792-6363 (e): NNJLS@lsnj.org | Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/nnjls |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|--------------------------------|--------------------------------------|---|--|--|
| HUNTERDON Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | WATER AND ICE | JCP&L Providing Those Without Power in JCP&L Service Area | ShopRite, 50 Wal-Mart Plaza, Clinton | |
| | LEGAL SERVICES | Legal Services of Northwest Jersey | 82 Park Avenue Flemington, NJ (p): (908) 782-7979 (e): lsnwj-hunterdon@lsnj.org | Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-----------------------------|--------------------------------------|---|---|--|
| MERCER Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | LEGAL SERVICES | Central Jersey Legal Services | 198 West State Street Trenton, NJ (p): (609) 695-6249 (e): cjls@lsnj.org Office Hours: 9:00 | Web Site: www.lsnj.org/cjls |

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| | | | AM to 5:00 PM | |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | (for your pet) | | ; | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|--------------------------------|---|---|---|--|
| MIDDLESEX Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | LEGAL SERVICES | Central Jersey Legal Services | 317 George Street Suite 201 (p): (732) 249-7600 (e): cjls@lsnj.org | Office Hours: 9:00 AM to 5:00 PM Web Site: www.lsnj.org/cjls |
| | SHELTER (for your pet) | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | ; |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-------------------------------|---|---|--|--|
| MONMOUTH Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | LEGAL SERVICES | Ocean-Monmouth Legal Services | 303 West Main Street 3rd Floor Freehold, NJ 07728 (p): (732) 866-0020 | Office Hours: 8:30 AM to 4:30 PM Web Site: www.lsnj.org/omls |
| | SHELTER (for your pet) | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | ; |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-----------------------------|----------------------------------|--|---|---------------------------|
| MORRIS Updated on 9.6.11 | WATER AND ICE | JCP&L Providing Those Without Power in JCP&L Service Area | Kings, 191 South Street, Morristown Kings, 194 Columbia Turnpike, Florham Park ShopRite of Rockaway, 437 Route 46, Dover ShopRite, 314 Route 15, Wharton | |
| | CLEAN-UP | | Lincoln Park, Firehouse at 39 Pinebrook Rd. | Noon-6PM |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | EMERGENCY FOOD CANTEEN LOCATIONS | Salvation Army | Lincoln Park, Firehouse at 39 Pinebrook Rd. | Noon-6PM |

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| | LEGAL SERVICES | Legal Services of Northwest NJ | 30 Schuyler Place 2nd Floor Morristown, NJ 07963 (973) 285-6911 e-mail: lsnwj-morris@lsnj.org | Office Hours: 8:30 AM to 5:00 PM Mon.-Fri. Will assist low-income individuals with flood-related legal issues such as landlord failure to make repairs, return of security deposit if they need to move, insurance questions, etc.; |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|-----------------------------------|---|--|--|---|
| | Mandatory evacuation of Long Beach Island 8 AM 8/26/11; recommended evacuation of all barrier islands, low lying and flood prone areas | | | |
| OCEAN Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | LEGAL SERVICES | Ocean-Monmouth Legal Services | 599 Route 37 West Toms River, NJ 08755 (p): (732) 341-2727 | Office Hours: 8:30 AM to 4:30 PM Web Site: www.lsnj.org/omls |
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| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
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| PASSAIC Updated on 9.6.11 | COUNTY AND MUNICIPAL ANNOUNCEMENTS | Paterson Hurricane Hot line 973 321 1382 | | |
| | | 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. | | |
| | | 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. | | |
| | | Verizon and AT&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. THESE SERVICES ARE BEING PROVIDED FREE OF CHARGE TO ANYONE - (YOU DO NOT HAVE TO BE A CUSTOMER) | | |

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| DISASTER CASE MANAGEMENT | Catholic Family & Community Services | 24 DeGrasse St. Paterson, NJ 07505, 973-279-7100 | Office hours 8:30am to 4:30pm Will assist those affected by the floods to access resources to help with recovery |
| CLEAN-UP | Salvation Army | Pompton Lakes, Corner of Lincoln and Dawes | Noon – 6PM |
| | Salvation Army | Wayne, 4 Ryerson Ave | Noon-6PM |
| | | South Street & Black Oak Ridge Road, Wayne, NJ | |
| | | | |
| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | East Side High School, 150 Park Ave, Paterson | |
| | | Ps#24 50 Nineteenth St Paterson ,NJ 07502 | |
| EMERGENCY FOOD CANTEEN LOCATIONS | Salvation Army | Pompton Lakes, Corner of Lincoln and Dawes | Noon – 6PM |
| | Salvation Army | Wayne, 4 Ryerson Ave | Noon-6PM |
| | | South Street & Black Oak Ridge Road, Wayne, NJ | |
| | | Civic Center 19 Warren St | |
| FOOD | Disaster Food Assistance Program (DSNAP) | Applications Taken Starting September 7th in various locations in Passaic County; Find a site near you. [http://nj211.org/images/Hurricane/DSNAPPassaicCounty.pdf] | |
| | CUMAC / ECHO | 223 Ellison St, Paterson 973-742-5518 | Mon-Fri 8:30 am - 2:30 pm Closed Sept. 2nd |
| | Father English Community Center | 435 Main Street, Paterson 973-881-0127 | M-F 8-11; bring some form of ID |
| | Oasis | 59 Mill Street 973.881.8307 | Lunch, formula and food pantry bags for women and children M-F 12-1 |
| | Love of Jesus Church | 385 Boulevard Paterson, NJ | Wednesday 10 am – 12 pm (not confirmed) |
| | Hispanic Multi-Purpose Service Center | 911 E 23rd St Paterson | Mon, Wed, Thurs. 1-3pm (not confirmed) |
| | Salvation Army | 545 W. Broadway Paterson, NJ 07522 973-790-4817 | Food Pantry not open until Friday due to flooding; call first |
| | CLOTHING/FURNISHINGS | CUMAC | Paterson, Ellison Street (across from shelter at Passaic County Community College) 973-742-5518 |
| Father English Community Center | | 435 Main Street, Paterson Call Carlos at 973-881-0127 | M-F 8-11; bring some form of ID |

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| | | Oasis | 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 |
| | LEGAL SERVICES | Legal Services of Northwest NJ | 152 Market Street 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.; |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|----------------------------|--|---|--|------------------------------------|
| SALEM Updated on 9.6.11 | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | 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 9.6.11 | COUNTY AND MUNICIPAL ANNOUNCEMENTS | <p>County Human Services building, 27 Warren St., Somerville, will remain without power through the end of this week; employees should report to work. Clients are asked to call first if they have an appointment or need to speak to a staff person. A list of phone numbers can be found at http://www.co.somerset.nj.us/hservices/index.html</p> <p>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</p> <p>Senior Centers The Manville Senior Center on South Third Street and the Somerset County Senior Wellness Center, located at 202 Mt. Airy Road in Bernards, will be closed Wednesday (Aug. 31). No Meals on Wheels will be delivered in Manville; residents may use the non-perishable meals provided earlier in the year. Some areas of Bound Brook and South Bound Brook also may have limited meal-delivery service due to flooding or other hazardous road conditions. For more information about the county Office on Aging and Disability Services, call toll free 1-888-747-1122</p> | | |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | Raritan Valley Community College Lamington Rd. | |
| | | | Manville VFW 600 Washington | |
| | CLEAN-UP | Somerset County Organizations Assisting in | | |

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| | Disasters (SCOAD) | | |
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| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | |
| EMERGENCY FOOD CANTEEN LOCATIONS | Salvation Army | Bound Brook, 108 Hamilton St | Noon-6PM |
| | American Red Cross | Foundation of Life Church in Burlington, NJ 2035 Columbus Rd | |
| | American Red Cross | Raritan Valley Community College, 118 Lamington Rd, Branchburg, NJ | |
| FOOD PANTRY | Foodbank Network of Somerset | 9 Easy St., Bridgewater 732-560-1813 | M-F 9-3:30 Must be county resident and bring personal ID and some proof of residency (piece of mail or bill...) Call for Saturday Food locations. |
| | South Bound Brook Soup Kitchen | 113 Clinton St., South Bound Brook, NJ 08880 | Dinner served every Wednesday at 5:30 PM Food giveaway every TH 3-6:45 |
| | Franklin Township Food Pantry | 60 Millstone Rd, Somerset 732-246-0009 | M-TH 12-3; S 10-12 Must be a Franklin Township resident and bring a form of ID |
| LEGAL SERVICES | Legal Services of Northwest Jersey | 34 West Main Street Suite 301 Somerville, NJ 08876 (p): (908) 231-0840 (e): lsnwj-somerset@lsnj.org | Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|---|--|---|--|--|
| SUSSEX <i>Updated on 9.6.11</i> | CLEAN-UP | | | |
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| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | | |
| | 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 | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| 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 | |
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| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
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| UNION <i>Updated on 9.6.11</i> | DRINKING WATER | Awaiting word | | |
| | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | | |
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| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | LEGAL SERVICES | Central Jersey Legal Services | 60 Prince Street Elizabeth, NJ 07208 (p): (908) 354-4340 (e): cjis@lsnj.org | Office Hours: 9:00 AM to 5:00 PM Web Site: www.lsnj.org/cjis |

| COUNTY | SERVICE | AGENCY NAME | CONTACT INFORMATION | HOURS & OTHER INFORMATION |
|---|--|---|---|--|
| WARREN <i>Updated on 9.6.11</i> | CLEAN-UP AWAITING LOCAL RESOURCES | | | |
| | Call 2-1-1 if you are physically unable to manage clean-up efforts on your own. | | | |
| | WATER AND ICE | JCP&L Providing Those Without Power in JCP&L Service Area | ShopRite of Greenwich, 1207 US Highway 22, Phillipsburg | |
| | SHELTER | http://www.redcross.org/cgi-bin/chapts-new.asp#NJ | | |
| | LEGAL SERVICES | Legal Services of Northwest Jersey | 91 Front Street Belvidere, NJ 07823 (p): (908) 475-2010 (e): lsnwj-warren@lsnj.org | Office Hours: 8:30 AM to 5:00 PM Web Site: www.lsnj.org/lsnwj |

Mobile Feeding

See county listing above

Mobile Bulk Distribution

See county listing above.

Disaster Related Food Assistance Program (DSNAP)

Applications Taken Starting September 7th in Passaic County
Other Counties to Follow

DHS is working with Food and Nutrition Services to make available disaster-specific Supplemental Nutritional Assistance Program (SNAP) benefits for residents of New Jersey who experienced extensive material losses.

New Jersey residents who are not currently SNAP recipients but who have disaster-related expenses beyond the loss of food due to power outages may apply for Disaster SNAP (DSNAP) benefits at their county welfare agency or alternate sites, as designated by their county for this purpose. The five counties first designated by FEMA will begin taking DSNAP applications sometime this week: Passaic, Bergen, Essex, Somerset, Morris.

Passaic County will begin Wednesday, September 7. Passaic County Residents - [Find out how to apply for DSNAP benefits.](#)

[<http://nj211.org/images/Hurricane/DSNAPPassaicCounty.pdf>]

Disaster Assessment

The Red Cross Disaster Assessment teams will be 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.

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 is currently registering people in need of assistance. With the caller's permission, we will pass this clean-up request on to the World Cares, the organization that is coordinating the efforts of groups that have volunteered to perform clean-up operations.

Once you have registered for assistance through 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

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**.

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*.

[Creating a Healthy Home – A Field Guide for Cleanup of Flooded Homes](#) is a 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.

Inside the Home

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

Mold

Para informacion en Espanol, favor visitar el sitio de internet

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

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

Mold flourishes in moist environments in water-damaged homes. It often appears as a fuzzy growth or a discoloration of surfaces, and may be accompanied by a musty, earthy odor or a foul stench. Residents are advised to use care when cleaning up the

mold. If there are signs of mold growth in your home before you do anything about it you must decide who is best equipped to do the clean-up. This depends on a number of factors.

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

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

HAZARDS OF MOLD INFESTATION

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

Tips and Techniques to Remove Mold

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

Before you begin

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

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

Immediate actions you can take to remove mold:

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

Further Advice

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

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

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

VII. REPAIRS AND REBUILDING

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

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

Beware of Scams

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

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

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

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

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

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

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

Licensed Home Improvement Contractors

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

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

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

At this site you can also **search by name for licensed contractors** and for **other licensed professionals** including 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 or
En Español - <http://www.redcross.org/images/pdfs/repairingFloodedHomeSp.pdf>

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

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

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

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

VIII. INFORMATION ABOUT DONATIONS

Verifying the credibility of an organization

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

Volunteer Your Services

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

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 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. 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

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.