

# BCCOAD

## *Broome County Community Organizations Active in Disaster*



## *Flood September 2011*

**FIRST CALL  
FOR HELP**

Susquehanna River Region ★

**2-1-1**

*Get Connected. Get Answers.*

United Way  
of Broome County



2-1-1 / FIRST CALL FOR HELP  
PO Box 550, Binghamton, NY 13902-0550  
Dial 2-1-1 or 1-800-901-2180  
Fax: 607-240-2002

Email: [help@uwbroome.org](mailto:help@uwbroome.org)  
Website: [www.firstcallforhelp.info](http://www.firstcallforhelp.info)

11/7/11 Edition

Please send all new info to [cgregory@uwbroome.org](mailto:cgregory@uwbroome.org)

# September 2011 Flood Guide

## Policy Statement

2-1-1/First Call For Help has made every effort to include in this directory the most current and accurate information on not-for-profit agencies providing flood-related services to Broome County residents. For the most part, information included has been provided by the individual agency. The primary procedure for obtaining information has been to contact, usually in writing, the agency sponsoring a particular service/program. In some instances, telephone contacts have been made.

2-1-1/First Call For Help does not recommend or endorse any agency. We have no control over how an agency represents itself or how it provides its services, and we are not in a position to mediate complaints about agency actions.

### **Changes/Updates**

2-1-1/First Call For Help welcomes updated information, comments, and suggestions for future issues of the September 2011 Flood Guide. Given the vast quantity of information included and the rapidity of changes that occur in the information, there is certain to be items that need to be changed. We monitor changes and encourage you to contact us if you have questions or comments about the material included in this directory.

### **Inclusion Criteria**

The following policy is used by 2-1-1/First Call For Help when considering agencies for inclusion in the September 2011 Flood Guide. The policy is intended to ensure consistency and utility of the directory. The directory is not a full compendium of resources available to the community---additional information may be obtained by contacting our office. If you cannot find a resource for a specific issue or need, please call us. Guide editions will be dated on the cover. Please contact us to ensure you are using the current guide.

The policy is only a guideline---if there are services not included which you feel should be, please contact our office. Final decisions on exceptions to this stated policy are made through discussion with area professionals, United Way staff, and the 2-1-1/First Call For Help Advisory Committee.

### **To be included in the Case Management Flood Guide:**

- 1) Agency must provide flood-related human service to Broome County residents or have a funding, planning, or coordinating role in the flood-related network. A human service is defined as an activity providing assistance to people in obtaining services to meet their needs. Needs include, but are not limited to: food, clothing, housing, employment, health care, legal assistance, mental health, and financial resources.
- 2) The service provided by an agency must be provided during the flood-recovery time period.
- 3) Agency must be either:  
Public Agency - tax-supported and required by law to service all eligible applicants. This include municipal departments of local, state, and federal government, OR  
Private Not-for-Profit - operated with funds received from fees for services, contributions, and/or public sources. Prohibited by law from making a profit.
- 4) For-profit businesses may be included. Inclusion or exclusion does not indicate endorsement or non-endorsement of any agency or service. 2-1-1/First Call For Help recommends resources such as the Yellow Pages for identifying and locating resources dealing with flood-related problems in the business sector.

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# September 2011 Flood Resource Guide

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This information is subject to change on a daily basis. This is current information as of 11/7/11. Information is very fluid and can change very quickly. Please check with 2-1-1/First Call For Help for any changes and updates.

Dial 2-1-1 or 1-800-901-2180

***Two things to remember:***

- 1. REGISTER FOR FEMA**
  - 2. RETURN THE SMALL BUSINESS  
ADMINISTRATION LOAN APPLICATION**
- 

## **Disaster Recovery Centers**

One-stop locations to answer your questions about FEMA and other disaster related questions in Broome County are located at:

- **Broome County Public Library  
185 Court St, Binghamton NY**

**Open 9 AM - 7 PM Monday - Friday  
9 AM - 4 PM Saturday**

- **Vestal Public Library  
320 Vestal Parkway E., Vestal**

**Open 9 AM - 7 PM Monday - Friday  
9 AM - 4 PM Saturday**

- FEMA
- Small Business Administration
- Motor Vehicle Department
- NYS Labor Department
- Homes & Community Renewal
- Office of Mental Health
- NYS Insurance
- Office for Aging
- Social Services
- Mitigation Services
- Legal Services
- Salvation Army
- American Red Cross

# What to Expect After Registering for FEMA Register at 1-800-621-3362

***Please remember to fill out all paperwork including the SBA loan application.***

Once registered, an applicant can expect a phone call from a FEMA inspector to set up an appointment. Normally, this call will come within a few to ten days. The applicant or someone at least 18 years old who lived in the home before the flooding occurred must be present when the inspection takes place.

FEMA inspectors are contracted independent experts qualified to assess damages to buildings and other property that might have been damaged from the storm and the subsequent flooding. Inspectors will always carry an official identification, and applicants are urged to jot down the badge number of the inspector who visits for future reference.

Inspectors do not determine whether an applicant or the damaged premises qualify for federal assistance. That is done by FEMA Individual Assistance personnel after evaluating the inspectors' reports.

There is no charge for these inspections. The applicant will need to provide documented proof of ownership (for homeowners) and permanent occupancy (for both homeowners and renters). For example, these may include a utility bill or a copy of a rental lease.

The inspector will ask the applicant to sign a form authorizing FEMA to verify that the information given is accurate. Within 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 so, that letter will be followed by a check or direct deposit. The letter will explain what the money can be used to pay for, and applicant should be careful to use the funds as indicated.

If FEMA decides the applicant is not eligible for help, the letter will state the reasons for the denial of benefits. The letter will outline the process to appeal the decision.

An applicant might be referred to the Small Business Administration for help. If so, he or she will receive an application for a low-interest loan to repair or replace real estate (up to \$200,000) or personal property (up to \$40,000). No one is required to accept any SBA loan, but filling out the application is part of the assistance process and help FEMA in evaluating or re-evaluating any data.

***The deadline for applying for FEMA and/or a low-interest loan from the SBA is December 15, 2011.***

**Local Flood Relief Center**  
**Emergency Assistance and**  
**Long-Term Case Management**

- Baby formula
- Cleaning supplies
- Diapers
- Food
- Paper products
- Personal care products
- Rubber gloves
- Wipes

Johnson City

Oakdale Mall

Between Macy's &  
Ruby Tuesday

M - F

3- 7 PM

Sat

12-3 PM

**For other relief centers and what they offer,  
please call *2-1-1* or *1-800-901-2180* and we will  
direct you to resources in your community.**

# Information & Referral

# INFORMATION & REFERRAL

2-1-1/First Call For Help	Comprehensive Information & Referral	Broome and Tioga 2-1-1 or 1-800-901-2180  1-800-227-5353 (Chenango)
Broome County Office for Aging	Senior Resource Line	778-2411
New York Connects	Information on long term care: home care; adult day care; nursing homes; meals on wheels; respite care; paying for care; discharge planning; private duty nursing; agencies that provide these services; and how to get in touch with them.	778-2420
City/Town/Village	See Government Services and Officials (Pages 32 -35)	
Family Enrichment Network	Child Care Resource & Referral	723-8313 X829
Mental Health Issues	Broome County Mental Health	778-1152
Nurse Direct UHS	Health Information & Referral	763-5555 1-800-295-8088

# Safety Issues

## **SAFETY ISSUES - GENERAL INFORMATION**

Floodwater may contain sewage. Protect yourself and your family by following these steps for cleaning inside and outside of the home:

### **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.
- 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, then disinfect with a solution of 1 cup household bleach to 5 gallons of water. (Note: this solution should not be used for drinking, cooking or personal hygiene).
- For items that cannot be washed or dry-cleaned, such as mattresses and upholstered furniture, air dry them in the sun and then spray them thoroughly with a disinfectant. Steam clean all carpeting.
- Remove and discard contaminated household materials that cannot be disinfected, such as wall coverings, clothes, rugs, and drywall.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.
- After completing the cleanup, wash your hands and any other exposed body parts with soap and sanitized or disinfected water. If your water supply has been contaminated, 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 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. It is recommended that a Laundromat be used for washing large quantities of clothes and linens until your onsite wastewater system has been professionally inspected and serviced. Seek immediate medical attention if you become injured or ill.

### **Outside 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.
- Have your onsite waste water system professionally inspected and serviced if you suspect damage.
- Wash all clothes worn during the cleanup in hot water and detergent. These clothes should be washed separately from uncontaminated clothes and linens.
- After completing the cleanup, wash your hands and any other exposed body parts with soap and sanitized or disinfected water.
- If your water supply has been contaminated, 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 solution of 1/4 teaspoon of household bleach per 1 gallon of water.
- Seek immediate medical attention if you become injured or ill.

# SAFETY ISSUES - GENERAL INFORMATION

Consumer Product Safety Commission’s “Safety Tips for Flood Victims” can be found at [www.cpsc.gov/cpsc/pub/pubs/fema/flood.html](http://www.cpsc.gov/cpsc/pub/pubs/fema/flood.html). This guide provides safety recommendations and illustrates dangerous food practices flood victims may engage in during efforts to rebuild or while staying in temporary housing or partially damaged homes.

For information on preparing for and recovering from a flood, call the Broome County Health Department at 778-3921 or visit the Centers for Disease Control and Prevention (CDC) website @ [www.bt.cdc.gov/disasters/floods](http://www.bt.cdc.gov/disasters/floods)

- General Health Information  
*Broome County Health Department*  
  
Diane O’Hara, Supervising Public Health Educator.....778-3921  
email: [dohora@co.broome.ny.us](mailto:dohora@co.broome.ny.us)
  
- Environmental Hazards.....778-2887  
email: [rdenz@co.broome.ny.us](mailto:rdenz@co.broome.ny.us)
  
- Cleanup Safety  
[www.gobroomecounty.com](http://www.gobroomecounty.com)
  
- Food Issues & Safety Information  
Cornell Cooperative Extension.....772-8953  
  
<http://counties.cce.cornell.edu/broome>
  
- Electricity Hotline.....1-800-572-1131
  
- Natural Gas Hotline.....1-800-572-1121

# **SAFETY ISSUES - CHILDREN'S SAFETY**

## Special Concerns for Children

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

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

Lack of a reliable water supply, sewage and sanitation services, food supply, electricity and communication networks could all place children in harm's way. More specifically, water may not be safe for children to drink, and debris and mud may contain disease-causing organisms and chemicals that could potentially harm children. Lack of sanitation and sewage services could lead to infections and diarrhea-related diseases. Flood water in homes and schools may cause mold growth, deterioration of lead paint, and structural damage. Mold growth will be one of the most challenging and long-term problems resulting from the hurricanes and floods. Standing water may result in more mosquitoes and other pests. As the debris and mud begin to dry out, the amount of dust in the air will increase. Clean-up activities may expose children to a variety of chemicals. For more information on protecting your children's health, please visit the U.S. Environmental Protection Agency's webpage at [www.epa.gov](http://www.epa.gov)

Flood waters may contain fecal material from overflowing sewage systems, and agricultural and industrial byproducts. Although skin contact with floodwater does not, by itself, pose a serious health risk, there is some risk of disease from eating or drinking anything contaminated with flood water.

If you or your child have any open cuts or sores that will be exposed to flood water, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. If you or your child receive a puncture wound or a wound contaminated with feces, soil, or saliva, contact your medical provider to determine whether a tetanus booster is necessary.

In addition, parents need to help children avoid waterborne illness. Do not allow children to play in flood water areas, wash children's hands frequently (always before meals), and do not allow children to play with flood-water contaminated toys that have not been disinfected. You can disinfect toys using a solution of one cup of bleach in 5 gallons of water.

**Poison Control Center.....1-800-222-1222**

# SAFETY ISSUES - DRINKING WATER

## Water-Borne Risks

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

## Water for Drinking, Cooking, and Personal Hygiene

Safe water for drinking, cooking, and personal hygiene includes bottled, boiled, or treated water. Here are some general rules concerning water for drinking, cooking, and personal hygiene.

### Remember:

- Do not use contaminated water to wash dishes, brush your teeth, wash and prepare food, wash your hands, make ice or make baby formula, or give to pets. If possible, use baby formula that does not need to have water added.
- You can use an alcohol-based hand sanitizer to wash your hands. If you use bottled water, be sure it came from a safe source. If you do not know that the water came from a safe source, you should boil or treat it before you use it. Use only bottled, boiled, or treated water until your supply is tested and found safe.
- Boiling water, when practical, is the preferred way to kill harmful bacteria and parasites. Bringing water to a rolling boil for 1 minute will kill most organisms. When boiling water is not practical, you can treat water with chlorine tablets, iodine tablets, or unscented household chlorine bleach (5.25% sodium hypochlorite). If you use chlorine tablets or iodine tablets, follow the directions that come with the tablets.
- If you use household chlorine bleach, add 1/8 teaspoon (0.75 ml) of bleach per gallon of water if the water is clear. For cloudy water, add 1/4 teaspoon (1.50 ml) of bleach per gallon. Mix the solution thoroughly and let it stand for about 30 minutes before using it.

**Note:** Treating water with chlorine tablets, iodine tablets, or liquid bleach **will not kill** parasitic organisms.

- Use a bleach solution to rinse water containers before reusing them. Use water storage tanks and other types of containers with caution. For example, fire truck storage tanks and previously used cans or bottles may be contaminated with microbes or chemicals. Do not rely on untested devices for decontaminating water.

## **SAFETY ISSUES - EMERGENCY POWER RISKS**

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

Source: [www.lungusa.org](http://www.lungusa.org)

### ***ELECTRIC & GAS RESTORATION PROCEDURES***

Restoration of natural gas service in areas impacted by flood water requires special procedures. **The first thing to remember is that if you smell natural gas, get up, get out and call NYSEG at 1-800-572-1121 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone in your home or building. These may produce sparks.** As flood waters recede, NYSEG crews will shut off service to flooded buildings for safety reasons.

***For natural gas service to be restored, the following conditions must exist:***

- For safety reasons, the customer will need to have a plumbing or heating contractor make sure the gas appliances affected by the flood are in working order before they can reconnect and relight the pilots.
- The customer must be present for the crew to reconnect the service.
- The basement must be free of standing water.
- Electric service must be available.
- NYSEG crews will check the condition of NYSEG equipment.
- At least one natural gas appliance not affected by the flood must be ready to light.

***Prior to the restoration of electric service the following conditions must exist:***

- If the electric equipment has been under water, the customer must have the main fuse box/circuit breaker box inspected by a Certified Electrical Inspector. The NYSEG crew will determine if this is necessary depending on the condition of the fuse/breaker box.
- The customer must be present to reconnect the service.
- The basement must be free of water.
- The electric panel must be clean and free of debris.

NYSEG reminds customers that safety is paramount. Customers should never enter a flooded basement or attempt to relight pilot lights. **In addition, customers should stay away from any fallen wires - they may be deadly.**

**If you see fallen wires or any other electric emergency,  
call NYSEG immediately at 1-800-572-1131.**

**To report a gas emergency, call 1-800-572-1121**

# SAFETY ISSUES - FOOD SAFETY

## How to Make Sure Your Food is Safe

- Food and medicine that has been exposed to flood waters should be discarded because of possible contamination.
- Destroy all contents of foods in glass jars that have been exposed to flood waters.
- Wash canned goods that have come in contact with flood waters with soap and hot water. Check for broken food-safety seals. Destroy canned food if swelling, rusting or serious denting is visible.
- For infants, use only pre-prepared canned baby formula that requires no added water, rather than powdered formulas prepared with treated water.
- Thawed food can usually be eaten or refrozen if it is still “refrigerator cold,” or if it still contains ice crystals. To be safe, remember, “When in doubt, throw it out.”
- Discard any refrigerated or frozen food that has been at room temperature for two hours or more and any food that has an unusual odor, color, texture.

## Emergency Cooking

- Canned food can be eaten right from the can. If you heat the can, be sure to open it and remove the label first.

### ***Indoors:***

- For emergency cooking you can use a
- fireplace
- barbeque grill
- camp stove.

***Do not use a grill with charcoal briquettes for cooking indoors. Doing so can cause carbon monoxide poisoning.***

### ***Outdoors:***

- Always use a charcoal grill outdoors. You can also heat food with candle warmers, chafing dishes and fondue pots.

**For more information on spoiled food and frozen foods, injuries, home clean up to avoid disease, and other health issues relating to the floods, visit the New York State Department of Health website at [www.health.state.ny.us](http://www.health.state.ny.us). or call Cornell Cooperative Extension at 772-8953.**

# SAFETY ISSUES - MOLD GROWTH

## Mold Removal and Safe Debris Removal Tips

- Many houses will experience mold growth after flooding. Call 1-888-293-7020 or visit [www.bt.cdc.gov/disasters/mold/](http://www.bt.cdc.gov/disasters/mold/) for guidelines issued by the Centers for Disease Control and Prevention (CDC) on the safe and effective cleanup of household mold.
- While cleaning mold, anyone allergic to mold may experience a stuffy nose, irritated eyes, wheezing, skin irritation, difficulty breathing, or shortness of breath. People with weakened immune systems and chronic lung diseases may develop mold infections in their lungs. If any health-related problems appear after working around mold, contact a doctor or other health care provider immediately.
- For maximum protection, when working with moldy materials, wear an N95-designated facemask or NIOSH-approved respirator, rubber boots, rubber gloves, goggles, and a soft hat or hard hat (if there is any danger of falling debris or electrical hazards). Be sure to throw away all porous items that were wet because they can remain a source of mold in the future, even if they not moldy now. Further information on cleaning mold is available by calling 1-888-293-7020 or visit [www.bt.cdc.gov/disasters/floods](http://www.bt.cdc.gov/disasters/floods).
- Additional information can be obtained by calling the Environmental Protection Agency at 1-800-438-4318 or by visiting [www.epa.gov/mold](http://www.epa.gov/mold) This website provides in-depth guides on how homeowners can clean mold from residences and prevent future mold growth.

For questions about mold, check the Broome County Health Department Web page, Mold and Human Health @ [www.gobroomecounty.com](http://www.gobroomecounty.com) and follow the links.

# SAFETY ISSUES - TOXIC FUMES

## Carbon Monoxide (CO) Awareness

- Clean-up efforts after returning to homes and businesses can present life-threatening hazards to storm victims, including leaking natural gas lines and CO poisoning from the use of un-vented fuel-burning equipment.
- CO is a colorless, odorless gas produced when fuel is burned and can kill when present in high amounts. Symptoms of CO poisoning are feeling sick, dizzy, or weak. Anyone experiencing any of these symptoms should get fresh air right away.
- Do not use fuel-burning devices in homes, garages, or other confined spaces or within 10 feet of windows, door, or other air intakes. This includes charcoal/gas grills, gas generators, gas tools, etc.

## Cleaner, Disinfectant, and Pesticide Awareness

- Mixing some household cleaners together can produce toxic fumes, injury, or death. When working with household chemicals, be sure to have adequate ventilation, remain in the room no longer than necessary and allow plenty of time for the room to air out. Read and follow all label instructions carefully.
- Use fans throughout the cleaning process as long as there is no standing water or any other potential electrical hazard.
- In case of poisoning/chemical ingestion, call the Poison Control Center at 1-800-222-1222 immediately. ***Do not induce vomiting unless you have been instructed to do so.***

## Airborne Asbestos and Lead Dust Avoidance

**Asbestos** is fibrous material used in some pipe insulation, ceiling tiles, exterior siding, roof shingles, sprayed-on soundproofing, and many other materials in older buildings, mostly built before 1970. Asbestos was used to strengthen products, provide heat insulation, and fire resistance. Breathing asbestos can lead to lung cancer, mesothelioma, a cancer of the lining of the chest and the abdominal cavity; and asbestosis, in which the lungs become scarred with fibrous tissue.

**Lead** is a toxic metal producing a variety of adverse health effects, especially in young children. Homes built before 1978 probably have lead in their original paints. Moving materials containing lead based paint could cause lead dust to concentrate in the air.

- If you suspect your home contains asbestos or lead-based paint, you are strongly encouraged to use contractors who are specially trained to deal with these substances. Home can be tested for lead-based paint.
- If the asbestos is in good condition, it is best to just leave it alone since it probably will not release asbestos fibers into the air.
- Materials with asbestos or lead-based paint should be handled while still wet or damp and double bagged.
- While handling these materials, gloves, goggles, and OSHA-approved respiratory protection should be worn.
- Wash hands and clothing while still wearing the mask after handling or cleaning either of these materials.
- Do not do anything that generates dust from or disturbs the surfaces of the areas with lead-based paints because this will cause the lead to enter the air.
- Families should not live in residences while work is being done to remove either asbestos or lead-based paint.

For more information on the safe management of asbestos,  
visit [www.epa.gov/asbestos/ashome.html](http://www.epa.gov/asbestos/ashome.html).

For more information on the safe management of lead-based paint,  
visit [www.epa.gov/oppt/lead](http://www.epa.gov/oppt/lead).

# SAFETY ISSUES - WELLS

The Broome County Health Department has set up a system to assist owners of private wells with their flood recovery. Staff can provide guidance on potential impact to their wells, how to conduct a sanitary survey to identify sources of pollution, and steps to take for well disinfection. Assistance with bacteriological check samples is also available. Residents who live in a valley bottom area with permeable soils should consider checking their wells if the flood water got within 100 feet of the well. Any well owner that had flood waters above or surrounding the top of the well casing or noticed a change in taste, odor or color as a result of flooding should also check their wells.

## Disinfecting Wells

If you suspect that your well may be contaminated, it needs to be disinfected. For information on how to disinfect bored or dug wells, go the Broome County Health Department's web site at [www.gobroomecounty.com](http://www.gobroomecounty.com) or contact Environmental Health Services at 607-778-2887.

## Well & Septic System Testing

Floodwaters are frequently contaminated with a variety of pollutants including sewage and fuel oil. If your water supply is from a private well on your property and that wellhead was covered by floodwaters, the well may have been contaminated. To protect your family from this contamination, your well should be tested as soon as power has been restored to your house. Your county health department does well testing and will issue the necessary documents to show that your water is safe. Septic systems can also be damaged by floodwaters and must be tested/inspected to ensure that they will perform properly and protect your family from sewage backups and contamination. Once again, contact the county health department for testing/inspection information.

**Broome County Health Department.....778-3930**

# AFTER FLOOD CAR CARE

## High water can damage your vehicle

According to the Federal Emergency Management Agency (FEMA), floods are one of the most common and widespread of all disasters. Most communities in the U.S. have experienced some level of flooding from high water due to spring rains, heavy thunderstorms or winter snow thaws. While your vehicle may not have been flooded or completely covered in water, that doesn't necessarily mean that you should not be concerned about water damage. If you drove through high water, there's a chance that you may have damaged your vehicle. It all comes down to how much water the vehicle took in and where it reached. Follow these guidelines to check for damage due to water intrusion and contamination.

- Check interior carpets, upholstery, door and trim panels for dampness. If they are wet, then the vehicle will need professional attention. If all you do is let the carpet dry, you will quickly be rewarded by mildew and nasty odors. Seat brackets, motors and modules should also be checked for rust and proper operation.
- Pull the engine oil and transmission fluid dipsticks and differential plug. If the fluid appears milky, diluted, is no longer its original color or is beige in color, then it is likely the pans contain water. The vehicle should be towed to your ASE certified mechanic or repair shop. Driving the vehicle with water present may damage the internal parts and require extensive overhaul or repairs. (NOTE: Some new synthetic differential fluids may appear milky but are not water contaminated, when in doubt let a professional make the evaluation.)
- Check the air filter for water. If it is wet, replace the air filter and change the oil.
- Check the undercarriage, bumpers, radiator area and frame for mud, grass, dirt, debris and rust. If any of these are present, have the vehicle washed and cleaned as soon as possible.
- Have the brake system check by a professional.
- Check the exterior lights for moisture and water. Replace headlights and bulbs that contain water or condensation.
- Listen for abnormal noises while the engine is running. Make a note of where the noise is coming from and take the vehicle to a mechanic as soon as possible. Pay particular attention to the alternator, serpentine belt, starter, power steering unit, air conditioner and wheel bearings.
- Inspect the suspension joints and lubricate as necessary. Many newer vehicles are lubricated at the factory for life; however, these joints should be checked for rust.

# Basic Needs

# Welcome to the New York Storm Relief Rebate Program

If you are a resident of New York State and essential appliances or equipment were lost or damaged because of Hurricane Irene or Tropical Storm Lee, you may qualify for cash rebates by purchasing [eligible](#) ENERGY STAR® or High Efficiency appliances or equipment. The following products are eligible under this rebate program:

## ***ELIGIBLE EQUIPMENT REBATE & APPLIANCES***

- refrigerators (ENERGY STAR).....(\$350)
- clothes washers (ENERGY STAR).....(\$250)
- clothes dryers (with Moisture Sensor higher efficiency).....(\$250)
- dehumidifiers (ENERGY STAR).....(\$100)
- furnaces (ENERGY STAR).....(\$2,000)
- boilers (ENERGY STAR).....(\$2,500)
- qualified hot water heaters (*gas storage water heaters, heat pump water heaters, electric water heaters*..... (\$400)

Only appliances and equipment that replace those damaged in the storms are eligible for rebates (with the exception of dehumidifiers that can either replace a damaged dehumidifier or have been purchased to reduce humidity resulting from the storm). The New York Storm Relief Rebate Program is providing this assistance exclusively for New York State residents that are not receiving compensation from FEMA or insurance companies for these appliances or equipment.

To qualify for the rebate, purchases must be made on or after August 29, 2011 for residents affected by Tropical Storm Lee, purchases must be made on or after September 9, 2011. Appliances or equipment must meet the ENERGY STAR criteria. *Exceptions: 1) Clothes Dryers are not ENERGY STAR qualified; rebates will be provided for moisture-sensing dryers from the qualifying [product list](#) and 2) Electric Hot Water Heaters are not ENERGY STAR qualified; rebates will be provided for eligible electric hot water heaters from the qualifying [product list](#). There are gas hot water heaters that are ENERGY STAR qualified and they are eligible for rebates.*

## **How Do I Apply for the Rebate? What are the Requirements?**

Storm Relief rebate applications will be available **Monday, September 19, 2011**. You can fill out an application on-line, at [NYSApplianceRebates.com](http://NYSApplianceRebates.com), or you can call the program hotline at 1-877-NY-SMART to fill out the form over the phone. The completed form will be sent to you and then you will need to mail it in with the required receipt(s). Applications submitted online must also be printed, signed and mailed with the required receipts.

Applicants must attest that the appliance or equipment for which they are requesting a rebate is not covered by insurance or FEMA. If the applicant has not yet received a determination from FEMA or their insurance company, the applicant must attest that he/she will disclose the NYSERDA rebate to both FEMA and their insurance company. You will also be required to attest that your appliance purchase is a replacement that is a direct result of the storm. (Note the purchase of a dehumidifier is NOT required to be a replacement purchase.)

Applicants must be a New York State resident who sustained property damage resulting from Hurricane Irene or Tropical Storm Lee, and the qualified appliance(s)/equipment must be installed at a New York State residential address.

Rebates are only available to residents of single-family homes and multi-family buildings of four or less units.

A maximum of one rebate per appliance/equipment type is allowed per installation address. Additional rebates may be available from NYSERDA, manufacturers or your local utility.

**Please call 1-877-NY-SMART (1-877-697-6278)**

**from 8:30AM to 5:00PM**

# NYSERDA's EmPower New York Program

Special Assistance to Households Affected by Tropical Storms Irene and Lee

If your home was damaged by tropical storms Irene or Lee, and you meet the eligibility criteria below, you may be eligible for special assistance through NYSERDA's EmPower New York program.

*Services include:*

- . **Replacement of primary refrigerators**
- . **Replacement of heating systems**
- . **Replacement of water heaters**
- . **Energy efficiency services**

These services are provided at no cost. Households affected by the storms who were previously served through EmPower will be eligible for these additional services.

***To be eligible for this special assistance:***

1. Households must have incomes at or below 60% of State median income (i.e., HEAP eligibility; see below).
2. Households must be customers of Con Edison, Central Hudson, National Grid, NYSEG, Orange and Rockland, Rochester Gas & Electric, or heat with oil or propane.
3. Only homes that are viable for continued habitation may be served with EmPower funds.
4. Households who are provided with measures through EmPower may not access other NYSERDA programs (such as the New York State Appliance and Equipment Rebates Program; see below) for the same measures.
5. Appliances and equipment provided must be for replacement purposes only. You must attest that you are not receiving financial reimbursement through homeowner's or renter's insurance and/or Federal Emergency Management

*Agency (FEMA) relief for the measures provided by EmPower. Audits to verify insurance claims and/or FEMA assistance may be conducted.*

***If you are interested in applying, please complete the following:***

1. Fill out and sign the enclosed Energy Services Application.
2. Provide income documentation consisting of one of the following:
  - a. Certification from a Community Based Organization that has verified your income eligibility on the back of the application.
  - b. A copy of a HEAP award letter dated within the past 12 months.
  - c. A copy of a bill from your utility or fuel supplier documenting a HEAP payment received within the past 12 months, or documentation of participation in a utility low-income payment assistance program.
  - d. A copy of a Food Stamp award letter in your name received within the past 12 months.

- e. A copy of notification of a Public Assistance award letter in your name received within the past 12 months.
- f. A copy of a SSI payment or award letter in the name of the EmPower New York applicant, received within the past 12 months.
- g. Only if none of the above (a – f) are available, complete the enclosed Income Documentation Form.

3. Send the completed application to EmPower by November 30, 2011, in one of the following ways:

- Mail to: EmPower New York, P.O. Box 2489, Syracuse, New York 13220
- FAX to: (315) 463-7393
- Scan and email to: ACSempower.applications@honeywell.com

You will be notified regarding eligibility. If a review indicates that you are eligible for any of these services, you will be contacted to set up a meeting at your home.

For additional information you may contact EmPower at 1-800-263-0960 or visit <http://www.getenergysmart.org/empower/>

***Income Eligibility Guidelines***

The current income guidelines for EmPower New York are set at 60% of the State Median Income, effective October 1, 2011.

***HEAP Guidelines 2011 - 2012***

Household Size	Monthly	Annual
1	\$2,146	\$25,752
2	\$2,806	\$33,672
3	\$3,466	\$41,592
4	\$4,127	\$49,524
5	\$4,787	\$57,444
6	\$5,447	\$65,364
7	\$5,571	\$66,852
8	\$5,695	\$68,340
9	\$5,818	\$69,816
10	\$5,942	\$71,304
11	\$6,136	\$73,632
11+	+478	\$5,736

***NOTE: If you are over-income for EmPower New YorkSM , you may still be eligible for equipment rebates through the New York State Appliance and Equipment Rebates Program and a 50% grant through Assisted Home Performance with ENERGY STAR®.***

For more information, please call 1-877-NY-SMART or visit: [www.nysappliance rebates.com](http://www.nysappliance rebates.com)

## CHILD CARE

<p><b>Broome County Social Services - Day Care Unit</b></p>	<p>Authorizes child care subsidy for eligible TANF and low income families, provides assistance in finding child care, authorizes child care as part of preventive or protective services plan. Coordinates registration and monitoring of family day care homes and school-age child care programs.</p>	<p><b>778-2628</b></p>
<p><b>Family Enrichment Network Child Care Resource &amp; Referral</b></p>	<p>Recruits, trains, and supports family child care providers. Locates child care options for parents and provides referrals. Available to all parents, community businesses, and locally-based employees of national corporations that offer enhanced child care services to their employees. Publishes Child Care Directory to assist families when making childcare plans.</p>	<p><b>723-8313 X 829</b></p>
<p><b>New York State Children &amp; Family Services</b></p>	<p>To serve New York's public by promoting well-being and safety of its children, families, and communities. Achieves results by setting and enforcing policies, building partnerships, funding, and providing quality services.</p>	<p><b>1-800-345-5437</b></p>

# Food Resources

<b>CHOW</b>	26 pantries throughout the county	12 times/year, 4 weeks between refs.	<i>Dial 2-1-1 First Call For Help for a referral</i>	<b>2-1-1</b> 1-800-901-2180
<b>BINGHAMTON / CONKLIN</b>				
<b>Catherine's Cupboard</b>	St. Francis of Assisi 1031 Chenango St Binghamton		1st & 3rd Tue of month 6-7PM	723-2350
<b>Catholic Social Services</b>	100 Main St Binghamton	May be served once per month (Proof of residence)	Mon//Wed/Thu/Fri 9AM-12 Mon-Fri 1-4PM	723-4563
<b>Landmark Church</b>	126 Court St Binghamton	May be served once per month	4th Sat of month 8AM	723-1127
<b>Loaves &amp; Fishes</b>	25 1/2 Mill St Binghamton	May be served once per month	Mon & Wed 11AM-2PM	724-5304
<b>Salvation Army</b>	130 Washington St Binghamton	May be served once every 3 months	Mon-Fri 10-AM-2PM Bread distribution Mon-Fri 12-1PM	722-2987
<b>DEPOSIT AREA</b>				
<b>Deposit Council of Churches Food Pantry</b>	Town of Sanford Hall Deposit	May be served once per month	Thu 3-6PM	467-5151
<b>ENDICOTT ENDWELL AREA</b>				
<b>Mother Teresa's Cupboard</b> (Zip Code 13760, 13790, 13802 & 13850)	202 Garfield Ave Endicott	May be served once per month. (Proof of residence)	Mon/Wed/Fri 9AM-3PM	741-0011
<b>Our Lady of Good Counsel</b>	701 W Main St Endicott	May be served once per month	Tue & Thu 9AM-3PM	748-7417 <i>Call ahead</i>
<b>The Food Pantry @ The Learning Ctr East</b>	906 Jenkins St Endicott (rear parking lot entrance)	May be served 2X month. ID for all in the household.	Tue & Fri: 10-11:45AM Tue: 5:30-6:45PM	429-0041
<b>JOHNSON CITY</b>				
<b>Pathway of Love Food Pantry</b>	Calvary's Love Assembly of God 1315 Reynolds Rd, JC	Call ahead.	Last Fri: 9AM-Noon Call ahead	797-3757
<b>AFTON/COLESVILLE/HARPURSVILLE/SANITARIA SPRINGS</b>				
<b>Colesville Community Pantry</b>	Volunteer Ambulance Services Building 28 King Rd, Harp.	Serves Afton/ Colesville/Harpursville/ Sanitaria Springs once per month	1st & 3rd Tue 10AM-12 & 4-6PM	693-1228
<b>St. Joseph Church</b>	659 State Rt 7B Sanitaria Springs		Call ahead	648-8341
<b>VESTAL</b>				
<b>Our Lady of Sorrows</b>	157 Clark St, Vestal		Call ahead	748-8287
<b>WHITNEY POINT</b>				
<b>Whitney Point Community Pantry</b>	St. Patrick's 59 Keibel Rd,	Once per month	Call ahead Mon-Thu & Sat 9AM-Noon	692-3911
<b>WINDSOR</b>				
<b>Human Dev. Our Lady of Lourdes</b>	5 Kent St, Windsor	Once per month	Tue/Thu/Sat 10AM-Noon Wed 4-6PM	655-8117

<b>COMMUNITY MEALS - BINGHAMTON/CONKLIN</b>			
<b>Boulevard UMC</b>	Grand Blvd & Floral Ave	797-5675	2nd Sat & last Sat @ 5:30 PM
<b>Carroll Street Ministries</b>	38 Carroll St	760-5085	Sat Noon-1:30 PM
<b>Food @ First Presbyterian Church</b>	42 Chenango St	722-4219	Tue 5-6 PM
<b>Grace Tabernacle Church</b>	98 Glenwood Ave	729-3626	Fri 5:30 PM-7:30 PM
<b>Knights of the Road</b>	9 Leroy St (rear door)	Sandwiches	Mon-Fri 11:30 AM-1 PM
<b>Main Street Baptist Church</b>	117 Main St	723-0031	2nd & 4th Sat 4:30-6:30 PM
<b>Mt. Sinai Church</b>	126 S Washington St	723-2361	Wed 3-5 PM
<b>New Heights Ministry</b>	17 Front St	723-0005	Wed 4-5 PM
<b>Food Not Bombs</b>	@ Redeemer Lutheran, 72 Main St	748-4957	Sun 1PM
<b>Salvation Army</b>	127-131 Washington St	722-3059	<b>Breakfast: Mon-Fri 9:30-10:15 AM</b> <b>Dinner: Thu-Mon 5-6 PM</b>
<b>Shepherd's Bowl</b> (Anglican Church)	356 Conklin Ave	773-4810	Thu 5:30-6:30 PM
<b>Southside Community Meal</b>	91 Baldwin St (Conklin Ave Baptist)	724-1252	Mon 5 PM
<b>St. Mary's Recreation Ctr</b>	Hawley St	723-5383	Mon-Thu 11:30 AM-12:45 PM
<b>Tabernacle UMC</b>	83 Main St	723-8983	Wed 6 PM
<b>Trinity Memorial Sunday Canteen</b>	44 Main St	723-3593	Sun Noon
<b>COMMUNITY MEALS - JOHNSON CITY</b>			
<b>All Saint's Episcopal Church</b>	475 Main St	797-3354	Sat Noon
<b>Sarah Jane Johnson UMC</b>	308 Main St	797-3938	Tue 5:30 PM
<b>COMMUNITY MEALS - ENDICOTT / ENDWELL</b>			
<b>Endwell UMC</b>	3301 Watson Blvd	754-5735	Mon 5-6 PM
<b>Samaritan Supper</b> (First Presbyterian)	29 Grant Ave	748-1544	Tue 5:30 PM Closed July & August
<b>First United Methodist Church</b>	53 McKinley Ave	748-7434	<b>Breakfast: Sun 8:30-9:30 AM</b> <b>Soup Lunch: Mon-Fri 10AM-12:30 PM</b> <b>Lunch: Sat Noon</b> <b>Saturday Light Night: 3rd Sat 5:30 PM</b>
<b>Shepherd's Supper</b> (Central UMC)	17 Nanticoke Ave	754-6060	Thu 5 PM
<b>St. Ambrose</b>	202 Garfield Ave		Wed 5:30 PM
<b>Our Lady of Good Counsel</b>	701 W Main St	754-2120	Fri 5:30 PM
<b>COMMUNITY MEAL - DEPOSIT</b>			
<b>Friendship Table</b>	First United Methodist, 107 Second St First Presbyterian, 129 Second St	467-2290 467-2559	2nd Thu 4:30-6:30 PM 4th Thu 4:30-6:30 PM
<b>COMMUNITY MEAL - WHITNEY POINT</b>			
<b>Whitney Point UMC</b>	7313 Collins St	692-3638	Last Thu of month 5-6 PM

## FOOD BUDGET STRETCHERS

<b>BC Office for Aging</b>	Senior Center meals. Offers nutrition counseling for seniors.	<b>778-2411</b>
<b>Farmers Market Coupons (in season)</b>	Broome County Office for Aging WIC	<b>778-2411</b> <b>778-2881</b>
<b>Food Stamps</b>	Governmental subsidy for food through B.C. Social Services.  Family Enrichment Network offers assistance to find out eligibility	<b>778-3772</b>  <b>1-800-342-3009</b>  <b>723-8313 Ext 827</b>
<b>WIC (Women, Infants &amp; Children)</b> Broome County Health Department	Pregnant women, children birth -5 yrs based on "nutritional risk" and income.	<b>778-2881</b>

# Clothing Banks and Thrift Stores

<b>CC TAGS</b> <i>Thrift &amp; Thrifty</i> <b>Gift Shop</b> <i>Centenary</i> <i>UMC</i>	<i>438 Chenango St</i> <i>Binghamton</i>	Low cost clothing, household items and linens when available.	Thu 4:30 PM - 6:30 PM	621-3277
<b>Caring Closet</b> <i>Vestal Hills 7th</i> <i>Day Adventist</i>	<i>834 Bunn Hill Rd</i> <i>Vestal</i>	Provides good used clothing without cost	Tues 10 AM - 1 PM <i>Closed Jun/Jul</i>	754-0056
<b>Chenango Fenton Project Concern</b>	<i>23 Kattleville Rd</i> <i>Chenango Bridge</i>	Provides clothing and small household goods at cost of \$2/adult for all that you need.	Mon-Fri 2 PM - 4 PM Sat 7 AM - Noon	648-2492
<b>Clothing Center</b> <i>Central United</i> <i>Methodist Church</i>	<i>17 Nanticoke Ave</i> <i>Endicott</i>  Please use Union St. side door.	Provides good used clothing without cost	Tue 10AM – Noon Thu 1 PM - 3PM	754-6060
<b>Cups of Cold Water</b> <i>First Baptist Church</i>	<i>2938 Rt. 11</i> <i>Whitney Point</i>	Offers clothing, shoes and coats without cost	<i>Call ahead please</i> 2nd Sat 8 AM-10 AM	692-4964
<b>Deposit Closet</b>	<i>175 Front Street</i> <i>Deposit</i>	Offers used apparel and small household goods to those in Deposit area	Wed/Thu/Fri 10 AM - 4 PM Sat 9 AM - Noon	467-3850
<b>Helping Hands Professional Clothes Closet</b> <i>(Women Only)</i>	<i>Trinity Episcopal</i> <i>44 Main St</i> <i>Binghamton</i>	Offers women's professional clothing for job interviews and employment	<i>Call ahead</i> <i>(Closed February)</i>	723-6021
<b>Clothing/Book/Toy Giveaway</b> <i>Landmark Church</i>	<i>126 Court St</i> <i>Binghamton</i>	Offers monthly clothing, book and toy giveaway	4th Sat 8 AM	723-1127
<b>Lisle Clothing Bank</b> <i>Lisle Associated Church</i>	<i>9026 Main St</i> <i>Lisle</i>	Provides good used clothing without cost	3rd Sat 9 AM -11 AM or call for appointment	692-3080 849-4566
<b>Maine Federated Clothing Bank</b> <i>Maine Fed. Church</i>	<i>2615 Main St</i> <i>Maine</i>	Provides good used clothing without cost	Tues/Wed/Thurs 9 AM-11:30 AM <i>Closed Thu in summer</i>	862-3387
<b>Main Street Baptist Church Clothing Bank</b>	<i>117 Main St</i> <i>Binghamton</i>	Provides good used clothing without cost	Tues Fri 10 AM–Noon <i>Last 2 weeks only</i>	723-0031

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<b>Nearly New Thrift Store</b>	<i>100 Main St Binghamton</i>	Clothing items at very low cost. People with serious needs may obtain vouchers from social service .	Tue/Thu/Sat 10 AM-3 PM Fri 10 AM-12:30 PM	<b>723-0194</b>
<b>Ogden-Hillcrest UMC Thrift Shop</b>	<i>1061 Chenango St Binghamton</i>	Offers donated used clothing and small household items for very low cost. Clothing for employment at no charge.	Thu/Sat 10 AM-2 PM	<b>723-2637</b>
<b>PALS Kids Closet</b> <i>Mothers &amp; Babies Perinatal Net.</i>	<i>457 State St Binghamton</i>	Offers clothing for children birth-5 yrs without cost	Mon/Tue/Wed/Fri 9 AM-1PM Thu 2 PM -7 PM  Open to agencies when needed	<b>772-0517</b>
<b>Salvation Army Thrift Shop Binghamton</b>	<i>3-5 Griswold St Binghamton</i>	Provides good used clothing and small household goods at low cost. 50% sale on some clothing/shoes on Wed. Rotating sales.	Mon-Fri 9 AM-8 PM Sat 9 AM-5 PM <i>Fitting room closes 7:30 PM Mon-Fri 4:30 PM Sat</i>	<b>723-5381 ext 317</b>
<b>Salvation Army Thrift Shop Endicott</b>	<i>703 E Main St Endicott</i>	Provides good used clothing and small household goods at low cost. 50% sale on some clothing/shoes on Wed. Rotating sales.	Mon/Tue/Fri/Sat 9AM-5PM  Wed/Thu 9AM-9PM	<b>748-9042</b>
<b>Samaritan House</b>	<i>13 Fayette St Binghamton</i>	Household goods and children's clothing without cost. ID for all and proof of address. Children's clothing 1x/mo.	Mon-Thu 9 AM-Noon & 1-4 PM	<b>724-3969</b>
<b>Second Time Around Thrift Store</b> <i>Our Lady of Lourdes</i>	<i>287 Kent St Windsor</i>	Used clothing at low cost	Tues/Thu/Sat 10 AM-Noon Wed 2-4 PM	<b>655-8117</b>
<b>Sharing Closet</b> <i>Church of Christ</i>	<i>3600 Country Club Rd (corner of Hooper Rd) Endwell</i>	Offers free men's, women's and children's clothing.	Call for appointment	<b>748-6602</b>
<b>Temple Concord Rummage Sale</b>	<i>9 Riverside Dr Binghamton (Oak &amp; Riverside)</i>	Low cost and a different special sale every month	1st Sun 10AM-2PM	<b>723-7355</b>
<b>Thrifty Shopper</b> <i>Rescue Mission</i>	<i>1139 Upper Front St Binghamton</i>	Used clothing and small household goods at low cost	Mon/Tue/Wed/Sat 10 AM-8 PM Thu/Fri 10 AM-9PM Sun Noon-5 PM	<b>348-0092</b>
<b>Wares Like New Thrift Store</b>	<i>277 Front St Binghamton</i>	Offers clothing and small household goods at low cost	<b>Call ahead</b> Mon-Fri 9:30 AM-3 PM	<b>773-0993</b>
<b>YWCA Perfectly Suited Professional Clothing Bank</b>	<i>80 Hawley St Binghamton</i>	Help to outfit men and women with professional clothing for job interview and employment	<b>Call ahead</b> to set up an appointment	<b>772-0340 Ext 231</b>

## FORMULA & DIAPERS

Broome County Council of Churches - <i>CHOW Program</i>	3 Otseningo St, Binghamton	Mon - Fri: 8:30AM- 4:30PM	<i>Formula</i> is available Call 2-1-1/First Call For Help for a referral. 2-1-1 or 1-800-901-2180	2-1-1 Or 1-800- 901-2180
Catholic Social Services	100 Main St, Binghamton	Mon/Wed/ Thurs/Fri:  9AM-Noon  & 1-4PM  Tues: 1-4PM	Offers <i>formula</i> and <i>diapers</i> through the Emergency Food Pantry.	723-4563
First United Methodist Church	53 McKinley Ave, Endicott	Mon - Fri:  8AM- 11:30AM	<i>Diapers</i> are available.	748-7434
Mother Teresa's Cupboard	202 Garfield Ave, Endicott	Mon/Wed/Fri:  9AM-3PM	Offers <i>formula</i> and <i>diapers</i> on limited basis.	741-0011
Sarah Jane Johnson Church - The Baby Cupboard	308 Main St, Johnson City	Mon - Fri:  9AM - 4PM	May be able to help with emergency <i>diapers</i> , but <i>ONLY ONCE in a lifetime.</i>	797-3938
Whitney Point Community Food Pantry	St. Patrick's Church 59 Keibel Rd, Whitney Point	Tues - Fri:  9AM-Noon	Offers emergency <i>formula</i> for Whitney Point and Lisle areas only.	692-3911

# HEATING ASSISTANCE

<b>Firewood</b>	American Red Cross 620 E Main St Endicott	<b>785-7207</b>
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**HEAP (Home Energy Assistance Program) As of 11/16/11**

***Social Services clients must apply at:***

Dept of Social Services  
36-42 Main St  
Binghamton  
778-2638

***Seniors must apply at:***

Broome County Office for Aging  
Broome County Office Building 4th Fl  
Hawley St  
Binghamton  
778-2063

***If you need to apply for Emergency Heap,  
you must apply at Broome County Social Services***

**Other probable funding for heating emergencies**

Lend-A-Hand	Provides emergency assistance to low-income families and/or individuals referred by agency aware of need and situation. Assistance provided under specific guidelines when help not available from other sources. Fund may assist with utilities, heating fuel. Payment made directly to vendor.	<b>You first need a referral :  Opportunities for Broome 723-6493</b>
Salvation Army	In January, the Salvation Army sometimes is able to help with heating oil.	<b>722-2987</b>
American Red Cross Project Share	NYSEG program administered by Red Cross. Provides financial assistance for energy-related emergencies to NYSEG customers 60+ yrs, or disabled, or with medical condition aggravated by emergency. HEAP income-eligible applicants must apply for regular HEAP first.	<b>785-7207</b>
Department of Environmental Conservation (DEC)	Leaking Oil Tanks	<b>1-800-457-7362</b>

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# HOUSING

Binghamton Housing Authority (BHA)	To offer affordable comfortable housing for families, seniors and persons with disabilities. To process applications, to determine eligibility, and to maintain waiting list for public housing projects. DOES NOT PROVIDE EMERGENCY HOUSING	Mon - Fri 8AM - 5PM 723-9491
Binghamton Planning, Housing & Community Development	To provide community development/planning services for city residents; to promote fair housing opportunities; and to assist people in obtaining suitable housing regardless of race, color, religion, sex, disability, familial status, or national origin. Also Section 8 housing as available.	Mon - Fri 9AM - 5PM 772-7240
Countrytowne Apartments	Provides subsidized rent program under Section 8 for families meeting eligibility criteria. One, two, and three bedroom apartments. <i>Waiting list.</i> Eligibility: Must be employed and provide adequate references. Subsidy for: elderly, disabled, handicapped, and family units. Not all units subsidized. NO PETS ALLOWED.	Mon - Fri 9AM - 4PM 723-1194
Deposit Foundation & Rural Housing Services	To assist senior citizens and less fortunate residents meet their housing needs.	Mon/Wed/Fri 9AM - 4PM 467-4000
First Ward Action Council	FWAC owns and operates affordable housing units for low-income seniors, families, and those with disabilities. Must meet eligibility guidelines.	Mon - Fri 8:30AM - 4:30PM 772-2850
Metro Interfaith Housing Management Corp.	To help provide affordable housing and housing assistance for those in need. Low income families, disabled, seniors (62+). Rent based on adjusted gross income.	Mon - Fri 8AM - 4PM 772-6766
The SEPP Group (Serving the Elderly through Project Planning)	To provide elderly and disabled persons with housing facilities and services specifically designed to meet their physical, social, and psychological needs, and to promote their health, security, happiness, and usefulness in longer living.	Mon - Fri 8AM - 4PM 723-8989
Southern Tier Independence Center (STIC)	Assists individuals with disabilities to acquire affordable, accessible housing, enabling people to avoid going into, or to get out of nursing homes or institutions.	Mon - Fri 9AM - 5PM 724-2111
Town of Union/Homes for U(nion)	Grants, low interest home loans and HUD. Call for eligibility.	Homes for U 786-2985 HUD 786-2975
Volunteers of America	Offers 10 units of low-income housing in Binghamton. Residents provided with clean, safe, and affordable housing	Mon - Fri 8AM - 5PM 771-6795

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# Emergency Shelter Resources

<b>American Red Cross</b> <i>(Disaster only)</i>	620 E Main St St Endicott	Provides shelter to those affected by disaster (e.g. fire, flood, power outage). <i>Families on Public Assistance must contact Social Services caseworker first, except if emergency occurs after working hours or on week-end.</i>	<b>785-7207</b>
<b>Berkshire Farm Center &amp; Services for Youth</b>		Provides preventive services, temporary shelter, and reunification services to youth (birth-21 yrs) at risk, already runaway, and homeless youth. <i>LIFE House</i> services are free and confidential to area youth and their families.	<b>772-3123</b> <b>1-866-HELP-130</b>
<b>Broome County Social Services</b>	36-38 Main St Binghamton	Assists with emergency housing.	<b>778-2504</b>
<b>Catholic Charities</b> <i>Teen Transitional Living Program</i>		Provides safe residence and living skills program for up to a year for youth (16-21 yrs) who are homeless or runaways including pregnant and/or parenting teens.	<b>584-7800</b>
<b>Fairview Street Outreach</b>		Outreach worker will go to homeless client and assist with getting safe shelter and accessing other services.	<b>722-4080</b> <b>760-1306</b>
<b>Housing Advocate</b> <i>Mental Health Assn</i>	153 Court St Binghamton	Assists homeless and/or those at risk of being homeless, providing individual case management, working with existing area agencies.	<b>771-8888</b>
<b>Salvation Army</b> <i>Adult Rehabilitation Ctr</i>	3-5 Griswold St Binghamton	Provides room, board, clothing, counseling, and weekly stipend to beneficiaries (6 mos-1 yr). Provides 60-bed residential facility for men 21+ yrs. Includes rehabilitation for alcohol/drug problems.	<b>723-5381</b>
<b>SOS Shelter</b> <i>(For victims of domestic violence and their children)</i>	<i>Confidential location</i>	Provides shelter and residential needs including: food, toiletries, and clothing for women and their families who are victims of domestic violence. Counseling, advocacy, children's program and referral services. Maximum stay of 30 days. 20 beds serving mainly Broome/Tioga counties. Must be alcohol and drug free.	<b>754-4340</b> <b>1-877-754-4340</b>
<b>The Y</b> <i>Emergency Shelter for men</i>	61 Susquehanna St Binghamton	Provides emergency shelter for adult males (18+ yrs) for up to 72 hours.	<b>772-0560</b>
<b>Volunteers of America</b> <i>Emergency Housing for Families</i>	<i>Must apply first</i> 320 Chenango St Binghamton	Provides one-, two- or three-bedroom furnished apartments for couples or single parents of one or more children. Rentals available to persons rendered homeless for any particular reason. Client services include: assistance in locating safe, clean, affordable permanent housing, and aid in regaining employment.	<b>771-6795</b>
<b>Volunteers of America</b> <i>Emergency Shelter for men</i>	<i>Must apply first</i> 320 Chenango St Binghamton	Provides emergency housing for males (16+ yrs). Residents 18+ yrs involved in development and preparation of their individual treatment plan and provided with clothing and food. Young men 16-17 yrs full time case management through Berkshire Farm Center.	<b>772-1156</b>
<b>YMCA</b> See "the Y"			
<b>YWCA</b> <i>Emergency Shelter for women</i>	80 Hawley St Binghamton	Emergency housing for women 16+ yrs willing to follow house rules. All clients unable to pay must apply to Dept. of Social Services. Assists clients in meeting basic needs requirements ( <i>may include securing emergency funding</i> ).	<b>772-0340</b>

11/7/11

# Information for Displaced Binghamton University Students

## Academics:

The recent flooding has had a direct impact on many Binghamton University students and faculty. Many have suffered catastrophic losses. Many of these students are anxious about their ability to attend classes and complete assignments as they cope with the loss of their residence and possessions. Given the wide-ranging impact of the flooding, Interim Provost Jean-Pierre Mileur has asked faculty to be as flexible as possible in dealing with students who have been affected and to be considerate of students as they attempt to recover and get caught up in their courses.

In addition, the following offices can be contacted for information and services:

## Housing

Binghamton University has limited temporary housing in Johnson Hall available to off-campus students who have been displaced due to flooding. Students interested in temporary housing should visit the Residential Life Office weekdays between 9 AM and 4 PM. The Residential Life Office is located in room O'Connor Hall, Room 105 and can be reached at 607-777-2321, [reslife@binghamton.edu](mailto:reslife@binghamton.edu) or [reslife.binghamton.edu](http://reslife.binghamton.edu)

## Off-Campus Housing Assistance

The University's Off-Campus College offers regular legal clinics for off-campus students who wish to meet with an attorney to discuss their legal rights, lease agreements and other issues surrounding renting. OCC may also be able to provide information on what apartments are currently available in the community and what options may be available for possible on-campus housing.

## Financial Aid

Counselors are available to help students identify potential resources as needed and may also be able to re-evaluate their eligibility for additional loan and grant opportunities. The Financial Aid and Student Records Office is located in the Student Wing, Room 119, and can be reached at 607-777-2428, [finaid@binghamton.edu](mailto:finaid@binghamton.edu) or <http://www.binghamton.edu/financial-aid>

## Counseling

The University Counseling Center provides comprehensive preventative and clinical services to BU's undergraduate and graduate student community. In times of crisis such as this, victims may experience great emotional distress. Students affected by the flooding and in need of support are encouraged to contact the Counseling Center at 607-777-2772 or stop by the center in Room 1202, Library North, Glenn G. Bartle Library. Evening and weekend emergencies call 9-1-1 from a campus telephone or 607-777-2393 to reach University Police.

# Employment

# EMPLOYMENT

<b>Disaster Unemployment Insurance</b>	To check on the status of your Disaster Unemployment Insurance Claim	<p style="text-align: center;"><b>1-888-209-8124</b></p> <p style="text-align: center;"><i><a href="http://www.labor.ny.gov/ui/claiminfo/important-news.shtm">www.labor.ny.gov/ ui/claiminfo/ important- news.shtm</a></i></p>
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## JOB SEARCH & JOB TRAINING

<b>Broome Tioga Workforce New York</b>  171 Front St 1st Fl Binghamton	Applicants may walk in or call to obtain application. Services include: <ul style="list-style-type: none"> <li>• Information about job openings and local employers;</li> <li>• resume and interview advice and instruction;</li> <li>• information on training and educational programs;</li> <li>• referrals to community resources;</li> <li>• on-site workshops and training.</li> </ul>	<p style="text-align: center;"><b>778-2136</b></p> <p style="text-align: center;"><b>1-800-447-3992</b></p>
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## TEMPORARY EMPLOYMENT AGENCIES

<b>Labor Ready</b>  295 Chenango St Binghamton	Day labor or long-term positions available	<p style="text-align: center;"><b>772-8145</b></p> <p style="text-align: center;"><b>1-800-245-2267</b></p>
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# Health Care & Medical Needs

# Health Care Resources

## Broome County Health Department

<b>Healthy Living Partnership</b>	225 Front St, Bing. Mon-Fri 8:30AM-5PM	Provides screening for breast, cervical and colorectal cancer to uninsured, underinsured 40+ yrs.	778-3900 1-877-276-1019
<b>Immunization Clinic</b>	225 Front St, Bing. Mon-Fri 8:30AM-4:30PM	Provides immunizations for all ages.	778-2839 778-2870
<b>STD Clinic</b>	225 Front St. Bing. Tue 10AM-4PM Fri by appointment	Treatment and prevention of sexually-transmitted diseases.	778-2839 778-2894

## Walk-in Clinics

<b>Dr Garabed A. Fattal Community Free Clinic</b> <i>Walk in only</i>	225 Front St, Bing. Mon/Thu 4:30 Registration 5-8PM Clinic	Provides basic primary health care services, physical exams, and short-term treatment of non-emergency conditions for adults with <b>no insurance</b> and <b>not eligible</b> for Medicaid or Medicare and <b>not eligible</b> for services at Veterans Center.
<b>Endwell Family Center</b>	415 Hooper Rd, Endwell, 754-3863	9AM-9PM 7 days/wk
<b>Lourdes Walk-In Clinics (2 sites)</b>	276 Robinson St, <b>Bing</b> , 771-7234 415 E Main St, <b>Endicott</b> , 786-1801 500 5th Ave, <b>Owego</b> , 972-2335	9AM-8PM Mon-Fri; 9AM-5PM Sat/Sun 9AM-8PM Mon-Fri; 9AM-5PM Sat/Sun 9AM-8PM Mon-Fri; 9AM-5PM Sat/Sun
<b>UHS (United Medical Associates) Walk-in Clinic (4 sites)</b>	1302 E Main St, <b>Endicott</b> , 754-7171 4401 Vestal Parkway East, <b>Vestal</b> , 729-2144 91 Chenango Bridge Rd, <b>Chenango Bridge</b> , 648-4151 502 5th Ave, <b>Owego</b> , 687-0350	8AM-8PM 7 days/wk 8AM-8PM 7 days/wk 8AM-8PM 7 days/wk 8AM-8PM 7days/wk

## Health-Related Information

<b>UHS Nurse Direct</b>	<b>763-5555</b> <b>1-800-295-8088</b>	Talk directly to a registered nurse about health issues and get help finding a doctor.
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## Lourdes Clinics - By appointment

<b>DeMarillac Maternity Program - Lourdes</b>	303 Main St, Binghamton 798-8058 <i>Call for appointment.</i>	Prenatal care clinic. Prenatal care and nutrition program assists women unable to pay for pregnancy care.
<b>DePaul Pediatric Clinic Lourdes</b>	303 Main St, Binghamton 729-8687 <i>Call for appointment</i> <b>NO WALK-INS.</b>	Provides medical care for infant/children (birth-18 yrs.) of mother who received prenatal/delivery services from DeMarillac Maternity Program or if pediatrician services have not been available.

## Physician Referral (Help finding a doctor)

<b>Medical Society</b> 772-8493	<b>Lourdes Hospital</b> 1-877-9LOURDES 1-877-956-8733	<b>UHS</b> 763-5555 1-800-295-8088	www.mssny.org
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## Planned Parenthood

<b>Planned Parenthood</b>	117 Hawley St, Bing. 723-8306	Offers birth control, pregnancy testing, gynecological exams and health care services at lower cost. For women of any age.
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## Veterans Health Care

<b>Veterans Clinic</b>	425 Robinson St, Binghamton 772-9100	To provide physical and mental health services to veterans (men and women) with 2+ years of active duty service.
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# HEALTH CARE Con't

<b>Hospital Patient Financial Advocate Programs</b> Many hospitals have programs to help people who are uninsured or underinsured pay for health care provided in their facility.			
<b>Lourdes Hospital</b> 798-5506 or 798-5279	<b>UHS</b> Wilson 763-6127 BGH 762-3300	<b>Guthrie Healthcare</b> <b>Robert Packer Hospital, Sayre, PA</b> 1-570-887-4898	
<b>Medical Insurance Resources</b>			
<b>Child Health Plus A &amp; B</b> Mother's & Babies Perinatal Network 1-800-231-0744 or call Broome County Social Services 778-2604		NYS health insurance program for children up to age 19. Eligibility based on gross family income. Must reside in NYS.	
<b>Family Health Plus</b> Mother's & Babies Perinatal Network 1-800-231-0744 or call Broome County Social Services 778-2604		NYS health insurance program for single adults, couples without children and parents. Available for individuals between 19 -64 yrs who reside in NY State and do not have health insurance but have incomes too high to qualify for Medicaid.	
<b>Fidelis Care</b> 1-888-343-3547		Assists with enrollment in Child Health Plus, Family Health Plus, and Medicaid.	
<b>Healthy New York</b> 1-866-432-5849 www.healthyny.com		Assists working individuals and small business owners with health insurance. Individuals who are employed full-time, part-time or temporary <65 are eligible. Rates based on coverage options.	
<b>Medicaid</b> Mother's & Babies Perinatal Network 1-800-231-0744 or call Broome County Social Services 778-2604		Benefit program to assist low-income individuals and families with medical expenses. Provides comprehensive health and dental services including doctor's visits, in-patient hospital care, emergency services, prescription drugs, medical transportation, and other services needed to keep income-eligible individuals and families healthy. If ineligible for regular Medicaid, ask about "spend-down" Medicaid.	
<b>Medicare</b> U.S. Social Security 1-800-633-4227		Federal medical "insurance" for age 65+ yrs, blind, and disabled individuals.	
<b>Prenatal Care Assistance</b>			
<b>Lourdes Hospital</b> 798-8058		<b>UHS</b> 763-5142	
<b>Prescription Assistance</b> Most drug companies offer free or low-cost prescription medicines to people who cannot afford them.			
<b>Rural Health Network</b> assists with program details (No immediate prescription assistance) 1-888-603-5973	<b>Lourdes Hope Dispensary</b> may assist with prescription needs Call for details and eligibility. 584-9376	<ul style="list-style-type: none"> <li>• <b>Doctor samples</b></li> <li>• <b>Doctor referral to PPA - Partnership for Prescription Assistance Program 1-888-477-2669</b></li> <li>• <b>Hospital Patient Advocate</b></li> </ul>	
<b>Dental Care - By appointment only</b>			
<b>Broome Community College</b> <b>Dental Clinic</b> 778-5015 Provides dental examinations and cleanings by dental hygiene students. X-rays as needed. Adults \$15. Child/Senior 65+ \$10. Accepts Medicaid. Mon-Thu 8AM-Noon & 1-5PM Fri 8AM-Noon <i>By appointment only</i>	<b>Dentists accepting Medicaid</b> <b>Binghamton Dental</b> 722-5555 186 Robinson St, Bing <b>Cortland Dental</b> 753-9361 4313 N. Homer Ave, Cort. <b>Oak Street Dental</b> 778-1400 68 Oak St, Bing. <b>Wilson Dental</b> 217-7123 289 Chenango St, Bing. <b>Windsor Dental</b> 655-2141 5 College Ave, Windsor	<b>Lourdes Hospital</b> 584-4545 Provides dental services, including routine cleanings, urgent care, fluoride treatments, fillings, extractions, x-rays for children (birth-18 yrs) and pregnant women. Medicaid. Other families may apply after being formally denied by Medicaid. <i>By appointment only</i>	<b>UHS</b> 762-2005 Offers preventive dental care, cleaning, education; diagnosis/treatment of dental problems/disease; fluoride treatments; sealant applications; minor emergency exams; referrals to specialist. All ages. Accepts Medicaid or self-pay. 8AM-4PM Mon-Fri <i>By appointment only</i>

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# Mental Health Counseling

# Counseling & Stress Management

## 24/7 Crisis Phone Counseling

<b>Crisis Line United Health Services Hotline</b>	Provides 24/7 service to persons with psychiatric emergency or emotional crisis. Immediate professional help provided along with referral assistance or hospital admission. Hotline available to persons needing assistance of professional staff for counseling, information or referral.	<b>762-2302 or 1-800-451-0560</b>
<b>Binghamton University High Hopes</b>	Telephone crisis lines <b>ONLY during university school year.</b>	<b>777-HELP (4357) Crisis Intervention  777-DRUG (3784) Drug Intervention</b>
<b>Crime Victims Assistance Center</b>	24/7 certified crisis counselors provide victims of a crime, with emergency crisis intervention, supportive counseling, information and referrals to appropriate agencies.	<b>722-4256</b>
<b>Boy's Town National Hotline</b>	24/7 phone counseling to help any one with any problem.	<b>1-800-448-3000</b>
<b>Life Choices Center</b>	Offers crisis hotline that provides immediate information on pregnancy concerns.	<b>722-3340 1-800-395-4357 24/7 help-line</b>
<b>National Runaway Hotline</b>	To facilitate relationships that ensure youth and families have access to resources in their communities, 24/7.	<b>1-800- RUNAWAY 1-800-786-2929</b>
<b>NineLine</b>	To offer 24/7 hotline providing crisis intervention and referrals to runaways/potential runaways; however will help any caller, including adults.	<b>1-800-999-9999</b>
<b>SOS Shelter (Domestic Violence)</b>	Offers 24/7 one-on-one counseling to domestic violence victims on a limited basis at no cost.	<b>754-4340</b>

## Counseling and Stress Management

<b>Binghamton University Psychological Clinic</b>	Provides psychological services to local community. Offers therapy for adults, children, couples, families and groups. Also offers assessment, neuropsychological evaluations, and consultation services to individuals, professionals and outside agencies. Self-pay, private insurance, sliding scale.	<b>777-2103 University academic year only.</b>
<b>Broome County Mental Health Department Adult Unit</b>	Provides professional services to adult Broome County residents (18 + yrs) with a mental health diagnosis. Services include: comprehensive evaluation, psychiatric evaluation, individual therapy, medication management and psychological testing. Self-pay, private insurance and sliding scale.	<b>778-1152</b>
<b>Catholic Charities Family/Individual Counseling Program</b>	Therapy for individuals and families.	<b>729-9166</b>

## MENTAL HEALTH con't

<b>Catholic Charities</b> <i>Gateway Counseling Center for Youth</i>	Provides assessment, short-term counseling, referral, and coordination of services to youth and their families. Enables youth to discuss, improve, or stabilize home, school, and employment. Groups for anger management, "active parenting," and other topics. No fee. Eligibility: Youth (8-21 yrs) and their parents. <i>Parental permission or notification <b>NOT</b> required</i>	<b>584-7800 ext 450</b>
<b>Christian Counseling Ctr</b>	Individual, group, marital, family counseling. Offers seminars and workshops.	<b>729-7777</b>
<b>Employee Assistance Program</b>	<b>Contact your employer.</b> Short-term counseling may be available to employees facing problems & difficult decisions. No fee.	
<b>Family &amp; Children's Society</b>	Works to help individuals (adults, children, teens, and elders) and families resolve their problems, overcome trauma, develop positive relationships and enhance self-esteem. Therapists have considerable experience with anxiety, adolescent issues, anger management, depression, divorce, domestic violence, EMDR, family and marital problems, gay and lesbian issues, parenting, children's problems, troubled relationships, grief, loss, and post-traumatic stress disorder. Fee. Private insurance and sliding fee.	<b>729-6206</b>
<b>Lourdes Center for Mental Health</b>	Counseling on all issues for youth 10-21 yrs.	<b>584-4465</b>
<b>Mental Health Association</b>	Provides referral to local therapists based on areas/levels of expertise and fee provisions.	<b>771-8888</b>
<b>Samaritan Counseling Center</b>	Provides individual and family counseling. Fee. Some fee consideration may be possible.	<b>754-2660</b>
<b>SOS Shelter</b> <i>(Domestic Violence Non-Residential Counseling)</i>	Offers one-on-one counseling to domestic violence victims on a limited basis at no cost. Also offers group counseling for victims.	<b>748-5174</b> <i>ADVOCACY</i>
<b>Support Groups &amp; Self-Help Groups</b>	For up-to-date information on all types of support and self-help groups, call	<b>2-1-1</b> <i>First Call For Help</i> <b>Dial 2-1-1</b> <b>1-800-901-2180</b>
<b>United Health Outpatient Mental Health Clinic</b>	Provides outpatient counseling on sliding scale fee. Call for more information.	<b>762-2340</b>

# Government Services & Officials

# Broome Elected Officials - 2011

	Elected Officials	Phone	Fax	Email
<u>Binghamton City Administration Offices</u> Binghamton City Clerk	Matthew T. Ryan, Mayor (D) Angela Fagerstrom, City Clerk	607-772-7000 607-772-7005	607-772-7079	mayor@cityofbinghamton.com clerk@cityofbinghamton.com
Binghamton City Code Enforcement	Tom Costello, Code Enforcement	607-772-7010		finance@cityofbinghamton.com
Binghamton City Financial Offices	John Cox, Comptroller	607-772-7011		mayor@cityofbinghamton.com
Binghamton City Mayor's Office - Information	Matthew T. Ryan, Mayor (D)	607-772-7001		cclarke@cityofbinghamton.com
Binghamton City Vital Statistics	Colleen Clarke, Registrar	607-772-7029		
<u>Binghamton Public Works Administration</u> Binghamton City Engineering Services	Luke Day, Commissioner Philip T. Krey, P.E., City Engineer	607-772-7021 607-772-7007	607-772-7023	dpw@cityofbinghamton.com engineering@cityofbinghamton.com
<u>Broome County Health Department (BCHD)</u> Permits & Sanitary Inspections of Temporary	Claudia Edwards, Public Health Vicky Corrington	607-778-3930 607-778-2887	607-778-2838	vcorrington@co.broome.ny.us
<u>New York State Assemblyman - 107th District</u> NYS Assemblyman - 107th - Albany Office	Clifford W. Crouch Sara Bouasay, Legislative Aide	607-648-6080 518-455-5741	607-648-6089	crouchc@assembly.state.ny.us crouchc@assembly.state.ny.us
<u>New York State Assemblyman - 123rd</u> NYS Assemblyman - 123rd - Albany Office	Gary D. Finch	315-255-3045 518-455-5878	315-255-3048	finchg@assembly.state.ny.us finchg@assembly.state.ny.us
<u>New York State Assemblywoman - 126th</u> NYS Assemblyman - 126th - Albany Office	Donna A. Lupardo (D)	607-723-9047 518-455-5431	607-723-9313	lupardod@assembly.state.ny.us
<u>New York State Attorney General</u> Charities Registry	Eric T. Schneiderman (D), Attorney Mark Mahigian	607-721-8771 518-486-9736	607-721-8789	mark.mahigian@oag.state.ny.us
Civil Rights Bureau	Michael Danaher, AAG	212-416-8250 607-721-8779		michael.danaher@ag.ny.gov
Consumer Fraud and Protection Bureau		1-800-428-9071		
Health Care Bureau Helpline		315-423-1104		
Patient Protection Program				

## Elected Officials

	Phone	Fax	Email
<u>New York State Governor</u>	518-474-8390	518-474-1513	
Governor of New York State			
<u>New York State Legislature</u>			
<u>New York State Assembly</u>	518-455-4100		www.assembly.state.ny.us
New York State Assembly Minority Leader	518-455-3751		kolbb@assembly.state.ny.us
<u>New York State Senate</u>	518-455-2800	State	www.nystate.gov/
New York State Senate Majority Leader	518-455-3171		skelos@nysenate.gov
New York State Senate Minority Leader	518-455-2788		sampson@nysenate.gov
New York State Speaker of the House	518-455-3791		speaker@assembly.state.ny.us
<u>New York State Senator - 52nd District</u>	607-773-8771	607-773-3688	senator@senatorlibous.com
NYS Senator - 52nd - Albany Office	518-455-2677		senator@senatorlibous.com
NYS Senator - 52nd - Chenango Phone	607-336-3401		senator@senatorlibous.com
<u>Town of Barker</u>			
Town of Barker Clerk	607-648-4445	607-648-7499	
Town of Barker Code Enforcement	607-648-6880 ext		
<u>Town of Binghamton</u>			
town@townofbinghamton.com	607-772-0357 ext	607-772-6911	supervi-
Town of Binghamton Building Inspector & Building ment@townofbinghamton.com	607-772-0357 ext		codeenforce-
Town of Binghamton Clerk	607-772-0357 ext		townclerk@townofbinghamton.com
<u>Town of Chenango</u>			
Town of Chenango Clerk	Hal Snopek, Supervisor	607-648-4809 ext 6	607-648-6533
Town of Chenango Code Enforcement	Rhonda D. Milks	607-648-4809 ext 3	townclerk@townofchenango.com
	Thomas Geisenhof	607-648-4809 ext 5	
<u>Town of Colesville</u>			
Town of Colesville Clerk & Tax Collector	Edward A. Mosher, Supervisor	607-693-2121	colesvillesupervisor@echoes.net
Town of Colesville Constable/Code Enforcement	Tomi Stewart	607-693-1174	colesvilleclerk@echoes.net
	Bradford McAvoy	607-693-1795	colesvilleenforcement@echoes.net

## Elected Officials

	Phone	Fax	Email
<u>Town of Conklin</u> Town of Conklin Clerk	607-775-4114 607-775-3454	607-775-1434	dapreston@stny.rr.com conklintownclerk@stny.rr.com
Town of Conklin Code Enforcement	607-775-3456		
<u>Town of Dickinson</u> Town of Dickinson Clerk	607-723-9401 607-723-5954	607-729-0922	mmarina191@aol.com cdepofi@townofdickinson.com
Town of Dickinson Ordinance Enforcement	607-723-9401		
<u>Town of Fenton</u> Town of Fenton Building Code Inspection	607-648-2200 607-648-4801	607-648-6121	
Town of Fenton Clerk/Tax Collector	607-648-4800		tfenton-clerk@stny.rr.com
Town of Fenton Ordinance Enforcement	607-427-4339		
<u>Town of Kirkwood</u> Town of Kirkwood Building & Code Enforcement	607-775-1370 607-775-4313	607-775-1372	gordi@townofkirkwood.org bidgcode@townofkirkwood.org
Town of Kirkwood Clerk	607-775-1966		gayle@townofkirkwood.org
<u>Town of Lisle</u> Town of Lisle Clerk & Tax Collector	607-849-6828 607-849-6969	607-849-4938	
Town of Lisle Code Enforcement & Building	607-849-4652		
<u>Town of Maine</u> Town of Maine Clerk/Tax Collector	607-862-3334 ext 607-862-3334 ext	607-862-4057	twoodwardjr@stny.rr.com mainetownclerk@stny.rr.com
Town of Maine Ordinance Enforcement	607-862-3334 ext		codesdept@stny.rr.com
<u>Town of Nanticoke</u> Town of Nanticoke Clerk/Tax Collector	607-692-4041 ext 607-692-4041 ext	607-692-3552	
Town of Nanticoke Code Enforcement	607-862-3394		codeenforcement@townofnanticoke.org
<u>Town of Sanford</u> Town of Sanford Clerk/Tax Collector	607-467-3214 (W) 607-467-3214	607-467-5414	
Town of Sanford Code Enforcement	607-467-5093		

## Elected Officials

	Phone	Fax	Email
<u>Town of Triangle</u> Town of Triangle Clerk & Tax Collector	607-692-4332 607-692-4332	607-692-3691	triangleclerk@stny.rr.com
Town of Triangle Code Enforcement	607-692-4332		
<u>Town of Union</u> Town of Union Clerk	607-786-2900 607-786-2915	607-786-2998	supervisor@townofunion.com townclerk@townofunion.com
Town of Union Code Enforcement ment@townofunion.com	607-786-2920		codeenforce-
<u>Town of Vestal</u> Town of Vestal Building & Code/Ordinance	607-748-1514 ext 607-786-0982	607-786-3631	mdedrick@vestalny.com
Town of Vestal Clerk	607-748-1514 ext		ebielecki@vestalny.com
<u>Town of Windsor</u> Town of Windsor Clerk/Tax Collector/Registrar	607-655-2026 607-655-2023	607-655-2026	nw38@tds.net windsortc1@echoes.net
Town of Windsor Ordinance Enforcement	607-655-3118		
<u>United States Senator Gillibrand - New York State</u> Syracuse Office - U.S. Senator Gillibrand	202-224-4451 315-448-0470	202-228-0282	
<u>United States Senator Schumer - New York State</u> Binghamton Office - U.S. Senator	202-224-6542 607-772-6792	202-228-3027	senator@schumer.senate.gov
<u>Village of Deposit</u> Village of Deposit Clerk/Treasurer	607-467-2492 607-467-2492	607-467-2465	villagehall146@tds.net
Village of Deposit Code Enforcement	607-467-2646		
<u>Village of Endicott</u> Village of Endicott Clerk Treasurer/Human	607-757-2420 607-757-5337	607-757-2422	voetreasurer@endicottny.com
Village of Endicott Code Enforcement & Zoning	607-757-2460		
<u>Village of Johnson City</u> Town of Union - Village of Johnson City Code Village of Johnson City Clerk	607-798-7861 607-729-2047; 607- 607-798-7861	607-798-7865	jcmayor@stny.rr.com jcbuilding@stny.rr.com
Village of Lisle Clerk	Frances Peterson	607-692-2137	

Elected Officials		Phone	Fax	Email
<u>Village of Lisle</u> Village of Lisle Clerk	Gerald Mackey, Mayor Frances Peterson	607-692-3763 607-692-2137		
<u>Village of Port Dickinson</u> Village of Port Dickinson Clerk	Kevin M. Burke, Mayor Susan E. Fox	607-771-8233 607-771-8233	607-771-8235	mayor.kburke@portdickinsonny.us villageclerk@portdickinsonny.us
Village of Port Dickinson Code Enforcement	John Broughton - Bldg Code	607-771-8233		
<u>Village of Whitney Point</u> Village of Whitney Point Clerk & Treasurer	David A. Downs, Mayor (D) Roberta Bush	607-692-4907 607-692-4907	607-692-2934	wpmayor@stny.rr.com wptvco@stny.rr.com
Village of Whitney Point Code Enforcement	Ken Jennison	607-692-4907		kjennison@stny.rr.com
<u>Village of Windsor</u> Village of Windsor Clerk	Ronald Harting, Mayor (R) Patricia Harting	607-655-2024 607-655-2024	607-655-4095	hartingr@obg.com

Legal Counseling  
&  
Lost Documents

# LEGAL COUNSELING

## Broome Bar Association.....723-6331

The Broome County Bar Association is offering free 30-minute legal consultations for flood victims as part of its lawyer referral service. Manned by local attorneys, the service is available to community members with flood-related legal issues, including insurance, FEMA applications and appeals, landlord/tenant issues, lost documents, construction and contracts, and more. For a consultation, call the bar association office at (607) 723-6331. Referral appointments take place at the office of the volunteer attorney. *Telephone consultations are also available.*

## NYS Bar Association.....1-800-342-3661 [www.nysba.org](http://www.nysba.org)

If you are referred to an attorney through the lawyer referral service, the attorney will provide you with a 1/2 hr consultation for \$35. (Free consultations are given for personal injury, social security, medical malpractice, veteran and military law, unemployment or workers' compensation.) During your visit with the attorney, you and the attorney will discuss your matter and decide what further action to take, if any. There is no obligation for you to hire the attorney, nor is there any obligation on the part of the attorney to take your case. If the attorney agrees to represent you, the attorney will charge you at his/ her regular rates.

### Price Gouging

Contact the New York State Attorney General .....721-8771 or 1-800-771-7755

### Insurance Complaints

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

**NYS Insurance Department.....1-800-339-1759**

**Mon - Fri  
7:30AM - 5PM**

## TAXES INFORMATION

Damage due to flooding can impact the value of the home and may allow for a reduction in assessment for property taxes. Contact your town tax assessor.

### TAX DEDUCTIONS - IRS 1-800-829-3676 [www.irs.gov](http://www.irs.gov)

Property losses from natural disasters are tax deductible. If you claim a loss you may be asked to show:

- The kind of disaster and when it occurred
- Damage as a direct result of disaster
- Proof of ownership
- Your total value of the house minus depreciation
- Fair market value before and after
- Insurance benefits, free repairs, restoration, clean up from disaster relief agencies.

Before and after photographs, receipts, canceled checks, deeds, purchase contracts, and professional appraisals are good supporting evidence for casualty claims.

# REPLACING IMPORTANT RECORDS (Guidance on replacing lost records)

## BIRTH CERTIFICATES

VitalCheck Network  
Obtain an expedited certified copy of your birth certificate.

[www.VitalChek.com](http://www.VitalChek.com)

1-877-854-4481

New York Department of Health  
Replace: birth, death, marriage and divorce

[www.health.state.ny.us/vital\\_records/](http://www.health.state.ny.us/vital_records/)

1-866-881-2809

Order by fax, phone online

## DRIVERS LICENSES AND STATE ISSUED IDENTIFICATIONS

### Drivers Licenses

New York Office of Motor Vehicles  
Visit the website for guidance on how to obtain a new/duplicate drivers license. Replacing a lost New York Driver license or learner's permit is a snap. Simply apply to the Department of Motor Vehicles for a duplicate license or permit and pay \$15. You may do this online or by mail if your address hasn't changed, or you may apply in person. To apply by mail, download and fill out Form MV-44. Make copies of your proof of name (contrary to what it says on Form MV-44.1, the DMV says that photocopies are acceptable for mail-in transactions).

[www.nydmv.state.ny.us/forms/mv44.pdf](http://www.nydmv.state.ny.us/forms/mv44.pdf)

***Mail the form, the proof of name, and the \$15 check or money order to:***

DMV License Production Bureau  
P.O. Box 2688 - ESP  
Albany, NY 12220-0668

***If you are using express mail service such as FedEx or UPS, use this address:***

DMV License Bureau  
Room 223  
6 Empire State Plaza  
Albany, NY 12228

### Registration Replacement

NYS Vehicle Registration  
Certificate of Title

[www.nydmv.dysyr.ny.us/register.htm#replace](http://www.nydmv.dysyr.ny.us/register.htm#replace)

## SOCIAL SECURITY INFORMATION

### Social Security Checks

The Social Security Administration does not offer special disaster benefits. However, in a disaster, it is important that those who depend on Social Security checks continue to receive them, even when displaced from their homes.

1-800-772-1213

Or

[www.socialsecurity.gov/emergency/](http://www.socialsecurity.gov/emergency/)

### Social Security Cards

You can replace your Social Security card for *free* if it is lost or stolen. However you are limited to three replacement cards in a year and 10 during a lifetime. Legal name changes and other exceptions do not count toward these limits.

You will need your birth certificate and photo ID. Complete the ***Application For A Social Security Card (Form SS-5)***

Take or mail your completed application and documents to:

Social Security Office  
15 Henry St  
Binghamton, NY 13901  
1-800-772-1213

# REPLACING IMPORTANT RECORDS Con't

## PASSPORT RECORDS

To replace a passport lost or stolen in U.S.

**1-202-955-0430**  
***[www.USIMMIGRATIONSUPPORT.ORG/  
certificate\\_naturalization.html](http://www.USIMMIGRATIONSUPPORT.ORG/certificate_naturalization.html)***

### ***Passport application sites with photo on-site***

Broome County Clerk's Office  
44 Hawley St  
Binghamton, NY 13901  
778-2451

Binghamton Post Office  
115 Henry St  
Binghamton, NY 13901  
773-2145

## IMMIGRATION DOCUMENTS

To replace lost or destroyed U.S. Citizenship and Immigration Services documents, such as permanent resident cards (green cards), employment authorizations, re-entry permits, certificates of citizenship, and more, please visit the following:

***[www.usimmigrationsupport.org](http://www.usimmigrationsupport.org)***

### **DOCUMENT RESTORATION (DOLLARS, PHOTOS, PAPER, ETC.)**

Department of the Treasury (DOT)  
• DOT will exchange mutilated or damaged US Currency

***[www.bep.treas.gov/section.cfm/8/39](http://www.bep.treas.gov/section.cfm/8/39)***

# Animal Rescue & Shelter

# ANIMAL RESCUE/SHELTER

FINDING MISSING PETS	
Animal Care Council ( <i>cats only</i> )	<b>786-7729</b>
Front Street Dog Shelter ( <i>dogs only</i> )	<b>778-2493</b>
Humane Society	<b>724-3709</b>
Project Paw ( <i>cats only</i> )	<b>724-2241</b>
DISTRESSED WILDLIFE	
Southern Tier Wildlife Center	<b>687-1584</b>
Birds, mammals and reptiles	<b>729-2299</b>
Distressed Wildlife Assistance Southern Tier DEC Region 7 Birds	<b>722-3379</b>
Distressed Wildlife Assistance Southern Tier DEC Region 7  Raptors, Waterfowl, Game Birds All Birds All Animals	<b>1-570-5533-2499</b>

11/7/11

# Repairs & Restoration

# HIRING A CONTACTOR

***To find a licensed contractor:***

***Keep the following tips in mind when hiring a contractor:***

- Check with your insurance agent for referrals.
- Get the contractor's business name and address.
- Be sure the contactor is insured.
- Get in writing the estimated start and completion dates and the total amount to be paid when the work is done.
- Never pay more than 10% of the total cost down at the beginning of the job.

## CONSUMER INFORMATION

### BUILDING CONTRACTORS/CLEANING SERVICES

Unfortunately, sometimes people try to take advantage of people in crisis for their own gain. Here are some tips provided by the Vestal Police Department in regards to Building Contractors/Cleaning Services.

- Ask to see some form of identification from the person.
- Request a written estimate which includes a description of all services to be provided.
- Make sure that you obtain a phone number, company name and name of the person providing the estimate.
- Beware of contractors who ask for cash deposits prior to performing the requested work.

***NEVER pay for the work in advance.***

- Obtain receipts for all work performed.
- Request to see the contractor's Workers Compensation and liability insurance policies and retain that information for your files.
- Make sure that the contractor has filed for the appropriate building permits if he is performing rehabilitation or reconstruction to your residence or business.
- If you have a question regarding the legitimacy of a contractor, contact our local Building and Code Enforcement Department or your local Police Department with your concerns.
- If you receive a questionable solicitation from a contractor or cleaning service, attempt to obtain the license plate number from the vehicle.
- Do not agree to have the work done on the spot. You should attempt to obtain more than one estimate from qualified contractors.
- All contractors who are soliciting business door-to-door must register with the local Clerk's Office and obtain a permit. You can confirm with your local Clerk that the contractor soliciting business has in fact obtained the proper permit(s).

*Thanks to the Vestal Police Department for pulling this information together!*

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Town/City/Village Clerk:

See: Government Services and Officials pp. 40-43

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### Price Gouging

Contact New York State Attorney General.....721-8771 or 1-800-771-7755

# DEBRIS REMOVAL

Debris removal is being addressed at the City/County/Town level. Please contact your home county for additional information, including the needed paperwork and proper disposal procedures. Additionally, counties require residents to separate debris into piles of household garbage, food, wood and construction-type items, and appliances, and then place those piles at the curb.

*Two numbers to keep handy for debris removal are:*

**City of Binghamton.....772-7020**  
**Broome County.....763-4434**

### Tipping fee waivers available

The Broome County Landfill, located at 266 Knapp Road, Nanticoke, is waiving tipping fees for flood debris. Qualification form must be filled out before landfill will accept debris.

**Broome County Department of Public Works**  
**PO Box 1766**  
**Binghamton, NY 13902**  
**Attn: Luke Day**

In your letter you must state the following:

- 1 - You are only asking for a waiver for flood debris (no garbage).
- 2 - You have no other means of payment for fees (i.e. insurance)

The landfill is located on Knapp Rd, which is the road to the left of the entrance to the Greater Binghamton Airport.

**Mon - Fri: 7AM - 2:45PM**  
**Sat: 7 - 11:30AM**

### Vestal Residents

Instructions for filling dumpsters with flood debris

The town of Vestal has positioned dumpsters around the most damaged areas in Vestal. At the request of the landfill, please note the NO METAL is to be placed in these dumpsters.

Please separate all appliances and metal products and place them on your property near the curb for the Town to pick up at a later date. ***For Vestal residents who cannot get their debris to a dumpster or have metal debris, call the Town of Vestal at 748-1514.***

**REMINDER:**  
**THOSE CAUGHT USING THE EMERGENCY DUMPSTERS IN THE TOWN OF VESTAL FOR REFUSE THAT IS NOT FLOOD DEBRIS WILL BE PROSECUTED TO THE FULLEST EXTENT OF THE LAW**

# DEBRIS REMOVAL CON'T

## LANDFILL INFO

The Broome County Landfill will be operating from 6:30am until 4:30pm Mon - Sat. All debris brought to the landfill should be separated into the following categories:

- Household Waste
- Hazardous Materials
- Recyclables/Metals
- Flood Debris
- Electronic waste

## **Important Notes**

All residents **WITHOUT INSURANCE** must sign a FEMA waiver attesting that the debris is flood related and they do not have insurance.

## **DEC HHW & Electronics Drop-off Sites \*keep HHW & electronics separate from each other**

Binghamton- 112 Barlow Rd., Department of Transportation (DOT) facility

Endicott/Endwell- Scarborough Drive off Main Street

Vestal- Corner of Vestal Rd & African Rd.

Owego- The old Owego Gravel pit, Rt 38, north of the Sheriff & Public Safety Complex

All sites open from 7am to 7pm

## **If unable to drop off at one of the above, call EPA**

Place HHW at the curbside. Keep it separate from all other debris and label it HHW.

Call the EPA at 1-888-283-7626 between 7am - 7pm Mon-Fri.

If necessary leave a message with your name and address.

Your address will be given to EPA contractors who will collect the HHW.

# DEBRIS REMOVAL CON'T

## ADDITIONAL MATERIAL OUTLETS- *\*this is not an all inclusive list*

ICS Industries, Endicott- is accepting electronics for free from residents and businesses. Any resident that has a flood damaged CRT they will give them a working one when they bring in the damaged one. They will also shred the hard drive for free. They will pick up large quantities from businesses at no cost. Contact number 757-0025.

### Paper & Cardboard

ICS Industries, Endicott- is accepting paper and cardboard for recycling. It does not matter if the material is wet. Contact number 757-0025.

### Scrap Metal

ICS Industries, Endicott.....757-0025

Weitsman, Binghamton.....687-7777

Gary's-U-Pull It, Binghamton.....775-1900

Greenblott, Binghamton.....723-4666

# Funding Sources

# FUNDING SOURCES

<p>FEMA <i>Federal Emergency Management Agency</i></p> <p>Deadline: 12/15/11</p>	<p>To apply or check on status of pending case:</p>	<p>1-800-261-3362</p> <p><a href="http://www.fema.gov">www.fema.gov</a></p> <p><a href="http://www.disasterassistance.gov">www.disasterassistance.gov</a></p>
<p>NYS Labor Housing Grants</p>	<p>To check on status of pending case:</p>	<p>1-888-329-7540</p> <p><a href="http://www.labor.state.ny.us">www.labor.state.ny.us</a></p>
<p>Small Business Administration</p> <p>Deadline: 12/15/11</p>	<p>To apply or check on status of pending case</p>	<p>1-800-659-2955</p> <p>email: <a href="mailto:disastercustomerservice@sba.gov">disastercustomerservice@sba.gov</a></p>

# **FUNDING Con't**

## **U.S.D.A. Rural Development Programs**

Mon - Fri

8AM - 4:30PM

(607)753-0851 ext 4

### **Direct Single Family Housing Loan Program**

Provides low and very low income people the opportunity to acquire, build, rehabilitate, or improve single family dwellings in rural areas. The standard term is 33 years although the loan can be taken for a shorter period of time. Each loan is made at a fixed rate established by the Agency. Payment subsidies are available to borrowers to reduce monthly loan payments.

### **Guaranteed Single Family Housing Loan Program**

If your income is too high for the Direct Single Family Housing Loan, you may qualify for this loan. To acquire build, rehabilitate or improve single family dwellings in rural areas. These loans are made by participating lenders, such as banks or credit unions. These loans are made at a fixed rate of interest for 30 years and there is no limit on seller concessions. The lender may loan up to 100% of the appraised value; therefore, closing costs and repairs can often be included in the loan.

### **Home Repair Loan and Grant Programs**

Loans and grants are available to very low income homeowners in rural areas to repair their single family homes. Loan funds may be used to make general repairs and improvements, or remodel dwellings to make them accessible for individuals with disabilities. The loans cannot exceed \$20,000. Loans have a maximum term of 20 years and a fixed interest rate of 1%.

For very low income homeowners, 62 years or older who cannot afford a loan to make necessary repairs, grant funds are available. Grants may be used to remove health or safety hazards, or to remodel dwellings to make them accessible to household member with disabilities. Grants are limited to lifetime assistance of \$7500.

### **Mutual Self Help Housing Program**

Many rural families have achieved the American Dream of owning their own home through USDA Rural Development's Mutual Self Help Housing Program. Under this program, households provide a substantial portion of the labor involved in building their own homes. This "sweat equity" contribution reduces the total costs of purchasing a home and provides the family with immediate equity in their home.

The families supply the necessary labor while obtaining the loan to purchase land, materials and to subcontract work on very technical items. A private or public nonprofit corporation or a public body obtains a Section 523 Mutual Self Help Technical Assistance Grant to provide the training, homeownership education, construction supervision and guidance needed to fulfill goals of the self-help housing program. The participating families, nonprofits and Rural Development all work together to provide housing for a group of families in need.

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