

HURRICANE MARIA EVACUEES

Information & Resources



For individuals and families in communities across Puerto Rico and the U.S. Virgin Islands who were impacted or displaced due to Hurricane Maria and are now living in New Jersey



www.nj211.org

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Introduction to This Resource Guide

The information found in this Resource Guide is designed to help those individuals and families in communities across Puerto Rico and the U.S. Virgin Islands who were impacted or displaced by Hurricane Maria and are now living in New Jersey.

New Jersey Governor Phil Murphy signed an executive order on February 12, 2018 establishing the Commission on Puerto Rico Relief, also known as ‘The Commission’, which shall be empowered to examine, determine, and advise the Governor and his staff of New Jersey’s efforts to assist Puerto Ricans on the island and in New Jersey.

New Jersey strongly believes in assisting the communities and residents of the U.S. Virgin Islands and Puerto Rico in their relocation efforts to our state. Individuals arriving in New Jersey are often in need of a wide range of services. Service providers from the education, healthcare, housing, faith-based, and nonprofit sectors – along with many others – will often find themselves trying to help these individuals and families. Navigating the information, resources, and programs available to hurricane survivors can be extremely difficult. This resource guide aims to make that process easier for all involved. Use this guide to quickly find topic-by-topic information and links.

The New Jersey Department of Human Services Division of Family Development (DFD) is available to assist eligible evacuees in finding food, employment, child care and other resources for unmet needs but you must apply for this assistance. Find the application assistance site nearest you on the following pages under the ‘County Welfare Agencies’ (CWAs) section.

***For further assistance 24/7 please dial 2-1-1 or 877-746-5211. You can also text your zip code to 898-211 or ‘[Chat Now](#)’ with one of our highly trained Community Resource Specialists. You can also visit our website for further information.*

COUNTY WELFARE AGENCIES (CWAs)

Atlantic County

Department of Family and Community Development
1333 Atlantic Avenue
Atlantic City, NJ 08401
(609) 348-3001
Fax: (609) 343-2374
Hours: Mon – Fri 8:00am – 5:00pm

Bergen County

Bergen County Board of Social Services
218 Route 17 North
Rochelle Park, NJ 07662
(201) 368-4200
Fax: (201) 368-8710
Hours: Mon, Wed – Fri 7:45am – 4:45pm; Tue 7:45am – 8:00pm

Burlington County

Burlington County Board of Social Services: Human Services Facility
795 Woodlane Road
Mount Holly, NJ 08060
(609) 261-1000
Fax: (609) 261-0463
Hours: Mon – Fri 8:00am – 5:00pm

Camden County

Camden County Board of Social Services: Althea R. Wright Administration Building
600 Market Street
Camden, NJ 08102
(856) 225-8800
Fax: (856) 225-7797
Hours: Mon – Fri 8:30am – 4:30pm

Cape May County

Cape May County Board of Social Services
4005 Route 9 South
Rio Grande, NJ 08242
(609) 886-6200
Fax: (609) 889-9332
Hours: Mon – Fri 8:30am – 4:30pm

Cumberland County

Cumberland County Board of Social Services
275 N. Delsea Drive
Vineland, NJ 08360
(856) 691-4600
Fax: (856) 692-7635
Hours: Mon – Fri 8:30am – 4:30pm

Essex County

Essex County Department of Citizen Services Division of Welfare
18 Rector Street, 9th Floor
Newark, NJ 07102
(973) 733-3000
Fax: (973) 646-3985
Hours: Mon, Tue, Thu & Fri 7:30am – 4:00pm;
Wed by appointment only, 7:30am – 7:30pm (973) 733-2001
*Closed to public every 3rd Thursday of the month.

Gloucester County

Gloucester County Division of Social Service
400 Hollydell Drive
Sewell, NJ 08080
(856) 582-9200
Fax: (856) 582-6587
Hours: Mon – Fri 8:30am – 4:30pm
*Every 1st and 3rd Tue 8:30am – 6:30pm

Hudson County

Hudson County Department of Family Services Division of Welfare
257 Cornelison Avenue
Jersey City, NJ 07302
(201) 420-3000
Fax: (201) 420-0343
Hours: Mon – Fri 8:00am – 4:15pm

Hunterdon County

Hunterdon County Department of Human Services Division of Social Services
6 Gauntt Place
Flemington, NJ 08822
(908) 788-1300
Fax: (908) 806-4588
Hours: Mon – Fri 8:30am – 4:30pm

Mercer County

Mercer County Board of Social Services
200 Woolverton Street
Trenton, NJ 08611
(609) 989-4320
Fax: (609) 989-0405
Hours: Mon, Wed – Fri 8:30am – 4:30pm; Tue 8:30am – 8:30pm

Middlesex County

Middlesex County Board of Social Services
181 How Lane
New Brunswick, NJ 08903
(732) 745-3500
Fax: (732) 745-4558
Hours: Mon – Fri 8:30am – 4:15pm

Monmouth County

Monmouth County Division of Social Services

3000 Kozloski Road

Freehold, NJ 07728

(732) 431-6000

Fax: (732) 431-6017

Freehold Hours: Mon – Wed, Fri 8:30am – 4:40pm; Thu 8:30am – 8:00pm

Ocean Field Office Hours: Mon, Thu, Fri 8:30am – 4:30pm; Tue & Wed 8:30am – 8:00pm

Morris County

Morris County Office of Temporary Assistance

340 West Hanover Avenue

Morristown, NJ 07963

(973) 326-7800

Fax: (973) 326-7875

Hours: Mon – Fri 8:30am – 4:30pm

*Every other Tue 8:30am – 7:30pm

Ocean County

Ocean County Board of Social Services

1027 Hooper Avenue

Toms River, NJ 08757

(732) 349-1500

Fax: (732) 244-8075

Hours: Mon, Wed – Fri 8:30am – 4:30pm; Tue 8:30am – 6:00pm

Passaic County

Passaic County Board of Social Services

80 Hamilton Street

Paterson, NJ 07505

(973) 881-0100

Fax: (973) 881-3232

Hours: Mon – Fri 7:30am – 4:15pm

Salem County

Salem County Board of Social Services

147 South Virginia Avenue

Penns Grove, NJ 08069

(856) 299-7200

Fax: (856) 299-3245

Hours: Mon – Fri 8:00am – 4:00pm

Somerset County

Somerset County Board of Social Services

73 East High Street

Somerville, NJ 08876

(908) 526-8800

Fax: (908) 231-9010

Hours: Mon – Fri 8:15am – 6:00pm

Field Office Hours: Mon – Fri 8:30am – 4:30pm

Sussex County

Sussex County Division of Social Services
83 Spring Street, Suite 203
Newton, NJ 07860
(973) 383-3600
Fax: (973) 579-9894
Hours: Mon – Fri 8:30am – 4:30pm

Union County

Union County Division of Social Services
342 Westminster Avenue
Elizabeth, NJ 07208
(908) 965-2700
Fax: (908) 965-2752
Hours: Mon – Fri 8:30am – 4:30pm

Warren County

Warren County Division of Temporary Assistance and Social Services
1 Shotwell Drive
Belvidere, NJ 07823
(908) 475-6301
Fax: (908) 475-1533
Mon – Fri 8:30am – 4:30pm

(Topics listed alphabetically)

ANIMALS/PETS

This section contains information on where you can shelter your pets, low – cost veterinarian services, as well as any other free or low – cost services available to pet owners. For additional information or resources regarding animals or pets, dial 2-1-1 or visit our website and search using the keywords: *Pet Food; Animal Rescue; Animal Shelters; and Neuter/Spay Services.*

1. Rose’s Fund for Animals
(877) 505-4234
P.O. Box 24
Avon by the Sea, NJ 07717
rosesfund@aol.com
2. God’s Creatures Ministry
(973) 694-5155
P. O. Box 666
Wayne, NJ 07474
jan.frederickson@aol.com
3. Coalition for Animals
(908) 369-0604
P.O. Box 611
Somerville, NJ 08876
njcfa@coalitionforanimals.org
4. The Onyx and Breezy Foundation
(201) 782-7400
P.O. Box 656
Tuxedo Park, NY 10987
info@onyxandbreezy.org
5. Vet-i-Care
(609) 259-8300 ext. 1153
315 Robbinsville-Allentown Road
Robbinsville, NJ 08697
info@vet-i-care.org
6. Living for a Cause
(844) 650-3222
P.O. Box 286
Millington, NJ 07946
info@livingforacause.org
7. PetPALS of Southern NJ, Inc.
(856) 939-6900
644 North Black Horse Pike
Runnemede, NJ 08078
info@petpalssj.com
8. Pet Poison Helpline
800-213-6680

CASE MANAGEMENT

There are limited case management resources available currently to help arrivals who have complex needs and require a higher level of support. The agencies listed below are able to take on some cases for disaster case management. For additional case management referrals near you, dial 2-1-1 or visit our website and search using the keywords: *Case/Care Management; Disaster Related Case Management*.

FEMA: (800) 621-3362

Catholic Charities Diocese of Camden: (856) 342-4073

US Department of Health and Human Services (HHS): (877) 696-6775

Monmouth County COAD: (848) 206-2050 (Monmouth County residents only)

Alliance Center for Independence: (732) 738-4388 (Middlesex, Somerset, and Union County residents only)

CLOTHING

Many community – based organizations throughout New Jersey have clothing available for free or low – cost to those individuals or families in need. To find an agency or a thrift shop near you, dial 2-1-1 or visit our website and search using the keywords: *General Clothing Provision; Baby Clothing; Children’s Clothing; Diapers; Formal Wear; Maternity Clothing; Shoes; Winter Clothing; Work Clothing; Thrift Shops*.

Local Clothing Resources

1. Catholic Charities Diocese of Camden
(856) 342-4073
<http://catholiccharitiescamden.org/hurricanemariarelieff/>
Clothing assistance. Services available for Atlantic, Camden, Cape May, Gloucester and Salem Counties only.
*Services available in English, Spanish, and Arabic.
2. The Salvation Army of New Jersey, Divisional Headquarters
(908) 851-9300
Clothing assistance.

CONSUMER SERVICES

This section includes resources for consumers on where they can seek assistance regarding legal mediation, advocacy, assistance with filing damage claims, and many other services. For additional consumer services information, dial 2-1-1, or visit our website and search using the keywords: *General Consumer Complaints; Government Complaints/Government Ombudsman Offices; Better Business Bureaus; Government Consumer Protection Agencies; Consumer Law*.

1. NJ Department of Law and Public Safety
(973) 504-6200
124 Halsey Street
Newark, NJ 07102
State office which offers a variety of services such as complaint mediation, advocacy, and investigation.

2. Office of Inspector General – FEMA Fraud Tipline
(866) 223-0814
245 Murray Lane SW
Washington, DC 20528
Report someone you suspect is filing false damage claims.
3. Federal Trade Commission – Identity Theft
(877) 438-4338
600 Pennsylvania Avenue NW
Washington, DC 20580
Report identity theft and develop a recovery plan.
4. National Flood Insurance Program
(800) 638-6620
The National Flood Insurance Program aims to reduce the impact of flooding on private and public structures.

DISABILITY RELATED RESOURCES

This section contains information and resources for individuals with disabilities and their family members or caregivers. This includes physical, intellectual, developmental, and any other disabilities individuals may have. For more disability resources near you, dial 2-1-1 or visit our website and search using the keywords: *Protection and Advocacy for Individuals with Disabilities; Aging and Disability Resource Centers; Home/Community Based Developmental Disabilities Programs; Disability Related Center Based Employment; In Home Supportive Services Subsidies; Attendant Services for People with Physical Disabilities; Health/Disability Related Support Groups.*

1. Americans with Disabilities Act (ADA) Information and Technical Assistance
(800) 514-0301 (Voice)
(800) 514-0383 (TTY)
950 Pennsylvania Avenue, NW
Civil Rights Division
Washington, DC 20530
Provides information and materials to the public about the requirements of ADA. ADA specialists assist callers in understanding how ADA applies to their situation.
2. National Disability Rights Network
(202) 408-9514 (Voice)
(202) 408-9521 (TTY)
820 1st Street NE, Suite 740
Washington, DC 20002
State specific information on Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP). There is a P&A/CAP agency available in every state.
3. Directory of Centers for Independent Living (CIL)
(713) 520-0232
Directory of all Centers of Independent Living (CILs). The centers can assist with advocacy, counseling, transitions, research and referrals.

4. Department of Labor: Office of Disability Employment
(866) 633-7365
200 Constitution Avenue NW
Washington, DC 20210
Provides access to disability – related information and programs available across the government on numerous subjects, including benefits, civil rights, community life, education, employment, health, housing, technology and transportation.

DISASTER RELATED SERVICES

This section includes information and referrals that are specific to providing assistance after a disaster occurs. The services listed in this section expand the local and national level. For additional disaster specific information or resources, dial 2-1-1 or visit our website and search using the keywords: *County Offices of Emergency Services; Disaster Relief/Recovery Organizations; FEMA Regional Offices; Emergency Operations Centers; State Offices of Emergency Services; General Disaster Information; General Disaster Preparedness Information.*

1. Federal Emergency Management Agency (FEMA)
(800) 621-3362
<https://www.disasterassistance.gov/>
FEMA provides financial Individual Assistance (IA) to those who have suffered property damage or loss caused by Hurricane Maria. Individuals must register for this help either online or by phone.
2. Small Business Administration (SBA)
(800) 659-2955
<https://disasterloan.sba.gov/ela/disastercustomerservice@sba.gov>
The SBA also offers disaster loans to help cover expenses that are greater than what insurance and FEMA may be able to cover.
3. American Red Cross Services Center: National Disaster Hotline (ARC)
(800) 438-4636
(800) 257-7575 (Spanish)
431 18th Street NW
Washington, DC 20006
Immediate needs for medicine/first aid, shelter (clean water, safe shelter, hot meals). Emergency supplies with toiletries, comfort kits and additional referrals also available.
4. American Red Cross Safe and Well List
(800) 733-2767
<https://safeandwell.communityos.org/cms/index.php>
A national database for communicating ‘Safe and Well’ status. After a disaster, letting your family and friends know that you are safe and well can bring your loved ones great peace of mind. This website is designed to help make that communication easier.
5. Help NJ Now
<http://helpnjnow.org/>
This website was designed to connect resources with up-to-date community needs in order to best respond after a disaster. Check here for state specific recovery resources and information.

6. New Jersey Office of Emergency Management: ReadyNJ
P.O. Box 7068
West Trenton, NJ 08628
<http://ready.nj.gov/index.shtml>
Point of contact for the state in a declared disaster or emergency. Find preparedness and recovery information on this website.
7. The Salvation Army of New Jersey Divisional Headquarters
(908) 851-9300
Some financial assistance available to help with the basic needs of those impacted by Hurricanes Irma and Maria.
8. Monmouth County COAD
(848) 206-2050
Distribution of water, food, and other additional supplies, emergency responders (CERT/MRC/etc.), and reunification services.
**Serves Monmouth County residents only.
9. Tzu Chi Foundation, Mid – Atlantic Region
(973) 857-8666
150 Commerce Road
Cedar Grove, NJ 07009
Distribution of water, food, and other additional supplies.

EDUCATION RELATED RESOURCES

Child Care

Each county in New Jersey has a Child Care Resource and Referral (CCR & R) Agency that has trained staff available to provide information to parents, the public, and providers about the availability or child care services provided through the New Jersey Child Care Subsidy Program and other programs for which the family might be eligible for. They also provide information about the different types of childcare providers and any financial assistance families may be eligible for to assist you with obtaining childcare services. For more information about these services, please contact the Child Care Helpline at (800) 332-9227.

Kindergarten through Grade 12

Under the McKinney-Vento Homeless Assistance Act, students arriving from Puerto Rico and the U.S. Virgin Islands or any affected storm area who are identified as homeless or unaccompanied youth must be provided with immediate access to school and services they may need. This includes students who may seek entry to school but lack health or immunization records.

Enrolling in School: Families in New Jersey should contact the New Jersey Department of Education for more information on how to enroll a school-aged child into the public school system.

Health Assessments: A health assessment for enrolled students should be completed by a primary care provider. The assessment can also be completed by a school based health center, the school medical advisor or a community clinic. To find these services near you, dial 2-1-1 or visit our website and search using the keywords: *Community Clinics; Developmental Assessment; Well Baby Care; Pediatrics.*

Immunizations: School nurses may request ‘Read Only Access’ to the Puerto Rico Immunization Registry (PRIR) from the [Puerto Rico Immunization Registry](#) to obtain a students’ immunization history. Immunization history is not electronically available for students arriving from the U.S. Virgin Islands. School nurses may contact the New Jersey Immunization Information System at (609) 826-4861 for assistance with researching a new student’s immunization history.

Local Education Assistance

1. New Jersey Board of Education
(877) 900-6960
P.O. Box 500
Trenton, NJ 08652
Administers state and federal aid programs affecting more than 1.4 million public and non-public elementary and secondary school children in the state. The Department is also responsible for ensuring that local schools comply with state and federal laws and regulations.
2. Servicios Latinos de Burlington County
(609) 518-7171
795 Woodland Road
Mount Holly, NJ 08060
College readiness programs and education facilitation assistance (school enrollment assistance).

Higher Education

1. Federal Student Aid – Disaster Assistance Program
(800) 433-3243
<https://studentaid.ed.gov/sa/about/announcements/disaster>
Information and options for financial aid, federal student loans, and repayment of federal student loans. This information is for students or federal student loan borrowers who have been impacted by a federally declared natural disaster.
2. New Jersey City University (NJCU)
(201) 200-3381
<https://www.njcu.edu/news/njcu-invites-students-hurricane-devastated-puerto-rico-us-virgin-islands-continue-studies>
jbalda@njcu.edu
NJCU is allowing Puerto Rican students to pay in – state tuition for the spring semester. The school will also award a \$2,000 housing scholarship for each semester.

English as a Second Language (ESL)

English as a Second Language (ESL) classes are offered for free or at a low – cost at many organizations and educational facilities throughout New Jersey. New NJ residents who are interested in enrolling in English as a Second Language (ESL) classes, or individuals who need translation services, should dial 2-1-1, or visit our website and search using the following keywords: *English as a Second Language; ESL; Language Translation.*

Local ESL/Translation Services

1. Community Affairs and Resource Center
(732) 774-3282
ESL classes.

2. Puerto Rican Action Committee (PRAC)
 (856) 299-5800
 801 Woodbine Avenue
 Woodbine, NJ 08270
 Translation assistance.
3. The Hispanic Family Center of Southern New Jersey
 (856) 964-4692
 35-47 South 29th Street
 Camden, NJ 08105
 ESL classes.
4. Servicios Latinos de Burlington County
 (609) 518-7171
 795 Woodlane Road
 Mount Holly, NJ 08060
 Translation assistance.
5. Alliance Center for Independence
 (732) 738-4388
 629 Amboy Avenue
 Edison, NJ 08837
 Language translation assistance.
6. The Salvation Army New Jersey, Divisional Headquarters
 (908) 851-9300
 ESL classes.

EMPLOYMENT RESOURCES

New Jersey One – Stop Career Centers

New Jersey's One – Stop Career Centers offer a multitude of services including job search assistance, training and education assistance, specialized services, and on – site resource rooms which contain computers, telephones, and other resources to help with your employment search/preparation. Each county in New Jersey has at least once career center location. To find the location nearest you dial 2-1-1 or visit their website at [NJ One – Stop Career Centers](#).

You can find additional employment related resources and assistance by dialing 2-1-1, or by visiting our website and search using the keywords: *Comprehensive Job Assistance Centers; Occupation Specific Job Training; Job Readiness; Job Search Techniques; Resume Preparation Assistance; Job Search/Placement; Temporary Employment; Welfare to Work Programs.*

Local Employment Related Services

1. Community Affairs and Resource Center
 (732) 774-3282
 Employment search and preparedness assistance and information.
2. Puerto Rican Unity – Progress
 (856) 541-1418
 818 Broadway
 Camden, NJ 08103
 Employment search and preparedness assistance and information.

3. Saddle River Bus Company
(973) 977-1900 ext. 222
480 Main Street, #8
Wallington, NJ 07057
<http://www.srtbus.com/>
Seeking drivers with a CDL certification – offering jobs to relocated survivors.
4. La Casa de Don Pedro (Family Success Center)
(973) 483-2703
23 Broadway
Newark, NJ 07104
Adult education and job development.
5. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelieff@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelieff/>
Employment search and preparedness assistance and information for residents of Atlantic, Camden, Cape May, Gloucester, and Salem Counties only.
*Services available in English, Spanish, and Arabic.

Unemployment Insurance

Puerto Rico: Puerto Rico residents who have relocated to New Jersey and who wish to file for Unemployment Insurance (UI) can file a claim online at <http://www.trabajo.pr.gov/>. An initial UI claim can be filed by clicking on the label titled 'Reclamacion Inicial' and continued UI claims can be filed by clicking on the label titled 'Reclamacion Semanas Subsiguientes.'

1. US Department of Labor
(866) 487-2365
200 Constitution Avenue, NW
Washington, DC 20210
<https://www.dol.gov/general/topic/unemployment-insurance>
Helpline provides the caller with general information concerning state unemployment benefits and telephone numbers to the nearest unemployment offices.

Disaster Unemployment Insurance

Individuals who were self – employed, were about to commence work, have little or no prior work history and are unemployed as a result of the hurricane may qualify for Disaster Unemployment Insurance (DUA). To apply for DUA, individuals must:

- File an initial claim for regular unemployment on the Puerto Rico online claim system. You must first be determined ineligible for regular UI before you can qualify for DUA.
- File for DUA. At this time, there is no option to file online for DUA. Download a [DUA application](#).
- Mail a copy to:
PRDOL – Interstate Unit, Nacional Plaza
Attn: Pastora Esteves
P.O. Box 195540
San Juan, PR 00919-5540

Individuals who do not have internet access or need assistance filing a DUA claim can call Puerto Rico’s Department of Labor at (787) 945-7900, but should expect extended wait times.

FAMILY SUPPORT SERVICES

Family Success Centers are community – based, family – centered, neighborhood gathering places where any community resident can go for support, information and services. Centers are designed to enrich the lives of children by strengthening families and neighborhoods; provide integrated, locally – based services; reduce isolation and promote connections among family and community; and provide services in a warm and welcoming environment. Services are provided at no charge. To find the Family Success Center closest to you, dial 2-1-1, or visit our website and search using the keywords: *Family Success Centers*.

To find additional family support services, dial 2-1-1, or visit our website and search using the keywords: *Family Support Services; Latino; Hispanic; Family Support Centers/Outreach*.

FINANCIAL ASSISTANCE

Cash Assistance

Evacuees can find local organizations that assist with general financial aid or cash assistance by dialing 2-1-1, or by visiting our website and search using the keywords: *Cash Assistance; General Benefits Assistance; Undesignated Temporary Financial Assistance; TANF*.

Local Financial Assistance Resources

1. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelief@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelief/>
Assistance with applications for public benefits for residents of Atlantic, Camden, Cape May, Gloucester, and Salem Counties only.
*Services available in English, Spanish, and Arabic.

2. Episcopal Diocese of New Jersey
(609) 394-5281
808 West State Street
Trenton, NJ 08618
Cash assistance.

FOOD & NUTRITION RESOURCES

Displaced individuals and families can benefit from access to federal and state assistance programs to help purchase food, as well as local safety net programs that provide free groceries and meals.

Supplemental Nutrition Assistance Program – SNAP (Food Stamps): The New Jersey Department of Social Services is encouraging any displaced individual or family who might be eligible for SNAP to go directly to one of the local county boards of social services to apply for the program. To find an office near you, dial 2-1-1, or visit our website and search using the keyword: *SNAP*.

Women, Infant and Children’s (WIC) Program: WIC provides specific nutritious foods and nutrition education to eligible children up to the age of 5 and eligible pregnant and postpartum women. The United States Department of Agriculture allows displaced applicants to participate in the program without proof of identity, residency, or income if those documents were lost/destroyed. In cases where an evacuee moves in with another household, displaced individuals may be treated as a separate economic unit. To find a WIC application site closest to you, dial 2-1-1 or visit our website and search using the keyword: *WIC*.

Food Pantries: Below is a list of Local Maria identified food pantries across the state. To find additional food pantries near you, dial 2-1-1 or visit our website and search using the keywords: *Food Pantries*.

Local Food Pantries

1. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelief@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelief/>
*Serves Atlantic, Camden, Cape May, Gloucester and Salem County residents only. Services available in English, Spanish, and Arabic.
2. The Salvation Army of New Jersey, Divisional Headquarters
(908) 851-9300

Soup Kitchens: To find a location where you can get a free hot meal near you, dial 2-1-1, or visit our website and search using the keyword: *Soup Kitchens*.

GOVERNMENT RESOURCES

Agricultural Aid

1. Farm Services Agency Office Locator
(609) 587-0104 (Administrative)
(855) 305-6513 (Programs)
USDA's Farm Service Agency (FSA) provides emergency loans to help producers recover from production and physical losses due to drought, flooding, other natural disasters, or quarantine. Farmers and ranchers in the declared area with damages may be eligible for assistance.
2. USDA Rural Development
(856) 787-7700
USDA Rural Development provides low – interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.
3. National Oceanic and Atmospheric Administration Fisheries Finance Program
(978) 281-9154
Provides long – term financing for the cost of construction or reconstruction of fishing vessels, fisheries, facilities, aquacultural facilities, commercial fishermen, shore side facilities, and aquaculture facilities affected by the disaster.

Social Security

Social Security Administration
(800) 772-1213

Information regarding social security benefits, survivor benefits, and death benefits. Disaster survivors and their family needing information regarding social security benefits and how to replace a social security card.

Tax Preparation Assistance

1. Internal Revenue Services (IRS) Disaster Tax Information
(866) 562-5227
Tax relief information for disaster survivors which may include postponing tax deadlines to provide you with extra time to file and pay before penalties are assessed.
2. AARP Foundation – Tax Assistance (Free Tax Preparation Assistance)
(888) 227-7669
https://www.aarp.org/money/taxes/aarp_taxaide/
Free tax preparation assistance for low to moderate income individuals, with an emphasis on seniors.

Treasury Services

Treasury Direct (Savings Bonds)
(844) 284-2676
P.O. Box 214
Minneapolis, MN 55480

https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

Replacement or reissue of paper savings bonds for disaster survivors who have lost or damaged savings bonds.

Mail Services

United States Postal Services (USPS)

(800) 275-8777

<https://www.usps.com/>

Information for address changes, mail forwarding, holding mail, etc. for disaster survivors.

Records/Documents

Hurricane evacuees are often arriving here in the United States without many of their official records and documents. These documents are important for enrolling in and accessing many of the programs and benefits that are available to help.

Getting a New Jersey State ID: New Jersey State Drivers Licenses or Identification Cards can be obtained from the New Jersey Motor Vehicle Commission. To obtain a license or identification card, individuals need to bring several documents that can prove their identity, their Social Security number, and proof of residence in New Jersey. For a complete list of acceptable documents dial 2-1-1, or visit the [Motor Vehicle Commission website](#).

Birth Certificates:

Puerto Ricans who need their birth certificate can either contact the Puerto Rico Department of Health at (866) 842-6765, or can order a copy online through [VitalCheck](#).

St. Croix birth certificates can be requested by mail with a \$15 payment to:
Department of Health, Vital Statistics
Charles Hartwood Memorial Hospital
St. Croix, VI 00802

St. Thomas/St. John birth certificates can be requested by calling (340) 774-9000 ext. 4685.

National Vital Statistics System

1600 Clifton Road

Atlanta, GA 30329

(800) 232-4636

Replacement birth/death/marriage certificates or any other vital documents services.

HEALTH RELATED SERVICES

Community Clinics

Community Clinics provide free or low – cost primary and specialty care health services, to individuals regardless of insurance status or coverage. For information regarding the community clinic closest to you, dial 2-1-1 or visit our website and search using the keywords: *Community Clinics; General Medical Care*.

Durable Medical Equipment

Individuals needing durable medical equipment such as wheelchairs, walkers, canes, and other assistive devices, can find a local agency by dialing 2-1-1, or by visiting our website and searching using the keywords: *General Medical Equipment Provision; Medical Equipment Expense Assistance; Occasional Medical Equipment/Supplies.*

Developmental Disabilities

New Jersey Division of Developmental Disabilities (DDD)
(800) 832-9173

P.O. Box 726
Trenton, NJ 08625

Adults with a developmental disability arriving in New Jersey without a case manager should connect with the Division of Developmental Disabilities (DDD). DDD can help individuals and families get connected to local assistance programs.

Federally Qualified Health Care Centers (FQHCs)

Federally Qualified Health Centers (FQHCs) provide services that include checkups when you are well, treatment when you are sick, complete care when you are pregnant, and immunizations and checkups for your children. Some health centers also provide mental health, substance abuse, oral health, and/or vision services. Find the [FQHC closest to you](#).

Prescription Assistance

1. Partnership for Prescription Assistance
(888) 477-2669
<https://www.pparx.org/>
Disaster survivors seeking prescription assistance and/or clinic locations.
2. True RX Savings
(470) 588-7283
<http://www.truerxsavings.com/>
Disaster survivors seeking assistance in replacing medications for family and pets lost in a disaster.
3. Emergency Prescription Assistance Program (EPAP)
(855) 793-7470
Helps people who don't have health insurance continue to use certain prescription drugs, specific medical supplies, vaccines and certain medical equipment.

Local Healthcare Services

1. Community Affairs and Resource Center
(732) 774-3282
2. The Hispanic Family Center of Southern New Jersey
(856) 964-4692
35-47 South 29th Street
Camden, NJ 08105
DV Counseling, Asthma assistance (infant – 18 years old), HIV prevention/counseling, substance abuse support/information.

3. Servicios Latinos de Burlington County
795 Woodlane Road
Mount Holly, NJ 08060
(609) 518-7171
Health Services (chronic disease education/management) and Domestic Violence Counseling.
4. La Casa de Don Pedro (Family Success Center)
(973) 483-2703
23 Broadway
Newark, NJ 07104
Health services.
5. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelieff@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelieff/>
Medical services. Available to Atlantic, Camden, Cape May, Gloucester, and Salem County residents.
*Services available in English, Spanish, and Arabic.

HOLIDAY ASSISTANCE

Individuals or families looking for assistance during this holiday season can find assistance from local organizations and agencies across the state. Available holiday assistance includes Thanksgiving food baskets, Thanksgiving Day meals, Christmas food baskets, Christmas day meals, and Christmas toys. For more information on these programs available in your area, dial 2-1-1, or visit our website and search using the keywords: *Christmas Baskets; Christmas Meals; Holiday Gifts/Toys; Thanksgiving Baskets; Thanksgiving Meals.*

Local Holiday Assistance Programs

1. Jersey Cares
(973) 533-1993
290 West Mount Pleasant Avenue, Suite 1320
Livingston, NJ 07039
Children's holiday gifts.

HOME ENERGY ASSISTANCE PROGRAMS

The Home Energy Assistance Program helps very low – income residents with their heating and cooling bills, and makes provisions for emergency heating system services and emergency fuel assistance within the Home Energy Assistance Program. For more information or to locate your nearest application agency, please call the toll – free hotline at (800) 510-3102.

The utility assistance programs listed in our database help individuals and families with their energy utility assistance bills. To find a program near you, dial 2-1-1 or visit our website and search using the keywords: *Electric Service Payment Assistance; Gas Service Payment Assistance; Heating Fuel Payment Assistance.*

HOUSEHOLD/PERSONAL GOODS

Displaced individuals arriving in New Jersey are in need of basic household items such as furniture, bedding, and kitchen utensils to help them get settled. Thrift shops and other community – based organizations provide these such items for free or at a very low – cost. To find assistance near you, dial 2-1-1 or visit our website and search using the keywords: *Personal/Grooming Supplies; Thrift Shops; General Furniture Provisions; Household Goods Vouchers; Kitchenware; Mattresses.*

Local Household/Personal Good Resources

1. Jersey Cares
(973) 533-1993
290 West Mount Pleasant Avenue, Suite 1320
Livingston, NJ 07039
Hygiene/comfort kits.
2. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelieff@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelieff/>
Furniture assistance for residents of Atlantic, Camden, Cape May, Gloucester and Salem Counties only.
*Services available in English, Spanish, and Arabic.

HOUSING/SHELTER ASSISTANCE

FEMA Temporary Shelter Assistance (TSA) Program

FEMA (Federal Emergency Management Agency) is offering the Transitional Shelter Assistance (TSA) Program to Puerto Ricans who are unable to return to their homes because they are displaced as a result of Hurricanes Irma and Maria. Transitional Shelter Assistance allows eligible participants to shelter in a hotel or motel, for a limited period of time, as a bridge to intermediate and longer – term housing. FEMA pays all costs for rooms and taxes through direct payments to participating hotels and motels. FEMA agents are available 24/7, toll – free at (800) 621-3362 or online at <https://www.disasterassistance.gov/>.

Local Housing/Shelter Assistance

1. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelieff@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelieff/>
Housing assistance. Only serves residence of Atlantic, Camden, Cape May, Gloucester, and Salem Counties.
*Services available in English, Spanish, and Arabic.
2. Monmouth County COAD
(848) 206-2050
Sheltering assistance for residents of Monmouth County only.

3. NJ Housing Resource Center (NJHRC)
(877) 428-8844
<http://nj.gov/njhrc/find/>
The NJHRC is a free, online searchable registry of affordable and accessible housing units throughout the state of New Jersey.

National Housing/Shelter Assistance

1. FEMA Evac Hotels
(800) 621-3362
<http://www.femaevachotels.com/index.php>
If you are eligible for the Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels or motels for a limited period of time. Costs are covered for the cost of the room and taxes only, and any other expenses are not included.
2. HUD – Public & Choice Voucher Housing
(800) 955-2232
451 7th Street, NW
Washington, DC 20410
Disaster survivors seeking affordable housing information.
3. HUD – Housing Counseling Referral Line
(973) 346-6463
1085 Raymond Blvd, 13th Floor
Newark, NJ 07102
Disaster survivors seeking housing counseling.
4. Operation Hope National Call Center
(888) 388-1673
191 Peachtree Street, NE, Suite 3840
Atlanta, GA 30303
Disaster survivors in need of disaster counseling, mortgage deferral, replacement documents, insurance claims assistance, and emergency credit management.

INSURANCE PROGRAMS

The medical/health insurance that individuals had in Puerto Rico or the U.S. Virgin Islands may not allow for access to health related services in New Jersey. Individuals relocating permanently to New Jersey should consider applying for a New Jersey Health Insurance Plan.

1. Children’s Health Insurance Program (CHIP)
(877) 267-2323
7500 Security Blvd.
Baltimore, MD 21244
Disaster survivors seeking information about health insurance for children.
2. NJ FamilyCare
(800) 701-07101
NJ FamilyCare is New Jersey’s publicly funded health insurance program. It provides free or low cost quality health care. The NJ FamilyCare program includes CHIP, Medicaid and Medicaid expansion populations.

Department of Insurance

Information on other private health insurance plans can be obtained from the NJ Department of Banking and Insurance, Division of Insurance at (800) 446-7467.

Individuals who relocated to New Jersey from Puerto Rico or the U.S. Virgin Islands following the hurricanes last fall may apply for a New Jersey individual health benefits plan either through the Marketplace or outside of the Marketplace until March 31, 2018. Find out more information about this [special extended enrollment period](#).

Medicare

CMS will provide all beneficiaries affected by weather related emergency or major disaster a special enrollment period (SEP) that gives them an additional opportunity to change their Medicare health and prescription drug plans in the event they were unable to make an election during another qualifying election period. This includes both enrollment and disenrollment elections. Individuals will be considered “affected” and eligible for this SEP if they reside, or resided at the start of the incident period, in an area for which the Federal Emergency Management Agency (FEMA) has declared an emergency or a major disaster. In addition, the SEP is available to those individuals who don’t live in the affected areas but rely on help making healthcare decisions from friends or family members who live in the affected areas. Call (855) 247-8428 for more information.

New Jersey’s Area Agencies on Aging can help individuals experiencing difficulty using their Medicare benefits in New Jersey. To locate an agency near you, dial 2-1-1, or visit our website and search using the keywords: *Medicare; Medicare Information/Counseling*.

LEGAL SERVICES

For additional information on legal counseling or legal assistance, dial 2-1-1 or visit our website and search using the keywords: *Legal Counseling; Legal Representation; Lawyer Referral Services; Legal Information Lines; Rights Counseling for Undocumented People; Citizenship Assistance Centers*.

Local Legal Services

1. Servicios Latinos de Burlington County
(609) 518-7171
795 Woodlane Road
Mount Holly, NJ 08060
Immigration and legal services.
2. La Casa de Don Pedro
(973) 483-2703
23 Broadway
Newark, NJ 07104
Immigration services.
3. Legal Services of New Jersey (LSNJ)
(973) 824-3000 or (973) 624-4500
5 Commerce Street, 2nd Floor
Newark, NJ 07105
Public benefit denial, landlord/tenant issues, Medicaid/Medicare denial.

National Legal Services

1. Legal Services Corporation (LSC)
(202) 295-1500
3333 K Street, NW
Washington, DC 20007
Disaster survivors seeking free or reduced legal advice and services.
2. LawHelp
(888) 576-5529
<https://www.lawhelp.org/find-help>
Disaster survivors seeking free or reduced – fee legal aid programs, information and forms.
3. American Bar Association
(800) 285-2221
Disaster survivors seeking public legal resources.
4. Center for Elder Rights Advocacy
(866) 949-2372
A legal hotline designed to provide legal advice and information by telephone at the time the client contacts the program or soon thereafter. This hotline is able to assist older adults and their caregivers who are affected by the disaster and have legal questions.

MENTAL HEALTH RESOURCES

Individuals and families affected by the disasters in Puerto Rico and the U.S. Virgin Islands have experienced significant emotional pain and trauma. Getting them connected to emotional, family, and cultural supports will be of extreme importance. For more information about these available services, dial 2-1-1 or visit our website and search using the keywords: *Disaster Relief/Recovery Organizations; Community Mental Health Agencies; Family Counseling Agencies; General Crisis Intervention Hotlines; In Person Crisis Intervention.*

Local Mental Health Resources

1. Catholic Charities Diocese of Camden
(856) 342-4073
hurricanemariarelief@camdendiocese.org
<http://catholiccharitiescamden.org/hurricanemariarelief/>
Counseling services available to residents of Atlantic, Camden, Cape May, Gloucester and Salem Counties only.
*Services available in English, Spanish, and Arabic.
2. Episcopal Diocese of New Jersey
(609) 394-5281
808 West State Street
Trenton, NJ 08618
Emotional & spiritual care.
3. Monmouth County COAD
(848) 206-2050
Emotional & spiritual care for Monmouth County residents only.

4. Tzu Chi Foundation of the Mid – Atlantic Region
(973) 857-8666
150 Commerce Road
Cedar Grove, NJ 07009
Emotional & spiritual care.
5. Southern Baptist Disaster Relief
(866) 407-6262
Emotional & spiritual care.

National Mental Health Resources

1. Disaster Distress Helpline
(800) 985-5990
Text 'TalkWithUs' to 66476
Spanish Speakers – text 'Hablamos' to 66476
Receive help and support for any distress that you or someone that you care about may be feeling related to any disaster.
2. National Hopeline Network
(800) 748-2433
Crisis Text Line: text 741741 (24/7 availability)
Mental Health treatment and advocacy information center.
3. National Suicide Prevention Lifeline
(800) 273-8255
(800) 628-9454 (Spanish)
<https://suicidepreventionlifeline.org/>
Individuals seeking help will be routed to the closest possible provided of crisis intervention services.

PROTECTIVE SERVICES

This section contains information on intervention, education, and treatment services for abuse and neglect. To find the agency nearest you, dial 2-1-1 or visit our website and search using the keywords: *Child Abuse Prevention; Elder Abuse Prevention; Spouse/Intimate Partner Abuse Prevention; Domestic Violence Intervention Programs; Adult Protective Intervention/Investigation; Children's Protective Services; Child Abuse Hotlines; Domestic Violence Hotlines.*

Local Protective Services

1. New Jersey Division of Child Protection and Permanency (DCP&P)
(877) 652-2873
New Jersey's child protection and child welfare agency within the Department of Children and Families. Its mission is to ensure the safety, permanency, and well – being of children and to support families.
2. New Jersey Adult Protective Services (APS)
(800) 792-8820
Investigates reports of suspected abuse, neglect, and exploitation of vulnerable adults living in the community.

National Protective Services

1. National Center for Missing & Exploited Children (Hotline)
(800) 843-5678
<http://www.missingkids.com/>
A national database for missing and exploited children. Website includes a cyber tipline to report suspect child exploitation.
2. Childhelp National Child Abuse Helpline
(800) 422-4453
<https://www.childhelp.org/>
Crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support services for individuals concerned with children at risk for abuse, and distressed parents seeking crisis intervention.
3. National Center on Elder Abuse
(800) 677-1116
Reports of suspected elder abuse, neglect, or exploitation.

SENIOR SERVICES

This section contains information on services specifically available to older adults. For additional senior specific services, dial 2-1-1 or visit our website and search using the keywords: *Senior Centers; Aging and Disability Resource Centers; Elder Law; Geriatric Assessment; Congregate Meals/Nutrition Sites; Senior Corps Volunteer Programs; Senior Community Service Employment Programs.*

1. US Department of Health & Human Services, ElderCare Locator
(800) 677-1116
<https://eldercare.acl.gov/Public/Index.aspx>
This service links those who need assistance with state and local area agencies on aging and community – based organizations. Resources for older persons and /or their families for providing services like transportation, meals, home care, and caregiver support.
2. Meals on Wheels of America
(888) 998-6325
<https://www.mealsonwheelsamerica.org/>
Find meals at community – based senior nutrition programs across the country.
3. Medicare Rights Center
(800) 333-4114
Assistance to older adults and individuals with disabilities as well as their friends, family, and caregivers to navigate health insurance.
4. Family Caregiver Alliance
(800) 445-8106
<https://www.caregiver.org/family-care-navigator>
Resources to help caregivers locate programs and services.
5. NJ Department of Health, Commodity Supplemental Food Program (CSFP)
(609) 292-9560
Nutrition for low – income persons over the age of 60.

TRANSPORTATION RESOURCES

Disabled and Older Adult Transportation

Many counties have transportation programs for disabled individuals, as well as older adults, that are available to individuals at a low – cost. To find information about these programs, dial 2-1-1 or visit our website and search using the keywords: *Senior Ride Programs; Paratransit Programs; Disability Related Transportation.*

Public Transportation

Public transportation options are available across the state for individuals who may not qualify for some of the other specific transportation services. To find out more information about these public transportation options, dial 2-1-1, or visit our website and search using the keywords: *Indigent Transportation; Local Bus Transit Services; Bus Fare; Local Rail Services; Local Transit Passes; Automobiles; Local Transportation; Transportation Expense Assistance; Local Automobile Transportation; Automotive System Repair; Local Bus Fare; Ride Sharing Programs; Gas Money; Transportation Passes.*

VETERANS SERVICES

There are specific resources available to assist Veterans, Active Military and their family members. To find out more information about these services, dial 2-1-1 or visit our website and search using the keywords: *Veterans; Families of Military Personnel/Veterans; Veteran Employment Programs; Families of Veterans; Veterans Reintegration Counseling; Families of Active Military Personnel; Veteran Homes; Veteran Support Groups; Veteran Benefits Assistance; Veteran Compensation and Pension Benefits Assistance; Veterans Affairs Medical Centers; Veterans with Disabilities; Families of Retired Military Personnel.*

1. US Department of Veterans Affairs
(800) 827-1000
Information regarding veteran benefits including pensions, medical care, home loans, burial and life insurance. Veterans who have been affected by a disaster should contact this helpline for more information.
2. Veterans Crisis Line
(800) 273-8255 opt. 1
Text: 838255
The Veterans Crisis Line connects Veterans in a crisis and their families and friends with qualified, caring, Department of Veterans Affairs responders through a confidential, toll-free, hotline, online chat, or text service.

VOLUNTEER RESOURCES

The following section contains information on volunteer opportunities. To find more information or volunteer opportunities near you, dial 2-1-1 or search our website using the following keywords: *Volunteer Recruitment/Placement.*

1. National Voluntary Organizations Active in Disaster (VOAD)
(703) 778-5088
<https://www.nvoad.org/>
Anyone interested in volunteering to assist those areas impacted by the disasters.
2. National & Community Service
(800) 942-2677
<https://www.nationalservice.gov/serve>
Anyone interested in volunteer opportunities in their community.
3. Association of New Jersey Volunteering
(609) 633-9627
P.O. Box 456
Trenton, NJ 08625
Anyone interested in volunteer opportunities across the state of New Jersey.
4. Jersey Cares
(973) 533-1993
290 West Mount Pleasant Avenue, Suite 1320
Livingston, NJ 07039
Volunteer management.
5. Monmouth County COAD
(848) 206-2050
Volunteer management.
*Services available to residents of Monmouth County only.
6. Tzu Chi Foundation of the Mid – Atlantic Region
(973) 857-8666
150 Commerce Road
Cedar Grove, NJ 07009
Volunteer management.