



Putnam County Emergency Management
Post Hurricane Matthew Updates

PUTNAM COUNTY EMERGENCY MANAGEMENT

Hurricane Matthew SIT – REP / FAQ SHEET

November 10, 2016 Update 35	BOCC - Local State of Emergency Extended Through 11/15/2016	FEMA "Major Damage Declaration" 10/17/2017
Putnam County Emergency Operation Center Level 2 staffing 8:30 to 5:00		FEMA – STATE Disaster Recovery Center is open In Putnam Co. 118 Fairgrounds RD East Palatka – The State will close this site when the visitors to the DRC slows.
RESOURCE	CONTACT INFO	COMMENTS
FEMA Assistance online	www.disasterassistance.gov	Must apply to receive benefits
FEMA Helpline	800-621-3362 (FEMA)	Call helpline for application
FEMA Disaster Recovery Center (DRC)	118 Fairgrounds Rd. East Palatka FL. 32131	Expo Hall Mon – Sat 9a-6p One stop access for disaster assistance
SBA Disaster Loan Assistance	800-659-2955	Small Business Association / Apply for low interest loan
SBA Helpline for deaf and hard-of-hearing	TTY: 1-800-877-8339	Small Business Association / Apply for low interest loan
Local USDA / Putnam-County Executive Director	Phone: 386-328-5051 ext. 2 Fax: 855-480-0337	111 Yelvington Rd., Suite 3 East Palatka, FL 32131
SNAP Food replacement	800-762-2237 http://myflfamilies.com/disaster	Supplemental Nutrition Assistance Program /food replacement after storm
Citizen Info Line	386-329-0379	For questions / Putnam Co. EOC
Recorded Info Line	386-329-7132	Recorded line with SIT REP
Public Works Department	386-329-0346	Address / right-of-way questions
Red Cross Financial Assistance	904-358-8091	assistance for resources
Crisis Cleanup	800-451-1954 / www.crisiscleanup.org	Crisis Cleanup web based database
Health Department well water	386-326-7189	Answers about well water safety
Insurance Hotline	877-693-5236	For help with insurance
Fraud Hotline	866-966-7226	Report fraud or scams
Mosquito Complaints	386-329-0395	Mosquito Control questions
County Debris Removal	386-329-0395	Debris questions
Legal Assistance- Putnam County	866-550-2929	legal assistance hotline
EBT	888-356-3281	EBT benefits / lost card
United Way Putnam County	211 / http://uwpcf.org/	Information Referral Agency
Electric / Power line Issues	FPL 1-800-4-OUTAGE(1-800-468-8243) Clay Electric 1-888-434-9844	Call 911 for emergencies or these numbers to report power line issues
USEFUL LINKS		
UPDATED PICTURES OF HURRICANE MATTHEW DAMAGE https://www.dropbox.com/sh/a8v9sg9nul5u4e6/AABHwkc-0o3qv37lrnAKLGnCa?dl=0		
FEMA Individual Assistance for home owners http://des.putnam-fl.com/images/HMatthew/FEMAIndividualAssistancestepsforhomeowners.pdf?580e4e44		
FEMA Disaster Assistance fact sheet http://des.putnam-fl.com/images/FEMDisasterAssistance.pdf?5809258a		
Helping Children Cope with Disaster/ Keeping Them Safe in Future http://des.putnam-fl.com/images/Emanagement/42804283FS00.pdf?580be5fd		
Understanding the Flood Insurance Claim Process http://des.putnam-fl.com/images/Emanagement/StandardOperatingGuidelinesPCFEMS2015-09-28.pdf?580be545		
SBA Disaster http://des.putnam-fl.com/images/HMatthew/Oct1817057FL14925SBASstandsReadyToAssist.pdf?580e4df1		
School Board Video on well water safety Well Water Safety H.264.mov		
USDA – http://www.usda.gov/wps/portal/usda/usdahome http://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/index		
Mold Removal Guidelines for Your Flooded Home http://www.lsuagcenter.com/profiles/truffin/articles/mold%20removal%20guidelines%20for%20your%20flooded%20home		



<p>After the Storm Health Department Info http://putnam.floridahealth.gov/programs-and-services/environmental-health/after-the-storm/index.html</p>
List of Community Resources in Putnam County
Church of Latter Day Saints - 800-451-1954 Offers: Storm debris removal
Southern Baptist Disaster Relief - 352-601-6130 Offers: tree removal off homes, tarps on houses. Mainly with No insurance.
Habitat for Humanity - 386-325-5862 Offers: emergency assistance for small repairs such as roof patch, broken window, etc.
Catholic Charities - 386-328-2333 Hours: Monday - Thursday - 9:00am - 3:00pm Offers: Dry food items, diapers
Heart of Putnam Food Pantry - 386-972-0875 Hours: Tuesday, Wednesday & Friday - 9:00am - 1:30pm Offers: Food items
Palatka Christian Center - 386-328-0984 Must call for an appointment Offers: Clothing
St Monica's Catholic Church - Hours: Tuesday & Thursday - 10:00am- 1:00am Offers: hot meals
God's Kitchen - Dennis Childers Dennischilders63@gmail.com 904-631-5282 Offers: Elderly Adults /shut-ins, hot meals delivered, once daily
St. Vincent de Paul - Interlachen/West Putnam - 111 Francis St., Interlachen Phone: 386-684-2797 Offers: Food - Tuesdays - 10:00am - 3:00pm - Food - 2nd Fridays of the month: 9:00am - 11:00am or until food is gone - Financial assistance for clothing, furniture, utilities
South Putnam Christian Service Center - 223 B. Summit Street, Crescent City Phone: 386-698-1944 Offers: Food: Tuesdays & Thursdays - 10:00am - 1:30pm Financial assistance for water/electric bills, prescriptions & propane refills - MUST call for an appointment for these services.
Farm Workers Catholic Charities - Crescent City/South Putnam 2725 BUS Hwy 17 South, Crescent City Phone: 386-698-4234 Hours: Monday, Wednesday, Friday - 10:00am - 5:00pm Offers: Dry food items & clothing
Putnam Service Center – Suwannee River Economic Council - 386-329-8963 – offers Elder care / meals on wheels – www.srecinc.org

PUTNAM COUNTY FAQ - INFORMATION SHEET UPDATED 10/27/16

What is the Putnam County Emergency Management phone number and business hours? Putnam County Emergency Management 386-329-0379 from 8:30am to 5:00pm

What is the number for the Putnam County Recorded Information Line? What information can be heard on this line? The number is 386-326-7132 and you can hear a recorded message of our latest Situation Report.

I heard you can apply for FEMA assistance. Is this true and have we received a Major Disaster Declaration? Putnam County has been working with FEMA and State Damage Assessment teams since the Hurricane and has received official word that Putnam County has received a “Major Disaster Declaration”. FEMA has officially documented 687 residences impacted to varying degrees in our County.

If you have damage or loss from this disaster, you can complete a FEMA application online now and apply for Individual Assistance. Visit www.disasterassistance.gov to fill out the application – click “Apply Online”. You can also apply over the phone at 800-621-3362. It is very important for you to report damage to your insurance company, take lots of pictures, save receipts and document all actions and correspondence related to applications and repairs to your property.

What is a Disaster Recovery Center and do we have one in Putnam County? The Disaster Recovery Center (DRC) is a facility where citizens can apply for disaster assistance programs and ask questions about services that may be available related to Hurricane Matthew. Representatives from Federal Emergency Management Agency (FEMA), U.S. Small Business Administration (SBA), American Red Cross, volunteer groups and other agencies are at the centers to answer questions about disaster assistance and low-interest disaster loans for homeowners, renters and businesses. You can also register online at DisasterAssistance.gov or by calling 800-621-3362 or TTY 800-462-7585. Call the Putnam County EOC at 386-329-0379 if you have questions. Please don't miss this opportunity speak with a representative to ensure you receive proper information.

Yes, we have a Disaster Recovery Center (DRC) that has opened. The location is at Putnam County Fair Grounds 118 Fairgrounds Rd. East Palatka, FL 32131 EXPO Hall Building 1 Hours: 9:00 am – 6:00 pm Monday through Saturday.

Will FEMA replace my food that I lost during the storm? No, FEMA does not replace food that was lost during the storm however there are several resources available in our community. You can find a list of these numbers at the bottom of this report.

What numbers do I call to get information on my SNAP, EBT or other government assistance programs? The Florida Emergency Information Line is 1-800-342-3557 and has a recorded message that gives information that about SNAP Benefits for October were sent 10/7/16. A number for you to call if you have not received your benefit and need to call to the SNAP program is 1-866-762-2237.



Putnam County Emergency Management Post Hurricane Matthew Updates

I lost my food that I had bought with my SNAP from the storm, what do I do now? Families and individuals who are current food assistance clients may receive replacement of benefits for the value of the food lost because of damage to their home or sustained electrical outages. To report food loss or to request replacement benefits, customers can obtain the Food Assistance Replacement Authorization Form. The website is <http://myflfamilies.com/disaster>. Customers can submit the form via fax at 1-866-886-4342 or by mailing it to: ACCESS Central Mail Center, P.O. Box 1770, Ocala, FL 34478-1770. For Information on Supplemental Nutrition Assistance Program (SNAP) Benefits or to report a loss– You will need to fill out a form found at the website <http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/snap-information>. It is directly under the title “Benefit Replacement for current SNAP recipients”. From there you are directed to email or fax the “Food Assistance Authorization Form”. You can also call 1-866-762-2237 for customer service.

Is it too late to report damage to my property? No, it is not too late. We recommend taking pictures and contacting your insurance company. You can also call our citizens info line at 386-329-0379 to report damage. FEMA has declared Putnam County “Major Disaster Declaration” and has info on-line. Visit www.disasterassistance.gov to fill out the application – click “Apply Online”

I need legal advice. Is there help offered in this area? Yes, help is available. Low-income survivors in counties designated for Individual Assistance may be eligible for free legal assistance: The legal assistance hotline at 866-550-2929 is available 24 hours a day, seven days a week. Those who qualify for assistance will be matched with Florida lawyers who have volunteered to provide free, limited legal help. The service is a partnership between The Florida Bar, The Florida Bar Young Lawyers Division, and FEMA.

What are the dangers of drinking well water that may have been contaminated? Waterborne illnesses are caused by microbes or parasites in untreated or contaminated water. All homes that have a private well that was under water from the flooding or lost its prime from being without power needs to be sanitized. Signs and symptoms include nausea, vomiting, diarrhea, stomach cramps and fever. If you have any of these symptoms seek medical attention. **YOU OR YOUR FAMILY CAN GET VERY SICK IF YOU DRINK CONTAMINATED WATER.** Visit the website <http://putnam.floridahealth.gov/> Click on “after the storm information” that is found at the top.

Who do I call for questions on well water safety and testing? Putnam County Health Department - 386-326-7189. You can also visit the website <http://putnam.floridahealth.gov/>

Who do I call if I’m unsure if a road is a private road or county right-of-way to put my debris out for pick up? Call the Putnam County PUBLIC WORKS Department– for address / road questions related to debris removal and if a road is county right-of-way for debris collection locations and what will be picked up – PUBLIC WORKS - 386-329-0346

Who do I call if I have a question about the debris removal contractor, locations and items they will pick up? Putnam County Sanitation Department 386-329-0395 is overseeing the Debris Removal Contractor. The contractor is only picking up vegetation such as trees and branches at this time. All debris must be placed on County right-of-way to be picked up. Contractors are not allowed to pick up from private property including private roads. Place debris away from fire hydrants, water / utility meter boxes.

I have mosquitos! Who do I call to advise I have a mosquito problem? You can call Putnam County Sanitation Department 386-329-0395 and let them know where there is an increase in mosquitos.

There are tree stumps and debris in the river and creek. What is being done to clear the waterways? Please use caution while debris is being located. Some of this debris could cause serious damage to property or loss of life if hit at a high rate of speed. There are state and federal agencies working on the debris issue.

NOTES: _____

**If you have additional information or notice errors with this document, Please email paul.flateau@putnam-fl.com