



# Emergency/ Disaster Relief and Recovery Assistance Guide

2015

For additional information, call 2-1-1, e-mail: [211pr@fondosunidos.org](mailto:211pr@fondosunidos.org), or visit [www.fondosunidos.org](http://www.fondosunidos.org) or [www.211pr.org](http://www.211pr.org)

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## OVERVIEW

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The purpose of this Guide is to offer information about disaster relief and recovery services available in Puerto Rico. The Guide is divided in sections based on the services that several non-profit organizations and governmental agencies provide. Each listing includes basic information on available services, contact information, eligibility requirements, when applicable, and the municipalities that each agency serves. **Although these agencies offer services throughout the year, some of their programs are offered only during emergencies and their services depend on the availability of resources.**

United Way 2-1-1, the Voluntary Organizations Active in Disaster (VOAD), and the Federal Emergency Management Agency (FEMA) joined efforts in preparing this guide to offer concise, current, and as accurate as possible information to those in need. However, the inclusion of an organization into this Guide does not guarantee access to its services or an endorsement to these groups. The information on this guide is updated and verified on an annual basis, new information or assistance will be provided with each edition. Agencies with an asterisk (\*) could not be reached at the time of the update, it is assumed that the services to be offered this year are the same as previous years

Please contact us via email at [211@fondosunidos.org](mailto:211@fondosunidos.org) or telephone at 2-1-1 or 787-268-5353 or send an e-mail to [211pr@fondosunidos.org](mailto:211pr@fondosunidos.org). Be sure to include a contact name, an email address, and a phone number so we can verify information about the listing

## ABOUT 2-1-1

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**Puerto Rico's 2-1-1** is the telephone number to call for information and referral to the services that United Way of Puerto Rico provides. Just dial 2-1-1, and a community resources specialist will provide information regarding governmental agencies, non-profit and private organizations that provide assistance before, during and after an emergency.

Throughout the year, Puerto Rico's 2-1-1 is a starting point for information regarding health services, education and financial stability in Puerto Rico. The 2-1-1 is available to anyone Monday through Friday, 8:00 a.m. to 5:30 p.m. and via internet by visiting [www.211pr.org](http://www.211pr.org) where this guide is also available.

## **TRAINING**

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The following organizations offer workshops related to different types of disasters and how to improve the quality of life in different areas.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### **Contact Information**

##### **Western/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce, PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pastor. Felipe Caban  
Address: Carr. 670, Km. 3.6 Barrio Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Diaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***Puerto Rico Hospital Association***

Municipalities served: All

#### **Contact Information**

Name: Ruby Rodriguez, Esq.  
Address: Villa Nevarez Professional Center, Office # 103 Rio Piedras PR  
Tel: 787-764-0290  
Fax: 787-753-9748  
Email: rrodriguez@hospitalespr.org / lfuentes@hospitalespr.org

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### **Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Roberto Diaz Calle, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: avicente\_rt@hotmail.com

***PR Council of Churches***

Municipalities served: All

Contact Information

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: sotovel@hotmail.com

***Salvation Army***

Municipalities served: All

Contact Information

Name: Major Jorge Marzán  
Address: Ponce de León Ave. 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationarmy.org](mailto:jorge.marzan@use.salvationarmy.org)

***Long Term Recovery Groups (GRALPs)***

Municipalities served: All

Contact Information

Name: Edwin Nazario  
Address: Estadio Caguitas Colón, San Lorenzo PR  
Email: [gralp.pr@gmail.com](mailto:gralp.pr@gmail.com)

***Christian Charismatic Brethren of Churches, Inc.***

Municipalities served: North, South and Central West

Contact information

Name: María (Mary) E. Silva  
Address: PO Box 52136 Toa Baja PR 00950  
Tel: 787-640-5679

***\*American Legion***

Municipalities served: All

Contact information

Name: Mr. Carlos Santana / Mr. Fernando Fernández  
Address: PO Box 11424 Caparra Height, Sta. San Juan PR 0922  
Tel.: 787-792-4899 / 787-942-8043 / 787-930-8525  
Fax: 787-792-5947  
Email: [adjvincent@gmail.com](mailto:adjvincent@gmail.com) / [charliesantana44@gmail.com](mailto:charliesantana44@gmail.com)

***Mennonite Disaster Services***

Municipalities served: All

Contact information

Name: Revd. Héctor Lugo-Vázquez  
Address: Carr. 130 Km 4.8 int. Sector Verdun. Bo. Naranjito, Hatillo PR  
Tel: 787-568-9531 / 787-544-8708  
Email: pastorhectorlugo@gmail.com

***Puerto Rico Emergency Response Team Inc.***

Municipalities served: All

Contact information

Name: Mr. Dimarys Díaz  
Address: Calle Fresa 2k 21 Lomas Verdes Bayamon PR  
Tel: 787-697-2019/787-430-6704  
Email: [didiaz69@hotmail.com](mailto:didiaz69@hotmail.com)/ [prertscorpion@gmail.com](mailto:prertscorpion@gmail.com)

***Caribbean Synod- Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

Contact information

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: sinododelcaribe@gmail.com

***U.S.V. of Homeland Security Service Command***

Municipalities served: All including Vieques and Culebra

Contact information

Name: Mr. Thomas A. Nieves  
Address: Parque Nacional Julio E. Monagas, Bayamón PR  
Tel: 939-644-2324 / 787-784-4171  
Email: thomasnieves43@gmail.com

## **AGRICULTURE**

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This program is designed to help agricultural workers seek better working conditions in Puerto Rico.

### ***International Lions Club Association District 51- Multiple***

Municipalities served: All

#### Contact information

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

### ***Path Stone National Farmworker Jobs Program***

Municipalities served: All

#### Contact information

Name: Mrs. Luayda Ortiz  
Phone Line: 1-888-440-1716  
Web Site: [www.pathstone.com](http://www.pathstone.com)

#### **Ponce Office**

Municipalities served: Guayanilla, Jayuya, Lares, Peñuelas, Ponce and Yauco

Address: Carr. 5516, Barrio Juan González, Adjuntas PR 00601  
Tel: 787-812-4250  
Fax: 787-812-4243

#### **Humacao Office**

Municipalities served: Caguas, Canóvanas, Carolina, Ceiba, Fajardo, Gurabo, Juncos, Las Piedras, Loíza, Luquillo, Maunabo, Naguabo, Río Grande, San Lorenzo, Trujillo Alto and Yabucoa

Address: Calle Cruz Estela y Miguel Casillas, Humacao PR 00792  
Tel: 787-852-2627  
Fax: 787-852-7611

#### **Maricao Office**

Municipalities served: Aguada, Aguadilla, Añasco, Cabo Rojo, Camuy, Guánica, Hormigueros, Isabela, Lajas, Las Marías, Mayagüez, Moca, Quebradillas, Rincón, Sabana Grande, San Germán and San Sebastián

Address: Carr. 357, Km. 0.5, Sector Villa Esperanza, Maricao PR 00606  
Tel: 787-838-2925  
Fax: 787-838-0020

#### **Ponce Office**

Municipalities served: Peñuelas, Guayanilla, Adjuntas, Yauco and Jayuya.

Address: La Rambla Plaza, Ponce PR  
Tel: 787-651-7575  
Fax: 787-651-7577

**Añasco Office**

Municipalities served: Moca, Aguada, San Sebastián, Rincón, Añasco, Mayagüez, Las Marías, Hormigueros, Maricao, San Germán, Cabo Rojo, Lajas, Sabana Grande and Guánica.

Address: Parque Industrial Municipal Edificio 4 local C, Barrio Marías, Añasco PR  
Tel: 787-826-5591  
Fax: 787-826-5598

**Humacao Office**

Municipalities served: Maunabo, Yabucoa, Humacao, Las Piedras, Juncos, Gurabo, Trujillo Alto, Caguas and Aguas Buenas.

Address: Ulises Martínez Calle 50 Esq. Luis Muñoz Marín, Humacao PR  
Tel: 787-852-2627  
Fax: 787-465-4022

**Guayama Office**

Municipalities served: Arroyo, Patillas, Guayama, Salinas, Santa Isabel, Juana Díaz, Villalba, Coamo, Aibonito, Cayey and Cidra.

Address: Carr. 36 km 140.2 San Vicente Mall #14, Guayama PR  
Tel: 787-471-7575  
Fax: 787-471-7577



## **FEEDING**

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The following organizations provide raw or prepared food, or food vouchers to survivors of an emergency or disaster

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### Contact information

##### **Western/ Main Office**

Name: Iliana Montalvo  
Address: Sector Cuba No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Venus Calle No. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Mr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***Pentecostal Social Services Agency (ASSPEN)***

Municipalities served: All

#### Contact information

Name: Rev. Esdras Santiago  
Address: Carr. 199 Plaza Olmedo San Juan PR  
Tel: 787-376-4648  
Fax: 787-999-0348  
Email: [asspen@iddppr.org](mailto:asspen@iddppr.org) / [pastoresdras@gmail.com](mailto:pastoresdras@gmail.com)

### ***PR Southern Baptist Churches Convention***

Municipalities served: All

#### Contact information

Name: Carlos Rodríguez  
Address: PO Box 3114 Bayamón, PR 00960  
Tel: 787-731-5130  
Email: [abpr.09@gmail.com](mailto:abpr.09@gmail.com)

***International Lions Club Association District 51- Multiple***

Municipalities served: All

Contact information

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

***Puerto Rico Food Bank***

Municipalities served: All

Contact information

Name: Ivonne Bernard  
Address: Marginal 9-Urb. Ind. Corujo, Barrio Hato Tejas, Bayamón PR  
Tel/fax: 787-740-3663 / 787-786-8810  
Email: [bdadpr@prtc.net](mailto:bdadpr@prtc.net)

***Cáritas de Puerto Rico***

Municipalities served: All

Contact information

Name: Father Enrique Camacho  
Address: 201 San Jorge Calle, San Juan PR  
Tel.: 787-300-4953  
Fax: 787-728-3207  
Email: [ssc@arqsj.org](mailto:ssc@arqsj.org)

***Social Aid Center***

Municipalities served: All

Contact information

Name: Lillian Doval  
Address: 391 Asunción Calle Puerto Nuevo, San Juan PR  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***Christian Community Center (Church of the Brethren)***

Municipalities served: All

Contact information

Name: Rev. Juan Figueroa  
Address: PO Box 30024 San Juan PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccimito@gmail.com](mailto:cccimito@gmail.com)

***PR Council of Churches***

Municipalities served: All

Contact information

Name: Héctor F. Soto Vélez  
Address: 54 Robles Calle, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: sotovel@hotmail.com

***Salvation Army***

Municipalities served: All

Contact information

Name: Major Jorge Marzán  
Address: Ponce de León Ave. 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

***Christian Charismatic Brethren Churches, Inc.***

Municipalities served: North, South and Western Central

Contact information

Name: María (Mary) E. Silva  
Address: PO Box 52136 Toa Baja PR 00950  
Tel: 787-640-5679

***Iglesia de Dios Mission Board / Centro de Bendición***

Municipalities served: All

Contact information:

Name: Pastor Diego  
Address: Parcelas Falú #263 Calle 37, Río Piedras PR  
Tel and fax: 787-756-5462  
Email: wdiego@hotmail.com

***United Evangelical Church of Puerto Rico***

Municipalities served: Ceiba, Humacao and Rio Piedras

Contact information

Name: Pastor Tita Ortiz  
Address: PO Box 8609 Caguas PR 00726-8609  
Tel: 787-745-3340  
Fax: 787-745-3131  
Email: [ieupr@ieupr.com](mailto:ieupr@ieupr.com)

***Puerto Rico Methodist Church, REACE Project***

Municipalities served: All

Contact information

Name: Mrs. Sarahis Sánchez/ Bishop Rafael Moreno  
Address: Estación UPR, Aptdo. 23339 San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: [mmoreno@metodistapr.prg](mailto:mmoreno@metodistapr.prg)/ [reaciendocomunidades2011@gmail.com](mailto:reaciendocomunidades2011@gmail.com)

***\*American Legion***

Municipalities served: All

Contact information

Name: Mr. Carlos Santana /Mr. Fernando Fernández  
Address: PO Box 11424 Caparra Height Sta. San Juan PR 0922  
Tel.: 787-792-4899 / 787-942-8043 / 787-930-8525  
Fax: 787-792-5947  
Email: [adjvincent@gmail.com](mailto:adjvincent@gmail.com) / [charliesantana44@gmail.com](mailto:charliesantana44@gmail.com)

***Episcopal Social Services***

Municipalities served: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

Contact information:

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas 1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: [zoraida.ramos58@gmail.com](mailto:zoraida.ramos58@gmail.com)

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamon, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja.

Contact information

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

***Presbyterian Synod of Puerto Rico, Emergency Committee***

Municipalities served: All

Contact information

Name: Revd. Francisco Velázquez  
Address: Urb. Alemañy, San José Calle 4 Mayagüez PR  
Tel: 787-374-5823  
Email: [francisv@coqui.net](mailto:francisv@coqui.net)

## **WAREHOUSES**

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The following institutions have warehouse facilities to store donations during a disaster. Space availability will depend on facility capacity.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### Contact information

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Venus Calle No. 22 Ponce, PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Barrio Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino. # 501 Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### Contact information

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz, Cayey, PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: avicente\_rt@hotmail.com

### ***Puerto Rico Food Bank***

Municipalities served: All

#### Contact information

Name: Ivonne Bernard  
Address: Marginal 9-Urb. Ind. Corujo, Barrio Hato Tejas, Bayamón PR  
Tel/fax: 787-740-3663 / 787-786-8810  
Email: bdadpr@prtc.net

***Cáritas de Puerto Rico***

Municipalities served: All

Contact information

Name: Father Enrique Camacho  
Address: 201 Calle San Jorge, San Juan PR  
Tel.: 787-300-4953  
Fax: 787-728-3207  
Email: [ssc@arqsj.org](mailto:ssc@arqsj.org)

***Social Aid Center***

Municipalities served: All

Contact information

Name: Lillian Doval  
Address: 391 Asunción Calle Puerto Nuevo, San Juan PR 00920  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***Salvation Army***

Municipalities served: All

Contact information

Name: Major Jorge Marzán  
Address: Ave. Ponce de León 1679 Santurce, PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationarmy.org](mailto:jorge.marzan@use.salvationarmy.org)

***Puerto Rico United Evangelical Church***

Municipalities served: Ceiba, Humacao and Rio Piedras

Contact information

Name: Pastor Tita Ortiz  
Address: PO Box 8609 Caguas PR 00726-8609  
Tel: 787-745-3340 ext.3140  
Fax: 787-745-3131

## **SHELTER**

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The following institutions have shelter facilities for people affected by disasters and / or volunteers who are not residents of PR and provide voluntary work in the island. These shelters can be in tents or different locations established by the institution.

### ***Development and Assistance Resources Agency (ADRA)***

Served municipalities: All

#### Contact information

##### **Western Office / Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Venus Calle No. 22 Ponce, PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **North Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***PR Council of Churches***

Municipalities served: All

#### Contact information

Name: Héctor F. Soto Vélez  
Address: 54 Robles Calle, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: sotovel@hotmail.com

### ***Department of Housing of Puerto Rico***

This government agency manages emergency shelters along with the Department of Education and other agencies. The agency assesses the condition of public schools, which may be used as shelters. Emergency sheltering and feeding is provided during the first 72 hours of a disaster. Provides commodities, food and counseling. If long-term sheltering is required, families are transferred to other housing facilities. Eligibility requirements: families and individuals at risk in a disaster.

Municipalities served: All, including Vieques and Culebra

#### **Contact information**

Name: Mr. Ovidio Pesante Otero  
Address: 606 Calle Barbosa, Edificio Juan C. Cordero Río Piedras PR  
Tel/Fax: 787-274-2527 / 787-758-9263  
Email: opesante@avp.pr.gov

### ***United Evangelical Church of Puerto Rico***

Municipalities served: Ceiba, Humacao and Río Piedras

#### **Contact information**

Name: Pastor Tita Ortiz  
Address: PO Box 8609 Caguas PR 00726-8609  
Tel: 787-745-3340 ext. 3140  
Fax: 787-745-3131  
Email: [ieupr@ieupr.com](mailto:ieupr@ieupr.com)

### ***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

#### **Contact information**

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

### ***Presbyterian Synod of Puerto Rico, Emergency Committee***

Municipalities served: All

#### **Contact information**

Name: Rev. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José 4 Mayagüez PR  
Tel: 787-374-5823  
Email: [francisv@coqui.net](mailto:francisv@coqui.net)



## **EMPLOYMENT ASSISTANCE**

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The following institutions offers counseling on seeking employment, and assistance in obtaining work assignments.

### ***International Lions Club Association District 51-Multiple***

Municipalities that are attended: All

#### Contact information

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

## **FINANCIAL ASSISTANCE**

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The following agencies provide financial assistance after evaluating each client, financial aid will be provided in case of disasters and if they qualify as per requirements.

### ***Administration Small Business (SBA)***

Provides low-interest loans to individuals and businesses affected by disaster.

Municipalities that are attended: All, Must be the survivor of a presidential declared disaster

#### Contact information

Name: 1-800-659-2955  
Email: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)  
Web: [www.sba.gov/espanol](http://www.sba.gov/espanol)

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities that are attended: All

#### Contact information

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: [apoasd@prtc.net](mailto:apoasd@prtc.net)

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: [asociacióndelsur@gmail.com](mailto:asociacióndelsur@gmail.com)

**Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6. Cotto Norte Ward Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

**Eastern Office**

Name: Carmen Díaz  
Address: 501 Julio Andino Calle Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

**Federal Emergency Management Agency (FEMA)**

Provides financial assistance to families affected by disaster and who qualify under the regulations of a presidential disaster declaration.

Eligibility requirements: Must be a disaster survivor, live in a declared municipality, and be a United States citizen, permanent or a qualified alien. Those who don't qualify can seek assistance from a voluntary organization.

Municipalities served: All within the disaster area declared for individual assistance.

Contact information

Tel: 1-800-621- FEMA (3362)  
Email: FEMAopa@dhs.gov  
Web: www.fema.gov/spanish

*FEMA Fraud and Abuse: 1-866-223-0814 or 1-800-323-8602*

*Inspector General of the Department of Homeland Security: 1-800-323-8603*

***International Lions Club Association District 51-Multiple***

Municipalities that are attended: All

Contact information

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: avicente\_rt@hotmail.com

***PR Council of Churches***

Municipalities that are attended: All

Contact information

Name: Héctor F. Soto Vélez

Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: sotovel@hotmail.com

***American Red Cross Puerto Rico***

Municipalities that are attended: All, included Vieques and Culebra

Contact information

Name: Lee V. Feliciano/Ángel Jiménez  
Address: Medical Center, José C. Barbosa, Monacillos Ward, Rio Piedras PR  
Tel: 787-758-8150  
Fax: 787-758-608  
Email: [angel.jimenez@redcross.org](mailto:angel.jimenez@redcross.org)

***United States Department of Agriculture (USDA) Rural Development***

Offers assistance to families in rural areas with unmet needs after a disaster through a grant of up to \$700 or a loan at 1% interest.

Municipalities served: All within the declared disaster area.

Contact information

Name: José A. Otero  
Address: Muñoz Rivera Ave, 654 Plaza, Suite 601, San Juan PR 00918  
Tel.: 787-766-5095 ext. 232  
Fax: 787-281-4998  
Website: [www.rurdev.usda.gov/pr](http://www.rurdev.usda.gov/pr)

***Salvation Army***

Municipalities served: All

Contact information

Name: Major Jorge Marzán  
Address: Ave. Ponce de León 1679, Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationarmy.org](mailto:jorge.marzan@use.salvationarmy.org)

***Brethren of Christian Charismatic Churches, Inc.***

Municipalities that are attended: North, South and Central Western

Contact information

Name: María (Mary) E. Silva  
Address: PO Box 52136 Toa Baja PR 00950  
Tel: 787-640-5679

**\* American Legion**

Municipalities served: All

Contact information

Name: Mr. Carlos Santana /Mr. Fernando Fernández  
Address: PO Box 11424 Caparra Height, Sta. San Juan PR 0922  
Tel.: 787-792-4899 / 787-942-8043 / 787-930-8525  
Fax: 787-792-5947  
Email: [adjvincent@gmail.com](mailto:adjvincent@gmail.com) / [charliesantana44@gmail.com](mailto:charliesantana44@gmail.com)

***Episcopal Social Services***

Municipalities that are attended: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

Contact information

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas 1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: [zoraida.ramos58@gmail.com](mailto:zoraida.ramos58@gmail.com)

***Puerto Rico Presbyterian Synod, Emergency Committee***

Municipalities served: All

Contact information

Name: Rev. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José 4 Mayagüez PR  
Tel: 787-374-5823  
Email: [francisv@coqui.net](mailto:francisv@coqui.net)

## LEGAL ASSISTANCE

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It offers support and legal advice to low-income people who need legal representation

### ***Pro-Bono Legal Services***

These services are provided free of charge throughout the year.

Municipalities served: Caguas, Humacao, Mayagüez, Ponce, Arecibo, Rio Grande and San Juan.

#### Contact information

Main Office: Tel. 1-800-981-5801  
Email: <http://www.probonopr.org/>

### ***Cáritas de Puerto Rico***

Municipalities served: All

#### Contact information

Name: Father Enrique Camacho  
Address: 201 Calle San Jorge, San Juan PR  
Tel.: 787-300-4953  
Fax: 787-728-3207  
Email: [ssc@arqsj.org](mailto:ssc@arqsj.org)

### ***Presbyterian Synod of Puerto Rico, Emergency Committee***

Municipalities served: All

#### Contact information

Name: Rev. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José 4 Mayagüez PR  
Tel: 787-374-5823  
Email: [francisv@coqui.net](mailto:francisv@coqui.net)

## **BASIC MEDICAL ASSISTANCE**

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The following institutions offer related health services as medicines, medical equipment, health care services, among other services.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### Contact information

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus No. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Barrio Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Office Eastern**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***Pentecostal Social Service Agency (ASSPEN)***

Municipalities served: All

#### Contact information

Name: Rev. Esdras Santiago  
Address: Carr. 199, San Juan PR  
Tel: 787-376-4648  
Fax: 787-999-0348  
Email: [asspen@iddppr.org](mailto:asspen@iddppr.org) / [pastoresdras@gmail.com](mailto:pastoresdras@gmail.com)

### ***Christian Community Center (Church of the Brethren)***

Municipalities served: Eastern Region

#### Contact information

Name: Rev. Juan Figueroa  
Address: PO Box 30024 San Juan PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccaimito@gmail.com](mailto:cccaimito@gmail.com)

***Socio-Economical Community Institute (INSEC)***

Municipalities served: All (except San Juan and Bayamón)

*Contact information*

Name: Jacqueline Rodríguez Mont/ Emmanuel Díaz  
Address: 269 Ponce de León Ave, altos, Hato Rey PR  
Tel: 787-763-5230  
Fax: 787-767-8444  
Email: insec@insec.org

***Maranatha Civil Emergency Life Support Group***

Municipalities served: Eastern Municipalities

*Contact Information*

Name: Justino Santiago  
Address: Calle Ferrocarril Final, Humacao PR  
(next to the Emergency Management Office, behind CDT)  
Tel/fax: 787-850-4275 /787-321-8048  
Email: justino\_tino@yahoo.com

***Presbyterian Synod of Puerto Rico, Emergency Committee***

Municipalities served: All

*Contact Information*

Name: Rev. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José 4 Mayagüez PR  
Tel: 787-374-5823  
Email: francisv@coqui.net

***U.S.V. of Homeland Security Service Command***

Municipalities served: All, including Vieques and Culebra

*Contact Information*

Name: Mr. Thomas A. Nieves  
Address: Julio E. Monagas National Park, Bayamón PR  
Tel: 939-644-2324 / 787-784-4171  
Email: thomasnieves43@gmail.com

Support in cases of search, rescue and transportation to people who have been affected by a disaster.

***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

**Contact Information**

**Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

**Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

**Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

**Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

***International Lions Club Association District 51-Multiple***

Municipalities served: All

**Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

***Civil Air Patrol***

Municipalities served: All and Virgin Island

**Contact Information**

Name: Carlos Fernández, COL, CAP/ Carlos Muñoz  
Address: Airport Fernando L. Riva Dominnicci  
Isla Grande, San Juan, PR  
Tel: 787-519-9879 / 787- 612-5270  
Email: marie.rivera@prwg.us/ carlos.fernandez@prwg.us / carlos.muñoz@prwg.us



***Maranatha Civil Emergency Life Support Group***

Municipalities served: Eastern Municipalities

Contact Information

Name: Justino Santiago  
Address: Calle Ferrocarril, Humacao PR  
Tel/fax: 787-850-4275 /787-321-8048  
Email: justino\_tino@yahoo.com

***Puerto Rico Emergency Response Team Inc.***

Municipalities served: All

Contact Information

Name: Mr. DiMarys Díaz  
Address: Calle Fresa 2k 21 Lomas Verdes, Bayamón PR  
Tel: 787-697-2019/787-430-6704  
Email: [didiaz69@hotmail.com](mailto:didiaz69@hotmail.com)/ [pretrscorpion@gmail.com](mailto:pretrscorpion@gmail.com)

***U.S.V.I. of Homeland Security Service Command***

Municipalities served: All, including Vieques and Culebra

Contact Information

Name: Mr. Thomas A. Nieves  
Address: Julio E. Monagas National Park , Bayamón PR  
Tel: 939-644-2324 / 787-784-4171  
Email: thomasnieves43@gmail.com

## COUNSELING AND MENTAL HEALTH

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The following organizations offer counseling, mental health services, chaplaincy, and spiritual support to people affected by the disaster. Counseling may be conducted by pastors, ministers and / or professional behavior.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### Contact Information

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

Administration for Mental Health and Addiction Services (ASSMCA)  
PAS (Psychological Assistance Program) Phone line 24/7

Municipalities served: All

#### Contact Information

Name: Dr. Monserrate Allende  
Tel: 1-800-981-0023

### ***Pentecostal Social Services Agency (ASSPEN)***

Municipalities served: All

#### Contact Information

Name: Rev. Esdras Santiago  
Address: Carr. 199  
Tel: 787-376-4648  
Fax: 787-999-0348  
Email: [asspen@iddppr.org](mailto:asspen@iddppr.org) / [pastoresdras@gmail.com](mailto:pastoresdras@gmail.com)

***PR Southern Convention of Baptist Churches***

Municipalities served: All

Contact Information

Name: Carlos Rodríguez  
Address: PO Box 3114 Bayamón, PR 00960  
Tel: 787-731-5130  
Email: [abpr.09@gmail.com](mailto:abpr.09@gmail.com)

***Billy Graham Rapid Response Team***

Municipalities served: All

Contact Information

Name: Rev. Hiram Sánchez  
Address: El Conquistador J20 Calle 9, Trujillo Alto PR 00976  
Tel: 787-755-6233/ 787-450-9385  
Email: [pastorhss@aol.com](mailto:pastorhss@aol.com)

***Social Aid Center, Inc.***

Municipalities served: All

Contact Information

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo San Juan PR  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***Caritas de Puerto Rico Inc.***

Municipalities served: All

Contact Information

Name: Father Enrique Camacho  
Address: PO Box 8812 San Juan, PR 00910  
Tel.: 787-300-4953 / 787-727-7373 ext. 1156  
Fax: 787-728-3207  
Email: [kikecamacho07@yahoo.com](mailto:kikecamacho07@yahoo.com) / [info@caritas.pr](mailto:info@caritas.pr)

***Christian Community Center (Church of the Brethren)***

Municipalities served: Eastern Region

Contact Information

Name: Rev. Juan Figueroa  
Address: PO Box 30024 San Juan PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccimito@gmail.com](mailto:cccimito@gmail.com)

***Puerto Rico Professional College of Social Workers Puerto Rico***

Municipalities served: All

*Contact Information*

Name: Mrs. Emma Benítez  
Address: Urb. San Martín, Calle Julián Bengoechea Esq. Emilio Delgado, San Juan PR  
Tel: 787-768-5700 ext.105  
Fax: 787-769-9385  
Email: [ebeniquezptspr@gmail.com](mailto:ebeniquezptspr@gmail.com)

***PR Council of Churches***

Municipalities served: All

*Contact Information*

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [sotovel@hotmail.com](mailto:sotovel@hotmail.com)

***Salvation Army***

Municipalities served: All

*Contact Information*

Name: Major Jorge Marzán  
Address: Ponce de León Ave. 1679, Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

***Brethren of Christian Charismatic Churches, Inc.***

Municipalities served: North, South and Central West

*Contact Information*

Name: María (Mary) E. Silva  
Address: PO Box 52136 Toa Baja PR 00950  
Tel: 787-640-5679

***United Evangelical Church of Puerto Rico***

Municipalities served: Ceiba, Humacao and Rio Piedras

*Contact Information*

Name: Pastor Tita Ortiz  
Address: PO Box 8609 Caguas PR 00726-8609  
Tel: 787-745-3340 ext. 3140  
Fax: 787-745-3131  
Email: [ieupr@ieupr.com](mailto:ieupr@ieupr.com)

**\*Puerto Rico Methodist Church, REACE Project**

Municipalities served: All

Contact Information

Name: Mrs. Sarahis Sánchez / Bishop Rafael Moreno  
Address: Station UPR Box 23339 San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: [mmoreno@metodistapr.org](mailto:mmoreno@metodistapr.org) / [reaciendocomunidades2011@gmail.com](mailto:reaciendocomunidades2011@gmail.com)

**\*American Legion**

Municipalities served: All

Contact Information

Name: Mr. Carlos Santana / Mr. Fernando Fernández  
Address: PO Box 11424 Caparra Height Sta. San Juan PR 0922  
Tel.: 787-792-4899 / 787-942-8043 / 787-930-8525  
Fax: 787-792-5947  
Email: [adjvincent@gmail.com](mailto:adjvincent@gmail.com), / [charliesantana44@gmail.com](mailto:charliesantana44@gmail.com)

**Evangelical and Educational Ministry “Camino de Fe and Esperanza”, Inc.**

Municipalities served: All

Contact Information

Name: Dr. Virginia Loubriel-Chévere  
Address: PO Box 193137 San Juan PR 00919  
Cell. 787-587-9719  
Email: [virgieloubriel@yahoo.com](mailto:virgieloubriel@yahoo.com)

**Episcopal Social Services**

Municipalities served: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

Contact Information:

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas #1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: [zoraida.ramos58@gmail.com](mailto:zoraida.ramos58@gmail.com)

**Caribbean Synod – Lutheran Evangelical Church**

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

Contact Information

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

***Presbyterian Synod of Puerto Rico, Emergency Committee***

Municipalities served: All

**Contact Information**

Name: Rev. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José 4 Mayagüez PR  
Tel: 787-374-5823  
Email: francisv@coqui.net

***U.S.V. of Homeland Security Service Command***

Municipalities served: All, including Vieques and Culebra

**Contact Information**

Name: Mr. Thomas A. Nieves  
Address: Julio E. Monagas National Park, Bayamón PR  
Tel: 939-644-2324 / 787-784-4171  
Email: thomasnieves43@gmail.com

## CHILD CARE

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The following institutions offer infant care for parents and families affected by disaster

***\*Puerto Rico Methodist Church, REACE Project***

Municipalities served: All

Contact Information

Name: Mrs. Sarahis Sánchez/Bishop Rafael Moreno  
Address: Station UPR, Box 23339 San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: mmoreno@metodistapr.prg/ reaciendocomunidades2011@gmail.com

***Episcopal Social Services***

Municipalities served: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

Contact Information:

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas #1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: [zoraida.ramos58@gmail.com](mailto:zoraida.ramos58@gmail.com)

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

Contact Information

Name: Rvdo. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

## **DAMAGE ASSESSMENT**

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The following institutions conduct damage assessments and estimated damage and losses survey during disaster.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### Contact Information

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Cotto Norte Word Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### Contact Information

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

### ***Civil Air Patrol***

Municipalities served: All de Puerto Rico and Virgin Island

#### Contact Information

Name: Carlos Fernández, COL, CAP/ Carlos Muñoz  
Address: Airport Fernando L. Riva Dominnicci  
Isla Grande, San Juan PR  
Tel: 787-519-9879 / 787- 612-5270  
Email: [marie.rivera@prwg.us](mailto:marie.rivera@prwg.us) / [carlos.fernandez@prwg.us](mailto:carlos.fernandez@prwg.us) / [carlos.muñoz@prwg.us](mailto:carlos.muñoz@prwg.us)



***American Red Cross Puerto Rico Chapter***

Municipalities served: All, including Vieques and Culebra

Contact Information

Name: Lee V. Feliciano / Ángel Jiménez  
Address: Medical Center, José C. Barbosa, Bo. Monacillos Rio Piedras PR  
Tel: 787-758-8150  
Fax: 787-758-6086  
Email: [angel.jimenez@redcross.org](mailto:angel.jimenez@redcross.org)

***Salvation Army***

Municipalities served: All

Contact Information

Name: Major Jorge Marzán  
Addresses: Ponce de León Ave. 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

***Mennonite Disaster Services***

Municipalities served: All

Contact Information:

Name: Rev. Héctor Lugo-Vázquez  
Address: Carr. 130 Km 4.8 int. Barrio Sector Verdun Naranjito, Hatillo PR  
Tel: 787-568-9531 / 787-544-8708  
Email: [pastorhectorlugo@gmail.com](mailto:pastorhectorlugo@gmail.com)

***Puerto Rico Emergency Response Team Inc.***

Municipalities served: All

Contact Information

Name: Mr. DiMarys Díaz  
Address: Calle Fresa 2k 21 Lomas Verdes Bayamon PR  
Tel: 787-697-2019/787-430-6704  
Email: [didiaz69@hotmail.com](mailto:didiaz69@hotmail.com) / [prertscorpion@gmail.com](mailto:prertscorpion@gmail.com)

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

Contact Information

Name: Rvdo. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

## **COMMUNICATIONS AND FAMILY TRACKING SERVICES**

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The following Institutions conduct damage assessments and survey estimated damage and losses during a disaster.

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### **Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

### ***PR Council of Churches***

Municipalities served: All

#### **Contact Information**

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [sotovel@hotmail.com](mailto:sotovel@hotmail.com)

## **FURNITURE AND HOUSEHOLD ITEMS**

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### **Contact Information**

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### **Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

### ***Social Aid Center, Inc.***

Municipalities served: All

#### **Contact Information**

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo, San Juan PR 00920  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroayudasocial@gmail.com](mailto:centroayudasocial@gmail.com)

***Salvation Army***

Municipalities served: All

**Contact Information**

Name: Major Jorge Marzán  
Address: Ave. Ponce de León 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

## **SPECIAL NEEDS AND CASE MANAGEMENT**

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The following institutions provide assistance to the elderly, persons with disabilities, persons with cognitive limitations and those with cultural and/ language differences, limitations, communication, transportation, and medical needs. Seeks for ways to cover unmet needs and conducts case management and referrals as needed.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### **Contact Information**

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Fax: 787-805-7375  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***Pentecostal Social Service Agency (ASSPEN)***

Municipalities served: All

#### **Contact Information**

Name: Rev. Esdras Santiago  
Address: Carr. 199  
Tel: 787-376-4648  
Fax: 787-999-0348  
Email: [asspen@iddppr.org](mailto:asspen@iddppr.org) / [pastoresdras@gmail.com](mailto:pastoresdras@gmail.com)

***Social Aid Center, Inc.***

Municipalities served: All

*Contact Information*

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo, San Juan PR  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***PR Council of Churches***

Municipalities served: All

*Contact Information*

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel 787-707-0071  
Fax: 787-707-0073  
Email: [sotovel@hotmail.com](mailto:sotovel@hotmail.com)

***Salvation Army***

Municipalities served: All

*Contact Information*

Name: Major Jorge Marzán  
Address: Ave. Ponce de León 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

***Long Term Recovery Group (GRALPs)***

Municipalities served: All

*Contact Information*

Name: Edwin Nazario  
Address: Caguitas Colón Stadium, San Lorenzo PR  
Tel: 787- 360-4605/787-736-2262  
Email: [gralp.pr@gmail.com](mailto:gralp.pr@gmail.com)

***Brethren of Christian Charismatic Churches, Inc.***

Municipalities served: North, South and Central Western

*Contact Information*

Name: María (Mary) E. Silva  
Address: PO Box 52136 Toa Baja PR 00950  
Tel: 787-640-5679

**\*Puerto Rico Methodist Church, REACE Project**

Municipalities served: All

Contact Information

Name: Mrs. Sarahis Sánchez/Bishop Rafael Moreno  
Address: UPR, Station Box 23339, San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: mmoreno@metodistapr.prg/ reaciendocomunidades2011@gmail.com

***Social-Economical Community Institute (INSEC)***

Municipalities served: All (except San Juan and Bayamon)

Contact Information

Name: Jacqueline Rodríguez Mont/ Emmanuel Díaz  
Address: 269 Ave. Ponce de León, Hato Rey PR  
Tel: 787-763-5230  
Fax: 787-767-8444  
Email: [insec@insec.org](mailto:insec@insec.org)

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

Contact Information

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

## **HOME REPAIR, CLEANING AND REBUILDING**

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The following institutions provide repair, cleaning, rebuilding services to affected homes after a disaster. The assistance depends on the damages to the residence and its residents. Services are subject to availability of volunteers.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

This organization repairs and rebuilds homes damaged by disasters.

### **Contact Information**

#### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

#### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

#### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Bo. Cotto Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

#### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: [adraeste@yahoo.com](mailto:adraeste@yahoo.com)

### ***PR Southern Convention of Baptist Churches***

Municipalities served: All

### **Contact Information**

Name: Carlos Rodríguez  
Address: PO Box 3114 Bayamón PR 00960  
Tel: 787-731-5130  
Email: [abpr.09@gmail.com](mailto:abpr.09@gmail.com)

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

### **Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueasas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)



***Social Aid Center, Inc.***

Municipalities served: All

*Contact Information*

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo, San Juan PR 00920  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroyudasocial@gmail.com](mailto:centroyudasocial@gmail.com)

***Christian Community Center (Church of the Brethren)***

Municipalities served: Eastern Region

*Contact Information*

Name: Rev. Juan Figueroa  
Address: PO Box 30024 San Juan PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccimito@gmail.com](mailto:cccimito@gmail.com)

***\*Puerto Rico Methodist Church, REACE Project***

Municipalities served: All

*Contact Information*

Name: Mrs. Sarahis Sánchez/Bishop Rafael Moreno  
Address: UPR Station Box 23339 San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: [mmoreno@metodistapr.prg](mailto:mmoreno@metodistapr.prg)

***Mennonite Disaster Services***

Municipalities served: All available resources

*Contact Information:*

Name: Rev. Héctor Lugo-Vázquez  
Address: Carr. 130 Km 4.8 Sector Verdun Interior Barrio Naranjito, Hatillo Puerto Rico  
Tel: 787-568-9531 / 787-544-8708  
Email: [pastorhectorlugo@gmail.com](mailto:pastorhectorlugo@gmail.com)

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamón, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

*Contact Information*

Name: Revd. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado, PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: [sinododelcaribe@gmail.com](mailto:sinododelcaribe@gmail.com)

## **CLOTHING**

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The following institutions provide clothing and clothing vouchers after a disaster. Sometimes they could provide bedding too.

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### **Contact Information**

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Cuba Sector No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus Num. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelsur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Cotto Ward Norte Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Calle Julio Andino Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***Pentecostal Social Service Agency (ASSPEN)***

Municipalities served: All

#### **Contact Information**

Name: Revd. Esdras Santiago  
Address: Carr. 199  
Tel: 787-376-4648  
Fax: 787-999-0348  
Email: [asspen@iddppr.org](mailto:asspen@iddppr.org) / [pastoresdras@gmail.com](mailto:pastoresdras@gmail.com)

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### **Contact Information**

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)

***Cáritas de Puerto Rico, Inc.***

Municipalities served: All

*Contact Information*

Name: Father Enrique Camacho  
Address: 201 Calle San Jorge, San Juan PR  
Tel.: 787-300-4953  
Fax: 787-728-3207  
Email: [kkecamacho07@yahoo.com](mailto:kkecamacho07@yahoo.com)/ info@caritas.org

***Social Aid Center, Inc.***

Municipalities served: All

*Contact Information*

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo, San Juan PR 00920  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***Christian Community Center (Church of the Brethren)***

Municipalities served: East region

*Contact Information*

Name: Revd. Juan Figueroa  
Address: PO Box 30024 San Juan, PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccimito@gmail.com](mailto:cccimito@gmail.com)

***PR Council of Churches***

Municipalities served: All

*Contact Information*

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [sotovel@hotmail.com](mailto:sotovel@hotmail.com)

***Salvation Army***

Municipalities served: All

*Contact Information*

Name: Major Jorge Marzán  
Address: Ave. Ponce de León 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationArmy.org](mailto:jorge.marzan@use.salvationArmy.org)

***Church of God Mission Board / Blessing Center***

Municipalities served: All

**Contact Information:**

Name: Pastor Diego Wilmore  
Address: Parcelas Falú #263 Calle 37, Río Piedras PR  
Tel/fax: 787-756-5462  
Email: wdiego@hotmail.com

***Puerto Rico Methodist Church, REACE Project***

Municipalities served: All

**Contact Information**

Name: Mrs. Sarahis Sánchez- Bishop Rafael Moreno  
Address: UPR Station Box 23339 San Juan PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: mmoreno@metodistapr.prg/ reaciendocomunidades2011@gmail.com

***Episcopal Social Services***

Municipalities served: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

**Contact Information:**

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas 1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: zoraida.ramos58@gmail.com

***Caribbean Synod – Lutheran Evangelical Church***

Municipalities served: Bayamon, Caguas, Carolina, Cataño, Cayey, Dorado, Fajardo, Guaynabo, San Juan, Toa Alta, Toa Baja and Vega Baja

**Contact Information**

Name: Rvdo. Felipe Lozada Montañez  
Address: PMB #359 425 Road 693 Suite 1, Dorado PR 00646-4808  
Tel: 787-278-8300  
Fax: 787-796-3365  
Email: sinododelcaribe@gmail.com

## INSURANCE

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Provides information and property insurance after a disaster.

### *Office of the Insurance Commissioner of Puerto Rico*

This office offers assistance with insurance questions.  
Municipalities served: All

#### Contact Information

Name: Mrs. Ángela Weandne Roig  
Address: 2 Calle Tabonuco suite 400 Gam Tower Caparra Hills Industrial Park Guaynabo PR  
Tel: 787-304-8686  
Fax: 787-273-6082  
Sitio de Web: [www.ocs.gobierno.pr/ocspr](http://www.ocs.gobierno.pr/ocspr)

### *National Flood Insurance Program (NFIP)*

The NFIP is a form of mitigation. Homeowners insurance does not provide flood insurance. Anyone in a community that participates in the NFIP can buy flood insurance through a local insurance broker from the participant communities. Participating communities agree to adopt and enforce floodplain management ordinances to reduce future flood damage.

Municipalities served: All

#### Contact Information

Tel: 1-800-427-4661  
Website: <http://www.fema.gov/business/nfip>  
<http://www.floodsmart.gov>

## **HOUSING**

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Serves as a liaison that facilitates and coordinates the acquisition of permanent and/or temporary homes for families with damaged homes.

### ***Small Business Administration (SBA)***

Provide low-interest loans to individuals and businesses.  
Municipalities served: All within a declared disaster area.

#### **Contact Information**

Tel: 1-800-659-2955  
Email: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)  
Web site: [www.sba.gov/espanol](http://www.sba.gov/espanol)

### ***Federal Emergency Management Agency (FEMA)***

Provides financial assistance to families and municipalities affected by disaster and who qualify under the regulations of a presidential disaster declaration.

Municipalities served: All within the disaster declared area for individual assistance.

#### **Contact Information**

Tel: 1-800-621- FEMA (3362)  
Email: [FEMAopa@dhs.gov](mailto:FEMAopa@dhs.gov)  
Web: [www.fema.gov/spanish](http://www.fema.gov/spanish)

FEMA Fraud and Abuse: 1-866-223-0814 or 1-800-323-8602  
Inspector General of the Department of Homeland Security: 1-800-323-8603

### ***United States Department of Agriculture (USDA) Rural Development***

Offers assistance to families in rural zones with unmet needs after a disaster. It may be a grant not exceeding \$700 or a loan at 1% interest.

Municipalities served: All within a disaster declared area for individual assistance.

#### **Contact Information**

Address: Ave Muñoz Rivera 654 Plaza, Suite 601, San Juan PR 00918  
Tel: 787-766-5095  
Fax: 787-281-4998  
Web site: [www.rurdev.usda.gov/pr](http://www.rurdev.usda.gov/pr)

### ***Puerto Rico Housing Department***

This government agency manages emergency shelters along with the Department of Education and other agencies. The agency assess the condition of public schools, which may be used as shelters. Emergency sheltering and feeding is provided during the first 72 hours of a disaster. Provides commodities, food and counseling. If long-term sheltering is required, families are transferred to other housing facilities.

Contact Information

Municipalities served: All, including Vieques and Culebra

Coordinator: Ovidio Pesante Otero  
Address: 606 Ave. Barbosa, Edificio Juan C. Cordero  
Río Piedras PR  
Tel/Fax 787-274-2527 / 787-758-9263  
E-Mail: [opesante@avp.pr.gov](mailto:opesante@avp.pr.gov)

***United States Department of Housing and Urban Development (HUD)***

Municipalities served: All

Contact Information

Address: 235 Federico Costa, Suite 200, Hato Rey, PR 00918  
Tel: 787-766-5400 / 787-766-5201  
Email: 787-766-5995  
Web page: [espanol.hud.gov](http://espanol.hud.gov)

## **VOLUNTEERS**

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The following institutions have volunteers to provide services during disaster situations.

### ***AARP (American Association of Retired Persons)***

Municipalities served: All

#### ***Contact Information***

Name: Mr. José R. Acarón  
Address: PR State Office 654, Muñoz Rivera Ave, Suite 901 San Juan PR 00918.  
Tel: 787-296-3091  
Fax: 787-754-2211  
Email: jacaron@aarp.com

### ***Development and Assistance Resources Agency (ADRA)***

Municipalities served: All

#### ***Contact Information***

##### **Western Office/ Main Office**

Name: Iliana Montalvo  
Address: Sector Cuba No. 1060 Mayagüez PR  
Tel: 787-834-6095 / 787-834-6161  
Email: apoasd@prtc.net

##### **Southern Office**

Name: Juan Rivera  
Address: Calle Venus No. 22 Ponce PR  
Tel: 787-812-0945  
Email: asociacióndelur@gmail.com

##### **Northern Office**

Name: Pr. Felipe Cabán  
Address: Carr. 670, Km. 3.6 Cotto Norte Ward Manatí PR  
Tel: 787-884-7979  
Email: comunicaciones@norteprasd.org

##### **Eastern Office**

Name: Carmen Díaz  
Address: 501 Julio Andino Calle Villa Prades, Rio Piedras PR  
Tel: 787-765-1300  
Email: adraeste@yahoo.com

### ***International Lions Club Association District 51-Multiple***

Municipalities served: All

#### ***Contact Information***

Name: Alex Vicente  
Address: Urb. Quinta Mueas, 230 Calle Roberto Diaz, Cayey PR 00936  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [avicente\\_rt@hotmail.com](mailto:avicente_rt@hotmail.com)



***Cáritas de Puerto Rico, Inc.***

Municipalities served: All

*Contact Information*

Name: Father Enrique Camacho  
Address: 201 Calle San Jorge San Juan PR  
Tel.: 787-300-4953  
Fax: 787-728-3207  
Email: [kikecamacho07@yahoo.com](mailto:kikecamacho07@yahoo.com)/ info@caritas.pr

***Social Aid Center, Inc.***

Municipalities served: All

*Contact Information*

Name: Lillian Doval  
Address: 391 Calle Asunción Puerto Nuevo San Juan PR 00920  
Tel.: 787-781-3965  
Fax: 787-781-2333  
Email: [centroAyudasocial@gmail.com](mailto:centroAyudasocial@gmail.com)

***Christian Community Center (Church of the Brethren)***

Municipalities served: Eastern Region

*Contact Information*

Name: Revd. Juan Figueroa  
Address: PO Box 30024 San Juan PR 00929  
Tel/Fax: 787-789-8758 / 787-633-5506  
Email: [cccimito@gmail.com](mailto:cccimito@gmail.com)

***Civil Air Patrol***

Municipalities served: All Puerto Rico and Virgin Island

*Contact Information*

Name: Carlos Fernández, COL, CAP/Carlos Muñoz  
Address: Fernando L. Riva Dominnicci Airport  
Lote 8 Lado Sur, Isla Grande, San Juan PR  
Tel: 787-519-9879 / 787- 612-5270  
Email: [marie.rivera@prwg.us](mailto:marie.rivera@prwg.us)/ [carlos.fernandez@prwg.us](mailto:carlos.fernandez@prwg.us) / [carlos.muñoz@prwg.us](mailto:carlos.muñoz@prwg.us)

***PR Council of Churches***

Municipalities served: All

*Contact Information*

Name: Héctor F. Soto Vélez  
Address: 54 Calle Robles, Rio Piedras PR  
Tel: 787-707-0071  
Fax: 787-707-0073  
Email: [sotovel@hotmail.com](mailto:sotovel@hotmail.com)

***American Red Cross Puerto Rico Chapter***

Municipalities served: All Puerto Rico and Virgin Island

Contact Information

Name: Lee V. Feliciano / Ángel Jiménez  
Address: Calle José C. Barbosa, Bo. Monacillos Rio Piedras, PR  
Tel: 787-758-8150  
Fax: 787-758-6086  
Email: [angel.jimenez@redcross.org](mailto:angel.jimenez@redcross.org)

***Salvation Army***

Municipalities served: All

Contact Information

Name: Major Jorge Marzán  
Address: Ponce de León Ave. 1679 Santurce PR  
Tel: 787-999-7000 ext. 228  
Fax: 787-999-7067  
Email: [jorge.marzan@use.salvationarmy.org](mailto:jorge.marzan@use.salvationarmy.org)

***Long Term Recovery Group (GRALPs)***

Municipalities served: All

Contact Information

Name: Edwin Nazario  
Address: Caguitas Colón Stadium, San Lorenzo PR  
Tel: 787- 360-4605/787-736-2262  
Email: [gralp.pr@gmail.com](mailto:gralp.pr@gmail.com)

***United Evangelical Church of Puerto Rico***

Municipalities served: Ceiba, Humacao and Rio Piedras

Contact Information

Name: Pastor Tita Ortiz  
Address: PO Box 8609 Caguas PR 00726-8609  
Tel: 787-745-3340 ext. 3140  
Fax: 787-745-3131  
Email: [ieupr@ieupr.com](mailto:ieupr@ieupr.com)

***\*Puerto Rico Methodist Church, REACE Project***

Municipalities served: All

Contact Information

Name: Mrs. Sarahis Sánchez/ Bishop Rafael Moreno  
Address: UPR Station, Box 23339, San Juan, PR 00931  
Tel: 787-765-3120 / 787-765-3103 / 787-765-3105  
Fax: 787-751-3615 / 787-767-7146  
Email: [mmoreno@metodistapr.org/reaciendocomunidades2011@gmail.com](mailto:mmoreno@metodistapr.org/reaciendocomunidades2011@gmail.com)

**\*American Legion**

Municipalities served: All

Contact Information

Name: Mr. Carlos Santana/Mr. Fernando Fernández  
Address: PO Box 11424 Caparra Height, Sta. San Juan PR 0922  
Tel.: 787-792-4899 / 787-942-8043 / 787-930-8525  
Fax: 787-792-5947  
Email: [adjvincent@gmail.com](mailto:adjvincent@gmail.com) / [charliesantana44@gmail.com](mailto:charliesantana44@gmail.com)

**Puerto Rico Emergency Response Team, Inc.**

Municipalities served: Northern Region

Contact Information

Name: Mr. DiMarys Díaz  
Address: Calle Fresa 2k 21 Lomas Verdes Bayamón PR  
Tel: 787-697-2019/787-430-6704  
Email: [didiaz69@hotmail.com](mailto:didiaz69@hotmail.com) / [pretrscorpion@gmail.com](mailto:pretrscorpion@gmail.com)

**Maranatha Civil Emergency Life Support Group**

Municipalities served: Eastern municipalities

Contact Information

Name: Justino Santiago  
Address: Calle Ferrocarril Final, Humacao, PR  
Tel/fax: 787-850-4275 / 787-321-8048  
Email: [justino\\_tino@yahoo.com](mailto:justino_tino@yahoo.com)

**Episcopal Social Services**

Municipalities served: Carolina, Ponce, San Juan, Trujillo Alto and Vieques

Contact Information:

Name: Mrs. Zoraida Ramos Ayala  
Address: Urb. Monte Atenas, Calle Atenas 1300 San Juan PR  
Tel: 787-755-0055/787-755-7260  
Fax: 787-755-0990  
Email: [zoraida.ramos58@gmail.com](mailto:zoraida.ramos58@gmail.com)

**Presbyterian Synod of Puerto Rico, Emergency Committee**

Municipalities served: All

Contact Information

Name: Revd. Francisco Velázquez  
Address: Urb. Alemañy, Calle San José, 4 Mayagüez PR  
Tel: 787-374-5823  
Email: [francisv@coqui.net](mailto:francisv@coqui.net)

***U.S.V. of Homeland Security Service Command***

Municipalities served: All, including Vieques and Culebra

**Contact Information**

Name: Mr. Thomas A. Nieves  
Address: Julio E. Monagas National Park, Bayamón PR  
Tel: 939-644-2324 / 787-784-4171  
Email: thomasnieves43@gmail.com

## APPENDIX A

### FEMA INFORMATION GUIDE

To request assistance: 1-800-621-FEMA (3362)

TTY: 1-800-462-7585

www.fema.gov

|  |   |
|--|---|
| <p>American Red Cross &amp; Agencies<br/>Volunteers<br/>Emergency Needs<br/>For example: food, clothing, shelter, etc.</p> | <p>Personal Insurance Coverage<br/>If you have property or flood insurance, call as soon as possible. Federal and State assistance is for disaster losses not covered by insurance.</p> |
|--|---|

Process: application, inspection, notification, appeal. Call 1-800-621-FEMA  
Visit the Disaster Recovery Centers (DRC's).  
Establish realistic expectations.

#### FEMA INDIVIDUALS AND HOUSEHOLDS PROGRAM (IHP)

The maximum federal financial assistance available is \$32,900.00. This program can provide assistance for a maximum of 18 months.

#### HOUSING ASSISTANCE (HA) (100% federal funds)

Includes housing assistance for homeowners and renters **displaced** from their primary residence and for those whose primary homes are **inhabitable** as a result of the disaster, and who are **under-insured** or do not have insurance to cover their living expenses.

- 1) Temporary Housing  
**Financial Assistance** (check or direct deposit)
  - a) Rental
  - b) Reimbursement for sheltering costs

**Direct Assistance (not financial)**  
Mobile Homes/Travel Trailers

- 2) Repair  
**Financial Assistance** (check or direct deposit)
- 3) Replacement  
**Financial Assistance** (check or direct deposit)
- 4) Permanent Housing Construction  
**Direct Assistance**

#### OTHER NEEDS ASSISTANCE (ONA) (75% federal funds, 25% state funds)

Financial assistance to individuals and families who **do not have insurance or whose application to SBA has been denied**. This assistance is to cover essential needs. **(Only Financial.)**

#### **Not SBA dependent**

- 1) Medical, Dental, Funeral, and Other Costs  
**Medical** (including personal medical property)  
**Dental**  
**Funeral**  
**Other/Miscellaneous Costs:** Reimbursement

#### **SBA Dependent**

- 2) Personal Property, Transportation, Moving and Storage

#### **Personal Property:**

Repair/replacement of personal property (including essential items)

#### **Transportation:**

Vehicle: repair/replacement

Public: transportation costs

(not SBA dependent)

#### **Moving and Storage**

Small Business Administration (SBA)

Low-interest long-term loans for homeowners/renters/businesses. Helps return property to its pre-disaster condition. Commercial loans for economic and physical losses. Loans for mitigation measures are also available.

**Must complete the loan application package from SBA to continue the process.  
Other assistance is available.**

Other Agency Programs

Disaster Unemployment Assistance (DUA)  
Insurance Information  
Crisis Counseling  
Asistencia para contribuciones

Legal Assistance  
Veteran's Benefits  
Consumer Services

Services to the Elderly  
Agricultural Assistance

Social Security Assistance

National Flood Insurance Program (NFIP)

- ✓ The NFIP is a form of mitigation. Homeowners insurance does not cover flood damages.
- ✓ Anyone in participating communities can buy national flood insurance through a local insurance agency.
- ✓ Participating communities agree to adopt and enforce floodplain management ordinances to reduce future flood damage.
- ✓ To request a policy, call an insurance agent.
- ✓ **Contact:** call 1-888-427-4661 ó 1-800-638-6620