

RESOURCE GUIDEBOOK

INFORMATION AND RESOURCES TO HELP INDIVIDUALS ARRIVING IN RHODE ISLAND FROM PUERTO
RICO AFFECTED BY HURRICANES MARIA AND IRMA





Welcome to Rhode Island

Governor Gina M. Raimondo and Secretary of State Nellie Gorbea

Friends:

On behalf of all Rhode Islanders, we would like to welcome you to the State Rhode Island. You have faced unimaginable hardships, and we – Rhode Island’s leaders and state agencies – offer our help and support as you establish a new home in the Ocean State.

In partnership with the Rhode Island Emergency Management Agency (RIEMA), and with the assistance of state agencies and local nonprofits, our offices have worked hard to ensure that you and your families have access to necessities, resources, and assistance during this challenging time. To make your transition as easy as possible, we’ve compiled the information you may need in this user-friendly guidance document.

The **Resource Guidebook** will be your key to the network of support and services Rhode Island offers you. It will help you learn about the programs and resources that are specifically designed for individuals and families displaced by the 2017 hurricanes. In addition, it will show you how to obtain services such as education, healthcare, housing, and job-training through the state and nonprofit entities. Most importantly, the guide will connect you to the agencies and individuals who stand ready to assist you as you navigate the difficult months ahead.

The Resource Guidebook contains a wealth of information, and we hope it answers the questions you have and provides direction as you settle into a new place. Above all else, we want you to know that you have friends here in Rhode Island.

¡Nuestra casa es su casa!

A handwritten signature in black ink, appearing to read "Gina Raimondo".

Gina M. Raimondo
Governor

A handwritten signature in black ink, appearing to read "Nellie M. Gorbea".

Nellie Gorbea
Secretary of State

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The State of Rhode Island has coordinated efforts across state agencies and nonprofit organizations to support evacuees. Individuals coming to Rhode Island often arrive with very little and require an array of services. Government, for-profit, and nonprofit service providers from the education, healthcare, and housing sectors are available to help these individuals and families. In addition, we are working closely with the Federal Emergency Management Agency (FEMA) to identify all disaster assistance programs and resources available through the federal government.

This guide aims to make it easier. Use the guide to quickly find topic- by-topic information and links. The following is a summary of the various resources and pathways to support available to evacuees through multiple agencies and programs.

Supported by the State of Rhode Island and Rhode Island United Way and 2-1-1.

Important Contact Information

Police, Medical or Fire Emergency (9-1-1)

Always dial 9-1-1 for Police, Medical or Fire Emergency. Spanish speaking interpreters are always available.

Federal Emergency Management Agency (FEMA)

Contacting FEMA: It is important that you register with the Federal Emergency Management Agency (FEMA) to see if you are eligible for any individual assistance. You can call the FEMA Assistance Line at 1-800-621-3362 or register on line at www.disasterassistance.gov.

2-1-1 Hotline

By phone or online: The 2-1-1 hotline is available for those seeking information or assistance regarding services available in the State of Rhode Island. Dial 2-1-1 press option '5' (for Spanish, press option '7' and then '2') or visit www.211RI.org. Bilingual specialists or interpreters are available 24 hours a day, 7 days a week, 365 days a year.

Useful Numbers

Aids Project RI	1-800-726-3010
Lesbian, Gay, Bisexual and Transgender National Hotline (www.glbthotline.org/national-hotline.html)	1-888-843-4564 1-866-488-7386
Progreso Latino (www.progresolatino.org/ProgramsHome.html)	1-401-728-5920
Protective Services Unit	1-401-462-0555
RI Child Abuse Hotline	1-800-742-4453
RI Council on Alcoholism	1-866-252-3784
RI Domestic Violence Hotline	1-800-494-8100
RI Legal Services	1-401-274-2652
RI Samaritan Suicide / Crisis Prevention Hotline	1-800-365-4044 1-401-272-4044
Sexual Assault and Trauma Resource Center of RI	1-401-421-4100
Teens / Run-A-Way Youth	1-401-521-7233
WIC (Women, Infant, and Children's) Program Locations	1-401-222-5960
Youth Pride	1-401-421-5626

Case Management

There are limited case management resources available currently to help arrivals who have complex needs and require a higher level of support. Some, but not all, of the agencies included in this reference guide are able to assist with disaster case management. See the Community Action Programs section for agencies in your area.

Child Care

Department of Human Services (DHS) - Child Care Assistance Program (CCAP)

Department of Human Services

P.O. Box 8709

Cranston, RI 02920-8787

DHS Call Center: 1-855-MY-RIDHS (1-855-697-4347)

DHS Office Locations: www.dhs.ri.gov/DHSOffices/index.php

DHS Programs: www.dhs.ri.gov/Programs/index.php

The Child Care Assistance Program (CCAP) can subsidize the cost of child care for families that are residents of Rhode Island. CCAP is available for children who are US citizens or legal residents and under age 13. The age can be extended to 18 if the child has special needs.

Information about the program is available online here:

www.dhs.ri.gov/Programs/CCAPProgramInfo.php.

Community Action Programs

Community Action Programs (CAP) Agencies can help with employment, education, youth and family support and development, financial services, senior services, housing, basic and emergency needs, health, counseling, and a host of other needs.

Blackstone Valley Community Action Program

32 Goff Avenue, Pawtucket, RI 02860

1-401-723-4520 | www.bvcap.org

Central Falls, Cumberland, Lincoln, Pawtucket, Woonsocket

Community Action Partnership of Providence

518 Hartford Avenue, Providence, RI 02909

1-401-273-2000 | www.cappri.org

Providence

Comprehensive Community Action Program

311 Doric Avenue, Cranston, RI 02910

1-401-467-9610 | www.comcap.org

Coventry, Cranston, Foster, Scituate

East Bay Community Action – Lower Bay

19 Broadway, Newport, RI 02840

1-401-847-7821 | www.ebcap.org

Jamestown, Little Compton, Middletown, Newport, Portsmouth, Tiverton

East Bay Community Action – Upper Bay

100 Bullocks Point Avenue, Riverside, RI 02915

1-401-437-1000 | www.ebcap.org

Barrington, Bristol, East Providence, Warren

Family Resource Community Action

245 Main Street, Woonsocket, RI 02895

1-401-235-7000 | 1-401-235-1720 (24 hour) | www.communitycareri.org

Woonsocket

Tri-Town Community Action – Nothern Region

1126 Hartford Avenue, Johnston, RI 02919

1-401-351-2750 | www.tri-town.org

Burrillville, Glocester, North Providence, Johnston, North Smithfield, Smithfield

Tri-County Community Action Agency - Southern Region

1935 Kingstown Road, Wakefield, RI 02879

1-401-789-3016 | www.sccainc.org

Exeter, Charlestown, Narragansett, Westerly, Hopkinton, North Kingstown, South Kingstown, Richmond, West Greenwich, New Shoreham

South County Community Action

1935 Kingstown Road, Wakefield, RI 02879

1-401-789-3016 | www.sccainc.org

Exeter, Charlestown, Narragansett, Westerly, Hopkinton, New Shoreham, North Kingstown, South Kingstown, Richmond, West Greenwich

Westbay Community Action

224 Buttonwoods Avenue, Warwick, RI 02886

1-401-732-4660 | www.westbaycap.org

East Greenwich, Warwick, West Warwick

Disability Agencies

Department of Human Services (DHS)

Department of Human Services

P.O. Box 8709

Cranston, RI 02920-8787

DHS Call Center: 1-855-MY-RIDHS (1-855-697-4347)

DHS Office Locations: www.dhs.ri.gov/DHSOffices/index.php

DHS Programs: www.dhs.ri.gov/Programs/index.php

Department of Human Services (DHS) – Office of Rehabilitation Services

40 Fountain Street

Providence, RI 02903

Phone: 1-401-421-7005 (Voice), 1-401-421-7016 (TDD), 1-401-462-7791 (Español)

Under the Rhode Island Department of Human Services, the Office of Rehabilitation Services aims “to empower individuals with disabilities to choose, prepare for, obtain, and maintain employment, economic self-sufficiency, independence, and integration into society.” To learn about DHS’s Office of Rehabilitation Services, please visit <http://www.ors.ri.gov/>.

Additional Information

- Programs and services for adults with special needs:
www.eohhs.ri.gov/Consumer/AdultswithSpecialNeeds.aspx
- Information for parents of children with special needs:
health.ri.gov/specialneeds/for/parents/

Office of Library & Information Services (OLIS)

OLIS website has information about health and medical services, food assistance, home and community based services, and rehabilitation services or persons with disabilities.

<http://www.olis.ri.gov/tbl/resources/disability.php>.

Rhode Island Community Living and Supports (RICLAS)

RICLAS supports adult men and women with disabilities in a variety of homes, apartments, and day support services throughout the state. <http://www.bhddh.ri.gov/riclas/index.php>.

The Corliss Institute, Inc.

The Corliss Institute provides services for adults with developmental and other disabilities with specialization for those who are deaf or with hearing loss, and/or those with varying modes of communication. More information is available online at: www.corliss.org/.

Trudeau Center

Services include Early Intervention, Pathways Strategic Teaching Center's school for children with autism, enhancement of daily living skills and community participation through Community Support Services and Home-Based Children Services, assorted work opportunities through Day Habilitation and Supported Employment, choices of where to live in Residential and Community Living, Recreation and Leisure Services, and Respite and Family Support ensure our commitment to family involvement and participation. More information is available online at www.trudeaucenter.org.

Other Resource

- Ocean State Center for Independent Living (www.oscil.org/)

Education

Kindergarten through 12:

Students arriving from areas impacted by natural disasters, including Puerto Rico and the U.S. Virgin Islands, who are identified as homeless or "unaccompanied youths" must be provided immediate access to schools under the McKinney-Vento Act. As such, local school districts should immediately enroll students even if they are unable to produce records normally

required for enrollment, such as previous academic records, records of immunization and other required health records, proof of residency, or other documentation.

Enrolling in School:

Families arriving in Rhode Island should contact the local school department in the community that they are living for instructions on how to enroll a school-aged child in the public-school system. Contact information for school districts by community is available on the Rhode Island Department of Education Website (www2.ride.ri.gov/Applications/MasterDirectory/Organization_List.aspx) or by calling the Office of the Commissioner of Elementary and Secondary Education at 1-401-222-8700.

Immunizations:

The Office of Immunization at the Rhode Island Department of Health has access to the Puerto Rico Immunization Registry (PRIR). Schools or provider offices that have questions about the immunization status of students/patients from Puerto Rico, may contact Kathy Marceau by email at Kathy.Marceau@health.ri.gov or by phone at: 1-401-222-4624.

Higher Education:

Rhode Island's public colleges and university, in partnership with the Office of the Postsecondary Commissioner (OPC), are ready and willing to work with students affected by 2017 hurricanes so that they can continue their higher education. The Council on Postsecondary Education has authorized Rhode Island's three public institutions to classify victims of the 2017 hurricanes Harvey, Irma, and Maria as eligible for in-state tuition rates. Each institution will work with qualifying students on a case-by-case basis. Contact the institution where you are interested in enrolling to explain your situation and get more information about the application process and financial aid options. You may also reach out to OPC with general questions and guidance.

Rhode Island Office of the Postsecondary Commissioner (OPC)

Martin Quirk, Planning | martin.quirk@riopc.edu | 1-401-736-1114

Community College of Rhode Island (CCRI)

Terri Kless, Director of Admissions | tkless@ccri.edu | 1-401-825-2179

Apply online at: www.ccri.edu

Rhode Island College (RIC)

Admissions Office | admissions@ric.edu | 1-401-456-8234

Apply online at: <http://www.ric.edu/admission/Pages/default.aspx>

University of Rhode Island (URI)

Admissions Office | admission@uri.edu | 1-401-874-7000

Apply online at: web.uri.edu/admission/web.uri.edu/admission/

English as a Second Language and English Language Resources

English classes are offered for low-cost or free at many community organizations and education programs across Rhode Island. Families interested in enrolling in programs can the following organizations for more information.

THE RHODE ISLAND RESOURCE HUB WEBSITE

The RI Resource Hub is an online directory of education programs and resources throughout the state.

<http://riresourcehub.org/>

DORCAS INTERNATIONAL INSTITUTE OF RHODE ISLAND

220 Elmwood Avenue

Providence, RI 02907

1-401-784-8600

www.diiri.org/EducationWorkforce/EnglishforSpeakersofOtherLanguages/tabid/170/Default.aspx

ENGLISH FOR ACTION

122 Manton Avenue

Providence, RI 02909

1-401-421-3181

www.englishforaction.org/

RHODE ISLAND REGIONAL ADULT LEARNING

191 Social Street

3rd Floor, Suite 11

Woonsocket, RI 02985

1-401-762-3841

www.riral.org/esl/

CATHOLIC SOCIAL SERVICES OF RHODE ISLAND

Blessed Sacrament Church

239 Regent avenue

Providence, RI

1-401-738-1599

www.catholicsocialservicesri.org/english-as-a-second-language-esl-classes

PAWTUCKET PUBLIC LIBRARY

13 Summer Street

Pawtucket, RI 02860

1-401-725-9261

www.pawtucketlibrary.org/esl-literacy.htm

RHODE ISLAND FAMILY LITERACY INITIATIVE

Providence Public Library

150 Empire St.

Providence, RI 02903

1-401-455-8041
www.rifli.org/learn/

Employment / Jobs

Workforce Development

The Rhode Island Department of Labor and Training's Workforce Development Services Division assists jobseekers in accessing employment, workforce information and education and training services. Workforce Development Services administers workforce programs that guide jobseekers to suitable employment and facilitates the connection between employers and qualified workers. For more information, visit www.dlt.ri.gov/wfds/.

EmployRI

EmployRI.org is the state's online career service platform that offers a range of free job assistance services including an online job board, individual skills analysis, training programs, and industry profiles and labor market information. To learn more, visit www.employri.org/.

netWORKri

The *netWORKri* career centers provide a variety of free services, including working with experienced career counselors, job matching services, short-term training and workshops, and job search skills such as resume and cover letter writing and interview preparation. To learn more about *netWORKri*, please visit www.networkri.org/ or stop by one of the state's four *netWORKri* career centers located regionally throughout Rhode Island:

Providence netWORKri

One Reservoir Avenue, Providence, RI 02907
Hours: Monday - Thursday, 8:00 a.m. - 4:00 p.m.
Friday 10:00 a.m. to 4:00 p.m.
Phone: 1-401-462-8900

Wakefield netWORKri

4808 Tower Hill Road, Wakefield, RI 02879
Hours: Tuesday - Thursday, 8:00 a.m. - 4:00 p.m.
Phone: 1-401-782-4362

West Warwick netWORKri

1330 Main Street, West Warwick, RI 02893
Hours: Monday - Thursday, 8:00 a.m. - 4:00 p.m.
Friday 10:00 a.m. - 4:00 p.m.
Phone: 1-401-462-4100

Woonsocket netWORKri

219 Pond Street, Woonsocket, RI 02895

Hours: Monday - Thursday, 8:00 a.m. - 4:00 p.m.
Friday 10:00 a.m. - 4:00 p.m.
Phone: 1-401-235-1201

Real Pathways RI

Real Pathways RI is a workforce development initiative designed to address employment challenges of individuals with barriers to employment. A network of service providers throughout the state provide a range of education and training solutions to effectively prepare and place individuals with sustainable employment opportunities. Real Pathways supports partnerships serving the following populations: adult learners, disabled, English Language Learners (ELL), formerly incarcerated, homeless, long-term unemployed, veterans and youth with barriers to employment. For more information, please visit www.gwb.ri.gov/workforce-partner-resources.

Real Jobs RI

Real Jobs RI is a workforce development initiative designed to address the unique workforce challenges of Rhode Island's high demand and high wage industries. Real Jobs RI grows business-led partnerships that build workforce solutions to address their unique workforce challenges. Solutions can be:

- Placing new employees into immediate job openings;
- Up-skilling current employees to advance skills and/or remain competitive;
- Creating pipelines of talent for the future.

Real Jobs RI is a win/win because companies get the talent they need to compete globally and grow locally, and Rhode Islanders get opportunities to thrive in a flourishing economy.

Currently, Real Jobs has partnerships in the following industries: agriculture, aquaculture, bioscience, commercial fishing, construction, defense, design, energy, finance and insurance, healthcare, hospitality, information technology, manufacturing, marine trades, regional, social enterprise, and transportation. To learn more about Real Jobs, call 1-401-462-8745 or visit www.dlt.ri.gov/realjobs.

Skills for Rhode Island's Future

Skills for Rhode Island's Future is a nonprofit talent sourcing agency focused on helping local employers meet unmet hiring needs by connecting them with qualified job seekers from the unemployed and underemployed talent pool. Services are free of charge to employers and job seekers.

Unemployed and underemployed candidates can apply to jobs and training programs by visiting www.skillsforri.com/jobs. Skills for RI Recruiters speak multiple languages, including Spanish. Please call 1-401-680-5960 if you would like to speak directly to a Skills RI recruiter.

Family Resources

Families affected by the disaster in Puerto Rico and the U.S. Virgin Islands have experienced significant emotional pain and trauma. Getting connected to emotional, family, and cultural supports will be important. The following is a list of some of the community supports available.

[Adoption Rhode Island](#)

Adoption Rhode Island is dedicated to finding families for children in state care and supporting those children and families throughout the adoption process. Adoption RI also provides child, youth and family support services, education, training, advocacy, and referrals. For more information, please visit: www.adoptionri.org/.

[The Autism Project](#)

The Autism Project's mission is to develop a comprehensive system of care and resources that meet the needs of children and adults with autism and their families including education, health, vocational, career, and social and community needs. For more information, please visit: www.theautismproject.org/.

[BrightStars](#)

BrightStars seeks to help families in Rhode Island access quality child care, early learning, and school-age programs. Through the agency's star rating system and professional development services, they help child care providers learn about best practices and apply them to improve the care children receive. For more information, please visit: www.brightstars.org.

[Children's Friend](#)

Children's Friend is a leading provider of child welfare, family support, mental health, and child development services with centers in Providence, Pawtucket, and Central Falls. For more information, please visit: www.cfsri.org/.

[Connecting for Children and Families](#)

Connecting for Children and Families works to improve the quality of family and community life in Woonsocket, one of Rhode Island's core urban cities. CCF offers a wide range of family support initiatives, educational programs, and social services for inner-city children and their families that often reach our neighboring Northern Rhode Island towns and cities. www.cfccenter.org/about.html.

[Rhode Island Executive Office of Health and Human Services \(EOHHS\)](#)

The **Executive Office of Health and Human Services** has compiled a list of programs and services available to families with children. That list is accessible online at www.eohhs.ri.gov/Consumer/FamilieswithChildren.aspx.

The **Rhode Island Department of Human Services** offers a host of family-focused programs and family resources. For the full list of DHS programs, visit www.dhs.ri.gov/Programs/index.php.

The **Rhode Island Department of Health** has compiled information for parents of children with special needs online here: www.health.ri.gov/specialneeds/for/parents/. For information about programs and services for adults with special needs, visit www.eohhs.ri.gov/Consumer/AdultswithSpecialNeeds.aspx.

EOHHS - Department of Human Services (DHS) – Regional Family Centers

Providence

206 Elmwood Avenue

Providence, RI 02907

1-855-MY-RIDHS (1-855-697-4347)

FAX: 1-401-415-8349

Open Mon-Fri, 8:30 am - 4:00 pm *Extended hours on Tues and Wed, 8:30am - 6:30pm

Pawtucket

249 Roosevelt Avenue

Pawtucket, RI 02860

1-855-MY-RIDHS (1-855-697-4347)

FAX: 1-401-721-6659

Open Mon-Fri, 8:30 am - 4:00 pm

Woonsocket

800 Clinton Street

2nd Floor, Suite 201

Woonsocket, RI 02895

1-855-MY-RIDHS (1-855-697-4347)

Open Mon-Fri, 8:30 am - 4:00 pm *Extended hours on Tues and Wed, 8:30am - 6:30pm

Warwick

195 Buttonwoods Avenue

Warwick, RI 02886

1-855-MY-RIDHS (1-855-697-4347)

FAX: 1-401-736-1442 or 1-401-736-1443

Open Mon-Fri, 8:30 am - 4:00 pm

South County Regional Family Center

4808 Tower Hill Road, Suite G1

Wakefield, RI 02879

1-855-MY-RIDHS (1-855-697-4347)

FAX:1-401-782-4316

Open Mon-Fri, 8:30 am - 4:00 pm

Newport Regional Family Center

272 Valley Road
Middletown, RI 02842
1-855-MY-RIDHS (1-855-697-4347)
FAX: 1-401-851-2105
Open Mon-Fri, 8:30 am - 4:00 pm

Family Service of RI

Family Service of RI works to build social service partnerships that respond creatively to the unmet needs of individuals, families, and the community so that people can live independently, advocate for themselves, and better their own lives. Services and programs include: Early Intervention, Healthy Families Rhode Island, Education, First Connections, Helping Troubled Kids, Helping Troubled Families, Helping Parents Help Their Kids, Foster Care and Adoption, AIDS Project RI, Client Rights, and Responsibilities. For more information, please visit: www.familyserviceri.org.

RI Family Guide

The RI Family Guide includes information on child care, bereavement, illness, and new parent support groups, classes for new parents, adoption, foster care, immunizations, hospitals, nutrition, pregnancy and woman's health, and fun activities around the state. For more information, please visit: www.rifamilyguide.com/.

Day One

Organization that provides support to victims of sexual assault. They offer treatment, intervention, education, advocacy, and prevention services to Rhode Islanders of all ages—from preschool children to elder adults.

100 Medway Street
Providence, RI 02906
1-401-421-4100
www.dayoneri.org/

RI Coalition Against Domestic Violence

Organization that provides support to victims of domestic violence, dating violence, sexual violence, and stalking.

422 Post Road
Suite 102
Warwick, RI 02888
Phone: 1-401-467-9940
Fax: 1-401-467-9943

Fax: 1-401-467-9943
Email: ricadv@ricadv.org
Website: www.ricadv.org/en/

24 Hour Help for domestic violence, dating violence, sexual violence, stalking, crime victims, counseling services, substance abuse, and LGBT. 1-800-494-8100 / www.helplineri.com/

Federal Emergency Management Agency (FEMA) Resources and Programs

Individuals who have evacuated from Puerto Rico should immediately apply for Individual Assistance from FEMA. The following provides brief descriptions of several of FEMA's disaster assistance programs that eligible Hurricane Maria disaster survivors from Puerto Rico may be able to access. This document does not detail all FEMA disaster assistance programs. All disaster survivors must apply directly to FEMA for benefits through disasterassistance.gov or 1-800-621-3362 or TTY: 1-800-462-7585. FEMA will coordinate directly with the applicant to determine eligibility of the applicant/household for the various programs.

- **Transitional Shelter Assistance (TSA) Program** – FEMA and Puerto Rico have activated the TSA program for eligible applicants. TSA is a hotel voucher program that provides eligible disaster survivors with short term housing at hotels that are under contract with FEMA to provide rooms to disaster survivors. Currently, FEMA has approved TSA for eligible applicants for an initial period of 75 days with plans to conduct a 30-day mid-term assessment. FEMA may extend TSA benefits beyond 75 days based on FEMA reassessment and approval. Please note: TSA will be available to all eligible applicants. Since this program was activated on October 31st, individuals who have already registered for FEMA assistance prior to that date should reach out to FEMA to obtain information on the program and verify eligibility. Eligible survivors can find the list of TSA-approved hotels on www.disasterassistance.gov, and click on the Transitional Sheltering Assistance (TSA) Program – Participating Hotel List link.

- **Individuals and Households Program (IHP)** - There are two components to the IHP Program: Housing and Other Needs Assistance (ONA). The maximum total benefit across both programs that an individual or household can receive for Puerto Rico's presidential disaster declaration is \$33,300.
 - **Housing Assistance** - Provides funding to eligible households up to the program maximum for necessary housing-related expenses and other significant needs that cannot be met through other means, including temporary housing (see below for more details), repair or replacement of existing home, and/or semi-permanent or permanent housing construction. Please note: Housing Assistance benefits generally are not made available to applicants until FEMA has verified damage to the primary dwelling by conducting a home inspection. In addition, applicants must have a representative onsite when the FEMA inspection is conducted (given the current volume of applicants, inspections are occurring approximately 30 - 45 days after a household has filed an application).

- The temporary housing assistance programs are as follows:

- Lodging Expense Reimbursement (LER)
 - Applicants who incur out-of-pocket temporary lodging expenses may be reimbursed for these expenses. Temporary lodging needs must be a direct result of the applicant's primary residence being rendered uninhabitable because of impacts from the presidentially-declared disaster.
 - LER may be awarded from the start date of the incident, up to and not to exceed seven days from the approved date of any initial Rental Assistance award (see below for more detail on Rental Assistance).
 - Home must be uninhabitable or inaccessible (requires inspection).
 - Receiving temporary lodging for same dates through Voluntary Organizations Active in Disaster (VOAD) or a similar organization is a duplication of benefit.
- Rental Assistance
 - Provided to applicants to rent temporary housing when displaced from their primary residence as a result of a presidentially-declared disaster.
 - Primary home must be uninhabitable or, inaccessible or, affected by utility outages or, unavailable due to forced relocation (i.e., property owner restricting access).
 - While receiving Rental Assistance a Permanent Housing Plan will be developed for the applicant by FEMA.
- Continued Rental Assistance
 - Provided based on need, and generally only when adequate, alternate housing is not available, or when the applicant's Permanent Housing Plan has not been fulfilled through no fault of the applicant.
- **Other Needs Assistance (ONA)** - Provides funding to eligible applicants for uninsured, underinsured, or disaster-related necessary expenses and serious needs, not housing related, that cannot be met through other means. Under this program, financial assistance may be provided for childcare, medical and dental expenses, funeral and burial costs, transportation, and replacement of personal property depending upon eligibility requirements. Total benefit (including any benefits received under the housing component of IHP) cannot exceed the \$33,300 per household cap.
 - Personal Property Assistance: To repair or replace essential household items including, but not limited to, furnishings and appliances, accessibility items defined within the Americans with Disabilities Act, and specialized tools and protective clothing required by an employer.
 - Transportation Assistance: To repair or replace a vehicle damaged by a disaster and other transportation-related costs.
 - Moving and Storage Assistance: To relocate and store personal property from the damaged primary residence to prevent further disaster damage, such as ongoing repairs, and returning the property to the primary residence.

- Funeral Assistance: To assist with funeral expenses incurred as a direct result of a declared disaster, which may include reallocation or reburial of unearthed remains and replacement of burial vessels and markers.
- Medical and Dental Assistance: To assist with medical or dental expenses caused by a disaster, which may include injury, illness, loss of prescribed medication and equipment, or insurance co-payments.
- Child Care Assistance: A one-time payment, covering up to eight cumulative weeks of child care expenses, for a household's increased financial burden to care for children aged 13 and under; and/or children aged 14 to 18 with a disability as defined by federal law.
- Information for individuals who need help replacing important lost or damaged documents can be found at: www.fema.gov/news-release/2017/10/24/4339/fact-sheet-after-maria-replacing-important-lost-or-damaged-documents

FEMA - Financial Assistance

The Federal Emergency Management Agency (FEMA) provides financial individual assistance (**IA**) to those who suffered property damage or loss caused by Hurricane Maria. Individuals must register for this help with FEMA by dialing 1-800-621-3362 or registering online at www.disasterassistance.gov. The Small Business Administration (SBA) also offers disaster loans to help cover expenses that are greater than what insurance and FEMA may be able to cover.

FEMA is also offering Critical Needs Assistance (**CNA**). These are one-time \$500 payments per household to Hurricane Maria victims who have critical needs due to being displaced from their primary residence. FEMA defines a 'critical need' as a life-saving or life-sustaining item such as water, food, first aid, prescription medicine, baby formula, diapers, durable medical equipment, or fuel. To be eligible for CNA, households must register with FEMA, verify their identity, attest to their critical needs at the time of registration, and be displaced from their primary residence.

Food and Nutrition

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.

[Department of Human Services \(DHS\) – Supplemental Nutrition Assistance Program \(SNAP\)](#)

The RI Department of Human Services administers the federal Supplemental Nutrition Assistance Program (SNAP) in Rhode Island. The Program provides low-income individuals and families with resources to purchase food. For more information visit: www.dhs.ri.gov/Programs/SNAPProgram.php.

University of Rhode Island SNAP Outreach Project

www.eatbettertoday.com/

1-866-306-0270

Supplemental Nutrition Assistance Program – SNAP (Food Stamps): The Department of Social Services is encouraging any displaced individual or family who might be eligible for SNAP to go directly to one of their regional offices to apply for the program. To find an office near you, dial 2-1-1 or visit www.211RI.org

Women, Infant, and Children’s Program – WIC: 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. And, in cases where an evacuee moves in with another household, the displaced individuals may be treated as a separate economic unit. To find a WIC application site, dial 2-1-1 or visit www.211RI.org.

Food Pantries and Soup Kitchens: To find a pantry that can provide free food items, dial 2-1-1 or visit www.211RI.org.

Rhode Island Food Bank

www.rifoodbank.org/

1-401-942-6325

Furniture

Most shelters and other programs may be able to offer some assistance. The largest program is through the **Furniture Bank of Rhode Island**. Referrals to the exchange are through more than 85 statewide member agencies; call 1-401-461-5511 for hours, member agencies, or more information.

Healthcare

Executive Office of Health and Human Services

<http://www.eohhs.ri.gov/>

Health Source Rhode Island

www.healthsourceri.com/?gclid=CMY9s7L5070CFSISMwodyB0Aww

Household Goods

United Way of Rhode Island

50 Valley St.

Providence, RI 02909
www.uwri.org/

Salvation Army

386 Broad Street
Providence, RI 02907
<https://ctri.salvationarmy.org/sne/providence>

Housing

Department of Housing and Urban Development

Individuals with tenant-based Section 8 vouchers in Puerto Rico who want to transfer their vouchers to Rhode Island can do the following: Once an individual locates an available unit, they would then need to contact the Housing Authority in Puerto Rico that issued the voucher and work with them to 'port' it to the new town where the housing unit is located.

PUERTO RICO HUD CONTACT INFORMATION

Parque Las Americas 1
235 Federico Costa Street, Suite 200
SAN JUAN PR 00918
Director: Antonio Cordova
Phone: (787) 766-5400 x2035
Fax: (787) 766-6504

Rhode Island Housing

44 Washington Street
Providence, RI 02903
Main Switchboard: 1-401-457-1234
Toll Free: 1-800-427-5560
TTY: 1-401-450-1394
Para Español: 1-401-457-1122
Help Center: 1-401-457-1130
www.rhodeislandhousing.org

Office of housing and community development

1-401-222-2083
<http://ohcd.ri.gov/homelessness/looking-for-help.php>

RESOURCES:

- Shelter Guide
- StreetSights

- Subsidized Housing Guide (English and En Español)
- Hard Hit Fund (Mortgage Assistance Program) - Foreclosure
- Housing Locator RI
- State Rental Subsidy Program
- School Contact List (Homeless Student Transportation to Home District)

Crossroads

160 Broad Street

Providence, RI 02903

1-401-521-2255 (24 hours/ 7 days a week)

SERVICES:

- Housing units for families and individuals
- Education and employment services
- Shelter

Identification

Division of Motor Vehicles

The Division of Motor Vehicles issues driver's licenses, state identification cards, motor vehicle plates and registrations. All Out-of-Country and US Territories driver's license transactions must be done at the **DMV Cranston headquarters**. These transactions are not performed at DMV branch locations or AAA branch offices. Citizens may be subject to written and/or road tests.

DMV Cranston Headquarters

600 New London Avenue

Cranston, RI 02920

1-401-462-4368

www.dmv.ri.gov/

Latino Nonprofit Organizations

Progreso Latino

1-401-728-5920

www.progresolatino.org

Progreso Latino (PL) is a Latino led community based nonprofit organization with a mission to support community members to achieve their life, professional, civic goals. PL offers bilingual services across the age spectrum and welcomes community members as volunteers.

Services include but are not limited to: Bilingual Early Education (Pre-school and Before and After Care), Bilingual Senior Program with Lunch, Food Pantry-Central Falls, Immigration and Social Services Program, Adult Education Classes (ESL, GED, Computer Literacy), Job Club

Assistance with Job Search and Workshops, Victims of Crime Support Assistance for those experiencing violence, Wellness Health Screenings and Health Education, Youth Programs

Legal Help

(Fees may be applied for service)

Center for Mediation and Collaboration RI

www.cmcri.org/

1-401-273-9999

Rhode Island Bar Association

www.ribar.com/

1-401-421-7799

Rhode Island Disability Law Center

www.ridlc.org/

1-401-831-3150

Rhode Island Legal Services

1-800-662-5034

www.rils.org/

Rhode Williams University School of Law - Immigration Clinic

<https://law.rwu.edu/academics/juris-doctor/clinics-and-externships/immigration-clinic>

1-401-254-4500

The American Civil Liberties Union (ACLU)

1-401-831-7171

<http://www.riaclu.org>

Medical Resources

Department of Health

www.health.ri.gov/

Community Health Centers: www.health.ri.gov/healthcare/providers/communityhealthcenters/

Pregnancy Support: www.health.ri.gov/for/pregnantwomen/

STD Services: www.health.ri.gov/find/stdservices/

Rhode Island Free Clinic

rifreeclinic.org/

Rhode Island Health Center Association

www.rihca.org/about-the-health-centers/health-center-directory.aspx

Mental Health

Kids' Link RI

Kids' Link RI™ is a hotline for children in emotional crisis. A program offered in collaboration with Gateway Healthcare, Lifespan, Hasbro Children's Hospital and Bradley Hospital, Kids' Link RI is available 24 hours a day, seven days a week for children suffering from behavioral problems or psychiatric illness.

Bradley Hospital and Gateway; 24/7; services do not require insurance
1011 Veterans Memorial Parkway
East Providence, RI 02915
1-855-543-5465

National Alliance on Mental Illness (NAMI) Rhode Island

NAMI Rhode Island provides support to people with mental illness and their family members and friends, educates professionals and the public about mental illness, and advocates for improved services for all people with mental illness. For more information, visit www.namirhodeisland.org / HELPLINE: 1-800-273-8255

Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals

www.bhddh.ri.gov/mh/index.php

East Bay Center

Adams Farley Bldg., 1445 Wampanoag Trail, Suite 106
East Providence, RI 02915-2205

East Bay Mental Health 24-hour Emergency Services
Two Old County Road, Barrington, RI 02806
1-401-246-0700

SERVICE AREA: BARRINGTON, BRISTOL, EAST PROVIDENCE, AND WARREN

The Kent Center

2756 Post Road, Warwick, RI 02886-3003
Kent Center 24-hour Emergency Services and Intake
50 Health Lane, Warwick, RI 02886
1-401-738-4300

SERVICE AREA: COVENTRY, EAST GREENWICH, WEST GREENWICH, WARWICK, AND WEST WARWICK

The Providence Center

528 North Main Street, Providence, RI 02904
Providence Center 24-hour Emergency Services
530 North Main Street, Providence, RI 02904
1-401-274-7111

Providence Center Intake

530 North Main Street, Providence, RI 02904
1-401-276-4020 or 1-800-465-0300

SERVICE AREA: PROVIDENCE

NRI Community Services

PO Box 1700, Woonsocket, RI 02895-0856 (*Mailing Address for all sites*)
1-401-235-7000 (*Main Number*)

NRI Community Services 24-hour Emergency Services
1-401-235-7120

NRI Community Services Initial Intake
800 Clinton Street, Woonsocket, RI 02895-0856
1-401-235-7121

SERVICE AREA: BURRILLVILLE, CUMBERLAND, LINCOLN, NORTH SMITHFIELD, AND WOONSOCKET

The Kent Center

2756 Post Road, Warwick, RI 02886-3003
Kent Center 24-hour Emergency Services and Intake
50 Health Lane, Warwick, RI 02886
1-401-738-4300

SERVICE AREA: COVENTRY, EAST GREENWICH, WEST GREENWICH, WARWICK, AND WEST WARWICK

Gateway Health Care

249 Roosevelt Ave. Suite 205, Pawtucket, RI 02860
Gateway Pawtucket 24-hour Emergency Services
101 Beechwood Ave., Pawtucket, RI 02860
1-401-723-1915

Gateway Johnston 24-hour Emergency Services
1516 Atwood Ave, Johnston, RI 02919
1-401-553-1031

Gateway Intake
101 Bacon Street, Pawtucket, RI 02860
1-401-729-8701

SERVICE AREA: PAWTUCKET, CENTRAL FALLS, CRANSTON, FOSTER, GLOCESTER, JOHNSTON, NORTH PROVIDENCE, SCITUATE, AND SMITHFIELD

South Shore Mental Health Center

PO Box 899, Wakefield, RI 02879
South Shore Mental Health Center 24-hour Emergency Services
PO Box 899, Charlestown, RI 02813
1-401-364-7705

SERVICE AREA: BLOCK ISLAND, CHARLESTOWN, EXETER, HOPKINTON, NARRAGANSETT, NORTH KINGSTOWN, RICHMOND, SOUTH KINGSTOWN AND WESTERLY

Fellowship Health Resources

59 West Shore Road, Warwick, RI 02889
1-401-739-8333

Riverwood Mental Health Services

PO Box 226, Warren, RI 02885
1-401-247-4278

North American Family Institute (NAFI)

651 George Washington Highway, Lincoln, RI 02865
1-401-333-3429

Records/Documents

Hurricane survivors often arrive without many official records or documents. Survivors who need copies of their birth certificates, death certificates, marriage records, and tax records can contact the following:

- Puerto Rico Department of Health: 1-866-842-6765
- **Vital Check** at www.vitalchek.com/vital-records/puerto-rico.
- **Tax Records:** The Internal Revenue Service is reminding hurricane victims of the importance of reconstructing their records after a disaster, including getting copies of previous tax returns. Disaster victims can request a free copy of their tax return by calling 1-800-908-9946 or requesting it online at www.irs.gov/individuals/get-transcript

Senior Citizen Assistance

Department of Human Services (DHS) – Division of Elderly Affairs (DEA)

57 Howard Ave
Louis Pasteur Bldg. 2nd Floor
Cranston RI 02920
www.dea.ri.gov/
Phone: 1-401-462-3000

DEA Assistance

- Food or Finding Health Meals
- Healthcare or Dental Care
- Medicare or prescriptions
- Personal Care
- Protecting yourself or an elder you know
- Locating adult day services
- Long Term Services and Supports
- Supplemental Security Income Program
- Transportation

Other Senior Resources

- Information on Health and Human Services for Elders (Aged 65 and Over): www.eohhs.ri.gov/Consumer/Elders.aspx
- The Point - Resources for Seniors and Adults with Disabilities: www.dea.ri.gov/thepoint/
- Rhode Island Division of Elderly Affairs – Housing: www.dea.ri.gov/programs/housing.php

Shelter

Rhode Island Coalition for the Homeless

1070 Main Street
Suite 304
Pawtucket, RI 02860
Phone 1-401-721-5685
www.rhomeless.org/Default.aspx

Rhode Island Street Sheets

www.rhomeless.org/Resources/StreetSheets/tabid/172/Default.aspx

Rhode Island Domestic Violence Hotline

1-800-494-8100

Translation / Interpreting Services

(Fees may apply)

Dorcas International Institute of Rhode Island

Provide client-centered services, advocacy and opportunities based on expertise in family literacy and adult education, employment services, refugee resettlement, translation, interpretation, U.S. citizenship and immigration services.

North Campus: 220 Elmwood Avenue, Providence, RI 02907
South Campus: 645 Elmwood Avenue, Providence, RI 02907
Phone: 1-401-784-8600
General Email: info@diiri.org

Horton Interpreting Services

225 Chapman Street, Suite 303

Providence, RI 02905
www.language-link.com/
Office: 1-401-331-4798
Fax: 1-401-331-2822
Tel: 1-800-345-2135
Interpreting email: interpreting@language-link.com
Translation email: translations@language-link.com

Providence Certified Translation

Providence Certified Translation Services translate documents for a variety of bodies including the Department of Immigration, universities, and colleges, ENIC-NARIC, social services, local, regional, and national government offices, county courts, the Court of Appeal, the Supreme Court, and the European Court of Human Rights.

68 Dorrance St.
02903 Providence
1-401-4375-587
www.providence-certified-translator.com/

Be Moore Interpreting

Provides interpreting and translating services, cultural competency workshops and assistance with language access laws.

166 Valley St #6m
Providence, RI 02909
Tel: 1-401-216-8696
Fax: 1-401-214-4298
Email: info@bemooreinterpreting.com
www.bemooreinterpreting.com

Transportation

(Fees may apply)

Disabled and Older Adult Options

Many towns have transportation programs for disabled individuals, as well as older adults, that are available at low-cost. To find these programs, dial 2-1-1 or visit www.211RI.org.

The Ride Program

The Ride program is an umbrella service that provides transportation for individuals with disabilities and seniors based on eligibility requirements of several state programs. Certification for each program is required and is performed by the agency that funds the program. Reservations are required for all paratransit services.

www.ripta.com/reducedfareprogram

Information: 1-401-461-9760

Customer Support: 1-401-781-9400

LogistiCare

This service is for non-emergency medical transportation for Medicaid beneficiaries and individuals over the age of 60, who do not have a means of transportation. Please note that Medicaid beneficiaries who can use public transportation or can access rides from family and friends should do that first.

1-855-330-9131

<http://www.logisticare.com/members-families/>

Rhode Island Public Transportation (RIPTA)

Schedule Information: 1-401-781-9400

Customer Service: 1-401-784-9500 extension 2012

www.ripta.com/

Rhody Ten Bus Pass

Ride Care and Ride Share members who need transportation to and from medical appointments are eligible to receive a RIPTA Monthly Bus Pass or Rhody Ten Pass. To get a Monthly Bus Pass or Rhody Ten Pass, Ride Care or Ride Share members need to show their white Medical Assistance ID Card at the Customer Service Desk of a Stop and Shop or Shaw's supermarket. An ID card for each eligible family member will need to be presented to obtain a Monthly Bus Pass or a Rhody Ten Pass.

These passes are available starting on the 25th day of the month for the following month.

Recipients under the age of 5 ride the bus for free and do not need a bus pass. For more information, please call the DHS Info Line at 1-401-462-5300 (English and Spanish).

Unemployment

Unemployment Insurance (UI) Service Center

If you're out of work and able to work, you may be eligible for temporary income called unemployment insurance. If you qualify, you receive payments to help cover your living expenses while you search for new employment.

- Evacuees from Puerto Rico and the Virgin Islands can file for UI online at www.trabajo.pr.gov/. An initial UI claim can be filed by clicking on the label titled

Reclamación Inicial and a continued UI claim can be filed by clicking on the label titled Reclamación Semanas Subsiguientes.

- The Department encourages all individuals to file an initial UI claim online to allow for data to be entered directly into the Puerto Rico Department of Labor (PRDOL) UI system.
- Individuals who do not have internet access, can call PRDOL's call center at 1-787-945-7900 to file a regular initial UI claim or continued UI claims.

Veteran Services

Rhode Island Office of Veteran Affairs

500 Jefferson Boulevard
Warwick, RI 02886
1-401-921-2119

Operation Stand Down

1-800-861-8387

National Call Center for Homeless Veterans

1-877-424-3838

Assists homeless veterans, their families, and at-risk veterans with links to VA and community resources. Services are 24/7

Veterans Recovery Resource Center

1-401-273-7100 / Extension 3413
830 Chalkstone Ave, Providence
Mon - Fri; 7 am - 3:30 pm

Veterans Transitional Supportive Program

1-401-253-8000
480 Metacom Ave, Bristol
Transitional housing and case management

Gateway to Independence

1-401-351-2279
164 Delaine Street, Providence
24 Hour Pre-screening
Transitional housing and veteran services

Veterans Inc.

1-800-482-2565

Homeless Veterans Reintegration Program and Supportive Services for Veteran Families programs for supportive services, housing, job training, and employment. Services and locations available throughout New England.

Additional Information and Contacts

Massachusetts Contact

Family Resource Centers | www.frcma.org/content/services

Connecticut Contact

United Way of Connecticut
1344 Silas Deane Highway
Rocky Hill, Connecticut 06067-1350
Phone: 1-860-571-7500
Fax: 1-860-571-7525
TTY: 1-800-671-0737
1-800-203-1234 | Visit www.211ct.org

FEMA - Puerto Rico Disaster Information

Hurricane Maria - www.fema.gov/disaster/4339

Hurricane Irma - www.fema.gov/disaster/4336

For updates from Puerto Rico on the operational status of hospitals, food and water distribution centers, gas stations, dialysis centers, supermarkets, and other information (available in English and Spanish), please visit: www.status.pr.