



FEMA

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Daily Fact Sheet
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Leadership Key Issues

Message of week:

Our goal is to assist survivors map their own road to recovery.

Many missing out on FEMA disaster assistance

It's up to you ...

When in doubt about applying for disaster assistance, call FEMA.

- Many residents of parishes covered by last month's presidential disaster declaration might be eligible for federal assistance but have not applied with FEMA.

Why not apply?

- Some who already have cleaned up and made repairs themselves think they cannot apply for assistance. **Not true.**
- Some think accepting money from FEMA might affect their Social Security checks or that a FEMA grant would be taxed as income by the IRS. **Not true.**
- Others hesitate in accepting taxpayer money because they feel their neighbors need it more. **FEMA assistance is for all who are eligible.**
- Sometimes survivors assume that once they collect on their insurance they are no longer eligible for federal help, even if the insurance payment fell short of covering the damage. **Not true.**
- **The most common reason:** The assumption that once they alert local, parish or state officials to their damage, they automatically are registered with FEMA. **Not true.**

Register with FEMA today.

- Go online to DisasterAssistance.gov; or
- Call **800-621-3362 from 6 a.m. to 10 p.m.** daily;
- Persons who are deaf, hard of hearing or have a speech disability and use a TTY may call **800-462-7585**. Applicants who use **711** or Video Relay Service may also call **800-621-3362**;
- Download and use the FEMA app.

You Can Help to Move Your FEMA Assistance Request Forward

It's up to you ...

- Move your FEMA application for disaster assistance swiftly by providing **all the information needed** and then **staying in touch**.
- The facts you provide determine what types of assistance you may be eligible to receive. Only when all the **information is complete**, is FEMA able to make a decision regarding your disaster aid.

Follow up—don't give up—if you receive an ineligibility letter.

Remember to:

- **Return insurance information**
 - If you have flood insurance, contact your insurance company and ask for a settlement letter detailing exactly what is covered under your claim. Then turn it in to FEMA (FEMA cannot provide money to individuals or households for losses already covered by insurance).
- **Provide information to prove occupancy or ownership of the damaged property**
 - Utility bills, tax receipts, rental receipts are all proof you lived at the address.
- **Fill out all necessary paperwork and update your contact information**
 - Let FEMA know each time you move or change a phone number:
 - By going online to DisasterAssistance.gov;
 - By calling **800-621-3362** from **6 a.m. to 10 p.m.** daily;
 - Persons who are deaf, hard of hearing or have a speech disability and use a TTY may call **800-462-7585**. Applicants who use **711** or Video Relay Service may also call **800-621-3362**; or
 - By talking face-to-face with a specialist at a disaster recovery center. Find the closest one at fema.gov/disaster-recovery-centers or by calling the FEMA helpline at 800-621-3362.
- **Complete and return the U.S. Small Business Administration (SBA) loan application.**
 - Return the completed SBA loan application even if you choose to decline the loan.
 - Filling out the loan application is a **necessary step** to be considered for additional forms of disaster assistance.

Also in FEMA news:

Transitional Sheltering Assistance (TSA) Program Extension

- The TSA checkout date has been extended to **Wednesday, Oct. 19, 2016**. FEMA will contact applicants who are eligible for the extension to notify them of their new checkout date.

National Flood Insurance Program considerations

Rates

- Flood losses in Louisiana **will not cause flood insurance rates to rise** above scheduled annual rate increases.
 - Properties located in a floodplain that have federally backed mortgages are required by law to be properly insured against known hazards, such as flooding.
 - Anyone can purchase a flood insurance policy if they live in a community that participates in the National Flood Insurance Program.

Coverage

- The NFIP offers two types of coverage — **building and contents**. The mortgage lender may only require you to purchase flood insurance for the structure.

- Contents coverage will cover items such as personal belongings and furniture for an **additional premium**.
- To find your approximate flood insurance costs and the hazard level of your area, visit www.FloodSmart.gov and enter the property address. Contact your insurance agent for questions about a specific property.

Help paying for flood insurance in Louisiana

- You may have to obtain flood insurance as a condition of receiving federal disaster assistance following Louisiana's recent severe storms and floods, but FEMA can help.
 - FEMA may pay for three years' worth of premiums if you're a homeowner or renter who receives federal disaster help and didn't have flood insurance.
 - Keep flood insurance once FEMA stops paying your premiums to be considered for certain recovery grants after future disasters.

NFIP Deadline extended

- Policyholders now have **120 days** from the date of loss to file a flood insurance claim. This extension **doubles** the **60-day** deadline NFIP usually requires.

NFIP Milestones

- As of Sept. 16, the NFIP authorized and issued more than **\$373 million** in payments to **28,900** policyholders so they can repair and rebuild.

Other survivor concerns

- **Reinterment:** FEMA disaster assistance may be available for reinterment efforts in Louisiana cemeteries, where floodwaters have dislodged or destroyed caskets, vaults, and mausoleums.
 - **In privately owned cemeteries**, assistance may be available if the costs are the legal responsibility of an individual and not the cemetery. Individuals seeking assistance in a privately owned cemetery should register at **800-621-3362**.
 - **For publicly owned cemeteries**, assistance may be available through our Public Assistance program which reimburses local governments for infrastructure repairs. The owner and/or operator of the public cemetery must apply via louisianapa.com.

Enduring Messages:

- Federal assistance to help Louisiana disaster survivors and communities has topped **\$1.5 billion**, five weeks after the Aug. 14 disaster declaration, and continues to rise. That includes housing, Other Needs Assistance, NFIP claims and U.S. Small Business Administration loans to rebuild and recover.
- **Other important numbers:**
 - TSA: **2,424** survivors are checked in and taking advantage of hotel rooms that

- are billed directly to FEMA.
- More than **34,500** survivors have met face to face with recovery staff at **24** disaster recovery centers throughout the affected areas.
- The U.S. Small Business Administration has approved **\$429 million** for more than **5,700** homeowners, renters and businesses.

Housing Options in Louisiana:

- **TSA:** For those who are eligible for FEMA assistance, **FEMA transitional sheltering assistance** provides lodging to displaced survivors who need a roof over their heads immediately. FEMA pays the hotel/motels directly; funds are not disbursed to survivors for this. This gives survivors one less detail to track.
 - As of Sept. 18, there were **2,424** hotel check-ins.
- **Shelter at Home:** The state-run program “Shelter at Home” contracts basic repairs to homes that can be made livable with up to \$15,000 worth of work. As of Sept. 7, the state had more than **18,000** applications.
 - This program is a partially FEMA-funded program, but survivors must register with the state. For information on this program, call **800-927-0216** or go to: <https://shelterathome.la.gov/>.
 - Participation in the “Shelter at Home” program will not affect any FEMA assistance.
- **IHP:** In addition, FEMA’s Individuals and Households Program provides financial assistance in the form of grants to Louisiana survivors with uninsured or under-insured flood-related losses.
- **FEMA Rental Assistance:** Survivors may use rental assistance to obtain temporary housing such as a house, apartment, hotel, motel, manufactured home, recreational vehicle, or other readily-fabricated dwelling available for rent.
 - As of September 17, rental assistance totals have topped **\$115 million**. Rental assistance for temporary housing are for those whose homes are unlivable. Initial assistance may be provided for up to two months.
- **MHU/Last Resort:** The option of last resort, is the use of manufactured housing units, or MHUs.
 - Factors that need to be addressed in order to be eligible:
 - FEMA interview with the survivor;
 - Identifying feasible sites that can accommodate the housing units;
 - Securing appropriate permits from the local jurisdiction;
 - Clearing debris from identified feasible sites;
 - Inspecting sites to ensure safety;
 - Installing the units on site and having them inspected by the parish; and
 - Working with the survivor to receive a legal license agreement to live in the unit.

- **For landlords:**

- Through the Multi-family Lease and Repair Program (MLRP), FEMA may contract with a property owner to provide funds for repair, or contract directly to implement repairs, to multi-family housing to make temporary housing available for individuals and households eligible for FEMA assistance. The MLRP may provide funds to make rental units livable again in order to lease them to provide temporary housing to eligible disaster survivors.
 - Repairs or improvements don't need to be storm-or-flood-related.
 - Property owners may choose their own contractors after agreeing on repair costs with FEMA.
 - Interested property owners can call 225-382-1464 or email fema-ia-dhops@fema.dhs.gov.

Individual Assistance Overview

- Total individuals and families who have registered: **145,035**
- Total assistance approved: **\$653,291,673**
- Individual Total IHP disbursed: **\$637,628,511**
- Housing Assistance approved: **\$537,273,160**
- Other Needs Assistance approved: **\$116,018,513**
- Housing inspections issued/completed: **125,147 (99 percent completed)**
- Housing inspectors in the field: **124**
- Individuals and families checked into TSA: **2,424**
- Individuals and family visits to DRCs: **34,528**

Mitigation—Building back stronger

FEMA mitigation specialists will be on hand at area home improvement stores from **Sept. 12 through Sept. 24**. They will be available to answer questions, offer tips and discuss proven methods for preventing and mitigating damage from future disasters. Advice offered 8 a.m. to 6 p.m. Monday through Saturday; advisors not available on Sunday.

HOME DEPOT	
3721 Ambassador Caffery Blvd. Lafayette, La. 70501	18139 Highland Rd. Baton Rouge, La 70810
143 N. Shore Blvd Slidell, La 70460	5000 Masonic Dr. Alexandria, La. 71301
LOWE'S	
2700 Charity St. Abbeville, La. 70510	STINE LUMBER COMPANY 29200 Walker Rd. Walker, La. 70785

Total counseled through Community Education Outreach in stores: **6,918**

Free reference booklets, in English and Spanish, with information on protecting your home from flood damage, are available at all locations. More information about mitigation can be found at <http://www.fema.gov/louisiana-disaster-mitigation>. Additional information on

Louisiana's disaster recovery can be found by visiting fema.gov/disaster/4277, twitter.com/femaregion6, twitter.com/FEMA, facebook.com/FEMA, fema.gov/blog.

U.S. Small Business Administration

- **SBA** approved low-interest disaster loans of **\$429 million** to help businesses, private nonprofits, homeowners and renters recover from property losses and other damage from the severe storms and flooding. Loans have been approved for more than **5,700** homeowners, renters and businesses.

The United States Department of Agriculture (USDA)

- **USDA** is providing support to the state through nutrition and farmer and rancher assistance. More than **\$60 million** in Disaster Supplemental Nutrition Assistance Program benefits have gone to survivors to help them with groceries due to lost income or damage following the severe storms and floods.
- Also, over **\$19.6 million** in replacement benefits have been provided to Supplemental Nutrition Assistance Program households that lost food because of the disaster.

Public Assistance Overview

- Total obligated: **\$10,796,878**
- Number of Approved Requests for Public Assistance: **235**
- Kick-off Meetings: **31** scheduled, **111** completed
- **24** Project Worksheets in EMMIE.
- Applicant Briefings scheduled: **0**
- PA applicants who have questions or need assistance may email the state at RPA.help@La.gov

Disaster Unemployment Assistance

- The deadline for Disaster Unemployment Assistance (DUA) is **October 14, 2016** for residents of all declared parishes.
- Disaster Unemployment Assistance: www.laworks.net or call 866-783-5567

Disaster Recovery Centers

- **19** Disaster Recovery Centers are now open in the following parishes: Acadia (1) Ascension (1); East Baton Rouge (6); Iberia (1), Lafayette (1) Livingston (2), St. Helena (1); St. James (1); St. Landry (1); St. Martin (1); Tangipahoa (2) and Vermilion (1)
- **Five** Mobile DRCs are open in East Baton Rouge (1), Evangeline (1) and Livingston (3) parishes.
- **Total: 24**

For a list of DRC locations, see the end of this document.

Other Messages and Information for Survivors

- **Scams and Frauds**
 - The only time disaster survivors should provide personal information is during the initial application process for FEMA or when they initiate contact with FEMA to

follow up on an application. Other than that, don't offer personal financial information over the phone or respond to texts, phone calls or personal requests seeking your personal information.

- Know who you are dealing with. Never be shy about asking for identification. Government workers will never ask for a fee or payment. They always wear an official government photo ID.
- FEMA inspectors only require verification of identity.
- Report any suspicions of fraud by calling the Louisiana Attorney General's Consumer Protection hotline at 800-351-4889 or law enforcement immediately.

- **Resources for Disaster Survivors**
 - **Housing, Food, Shelter**
 - 2-1-1 is a single access point for resources like food, clothing, shelter, financial assistance and health resources. Visit www.Louisiana211.org or follow @211Louisiana on Twitter.
 - Go online to www.FoodPantries.org/st/louisiana to see a database of statewide food banks.
 - Rental properties available: www.LaHousingsearch.com.
 - Airbnb has also posted homes available to disaster survivors. To assist survivors, Airbnb is waiving certain fees and offering some houses at no cost. More information at: <https://www.AirBnB.com/disaster/luisianaflooding>.
 - **Legal Assistance**
 - Louisiana Legal Services provides free civil legal assistance to low-income residents. For more information visit LouisianaLawHelp.org.
 - **Volunteer information**
 - Volunteer and donation opportunities are available at VolunteerLouisiana.gov. You may email 2016FloodDonations@gmail.com to coordinate donations.
 - **Information** about mold at www.ldh.la.gov.

Disaster Recovery Centers

Acadia Parish

Location: Old Wells Fargo Building
 10 N. Parkerson Avenue
 Crowley, LA 70526
 8 a.m. - 6 p.m., Monday through Saturday.
 Closed Sunday.

Ascension Parish

Location: Lamar Dixon Expo Center
 9039 St. Landry Avenue
 Gonzales, LA 70737
 8 a.m. - 6 p.m., Monday through Saturday.
 Closed Sunday.

East Baton Rouge Parish

Location: 10000 Celtic Drive
 Baton Rouge, LA 70809
 8 a.m. to 6 p.m., Monday through Saturday; 1-6 p.m. Sunday.

East Baton Rouge

Location: New Hope Outreach Center
5856 Greenwell Springs Rd.
Baton Rouge, LA 70806
8 a.m. - 6 p.m., Monday through Saturday;
1-6 p.m. Sunday.

Location: St. Louis King of France
Catholic Church
Queen Blanche Room
2121 N. Sherwood Forest Dr.
Baton Rouge, LA 70815
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

Location: Baker Council on Aging 3334
Jefferson Street
Baker, LA 70714
8 a.m. to 6 p.m., Monday through Saturday
Closed Sunday.

Location: 2nd Baptist Church
914 N. Acadian Thruway
Baton Rouge, LA 70802
8 a.m. - 6 p.m. Monday through Saturday.
Closed Sunday.

Location: Zachary Men's Club 5746
Rollins Road
Zachary, LA 70791
8 a.m. - 6 p.m. Monday through Saturday.
Closed Sunday.

Location: City of Central Parking Lot -
Mobile DRC
13421 Hooper Rd.
Central, LA 70818
8 a.m. - 6 p.m. Monday through Saturday.
Closed Sunday.

Evangeline Parish

(MDRC)
Location: North Side Civic Center, 704N.
Solileau St.
Ville Platte, LA 70586
8 a.m. -6 p.m., Monday through Saturday.
Closed Sunday.

Iberia Parish

Location: Iberia Parish Fire Protection
District Training Center
2417 Darnall Rd.
New Iberia, LA 70560
8 a.m.-6 p.m., Monday through Saturday.
Closed Sunday.

Lafayette Parish

Location: 301 West University Ave.
Lafayette, LA 70506
8 a.m.-6 p.m., Monday through Saturday.
8 a.m. -1 p.m., Sunday

Livingston Parish

Location: North Park Recreation Center
30372 Eden Church Road
Denham Springs, LA 70726
8 a.m. - 6 p.m. Monday through Saturday.
Closed Sunday.

Location: American Legion Hall
26200 Highway 43
Springfield, LA 70733
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

Location: Bass Pro Shops (MDRC)
175 Bass Pro Boulevard
Denham Springs, LA 70726
8 a.m. to 6 p.m. Monday through Saturday;
1-6 p.m., Sunday.

Livingston Parish

Location: St. Joseph Catholic Church -
Mobile DRC
15710 Highway 16
French Settlement, LA 70733
8 a.m. - 6 p.m., Monday through Saturday;
1-6 p.m. Sunday.

Location: Recreation Center at Sidney
Hutchinson Park Mobile DRC
13470 Ball Park Road
Walker, LA 70785
8 a.m. to 6 p.m.; Monday through
Saturday. Closed Sunday.

St. Helena Parish

Location: St. Helena Environmental
Health Unit
53 N. 2nd St.
Greensburg, LA 70441
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

St. James Parish

Location: New Zion Gospel Baptist
Church
261 West Main St.
Gramercy, LA 70052
8 a.m. – 6 p.m. Monday through Friday; 1-
6 p.m., Saturday. Closed Sunday.

St. Landry Parish

Location: Word Ministries
1960 W. Laurel Ave.
Eunice, LA 70535
8 a.m.-6 p.m., Monday through Saturday.
Closed Sunday.

St. Martin Parish

Location: Veterans Home
800 Veterans Drive
Breaux Bridge, LA 70517
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

Tangipahoa Parish

Location: Former Parish Tourism Building
42271 S. Morrison Blvd.
Hammond, LA 70403
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

Location: Amite City Office Complex

721 S. 1st Street
Amite, LA 70422
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

Vermilion Parish

Location: Old Health Unit
401 S. St. Charles St.
Abbeville, LA 70510
8 a.m. - 6 p.m., Monday through Saturday.
Closed Sunday.

To find the nearest Disaster Recovery Center, log on with any computer, smartphone or tablet to the disaster recovery center locator at asd.fema.gov/inter/locator or use the FEMA app to locate open shelters and disaster recovery centers, receive severe weather alerts, safety tips and much more.