



FEMA

DR-4277-LA Daily Fact Sheet 09/07/2016

Leadership Key Issues

- As many schoolchildren return to the classroom this week, we want to emphasize that our priority is ensuring that families affected by the August floods have a safe, sanitary and functional place to stay. Survivors who may still have questions regarding temporary sheltering or housing should visit a Disaster Recovery Center in their area or contact our helpline at 800-621-3362.
 - So far the State and FEMA provided housing solutions to more than **63,000** households.
- **Stress Counseling:** Schoolchildren can be especially vulnerable to stress following a disaster and may be susceptible to bouts of anxiety, fear and behavioral problems.
 - A free crisis counseling program, funded by FEMA and administered by the Louisiana Department of Health and Hospitals (DHH), is open to any adult or child in designated parishes. To learn more, call the DHH-Office of Behavioral Health Louisiana Spirit Crisis Line at **866-310-7977**.
- **Scam artists continue to prey on Louisiana survivors.** Federal aid agencies will **never** solicit your personal information, such as Social Security and bank account numbers, via texts or phone calls. Report any suspicions of fraud by calling the Louisiana Attorney General's Consumer Protection hotline at 800-351-4889 or law enforcement immediately. Your call may save another survivor from becoming a victim of fraud.
- **National Flood Insurance Program Substantial Damage**
 - "Substantial Damage" is a standard defined in the National Flood Insurance Program.
 - It occurs when the total cost of repairs is 50 percent or more of the pre-damage value of the property.
 - Each participating NFIP community defines how repair cost is estimated.
 - Damage determination must be consistent within a community.
 - Communities may adopt standards higher than NFIP minimums.
 - All residents of the community have to comply with those higher standards.
 - Insured owners in Special Flood Hazard Area may be able to receive up to \$30,000 in additional funds from NFIP to elevate, relocate or demolish the structure.
- **National Flood Insurance Program**

- As of September 6, 2016, more than **28,500** claims have been submitted.
- FEMA has authorized and issued more than **\$236 million** in claims with almost **\$228** in advance payments to NFIP policyholders in Louisiana who sustained damages by the flood, providing expedited relief to disaster survivors.
- Paying up to 50 percent of the estimated covered loss allows the policyholder the ability to proceed with recovery efforts while negotiating the proof of loss with the adjuster.
- There is information regarding how to file a claim and how to register for assistance on our disaster-specific FEMA website:
<https://www.fema.gov/disaster/4277>.
- The Flood Response Office (FRO) is open and located in Covington, LA.
- Due to the damage and displacement caused by recent flooding, the grace period to renew flood insurance policies has been extended to **120 days**, for certain parishes in Louisiana.
- Flood insurance is one of the best ways to protect homeowners and renters from financial impacts of flood events.
- Even those who have flood insurance may be eligible for FEMA assistance to supplement coverage. However, FEMA cannot duplicate insurance benefits.

Housing Options in Louisiana:

- As recovery continues, Louisiana survivors whose homes were flooded and are now uninhabitable have a number of available housing and sheltering options.
- Housing solutions continue to be a top priority. From the day the disaster declaration was signed, we have collaborated with our state, local and federal partners to find workable alternatives. The state-led housing task force has identified and executed strategies and programs that continue to help Louisiana residents displaced by the storms find places to stay while they rebuild and recover.
- One of the greatest challenges at this stage of the disaster is to provide a medium-term housing option for those who lost homes to the flooding.

Short Term:

- 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.
 - As of Sept. 6, there were more than 2,493 hotel check-ins.
- In the short term, some have been able to stay in hotels or with friends and family. Shelters opened by the Red Cross and other voluntary agencies also have been a resource for others.
- FEMA is working with HUD, the Red Cross and other voluntary agencies to assess the needs of individuals who remain in shelters and to connect these survivors with the resources most suited for their needs. This includes the support that voluntary agencies can provide to clean out flood damage to homes (e.g., carpeting, drywall).

Medium Term:

- Many residents need an intermediate step between these short-term options and their longer-term housing solutions. The timeframe to repair a damaged home or build a new one may be lengthy.
- We are also assisting to find volunteers to help homeowners get their homes mucked out and dried before mold develops. FEMA issued a mission assignment to Corporation for National and Community Service (CNCS) for AmeriCorps, including FEMA Corps and AmeriCorps Disaster Response Teams.
 - Thirty-two AmeriCorps teams are deployed to support shelter operations, home clean-up operations, survivor call centers and disaster survivor assistance teams.
 - Twelve teams were conducting muck-and-gut operations as of Sept. 6 a total of 189 homes have been assessed for muck-outs.
- The state coordinated “Shelter at Home” program coordinates the repairs to homes that have sustained less than \$15,000 worth of damage. As of Sept. 6, the state had received 16,710 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/>.
 - Work can include items such as mucking out the house, basic electrical restoration, installing a basic water heater, removing wet wall insulation, etc.
 - Participation in the “Shelter at Home” program will not affect any FEMA assistance.
- 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.
 - As of Sept. 6, more than \$549 million has been disbursed under the Individual Assistance program, with \$468 million disbursed for housing assistance for home repair and rental assistance while survivors work toward their recovery.
 - The most common form of financial assistance for temporary housing is rental assistance. Survivors may use the 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 by the public.
 - Rental assistance totals have topped \$102 million.
 - Rental assistance payments for temporary housing are for those whose homes are unlivable. Initial assistance may be provided for up to two months for individuals and households who apply for FEMA assistance through www.disasterassistance.gov or by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY).
 - Individual Assistance grants for home repairs and replacement of essential household items not covered by insurance help homeowners make damaged dwellings safe, sanitary and functional.

- More than \$81 million has been disbursed under Other Needs Assistance, which may include supplies to clean and sanitize homes damaged in the flooding.
 - Through FEMA’s Individuals and Households Program, under Other Needs Assistance, survivors may qualify for cleaning supplies. Eligible items must be purchased or rented after the incident to assist with the applicant’s disaster recovery, such as gaining access to the property or assisting with cleaning efforts.
 - Certain moving and storage expenses may be compensated under Other Needs Assistance.
- Low-interest disaster loans from the U.S. Small Business Administration also cover residential losses not fully compensated by insurance. Loans available up to \$200,000 for primary residence; \$40,000 for personal property, including renter losses. Loans are available up to \$2 million for business property losses. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.
- 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.

Last Resort

- The option of last resort, when all other resources have been exhausted, is the use of manufactured housing units, or MHUs.
- Those who have a housing need should call FEMA’s registration number.
- The most appropriate type of housing assistance for each applicant depends on the particular needs of the individual or family.
 - Some of the factors that need to be addressed in order to have MHUs ready for survivors to move in include the following:
 - 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;

- Inspect the sites to ensure it is safe;
- Install the units on site and have them inspected by the parish; and
- Work with the survivor to receive a legal license agreement to live in the unit.

Individual Assistance Overview

- Total registrations: **138,945**
- Total assistance approved: **\$576,159,288**
- Total IHP disbursed: **549,282,906**
- Housing Assistance approved: **\$488,355,447**
- Other Needs Assistance approved: **\$87,803,840**
- Housing inspections issued/completed: **119,070 (91 percent completed)**
- Housing inspectors in the field: **875**
- U.S. Small Business Administration: **\$170,406,200**
- TSA Check ins: **2,493**
- DRC visits: **18,876**

Public Assistance Overview

- Total obligated: **\$5,557,054**
- Number of Approved Requests for Public Assistance – **140; 0** pending review
- Kick-off Meetings: **21** scheduled, **65** completed
- **Eight** Project Worksheets in EMMIE.
- Applicant Briefings scheduled: **1**
- 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 Survivor Assistance (DSA) Teams

- Total deployed staff assigned to DSA - **395**

Disaster Recovery Centers

- **20** Disaster Recovery Centers are now open in the following parishes: Acadia (1) Ascension (1); East Baton Rouge (6); East Feliciana (1); Iberia (1); Iberville (1), Lafayette (1) Livingston (2), St. Helena (1); St. Landry (1); St. Martin (1); Tangipahoa (2); Vermilion (1).
 - **Six** Mobile DRCs are open in East Baton Rouge (1), Evangeline (1) Livingston (3) and Pointe Coupee (1) parishes.
- **Total: 26**

Disaster Recovery Locations

Acadia Parish

Location: Old Wells Fargo Building
10 N. Parkerson Avenue
Crowley, LA 70526
Hours: 8 a.m. to 6 p.m. (Monday through Sunday)

Ascension Parish

Location: Lamar Dixon Expo Center
9039 St. Landry Avenue
Gonzales, LA 70737
Hours: 8 a.m. - 6 p.m. daily

East Baton Rouge Parish

Location: 10000 Celtic Drive
Baton Rouge, LA 70809
Hours: 8 a.m. to 6 p.m. (Monday through Sunday)

Location: New Hope Outreach Center
5856 Greenwell Springs Rd.
Baton Rouge, LA 70806
Hours: 8 a.m. - 6 p.m. daily

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

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

Location: 2nd Baptist Church
914 N. Acadian Thruway
Baton Rouge, LA 70802
Hours: 8 a.m. - 6 p.m. Monday through Saturday; 10:30 a.m. - 6 p.m. Sunday

East Baton Rouge (continued)

Location: Zachary Men's Club
5746 Rollins Road
Zachary, LA 70791
Hours: 8 a.m. - 6 p.m. daily

Location: City of Central Parking Lot -
Mobile DRC
13421 Hooper Rd.
Central, LA 70818
Hours: 8 a.m. - 6 p.m. daily

East Feliciana Parish

Location: Early Learning Center Gym
9414 Plank Rd.
Clinton, LA 70722
Hours: 8 a.m. - 6 p.m. daily

Evangeline Parish (MDRC)

Location: North Side Civic Center
704 N. Soileau Street
Ville Platte, LA 70586
Hours: 8 a.m. to 6 p.m. (Monday through Sunday)

Iberia Parish

Location: Iberia Parish Fire Protection
District Training Center
2417 Darnall Road
New Iberia, LA 70560
Hours: 8 a.m. - 6 p.m. daily

Iberville Parish

Location: East Iberville Gym
3285 Highway 75
St. Gabriel, LA 70776
Hours: 8 a.m. - 6 p.m. daily

Lafayette Parish

Location: 301 West University Avenue
Lafayette, LA 70506
Hours: 8 a.m. - 6 p.m. daily

Livingston Parish

Location: North Park Recreation Center
30372 Eden Church Road
Denham Springs, LA 70726
Hours: 8 a.m. - 6 p.m. daily

Livingston Parish (continued)

Location: American Legion Hall
26200 Highway 43
Springfield, LA 70733
Hours: 8 a.m. - 6 p.m. daily

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

Livingston Parish (continued)

Location: St. Joseph Catholic Church -
Mobile DRC
15710 Highway 16
French Settlement, LA 70733
Hours: 8 a.m. - 6 p.m. daily

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

Pointe Coupee Parish (MDRC)

Location: 1200 Major Parkway
New Roads, LA 70660
Hours: 8 a.m. - 6 p.m.

St. Helena Parish

Location: St. Helena Environmental
Health Unit
53 N. 2nd St.
Greensburg, LA 70441
Hours: 8 a.m. - 6 p.m. daily

St. Landry Parish

Location: Word Ministries
1960 W. Laurel Ave.
Eunice, LA 70535
Hours 8 a.m.-6 p.m. daily

St. Martin Parish

Location: Veterans Home
800 Veterans Drive
Breaux Bridge, LA 70517
Hours: 8 a.m. - 6 p.m. daily

Location: Amite City Office Complex
721 S. 1st Street
Amite, LA 70422
Hours: 8 a.m. - 6 p.m. daily

Tangipahoa Parish

Location: Former Parish Tourism Building
42271 S. Morrison Blvd.
Hammond, LA 70403
Hours: 8 a.m. - 6 p.m. daily

Vermilion Parish

Location: Old Health Unit
401 S. St. Charles St.
Abbeville, LA 70510
Hours: 8 a.m.-6 p.m. daily

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, available via the Google Play Store and the Apple App Store.

Please continue to stay in touch with FEMA. We know many survivors are displaced and it is a confusing, tough time. So if you have any updates of your information, need to change your inspection appointment, or have additional questions, you can call FEMA's helpline at **1-800-621-FEMA (3362)**.

Mitigation - Building back stronger

FEMA mitigation specialists will be on hand to provide information at area **Home Depots** from **Aug. 25 through Sept. 10** and **Lowe's** home improvement stores from **Aug. 30 through September 10**. Specialists will be available to answer questions and offer home improvement tips and proven methods to prevent and lessen damage from future disasters. **FEMA advisors will be at information centers in these stores 7 a.m. to 7 p.m. daily.**

THE HOME DEPOT

Lafayette Parish
1700 NE Evangeline Thruway
Lafayette, La. 70501

East Baton Rouge Parish
8181 Airline Hwy.
Baton Rouge, La. 70815

St. Tammany Parish
40 Park Place Drive
Covington, La. 70433

Ascension Parish (Sept. 1 – Sept. 10; Sunday Hours 8 a.m. to 7 p.m.)
2740 S. Cajun Ave.
Gonzales, La. 70737

LOWE'S

Acadia Parish
142 Julia John Dr.
Crowley, La 70526

St. Landry Parish
1130 E. Landry St.
Opelousas, La 70570

Total individuals counseled: 2,991

For additional mitigation information visit www.fema.gov/Louisiana-disaster-mitigation.

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 and follow @211Louisiana on Twitter.
- Go online to www.foodpantries.org/st/louisiana to see a database of statewide food banks.
- Get information about mucking out your property at crisiscleanup.org or call 800-451-1954.
- 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/louisianaflooding>.
- **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.
- The Louisiana State Health Department has posted information about mold at www.ldh.la.gov.

Spend Disaster Funds Wisely

With more than **\$468 million** in Individual Assistance already in the hands of Louisiana flood survivors, survivors should resist the urge to splurge. State and federal disaster assistance is meant to help people pay for necessities and start to get back on their feet.

Crisis Counseling

A free crisis counseling program, funded by FEMA and administered by the Louisiana Department of Health and Hospitals (DHH), is open to any adult or child in designated parishes. We received word on Wednesday of a \$6.8 million grant for the purpose of providing crisis counseling services. To learn more, call the DHH-Office of Behavioral Health Louisiana Spirit Crisis Line at 866-310-7977.

Scams and Frauds

Over and over, we see disasters bring out the best in people. Unfortunately, disasters also bring out criminals looking to prey on survivors who appear to be rich targets for their fraudulent services.

Being cautious is essential to preventing rip-offs. Don't offer personal financial information over the phone. 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.

Do not respond to texts, phone calls or personal requests seeking your personal information. The only time disaster survivors should provide personal information is during the initial application process for FEMA help or when they initiate contact with FEMA to follow up on an application. 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.

Federal Disaster Declaration

- President Obama has designated 22 parishes for the major disaster declaration for the severe storms and flooding beginning August 11, 2016, and ending August 31. This declaration makes federal funding available to affected individuals in **Acadia, Ascension, Avoyelles, East Baton Rouge, East Feliciana, Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Livingston, Pointe Coupee, St. Helena, St. James, St. Landry, St. Martin, St. Tammany, Tangipahoa, Vermilion, Washington, West Baton Rouge and West Feliciana** parishes.
- Federal funding is also available to state, tribal and eligible local governments and certain private nonprofit organizations on a cost-sharing basis for **Public Assistance**. The **26** parishes eligible for FEMA Public Assistance are:

**Assumption, Cameron, St. Charles, St. James, St. John the Baptist and West
Baton Rouge, Acadia, Ascension, Avoyelles, East Baton Rouge, East Feliciana,
Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Livingston, Point
Coupee, St. Helena, St. Landry, St. Martin, St. Tammany, Tangipahoa,
Vermilion, Washington and West Feliciana.**

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