



FEMA

DR-4277-LA Daily Fact Sheet 09/13/2016

Leadership Key Issues

- **To assist flood survivors in their recovery, the National Flood Insurance Program deadline for filing claims has been extended in Louisiana.**
 - 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 for policyholders to submit a fully documented, signed and sworn proof-of-loss claim.
 - We've streamlined our process for flood insurance claims and for answering questions. Call 800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select Option 2. If you use TTY, call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.
- **Housing Assistance: Our number one priority** continues to be helping survivors to find safe and viable housing alternatives.
- So far, more than **69,000** Louisiana families are receiving assistance through one or more of the housing options available to them for a total of **\$521,452,998**.
- Federal assistance to help Louisiana disaster survivors and communities topped **\$1 billion** last week, and continues to rise, less than four weeks after the Aug. 14 disaster declaration. That includes housing, Other Needs Assistance, NFIP claims and U.S. Small Business Administration loans to rebuild and recover.
 - TSA: **2,738** survivors are checked in and taking advantage of hotel rooms that are billed directly to FEMA.
 - **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. 11, the state had nearly **18,000** applications.
 - More than **27,200** survivors have met face to face with recovery staff at 27 disaster recovery centers throughout the affected areas.
 - The National Flood Insurance Program has issued more than **\$312 million** in payments on claims so policy holders can repair and rebuild.
 - The U.S. Small Business Administration has approved more than **\$297 million** for **3,928** homeowners, renters and businesses.
- **Check with local officials before starting to rebuild:** As more financial assistance reaches survivors, more and more are starting to repair and rebuild. We want to

remind everyone to check with local officials before beginning new or major construction.

- Work may require permits, including plumbing, electrical system, foundation and structural repairs.
 - Your local officials may have strict building code requirements on how and where you can renovate or rebuild your home or business. Ask how repairs or reconstruction can meet current standards and ensure no further work will be required to bring your home or business into compliance.
 - You can contact your parish emergency management office to learn more about elevation and other ways to make your home or business safer and stronger. For contact information, go to gohsep.la.gov/about/parishpa
- **Mitigation at Home Improvement Stores:** Representatives from FEMA Mitigation will be on hand in several home improvement stores throughout the disaster designated areas to offer information on how to build back in a way that lessens or prevents damage from future flooding. (See list of stores toward end of this document)

Those who have a housing need should call: 800-621-3362 (FEMA). Applicants who use 711 or Video Relay Service may also call **800-621-3362**. Persons who are deaf, hard of hearing or have a speech disability and use a **TTY** may call **800-462-7585**.

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.

- **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. 12, there were **2,738** 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 nearly **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/>.
 - 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.
- **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.

- As of Sept. 12, **\$609,158,547** was distributed for IHP.
- **FEMA Rental Assistance:** The most common form of financial assistance for temporary housing is FEMA’s 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.
 - As of September 12, rental assistance totals have topped **\$113 million**. Rental assistance payments 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, when all other resources have been ruled out or exhausted, is the use of manufactured housing units, or MHUs.
 - Some of the 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: **142,750**
- Total assistance approved: **\$624,277,265**
- Individual Total IHP disbursed: **\$609,158,547**
- Housing Assistance approved: **\$521,452,998**
- Other Needs Assistance approved: **\$102,824,267**

- Housing inspections issued/completed: **122,700 (97 percent completed)**
 - Housing inspectors in the field: **212**
 - Individuals and families checked into TSA: **2,738**
 - Individuals and family visits to DRCs: **25,900**
- **National Flood Insurance Program (NFIP):** authorized and issued more than **\$312 million** in payments so policyholders can repair and rebuild.
 - As of Sept. 12, 2016, more than **28,700** claims have been submitted and **\$312 million** in claims have been authorized to policyholders in Louisiana.
 - A 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.
 - The definition of **substantial damage:** a damaged structure in a Special Flood Hazard Area – or floodplain – for which the total cost of repairs is 50 percent or more of the structure’s market value before the disaster occurred.
 - The amount of structural damage will determine whether to repair or replace a damaged dwelling, and whether additional work will be needed to comply with local codes and ordinances, such as elevating a house in a floodplain.
 - The decision about a structure being substantially damaged is made at a local government level, generally by a building official or floodplain manager.
 - To file a claim, go to our disaster-specific FEMA website:
<https://www.fema.gov/disaster/4277>

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. Specialists will offer advice 8 a.m. to 6 p.m. Monday through Saturday. The advice stands are not available on Sunday.

THE 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

STINE LUMBER COMPANY

**2700 Charity St.
Abbeville, La. 70510**

**29200 Walker Rd.
Walker, La. 70785**

Total counseled through Community Education Outreach in stores: 5517

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 more than **\$297 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 **3,928** 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: **\$8,741,405**
- Number of Approved Requests for Public Assistance – **188**
- Kick-off Meetings: **17** scheduled, **86** completed
- **Sixteen** 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 Survivor Assistance (DSA) Teams

- Total (as of Sept. 11) deployed staff assigned to DSA - **395**

Disaster Recovery Centers

- **21** 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), West Baton Rouge (1)
- **Six** Mobile DRCs are open in East Baton Rouge (1), Evangeline (1) Livingston (3) and Pointe Coupee (1) parishes.
- **Total: 27**

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

Other Messages and Information for Survivors

- **Spend Disaster Funds Wisely**
- With more than **\$609 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**
Free crisis counseling program, funded by a **\$6.8 million grant from 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.

- **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. Some things to keep in mind to keep from being scammed:
 - 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.

- **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 **800-621-FEMA (3362)**.

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.

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.**

Disaster Recovery Locations

Acadia Parish

Location: Old Wells Fargo Building
10 N. Parkerson Avenue
Crowley, LA 70526
Hours: 8 a.m. - 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

East Baton Rouge Parish

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

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

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)

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.

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 . Use the FEMA app, available via the Google Play Store, the Apple App Store or at fema.gov/mobile-app to locate open shelters and disaster recovery centers, receive severe weather alerts, safety tips and much more.

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
Breux 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

West Baton Rouge Parish
Location: LSU Center on 4-H Compound
210 Turner Dr.
Port Allen, LA 70767
Hours: 8 a.m.-6 p.m. daily

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