



FEMA

LA  BEOC
LOUISIANA BUSINESS EMERGENCY OPERATIONS CENTER

Private Sector Advisory

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Federal Help, Other Resources Remain To Assist Survivors with Unmet Needs, Recovery

The disaster assistance application deadline has passed but FEMA and the U.S. Small Business Administration (SBA) remain in Louisiana to guide you through recovery.

Visit a Louisiana Disaster Recovery Center to speak with recovery specialists who can identify sources of help for unmet needs, help appeal your determination letter and assist with SBA disaster loans. Locate your closest center by going online to fema.gov/drc or calling the FEMA helpline at 800-621-3362. If you use TTY, call 800-462-7585. If you use 711 or Video Relay Service, call 800-621-3362.

FEMA can help you appeal if you applied for federal help after the August floods and disagree with your determination letter. Many times an easy fix—such as providing documents or updating personal information—may change your decision.

There are many reasons why you may disagree with your letter. Some of the most common reasons and tips to resolve them are:

- **Duplicate registrations.** FEMA allows only one registration per household.
- **FEMA unable to reach you.** FEMA may need to inspect your home before it reviews your application. Update your contact information by calling the FEMA helpline so a FEMA inspector can reach you to schedule an appointment. You can also update your information online at disasterassistance.gov.
- **Insufficient Damage.** Call the FEMA helpline to request another inspection if you disagree with this determination or you discover additional damage to your home.
- **Insurance.** Submit documents from your insurance company that detail your coverage or settlement is insufficient to repair your home, provide a place to stay, or replace essential contents. FEMA cannot duplicate homeowner or renter insurance benefits.
- **No proof of ownership.** If you're a homeowner, you need to prove ownership by submitting documents such as mortgage or insurance documents, tax receipts or a deed.
- **No proof of occupancy.** Provide documents that prove the damaged home or rental property was your primary residence. These documents include a copy of a utility bill, your driver's license or a lease.

(More)

You don't have to visit a center to appeal. You should have received a booklet called "Help After a Disaster" after you applied for FEMA help that explains how to appeal your situation. It is available online at www.fema.gov/help-after-disaster.

Recovery specialists at centers can also direct you to volunteer, faith- and community-based organizations that may fill in your recovery gaps. FEMA encourages you to connect with these groups because they provide essential long-term recovery resources through disaster recovery.

All disaster recovery centers are accessible and equipped with tools to accommodate disaster survivors who need disability-related communication aids. Each center has assistive technologies for people with disabilities. Call 225-382-1739 to arrange to have an ASL interpreter.

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