Senior leaders spoke at yesterday’s All Hands to discuss a wide range of topics, including the need for continued interagency coordination and reminders to live up to FEMA’s core values in our interaction with partners and survivors. Pictured above: State Coordinating Officer Casey Tingle of the Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and Chief of Staff Randy Henry and Planning Section Chief Donnie Walsh, both of FEMA’s National IMAT – Red.

Key Messages:

- So far, FEMA has registered **128,112** Louisiana survivors and put more than **$67 million** in the hands of residents, including more than **$42 million** for housing assistance and more than **$24 million** for other needs assistance. SBA has distributed **$1.4 million** to **3,482** applicants. You can register with FEMA online at disasterassistance.gov, by calling 800-621-3362 or using the FEMA Mobile App.

- FEMA is opening a **third Drive-through Disaster Recovery Center** in Ouachita Parish tomorrow at the Monroe Civic Center located at 401 Lea Joyner Expressway. This easy and COVID-safe way to drop off necessary documents in registering for FEMA assistance. The DRC will be open from 7 a.m. -5 p.m.
• **Watch out for imposters** posing as a official disaster aid worker or as home repair contractors. After a natural disaster, it is common for some people to try to take advantage of survivors. If you are suspicious of a potential fraud or are a victim of fraud, report it to the **FEMA Disaster Fraud Hotline** at **866-720-5721**. Complaints may also be made by contacting local law enforcement.

**Heat Advisory:**

• A Heat Advisory is in effect for portions of southwest and central Louisiana for heat index values up to 105 degrees today.
  - Drink plenty of fluids, avoid over exposure to the heat, especially during peak heating hours during the afternoon.
  - Scattered showers and thunderstorms will be possible this afternoon.
  - Some of the storms could contain brief heavy downpours, lightning, and gusty winds.
  - Hot and humid conditions are expected through the remainder of the week.

**Individual Assistance:**

• Federal disaster assistance is authorized for hurricane survivors in Acadia, Allen, Beauregard, Calcasieu, Cameron, Grant, Jackson, Jefferson Davis, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Vermilion, Vernon and Winn parishes. More parishes may be designated for assistance in the coming weeks.
• Five more parishes have been approved for debris-removal (Category A) assistance: Acadia, Grant, Natchitoches, Vermilion and Winn.
Already approved for Category A were Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Vernon, Jackson, Lincoln, Rapides and Sabine parishes.

Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses, and other programs to help individuals and business owners recover from the effects of the disaster.

To apply, file an insurance claim at the same time you register with FEMA. If you have insurance, you must file a claim. You can register with FEMA online at disasterassistance.gov or by calling 800-621-3362.
- Disaster assistance applicants, who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly.
- For those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.
- The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. daily.

Eligible Hurricane Laura survivors may now be reimbursed for purchases like a generator, chainsaw and carbon monoxide detector through FEMA’s Other Needs Assistance program. ONA may also reimburse eligible survivors for carbon monoxide detectors, smoke detectors, humidifiers, dehumidifiers and weather radios.

It is important to remember, and help inform everyone, that survivors should never use a generator inside a home, garage, basement, crawlspace or any partially enclosed area. Keep these devices outdoors, away from doors, windows and vents that could allow carbon monoxide to come indoors. There are 25 confirmed fatalities to date. Nine of those were due to carbon monoxide poisoning from generators.

Carbon monoxide is an odorless, colorless gas that can cause sudden illness and death. It is produced any time a fossil fuel is burned.

FEMA cautions those receiving disaster assistance that the money can only be spent for disaster-related expenses.

FEMA provides letters to survivors of Hurricane Laura that detail the approved uses for grants. These may include:
- Repairs to make a home habitable
- Rental assistance for temporary housing
- Repair or replacement of a disaster-damaged essential vehicle
- Medical care for an injury caused by the disaster
- Replacing clothing, occupational tools and educational materials
- Moving and storage expenses related to the disaster

Disaster grants should not be used for travel, entertainment, regular living expenses or any discretionary expenses not related to the disaster. Survivors should keep receipts for three years to show how they spent FEMA grants.

Drive-Thru Disaster Recovery Centers:

FEMA is opening as third drive-thru Disaster Recovery Center (DRC) in Ouachita Parish on Thursday, Sept. 10. The Monroe, La., location will be open 7 a.m. to 5 p.m. daily.
• The two other drive-thru DRCs are in Calcasieu and Jefferson Davis parishes. Survivors can visit Drive-Thru DRCs to have disaster application documents scanned into their case file or ask questions about federal disaster assistance.
  o The centers operate under strict COVID-19 protocols to ensure visitors are safe.
  o Masks or face coverings are required for entry and service. You will remain in your car. A specialist wearing a face mask will receive your documents through the window and return them to you.
  o No appointments are necessary.
  o So far, locations include:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Calcasieu Parish School Board</td>
<td>3310 Broad St.</td>
<td>7 a.m. to 5 p.m. daily</td>
</tr>
<tr>
<td>Lacassine High School</td>
<td>409 Algonia Ave.</td>
<td>7 a.m. to 5 p.m. daily</td>
</tr>
<tr>
<td>Monroe Civic Center</td>
<td>401 Lea Joyner Expressway</td>
<td>7 a.m.-5 p.m. daily (Beginning Thursday)</td>
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The Jefferson Davis Parish Drive-Thru Disaster Recovery Center is open 7 a.m.-7 p.m. A third center opens Thursday in Monroe, LA.

How To Appeal Denial of Assistance:

• If you received a letter saying you are ineligible for FEMA assistance, don’t be discouraged, you just may need to provide additional information. In fact, missing documentation and not enough damage to essential living spaces are among the most common reasons you can initially be found ineligible.
Examples of missing documentation include an insurance settlement letter, proof of residence, proof of ownership of the property or proof that the damaged property was your primary residence at the time of the disaster.

The goal of FEMA housing assistance is to ensure people live in safe, sanitary and functional housing.

FEMA assistance is not insurance. Your home may have suffered storm damage, but if it did not affect essential living space, you may not be determined eligible for assistance. FEMA considers the kitchen, bathrooms and occupied bedrooms as essential living spaces.

If you think an error was made regarding your case, you have the right to appeal. The appeal must be in writing and include new information or documentation. Start the process and get assistance with your appeal letter by calling FEMA at 800-621-3362 or TTY: 800-462-7585. Lines are open daily from 7 a.m.-11 p.m. Help is available in most languages.

Survivor Questions Online:

- FEMA staff are working to answer an above-average volume of Hurricane Laura-related email questions submitted through the FEMA app and the FEMA.gov contact-us form.
- The goal is to respond quickly and helpfully and when available, provide relevant FEMA documents and products to answer all survivor questions from.
- Frequent concerns needing to be addressed include:
  - Photos of hand-written letters intended as FEMA aid applications or letters of appeal regarding a denial of assistance.
  - Emailed complaints about account login issues on disasterassistance.gov.
  - Concerns over being kept on hold for extended periods on the FEMA Helpline.
  - Annoyance at being immediately denied, upon applying for aid online.
  - Uncertainty over not knowing where to go for one-on-one application assistance.

DSNAP Approved:

- The Louisiana Department of Children and Family Services received approval to begin virtual Disaster Supplemental Nutrition Assistance Program (DSNAP) operations in 16 parishes to provide additional food aid to families impacted by Hurricane Laura.
- DSNAP, formerly called Disaster Food Stamps, provides food assistance to eligible households who do NOT receive regular SNAP benefits and who need help buying groceries due to lost income or damages following a disaster.
- DSNAP will operate in the approved parishes in two phases, with Phase 1 beginning Sept. 10 for nine parishes and Phase 2 beginning Sept. 17 for seven parishes. If additional parishes are approved for IA and request DSNAP, DCFS will add a third phase of DSNAP beginning Sept. 23.
• The 16 parishes that have been approved for IA and requested DSNAP are Acadia, Allen, Beauregard, Calcasieu, Cameron, Grant, Jackson, Jefferson Davis, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Vermilion, Vernon and Winn.

*State Sen. Mike Reese, volunteers and state National Guard troops handed out water, ice and fuel on Tuesday at Grand Isle High School in Cameron Parish. The state operates more than 30 PODs (points of distribution) across the impacted area.*

**Power restoration:**

• According to the Louisiana Public Service Commission, roughly 137,000 Louisiana customers are still without power, mostly in Calcasieu and Cameron Parishes. To keep track of outages visit [https://lpsc.louisiana.gov/outages/map/q2r](https://lpsc.louisiana.gov/outages/map/q2r)

**Sheltering Assistance:**

• Emergency housing remains a major focus, as impacted residents are filling up designated facilities. 12,913 hurricane survivors are sheltering in Louisiana in 5,476 hotel rooms.
• If you need shelter, text LASHELTER to 898-211 for information about where to go or call 211.
Food Assistance:

- The disaster has disrupted thousands of residents’ ability to buy and prepare food. State agencies and volunteer groups are playing a central role in providing meals to residents.
  - **United Way of SWLA** and the United Cajun Navy have opened a parish warehouse supply and food pickup location at **2401 6th St., Lake Charles**, for those in need. Available items include non-perishable food, pet food, bottled water and cleaning supplies. Hot meals will be available at lunch every day. Donations can be dropped off at this location. It will be open 8 a.m.- 8 p.m. seven days a week.
  - The **Salvation Army** is operating **16 feeding units** and the state is supporting **eight food banks** in the impacted areas.
  - With the help of partners, the **American Red Cross** of Louisiana provides meals, personal hygiene items and cleaning supplies across the impacted area. As of Sept. 8, the Red Cross has **27** feeding locations in **21** cities and **nine** parishes.
    - Meals are at noon and between 4:30 to 6 p.m. and free to anyone affected by the disaster. Please check our Facebook page @ARCLouisiana for the updated information daily.
    - For information about the American Red Cross in Louisiana, go to [redcross.org/louisiana](http://redcross.org/louisiana) or @arclouisiana on Facebook

U.S. Army Corps of Engineers:

- **USACE** also opened a **Blue Roof Sign-Up Center** at the Lake Charles Civic Center, 900 Lakeshore Dr. Hours are **9 a.m. to 5 p.m.** daily.
- **Operation Blue Roof** is the priority residential mission for USACE, providing homeowners and renters in disaster areas with fiber-reinforced sheeting for damaged roofs before permanent repairs are made. To sign up for this free service visit: [www.usace.army.mil/blueroof](http://www.usace.army.mil/blueroof) or call **888-ROOF-BLU** (888-766-3258).
- USACE completed its **first roof installation** on Sept. 6. For social media coverage:
  - On Facebook, go to this [post](#)
  - On Twitter go to this [post](#)
  - On Instagram go to this [photo](#)
- For more information about **Operation Blue Roof** and the people who get them installed, watch this [video](#).
- **Remember: the deadline to sign-up for Operation Blue Roof is September 21.**

Louisiana Resources:

- The State of Louisiana has launched an online hub for Hurricane Laura information at [hurricanelaura.la.gov](http://hurricanelaura.la.gov), which highlights news and links to resources.
- The governor’s office has also established a **Laura-specific texting list** to give people wanting updates on Hurricane Laura. Text **LAURA to 67283** to receive updates.
• Survivors can also access resources to help with their recovery at 
  emergency.louisiana.gov

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<thead>
<tr>
<th>Covid-19 Safety</th>
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<tbody>
<tr>
<td>o Take care of yourself first. If you feel sick, please contact your supervisor immediately</td>
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<tr>
<td>o Don’t forget to complete accountability daily and have your PPE with you at all time</td>
</tr>
<tr>
<td>o Social distance when possible (wear your face covering)</td>
</tr>
<tr>
<td>o Report an emergency by calling 9-1-1 or contact your Supervisor, Safety Officer or Security Officer.</td>
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U.S. Small Business Administration:

• SBA has a Virtual Disaster Loan Outreach Center (VDLOC) and a Virtual Business Recovery Center (VBRC) available to assist survivors. The website to apply is https://disasterloanassistance.sba.gov and the Customer Service Center can be reached at 800 659-2955.
• The U.S. Small Business Administration provides low-interest loans to eligible homeowners and businesses whose insurance or FEMA assistance doesn’t cover all recovery costs.
• For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private nonprofit organizations, SBA offers Economic Injury Disaster Loans to help meet working capital needs caused by the disaster. Economic injury assistance is available to businesses regardless of any property damage.
• Disaster loans up to $200,000 are available to homeowners to repair or replace damaged or destroyed real estate. Homeowners and renters are eligible for up to $40,000 to repair or replace damaged or destroyed personal property.
• Call 1-800-659-2955 or visit disasterloanassistance.sba.gov.

Flood insurance:

• NFIP Policy holders should follow these steps to move their claims forward:
  o For NFIP policyholders taking pre-flood measures, up to $1,000 in reasonable expenses may be covered to protect your insured property, and up to $1,000 to move your insured property away from a flood or imminent danger of a flood.
  o Take videos and photos of all damaged property inside and out. Good evidence of damage can help get you up to $5,000 in advance payment on your claim.
  o Keep all receipts and record the time spent performing the work to submit to the insurance adjuster when you file your claim.
Contact your insurance agent to report your loss. If you can’t remember the name or number of the insurance company that services your FEMA flood policy, call the NFIP at 877-336-2627 to find out. Or email floodsmart@fema.dhs.gov.

To watch a FEMA video on filing flood insurance claims, go here.

Debris Removal:

- The Louisiana Department of Transportation and Development has launched a public website with a real-time map showing how many roads have been cleared of debris. The site, 511la.org, also features maps showing roads due to be cleared within the next 24 hours.

FEMA Online:

- FEMA photographers and videographers continue to produce videos providing updates and key information to survivors. Go to: FEMA Hurricane Laura to watch.
- Follow FEMA on social media at FEMA online, on Twitter @FEMA or @FEMAEspanol, on FEMA Facebook page or FEMA Espanol page and at FEMA YouTube channel. Also, follow Administrator Pete Gaynor on Twitter @FEMA_Pete.
- To download the FEMA Mobile App:
  - On an Android device: Text ANDROID to 43362 (4FEMA)
  - On an Apple Device: Text APPLE to 43362 (4FEMA)

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