

HURRICANE LAURA (DR-4559-LA)

ESF 15 - EXTERNAL AFFAIRS

DAILY FACT SHEET 28

SUNDAY, SEPT. 27, 2020

NAVIGATING THE ROAD TO RECOVERY

[HURRICANE LAURA WEBSITE](#)

NEWS DESK: 225-389-2408

Key Messages:

- **Deadline to register for FEMA help is 30 Days away:** renters and homeowners in parishes designated for FEMA Individual Assistance after Hurricane Laura have until **Oct. 27** to register for help.
- **Direct Temporary Housing Assistance is also approved** for eligible survivors of Hurricane Laura in Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis and Vernon parishes. Assistance may include a temporary housing unit, a direct lease for a ready-for-occupancy existing property, or a multi-family lease of rental property.

Once survivors have registered with FEMA for assistance, no further application is required for Direct Housing.

Survivors do not need to register twice.

- The public's overwhelming generosity after Hurricane Laura is helping affected communities to start healing from the disaster. However, an overflow of donated items **can quickly exceed the needs of the affected communities**. The State of Louisiana is asking you **not to donate unsolicited goods**. This will improve coordination with disaster relief organizations and local and state emergency managers so those in need receive the right help. The **easiest way to help is to donate cash**. For more information, visit gov.louisiana.gov/page/hurricane-laura-donations



FEMA Civil Rights Advisor Carolina Johnson speaks about how FEMA ensures nondiscrimination of FEMA recipients on the basis of race, color, religion,

national origin, sex, age, disability, English proficiency, and economic status. To watch the video, go here: <https://youtu.be/cygykBHQMQM>

Go to FEMA Hurricane Laura to watch a series of videos produced by External Affairs about federal disaster assistance for Hurricane Laura.

FEMA Helping Survivors:

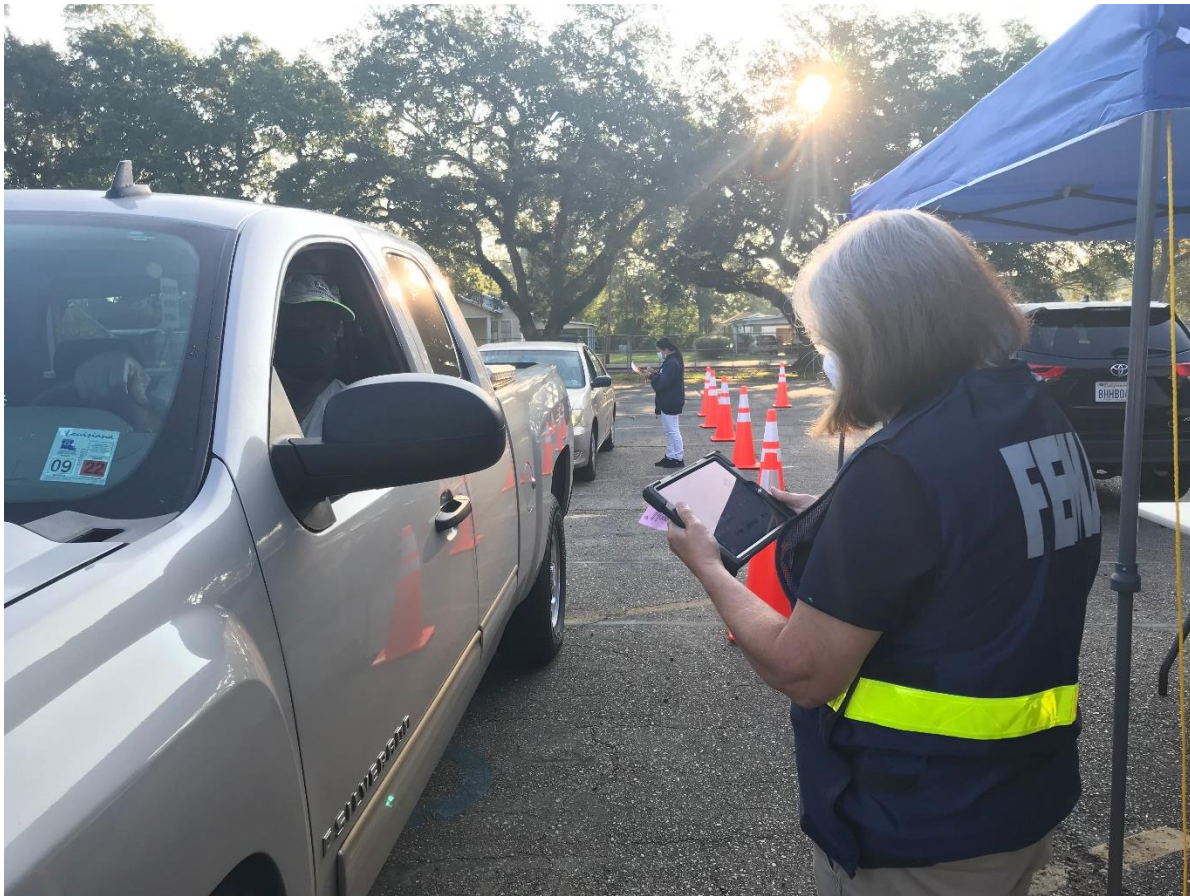
- To date, FEMA has put almost **\$140 million** in the hands of survivors, including **\$96 million** for housing assistance and **\$44 million** for other needs assistance. FEMA has registered **170,454 households**.
- Hurricane Laura survivors can apply by visiting disasterassistance.gov or by calling the FEMA Helpline at **800-621-3362 (TTY 800-462-7585)**. You can also register through the **FEMA Mobile App**. To download text either **ANDROID** or **APPLE** to **43362**.
- **FEMA External Civil Rights Advisors** are deployed to disasters to ensure nondiscrimination of FEMA recipients on the basis of **race, color, religion, national origin, sex, age, disability, English proficiency, and economic status**. Those who have civil rights questions, need to file or check on the status of a civil rights complaint contact the Civil Rights Resource Line at **833-285-7448**. You can also get more information at: fema.gov/about/offices/equal-rights/civil-rights. Additionally, you can also call **833-285-7488** or go to <https://intranet.fema.net/org/oa/ooer/Pages/RA.aspx> for information about reasonable accommodations.

✓ Do you have questions on how to repair your home after Hurricane Laura? Is retrofitting right for you? Are there simple things you can do to reduce damage to your home? Find out! Call **866-579-0820** and speak to a **Community Education Specialist**. They are available Monday through Saturday, 8 a.m. to 6 p.m. CDT or email us at FEMA-MitOutreach-4559@fema.dhs.gov

- Help spread the word: **if anyone receives a letter saying they are ineligible for FEMA assistance, they should not be discouraged**. They 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 survivors 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, living room, bathroom and occupied bedrooms as essential living spaces.
 - If anyone thinks an error was made regarding their case, they **have the right to appeal**. The appeal must be in writing and include new information or documentation. Start the process and get assistance with their appeal letter by calling FEMA at **800-621-3362 (TTY 800-462-7585)**.
- FEMA cautions those receiving disaster assistance that **funds 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 and moving and storage expenses related to the disaster.

- **Survivors choosing to return to damaged homes need to be sure they're safe.** Because many areas may not have reliable power, those returning should have adequate food, water, medications, bug repellent, batteries and cellphone chargers. Walk carefully around the outside of your home and property and check for loose power lines, gas leaks and structural damage. If unsure, ask a qualified building inspector or structural engineer before entering. Enter your home carefully and check for loose boards and slippery floors. If your home looks like it may collapse, leave immediately. For more information on what to look for when reentering your home, go to [ready.gov/returning-home](https://www.ready.gov/returning-home)



*FEMA staff help register Hurricane Laura survivors and answer questions about federal disaster assistance at a Drive-thru Disaster Recovery Center in **Acadia Parish** Saturday.*

NFIP Helping Survivors:

- **As of Sept. 25**, the National Flood Insurance Program (NFIP) has paid more than **\$7 million** to Hurricane Laura survivors. Policy holders should follow these steps to move their claims forward:
 - 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.
 - 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.
 - Keep all receipts and record the time spent performing the work to submit to the insurance adjuster when you file your claim.

- For a video on NFIP myths, go here: youtu.be/a9P-6kKLjkl

SBA Helping Survivors:

- Additionally, the **U.S. Small Business Administration (SBA)** has approved more than **\$137 million** in low interest loans to help Louisiana hurricane survivors recover. 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. Visit disasterloanassistance.sba.gov or call **800-659-2955**.

USACE Helping Survivors:

- The **U.S. Army Corps of Engineers** opened a second **Operation Blue Roof** sign-up centers in Louisiana. The first center is in Lake Charles and now a second is located at the LSU Extension Office in Cameron Parish. Homeowners in eligible parishes have until **Sept. 30** to apply for **Operation Blue Roof**. So far, U.S. Army Corps of Engineers (USACE) has installed **4,857** temporary roofs. This is a free service offered through USACE. To get your name on the list call **888-766-3258** or visit usace.army.mil/bluerroof.
 - **Temporary blue roofs** are offered through USACE and they are **FREE**. There is **no cost to the homeowner** for application OR installation. If someone tells you otherwise or attempts to charge you, **THEY ARE NOT with USACE** or associated with this program. USACE contractors will have a work order which includes your name, address, and most importantly, your **16 digit right-of-entry number**. If all of these criteria are not met, then they do not represent USACE. If you believe they are fraudulent and misrepresenting the government, contact local law enforcement.

Louisiana Helping Survivors:

- The Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP) is working closely with local, state, tribal and federal officials; private-sector partners; and private nonprofits (PNPs) to manage the impacts of Hurricane Laura. For more information, visit: gohsep.la.gov.
- The State of Louisiana has launched an online hub for Hurricane Laura information at hurricanelaura.la.gov, which highlights news and links to resources. Additionally, 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.
- Emergency housing remains a major focus, as impacted residents are filling up designated facilities. As of Wednesday, **10,258** hurricane survivors are sheltering in Louisiana in **4,438** hotel rooms. If you need shelter, text **LAShelter** to **898-211** for information about where to go or call **211**.
- The **Louisiana Department of Transportation and Development (LaDOT)** has almost removed **84 percent** of the debris caused by Hurricane Laura. For updates on debris removal in your area, visit LADOTD's debris clean-up tracking dashboard at 511la.org.

Safety Messages:

- Covid-19
 - **Take care of yourself first. If you feel sick, please contact your supervisor immediately**
 - Social distance when possible and wear your face covering
 - Report an emergency by calling 911 or contact your supervisor
- Carbon monoxide poisoning
 - Even though the number of power outages have dropped, there are still many people using generators as a source of energy. Remember to keep them well ventilated by **keeping them outdoors** and away from doors and windows. For more information and safety tips FEMA has a video here at: youtube.com/watch?v=n7GIQzABRHA

FEMA Online:

- **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 **2637643 (ANDROID)** to **43362 (4FEMA)**
 - On an Apple Device: Text **27753 (APPLE)** to **43362 (4FEMA)**
- To visit fema.gov/disaster/4559, scan here:



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