

# HURRICANE LAURA (DR-4559-LA)

## ESF 15 - EXTERNAL AFFAIRS

### DAILY FACT SHEET 37

TUESDAY, OCT. 6, 2020

#### NAVIGATING THE ROAD TO RECOVERY

[HURRICANE LAURA WEBSITE](#)

NEWS DESK: 225-389-2408

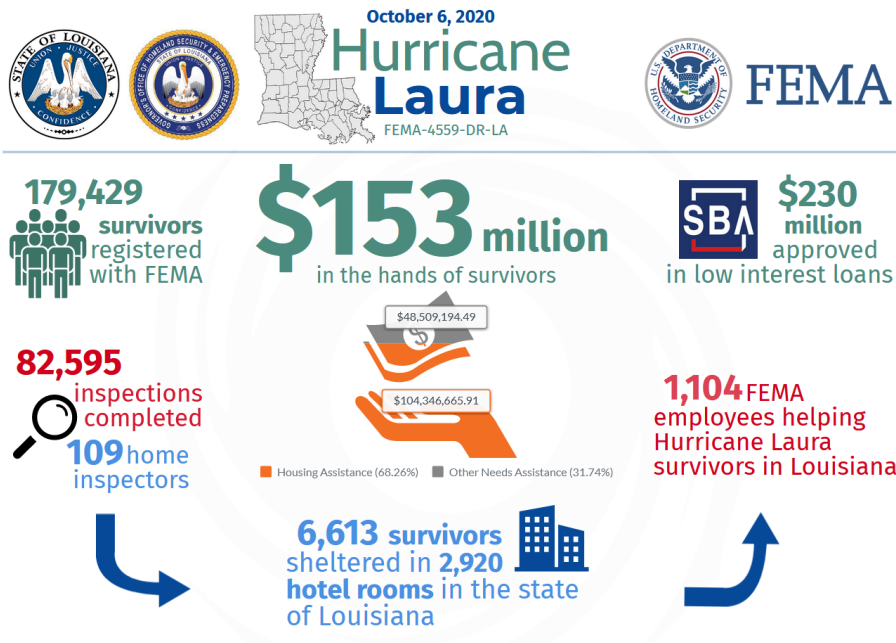
#### Key Messages:

- **FEMA financial assistance is our primary means of helping survivors.** You can use your FEMA rental assistance to rent an apartment, a travel trailer, a container home, a tiny home, or whatever you think can meet your temporary housing needs while you and your family recover.
- FEMA rental assistance is a grant to survivors to pay for **somewhere to live temporarily while they work on permanent housing plans** such as repairing or rebuilding their home.
- Options include **renting an apartment, home or travel trailer** to keep survivors near their jobs, schools, homes and places of worship. Survivors can find places to rent by searching online or in their local newspaper.

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 nearly **\$153 million** in the hands of survivors, almost **\$104 million** for housing assistance and **\$49 million** for other needs assistance. FEMA has registered **179,429 households**.



- Hurricane Laura survivors can apply by visiting [disasterassistance.gov](https://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**.
- 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.

✓ Hurricane Laura survivors with **home repair questions** should contact FEMA mitigation outreach at **866-579-0820** or at [fema-mitoutreach-4559@fema.dhs.gov](mailto:fema-mitoutreach-4559@fema.dhs.gov) Monday-Saturday, 8am to 6pm CDT. To view mitigation resources visit <https://fema.connectsolutions.com/lauramit/>.

- **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)**.
- For claims of harassment or incivility in the workplace, please contact the Office of Professional Responsibility at [FEMA-Misconduct@fema.dhs.gov](mailto:FEMA-Misconduct@fema.dhs.gov) or by telephone: **833-TELL-OPR (833-835-5677)**.
- Flooding from Hurricane Laura was so severe that **some coffins were forced from graves**. FEMA may aid with reburial expenses if the grave was in a privately-owned, licensed cemetery or burial facility and the cemetery or burial facility is not responsible for reintering displaced remains. The damage must have occurred in a parish designated in the major disaster declaration. To see if damage is in a designated parish, visit [fema.gov/disaster/4559/designated-areas](https://fema.gov/disaster/4559/designated-areas)
- 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.



*The staging area for FEMA's Temporary Housing Units located in Alexandria, Louisiana.*

- **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)

### **Direct Temporary Housing Assistance:**

---

- **FEMA financial assistance is our primary means of helping survivors.** You can use your FEMA rental assistance to rent an apartment, a travel trailer, a container home, a tiny home, or whatever you think can meet your temporary housing needs while you and your family recover.
- FEMA rental assistance is a grant to survivors to pay for **somewhere to live temporarily while they work on permanent housing plans** such as repairing or rebuilding their home.
- Options include **renting an apartment, home or travel trailer** to keep survivors near their jobs, schools, homes and places of worship. Survivors can find places to rent by searching online or in their local newspaper.
- **Funds may be used for security deposits, rent and the cost of essential utilities** such as electricity, gas and water. They may **not be used to pay for cable or Internet.**
- **Once survivors have registered with FEMA for assistance, no further application** is required for Direct Housing. **Survivors do not need to register twice.** FEMA will initiate contact with survivors to determine eligibility for housing assistance.
- FEMA rental assistance is a grant to survivors to pay for **somewhere to live temporarily while they work on permanent housing plans** such as repairing or rebuilding their home. Options include **renting**

an apartment, home or travel trailer to keep survivors near their jobs, schools, homes and places of worship. Survivors can find places to rent by searching online or in their local newspaper.

## Public Assistance Helping Survivors:

---

- The Hurricane Laura major disaster declaration for the state of Louisiana (**DR-4559**) has been amended to include **Public Assistance permanent work** (Category C-G) for **Grant, Jackson, Lincoln, Ouachita, Rapides and Winn Parishes**.

## USACE Helping Survivors:

---

- The **U.S. Army Corps of Engineers (USACE)** has installed **7,833** temporary roofs. USACE will continue to install temporary roofs for Hurricane Laura survivors who signed up for this free service.



*A drone shot from a video by **Michael Glasch** featuring **Amber Turnage** of the Little Rock District, explaining the **USACE Data Team**'s role in helping victims of Hurricane Laura get their lives back on track. To watch the video visit: [youtube.com/watch?v=wMLRXByFo&t=5s](https://youtube.com/watch?v=wMLRXByFo&t=5s)*

## SBA Helping Survivors:

---

- Additionally, the **U.S. Small Business Administration (SBA)** has approved more than **\$230 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](https://disasterloanassistance.sba.gov) or call **800-659-2955**.

## NFIP Helping Survivors:

---

- **As of Oct. 5**, the National Flood Insurance Program (NFIP) has paid more than **\$10 million** to Louisiana residents. Policy holders should follow these steps to move their claims forward:

October 6, 2020  
**Hurricane Laura**  
 FEMA-4559-DR-LA

## National Flood Insurance Program

Louisiana

- **1,141** Claims submitted
- Over **\$10.5 million** paid
- **38%** of claims completed

FEMA NATIONAL FLOOD INSURANCE PROGRAM

- 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](mailto: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](https://youtu.be/a9P-6kKLjkl)

### 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](http://gohsep.la.gov).
- Emergency housing remains a major focus, as impacted residents are filling up designated facilities. As of Sunday, **6,613** hurricane survivors are sheltering in Louisiana in **2,920** hotel rooms. If you need shelter, text **LAShelter** to **898-211** for information about where to go or call **211**.
- 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. 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.

## FEMA Online:

---

- Follow FEMA on social media at [FEMA online](#), on Twitter [@FEMA](#) or [@FEMAEspañol](#), on [FEMA Facebook page](#) or [FEMA Español 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)**

For concerns and allegations of discrimination, please contact the Office of Equal Rights at headquarters at **202-212-3535** or [FEMA-Civil-Rights-Program-OER@fema.dhs.gov](mailto:FEMA-Civil-Rights-Program-OER@fema.dhs.gov).

###