

Daily Fact Sheet - Louisiana

Hurricane Laura, Day 43

October 13, 2020

DR-4559 / EM-3547-LA / DFS 043

Navigating the Road to Recovery

Key Messages:

- The **FEMA registration deadline for Hurricane Laura damages is Oct 27**. Assistance may include help for repair or replacement of damaged property, temporary housing, rental assistance and grants to help with other expenses such as medical costs, childcare and funeral expenses. To **register for FEMA assistance** visit [disasterassistance.gov](https://www.disasterassistance.gov) or call the FEMA Helpline at **800-621-3362 (TTY 800-462-7585)**. Survivors can also register through the **FEMA Mobile App**. To download, text **43362** for either **ANDROID** or **APPLE**.



Figure 1. Administrator Pete Gaynor meets with Gov. John Bel Edwards in Baton Rouge, LA.

- A new FEMA drive-thru Disaster Recovery Centers (DRC) opens tomorrow, Oct. 14 in Ruston, Louisiana. Several DRCs in Louisiana are back open after temporarily closing due to Hurricane Delta. DRCs in Alexandria, Beauregard, Cameron, Dry Prong, Lake Charles, Leesville, Many, Jena, Rayne, and Sulphur are back in operation.



FEMA



As conditions allow other facilities will be reopening as well. For information on DRCs go to the DRC Locator: <https://egateway.fema.gov/esf6/drclocator>.

- The U.S. Army Corps of Engineers (USACE) is continuing to install blue roofs. **The deadline to sign up is Oct. 24.** If you had a Hurricane Laura temporary blue roof installed by the USACE in Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis and Vernon parishes, and it was re-damaged by Hurricane Delta, the USACE will assess your needs and, if appropriate, replace it. Furthermore, all homeowners within the six parishes are eligible to sign-up for a new temporary roof. Call **888-766-3258** to sign-up for a new temporary roof. Residents can also sign up for the program with a computer or smart phone at: www.usace.army.mil/bluroof. This is a free service to homeowners.
- Local and state officials continue assessing damages from Hurricane Delta. Survivors are encouraged to **self-report their damages** to the state by visiting: www.damage.la.gov. Remember, any determination for **federal assistance** due to damages from Hurricane Delta **will be made after damage assessments are completed** by state and local officials.
- Utility workers continue to make progress on restoring power after hurricanes Laura and Delta. To date, more than **150,000 Louisiana residents are still without power**. For a current power outage map, go to <https://lpsc.louisiana.gov> and click the top link on the right under Most Recent News and Information.



Figure 2. A flooded home in Evangeline Parish.

- When returning home, residents need to keep safety in mind. For tips on how to return home safely, watch an accessible video with Chris Smith, Director of FEMA's Individual Assistance Program. Closed captioning available in English, Chinese, German, Hindi, Italian, Khmer, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, Thai,

and Vietnamese. To see the video, go here:

https://www.youtube.com/watch?v=N_A3cghnHHw&feature=youtu.be

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 more than **\$162 million** in the hands of survivors, more than **\$110 million** for housing assistance and nearly **\$52 million** for other needs assistance. So far, FEMA has registered **187,892 households**.



Figure 3. Hurricane Laura: By the Numbers.

- Help spread the word: **if anyone receives a letter saying they are ineligible for FEMA assistance, they should not be discouraged.** They may need to provide additional information. In fact, missing documentation is 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 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)**.
- 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.



Figure 4. Administrator Pete Gaynor and Regional Administrator Tony Robinson visit Cameron Parish.

- **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).

- 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.
- Emergency housing remains a major focus, as impacted residents are filling up designated facilities. To date, **7,968** hurricane survivors are occupying **3,457 hotel rooms in Louisiana and Texas**. 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, 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.

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 Temporary Housing. **Survivors do not need to register twice.** FEMA will initiate contact with survivors to determine eligibility for housing assistance.

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**.
- **Qualifying private nonprofit houses of worship in Louisiana may be eligible for FEMA grants** to cover Hurricane Laura-related expenses. Grants through FEMA's Public Assistance program may cover costs to repair or replace facilities damaged during the hurricane. The program is funded by FEMA and the Governor's Office of Homeland Security and Emergency Management. FEMA defines religious facilities as a church, synagogue, mosque, temple or other house of worship without regard to the religious character of the facility. No religious facility or house of worship may be excluded from this definition because leadership or membership in the organization is limited to persons who share a religious faith or practice. Apply online at sba.gov/funding-programs/disaster-assistance. For questions about SBA disaster loans, call **800-659-2955** or email FOCWAssistance@sba.gov.

SBA Helping Survivors:

- The **U.S. Small Business Administration (SBA)** has approved more than **\$272 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**.

NFIP Helping Survivors:

- If a Louisiana resident had an NFIP policy that expired in the last 30 days, they should immediately call their insurance agent to see if they are still covered during the grace period.
- There are **over 7,000 NFIP** policy holders in Louisiana whose policies are under the **30-day window** to renew their policy. NFIP policies that are in their expired period right now, can still be reinstated with quick action. Contact your NFIP insurance agency to find out if you're affected.
- Because budgets have been stretched thin due to COVID-19, FEMA extended the normal 30-days to 120-days for policies that have an expiration date between February 13, 2020 and June 15, 2020.
- **As of Oct. 8**, the National Flood Insurance Program (NFIP) has paid nearly **\$16 million** to Louisiana residents.



Figure 5. NFIP By the Numbers.

- 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: <https://www.youtube.com/watch?v=a9P-6kKLjkl&feature=youtu.be>

Salvation Army Helping Survivors:

- The **U.S. Salvation Army** has **19 mobile feeding units** on standby to support affected areas and has set up command posts in Alexandria, Lafayette and Lake Charles. Each mobile feeding unit can serve 500 to 1,500 meals per day.
 - The Salvation Army has also established an Emotional and Spiritual Care Hotline at **844-458-4673 (844-458-HOPE)**.
 - For more information on the Salvation Army's continued response, visit salvationarmyusa.org or disaster.salvationarmyusa.org. To make a financial gift to support ongoing disaster relief efforts, donate online: give.helpsalvationarmy.org or by phone: **800-725-2769 (800-SAL-ARMY)**.

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)**

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