

HURRICANE LAURA (DR-4559-LA)

ESF 15 - EXTERNAL AFFAIRS

DAILY FACT SHEET 24

WEDNESDAY, SEPT. 23, 2020

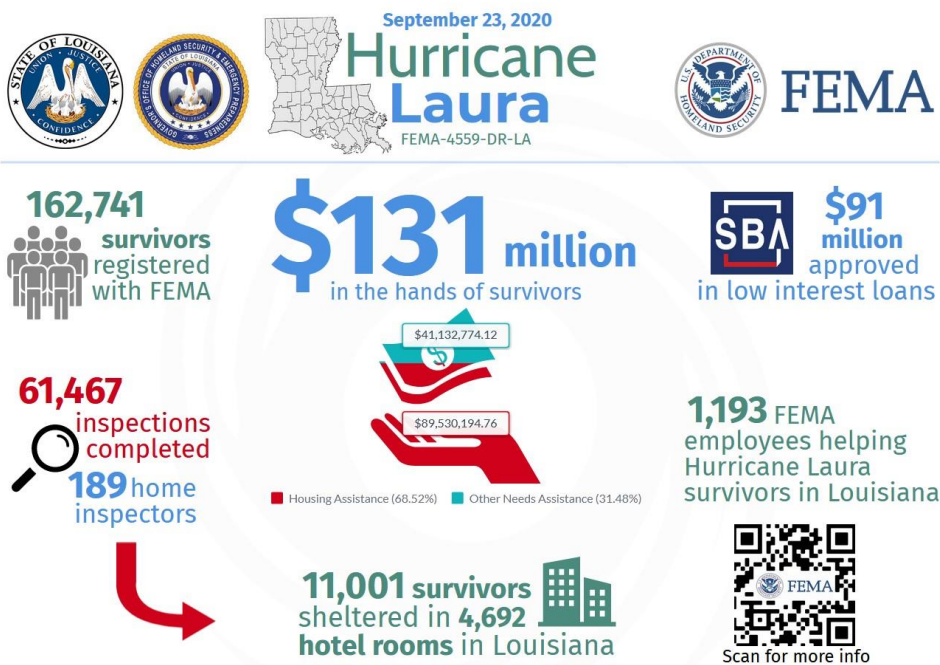
NAVIGATING THE ROAD TO RECOVERY

[HURRICANE LAURA WEBSITE](#)

NEWS DESK: 225-389-2408

Key Messages:

- Due to adverse weather impacting many parts of the state, some **FEMA facilities may be closed until conditions improve**. Hurricane Laura survivors **can still register for assistance** by calling the FEMA Helpline at **800-621-3362 (TTY 800-462-7585)**, visiting disasterassistance.gov or by downloading the **FEMA Mobile App** by texting: **ANDROID or APPLE to 43362**. Hurricane Laura survivors can also find out the current status of **Drive-thru Disaster Recovery Centers (DRCs)** by using the **FEMA Mobile App**. For locations of **Mobile Registration Intake Centers (MRICs)**, please visit the disaster website at fema.gov/disaster/4559. The deadline to apply is **Oct. 27**.
- Renters whose home or property was damaged by Hurricane Laura can apply for federal disaster assistance to help pay for **temporary housing** if a renter or homeowner is unable to return to their disaster-damaged home. Grants can also be used for **essential personal property** including furniture, appliances, clothing, job-related equipment and primary vehicles.
- If you live in a special flood hazard area, and your home suffered damage from wind, water, fire or debris impact, you may be notified by your floodplain administrator that your home is substantially damaged. **Substantial damage** is when the cost to restore the structure to its pre-damaged condition is equal to, or greater than, 50% of the pre-disaster market value of the home; you live in the special flood hazard area, and your home is not compliant with the current flood damage prevention ordinance. To learn more read: **Answer to Questions About Substantially Improved/Substantially Damaged Buildings** at: <https://bit.ly/2RLDah0>.



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 \$131 million** in the hands of survivors, including more than **\$89 million** for housing assistance and over **\$41 million** for other needs assistance. FEMA has registered **162,741 households**.



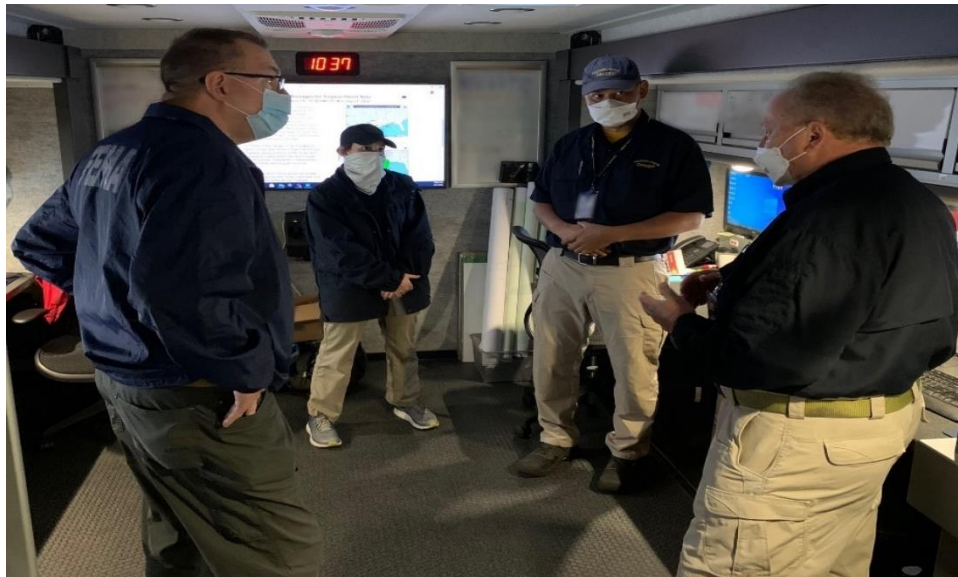
FEMA External Affairs Officer Kristina Overton explains eligibility requirements for federal disaster assistance for Hurricane Laura survivors in a public service announcement produced at the State-Federal Joint Field Office in Baton Rouge. To watch the video, go here:

youtube.com/watch?v=y5RqXQytqVg&list=PL720Kw_OoJlJCq2nvX7uU18QQsi16LaFp&index=6

- Hazard Mitigation is acting now to reduce future risk. You can repair/rebuild safer and stronger after Hurricane Laura and community education and outreach can help you on your recovery journey.
 - For more resources available online, visit: fema.connectsolutions.com/lauramit
 - To Speak to a Mitigation Specialist call **866-579-0820** or email us at FEMA-MitOutreach-4559@fema.dhs.gov
- **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.
- 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.

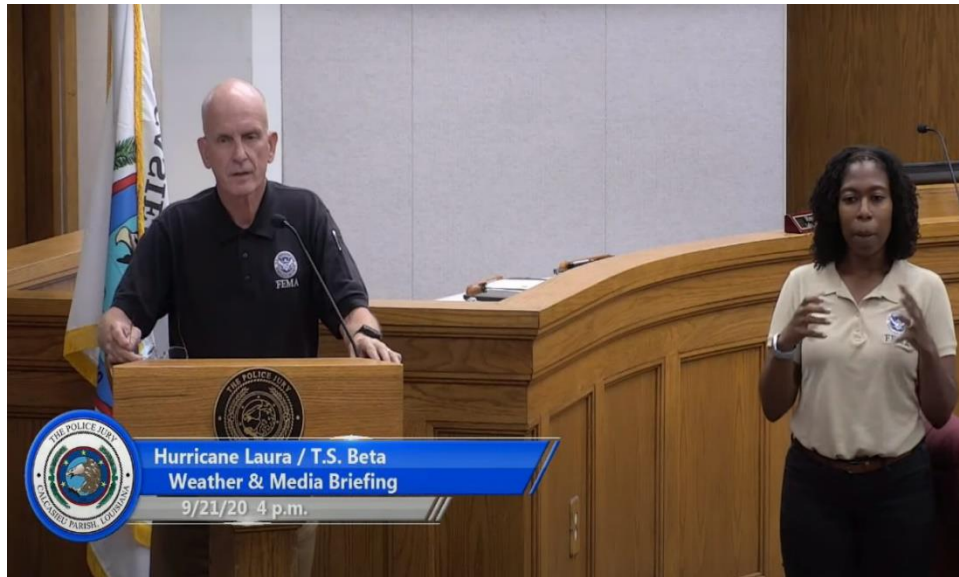
- **FEMA assistance is not insurance.** Your home may have suffered storm damage, but if it did not affect essential living space, you may not be determined eligible for assistance. FEMA considers the kitchen, bathrooms and occupied bedrooms as essential living spaces.
 - If anyone thinks an error was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



FEMA Administrator Pete Gaynor gets an update on recovery operations in a FEMA Mobile Communications Operations Vehicle during a visit on Monday.

- ✓ 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.
- ✓ If grant money is not used as outlined in the letter, you may have to repay FEMA and you could lose eligibility for further federal assistance that could become available later for your recovery.

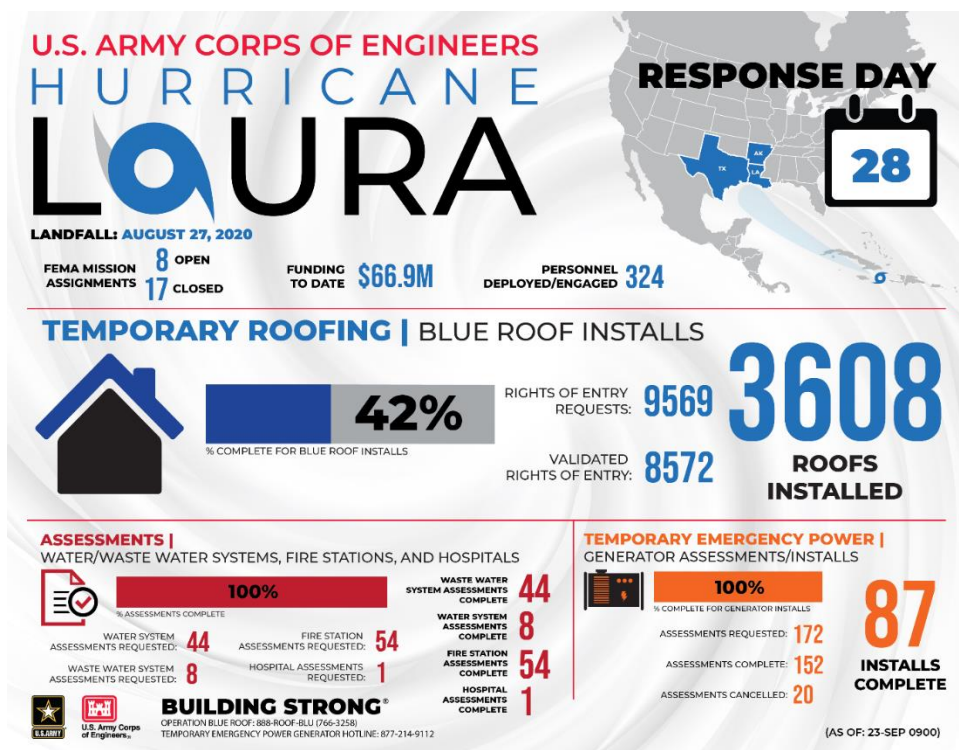
- **Survivors choosing to return to damaged homes need to be sure they're safe.** Because many areas may not have reliable power, those returning should have adequate food, water, medications, bug repellent, batteries and cellphone chargers. Walk carefully around the outside of your home and property 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 Division Supervisor Gerry Stolar and ASL Interpreter Monique McCrary provide an update on federal disaster assistance for Hurricane Laura survivors at Monday's Calcasieu Parish Police Jury Public Briefing. The briefings are held Mondays, Wednesdays and Fridays at 1600 CDT. To watch live, go here: youtube.com/user/CPJProgram

USACE Helping Survivors:

- The **U.S. Army Corps of Engineers (USACE)** has installed **3,608** temporary roofs for Hurricane Laura survivors, so far. Survivors have until **Sept. 30** to sign up for **Operation Blue Roof**, which provides a free temporary roofing solution to disaster-damaged homes. They can also sign up by calling **888-766-3258** or visiting usace.army.mil/bluroof.



- **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.

NFIP Helping Survivors:

- **As of Sept. 22**, the National Flood Insurance Program (NFIP) has paid more than **\$4 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:

- The **U.S. Small Business Administration (SBA)** has distributed more than **\$90 million** in low interest loans to help Louisiana hurricane survivors recover. 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 disasterloanassistance.sba.gov and the Customer Service Center can be reached at **800 659-2955**.
- 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.

United Way Helping Survivors:

- **United Way of Southwest Louisiana** is providing disaster relief through grocery distributions, hot meals, generators, cleaning supplies and gas giveaways. Volunteers are accepting donations and operating the **Hurricane Laura Relief Center, 2401 6th St., Lake Charles, daily from 9 a.m. to 5 p.m.**
- Residents in need can drive-thru the center to make requests. Also, hot meals are distributed at lunch or dinner on most days. Grocery distributions are also drive-thru with volunteers putting items in vehicles. For information go to unitedwayswla.org/hurricanelaura

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 Tuesday, **11,001** hurricane survivors are sheltering in Louisiana in **4,692** hotel rooms. If you need shelter, text **LASHELTER** to **898-211** for information about where to go or call **211**.
- The Louisiana Department of Children and Family Services received approval to begin virtual Disaster Supplemental Nutrition Assistance Program (DSNAP) operations to provide additional food aid to eligible 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.
 - For information about SNAP benefits and eligibility, go to dcfs.la.gov.
- **The Louisiana Department of Transportation and Development (LaDOT)** has already removed **80 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.

Separating Your Debris
Debris should be placed curbside, without blocking the roadway or storm drains.

NO PICKUP ZONE
Any debris placed from the sidewalk toward your property will not be picked up.

DEBRIS SEPARATION
Separate debris into the six categories shown below.
DO NOT STACK OR LEAN
Placing debris near or on trees, poles, or other structures makes removal difficult. This includes fire hydrants and meters.
UNSURE WHERE TO PLACE DEBRIS?
If you don't have a sidewalk, ditch, or utility line in front of your house, place debris at the edge of your property before the curb.

HOUSEHOLD TRASH
Normal household trash and bagged debris of any kind will not be picked up as part of debris collection. This will be collected on your normal garbage removal schedule.

VEGETATIVE DEBRIS

- Branches
- Limbs
- Logs
- Plants
- Leaves (unbagged)

CONSTRUCTION & DEMOLITION DEBRIS
Materials that are an integral part of the structure such as:

- Sheetrock/Drywall
- Plaster
- Lumber
- Plumbing
- Insulation
- Brick

*C&D debris does not include carpet, furniture, mattresses, and regulated asbestos containing material.

WHITE GOODS

- Air Conditioners
- Dishwashers
- Freezers
- Refrigerators
- Stoves
- Washers & Dryers
- Water Heaters

ELECTRONICS

- Computers
- Radios
- Televisions
- Devices with a cord

HOUSEHOLD HAZARDOUS WASTE

- Cleaning Supplies
- Batteries
- Lawn Chemicals
- Oil
- Paint & Stain
- Pesticides
- Vehicle Fluids

WASTE PERMITS DIVISION
FOR MORE INFORMATION CALL
225.364.7901

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During debris removal, please be aware of COVID-19 risks. Wear a mask and maintain social distancing whenever possible.

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=n7GIOzABRHA](https://www.youtube.com/watch?v=n7GIOzABRHA)

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



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