

# Daily Fact Sheet 040 – Hurricane Ida

Oct. 12, 2021

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## Key Messages

- Tomorrow, Oct. 13, is the last day to apply for **Disaster Supplemental Nutrition Assistance Program (DSNAP)**.
  - DSNAP food aid is for eligible families living in the 25 parishes impacted by Hurricane Ida.
  - To pre-register, visit [Disaster Supplemental Nutrition Assistance Program \(DSNAP\) | Louisiana Department of Children & Family Services](#) or call the LAHelpU Customer Service Center at 888-524-3578.
- This is the last week Hurricane Ida survivors can sign up for a free temporary roof through the U.S. Army Corps of Engineers (USACE) Operation Blue Roof program.
  - This is a free service to primary residential homes and permanently occupied rental properties in **all 25 Louisiana parishes**. To register, visit [Bluroof.us](#) or call 888-ROOF-BLU or 888-766-3258. The deadline to sign up is Oct. 15.
  - To sign up in person, visit [USACE's mobile Blue Roof sign-up vehicles](#).
- Donations and volunteers are still greatly needed in the recovery process of Hurricane Ida. FEMA encourages volunteers to work with a response or relief agency and that donations be coordinated with disaster relief organizations and local and state emergency managers so those in need receive the right help.
  - Visit Volunteer Louisiana online at [volunteerlouisiana.gov](#) and National Voluntary Organizations Active in Disaster at [www.nvoad.org](#) to find volunteer opportunities and a list of trusted organizations.
- FEMA and the state of Louisiana are working hard to ensure Hurricane Ida survivors in the hardest hit areas have a safe place to stay while they take steps to recover.
  - FEMA financial help remains the primary means of helping survivors.
  - The state offers the non-congregate Hurricane Ida Sheltering Program, which will use travel trailers and hotels. Survivors can visit [idashelteringla.com/en-US/](#) or call 844-268-0301 to register for temporary sheltering.
    - This state-run, FEMA-funded program will focus on the most heavily impacted parishes, providing some immediate sheltering assistance until FEMA's Direct Housing is fully underway.
    - The first state units will be installed and available by mid-October.
  - FEMA has approved Direct Housing for 10 of the most impacted parishes: Jefferson, Lafourche, Livingston, Plaquemines, St. Charles, St. Helena, St. James, St. John the Baptist, Tangipahoa and Terrebonne.



- This program makes available several additional short-term housing solutions to Louisiana survivors.
- Survivors who applied with FEMA for assistance do not need to reapply to be eligible for Direct Housing.
- Direct Housing is not an immediate solution for a survivor's interim and longer-term housing needs because it takes significant time to implement.
- Not everyone impacted by Ida will be eligible for direct housing.
- FEMA anticipates Direct Housing units to become available to eligible survivors in mid-November.
- FEMA continues to stress that survivors stay alert for con artists and criminals trying to take advantage of them, posing as phony property inspectors or building contractors. Thieves may also try to steal money or your personal information through fraud by directing survivors to apply on their website.
  - Report scams, fraud and identity theft to FEMA's toll-free Disaster Fraud Hotline at 866-720-5721. Or, contact the Louisiana Attorney General Consumer Protection Section, P.O. Box 94005, Baton Rouge, LA 70804-9005. Or fax your complaint to: 225-326-6499.
  - More information is available here: [Beware of Fraud and Scam Artists](#)
- FEMA has mitigation specialists you can speak to in person at hardware and big box stores in East Baton Rouge and Lafourche parishes to answer questions about rebuilding and protecting homes from future disaster-related damage.
  - Today through Oct.13, Home Depot, 6660 Main St., Zachary, LA 70791 (Mon-Sat: 6 a.m. – 10 p.m.; Sun: 8 a.m. – 6:30 p.m.)
  - Today through Oct. 16, Melaco Sisters Hardware & Supplies, 16230 LA-3235, Cut Off, LA 70345 (Mon-Fri: 7:30 a.m. - 6: p.m.; Sat: 8 a.m. – 5 p.m.)
- Eighteen FEMA **disaster recovery centers (DRCs)** are open in 12 Louisiana parishes hardest hit by Hurricane Ida.
  - To find a DRC closest to you and the hours of operation, visit the [FEMA DRC Locator](#) or check the FEMA App. All centers will follow COVID-19 precautions and masks will be required by both FEMA specialists and survivors.
- FEMA's **Disaster Survivor Assistance teams** are working in 18 parishes throughout the hardest hit parishes.
- FEMA uses several tools, teams and tactics to help during the response and recovery operation for Hurricane Ida.
  - Disaster Survivor Assistance (DSA) crews are the eyes and ears, and sometimes the voice, of FEMA as they visit impacted communities to provide on-site guidance to survivors about the application process and FEMA's disaster assistance.

- Disaster Recovery Centers (DRC) are dedicated, accessible and established locations where specialists from FEMA’s Individual Assistance program help survivors face to face in applying for assistance, reviewing applications, and collecting new information and documentation.
- FEMA and the state of Louisiana are committed to providing disaster assistance to people with disabilities and access and functional needs, as well as those who communicate in languages other than English.
  - If you need an accommodation or assistance due to a disability, ask FEMA at the time of applying or anytime throughout the assistance process.
  - Be sure to answer “yes” to question 24 on FEMA’s application, which asks about functional needs, to see how we can help.
- Through FEMA’s Public Assistance program, applicants including state, local, tribal and territorial governments, as well as some private nonprofit organizations, could be eligible for reimbursement costs associated with debris removal operations.
- Debris pick-up continues to be a priority as Louisianans recover from Hurricane Ida. FEMA urges survivors to remove debris promptly and properly, and to document damage with photos or video.
  - Separate debris into six categories: household garbage, construction debris, vegetative debris, hazardous waste, large appliances and electronics. For more information, go to [ladotd-state-highway-reporting-ds.hub.arcgis.com/](https://ladotd.state-highway-reporting-ds.hub.arcgis.com/)

## Individuals and Households Program

- As of Oct. 12, FEMA has approved **more than 519,000** applications for disaster assistance and **more than \$785 million** to help Louisiana residents recover.
- Hurricane Ida survivors in Louisiana can call the **FEMA Helpline 24 hours a day**, seven days a week, to apply for disaster assistance. Call 800-621-3362 (TTY: 800-462-7585). If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.
- If you are planning to apply for FEMA assistance, knowing what you will be asked and what information you need to have handy can help you feel ready. Things to have handy include:
  - Each family member’s Social Security number.
  - The address where you are staying and what the phone number is.
  - If you said you did not know the amount of damage to your home but now have updates to share, be sure to let FEMA know so we can continue to review your case.
  - If you don’t understand something when applying online, you can click “Help for this page” on the top left side of the form for more helpful information.
- Hurricane Ida survivors planning to appeal a FEMA decision should keep the following helpful info in mind:

- You must send your appeal letter to FEMA within 60 days of the date of the determination letter.
- Carefully read FEMA’s letter to understand what the agency is asking of you.
- You must include evidence to support your appeal request such as:
  - Letters from your insurance company to support your case.
  - A copy of a utility bill or driver’s license to show proof of occupancy.
  - A copy of your mortgage or insurance documents to show proof you own your home.
- Don’t forget to sign and date your appeal, and include your nine-digit FEMA application number, your disaster number (DR-4611-LA) and documents you can show as proof.

## Operation Blue Roof

- Hurricane Ida survivors in **all 25 Louisiana parishes** eligible for Individual Assistance can sign up for a free temporary roof through the U.S. Army Corps of Engineers (USACE) Operation Blue Roof program.
  - This is a free service to primary residential homes and permanently occupied rental properties. To register, visit [Bluroof.us](https://bluroof.us) or call 888-ROOF-BLU or 888-766-3258. The deadline to sign up is Oct. 15.
  - USACE representatives will be available in person at a number of mobile locations to assist survivors in signing up for the program. The sites will be open daily, from 9:30 a.m. to 5 p.m. and locations are subject to change. Visit: [USACE’s mobile Blue Roof sign-up vehicles](#)
- As of Oct. 12, **24,554** temporary roofs have been installed on Louisiana homes.

## U.S. Small Business Administration Helping Survivors

- Federal low-interest disaster loans from the U.S. Small Business Administration (SBA) are available to businesses, homeowners and renters. As of Oct. 12, SBA has approved **8,721** loans for a total of **\$415 million**.
- Hurricane Ida survivors who apply for FEMA disaster assistance may be contacted by SBA and asked to submit an application for a low-interest SBA loan.
  - Applying with the SBA assures that all available disaster assistance options remain open to you.
  - If you are not eligible for an SBA loan, this may open the door to additional assistance from FEMA.
  - If you are eligible for an SBA loan, you do not have to accept it. Qualifying for an SBA loan does not mean you are suddenly ineligible for FEMA assistance.
- You may call SBA’s Customer Service Center at 800-659-2955, email [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov) or visit [www.sba.gov/services/disasterassistance](https://www.sba.gov/services/disasterassistance) for more information on SBA disaster assistance. Individuals who are deaf or hard-of-hearing may call 800-877-8339.

## National Flood Insurance Program

- FEMA’s National Flood Insurance Program (NFIP) is ready to assist policyholders who experienced losses due to flooding from Hurricane Ida. Contact your insurance agent to report your loss. If you can’t remember the name or number of the insurance company, call NFIP at 877-336-2627.
  - Claims filed in Louisiana as of Oct. 12: **13,612**. Total paid: **\$171 million**.
- Before making repairs and rebuilding your home after Hurricane Ida, talk to your floodplain manager and building permit officials.
  - File your insurance claim immediately, but don’t wait to begin cleanup to avoid further damage.
  - Take pictures or video of your damage.
  - If you have questions about your flood insurance claim or to learn more about your risk call 877-336-2627.
- To speak with a FEMA Community Education and Outreach staff member about steps you can take to reduce your risk of future flood, wind and other damage, call 833-FEMA-4-US or 833-336-2487. You can also visit: [Louisiana Mitigation \(connectsolutions.com\)](https://connectsolutions.com) or for Spanish visit: [Spanish Repairing and Rebuilding after a Hurricane \(connectsolutions.com\)](https://connectsolutions.com). For Vietnamese visit: <https://fema.connectsolutions.com/la-vie-mit/>

## Additional Resources

- State and local officials who may be stuck on how to use FEMA’s Substantial Damage Estimator Tool or may have questions about the Disaster Recovery Reform Act, section 1206, can get access to assistance virtually.
  - Recurring Q&A Zoom meetings are held Monday through Friday, 2-3 p.m. Use ZoomGov meeting [Launch Meeting - Zoom \(zoomgov.com\)](https://zoomgov.com).
    - Meeting ID: 161 806 9501
    - Passcode: 939930
    - Officials can also call 551-285-1373. Registration is not required.
- Louisiana **Supplemental Nutrition Assistance Program (SNAP)** has been extended to Oct. 28. Allowing recipients to use their benefits to purchase hot or prepared foods following a waiver from the U.S. Department of Agriculture, Food and Nutrition Service. More information about the “hot foods” waiver can be found at <http://dcfs.louisiana.gov/page/snap-hot-foods-waiver>.
- To assist low-income individuals with disaster legal needs, FEMA is partnering with the Louisiana State Bar Association and the American Bar Association Young Lawyers Division to provide **free legal aid**. Call the toll-free legal aid hotline at (800) 310-7029, or you can get legal advice online through Louisiana Free Legal Answers.
- The Emergency Prescription Assistance Program works with community pharmacies to process claims for prescription medications, vaccines and medical equipment to survivors after a declared disaster. For

prescription help, call 855-793-7470 or visit: [www.phe.gov/Preparedness/planning/epap/Pages/epap-status.aspx](http://www.phe.gov/Preparedness/planning/epap/Pages/epap-status.aspx).

- HHS Substance Abuse and Mental Health Services Administration activated its **Disaster Distress Helpline**. This toll-free, multilingual, crisis support service is available 24/7 via telephone or text at 800-985-5990.
- The application deadline to file for Disaster Unemployment Assistance (DUA) has been extended until Nov. 2.

## Major Disaster Declaration

- 25 parishes are designated for FEMA Individual Assistance: Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.
- 25 parishes are designated for FEMA Public Assistance (CAT A-Emergency Work): Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge and West Feliciana.
- Seven parishes are designated for FEMA Public Assistance (CAT C-G Permanent Work): Jefferson, Lafourche, Orleans, St. Charles, St. James, St. John the Baptist and Terrebonne parishes.
- All 64 Louisiana parishes are approved for federal assistance for CAT B-Emergency Protective Measures.

## FEMA Products

- Fact Sheet 001: [How FEMA Can Help: File Insurance Claim First](#)
- Fact sheet 002: [Resources to Assist Your Hurricane Ida Recovery](#)
- Fact sheet 003: [Transitional Sheltering Assistance](#)
- Fact sheet 004: [Use Generators Safely at Home](#)
- Fact sheet 005: [Beware of Fraud and Scam Artists](#)
- Fact Sheet 006: [You Asked: I'm a renter, can I get assistance from FEMA?](#)
- Fact Sheet 008 : [What to Expect When Applying for FEMA Assistance](#)
- Fact Sheet 009: [Letters or Status Updates from FEMA](#)
- Fact Sheet 010: [Helpful Info When Appealing a Decision from FEMA](#)
- Fact Sheet 011: [Has Your Info Changed Since Applying for Ida Aid? Let FEMA Know](#)
- Fact Sheet 012: [Financial Help for Cleaning Up After a Disaster or Making Your Home Accessible](#)
- Fact Sheet 013: [You Asked: Can FEMA reimburse me for my lodging expenses?](#)
- Fact Sheet 014: [You Asked: Is FEMA assistance available if I'm being evicted from my storm-damaged home?](#)
- Fact Sheet 015: [True or False: Setting the Record Straight on SBA Loans and FEMA Assistance](#)
- Fact Sheet 016: [Third-Party Written Consent: Let FEMA Know Who to Talk to About Your Application](#)
- Fact Sheet 017: [FEMA May Help You with Moving and Storage Expenses](#)
- Fact Sheet 018: [Tips for Returning Home Safely After a Disaster](#)
- Fact Sheet 019: [What Info Does FEMA Ask for in the Application?](#)

- Fact Sheet 020: [Save Your Damaged Family Treasures](#)
- Fact Sheet 021: [You Asked: My home is damaged and needs repairs. Can I get FEMA help for rental assistance?](#)
- Fact Sheet 022: [Save Time, Money by Contacting Local Officials Before Rebuilding](#)
- Fact Sheet 023: [FEMA in the Field: Disaster Survivor Assistance and Disaster Recovery Centers](#)
- News Release 001: [Louisiana Survivors Affected by Hurricane Ida Can Apply for Possible FEMA Assistance](#)
- News Release 002: [Hurricane Ida Survivors May be Eligible for Generator and Chainsaw Reimbursement](#)
- News Release 004: [Debris Pick-Up a Priority as Louisianans Recover from Hurricane Ida](#)
- News Release 005: [Spend Your FEMA Grant Wisely and Only on Disaster-Related Expenses](#)
- News Release 006: [Hurricane Ida Survivors: Take Precautions Ahead of Tropical Storm Nicholas](#)
- News Release 007: [FEMA Expands Effort to Reach Ida Survivors](#)
- News Release 008: [Whole Community Response to Hurricane Ida](#)
- News Release 009: [FEMA/State Supports Ida Survivors with Temporary Sheltering and Housing Solutions on their Unique Paths to Recovery](#)
- News Release 010: [FEMA Offers Equal Access to All Disaster Survivors](#)
- News Release 011: [Your Help Is Needed but Donate and Volunteer Wisely](#)
- [YouTube](#) Public Service Announcements
  - [Question: I am a renter: can I apply for assistance with FEMA?](#)
  - [Question: As a renter, what types of help could I be eligible for?](#)
  - [Question: Can I use my rental assistance grant to stay in a hotel/motel?](#)
  - [Question: I've been staying in a hotel and paying for it myself, can I get reimbursed for the costs?](#)
  - [Question: My personal property was damaged, is there financial help available for my losses?](#)
  - [Question: Is Transitional Sheltering Assistance the same as rental assistance?](#)
  - [Question: Does help from FEMA have to be paid back?](#)
  - [Question: How do I apply for FEMA assistance?](#)
- Photos: [DVIDS - Defense Visual Information Distribution Service \(dvidshub.net\)](#)
- Photos: [DVIDS - Search - hurricane ida fema \(dvidshub.net\)](#)
- Video: [DVIDS - Defense Visual Information Distribution Service \(dvidshub.net\)](#)
- Video: [DVIDS - Search - hurricane ida fema \(dvidshub.net\)](#)
- Graphic: [3 ways to apply](#)
- Graphic: [Best way to send disaster documents](#)
- Graphic: [Beware of fraud](#)
- Graphic: [Start your recovery](#)
- PSA: [PSA: Installing Roof Tarps Safely - YouTube](#)
  - Spanish: [Anuncio de Servicio Público: Cómo instalar toldos en los techos de manera segura - YouTube](#)
  - Vietnamese: [https://youtu.be/Yyq9ss\\_MJ\\_w](https://youtu.be/Yyq9ss_MJ_w)
  - Simplified Chinese: <https://youtu.be/MUu49XqEw2c>
  - Korean: <https://youtu.be/vOwbJMgKcLQ>
  - Haitian Creole: <https://youtu.be/GAJIle6XwGs>
  - French: <https://youtu.be/aHhRiwjM9Hk>

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