

Daily Fact Sheet 027 – Hurricane Ida

Sept. 27, 2021

Key Messages

- Tomorrow, Sept. 28, is the deadline for **Supplemental Nutrition Assistance Program (SNAP)**. This program allows Louisiana residents 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>.
- Survivors can sign up in person for the U.S. Army Corps of Engineers (USACE) Operation Blue Roof in five parishes. Visit [USACE’s mobile Blue Roof](#) for locations and hours of operation.
- Utility workers continue to work on restoring power to Louisiana residents and businesses after Hurricane Ida. As of this morning, there are about **5,400** power outages. Visit [Louisiana Power Outages Map](#) to check on power outages in your area.
- Fourteen temporary FEMA **disaster recovery centers (DRCs)** are open in 10 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 across the state.
- Family treasures, collectibles and heirlooms may be salvaged after a disaster. Even photos stuck together could be saved by soaking them in clean water before trying to separate them.
 - For information on saving family treasures, visit the Smithsonian Cultural Rescue Initiative, [Resources for the Public and Historic Property Owners](#). Their website includes detailed information on saving [photographs](#), [books](#), as well as [documents and important paperwork](#).
- The application deadline to file for Disaster Unemployment Assistance (DUA) has been extended until Nov. 2.
- FEMA mitigation specialists will be on hand from 8 a.m. – 6:30 p.m. at several big box stores in East Baton Rouge and Ascension parishes to answer questions about rebuilding and protecting homes from future disaster-related damages.
 - Sept. 24-29, Lowes, 1777 Millerville Rd., Baton Rouge, LA 70816
 - Oct. 1-6, Home Depot, 2740 South Cajun Ave., Gonzales, LA 70737
 - Oct. 8-13, Home Depot, 6660 Main St., Zachary, LA 70791

- You can also speak to a mitigation specialist by calling 833-FEMA-4-US or 833-336-2487, or for mitigation publications visit fema.connectsolutions.com/lamit
- 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/

Individuals and Households Program

- As of Sept. 27, FEMA has approved more than **493,000** applications for disaster assistance and nearly **\$621 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.
 - Some required information you will need to gather ahead of time, such as each family member's Social Security number.
 - If your home was damaged and you had to move to a friend's home, a hotel or somewhere else, be sure you know 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.

- As Louisiana homeowners and renters begin receiving their FEMA disaster funds, it's important that survivors keep their spending on track and use the money for specified disaster-related expenses.
- FEMA disaster assistance includes additional features to help make your home healthier and safer if affected by Hurricane Ida. These added types of assistance are part of the Individuals and Households Program, and **there is no separate application process**.
 - Financial assistance up to \$300 may be available to help prevent additional losses and protect the health and safety of your household if your home has damage but is livable.
 - Financial assistance may be available for damaged accessibility items, such as exterior ramps and grab bars, and for accessibility modifications if a survivor was disabled due to the hurricane.
- Survivors whose contact information has changed since applying for FEMA assistance need to let FEMA know. If you returned home and found damage you didn't previously report or know about, provide an update to FEMA.
- FEMA's **Transitional Sheltering Assistance (TSA)** program is available to eligible residents of Louisiana who have been affected by Hurricane Ida. FEMA will identify survivors who may be eligible and have a need for this short-term emergency sheltering program.
- FEMA may be able to help Hurricane Ida survivors cover some disaster expenses if their insurance does not. If you were affected by Ida and have insurance, first contact your insurance company.
 - Insurance policies may include **Additional Living Expenses (ALE)** or **Loss of Use (LOU)** coverage, which provide supplemental money for increased costs, such as temporary housing, when you are unable to live in your home due to a loss covered by insurance.
 - If you have exhausted ALE or LOU funds from your insurance settlement, FEMA may be able to assist with your disaster-related temporary housing, like rental assistance and lodging expense reimbursement.
- Survivors in the 25 parishes designated for FEMA assistance who incurred expenses for short-term lodging because of Hurricane Ida, may be eligible for reimbursement for expenses not covered by insurance benefits. To learn more about **Lodging Expense Reimbursement** visit [You Asked: Can FEMA reimburse me for my lodging expenses?](#)
- Louisiana survivors who purchased or rented a **generator and/or chainsaw** as a result of Hurricane Ida may be eligible for a reimbursement. Keep in mind, FEMA cannot reimburse equipment paid for by another source such as homeowner's, flood or other types of insurance.

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, call 888-ROOF-BLU or 888-766-3258. Or, visit Bluroof.us. The deadline to sign up is Sept. 30.
- As of Sept. 27, **8,017** 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 Sept. 27, SBA has approved **4,278** loans for a total of **\$194 million**.
- Hurricane Ida survivors who apply for FEMA disaster assistance may be contacted by the 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 or visit 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 Sept. 27: **12,777**. Total paid: **\$72.7 million**.
- In an effort to decrease the chance of a coverage lapse caused by Hurricane Ida the National Flood Insurance Program (NFIP) is extending the 30-day grace period for receipt of the renewal payment after a policy's expiration dated.
 - The extension applies to policies with expiration dates from July 27 to Sept. 26.
 - It's important that policyholders renew, so they can make a claim on any losses they face.
 - If your NFIP policy recently expired, ask your agent if you are still within a renewal grace period. You may be able to pay in full to renew and be covered for a loss during that time.
- FEMA Hazard Mitigation Assistance grants, including Flood Mitigation Assistance, Building Resilient Infrastructure and Communities and Hazard Mitigation Grant Program may be available as a means to mitigate structures.
 - Survivors do not apply directly to FEMA for these grants. For more information, visit fema.gov/grants/mitigation, gohsep.la.gov/GRANTS/RECOVERY-GRANTS/Hazard-Mitigation-Assistance/Hazard-Mitigation-Overview, Hazard Mitigation Assistance Grants or talk to your local Parish Office of Homeland Security and Emergency Preparedness.

- 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).

Beware of Fraud

- Survivors should be aware of con artists and criminals trying to take advantage of them, posing as phony property inspectors or phony building contractors. Thieves also may try to steal money or your personal information through fraud by directing you 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.

Additional Resources

- 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 **Disaster Supplemental Nutrition Assistance Program (DSNAP)** application process is taken in phases depending on the parish you reside. Residents will be assigned a day to apply based on the first letter of their last name. DSNAP provides additional food aid to 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](https://www.la.gov/DSNAP) or call the LAHelp U Customer Service Center at 888-524-3578.
- 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.
- 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 **Crisis Cleanup Hotline** is in operation for survivors who need help with clean up and removal of damage from Hurricane Ida. The hotline will connect you with volunteers, local relief organizations and faith and

community groups to help with cutting fallen trees; removing drywall, flooring and appliances; tarping roofs; and mold mitigation. Call **844-965-1386** to request assistance. The hotline will remain open until Oct. 1.

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](#)
- 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](#)
- New Release 007: [FEMA Expands Effort to Reach Ida Survivors](#)
- [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?](#)
- 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
 - Simplified Chinese: <https://youtu.be/MUu49XqEw2c>
 - Korean: <https://youtu.be/vOwbJMgKcLQ>
 - Haitian Creole: <https://youtu.be/GAJIle6XwGs>
 - French: <https://youtu.be/aHhRiwjM9Hk>

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.