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# Introduction to Sequence of Delivery

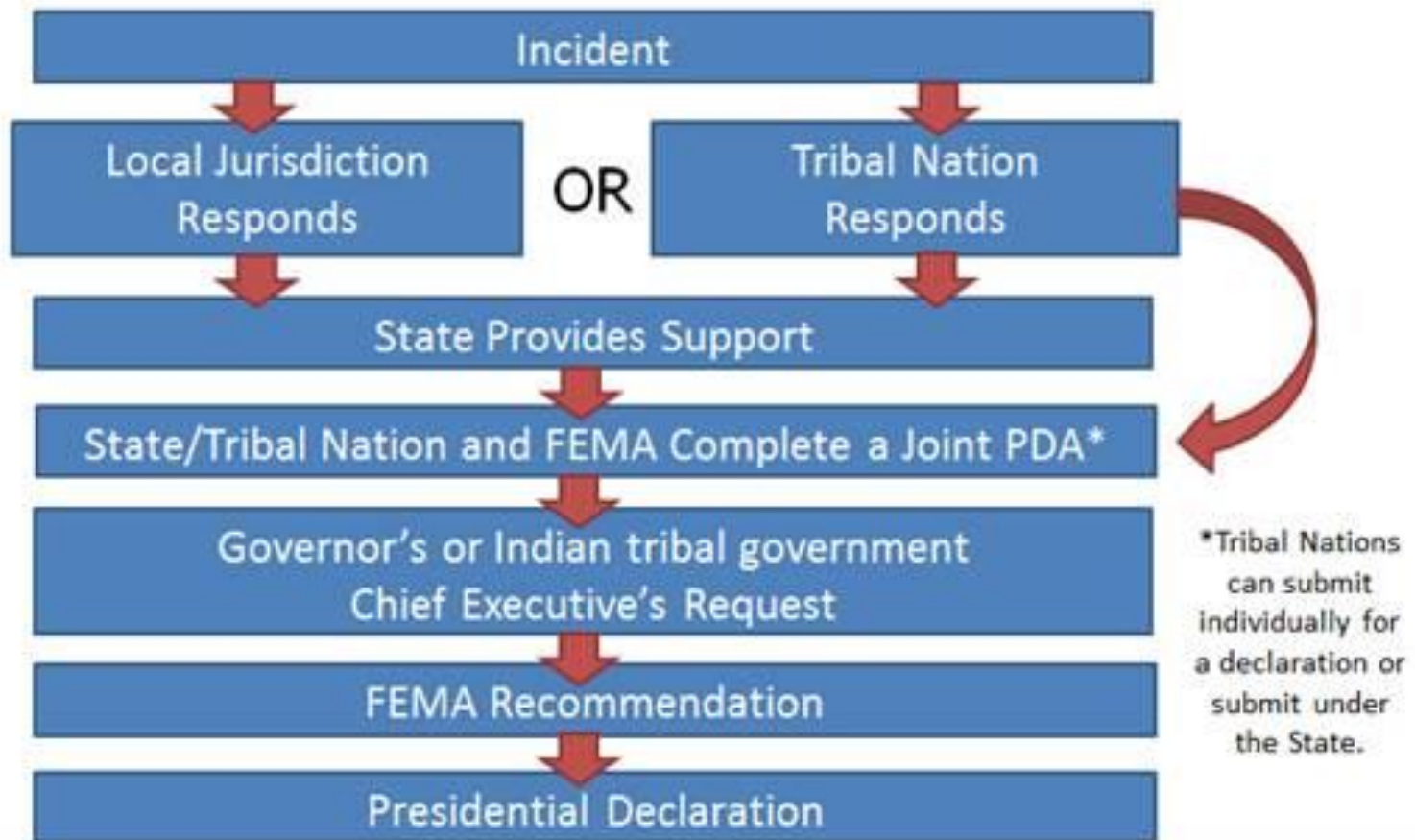
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**FEMA**

Visual 2.0

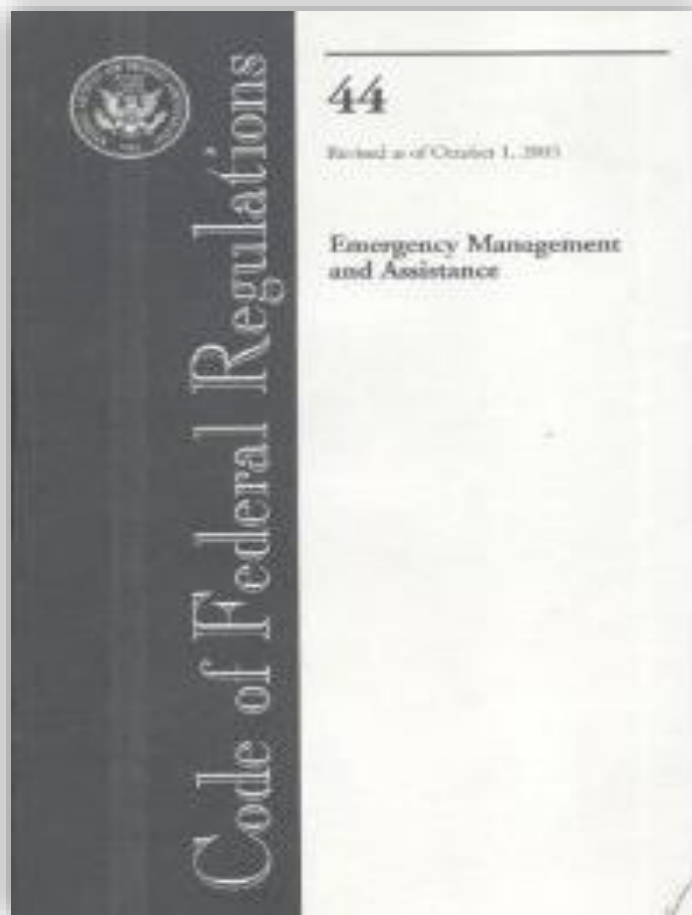
# Overview of the Declaration Process



**FEMA**

# 44 CFR

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**Subpart D**

**Subpart F**



**FEMA**

Visual 2.4

# Registration Intake

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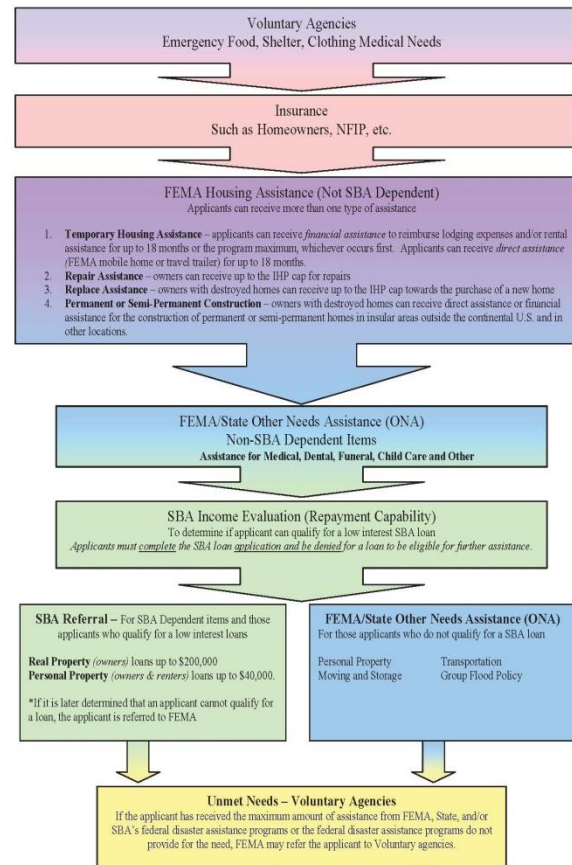
- Phone
  - 800-621-FEMA (3362)
  - 800-462-7585 TDD
- Online
  - [www.disasterassistance.gov](http://www.disasterassistance.gov)
- FEMA App
  - Mobile application



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# Sequence of Delivery

## Individual Assistance Sequence of Delivery



**NOTE:** Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.

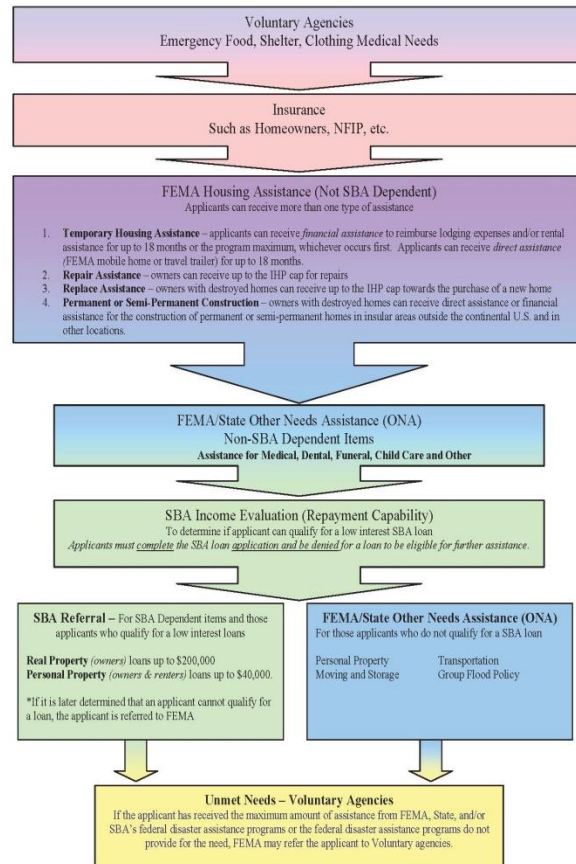


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# Voluntary Organizations

## Individual Assistance Sequence of Delivery



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- Sheltering
- Feeding
- Clothing
- Case management
- Child care
- Clean-up
- Debris removal
- Donations management

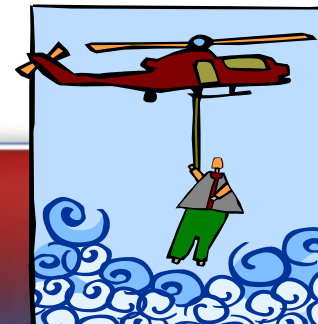
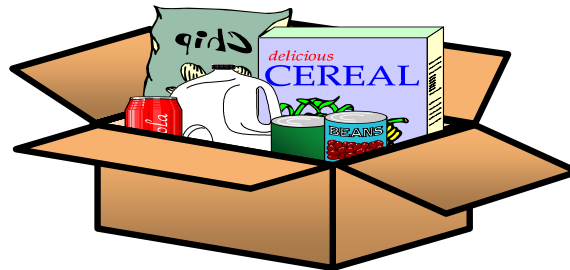
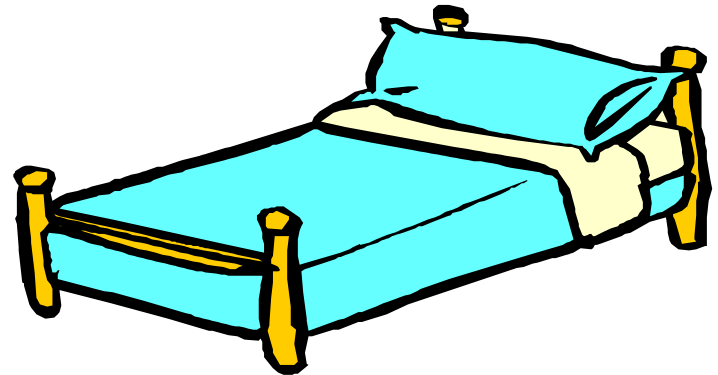


# FEMA

**Emergency  
Phase**

**Relief  
Phase**

## Local Government and Voluntary Agencies (Food, Shelter, Clothing, Medical)



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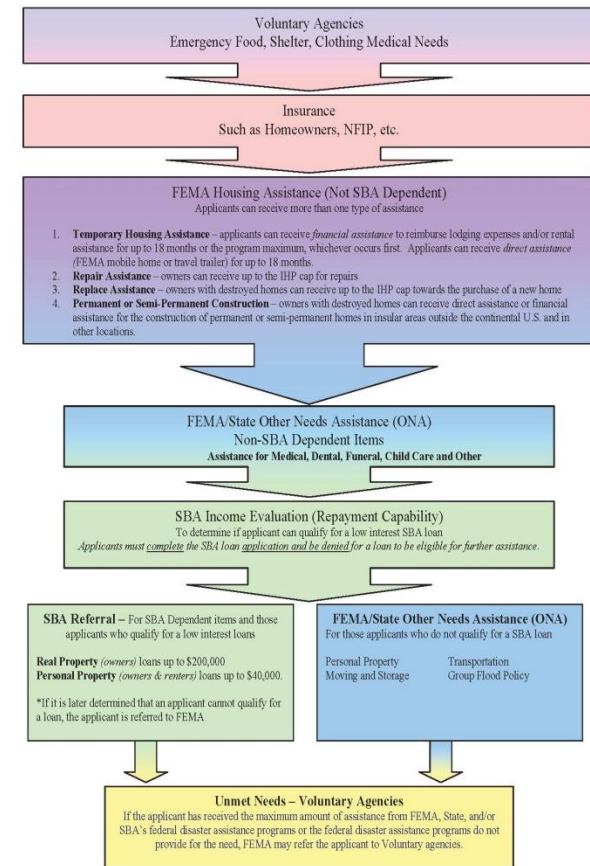


Visual 2.8

# Insurance

- Homeowners (real/personal property)
- Renters (personal property)
- Condominium
- Mobile home
- Flood
- Earthquake, sewer back-ups, and other riders

Individual Assistance Sequence of Delivery



NOTE: Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.



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# THE STAFFORD ACT DEFINES THE MONEY LIMIT AND TIME LIMIT OF FEMA'S PROGRAMS

APPLICATION PERIOD

**60 DAYS** FROM DECLARATION DATE

INDIVIDUAL ASSISTANCE (IA) DECLARATION DATE

FOR ALL IA PROGRAMS THE MAXIMUM AMOUNT  
OF GRANT FUNDS ALLOWED FOR FISCAL YEAR  
2017 IS UP TO \$33,300 – Adjusted annually by Consumer  
Price Index



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FEMA'S PROGRAMS FOR INDIVIDUALS AND HOUSEHOLDS  
HAVE A DURATION OF **18 MONTHS** FROM THE DATE OF  
THE  
DISASTER DECLARATION!



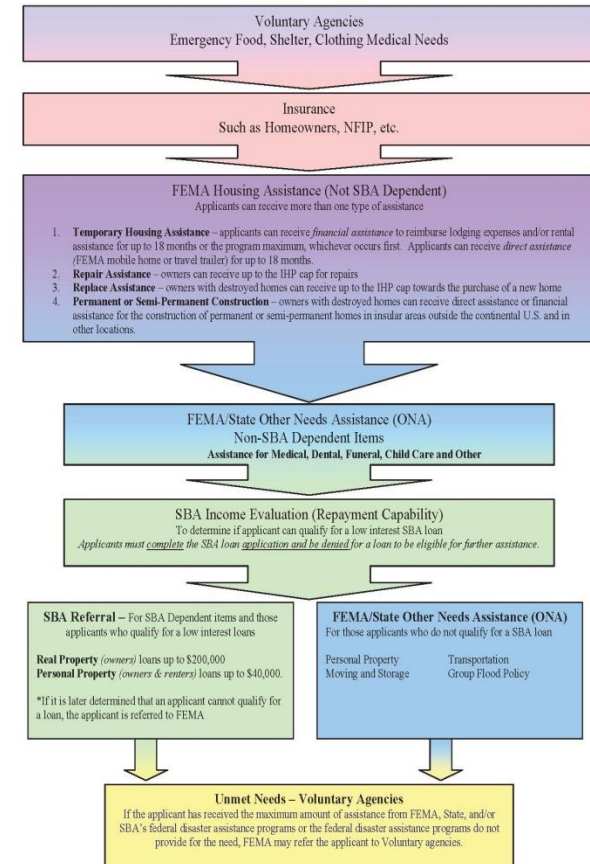
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# Housing Assistance

- Not income-dependent.
- Inspection occurs if home was damaged by a disaster or incident.

**NOTE:** Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index. The maximum amount for FY17 is \$33,300.

Individual Assistance Sequence of Delivery



**NOTE:** Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.



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# Individuals and Households Program (IHP)

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## Two provisions of IHP:

**Housing  
Assistance  
(HA)**

**Other Needs  
Assistance  
(ONA)**

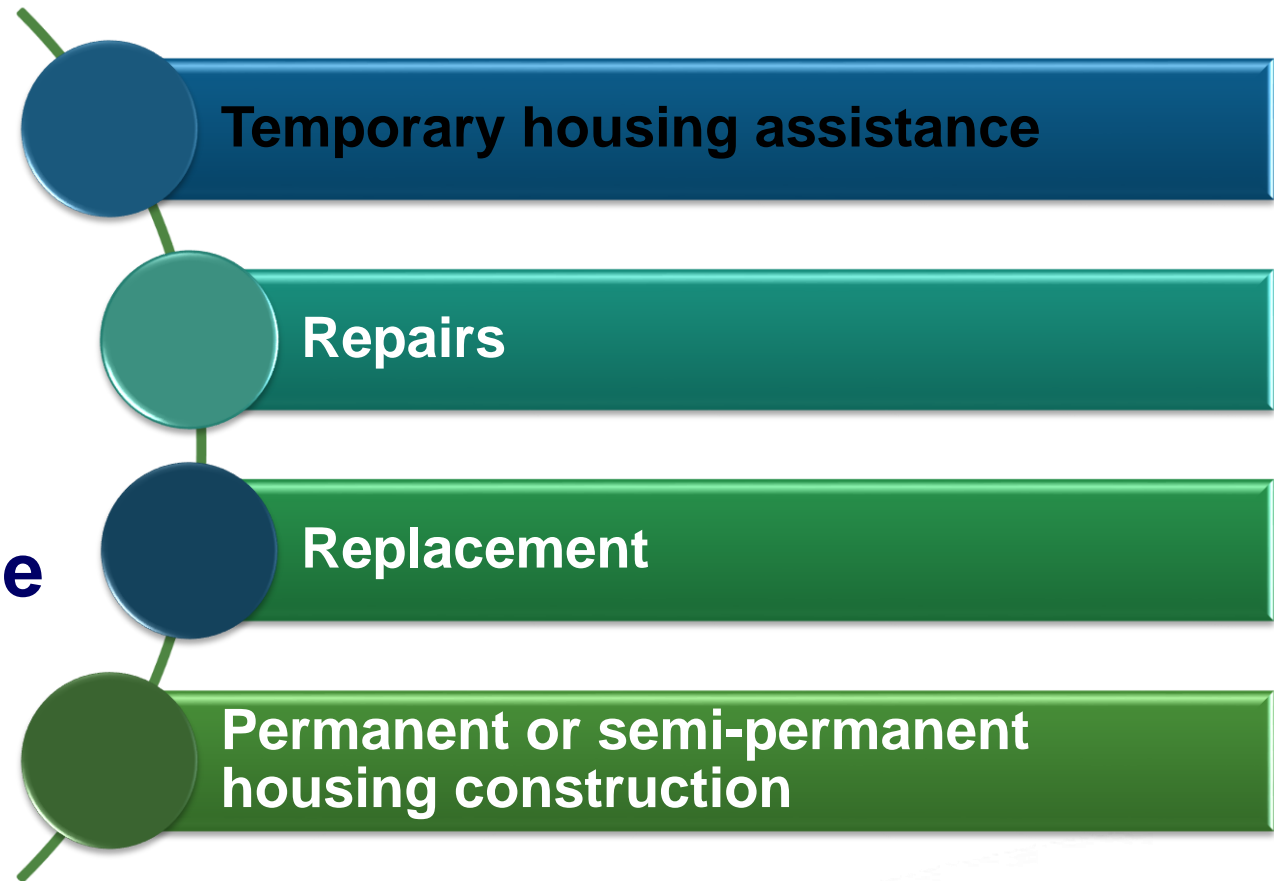


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# IHP Housing Assistance

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## Four Forms of Housing Assistance



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# IHP Temporary Housing Assistance

Rental Assistance

Transitional Shelter  
Assistance (when activated)

Lodging Expense  
Reimbursement (LER)

Direct Housing (MHU)



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# Rental Assistance

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**Provide funds for housing while primary residence is being repaired or replaced**

**Calculated as part of the IHP maximum award amount**

**Provide in 1- to 3-month increments for up to 18 months**

**Applicants requiring ongoing Rental Assistance must continue to meet program requirements to remain eligible**



**FEMA**

# Transitional Shelter Assistance

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**Direct pay  
to  
hotel/motel.**

**TSA is  
awarded  
based on  
FEMA/State  
priorities.**

**TSA is not  
deducted  
from the  
overall IHP  
max.**



**FEMA**

# Lodging Expense Reimbursement

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Reimbursement  
for hotel/motel  
or other short-  
term lodging  
expenses.

LER is awarded  
for 30 days or  
less and begins  
at the onset of  
the disaster.

LER assistance  
is Financial  
Assistance and  
is subtracted  
from the overall  
IHP max.



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# Direct Housing

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**Provided if other housing resources are not available.**

**FEMA provides a Manufactured Housing Unit (MHU) directly to the applicant.**

**Assistance is not deducted from the IHP maximum amount.**

**According to the Stafford Act and FEMA regulations, HA can be provided for up to 18 months from the date of declaration.**

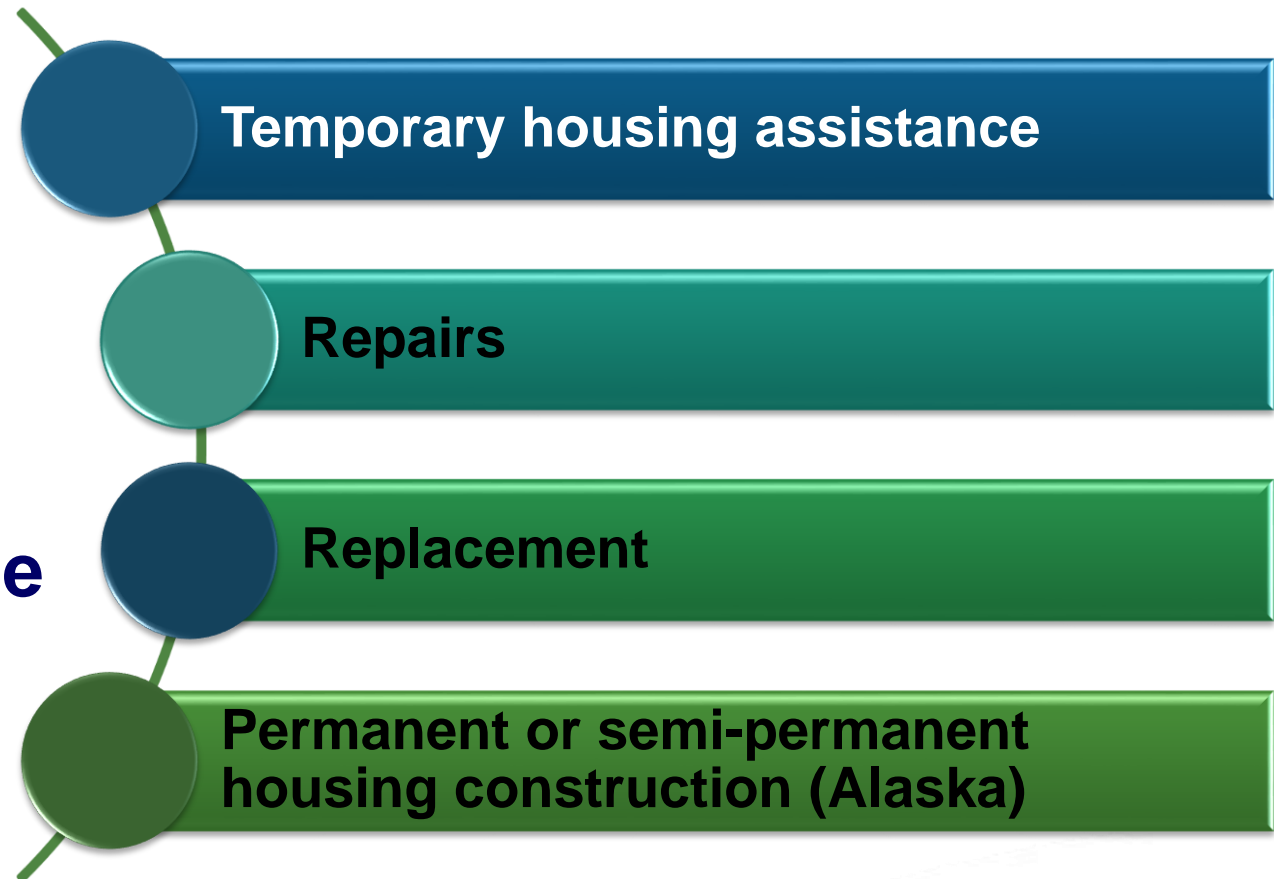


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# IHP Housing Assistance

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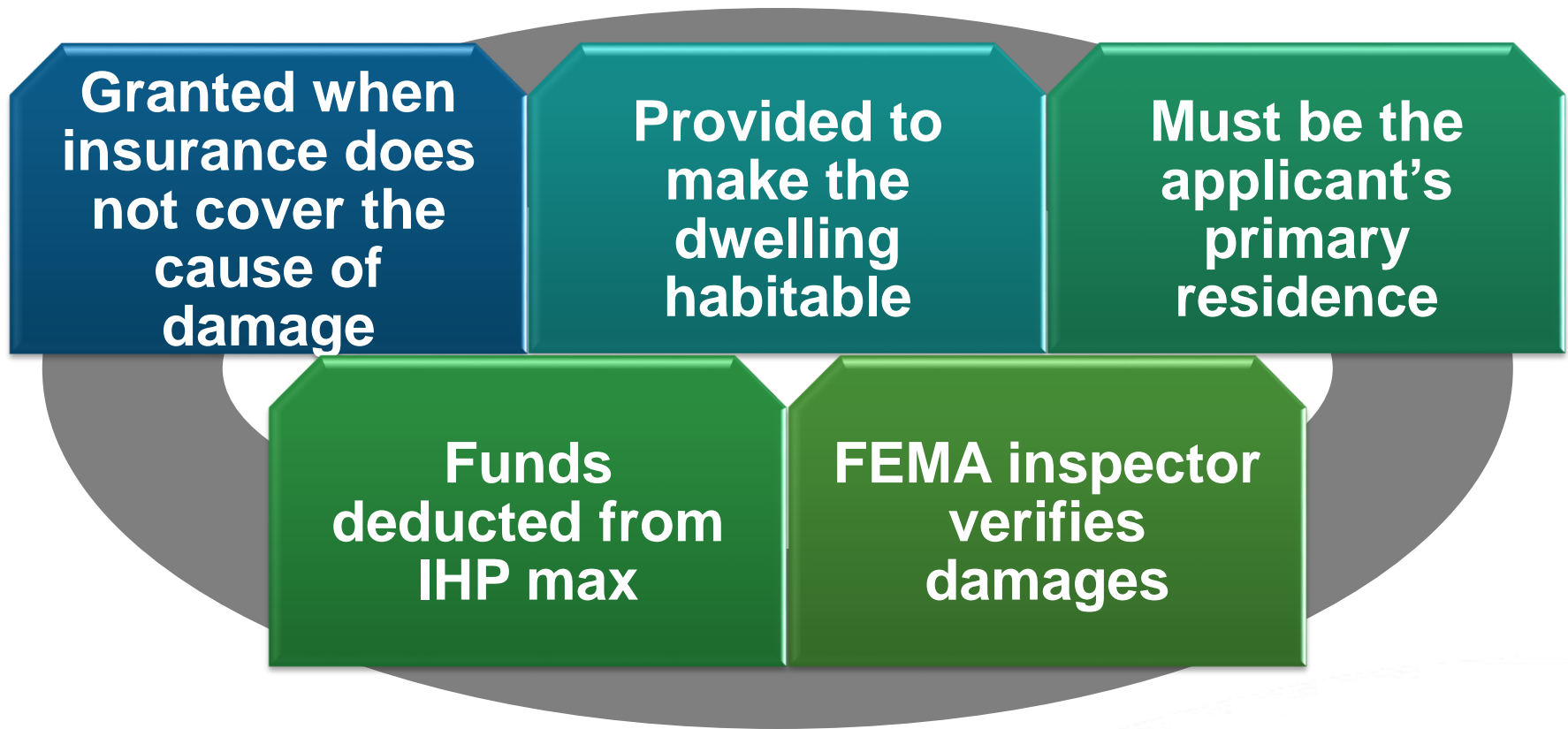
## Four Forms of Housing Assistance



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# IHP Housing Assistance – Repairs



**FEMA**

# IHP Housing Assistance – Replacement

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**Primary residence  
is destroyed  
beyond repairs**

**Damage is not  
covered by  
insurance**

**FEMA inspector or  
local  
condemnation  
verifies home is  
beyond repair**

**Funds deducted  
from IHP max**



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# IHP Housing Assistance – Permanent or Semi-Permanent

Rarely implemented (Alaska)

Funds permanent or semi-permanent construction of homes

Used in insular areas outside the continental United States and in remote locations



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# Other Needs Assistance (ONA)

## Non-SBA Dependent

Medical

Dental

Funeral

Child Care

Other

S  
B  
A

## SBA Dependent

Personal property

Transportation

Moving and storage



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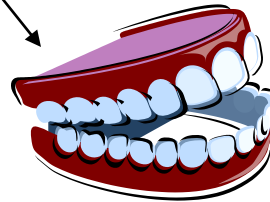
# MEDICAL, DENTAL AND FUNERAL EXPENSES!

**PRESCRIPTIONS**



**MEDICAL  
TRANSPORTATION**

**Dentures**



**Medicine**



**GLASSES**



**FEMA**

Visual 2.24



# Other ONA

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**ANOTHER EXAMPLE OF ESSENTIAL TOOLS IS:  
A COMPUTER FOR YOUR CHILD IF IT IS NECESSARY FOR YOUR  
CHILD'S CLASSWORK.**

**NOTE: STATE COST SHARE – OTHER ONA IS DISASTER DEPENDENT.**

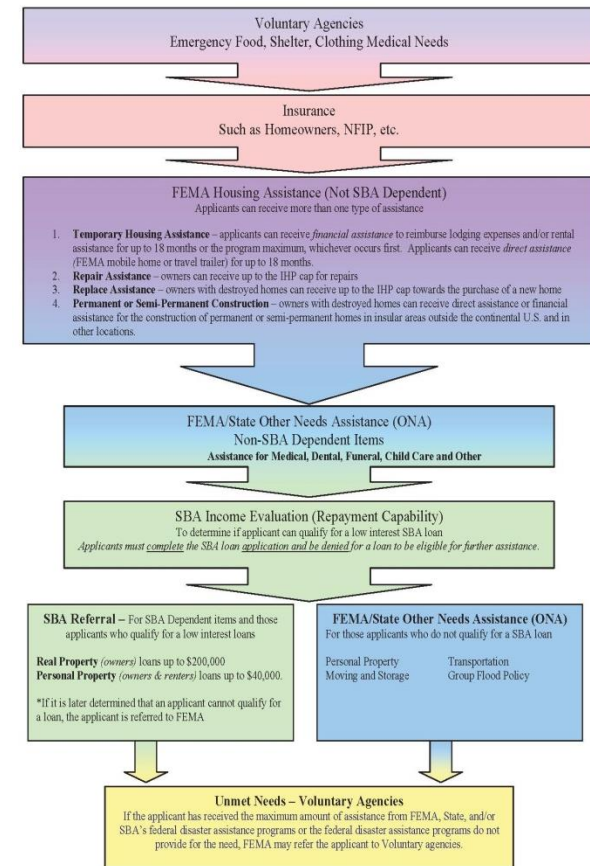


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# Small Business Administration

- Provides low-interest loans for homeowners, renters, and businesses.
- Types of disaster loans.
  - Home and personal property
  - Business physical loss
  - Economic injury

Individual Assistance Sequence of Delivery



NOTE: Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.



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# Other Needs Assistance (ONA)

## Non-SBA Dependent

Medical

Dental

Funeral

Child Care

Other

S  
B  
A

## SBA Dependent

Personal  
property

Transportation

Moving and  
storage



FEMA

# SBA Process

- If an applicant receives an SBA packet, SBA may:

Deny the loan

Give a loan to cover a partial amount of damages

Give the applicant a loan to cover the full amount of damages

If the applicant is denied or only receives funds for a partial amount of the damage, refer the applicant to ONA for processing

ONA funds may be awarded



**FEMA**

# SBA Loan Application

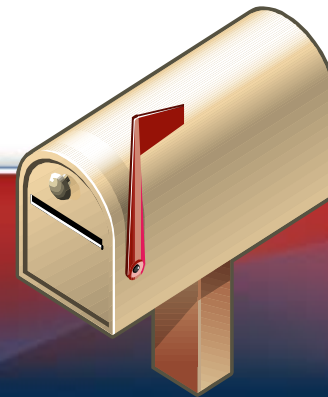
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## Not just for Business

### U.S. Small Business Administration (SBA) Disaster Loans

Homeowners	Renters/Owners	Business
UP to \$200,000.00	UP to \$40,000.00 Personal Property	UP to \$2,000,000.00

(Applicants must complete the SBA loan application process and be turned down in order to receive assistance from ONA for personal property, vehicle or moving and storage assistance)





# **When Applicants receive the SBA application they may feel like this**

**Help is available at  
A Disaster Recovery Center  
By calling the 1-800-621-FEMA (3362)  
Or  
A Long Term Recovery Group  
Disaster Case Manager**



**FEMA**

# If an applicant does not fill out the forms...

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**FEMA**

# Other Needs Assistance (ONA)

## Non-SBA-Dependent

Medical

Dental

Funeral

Child Care

Other

S  
B  
A

## SBA-Dependent

Personal property

Transportation

Moving and  
storage



FEMA

# **IHP Flood Insurance Requirements**

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- **Requirements apply when:**
  - **Dwelling is located in Special Flood Hazard Area with cause of damage as flood AND**
  - **IHP awards assistance for real or personal property (HA or ONA).**
- **ONA Flood Insurance Assistance**
  - **ONA funds will pay for Group Flood Insurance Policies (GFIPs) when an applicant has received an award for personal property.**



**FEMA**

# Other Organizations that Provide Assistance

U.S. Army Corps of Engineers (USACE)

Internal Revenue Service (IRS)

United States Department of Agriculture (USDA)

Social Security Administration (SSA)

Department of Housing & Urban Development (HUD)

Department of Veterans Affairs (VA)

AmeriCorps

Corporation for National and Community Service (CNCS)



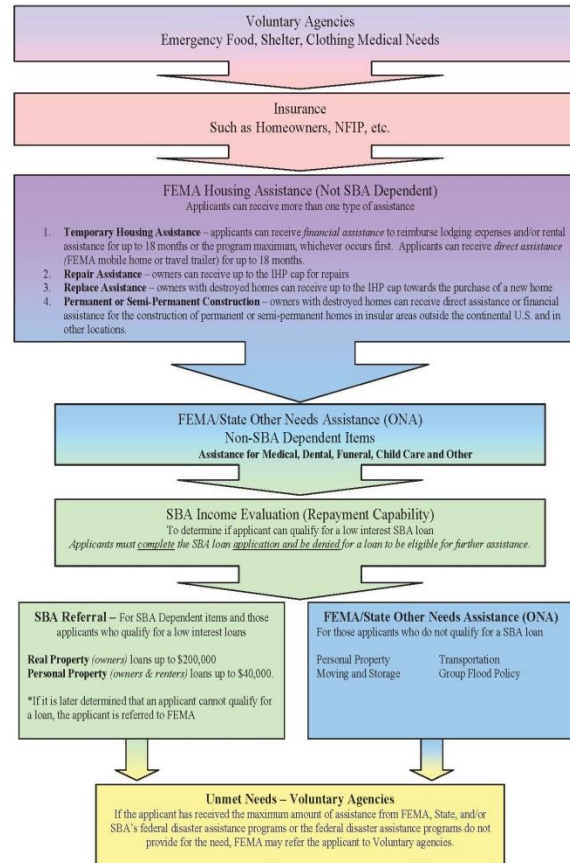
US Army Corps of Engineers®



FEMA

# Sequence of Delivery

## Individual Assistance Sequence of Delivery



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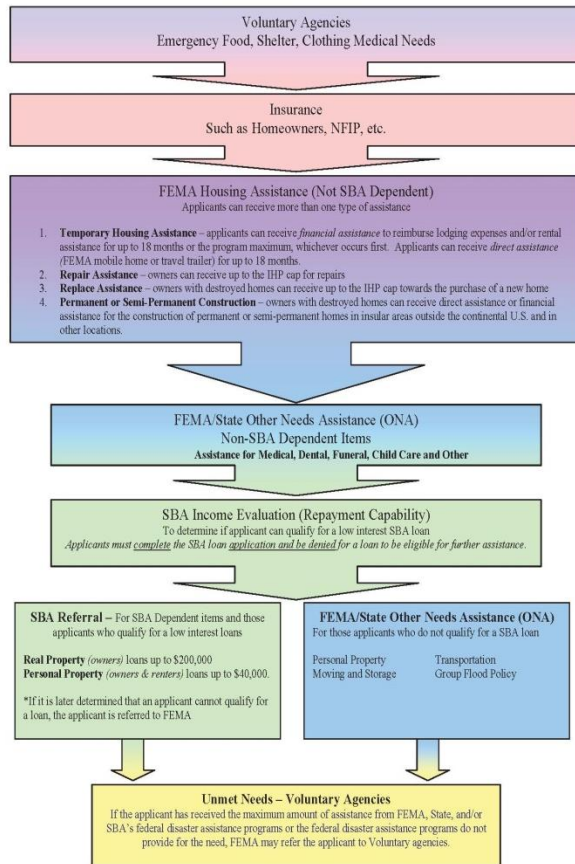


# FEMA



# Unmet Needs

## Individual Assistance Sequence of Delivery



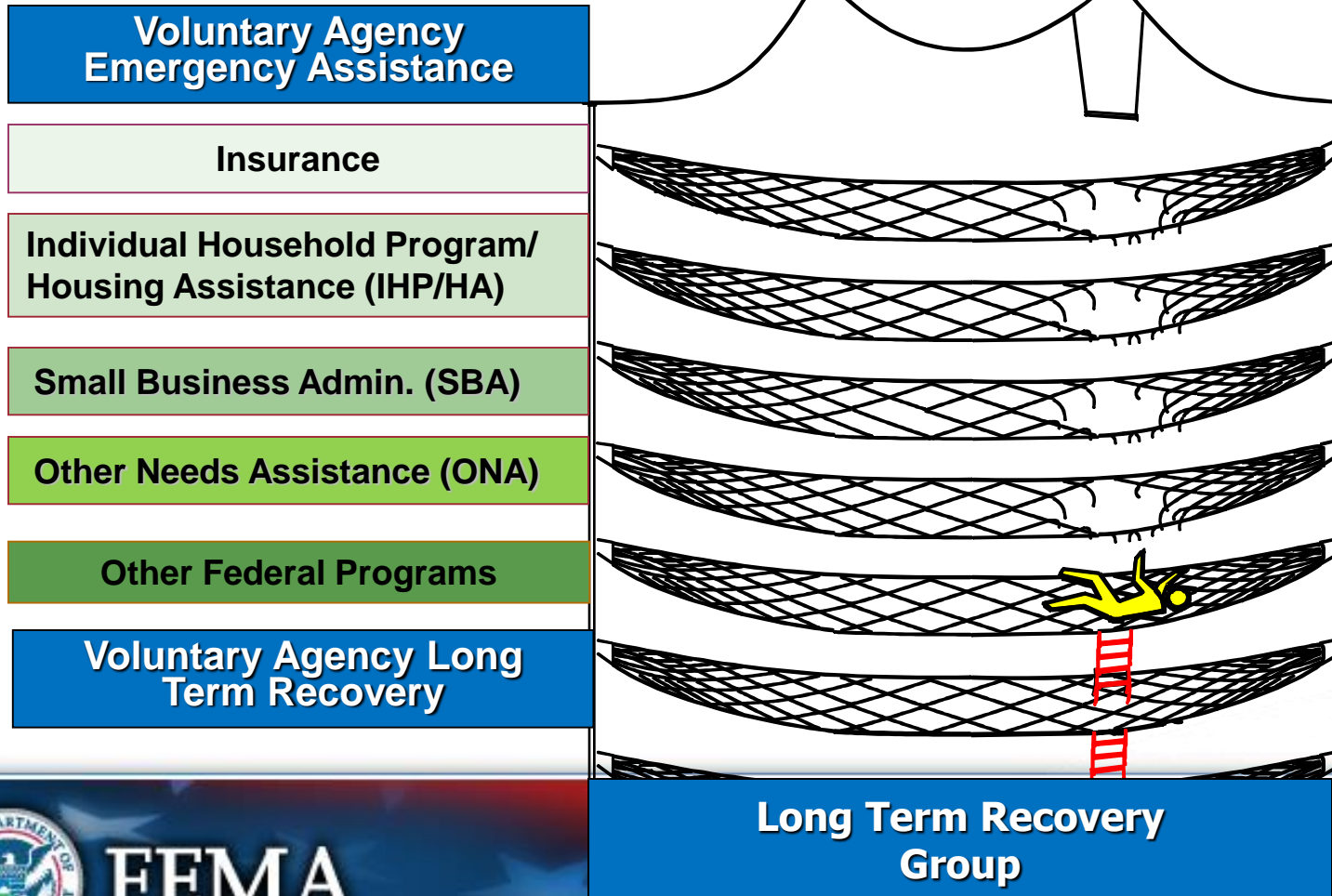
NOTE: Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.

If the applicant has received the maximum amount of assistance from FEMA, the State, and/or SBA's Federal Disaster Assistance Programs, or the Federal Disaster Assistance Programs do not provide for the need, FEMA may refer the applicant to Voluntary Agencies.



# FEMA

# The Recovery Process



**FEMA**

# UNMET Needs – Voluntary Agencies

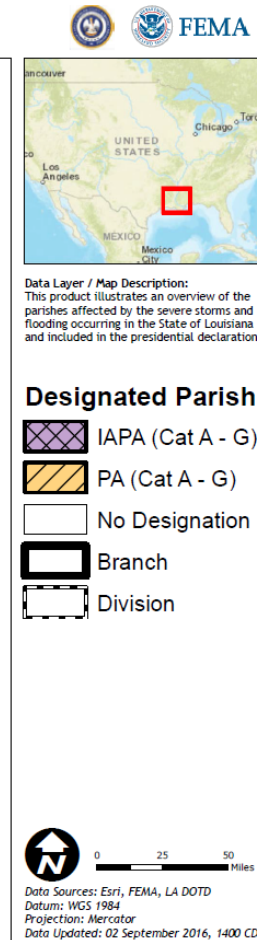
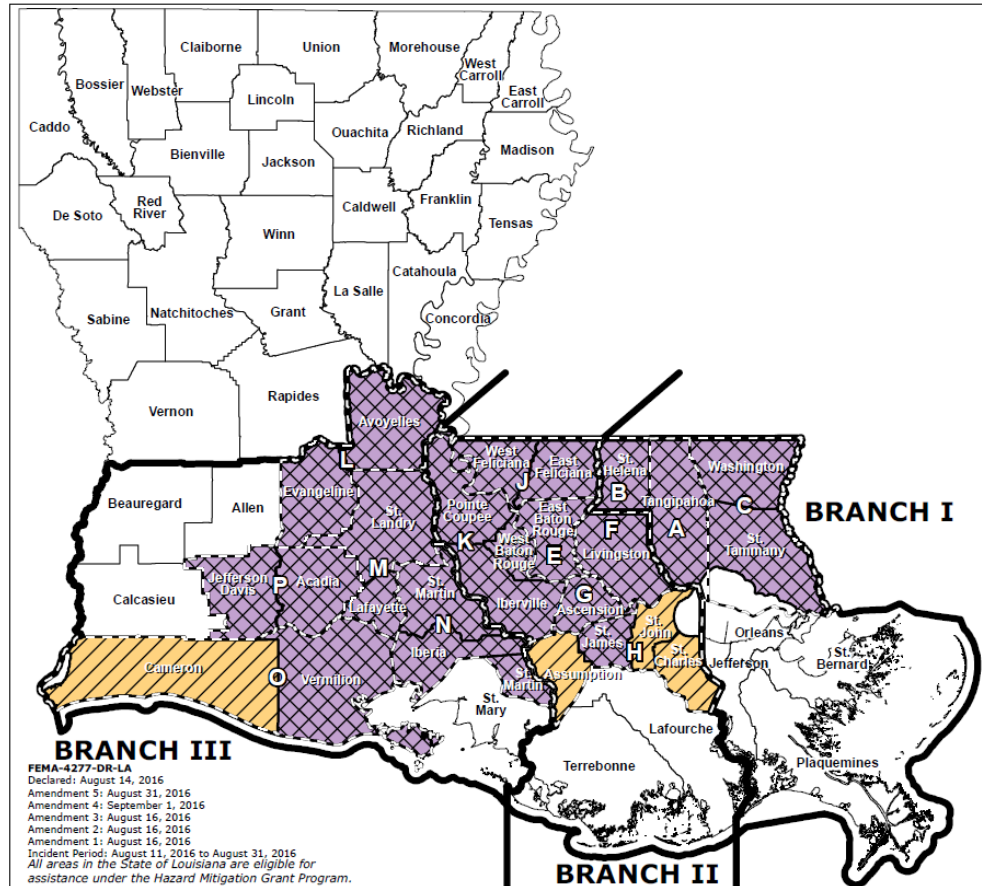
If the applicant has received the maximum amount of assistance from FEMA, State, and/or SBA's federal disaster assistance programs or the federal disaster assistance programs do not provide for the need.



**FEMA**

# Louisiana Severe Storms and Flooding (DR-4277)

**FEMA-4277-DR-LA - Severe Storms and Flooding**  
Designated Parishes



**FEMA**

# Snapshot of Louisiana Disaster

	Daily	Total
• <b>Registrations Total</b>	45	151,032
• HA Payments Disbursed	150	117,898
• HA \$ Amount Disbursed	\$583,407	\$569,163,890
• ONA Payments Disbursed	51	44,746
• ONA \$ Amount Disbursed	\$119,302	\$147,417,339
-----		
• IHP Max Awards	2,774	\$91,549,016
• Rental Assistance	47,878 owners	18,014 renters
• TSA (Hotels)		2,239 Families
• Access/Functional Needs		5,059 Families
• MHU placement: 4,500 to 5,000 anticipated		
• Disaster Unemployment Assistance: 1,271 approved, \$1,205,840		
• Data as of 11/2/2016 (Louisiana Severe Storms and Flooding, DR-4277-LA, Declared August 14, 2016)		

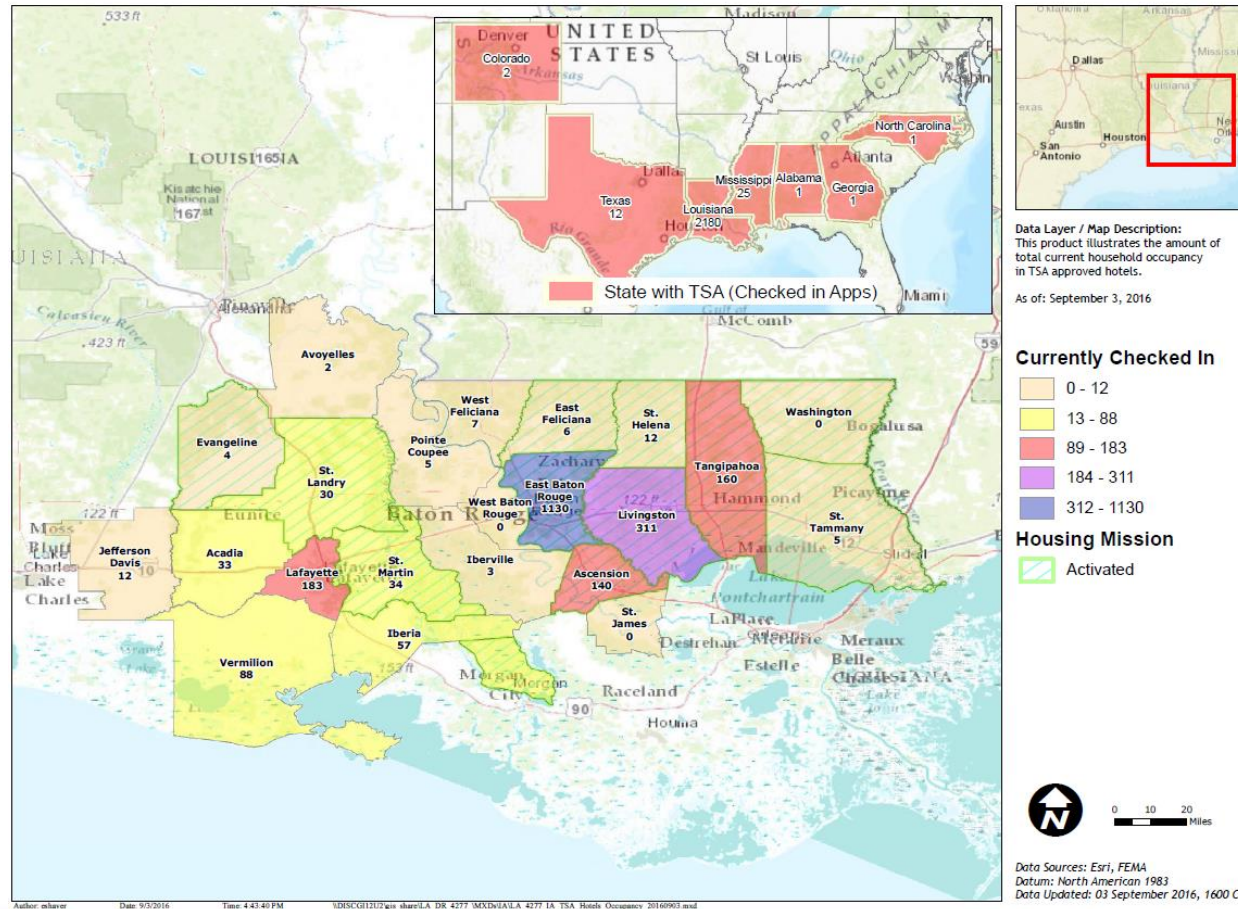


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# TSA Hotel Occupancy

**FEMA-4277-DR-LA - Severe Storms and Flooding**  
TSA Hotels Occupancy



**FEMA**

Visual 2.42



# SBA Disaster Loan Snapshot

SBA 11/01/2016				
Applications	FEMA Referrals	Applications Received	Loans Approved	Dollars Approved
Home	83,839	31,318	14,413	\$1,006,434,200
Business/EIDL	21,472	3,482	1,248	\$118,551,700
TOTAL	105,311	34,800	15,661	\$1,124,985,900

## NFIP Flood Claims

As of Nov. 1, the NFIP authorized and issued more than **\$1.2 billion** in payments to more than **29,400** policyholders so they can repair and rebuild.



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# Physical Facilities

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**Disaster Recovery Center (DRC)**

**Joint Field Office (JFO)**

**National Processing Service Centers  
(NPSCs)**

**Shelters and Other Sites**



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# Disaster Recovery Centers (DRCs)

Fixed facilities

Mobile offices

Located in impacted areas

Staffed by FEMA and partners

Offer face-to-face service to disaster survivors



**FEMA**

# DRCs in Louisiana

Open Disaster Recovery Centers (DRCs)						
Location	City	Parish	Opening Date	Closing Date	Daily	Cumulative
DRC #1 42271 S Morrison Blvd	Hammond	Tangipahoa	8/20/16		36	3,412
DRC #2 53 N 2nd St (St. Helena Health Building)	Greensburg	St. Helena	8/20/16	10/14/16	-	861
DRC #3 5925 Greenwell Springs Rd (New Hope Outreach Center)	Baton Rouge	East Baton Rouge	8/21/16		105	9,876
DRC #4 10494 LA Hwy 965 (Independence Comm Center)	St. Francisville	West Feliciana	8/21/16	9/5/16	-	352
DRC #5 721 S. 1st Street (Amite City Office Complex)	Amite	Tangipahao	8/21/16		27	2,965
DRC #6 914 N Acadian Thruway West (2nd Baptist Church)	Baton Rouge	East Baton Rouge	8/22/16		32	3,045
DRC #7 9039 S Saint (Lamar Dixon Expo)	Gonzales	Ascension	8/22/16		59	5,334
DRC #8 5746 Rollins Rd (Zachary Men's Club)	Zachary	East Baton Rouge	8/22/16	10/20/16	-	2,382
DRC #9 800 Veterans Drive(Veterans Home)	Breaux Bridge	St. Martin	8/24/16	9/20/16	-	830
DRC #10 2417 Damal Road(Fire Protection Dist. Training Ctr)	New Iberia	Iberia	8/24/16		13	1,299
DRC #11 2121 N Sherwood Forest (St. Louis King of France Catholic Ch)	Baton Rouge	East Baton Rouge	8/25/16		116	8,208
DRC #12 9414 Plank Rd (The Gym at early LearningCtr)	Clinton	East Feliciana	8/25/16	9/17/16	-	420
DRC #13 1960 W Laurel Ave (World Ministries Church)	Eunice	St. Landry	8/25/16	10/5/16	-	921
MDRC 1a 15710 LA Hwy 16 (St. Joseph Catholic Church)	French Settlement	Livingston	8/24/16		18	2,342
MDRC 2a 13421 Hooper Rd (The City of Central( parking lot)	Central	East Baton Rouge	8/24/16		74	6,218
DRC #14 3285 Hwy 75 (East Iberville High School)	St. Gabriel	Iberville	8/25/16	9/15/16	-	218
DRC #15 401 S ST Charles Old Vermilion Health Unit	Abbeville	Vermilion	8/25/16		16	1,919
DRC #16 26200 Hwy 43 (Springfield American Legion)	Springfield	Livingston	8/25/16	9/30/16	-	2,111
DRC #17 (North Park Recreation Center)	Denham Springs	Livingston	8/25/16		48	4,536
MDRC 3a 1200 Major Parkway (Point Coupee MDRC)	New Roads	Pointe Coupee	8/25/16	9/15/16	-	262
DRC #18 301 West University Ave (Office Building)	Lafayette	Lafayette	8/27/16		37	3,359
DRC #19 3334 Jefferson (Baker Council of Aging)	Baker	East Baton Rouge	8/28/16		19	1,950
DRC #20 10000 Celtic Ave (Celtic Studios Building # 6)	Baton Rouge	East Baton Rouge	8/30/16		97	5,544
MDRC 4a 175 Bass Pro Blvd (Bass Pro Shop)	Denham Springs	Livingston	9/2/16		89	5,654
DRC #21 10 N. Parkerson Ave. (Old Wells Fargo Bldg)	Crowley	Acadia	9/4/16	10/15/16	-	954
MDRC 5a 704 N. Soileau St. (Northside Civic Center)	Ville Platte	Evangeline	9/4/16	9/30/16	-	386
MDRC 6a 13470 Ball Park Rd	Walker	Livingston	9/5/16		17	1,143
DRC #22 210 Turner Road (LSU Center next to 4-H bldg.)	Port Allen	West Baton Rouge	9/10/16	9/16/16	-	48
DRC #23 216 W Main Street (New Zion Gospel Baptist Church)	Gramercy	St. James	9/15/16	10/1/16	-	84
				Total	803	76,633



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Visual 2.46



# Joint Field Office (JFO)

Command Center

Administrative  
Staff – FEMA,  
Partners

Federal  
Coordinating  
Officer – Lead  
Federal Officer

State Coordinating  
Officer – Lead  
State Officer or  
designee

Location outside  
impacted area

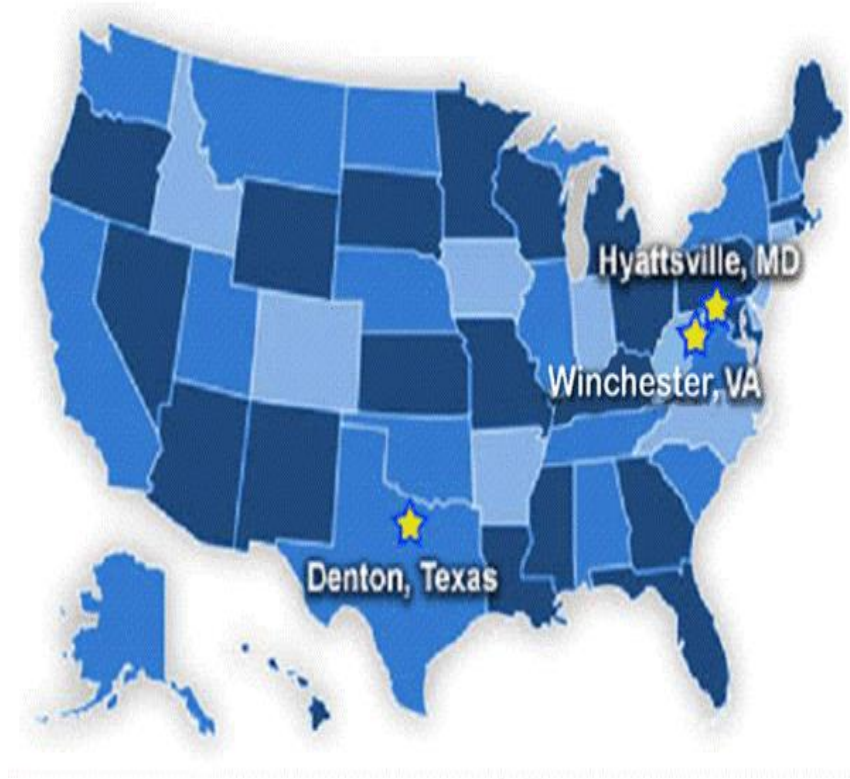


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# National Processing Service Centers (NPSCs)

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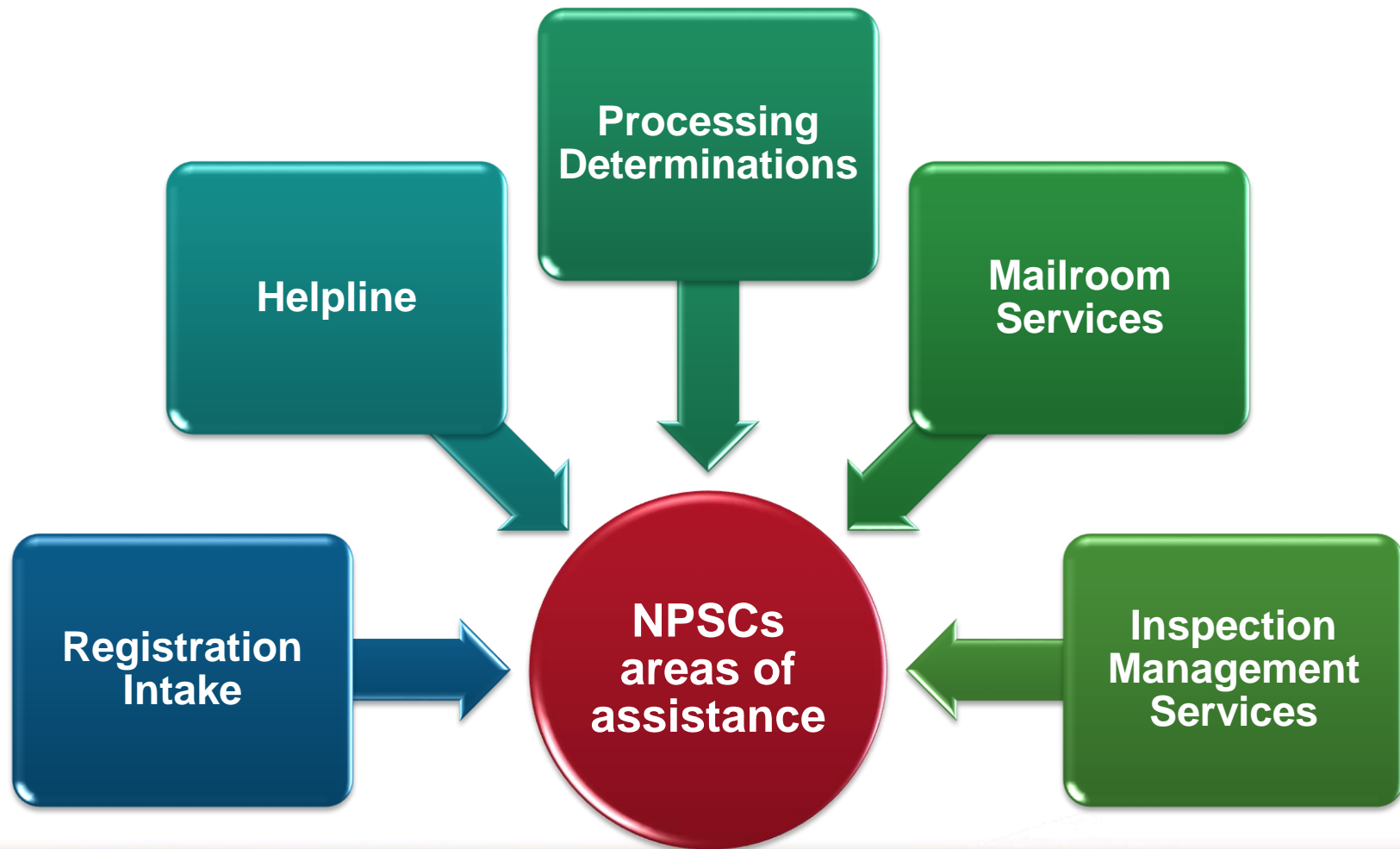
- **Three physical locations**
  - **Denton, Texas**
  - **Hyattsville, Maryland**
  - **Winchester, Virginia**
- **Involved in processing applications for disaster assistance**



**FEMA**



# NPSC Support Services



**FEMA**

# Shelters and Other Sites

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- **Registration Intake and other disaster survivor services may occur at shelter locations:**
  - **Shelters**
  - **Dormitories**
  - **Military bases**
  - **Schools**
  - **Camps**



**FEMA**

# **Voluntary Agency Liaison Mission**

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**To establish, foster, and maintain relationships among government, voluntary, faith-based, and community partners to strengthen capabilities and support the delivery of inclusive, equitable services by empowering communities to address disaster-related unmet needs.**

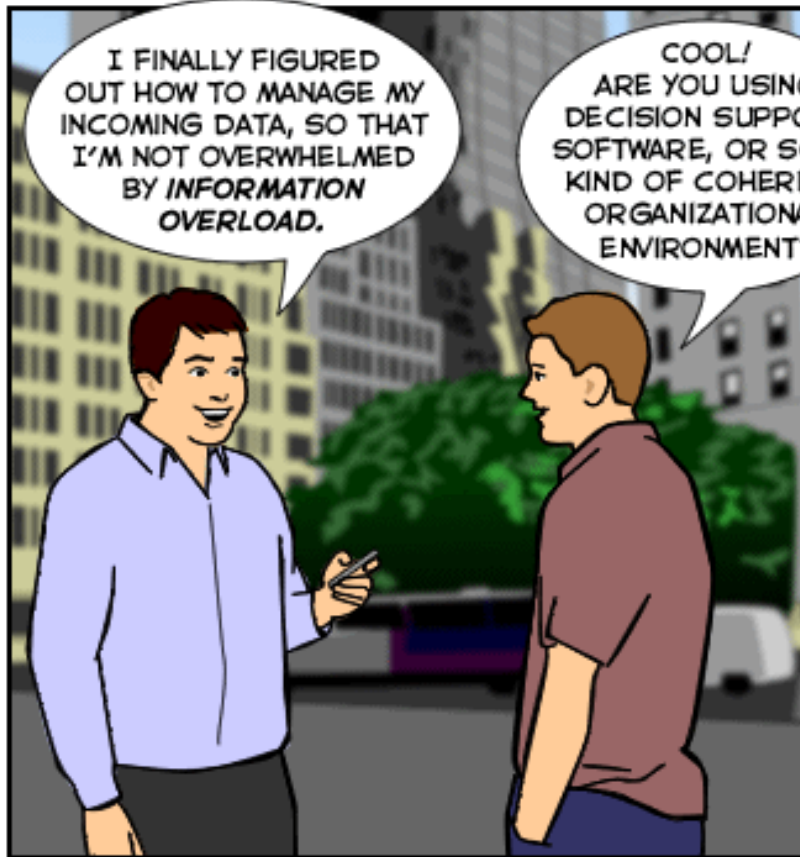


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# Questions?

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Visual 2.52