



FEMA

**Neighborhood Partnership
An Overview of the Disaster
Assistance Process**

**OUTREACH
TOOLKIT**



Neighborhood Partners Initiative: An Overview of the Disaster Assistance Process

Handouts and Sample Letters for Community Leaders to Assist Constituents' Disaster Recovery

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Individuals and Households Program

FEMA's Individuals and Households Program (IHP) provides financial and direct services to eligible individuals and households affected by a disasters who have uninsured or underinsured necessary expenses and serious needs. IHP is not a substitute for insurance and cannot compensate for all losses caused by a disaster; it is intended to meet the survivor's basic needs and supplement disaster recovery efforts.

IHP Eligibility

These general conditions must be met for an applicant to be eligible to receive IHP Assistance:

- The applicant must be a U.S. citizen, non-citizen national, or qualified alien.
- FEMA must be able to verify the applicant's identity.
- The applicant's insurance, or other forms of disaster assistance received, cannot meet their disaster-caused needs.
- The applicant's necessary expenses and serious needs are a directly result of a declared disaster.

IHP Housing Assistance Provision

FEMA determines the appropriate types of Housing Assistance for which an individual or household may be eligible based on disaster-caused loss, access to life-sustaining services, cost-effectiveness, and other factors. Individuals and households may receive more than one type of Housing Assistance, including a combination of financial assistance and direct services for disaster damage to a disaster survivor's primary residence.

Financial Housing Assistance - FEMA provides funds paid directly to eligible individuals and households and may include the following types of assistance:

- **Rental Assistance**: To secure temporary housing while repairs are being made to the pre-disaster primary residence or while transitioning to permanent housing. Rental Assistance may be used to rent a house, apartment, manufactured home, recreational vehicle, or other readily fabricated dwelling.
- **Lodging Expense Reimbursement**: Reimbursement for hotels, motels, or other short-term lodging while an applicant is displaced from their primary residence.
- **Home Repair Assistance**: To help repair an owner-occupied primary residence, utilities, and residential structure, including privately-owned access routes (driveways, roads, or bridges) to a safe and sanitary living or functioning condition.
- **Home Replacement Assistance**: To help homeowners replace their uninsured or under-insured primary residence, destroyed by a disaster.

Direct Housing Assistance - FEMA may provide direct housing services to eligible individuals and households, when disaster survivors are unable to use Rental Assistance due to

a lack of available housing resources. The impacted state, territorial, or tribal government must request Direct Temporary Housing Assistance and FEMA must approve this assistance prior to implementation. Direct Temporary Housing Assistance is not counted toward the IHP maximum award amount and may include:

- Manufactured Housing Units: Manufactured homes provided by FEMA and made available to use as temporary housing.
- Multi-Family Lease and Repair: This assistance allows FEMA to enter into lease agreements with owners of multi-family rental properties located in disaster areas and make repairs or improvements to provide temporary housing to disaster survivors.
- Permanent or Semi-Permanent Housing Construction: Home repair and/or construction services provided in insular (limited) areas outside the continental United States and other locations where no alternative housing resources are available; and where other types of FEMA Housing Assistance are unavailable, infeasible, or not cost-effective.

IHP Other Needs Assistance Provision

Individuals and households may receive financial assistance for other disaster-caused expenses and serious needs. Eligibility for some types of Other Needs Assistance are dependent on eligibility with the U.S. Small Business Administration's (SBA) disaster loan program. The SBA provides low-interest, long-term loans to help individuals and households with personal property, transportation, and expenses for moving and storage incurred due to a declared disaster. FEMA IHP Other Needs Assistance is divided into two categories that are either *dependent* or *non-dependent* on the individual's or household's ability to qualify for a SBA disaster loan.

SBA Dependent Types of Other Needs Assistance – Only individuals or households who do not qualify for a loan from the SBA may be eligible for the following types of assistance:

- Personal Property Assistance: To repair or replace essential household items including, but not limited to, furnishings and appliances, accessibility items defined within the Americans with Disabilities Act, and specialized tools and protective clothing required by an employer.
- Transportation Assistance: To repair or replace a vehicle damaged by a disaster and other transportation-related costs.
- Moving and Storage Assistance: To relocate and store personal property from the damaged primary residence to prevent further disaster damage, such as ongoing repairs, and returning the property to the primary residence.

Non-SBA Dependent Types of Other Needs Assistance – May be awarded regardless of the individual's or household's SBA disaster loan status and may include:

- Funeral Assistance: To assist with funeral expenses incurred as a direct result of a declared disaster, which may include reallocation or reburial of unearthed remains and replacement of burial vessels and markers.
- Medical and Dental Assistance: To assist with medical or dental expenses caused by a disaster, which may include injury, illness, loss of prescribed medication and equipment, or insurance co-payments.
- Child Care Assistance: A one-time payment, covering up to eight cumulative weeks of child

care expenses, for a household's increased financial burden to care for children aged 13 and under; and/or children aged 14 to 18 with a disability as defined by federal law. Miscellaneous or Other Items Assistance: To reimburse for eligible items purchased or rented after a disaster incident for an individual or household's recovery, such as gaining access to the property or assisting with cleaning efforts. Eligible items are identified by the state, territorial, or tribal government and may include items such as a chainsaw, air purifier or dehumidifier.

IHP Limitations and Requirements

Assistance Limit: Financial assistance is limited to an annually adjusted amount based on the Department of Labor Consumer Price Index. Direct Housing Assistance is not subject to the assistance limit.

Flood Insurance Requirement: Applicants whose homes are located in a Special Flood Hazard Area and who receive assistance for home repair, replacement, permanent housing construction, and/or personal property as a result of a flood-caused disaster must obtain and maintain flood insurance as a condition of accepting disaster assistance.

Payment of Assistance: Financial assistance is provided to disaster survivors by a U.S. Treasury check or through an electronic funds transfer into the recipient's bank account.

Supplemental Assistance: IHP is not intended to replace private recovery efforts but to complement those efforts when needed. FEMA's assistance is limited and is not intended to return a home to its pre-disaster condition. If a homeowner wishes to return their home to its pre-disaster condition, they may apply for a home disaster loan with the SBA.

Proper Use of Assistance: Failure to use assistance appropriately may result in ineligibility for additional assistance, and the applicant may be required to return the misused funds.

Taxation of Assistance: FEMA's assistance is not taxable and is not counted as income or a resource when determining eligibility for income assistance or income-tested benefit programs such as Social Security benefits or disability income.

Documentation: Disaster survivors may need to provide documentation to help FEMA evaluate their eligibility, such as documents pertaining to proof of occupancy, ownership, income loss, and/or information concerning an applicant's housing situation prior to the disaster.

Duration of Assistance: Assistance is limited to 18 months following the disaster declaration and may be extended, if needed.

Appeal Rights: Applicants, who disagree with FEMA's determination of eligibility or the form of assistance provided, have the right to appeal within 60 days of the date on the award or denial letter from FEMA. For more information on appealing, contact the FEMA Disaster Helpline at 1-800- 621-3362. Applicants who have a speech disability or hearing loss and use a TTY can call 1-800- 462-7585 directly. Those using 711 or Video Relay Services (VRS) can call 1-800-621-3362.



FEMA

Fact Sheet

Financial Disaster Aid Available for U.S. Citizens, Non-Citizen Nationals and Qualified Aliens

The Federal Emergency Management Agency is committed to helping all eligible Texas disaster survivors recover from Hurricane Harvey storm and flood damage, including U.S. citizens, non-citizen nationals and Qualified Aliens.

To register for FEMA's Individual and Households assistance, you must be a U.S. citizen, non-citizen national, or a qualified alien to qualify for a monetary disaster assistance. However, undocumented families with diverse immigration status only need one family member (including minor children) who is a citizen and has a social security number to apply. FEMA can provide information about obtaining a social security number for a minor child. The minor child must live with the parent/guardian applying on his/her behalf.

Disaster survivors will be asked to sign a [Declaration and Release](#) form stating that you are a U.S. Citizen, Non-Citizen National, or a Qualified Alien. If you cannot sign the Declaration and Release but you have a minor child who is a U.S. Citizen or a Qualified Alien residing with you, you can apply for assistance on your child's behalf and no information regarding your status will be gathered. You will be asked to sign a declaration that your child is a U.S. Citizen, Non-Citizen National, or a Qualified Alien.

Other Individual Assistance programs such as Crisis Counseling, Disaster Legal Services and other short-term, non-cash emergency assistance, such as congregate shelters, are available to an individual and family regardless of citizenship status. Additionally, voluntary agencies provide help regardless of citizenship/immigration status.

When registering for disaster assistance, FEMA requires applicants to certify whether they are U.S. citizens, non-citizen nationals or Qualified Aliens.

The status of a qualified alien includes:

- Legal permanent residents (those with Green Cards);
- Those with refugee or asylum status;
- Those whose deportation has been withheld;
- Those on parole into the U.S. for at least one year for humanitarian purposes;
- Those with conditional entry;
- Those who are Cuban-Haitian entrants; and
- Those with petitions for relief based on battery or extreme cruelty by a family member.

All individuals, regardless of citizenship status, affected by a major disaster may be eligible for other non-monetary, in-kind emergency disaster relief programs. These include medical care, shelter, food and water as well as Disaster Legal Services and Crisis Counseling. Undocumented immigrants are not eligible for FEMA cash assistance or Disaster Unemployment Assistance.

People who don't qualify for monetary assistance may still call the FEMA registration line for referrals to voluntary agencies.

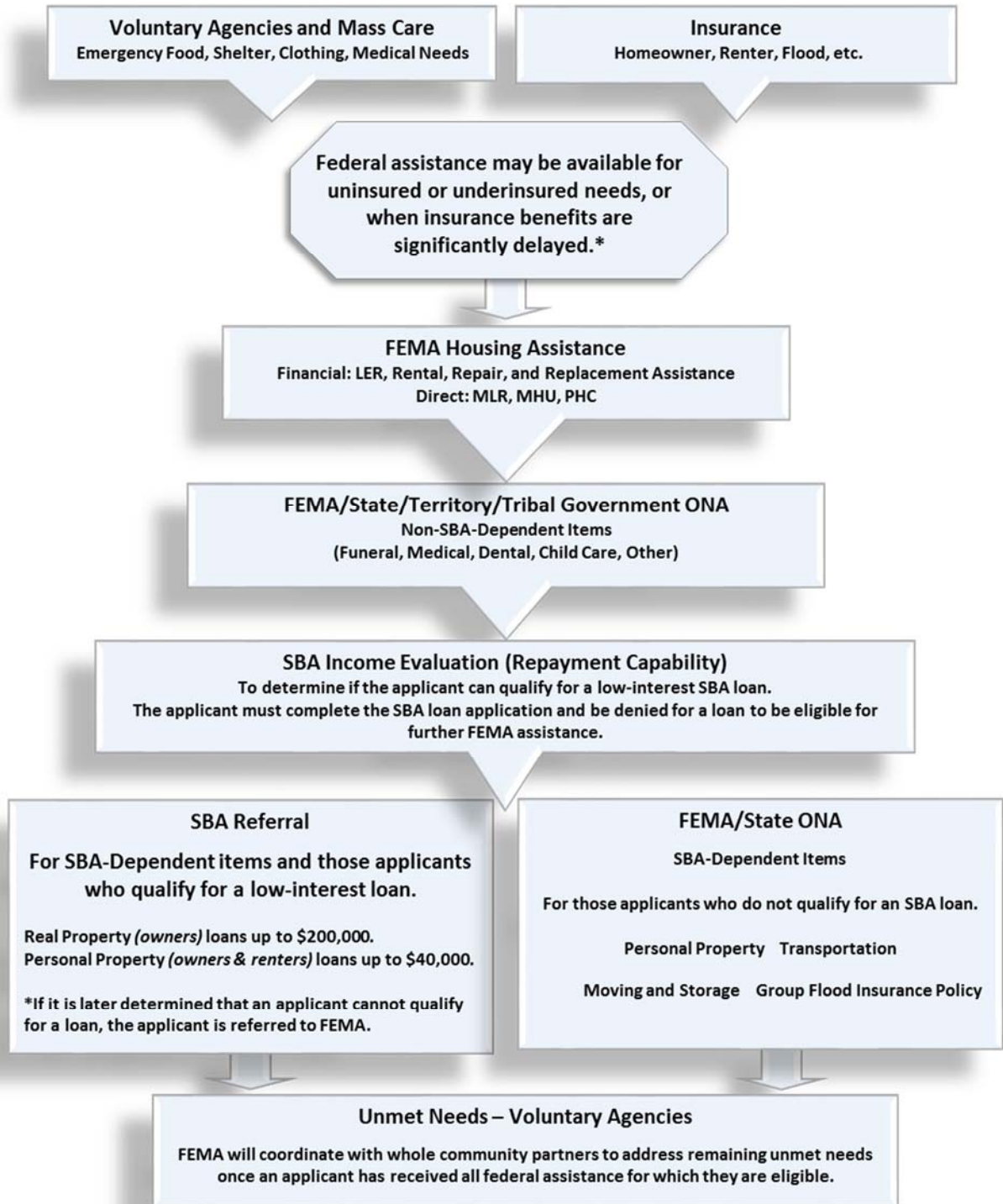
Assistance for eligible individuals and small businesses includes funds for temporary housing and necessary home repairs, individual and household grants, disaster unemployment assistance, low-interest disaster loans from the U.S. Small Business Administration and other programs.

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual orientation), religion, national origin, age, disability, limited English proficiency, economic status, or retaliation. If you believe your civil rights are being violated, call 800-621-3362 or 800-462-7585(TTY/TDD).

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“FEMA’s mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.”
August 2017

Disaster Assistance Sequence of Delivery



Disaster Survivor's Checklist

Call my insurance agent (Homeowner & Flood)

To file a claim for damage to my home. Be sure to take photos to document damage.

Register with FEMA

FEMA offers disaster survivors multiple options to apply: Go to www.DisasterAssistance.gov, download the FEMA mobile app, call the toll-free numbers below or visit a local Disaster Recovery Center. People with disabilities should make any reasonable accommodation request at this step.

Schedule a FEMA inspection

FEMA inspectors typically schedule onsite inspections with the applicant within two weeks after the applicant has registered for disaster assistance. Due to the extent of damage in Texas, your on-site inspection may take longer.

Read my FEMA determination letter carefully

The letter should explain FEMA's decision and any problems to correct. If a mistake has been made, contact FEMA right away by calling the toll-free numbers below or visiting a Disaster Recovery Center.

Use the FEMA grant for disaster-related purposes

The notification letter from FEMA explains how to use the funds appropriately.

Save receipts and maintain good records

Document how the funds were used and retain records for all repairs, cleanup and disaster-related costs for at least three years in case of a FEMA audit.

Stay in touch with FEMA

Go to www.DisasterAssistance.gov or call the toll-free numbers below.

Visit a Disaster Recovery Center

Go to www.DisasterAssistance.gov to find the nearest Disaster Recovery Center or call the toll-free numbers below.

Visit a FEMA Hazard Mitigation Display

Available at participating home improvement stores; look for public announcements.

Registering with FEMA

There are several ways to register with FEMA:

- Go online at www.DisasterAssistance.gov. Or, if you have a smartphone, download the [FEMA app](#) at <https://www.fema.gov/mobile-app>.
- Online registration is the quickest way to register for assistance, but if you don't have access to the internet, you can call 800-621-3362. For TTY call 800-462-7585. Those who use 711 or Video Relay Service (VRS) can call 800-621-3362.
- Survivors also can register with FEMA at a Disaster Recovery Center. Locations are listed at www.fema.gov/DRC, or available via the FEMA app.
- National Flood Insurance Program policyholders should contact their agent first, and then register with FEMA.
- Survivors should let FEMA staff know they have a need or a reasonable accommodation request. FEMA can provide sign-language interpreters and materials in alternate formats, such as Braille, large-print and electronic versions.

When registering with FEMA, you must provide:

- Social Security number.
- Address of the location where the damage occurred (pre-disaster address).
- Current mailing address.
- Current telephone number;
- Insurance information.
- Total household annual income.
- Routing and account number for your checking or savings account (this allows FEMA to directly transfer disaster assistance funds into your bank account).
- A description of your disaster-caused damage and losses.
- Applicants receive a nine-digit registration number for use when corresponding with FEMA. Keep this number on hand. It will be needed to update your application with any new information.
- Some applicants may be required to submit a [U.S. Small Business Administration \(SBA\)](#) loan application before FEMA can determine their eligibility for assistance.
- The SBA offers low-interest disaster loans to businesses of all sizes, most private nonprofits, homeowners and renters. SBA loans can help you recover from losses not covered by insurance, grants or other sources.

- SBA also offers low-interest working capital loans (called [Economic Injury Disaster Loans](#)) to small businesses and most private nonprofits having difficulty meeting obligations as a result of the disaster.
- For more information, applicants may call SBA's Disaster Assistance Customer Service Center at 800-659-2955, or visit SBA's website at [SBA.gov/disaster](#). Deaf and hard-of-hearing individuals may call 800-877-8339.

Inspections

- After you register for home damage, you will receive a call from FEMA to schedule an appointment for a home inspection. If you need language translation support during your inspection, including sign language, you can request it. When a FEMA inspector arrives, he or she will display official photo identification. If it is not displayed, ask to see it and inspect it carefully.

As part of the inspection process, survivors must provide proof of ownership or occupancy.

- Homeowners may show a tax bill, mortgage payment receipt or insurance policy with the property's address.
- Renters may show a lease, rent receipt, utility bill or other document confirming the home was their primary residence at the time of the disaster.
- Homeowners and renters must also present a valid driver's license or other photo ID.

Follow Up With FEMA

- After registering for assistance, survivors will receive a letter regarding their application status. Some applicants may receive a text message or email if they have signed up for those services. The notification will explain the status of the application and how to respond.
- It is important to read the letter carefully. Many times applicants will need to submit some extra documents for FEMA to process their application.
- Do not be discouraged if you get a letter saying you need to provide additional information in order to be eligible for assistance.
- If you get a decision letter that you don't understand, or it doesn't seem correct, you should visit a DRC or call the FEMA Helpline at 800-621-3362. Often it is something simple that can be cleared up with additional information.

Application Checklist

To apply by phone for FEMA assistance:

- 1-800-621-FEMA (1-800-621-3362)
- TTY 1-800-462-7585
- 711 or VRS 1-800-621-3362

Disaster Survivor Information Checklist

Before you start your application, please have the information below and a pen and paper ready.

Social Security Number

You, another adult member or minor child in your household must have a Social Security number. You or they must also be a U.S. citizen, non-citizen national, or qualified alien.

If you don't have a Social Security number, read the article [How do I apply for a new or replacement Social Security number card](#). You will get instructions on what to do and what documents you will need.

Once you have your number, you may come back to **DisasterAssistance.gov** or call FEMA at one of the phone numbers above to apply.

Insurance Information

Describe the type(s) of insurance coverage you have. This could include coverage under policies like homeowners, flood, automobile, or mobile home insurance.

Damage Information

Describe the damage caused by the disaster. Include the type of disaster (like flood, hurricane, or earthquake) and the type of dwelling or vehicle (like a condo, mobile home or house, or a car or truck).

Financial Information

Provide your total annual household income, before taxes, at the time of the disaster.

Contact Information

Provide the address and phone number of the property where the damage occurred and the address and phone number of where we can reach you now.

Direct Deposit Information (*optional*)

If approved, we can deposit your funds directly into your bank account. You just need to provide the following banking information:

- Bank name
- Type of account (like checking or savings)
- Routing number
- Account number

NEED HELP? If you need help with the application, please call FEMA at one of the phone numbers above.

Last Updated: 02/17/2018

My Registration Number: _____

Ownership and Occupancy Verification

Documentation to Verify Occupancy:

When FEMA is unable to verify an applicant's occupancy of their primary residence, the applicant may provide FEMA with any of the documents listed below for verification. FEMA can request additional documents to prove occupancy in cases where the name reflected on utility bills and the name of the primary occupant conflict.

- ❑ **Utility Bills:** Electric, gas, oil, trash, water/sewer bills that reflect the name of the applicant or co-applicant and the residence address. Utility bills must be dated within 3 months prior to the incident period.
- ❑ **Merchant's Statement:** Bank or credit card statement, phone bill, cable/satellite bill, etc. Merchant statements must be dated within 3 months prior to the incident period.
- ❑ **Employer's Statement:** Pay stubs and similar documents linking the applicant to the damaged residence. Employer's statements must be dated within 3 months prior to the incident period. Driver's license, state-issued ID card, voter registration card. These documents must be current (not expired) at the time of the disaster.

Document Exceptions:

- **Proof of Occupancy:** If the listed documentation is unavailable, as a last resort, FEMA may accept a written statement from the applicant indicating how long they lived in the disaster-damaged residence prior to the Presidential disaster declaration. The statement must also include an explanation of the circumstances that prevent standard occupancy verification (e.g., insular areas, islands, tribal lands).

- **Intent to Occupy Statement:** Applicants can establish their intent to occupy a residence damaged by a disaster with a written statement along with supporting documentation such as a utility deposit or a pre-dated lease that contains the applicant/co-applicant's name and the residence address. For example, an applicant who recently purchased a home that was destroyed while the applicant was in the process of moving in may be eligible based on intent to occupy. Supporting documentation must be dated on or before the first day of the incident period. Applicants not occupying the residence at the time of the disaster may still be eligible if they submit documentation showing their intent to occupy the home as their primary residence.

- **Student Occupancy:** Applicants who lived in housing provided by an educational facility (e.g., college dormitory) may be eligible for IHP Assistance if the student housing was their primary residence. For additional information on student eligibility for disaster assistance

Ownership

FEMA verifies ownership through inspection, automated public records search, or submitted documents, including documents from the state, territorial, or tribal government.

When an applicant's ownership of their pre-disaster primary residence has been verified, they may be considered for Repair, Replacement, or PHC Assistance.

FEMA defines an owner-occupied residence as one where the applicant:

- Is the legal owner; or
- Does not hold a formal title to the residence and pays no rent, but is responsible for the payment of taxes or maintenance of the residence; or
- Has lifetime occupancy rights with formal title vested in another (see **Documentation to Verify Ownership** for required documentation).

Documentation to Verify Ownership

- Deed or Official Record:** Original deed or deed of trust to the property listing the applicant as the legal owner. Deed must be current/effective during the disaster incident period.
- Mortgage documentation:** Mortgage statement or escrow analysis. The most recent mortgage statements available should be submitted (within 3 months of the disaster incident period) and escrow documents should be from the last quarter.

Real property* insurance document, bill or payment record, structural insurance documentation. Within 3 months of the disaster incident period.

**Buildings or other structures permanently attached to land as well as the land itself. This includes items that are structural components of the buildings or structures.*

Ownership Documentation: When FEMA is unable to verify an applicant's ownership of their primary residence during inspection or through an automated public records search, the applicant may provide FEMA with documentation to prove ownership. There are various documents that may be used to prove ownership and are outlined below.

The document provided must reflect:

- The name of the applicant or co-applicant registering for assistance; if a minor child is registering for assistance, the document must be in the adult co-applicant's name;
- The address of the damaged pre-disaster residence; and
- A date prior to the disaster incident period.

If documents listed under **Documentation to Verify Ownership** are unavailable, FEMA may

accept alternate verification documents as listed below

- Property tax receipt or property tax bill - Current and/or effective during the disaster incident period
Manufactured home certificate of title - Current and/or effective during the disaster incident period
- Real Estate Provision - Current and/or effective during the disaster incident period
- Contract for Deed - Current and/or effective during the disaster incident period
- Land Installment Contract - Current and/or effective during the disaster incident period
- Quitclaim Deed - Current and/or effective during the disaster incident period
- Bill of Sale or Bond for Title - Current and/or effective during the disaster incident period
- Will naming the applicant as the heir to the property and a death certificate - Current and/or effective during the disaster incident period

Document Exceptions:

FEMA may accept a written statement from the applicant indicating how long they lived in the disaster-damaged residence prior to the Presidential disaster declaration, and an explanation of the circumstances that prevent standard ownership verification (e.g., insular areas, islands, tribal lands).

Applicants who pay rent to another party to live in the home do not qualify as owners. There may be an exception if the applicant is legally responsible (e.g., lease to own or land installment agreements) for major repairs and/or taxes on the damaged residence (e.g., ownership in the islands or insular areas such as family compounds, adverse possession, hereditary family lands, and cultural traditions).

Declarations and Statements of Ownership

1. A Statement of Ownership is a written, dated, signed, and notarized document informing FEMA the applicant is the legal owner of the damaged dwelling.
2. A Statement of Ownership must:
 - a. Be in writing;
 - b. Include the applicant's property address;
 - i. The address must include enough information to identify that the Statement of Ownership is for the same location as the Damaged Dwelling listed in NEMIS.
 - ii. A physical property location only using longitude and latitude information is not acceptable.
 - c. State the applicant is the legal owner of the damaged dwelling;
 - i. If the Statement of Ownership does not include information to indicate the applicant is the legal owner of the residence, it must then include a

statement to verify one of the following:

1. The applicant is a person who does not hold formal title to the residence and pays no rent but is responsible for the payment of taxes or maintenance of the residence; or
 2. The applicant has lifetime occupancy in the residence.
- d. Include the applicant's signature with date;
 - e. Be notarized;
 - f. Contain the following Declarative Statement:
 - i. "I (declare, certify, verify, or state) under penalty of perjury that this Statement of Ownership is true and correct."

- Property** Occupancy Documents.
- Signed** FEMA Form 009-0-3 (Declaration and Release Form)
- Written** consent for disclosure (available at the Disaster Recovery Center)
- Physician's** Note (if applicable)
- Other** _____

Sample Letters

There may be times when it is necessary to write letters to FEMA. Included Sample letters:

1. Follow-Up Letter of Request
2. Letter for Change of Address
3. Letter of Appeal

Critical elements for written letters to FEMA include:

- Disaster Number (DR number)
- Registration number
- Last four digits of SSN
- Birth date
- Place of birth
- Name on all pages
- A copy of state issued ID card or statement:
 - I hereby declare under penalty of perjury the foregoing is true and correct
- Dated and signed

NOTE: Applicants can also change application information by calling **800-621-FEMA (3362)**

USE: Sample letter can be used to change the type or amount of assistance applied for after you register for assistance.

NOTE: Applicants can also change some application information by calling 800-621-FEMA (3362).

Name of Applicant: Address
of Applicant: FEMA
Registration Number:

Follow-Up Letter of Request

Date:

Mail to: FEMA-Individuals and Households Programs
National Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055
Fax to: (800) 827-8112

Attention: FEMA – Individuals and Households

Dear FEMA:

I applied for FEMA disaster assistance on _____. My registration number is _____.
I would like to follow-up and request additional assistance.

I am additionally requesting **FEMA Housing Assistance** to help with (include those that apply):

- Temporary Housing
 - Lodging Expense
 - Rental Assistance
 - Mobile Home
- Home Repairs (home damaged and not covered by insurances)
- Home Replacement (home totally destroyed and not covered by insurance)

I am additionally requesting **Other Needs Assistance** to help with (include those that apply):

- Medical, Dental, and Funeral Costs
- Personal Property (see attached SBA loan denial letter)
- Transportation/vehicle – repair and replace (see attached SBA loan denial letter)
- Other Expenses
 - moving and storage reimbursement (see attached SBA loan denial letter)
 - other disaster-related needs

To support my request, I am submitting the following documents (include those that apply):

- Relevant supporting documents: insurance documents (adjuster's summary and letter), receipts, estimates, and/or physician notes, etc.
- Property ownership documents: deed, mortgage payment book, tax receipt or a property tax bill, showing I owned the property **at the time of the disaster**.
- Property occupancy documents: utility statement, phone statement, or envelope addressed to me at the damaged property address, showing I occupied the property **at the time of the disaster**.
- Identification Document: driver's license, work identification card, social security card, or library card.
- Signed 009-0-3 (Declaration of Citizenship and Release)
- Written Consent for disclosure
- Other:

Please review and advice. Thank you for your consideration.

Name & Signature of Applicant

USE: Sample letter can be used to change address information in your file once you have applied for assistance.

NOTE: Applicants can also change address information by calling 800-621-FEMA (3362).

SAMPLE: Letter for Change of Address

Name of Applicant
Address of Applicant
FEMA Registration Number:

Date

Mail to: FEMA-Individuals and Households Programs
National Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055
Fax to: (800) 827-8112

Attention: FEMA – Individuals and Households

Dear FEMA:

I am requesting an address change. Please change my current mailing address and phone number.

FROM: Street
City, State and Zip Code
Phone Number (including area code)

TO: Street
City, State and Zip Code
Phone Number (including area code)

My contact phone number remains the same **(or indicate if you have a new phone number)**.

I am submitting the following:

1. Follow-Up Letters of Request
2. Verification of Occupancy – Utility Bill – pre-disaster
3. Identification Document – Driver’s License – pre-disaster
4. 90-69B Declaration Statement and Release Form

Please review and revise my file

Thank you.

Name of Applicant
Signature of Applicant

USE: Sample letter can be used to appeal a FEMA decision regarding your application for federal assistance. A FEMA decision appeal must be in writing.

SAMPLE: Letter of Appeal

Name of Applicant

Address of Applicant

FEMA Registration Number:

Date:

Mail to: FEMA-Individuals and
Households Programs National
Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055

Fax to: (800) 827-8112

Attention: FEMA – Individuals and Households Programs

Dear FEMA:

This letter is to appeal your decision and request a review of my case. My appeal relates to (check all that apply):

- Eligibility
- The amount or type of assistance
- Late application
- Request to return money
- Continued assistance

[Explain in writing why the decision about the amount or type of assistance you received is not correct.]

Please review and advice. Thank you for your consideration.

Name of Applicant

Signature of Applicant

IMPORTANT: To be considered by IHP, your appeal letter must be postmarked within 60 days of the date of the decision letter's date. If you need information about your case, you or someone* from your household may request a copy of the information in your file by writing to:

**FEMA – Records Management National
Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055**

(*If someone from your household other than yourself or co-applicant is requesting information from your file, include a signed statement by you giving that person your authorization to request this information.)

What is Legally Sufficient Written Consent?

FEMA generally communicates directly with each applicant to protect their private information. The Privacy Act requires FEMA to obtain written consent from the applicant in order to share their disaster assistance records with a third party. The written consent must:

- Be in writing (handwritten or typed)
- Include the applicant's identity verification information (full name, current address, date and place of birth)
- Be dated and signed by the applicant
- Be notarized or have a copy of a state-issued identification card or include a statement verifying the information is true under penalty of perjury
- Include an individual identifier. Examples are: the registration number, current mailing address, current phone number, SSN, etc.
- Specify what information can be released to the third party (e.g., the entire case file, the current contact information, the amount of disaster assistance received, etc.)
- Include a third party designation. The individual must designate, identify, and name the individuals, entities, or organizations to which the disclosure is being consented

This is only an example for review. Any written consent should reflect the survivor’s particular situation or facts. The survivor can determine whether the language in this document, if any, may be suitable for use.

SAMPLE -- WRITTEN CONSENT

I, [First and Last Name of Person Giving Consent], born on [Date of Birth of Person Giving Consent] residing at [Damaged Dwelling Ad dress of Person Giving Consent], hereby consent to disclosure of the information collected by FEMA under my Application Number [FEMA Application Number of Person Giving Consent] to the organizations and/or individuals listed below. My phone number is [Current Phone Number].

I specifically consent to have the following information disclosed to them:

[Be very specific about what you want to have released; include a statement such as:

- *My entire case files, including inspection report, amount of assistance etc.:*
- *My current contact information (name, address, phone number, e-mail address, and FEMA application number]*

The above information may be disclosed to following organizations and/or individuals:

1. _____
2. _____

[(Optional) Additionally, I consent to have the above named organizations and/or individuals speak on my behalf and represent me before FEMA].

[(Optional) Additionally, I consent to disclosure of my information to any other organization that is a member in good standing of either the National Voluntary Organizations Active in Disasters (NVOAD) or that is participating in a FEMA or State recognized Long Term Recovery Committee (LTRC) for [the FEMA Disaster Number for the applicant's registration].]

This consent is made pursuant to and consistent with 28 U.S.C. §1746. I declare, under penalty of perjury, that the foregoing is true and correct.

(Signature of Applicant Providing Consent and Date)

EXAMPLE OF CONTRACTOR'S ESTIMATE REQUIREMENTS

An estimate/invoice is not required to be from a licensed contractor, as long as the estimate/invoice is verifiable.

A verifiable contractor's statement must detail how the damage is disaster related, and list repairs that need to be made and the date the repairs will be completed.

Contractor's Business Name

Address

City, State, zip

Phone #- **(IMPORTANT INFORMATION TO INCLUDE)**

Property Owner's Name Address –
of damaged dwelling City, State Zip

ESTIMATE FOR REPAIRS:

Description of Repairs	Quantity	Unit	Cost
1.			
2.			
3.			

Include a statement on the estimate that the repairs are due to the flood/storm/disaster on or about: Give the date: day/month/year.

For HVAC (heating, ventilating, and air conditioning)

State that the unit is damaged beyond repair (or parts are no longer available) and is a result of the flood/storm/disaster on or about: give the date: day/month/year.

If the unit has to be replaced, state it is a **like replacement** and not an upgrade.

Equal Access to All FEMA Programs

FEMA is committed to providing equal access to all applicants. This section outlines program delivery considerations for applicants with disabilities and other individuals with access and functional needs, those with LEP, those residing in insular areas, and tribal governments.

Applicants with Disabilities or Other Access and Functional Needs

FEMA ensures equal access to eligible services and programs for all applicants with disabilities and other individuals with access and functional needs. FEMA provides all of the following:

- Accessible communication for applicants who are deaf, hard of hearing, or have a speech disability. Applicants should call 800-462-7585 for TTY or 800-621-3362 for 711 or VRS
- Access to DRCs that comply with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, which include wheelchair ramps, accessible restrooms, and accessible paths of travel from the parking lot and throughout the facility, as well as Multi-lingual signage and technology to address a variety of access and functional needs
- Alternative formatted materials in large print and braille
- American Sign Language interpreters and/or Communication Access Real-time Translation (CART) at public/community outreach events and field staff equipped with tablet computers that can access Video Relay Interpreting (VRI) for applicants who use American Sign Language
- Assistance for applicants who are having difficulty understanding the registration process, denial letters, or the appeal process

When providing assistance, FEMA also considers the specific needs of applicants with disabilities or other access and functional needs.

Applicants with Limited English Proficiency

FEMA ensures all applicants receive critical, accessible, and understandable disaster assistance communications, regardless of language proficiency. To best assist these applicants, FEMA provides all of the following:

- Disaster information in languages identified through demographic analysis of the impacted area
- Translation and interpretation services (available in 250 languages)
- Language assistance to help non-English-speaking disaster survivors register for FEMA disaster assistance and answer any questions
- Staff to identify language needs and connect disaster survivors to applicable translation services
- Video Relay Interpretation for American Sign Language or on-site translation at DRCs
- Appropriate referrals for applicants with disabilities and other individuals with access and functional needs who have LEP
- A FEMA “Resources for Other Languages” webpage with flyers, brochures, tri-folds, and public service announcements regarding disaster preparedness, response, recovery, and mitigation: <http://www.fema.gov/resources-other-languages>;
- Spanish language instructions through <https://www.disasterassistance.gov/es> where individuals can register for assistance.

Some of the accessible equipment available at Disaster Recovery Centers includes the following:

- Captel Phones
- Amplification Devices
- Access to Sign Language Interpreters
- Pocket Talkers
- Magnification Devices
- iPad with VRS Capabilities

We encourage all survivors to “JUST ASK” if you need something