

CITY OF OAKLAND
OFFICE OF THE CITY CLERK
OAKLAND, CALIFORNIA



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September 20, 2005

Honorable City Council
Oakland, California

Re: Supplemental Report on City of Oakland's Participation in Hurricane Katrina Relief Efforts

President De La Fuente and Members of the Council:

This report is prepared in response to Council's request at the September 8, 2005 Special Meeting for a full report on actions the City has taken to assist in Hurricane Katrina relief.

On September 13, the State of California was granted a presidential declaration as a Disaster Area, which makes the State, counties and local jurisdictions eligible for funding. FEMA is determining and defining eligible costs for States that are designated as Disaster Areas.

As of September 12, the Red Cross reported:

- A total of 354 families have been serviced by the Bay Area Red Cross in six Bay Area counties. Of those 354 families
 - 270 families are from New Orleans
 - 142 are relocating/residing in Oakland
 - most are families, few are seniors
 - approximately 68% have an annual household income below \$8,000 per year
 - 232 families were renters, not homeowners.

Additionally, the Red Cross reported that most families were not seeking housing at this time. They were staying with family and extended family members. They were seeking financial assistance and social services at this time.

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City Real Estate staff is assisting Red Cross in locating space for a one-stop center for Katrina families to access social services, as well as FEMA, insurance, unemployment, credit and other financial assistance. City staff is also assisting in locating space for a Red Cross volunteer training center.

Housing Availability

Clearinghouse

Eden I & R is the clearinghouse for housing in Alameda County, having served in this capacity since Loma Prieta. Those who need housing, or who have units available are encouraged to register with Eden I & R. As of September 13, Eden tracks more than 50,000 units, and currently shows 1,745 units are available in Oakland.

In addition, 84 units have been registered specifically for Katrina individuals and families. Of those, 60 units (within nine buildings) are located in Oakland. Eden has been contacted by 27 individuals seeking housing as a result of Katrina. Ten of the callers were from Oakland, and of those, five were single and five were families ranging from 2-7 people.

Eden is in process of contacting owners of the other 50,000 units in its housing database, to identify more units that would be available at reduced rents for Katrina victims. Volunteers are needed to assist with this outreach, as Eden's volunteer interviewers strive to match tenants' specific needs with the features of available housing units.

The Rental Housing Association intends to collaborate with Eden I & R in registering its members' available housing units for Katrina victims.

City Controlled Units

The City of Oakland Transitional Housing Program has the following availability:

1. West Street--single family house has 7 beds and could possibly accommodate more if one family.
2. Matilda Cleveland has 2 units with 3 beds and 2 beds.
3. Henry Robinson Multi-service Center has 5 units available—
 - a. 4-- two room units that can house up to 5
 - b. 1—1 room unit can house up to three (parent with 2 small children or 2 parents and 1 small child.(note: units at the Henry have a waiting list and high demand for the space—the availability is as of today).

All of the above are Transitional Housing Program facilities and have federal and local screening criteria. Primary among them is that residents must have children---only adults with children may be accepted. They also must be

homeless and be able to demonstrate where they were residing prior to acceptance into the program. There must be sufficient documentation to demonstrate eligibility.

This housing can be available for up to two years and participants MUST participate in the prescribed program to stay in compliance. So anyone coming into the property must know clearly that it is not routine housing but housing with required services attached.

Housing Authority Units

The Oakland Housing Authority and many of the City's non-profit affordable housing partners have provided a list of available units to HUD that might be made available for Hurricane relief. Requests to waive a variety of requirements (including income requirements and waitlist procedures) have been made to a number of funding sources to include CALHFA, HCD and the IRS. The list of available units (currently 58) is being updated and waiting authorization. In addition, OHA is requesting legislation (through Representative Barbara Lee) to release additional Section 8 certificates so that persons already on waiting lists are not adversely affected.

HUD is permitting housing authorities to revise their policies to give preference to Katrina victims who were displaced from public housing units or Section 8 in the Gulf region. After serving these families, HUD is encouraging housing authorities to then give preference to other displaced families. The OHA Board of Commissioners will consider this policy change at a special meeting on Wednesday, September 14. Any policy change at the Authority will apply to OHA public housing units in Chestnut, Linden and Mandela. As of September 12, two verified Katrina-displaced families have sought housing through OHA.

Rent Adjustment Ordinance Exception

Staff has contacted the Rental Housing Association and is working to develop an Emergency Ordinance to implement Hurricane Katrina Relief. The ordinance would allow for a temporary exception up to two years from the application of rent increase limits and encourage landlords to voluntarily offer discounted rents to displaced families.

Public Information

Information about resources for Katrina victims and ways that residents and City employees can help is posted on the City's intranet and public website, as well as on KTOP. This information is continually updated. A copy of posted information, as of September 12, is attached.

Financial Support

To date, City employees have donated \$6500 to the Katrina Relief Fund for the American Red Cross. Finance staff is setting up procedures for employees to "sell" back vacation time; or authorize contributions through payroll deductions. Staff is also making arrangements to have the employees' fund included as an option during October's Combined Charities campaign.

In addition, Local 55, Random Acts and the Oakland Black Firefighters Association raised \$10,000 and drove a 27-foot truck full of household goods, furnishings, toys, etc. to Mississippi. The residents were very appreciative and thankful of their efforts.

Staff Support

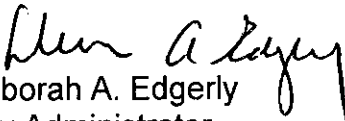
To date the City has deployed ten Fire Department personnel with USAR and swift water rescue teams in Louisiana and Mississippi. In addition, six OFD personnel are providing local administrative and logistical support to the deployed teams.

Non-sworn City employees may request up to 12 hours of release time to volunteer for the Red Cross phone bank.

The National League of Cities is matching cities that can send teams of professionals (e.g. building inspectors, public works crews, case managers, etc) *with cities needing help rebuilding infrastructure in the coming weeks and months.* Oakland has registered its interest in being paired with New Orleans, and our office is awaiting a specific request for resources. State OES is working with FEMA to identify eligibility criteria for reimbursements for this assistance.

City staff welcomes the Council's ideas and direction, and will continue to implement these or other efforts on behalf of hurricane relief.

Respectfully submitted,


Deborah A. Edgerly
City Administrator

Hurricane Katrina Relief

HOW OAKLAND RESIDENTS CAN HELP PEOPLE DISPLACED BY HURRICANE KATRINA

The following information has been provided by the agencies listed, as of 9/13/05.

Financial Contributions

American Red Cross – 1-800-HELP NOW (451-7669); www.redcross.org
Salvation Army – 1-800-SAL ARMY (725-2769); www.salvationarmyusa.org
United Way – 1-800-272-4630; <https://volunteer.united-e-way.org/hurricane-katrina/donate/>
Acorn – www.acorn.org
NAACP – www.naacp.org
NAACP Student Disaster Relief Fund, for East Bay students who attended colleges in the Gulf Coast region. 510-652-8493 ext 14; or ujimafund@hotmail.com

Housing

Eden I & R – 510-727-9565, if you have a vacant housing unit you would like to offer to Katrina evacuees
www.HurricaneHousing.org -- a national clearinghouse to offer housing units

Donations of Household Goods

Grand Lake Kiwanis is committed to furnishing 10 apartment units that have been made available to Katrina victims by their members. Drop-off date and location to help:
Sept 15, 3:00 – 7:00 – State of California Building Lobby on Clay Street
For further information: lkiehle@aol.com

Volunteer

American Red Cross –

- go to the intake center at 3901 Broadway to sign up for a 4-hour shift on the local phone bank; or take additional training and sign up for the national phone bank.
- To help in the Gulf region, Red Cross requires volunteers to be available a minimum of ten days (one day of training followed by 9 days deployment). Go to the intake center at 3901 Broadway for further information.

Eden I & R – call 510-537-2710, to volunteer to match Katrina families with available housing units in Alameda County

Additional Agencies organizing relief efforts

Salvation Army 1-800-725-2769/www.salvationarmyusa.org

Catholic Charities of the East Bay
433 Jefferson Street, Oakland Ca.
510-768-3100

United Way www.national.unitedway.org

Operation USA 1-800-678-7255 www.opusa.org

Islamic Relief www.irw.org/katrina

Hurricane Katrina Relief

**RESOURCES FOR KATRINA VICTIMS AND FAMILIES
in Oakland and Alameda County**

The following has been compiled from information distributed by the Red Cross, State Employment Development Department, and the agencies listed, as of 9/13/05. It has not been independently verified.

Displaced persons should call the following:

FEMA -- 1-800-621-FEMA, to register for financial assistance

American Red Cross -- 510-595-4441, to register for assistance

American Red Cross Intake Center

3901 Broadway, Oakland Ca, 94611

www.redcross.org

PH LINE HRS: 8am-8pm

CENTER HRS: M-Sat 9am-5pm

SUN Noon-5pm

Disaster Unemployment Assistance

To collect unemployment 1 (800) 300-5616

To report a job loss 1 (800) 487-2365

In addition, the following numbers may be helpful

Alabama Residents call 1-866-234-5382

Mississippi Residents call 1-866-500-0017

Louisiana Residents call 1-800-818-7811 or

1-866-783-5567 <http://www.ldol.state.la.us> or

www.laworks.net

"Katrina" U.I. claimants should call the IRS to obtain

proof of wage information for tax relief, copies of tax returns, & disaster loss kits at 1-888-562-5227

* Louisiana Claimants wage info to:

Louisiana Dept of Labor

Hurricane Katrina Unit

Office of Regulatory Services

PO Box 94094

Baton Rouge LA, 70804-9094

* Mississippi Claimants wage info to:

Interstate Unit

MS Dept of Employment Security

PO Box 22691

Jackson MS, 39225-2691

Social Security

Social Security is waiving the 10 day wait time to reissue checks lost re: Katrina. Call **1-800-772-1213**.

Replacement ID (Louisiana)

www.dps.state.la.us/omv/katrinadups.html

Internet access

Available at public library branches

Housing

Eden I & R – 510-537-2552, to request housing in Alameda County. Eden I & R is a clearinghouse that matches available housing units with prospective tenants.

Katrina Disaster Relocation Project - secures host families (private homes, not shelters) for people displaced and looking to relocate to California. Currently has over 100 host homes available. Also provides transportation from the disaster area to California, clothing, variety of support. See web site: www.relocationproject.org Ph#650-444-7800

Food Stamps

Alameda County: 1-888-999-4772

Employment, Oakland Workforce Investment Board

One Stop Career Center – 768-4400, to register for job training and employment assistance through the Workforce Investment Act.

Oakland Public Schools

Families should register children for school at the Transitional Families Office, Portable 15, 1025 Second Avenue.

Medical Services

Hurricane evacuees can go to any Wal-Mart, Rite Aid, Walgreen's pharmacy to have their prescriptions filled based on patient's emergency needs.

Other Agencies organizing relief efforts

Salvation Army 1-800-725-2769/www.salvationarmyusa.org

Catholic Charities of the East Bay
433 Jefferson Street, Oakland Ca.
510-768-3100

United Way www.national.unitedway.org

Operation USA 1-800-678-7255 www.opusa.org

Islamic Relief www.irw.org/katrina



EXPEDITED ASSISTANCE PROGRAM QUESTIONS AND ANSWERS

Q: What is expedited assistance?

A: Expedited assistance is advance funds made available to disaster victims to help them meet immediate needs of individuals and families displaced by Hurricane Katrina.

Q: How much money will be available for expedited assistance and what can it be used for?

A: Currently the amount of money being distributed through this special expedited assistance is \$2000 per qualified household, which can be used for emergency purchases and disaster-related needs such as food, shelter, clothing and personal necessities.

Q: What do individuals need to do to receive expedited assistance?

A: The first step to qualify for federal assistance is to register with FEMA by either going online to www.fema.gov or calling FEMA's toll-free registration line at 1-800-621-FEMA (3362) – TTY 800-462-7585. Disaster victims are encouraged to register on-line due to the possibility of high call volume. In addition, phone lines are open 24-hours, 7 days a week.

Q: How can I receive the expedited assistance?

A: Once individuals' registration with FEMA for assistance, expedited assistance will be made available to individuals through electronic funds transfer (EFT) directly into their bank account, or issued a check.

Q: Who is eligible for the expedited assistance?

A: Displaced residents from Mississippi and Louisiana impacted by Hurricane Katrina are eligible for expedited assistance.

Q: How can people receive checks if they are housed in a shelter?

A: FEMA is working with the US Postal Service to determine the best way to get checks through the mail to a temporary address.

Q: Is that the only assistance people will get from FEMA?

A: The expedited assistance being made available to individuals will be only a portion, and serves as an advance, of the total assistance many people may need or be eligible for, and normal eligibility determinations will result in subsequent payments of assistance in the future.

Q: What was the debit card being handed out by FEMA?

A: The debit card was a pilot program that was being made available in the Houston Astrodome, and represented one form of distributed expedited assistance to thousands of evacuees.

Q: What does FEMA do if it suspects fraud?

A: In this, and in all FEMA programs, the agency asks that if individuals suspect fraud or abuse of any FEMA programs to contact the fraud hotline at 1-800-323-8603.

FEMA REGISTRATION FAQ's

Q: I received some help from the Red Cross; can I still get assistance from FEMA?

A: FEMA and your State Emergency Response Team (SERT) coordinate a number of programs to help disaster victims. These programs are different from the emergency food, clothing and shelter initially provided by the Red Cross and other voluntary agencies. If you still have disaster related needs you should apply with FEMA.

APPEALS

Q: How do I get additional money to fix up my house?

A: Most disaster aid programs are intended to meet only essential needs and are not intended to cover all your losses. Also, some people qualify for assistance from more than one program and you may be receiving additional help from another agency. For example, the Small Business Administration is a very important source of funding for repair and replacement of your real and personal property. If you received a loan application packet from the SBA, please complete and return the application as soon as possible. No work can begin on the loan until you submit your application

Q: I didn't receive enough money to meet all my needs. What do I do now?

A: See pp. 2-6 of the Applicant Guide. Most disaster aid programs are intended to meet only essential needs and are not intended to cover all your losses. Also, some people qualify for assistance from more than one program and you may be receiving additional help from another agency. For example, the Small Business Administration is a very important source of funding for repair and replacement of your real and personal property. If you received a loan application packet from the SBA, please complete and return the application as soon as possible. No work can begin on the loan until you submit your application. If you believe FEMA made a mistake, follow the appeal process on your letter of eligibility or Refer to p. 10 of the Applicant's Guide for more information on how to appeal.

APPLYING FOR ASSISTANCE

Q: Do I have to go to a Disaster Recovery Center (DRC) to register with FEMA?

A: No. There are three ways to register.

1. You may register with by telephone by calling FEMA at: 1-800-621-3362
2. You may go to a DRC to use a telephone if one is not available to you.
3. FEMA has just activated their online registration service. To register for disaster assistance over the internet, go to www.fema.gov and select "How to apply for assistance".

Q: What happens after I apply for disaster assistance?

A: FEMA will mail you a copy of your application and an Applicant's Guide that will answer many of your questions. If your home or its contents were damaged and an inspection is required to process your application, an inspector should contact you within 10 days after you apply to schedule a time to meet you at your damaged home. The inspector then sends a report about your disaster damages to FEMA. About 10 days after the inspection FEMA will decide if you qualify for assistance. If you qualify for a grant, FEMA will send you a check by mail or deposit it in your bank account. FEMA will also send you a letter describing how you are to use the money (for example: repairs to your home or to rent another house while you make repairs).

If FEMA decides that you are not eligible for a grant, FEMA will send you a letter explaining why you were turned down and give you a chance to appeal the decision. Appeals must be in writing and mailed within 60 days of FEMA's decision.

AWARD PAYMENTS

Q: I just got a check from FEMA, what can I use the money for?

A: When you get money from FEMA you may use it to meet your disaster related necessary expenses and serious needs. You will receive a letter from FEMA telling you what the money covers. Be sure to read your applicant guide for additional information.

Q: I just received a check that is marked "Temporary Housing"—what does that mean?

A: This check is to address your disaster related needs and may include assistance for temporary rental, home repairs, and/or personal property losses. Refer to your letter of eligibility and the Applicant's Guide for a description of the assistance provided.

Q: Do I have to repay the money from FEMA?

A: Money received through FEMA's Individuals and Households Program does not have to be repaid. Loans from the Small Business Administration must be repaid. Refer to p. 15 of the Applicant's Guide.

CITIZENSHIP

Q: What help is there for people who are not United States citizens?

A: If you are not a U.S. Citizen, Non-Citizen National or Qualified Alien, you may still be eligible for assistance if you are the parent or guardian of a minor child who resides with you and who is a United States Citizen, Non-Citizen National, or Qualified Alien. You can register for assistance using the child's Social Security number. If your child is a U.S. Citizen, Non-Citizen National or Qualified Alien, but does not have a Social Security number, you can still apply for FEMA assistance by obtaining your child a Social Security number and calling FEMA to register within 60 days of the disaster declaration date. If you have any questions concerning your right to apply, or need assistance locating volunteer agencies to help you, you may call the FEMA 1-800 number.

ELECTRONIC FUNDS TRANSFER (EFT)

Q: When will the funds be in my bank if I used EFT?

A:

If you are eligible for help, you should receive a U.S. Treasury/State check or notification of a deposit to your bank account within about ten days of the inspector's visit. Other types of help may be provided later, based on specific eligibility. Refer to p. 15 of the Applicant's Guide.

HOTEL/MOTEL TRANSIENT EXPENSES

Q: If I have to evacuate my home and go to a hotel or motel, will FEMA reimburse me for my expenses?

A: You should apply to FEMA and submit your receipts to see if the cost is covered. FEMA reviews each request on a case-by-case basis, but in some situations, FEMA does provide some money for staying in a hotel.

Q: When applicants request Lodging Expense reimbursement from the IHP, what are they required to provide?

A: Copies of receipts with the applicant's name, address, and phone number, the name of the hotel/motel, dates of occupancy, and the amount of expenses incurred. All hand written and manufactured receipts must be verified before an eligibility determination is made. In the event that the applicant provides original receipts, they will not need to be phone verified. Food, telephone, and other charges are not eligible for reimbursement. In the situation where essential repairs are being made to the primary dwelling and an applicant needs to relocate, a telephone number and/or statement from the contractor indicating when the applicant can resume safe occupancy.

Applicants will be reimbursed for actual costs of lodging accommodations not to exceed 30 days, unless written exception is approved by the DRM. Review the DPP for guidance.

Q: What is the maximum award allowed for lodging expense reimbursement?

A: Thirty days is the maximum award allowed for lodging expense reimbursement, unless there is written approval from the Disaster Recovery Manager (DRM).

Applicants are eligible for lodging reimbursement for up to 15 days after receiving the initial eligible housing determination (e.g.: ER, EHR, ERIA, EA) Review the DPP for guidance.

Q: Can we pay for lodging expenses if the applicant was under a mandatory evacuation?

A: A primary residence evacuated as mandated by appropriate government agency and but the residence is deemed safe by the inspector is ineligible for lodging expense reimbursement. Review the DPP for guidance.

IMPORTANT NUMBERS

Q: What is the number to fax documents to FEMA?

A: You can fax your letter to: 1-800-827-8112. Refer to p. 11 of the Applicant's Guide.

INCOME

Q: Whose income do you include in the gross amount?

A: Only the applicant, co-applicant and applicant's and co-applicant's dependents' income should be included in the calculation. Members of the household who are not app, co-app or dependents would not have their income included in the income field. If the non-dependent member of the household pays rent to the app or co-app, they would include this amount as part of the app's/co-app's pre-disaster gross income.

INSURANCE

Q: Does FEMA pay deductibles?

A: No. FEMA does not pay insurance deductibles. However, FEMA may be able to assist with uninsured and underinsured losses up to the maximum of the program area limit.

Q: Why am I ineligible for assistance just because I have insurance?

A: FEMA may not duplicate benefits that the insurance company will pay. Applicants are advised to send in their insurance settlement information to be considered for any unmet needs that FEMA may cover.

POST OFFICE BOXES

Q: All the applicant has for an address is a P.O. Box, can I enter that as the damaged dwelling address?

A: When entering an applicant's damaged dwelling address, do not use a post office box (PO) or rural route (box number) for the Damaged Dwelling address. A physical street/road address is necessary for the inspector to find the applicant. If the applicant states they only have a PO Box number, ask additional questions to get the physical address needed. If the applicant can only provide a HC or RR Box number, this information should be used as the street address in conjunction with the comment for directions.

RENTAL ASSISTANCE

Q: I received my check for rental assistance, but there are no places to rent.

A: You can visit a local Disaster Recovery Center (DRC) or call FEMA's Helpline at 1-800-621-FEMA to and ask for help. If there are no places to rent within a reasonable commuting distance of your area, you may be considered for a mobile home or travel trailer. Refer to p. 10 of the Applicant's Guide.

Q: The applicant lives in a Tent or a Teepee, can they receive rental assistance?

A: Yes, applicants who live in "non-traditional" forms of housing (tents, teepees, lean-to structures, etc.) may receive two-months of rental assistance at the FMR. This money is to address the applicant's immediate and permanent housing need. Review the DPP for guidance.

Q: What assistance is available for and owner or renter?

A: Renter will receive two months of assistance and the owner will receive three months of assistance

RESTRICTED ACCESS AND UNKNOWN DAMAGES

Q: How do I register someone who has been evacuated and does not know their damages?

A:

1. Take the registration and list the current phone number where the applicant may be reached (Mass shelter, Friend or Family number, etc.).
2. Select Unknown to Home Damages and Personal Property Damages. The Access Restricted question should be answered with Mandatory Evacuation. Do not select Due to the Disaster.
3. At the Referrals popup window after the Income tab, the Programs tab will only include 'No Housing Assistance Referral' - read that referral. Then click on Save.
4. For those Applicants who know the extent of their damages, however access to their home is restricted, follow the RI script.

SELF EMPLOYED

Q: I'm self-employed and out of work. Do I qualify for disaster unemployment assistance?

A: Disaster Unemployment Assistance, funded by FEMA and administered by your State Agency for Workforce Innovation and Disaster Unemployment, provides benefits for workers who would not normally qualify for unemployment compensation, including farmers, farm workers and those who are self-employed. Anyone interested in filing for disaster unemployment assistance should visit the nearest state unemployment office.

SHELTERS

Q: How do I register an applicant who is living in a shelter?

A.

1. Take the registration and list the current phone number where the applicant may be reached (Mass shelter, Friend or Family number, etc.).
2. Select Unknown to Home Damages and Personal Property Damages. The Access Restricted question should be answered with Mandatory Evacuation. Do not select Due to the Disaster.
3. At the Referrals popup window after the Income tab, the Programs tab will only include 'No Housing Assistance Referral' - read that referral. Then click on Save.

For those Applicants who know the extent of their damages, however access to their home is restricted, follow the RI script.

SOCIAL SECURITY NUMBERS

Q: Can I use an Employer ID (EIN) or Tax I.D. number to register instead of my Social Security number?

A: If you are registering for Individual and Household Assistance you should use your Social Security Number. However, if you do not have a Social Security Number or you are registering for a Business the EIN or Tax ID number may be used in place of the Social Security Number. Before receiving assistance, you will be required to sign a form declaring that you are a U.S. Citizen, Non-Citizen National or Qualified Alien, or that you are the parent or guardian of a minor child who resides with you who is a Citizen, Non-Citizen National or Qualified Alien of the United States.



PREGUNTAS APRESURADAS DEL PROGRAMA DE LA AYUDA Y RESPUESTAS

Q: ¿Cuál es ayuda apresurada

A: La ayuda apresurada es fondos anticipados puesto a disposición las víctimas del desastre para ayudarles a satisfacer necesidades inmediatas de individuos y familias desplazados por Hurricane Katrina.

Q: ¿Cuánto dinero estará disponible para apresurado la ayuda y para qué se puede él utilizar

A: Actualmente la cantidad de dinero que es se distribuye con esta ayuda apresurada especial \$2000 por calificado casa, que puede ser utilizada para las compras de la emergencia y las necesidades desastre-relacionadas por ejemplo el alimento, el abrigo, la ropa y necesidades personales.

Q: ¿Qué hacen los individuos necesitan hacer para recibir apresurado ayuda

A: El primer paso a calificar para federal la ayuda es colocarse con FEMA por cualquiera que va en línea a WWW.fema.gobierno o llamando FEMA gratis línea de registro en - el equipo telescriptor 1-800-621-FEMA (3362) 800-462-7585. Desastre se anima a las víctimas que coloquen en línea debido a la posibilidad de alta llamada volumen. Además, las líneas telefónicas son 24-hours abiertos, 7 días a la semana.

Q: ¿Cómo puedo recibir la ayuda apresurada

A: Una vez registro de los individuos con FEMA para la ayuda, la ayuda apresurada será puesta a disposición los individuos con la transferencia de fondos electrónica (EFT) directamente en su cuenta bancaria, o publicó un cheque.

Q: ¿Quién es elegible para la ayuda apresurada

A: Residentes desplazados de Mississippi y Luisiana afectada por Hurricane Katrina es le elegible para apresurado ayuda.

Q: ¿Cómo puede poblar reciba los cheques si se contienen adentro un abrigo

A: FEMA está trabajando con los E.E.U.U. postales Servicio para determinar la mejor manera de conseguir cheques a través del correo a un temporal dirección.

Q: ¿Es eso que la única gente de la ayuda conseguirá de cFema

A: La ayuda apresurada que es hecha disponible para los individuos sea solamente una porción, y servicios como avance, de el la ayuda total que mucha gente puede necesitar o ser elegible para, y normal las determinaciones de la elegibilidad darán lugar a pagos subsecuentes de la ayuda adentro el futuro.

Q: ¿Cuál era la tarjeta del debe que era repartida por FEMA

A: La tarjeta del debe era un programa experimental eso era hecho disponible en el astródromo de Houston, y representado una forma de ayuda apresurada distribuida a los millares de evacuados.

Q: ¿Qué hace FEMA hacen si sospechan fraude

A: En esto, y en todos los programas de FEMA, la agencia pide eso si los individuos sospechan fraude o el abuso de cualesquiera programas de FEMA a entre en contacto con el teléfono directo del fraude en 1-800-323-8603.

FEMA FAQ del REGISTRO

Q: ¿Recibí una cierta ayuda de la Cruz Roja; puede I todavía consiga la ayuda de FEMA

A: FEMA y su coordinada del equipo de la respuesta de la emergencia del estado (SERT) un número de programas para ayudar a víctimas del desastre. Estos programas son diferentes de la emergencia el alimento, ropa y abrigo proporcionado inicialmente por la Cruz Roja y otra agencias voluntarias. Si usted todavía tiene necesidades relacionadas desastre usted debe aplicarse con FEMA.

SÚPLICAS

Q: ¿Cómo consigo dinero adicional a arreglo encima de mi casa

A: La mayoría los programas de ayuda del desastre se piensan para resolver solamente necesidades esenciales y no son se prepuso cubrir todas sus pérdidas. También, alguna gente califica para la ayuda de más de un programa y usted puede recibir ayuda adicional de otra agencia. Por ejemplo, la administración de la pequeña empresa es muy fuente del financiamiento importante para la reparación y reemplazo de su verdadero y característica personal. Si usted recibió un paquete del uso de préstamo del SBA, termine y vuelva por favor el uso cuanto antes. Ningún trabajo puede comience por el préstamo hasta que usted somete su uso

Q: ¿No recibí bastante dinero para resolver todo mi necesidades. Qué ahora hago

A: Vea los pp. 2-6 de la guía del aspirante. La mayoría de los programas de ayuda del desastre se piensan para satisfacer solamente las necesidades esenciales y no se piensan de cubrir todas sus pérdidas. También, alguna gente califica para la ayuda de más de un programa y usted pueden ser recepción de ayuda adicional de otra agencia. Por ejemplo, el pequeño La administración del negocio es una fuente del financiamiento muy importante para la reparación y reemplazo de su característica verdadera y personal. Si usted recibió un préstamo el paquete del uso del SBA, termina y vuelve por favor el uso cuanto antes. Ningún trabajo puede comenzar por el préstamo hasta que usted somete su uso. Si usted cree FEMA hecho un error, siga el proceso de la súplica encendido su letra de la elegibilidad o **Refiera a p. 10 del aspirante Guía** para más información sobre cómo abrogar.

EL SOLICITAR AYUDA

Q: ¿Tengo que ir a una recuperación del desastre Céntrese (Manual del Transportista) para colocarse con FEMA

A: No. Hay tres maneras de colocarse.

1. Usted puede colocarse con por el teléfono cerca llamar FEMA en: 1-800-621-3362
2. Usted puede ir a un Manual del Transportista a utilizar un teléfono si uno no está disponible para usted.
3. FEMA acaba de activar su en línea servicio del registro. Para colocarse para la ayuda del desastre sobre el Internet, vaya a WWW.fema.gov los gobiernos y seleccionan "cómo solicitar ayuda".

Q: ¿Qué sucede después de que I solicite ayuda del desastre

A: FEMA le enviará una copia de su uso y de la guía de un aspirante que conteste a muchas de sus preguntas. Si su hogar o su contenido fue dañado y una inspección se requiere para procesar su uso, inspector debe éntrele en contacto con dentro 10 días después de que usted se aplica al horario una época de satisfacerle en su hogar dañado. El inspector entonces envía un informe sobre su desastre daños a FEMA. Cerca de 10 días después de que la inspección FEMA decidirá a si usted califique para la ayuda. Si usted califica para una concesión, FEMA le enviará a compruebe por correo o deposítelo en su cuenta bancaria. FEMA también le enviará a ponga letras a describir cómo usted debe utilizar el dinero (por ejemplo: reparaciones a su hogar o alquilar otra casa mientras que usted repara). Si FEMA decide a que usted no es elegible para una concesión, FEMA le enviará a ponga letras a explicar porqué abajo le dieron vuelta y déle una ocasión de abrogar la decisión. Las súplicas deben estar en la escritura y enviado en el plazo de 60 días de FEMA decisión.

PAGOS DE LA CONCESIÓN

Q: ¿Acabo de conseguir un cheque de FEMA, para qué puedo utilizar el dinero

A: Cuando usted consigue el dinero de FEMA que usted puede utilizarlo para resolver su desastre relacionado costos necesarios y necesidades serias. Usted recibirá una letra de FEMA diciéndole lo que cubre el dinero. Sea seguro leer su guía del aspirante para información adicional.

Q: ¿I justo recibió un cheque que es "cubierta temporal marcada" -- qué hace eso medio

A: Esto el cheque es tratar sus necesidades relacionadas desastre y puede incluir ayuda para el alquiler temporal, las reparaciones caseras, y/o las pérdidas personales de la característica. Refiérase su letra de la elegibilidad y la guía del aspirante para una descripción del la ayuda proporcionó.

Q: ¿Tengo que compensar el dinero de FEMA

A: Dinero recibido con el programa de los individuos y de las casas de FEMA no tuvieron que compénsese. Los préstamos de la administración de la pequeña empresa deben ser compensados. **Refiera a p. 15 del aspirante Guía.**

CIUDADANÍA

Q: ¿Es qué ayuda allí para la gente quiénes no son ciudadanos de Estados Unidos

A: Si usted no es un U.S. Ciudadano, extranjero nacional o cualificado del non-Citizen, usted puede todavía sea elegible para la ayuda si usted es el padre o el guarda de un menor de edad niño que reside con usted y que es un ciudadano de Estados Unidos, non-Citizen Nacional, o extranjero cualificado. Usted puede colocarse para usar de la ayuda número de Seguridad Social del niño. Si su niño es un U.S. Ciudadano, Non-Citizen El extranjero nacional o cualificado, pero no tiene un número de Seguridad Social, usted puede inmóvil solicitar ayuda de FEMA obteniendo a su niño una Seguridad Social numere y llamando FEMA al registro en el plazo de 60 días del desastre fecha del declaración. Si usted tiene cualesquiera preguntas referentes a la su derecha de aplicarse, o la ayuda de la necesidad que localiza las agencias voluntarias para ayudarle, usted puede llamar Número de FEMA 1-800.

TRANSFERENCIA DE FONDOS ELECTRÓNICA (EFT)

Q: ¿Cuando los fondos sea en mi banco si utilicé EFT

A: Si usted es elegible para la ayuda, usted debe reciba un U.S. Cheque de Treasury/State o notificación de un depósito a su banco considere en aproximadamente diez días de la visita del inspector. Otros tipos de ayuda puede ser proporcionado más adelante, basado en elegibilidad específica. **Refiera a p. 15 del aspirante Guía.**

COSTOS DEL TRANSEÚNTE DE HOTEL/MOTEL

Q: ¿Si tengo que evacue mi hogar y vaya a un hotel o el motel, voluntad FEMA me reembolsa para mi costos

A: Usted si aplíquese a FEMA y someta sus recibos para ver si se cubre el coste. FEMA repasa cada petición sobre una base del caso-por-caso, pero en algunas situaciones, FEMA proporciona un poco de dinero para permanecer en un hotel.

Q: ¿Cuando los aspirantes solicitan alojarse El reembolso del IHP, cuál del costo es ellos requirió para proporcionar

A: Copias de recibos con el nombre del aspirante, la dirección, y el número de teléfono, el nombre de el hotel/motel, fechas de la ocupación, y la cantidad de costos incurridos en. Todos los recibos escritos y fabricados de la mano se deben verificar antes de una elegibilidad se hace la determinación. En caso que el aspirante proporcione original los recibos, no necesitarán ser teléfono verificado. Alimento, teléfono, y otro las cargas no son elegibles para el reembolso. En la situación cuando sea esencial se están reparando a la vivienda primaria y un aspirante necesita volver a poner, un número y/o una declaración de teléfono del contratista que indica cuando el aspirante puede reasumir la ocupación segura.

Reembolsarán a los aspirantes para real costes de comodidades de alojamiento para no exceder 30 días, a menos que esté escrito la excepción es aprobada por el DRM. Repase **DPP** para la dirección.

Q: ¿Cuál es la concesión máxima permitió el reembolso del costo de alojamiento

A: Treinta los días son la concesión máxima permitida para el reembolso del costo de alojamiento, a menos que allí se escribe la aprobación del encargado de la recuperación del desastre (DRM).

Los aspirantes son elegibles para alojarse reembolso por hasta 15 días después de recibir la cubierta elegible inicial determinación (e.g.: Revisión ER, de EHR, de ERIA, del EA) **DPP** para la dirección.

Q: ¿Podemos pagamos para los costos de alojamiento si el aspirante estaba bajo evacuación obligatoria

A: A residencia primaria evacuada según lo asignado por mandato por la agencia de estatal apropiada y pero la residencia es juzgada segura por el inspector es **inelegible para el reembolso del costo de alojamiento**. Repase **DPP** para la dirección.

NÚMEROS IMPORTANTES

Q: ¿Cuál está el número documentos del fax a FEMA

A: Usted puede envíe por telefax su letra a: 1-800-827-8112. **Refiera a p. 11 del aspirante Guía.**

RENTA

Q: ¿Cuyo renta usted incluye en el importe total

A: Solamente el aspirante, el co-aspirante y el aspirante y los dependientes del co-aspirante la renta se debe incluir en el cálculo. Miembros de la casa que no es el app, co-co-app o los dependientes no hicieron su renta incluir en campo de la renta. Si el miembro no-dependiente de la casa paga alquiler a app o co-co-app, incluirían esta cantidad como parte del app's/co-app's renta gruesa del pre-desastre.

SEGURO

Q: ¿cFema paga deductibles

A: No. FEMA no paga seguro deductibles.

Sin embargo, FEMA puede poder asistir con sin seguro y underinsured pérdidas hasta el máximo del área del programa límite.

Q: ¿Porqué I inelegible para la ayuda apenas porque tengo seguro

A: FEMA no puede duplicar las ventajas que la compañía de seguros pagará. Aspirantes se aconsejan para enviar en su información de la asignación del seguro para ser considerado para cualesquieres necesidades del unmet que FEMA puede cubrir.

APARTADOS DE CORREOS

Q: ¿Todo el aspirante tiene para una dirección es un P.O. Caja, puedo entrar que como la dirección dañada de la vivienda

A: Al incorporar la dirección dañada de la vivienda de un aspirante, no utilice un apartado de correos (PO) o ruta rural (número de la caja) para la vivienda dañada dirección. Una dirección física de street/road es necesaria para el inspector a encuentre a aspirante. Si el aspirante indica tienen solamente un número de la caja del PO, haga preguntas adicionales para conseguir la dirección física necesitada. Si el aspirante la lata proporciona solamente un HC o el número de la caja del RR, esta información se debe utilizar como la dirección de la calle conjuntamente con el comentario para las direcciones.

AYUDA DE ALQUILER

Q: ¿Recibí mi comprobación para alquilar la ayuda, pero allí no es ningún lugar a alquilarse

A: Usted puede visite un centro de recuperación local del desastre (Manual del Transportista) o llame Helpline de FEMA en 1-800-621-FEMA a y piden ayuda. Si no hay lugares a alquilarse dentro de a distancia que conmuta razonable de su área, usted puede ser considerado para a acoplado móvil del hogar o del recorrido. Refiera a p. 10 del aspirante Guía.

Q: ¿las vidas del aspirante en una tienda o un Teepee, pueden recibir ayuda de alquiler

A: Sí, aspirantes que viven en formas "no tradicionales" de cubierta (tiendas, teepees, estructuras, etc cobertizos.) puede recibir dos-meses de la ayuda de alquiler en FMR. Este dinero debe tratar la cubierta inmediata y permanente del aspirante necesidad. Repase DPP para la dirección.

Q: ¿Para qué ayuda está disponible y dueño o renter

A: Renter recibirá dos meses de la ayuda y el dueño recibirán tres meses de ayuda

ACCESO Y DESCONOCIDO RESTRICITOS DAÑOS

Q: ¿Cómo lo hago coloque a alguien que ha sido evacuado y no sabe sus daños

A: Tome el registro y enumere la corriente número de teléfono donde el aspirante puede ser alcanzado (abrigo total, amigo o Número de la familia, etc.).

Seleccione el desconocido a los daños caseros y personal Daños materiales. La pregunta restringida acceso se debe contestar con Evacuación Obligatoria. No seleccione debido al desastre.

En la ventana del popup de las remisiones después de la renta la lengüeta, la lengüeta de los programas no incluirá solamente 'ninguna remisión de la ayuda de la cubierta' - leída esa remisión. Entonces chasque encendido la reserva.

Para esos aspirantes de quienes sepa el grado sus daños, no obstante el acceso a su hogar es restricto, siguen el RI escritura.

EL UNO MISMO EMPLEÓ

Q: ¿Soy independiente y sin trabajo. Califico para la ayuda del desempleo del desastre

A: Ayuda Del Desempleo Del Desastre, financiado por FEMA y administrado por su agencia del estado para la innovación de la mano de obra y el desempleo del desastre, proporciona las ventajas para los trabajadores que no califique normalmente para la remuneración de desempleo, incluyendo los granjeros, granja trabajadores y los que son independientes. Cualquier persona interesada en archivar para la ayuda del desempleo del desastre debe visitar el desempleo más cercano del estado oficina.

ABRIGOS

Q: ¿Cómo lo hago coloque a aspirante que es el vivir en un abrigo

A:

1. Tome el registro y enumere la corriente número de teléfono donde el aspirante puede ser alcanzado (abrigo total, amigo o Número de la familia, etc.).
2. Seleccione el desconocido a los daños caseros y personal Daños materiales. La pregunta restringida acceso se debe contestar con Evacuación Obligatoria. No seleccione debido al desastre.
3. En la ventana del popup de las remisiones después de la renta la lengüeta, la lengüeta de los programas no incluirá solamente ' ninguna remisión de la ayuda de la cubierta ' - leído esa remisión. Entonces chasque encendido la reserva.

Para esos aspirantes que saben el grado de sus daños, no obstante el acceso a su hogar es restricto, siga el RI escritura.

NÚMEROS DE SEGURIDAD SOCIAL

Q: ¿Puedo utilizo una identificación del patrón (EIN) o la gravo I.D. numere al registro en vez de mi número de Seguridad Social

A: Si usted se está colocando para el individuo y ayuda de la casa usted debe utilizar su número de Seguridad Social. Sin embargo, si usted no tiene un número de Seguridad Social o usted se está colocando para a El negocio número el EIN o de la identificación del impuesto se puede utilizar en lugar de la Seguridad Social Número. Antes de recibir ayuda, le requerirán firmar una forma declarando que usted es un U.S. Ciudadano, nacional del non-Citizen o calificado Extranjero, o ése usted es el padre o el guarda de un niño de menor importancia que resida con usted que es un ciudadano, un extranjero nacional o cualificado del non-Citizen del Estados Unidos.

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