

Daily Fact Sheet 009 – Hurricane Ida

Sept. 9, 2021

Key Messages

- FEMA has approved more than **234,000** applications for disaster assistance and more than **\$259 million** to help Louisiana residents recover. That's an increase of **\$65 million** since yesterday.
- FEMA may be able to help Hurricane Ida survivors cover some disaster expenses if their insurance doesn't. If you were affected by Ida and have insurance, first contact your insurance company.
 - Insurance policies may include **Additional Living Expenses (ALE)** or **Loss of Use (LOU)** coverage, which provide supplemental money for increased costs, such as temporary housing, when you are unable to live in your home due to a loss covered by insurance.
 - If you have exhausted ALE or LOU funds from your insurance settlement, FEMA may be able to assist with your disaster-related temporary housing, like rental assistance and lodging expense reimbursement.
- Power outages have increased generator usage, and that has increased the number of carbon monoxide poisoning incidents. The New Orleans Health Department is giving away **free carbon monoxide detectors**.
 - Resident can receive a detector at any of the city's eight cooling stations and at the Central City Senior Center. Detectors will be handed out daily from 8 a.m. – 6 p.m., but supplies are limited. To find locations visit [NOLA Health Department Offers Free Carbon Monoxide Detectors at Cooling Stations - NOLA Ready](#).
- To help expedite the debris removal process after Hurricane Ida, the **Department of Transportation and Development** asks that residents place all debris on the curbside and away from trees, poles and other structures.
 - Debris should be separated into six categories: household garbage, construction debris, vegetable debris, hazardous waste, large appliances and electronics. For more information: [LaDOTD Hurricane Ida Citizen Problem Center \(arcgis.com\)](#).
- Additional assistance was approved Sept. 7 for seven parishes affected by Hurricane Ida in Louisiana. Jefferson, Lafourche, Orleans, St. Charles, St. James, St. John the Baptist and Terrebonne parishes are now eligible for Public Assistance permanent work (Categories C-G).
 - These parishes have already been designated for Individual Assistance and Public Assistance for debris removal and emergency protective measures (Categories A and B), including direct federal assistance, under the Public Assistance program.
- FEMA's **Disaster Survivor Assistance teams** are working in 16 parishes: East Baton Rouge, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, Rapides, St. Bernard, St. Charles, St. Helena, St. James, St. John, St. Mary, Tangipahoa, Terrebonne and Washington.

- **Points of Distribution** (POD), where survivors can access critical commodities such as meals and water, are coming online daily. To find locations, visit [Hurricanelda \(la.gov\)](https://hurricanelda.la.gov).
- As of Sept. 9, there are **3,055** survivors in shelters in Louisiana.
- If you live in one of the 25 Louisiana parishes designated for assistance and your **primary home** is not safe, sanitary or livable due to damage from Hurricane Ida, here's what you need to know:
 - If you have renter's insurance, you should first call your insurance provider to file a claim.
 - If you don't have renter's insurance, you may be eligible for assistance to rent or pay for a place to live while repairs are made to your rental home or until it is livable.
 - Rental grant money can be used for security deposits, rent and the cost of essential utilities, such as gas and water, but not for cable or internet services.
 - Renters may also qualify for assistance for essential personal property and other disaster-related expenses.
- Louisiana survivors who purchased or rented a generator and/or chainsaw as a result of Hurricane Ida may be eligible for a reimbursement. Survivors must first apply for FEMA assistance by visiting DisasterAssistance.gov or calling the FEMA Helpline at 800-621-3362 (TTY: 800-462-7585).
 - Keep in mind, FEMA cannot reimburse equipment paid for by another source such as homeowner's, flood or other types of insurance.
 - Survivors experiencing a power outage should **never use a generator inside a home, garage, basement, crawl space or any partially enclosed area**. Keep generators outdoors, away from doors, windows and vents that could allow carbon monoxide to seep indoors. Also, don't fill your generators while they're hot.
- Individuals and households who have immediate or critical needs because they are displaced from their primary dwelling may be eligible for the **Critical Needs Assistance** program, which covers food, water, prescriptions, medical supplies and other life-saving and life-sustaining items. **Critical Needs Assistance** is a one-time \$500 payment per household.
- FEMA's **Transitional Sheltering Assistance** (TSA) program is available to eligible residents of Louisiana who have been affected by Hurricane Ida. FEMA will identify survivors who may be eligible and have a need for this short-term emergency sheltering program.
 - TSA-approved hotels are limited to Louisiana, Alabama, Arkansas, Georgia, Florida, Mississippi, New Mexico, Oklahoma, Tennessee and Texas.
- The fastest way to apply for FEMA disaster assistance: Visit www.DisasterAssistance.gov.
 - Please keep in mind that there may be high call volumes. The quickest way to apply is online.

- If it's not possible to apply online, call the FEMA Helpline at 800-621-3362 (TTY: 800-462-7585). Lines are open from 6 a.m. to 10 p.m. CDT, seven days a week. Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service.
- For American Sign Language, contact the Disaster Distress Helpline through its videophone at 800-985-5990, or by clicking on "ASL Now" on the Disaster Distress website at DisasterDistress.samhsa.gov.

Operation Blue Roof

- The U.S. Army Corps of Engineers continue efforts of installing temporary roofs in Louisiana as part of its **Operation Blue Roof** program for Hurricane Ida.
 - The program is an effort to assist survivors by installing temporary fiber-reinforced sheeting to cover roofs damaged by Hurricane Ida to prevent additional damage to property.
 - This is a free service to primary residential homes and permanently occupied rental properties. The parishes eligible for the program are: Ascension, Assumption, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Helena, St. Tammany, Tangipahoa and Terrebonne. To register, call 888-ROOF-BLU or 888-766-3258. Or, you may visit Bluerroof.us.

U.S. Small Business Administration Helping Survivors

- Federal low-interest disaster loans from the U.S. Small Business Administration (SBA) are available to businesses, homeowners and renters. As of Sept. 9, SBA has approved **474** loans for a total of more than **\$18.9 million**.

You may call SBA's Customer Service Center at 800-659-2955, email DisasterCustomerService@sba.gov or visit www.sba.gov/services/disasterassistance for more information on SBA disaster assistance. Individuals who are deaf or hard-of-hearing may call 800-877-8339

National Flood Insurance Program

- FEMA's National Flood Insurance Program (NFIP) is ready to assist policyholders who experienced losses due to flooding from Hurricane Ida. Contact your insurance agent to report your loss. If you can't remember the name or number of the insurance company, call NFIP at 877-336-2627.
 - Claims filed in Louisiana as of Sept. 9: **9,511**. Total paid: **\$11.5 million**.

Beware of Fraud

- Survivors should be aware of con artists and criminals trying to take advantage of them, posing as phony property inspectors or phony building contractors. Thieves also may try to steal money or your personal information through fraud by directing you to apply on their website.
- Report scams, fraud and identity theft to FEMA's toll-free Disaster Fraud Hotline at 866-720-5721; or, Contact the Louisiana Attorney General Consumer Protection Section, P.O. Box 94005, Baton Rouge, LA 70804-9005. Or fax your complaint to: 225-326-6499.

Additional Resources

- HHS Substance Abuse and Mental Health Services Administration activated its **Disaster Distress Helpline**. This toll-free, multilingual, crisis support service is available 24/7 via telephone or text at 800-985-5990 for disaster survivors experiencing emotional distress. Spanish-speakers can call or text the hotline and press “2” for bilingual support.
- The Louisiana Department of Children and Family Services has launched “Connect,” a way for families to check on loved ones. Call 225-342-2727. Lines are open daily from 7 a.m. to 7 p.m. CDT.
- Businesses and residents in the 25 designated parishes can now apply for Disaster Unemployment Assistance (DUA) if their employment or self-employment was lost or interrupted as a direct result of Hurricane Ida. DUA became available Aug. 29 and will continue until March 5, 2022. Visit [LAWorks.net](https://laworks.net) to apply.
- The **Crisis Cleanup Hotline** is in operation for survivors who need help with clean up and removal of damage from Hurricane Ida. The hotline will connect you with volunteers, local relief organization and faith and community groups to help with cutting fallen tree, drywall, floor and appliance removal, tarping roofs and mold mitigation. Call **844-965-1386** to request assistance. The hotline will remain open until Oct. 1.
- The City of New Orleans has developed a [website](#) for tracking Gas Station Status in Orleans Parish.
- The State of Louisiana has activated a special website for Hurricane Ida. The site provides access to recovery information and the state services and aid for hurricane survivors. Visit [State of Louisiana Hurricane Updates \(la.gov\)](https://state.la.gov/hurricane).
- State and local officials are asking residents to shelter in place until you receive specific instructions to return. Residents should also stay off the roads until power lines, trees and other debris can be removed from all roadways. Visit 511LA.org for the latest on road closings.
- Those in need of temporary housing, text **LAShelter to 898211** or dial **211** to locate a shelter. All shelters are using COVID safety measures and are supplied with COVID kits.
- **Department of Children and Family Services:** While the Disaster Supplemental Nutrition Assistance Program (DSNAP) has **not yet been approved** for Hurricane Ida, you can pre-register now to get a head start on your application if the program is approved for your parish. Visit dcfs.la.gov/preregister for more information.
- Louisiana participants in the **Supplemental Nutrition Assistance Program (SNAP)** can use their benefits to purchase “hot” or prepared foods through Sept. 28 following a waiver from the U.S. Department of Agriculture, Food and Nutrition Service. More information about the “hot foods” waiver can be found at [http://dcfs.louisiana.gov/page/snap-hot-foods-waiver](https://dcfs.louisiana.gov/page/snap-hot-foods-waiver).

Social Media

- getagameplan.org
- [@femaregion6](https://twitter.com/femaregion6)
- [@nolaready](https://twitter.com/nolaready)

Major Disaster Declaration (Aug. 29, 2021)

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

For concerns and allegations of discrimination, please contact the Office of Equal Rights at headquarters at **202-212-3535** or FEMA-Civil-Rights-Program-OER@fema.dhs.gov.

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