



Individual Assistance Program and Policy Guide (IAPPG)

Version 1.1



FEMA

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1 **Foreword**

2 On behalf of the Federal Emergency Management Agency (FEMA), I am pleased to present
3 Version 1.1 of the *Individual Assistance Program and Policy Guide* (IAPPG). The IAPPG
4 consolidates information on Individual Assistance (IA) programs offered by FEMA to a state,
5 local, territorial, or tribal government jurisdiction affected by a disaster.

6 The IAPPG will:

- 7 • Supersede IAPPG Version 1.0 and the Policy Changes to the Individuals and Households
8 Program resulting from the Disaster Recovery Reform Act of 2018, Section 1212
9 Memorandum, dated March 25, 2019;
- 10 • Provide an updated guide to programs and activities available to an affected state, local,
11 territorial, or tribal government following a disaster; and
- 12 • Increase consistency in implementation, collaboration in planning, and the sharing of
13 knowledge between state, local, territorial, or tribal governments, FEMA, and other
14 Federal and non-Federal entities who assist disaster survivors.

15 The IAPPG will not replace the existing National Emergency Management Information System
16 (NEMIS) business rules or internal technical manuals, as these describe FEMA’s internal
17 processes and business rules for FEMA staff.

18 FEMA has archived the policy, program guide, and activity documents listed in [Appendix C](#).
19 These policy and guidance documents remain in effect for incidents declared prior to XX XX,
20 2020. The policies reflected in this guide are effective for incidents declared on or after XX XX,
21 2020. Any waivers to policy contained in this document must be submitted, with justification, to
22 the IA Division Director for consideration and approval.

23 FEMA will conduct a comprehensive review no less than every three years. If FEMA determines
24 it necessary to publish new or updated policy language before the next scheduled update, FEMA
25 will update the electronic version of this document, issue a memorandum describing the
26 additions or updates, and post both documents at www.fema.gov.



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Chapter 1: Introduction

The *Individual Assistance Program and Policy Guide* (IAPPG) consolidates information on all of FEMA’s Individual Assistance (IA) programs and activities and provides a comprehensive policy resource for state,¹ local,² tribal,³ and territorial (SLTT) governments, non-governmental organization partners, and entities that participate in or support the recovery of disaster survivors.

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, (Stafford Act), Public Law 93-288, 42 U.S.C. § 5121 et. Seq.,⁴ authorizes the President to provide Federal assistance when the magnitude of an incident or threat of an incident exceeds the affected SLTT government’s capability to respond or recover.

I. Presidential Declarations

When an STT government determines an incident has exceeded their capability to respond, the Governor or Tribal Chief Executive⁵ may request a declaration from the President through FEMA. They must request the declaration within 30 days of the end of the incident. FEMA may extend the deadline if the Governor or Tribal Chief Executive submits a written time extension request within 30 days of the incident stipulating the reason for the delay.⁶

For FEMA to provide assistance, the President must declare that an emergency or major disaster exists. A declaration establishes the following:

- Types of assistance
- Federal cost share
- Type of incident
- Incident period
- Designated areas



Images of flood damaged homes.



A. Types of Assistance

The declaration designates the types of Federal programs and assistance available. The types of assistance approved vary based on disaster needs. Assistance may be made available to SLTT governments, certain types of Private Nonprofit (PNP) organizations and faith-based organizations, or to individuals and households. The types of programs and assistance made available for emergency and major disaster declarations include those of FEMA and other Federal agencies.

FEMA provides recovery assistance through IA, Public Assistance (PA), and the Hazard Mitigation Grant Program (HMGP). Through IA programs, FEMA provides assistance to individuals and households, as well as SLTT governments to support individual survivors.

35 Through PA programs, FEMA provides grants to SLTT
 36 governments and certain PNP organizations to assist them
 37 with disaster response and recovery, including debris
 38 removal, emergency protective measures, and permanent
 39 restoration of facilities. FEMA provides HMGP to SLTT
 40 governments after a disaster declaration to protect eligible
 41 public or private property through various mitigation
 42 measures. For more information on PA programs and
 43 HMGP, see the [Public Assistance Program and Policy Guide \(PAPPG\), FP 104-009-2](#), January 2018, and the [Hazard Mitigation Assistance Grants Guidance](#), February 2015,
 44 respectively.

47 Programs are authorized based on the need of the disaster.
 48 IA programs made available under emergency declarations
 49 are limited to supplemental emergency assistance to the
 50 affected state, territory, or tribal (STT) government to
 51 provide immediate and short-term assistance essential to
 52 save lives, protect public property, health, and safety, or to lessen or avert the threat of a
 53 catastrophe. IA’s Mass Care and Emergency Assistance program is always made available under
 54 an emergency declaration. Although rare, Individuals and Households Program (IHP) assistance
 55 under Section 408 of the Stafford Act may be made available under an emergency declaration.

56 All IA programs may be authorized once a major disaster has been declared by the President.⁷
 57 The approval of IA under a major disaster declaration may also activate assistance programs
 58 provided by other Federal agencies based on specific disaster needs. *Figure 1* displays the IA
 59 programs that may be provided under emergency declarations and major disaster declarations.



*Above: A disaster-destroyed home.
 Below: Volunteers repair a home.*

Figure 1: Available IA Programs for Emergency and Major Disaster Declarations		
Individual Assistance Program	Emergency Declaration	Major Disaster Declaration
Mass Care/Emergency Services	✓	✓
Individuals and Households Program	✓	✓
Disaster Case Management		✓
Crisis Counseling Assistance and Training Program		✓
Disaster Legal Services		✓
Disaster Unemployment Assistance		✓

Voluntary Agency Coordination ⁸	✓	✓
--------------------------------------------	---	---

60 **B. Federal Cost Share**

61 The assistance FEMA provides through its PA program and some types of IA are subject to a
 62 cost share. For IA, FEMA provides 100% of IHP Housing Assistance, Disaster Case
 63 Management (DCM), Disaster Unemployment Assistance (DUA), Disaster Legal Services
 64 (DLS), and Crisis Counseling and Training Program (CCP) costs.⁹ However, IHP Other Needs
 65 Assistance (ONA) and Transitional Sheltering Assistance (TSA)¹⁰ are subject to a cost share
 66 between FEMA and the STT government. FEMA covers 75% of eligible ONA and TSA costs,
 67 and the STT government is responsible for the remaining 25%, unless a cost-share adjustment is
 68 approved by the President.¹¹

69 **C. Type of Incident**

70 The declaration designates the type of incident (e.g., hurricane, tsunami, earthquake, etc.). An
 71 emergency declaration¹² is any instance the President determines warrants supplemental
 72 emergency assistance to the STT government to save lives and protect property, public health,
 73 and safety, or to lessen or avert the threat of a catastrophe.

74 A major disaster declaration is any natural catastrophe (e.g., earthquake, hurricane, flood,
 75 tornado, volcanic eruption, severe winter weather, storm surge, tsunami, wildfires, landslide,
 76 mudslide, extreme winter weather, snowstorm, high winds, ice storm, straight line winds,
 77 drought) or man-made hazards (e.g., fire, explosion, technological failure), regardless of cause,
 78 that produces damage of sufficient severity and magnitude in the President's determination to
 79 warrant supplemental assistance to an STT government.¹³ Major disaster declarations may
 80 include a combination of incident types, including man-made and natural.

81 **D. Incident Period**

82 The incident period¹⁴ is established by FEMA in the FEMA-State/Territory/Tribe Agreement¹⁵
 83 and published in the Federal Register.¹⁶ The incident period is the span of time during which the
 84 Presidentially-declared incident occurs causing losses and/or damage. This period varies in
 85 length depending on the incident.

86 **E. Designated Areas**

87 The declaration designates which counties, parishes, tribes or tribal lands, municipalities,
 88 villages, or districts¹⁷ are eligible to receive Federal assistance. The Governor, Governor's
 89 Authorized Representative (GAR), Tribal Chief Executive, or Tribal Chief Executive's
 90 Authorized Representative (TAR) may request the designation of additional areas within 30 days
 91 of the declaration or the end of the incident period, whichever is later.

92 **F. FEMA-State/Territory/Tribe Agreement**

93 After every declaration, FEMA and the STT government enter into an agreement documenting
94 the understanding, commitments, and conditions under which FEMA will provide assistance
95 (FEMA-State/Territory/Tribe Agreement).¹⁸ FEMA and the Governor or Tribal Chief Executive
96 must sign this agreement before FEMA provides Other Needs Assistance.

97 The FEMA-State/Territory/Tribe Agreement incorporates the DHS Standard Terms and
98 Conditions in effect on the date the event was declared. Among the DHS Standard Terms and
99 Conditions are federal civil rights obligations applicable to recipients of federal financial
100 assistance¹⁹. See [Appendix D: Federal Civil Rights Authorities Applicable to Recipients of](#)
101 [Federal Financial Assistance](#).

1 II. Individual Assistance Programs Overview

2 A. Chapter 2: Mass Care/Emergency Assistance

3 1. Overview

4 Mass Care and Emergency Assistance (MC/EA) is the provision of life-sustaining services to
5 disaster survivors as defined in the National Response Framework. MC/EA services are provided
6 immediately before a potential incident, during the immediate response to an incident, and
7 during the beginning of the post-disaster recovery effort. To provide more effective coordination,
8 FEMA may deploy MC/EA staff and resources to the National Response Coordination Center
9 (NRCC), Regional Response Coordination Center (RRCC), FEMA Joint Field Office (JFO),
10 and/or SLTT Emergency Operations Centers (EOC).

11 In the event of a Presidentially-declared disaster, all impacted survivors are eligible to receive
12 MC/EA services.

13 2. Types of Services and Delivery

14 MC/EA comprises seven services known as activities. Activities include: sheltering; feeding;
15 distribution of emergency supplies; support for individuals with disabilities and others with
16 access and functional needs; reunification services for adults and children; support for household
17 pets, service animals, and assistance animals; and mass evacuee support. In addition to these
18 seven activities, MC/EA also supports the National Mass Care Exercise (NMCE) training
19 program and offers partnerships through the Blue Roof Program and Transitional Sheltering
20 Assistance (TSA).

21 MC/EA supports the whole community approach to emergency management. By engaging state,
22 territorial, and tribal governments, National Voluntary Organizations Active in Disaster
23 (NVOAD), and other various entities involved in delivering post-disaster aid, MC/EA increases
24 capacity to meet the life-sustaining needs of survivors in catastrophic disasters. MC/EA
25 coordinates the delivery of assistance for both pre-disaster preparedness and post-disaster
26 emergency support to individuals. Pre-disaster technical assistance is provided to organizations
27 critical in supporting mass care, including: FEMA's Response, Recovery, and Logistic
28 Management Directorates; the National Preparedness Directorate; SLTT governments; FEMA
29 Regions; and other Federal agencies.

30 B. Chapter 3: Individuals and Households Program Assistance

31 1. Overview

32 IHP assistance provides financial assistance and direct services to eligible individuals and
33 households who have uninsured or underinsured necessary expenses and serious needs as a result
34 of a Presidentially-declared disaster. IHP assistance is not a substitute for insurance and cannot
35 compensate for all losses caused by a disaster; it is intended to meet basic needs and supplement
36 disaster recovery efforts. IHP assistance is not considered income²⁰ or a resource when

37 determining eligibility for welfare, income assistance, or income-tested benefit programs that the
38 Federal Government funds, such as Social Security benefits or disability income. IHP assistance
39 is also exempt from garnishment or seizure²¹, but this exception does not apply to assistance
40 recovered by FEMA after being received in error or fraud.

41 **2. Types of Services and Delivery**

42 IHP assistance comprises two provisions, Housing Assistance and Other Needs Assistance
43 (ONA)²². Housing Assistance may be provided in the form of financial assistance (funds
44 provided to an applicant) or direct assistance (housing provided to the applicant by FEMA).
45 Examples of financial assistance include Lodging Expense Reimbursement (LER), Rental
46 Assistance, Home Repair Assistance, and Home Replacement Assistance. Examples of direct
47 assistance²³ include Multi-Family Lease and Repair (MLR); Transportable Temporary Housing
48 Units (TTHUs), such as Recreational Vehicles (RVs) or Manufactured Housing Units (MHUs);
49 Direct Lease; and Permanent Housing Construction (PHC).

50 Some types of ONA may only be provided if
51 an applicant does not qualify for a disaster
52 loan from the U.S. Small Business
53 Administration (SBA)²⁴; these are known as
54 SBA-dependent types of ONA and include
55 Personal Property Assistance, Transportation
56 Assistance, and Group Flood Insurance
57 Policy (GFIP). Non-SBA-dependent ONA
58 includes Funeral Assistance, Medical and
59 Dental Assistance, Child Care Assistance,
60 Assistance for Miscellaneous Items, Moving
61 and Storage Assistance, Critical Needs
62 Assistance, and Clean and Removal
63 Assistance.



FEMA disaster assistance staff provide applicants information on FEMA programs.

64 IHP assistance is limited to 18 months
65 following the date of the Presidential disaster declaration²⁵; however, FEMA may extend the
66 period of assistance due to extraordinary circumstances.

67 **C. Chapter 4: Disaster Case Management (DCM)**

68 **1. Overview**

69 DCM is a time-limited process that promotes partnership between a case manager and a disaster
70 survivor in order to assess and address a survivor's verified disaster-caused unmet needs through
71 a disaster recovery plan²⁶. This disaster recovery plan includes resources, decision-making
72 priorities, guidance, and tools to assist disaster survivors.

73 **2. *Types of Services and Delivery***

74 FEMA is authorized to provide case management services, to include financial assistance, to
75 SLTT government agencies, or qualified private organizations (non-Federal entities), so that they
76 may provide case management services to survivors in order to identify and address disaster-
77 caused unmet needs.

78 **D. Chapter 5: Crisis Counseling Assistance and Training Program (CCP)**

79 **1. *Overview***

80 CCP²⁷ provides supplemental funding to eligible SLTT governments and non-governmental
81 organizations to assist disaster-impacted individuals and communities in recovering from the
82 major disasters through the provision of community-based outreach and psycho-educational
83 services. The goal is to aid survivors in recovering from the adverse reactions to disasters and to
84 begin to rebuild their lives.

85 **2. *Types of Service and Delivery***

86 CCP services include funding for supportive crisis counseling, psycho-education, development
87 of coping skills, and linkages to appropriate resources. CCP services are separated into two
88 categories: primary and secondary. Primary services are high-intensity and include crisis
89 counseling, public education, and community support. Secondary services are those that have a
90 broader scope. These include the development and distribution of educational material as well as
91 media and public service announcements.

92 CCP services are available through the Immediate Services Program (ISP) and the Regular
93 Services Program (RSP). ISP provides funding for up to 60 days following a major disaster
94 declaration with IA. RSP provides longer-term funding for up to nine months from the notice of
95 award.

96 **E. Chapter 6: Disaster Legal Services (DLS)**

97 **1. *Overview***

98 DLS²⁸ provides legal aid to low income survivors affected by a Presidentially-declared major
99 disaster through an agreement with the Young Lawyers Division (YLD) of the American Bar
100 Association.

101 **2. *Types of Services and Delivery***

102 DLS is limited to cases that would not normally incur legal fees. Typically, the types of legal
103 assistance offered include help with insurance claims (e.g., health, property, or life), recovery or
104 reproduction of legal documents lost in the disaster, help with home repairs and disputes with
105 contractors and/or landlords, the preparation of powers of attorney and guardianship materials,
106 and FEMA appeals.

107 **F. Chapter 7: Disaster Unemployment Assistance (DUA)**

108 *1. Overview*

109 DUA²⁹ provides unemployment benefits and re-employment assistance services to survivors
110 affected by a Presidentially-declared major disaster. These services are under the responsibility
111 of the U.S. Department of Labor and administered by the SLTT government emergency
112 management officials of the affected area(s). DUA is only available to those survivors who are
113 not eligible for regular state unemployment insurance (UI).

114 *2. Types of Services and Delivery*

115 State law determines the amount of disaster unemployment assistance a survivor may receive, so
116 the amount of assistance varies state-to-state and disaster-to-disaster. DUA is a finite assistance
117 tool: benefits are usually paid for up to 26 weeks post-disaster declaration. The continuation of
118 assistance is dependent upon the survivors' period of unemployment as a direct result of the
119 disaster.

120 **G. Chapter 8: Voluntary Agency Coordination**

121 *1. Overview*

122 Voluntary agencies are among the first to provide survivor support services post-disaster and
123 continue throughout the recovery period; they complement Federally-provided assistance and
124 may support gaps in coverage. FEMA's Voluntary Agency Coordination Section is staffed by
125 personnel known as Voluntary Agency Liaisons (VALs). VALs establish and maintain
126 relationships among Federal and SLTT governments, as well as voluntary, faith-based and
127 community organizations active in preparedness, response, and recovery; coordinate with
128 voluntary organizations active in disaster (VOAD) at the national, state, territorial, tribal, and
129 local levels; assist with translating and navigating Federal programs for their stakeholders;
130 provide technical guidance and support with donations, unaffiliated and spontaneous volunteer
131 management; and collaborate with and support non-government organizations (NGOs) that
132 deliver an array of disaster relief services to affected jurisdictions.

133 VALs are not a program-based function, thereby affording the flexibility to respond to Stafford
134 Act declarations for Individual Assistance and Public Assistance, as well as non-Stafford Act
135 events whereby technical expertise in convening social service organizations is needed to support
136 other Federal agencies in times of crisis.

137 *2. Types of Services and Delivery*

138 The VAL's role is a critical component in all types of disasters—IA disaster declarations, PA
139 disaster declarations, and non-Presidentially-declared disasters—since voluntary agencies are so
140 often both the first and the last to provide assistance to survivors with immediate and unmet
141 needs. VALs support communities in conducting unmet needs assessments and organizing early
142 coordination efforts, as well as developing and guiding local long-term recovery groups
143 (LTRGs) created to assist individuals and families through the recovery process. VALs educate

144 voluntary organizations providing services on FEMA and other program information to assist in
145 minimizing duplication of benefits and services.

1III. Sequence of Delivery

2 The sequence of delivery establishes the order in which disaster relief agencies and organizations
 3 provide assistance to disaster survivors.³⁰ A clear sequence of delivery prevents duplication of
 4 benefits, maximizes available resources, and organizes efforts to help disaster survivors navigate
 5 the recovery process. *Figure 2* shows the sequence of delivery after a disaster.

6 **Figure 2: Disaster Assistance Sequence of Delivery**



7
 8 **Eligibility for Federal assistance is based on each applicant’s individual circumstances as they relate to each*
 9 *program’s conditions of eligibility. Not all applicants will be eligible for all forms of Federal assistance.*

10 Figure 3 shows a timeline of IA programs.

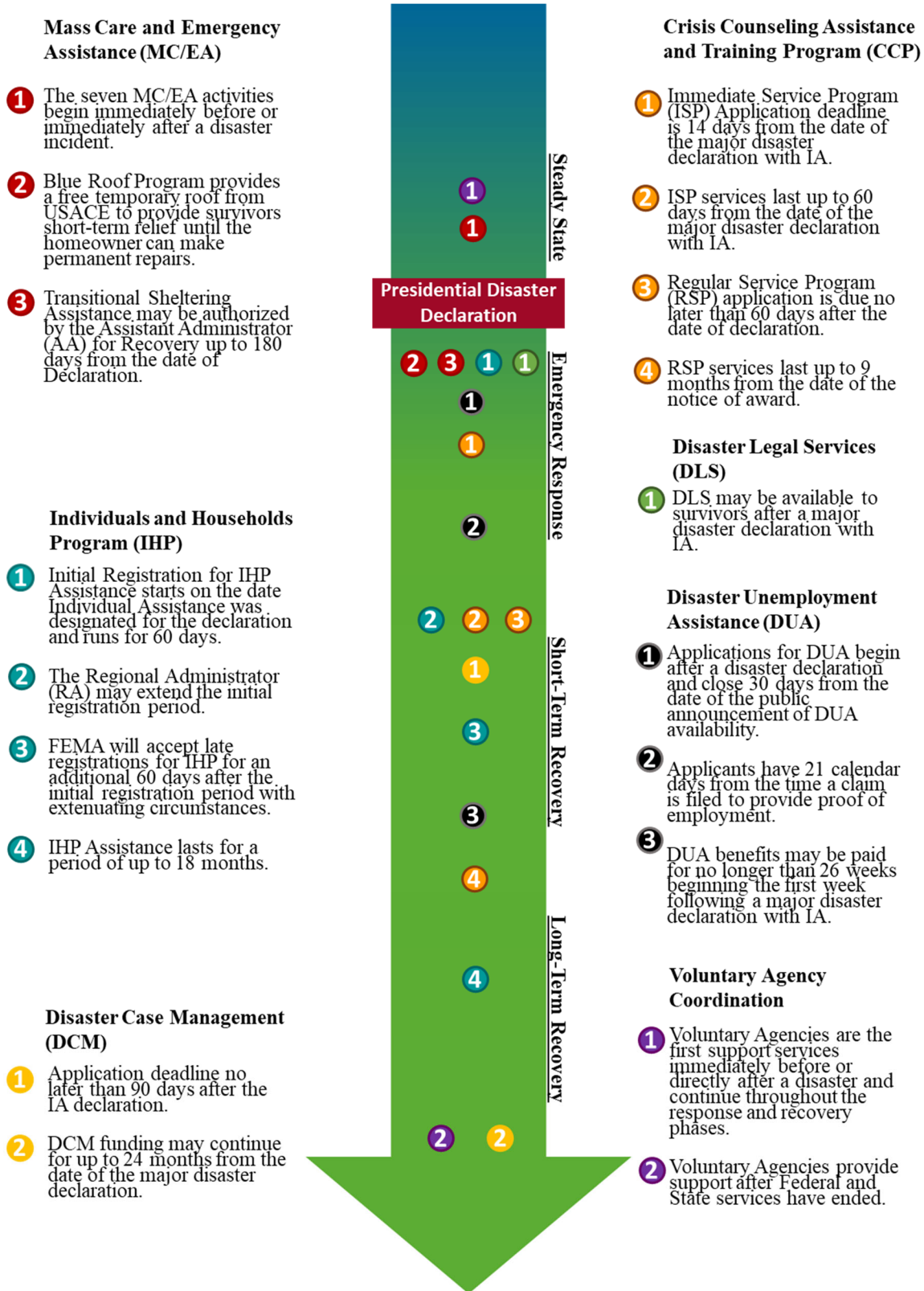


Figure 3: Timeline of Individual Assistance Programs

11

1V. Federal Requirements for IA Programs

A. Reasonable Accommodations

FEMA makes reasonable accommodations to policies, practices, and procedures to ensure physical, programmatic, and effective communication access to FEMA disaster assistance. For example, FEMA may provide technologies and services to ensure effective communication with applicants with limited English proficiency (LEP), applicants with disabilities, and others with access and functional needs. For additional information, see [Chapter 1, IV. E.](#) later in this chapter.

B. Privacy Act

Determining eligibility for FEMA assistance requires applicants to provide personal information, such as a Social Security Number (SSN), home address, and household income.

The [Privacy Act of 1974](#) regulates how FEMA collects, uses, and discloses an applicant’s personal information in order to protect the privacy of the applicant. For example, FEMA employees and contractors will always verify an applicant’s identity before discussing eligibility or potential assistance.

All FEMA staff and contractors will present an identification badge to ensure applicants know they are providing private information to a trusted FEMA representative.

C. Nondiscrimination Requirements under the Stafford Act and Federal Civil Rights Authorities

Sections 308 and 309 of the Stafford Act, and Section 504 of the [Rehabilitation Act of 1973](#)³¹ have nondiscrimination provisions applicable to FEMA programs and prohibit discrimination on the grounds of race, color, religion, [national origin], sex, age, disability, English proficiency, or economic status. FEMA also has civil rights obligations under Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” and Executive Order 12898, “Environmental Justice in Minority and Low-Income Populations.” Additionally, Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, Title IX of the Education



Privacy Act

The Privacy Act of 1974 protects the applicant’s rights as to how FEMA uses and shares personal information. The Stafford Act and other authorities allow FEMA to collect personal information to determine eligibility and administer FEMA disaster assistance as a result of an Emergency or a Presidentially-declared disaster. Information shared with other Federal agencies will not be used for any purpose other than assisting the applicant's recovery, preventing duplication of benefits, or informing other disaster recovery programs.

FEMA may share the applicant's information outside of FEMA with entities such as state, territorial, tribal, and local governments, voluntary organizations, and other organizations in accordance with published routine uses identified in [DHS/FEMA-008 Disaster Recovery Assistance Files System of Records Notice](#). FEMA shares this information to enable the applicant to receive additional disaster assistance, prevent a duplication of benefits, and prevent future disaster losses.

37 Amendments Act, and the Age Discrimination Act have similar nondiscrimination provisions
38 applicable FEMA recipients.

39 Section 504 of the Rehabilitation Act requires that FEMA and FEMA recipients, including SLTT
40 partners, ensure nondiscrimination for individuals with disabilities by providing equal access to
41 programs, physical accessibility of facilities, effective communication, and reasonable
42 accommodations.

43 Non-federal recipients of financial assistance from FEMA have an obligation to take reasonable
44 steps to provide meaningful access to persons with limited English proficiency, as required by
45 Title VI of the Civil Rights Act of 1964 and FEMA's implementing regulations. This
46 requirement is similar to FEMA's obligation to limited English proficient persons under
47 Executive Order 13166.

48 **D. Environmental Planning and Historic Preservation**

49 Federal Environmental Planning and Historic Preservation (EHP) laws, regulations, and
50 executive orders (EOs) establish requirements to protect the environment and preserve historical
51 and cultural resources. Federally-funded IA grants and programs are subject to compliance with
52 EHP compliance requirements, including but not limited to, the National Environmental Policy
53 Act; EO 11988 Floodplain Management; EO 11990, Protection of Wetlands; Endangered
54 Species Act; and the National Historic Preservation Act.

55 FEMA addresses EHP compliance requirements early in the project scoping and development
56 stages to minimize delays and additional costs. In addition, FEMA works with other Federal
57 agencies and SLTT governments to identify opportunities for implementing measures for the
58 conservation of threatened and endangered species, as well as their designated critical habitat,
59 when appropriate and feasible. EHP compliance may require modification to a project's scope of
60 work, consideration of alternate site locations, and obtainment of applicable permits.

61 See [Appendix G: Environmental Planning and Historic Preservation](#) for a description of common
62 EHP laws, regulations, and EOs.

63 **E. Program Delivery Considerations**

64 FEMA is responsible for addressing and fulfilling requests for disability access and language
65 access from applicants, including during housing inspections, in an effective and timely manner.

66 This section outlines program delivery considerations for applicants with disabilities and/or
67 others with access and functional needs¹, including those with Limited English Proficiency.

¹ The terms "Individual with a Disability" and "Access and Functional Needs" are defined in the Americans with Disabilities Amendments Act of 2008 at 42 U.S.C. § 12102 and the phrase "access and functional needs" is defined as "Individuals having access and functional needs may include, but are not limited to, individuals with disabilities, older adults, and individuals with limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency." See DHS Lexicon, issue date October 16, 2017 https://www.dhs.gov/sites/default/files/publications/18_0116_MGMT_DHS-Lexicon.pdf

Definitions

The terms “Individual with a Disability” and “Access and Functional Needs” are not synonymous and should not be used interchangeably. The terms have the following meaning:

- **Individual with a Disability:** Individual who has a physical or mental impairment that substantially limits one or more major life activities (an “actual disability”), or a record of a physical or mental impairment that substantially limits a major life activity (“record of”), or an actual or perceived impairment, whether or not the impairment limits or is perceived to limit a major life activity, that is not both transitory and minor (“regarded as”). Individuals with disabilities have civil rights protections that may not be waived under any circumstances, including throughout emergencies and disasters.
- **Access and Functional Needs:** Individuals having access and functional needs may include, but are not limited to, people with disabilities, older adults, and individuals with limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency. Federal civil rights law and policy require nondiscrimination, including on the bases of race, color, national origin, religion, sex, age, disability, English proficiency, and economic status. Many individuals with access and functional needs are protected by these provisions.

1. Applicants with Disabilities

Under Section 504 of the Rehabilitation Act of 1973 and Section 308 of the Stafford Act², FEMA is required to provide reasonable accommodations or modifications, to policies, practices, and procedures to ensure equal access to applicants with disabilities. Reasonable accommodations may include the provision of technologies and services to ensure equal access to disaster assistance.

Disaster survivors with disabilities have a right to equal access to FEMA programs and activities, including FEMA’s registration process and housing inspections, physical access to facilities, and effective communication. FEMA provides reasonable accommodations or program modifications to provide access to individuals with disabilities under Section 504 of the Rehabilitation Act and under Section 308 of the Stafford Act. When providing a modification to ensure effective communication with and between individuals with disabilities, FEMA will give primary consideration to the auxiliary aid requested by each individual with the disability.

FEMA may also provide effective communication access to applicants with disabilities. Effective communication access and program access may include, but is not limited to:

² 29 U.S.C. § 794 and 42 U.S.C. § 5151, respectively.

- 97 • American Sign language (ASL) interpreter
- 98 • Video Relay Interpreting (VRI)
- 99 • Assistive listening devices
- 100 • Assistive reading devices
- 101 • Braille/Large print documents
- 102 • Reading Assistance Services
- 103 • Accessible DRCs that comply with the Architectural Barriers Act and Section 504 of the
104 Rehabilitation Act, to include: wheelchair accessibility into the facility, accessible
105 restrooms, and accessible paths of travel from the parking lot and throughout the facility,
106 as well as technology to provide effective communication access to individuals with
107 disabilities
- 108 • ASL interpreters and/or Communication Access Real-time Translation (CART) at DRCs
109 and public/community outreach events, upon request, and field staff equipped with tablet
110 computers that can access VRI for applicants who use ASL
- 111 • Assistance and program modification for applicants having difficulty understanding the
112 registration process, denial letters, or the appeal process

113 **2. Applicants with Limited English Proficiency**

114 FEMA ensures all applicants receive critical, accessible, and understandable disaster assistance
115 communications, regardless of language proficiency. Under Sections 308 and 616 of the Stafford
116 Act and Executive Order 13166, “Improving Access to Services for Persons with Limited
117 English Proficiency,” FEMA must provide applicants with Limited English Proficiency (LEP)
118 meaningful access to its programs and services.³² Applicants with LEP are entitled to
119 communicate with FEMA and receive information from FEMA in a language other than English.

120 To best assist applicants with LEP, FEMA provides all of the following:

- 121 • Disaster information and multi-lingual signage in languages identified through
122 demographic analysis of the impacted area;
- 123 • Translation and interpretation services (provided by qualified translators and interpreters)
124 available in 250 languages to assist non-English-speaking disaster survivors;
- 125 • Staff to identify language needs and connect disaster survivors to applicable translation
126 services by qualified translators;
- 127 • Appropriate referrals for applicants with disabilities and others with access and functional
128 needs who also have LEP; and
- 129 • Spanish language instructions through <https://www.disasterassistance.gov/es> where
130 individuals can register for assistance.

1 Chapter 2: Mass Care/Emergency Assistance

2 I. Overview

3 FEMA Mass Care/Emergency Assistance (MC/EA) provides coordination and support to state,
4 local, tribal, and territorial (SLTT) governments and/or jurisdictions for the provision and/or
5 direct delivery of life-sustaining services to disaster survivors as defined in the National
6 Response Framework, Emergency Support Function #6 (ESF #6).³³ The National Mass Care
7 Strategy—the strategy which underlies capacity development for and deployment of MC/EA
8 services—was developed in partnership with the American Red Cross and other mass care
9 practitioners and serves as a Federal guide for
10 the provision of national mass care capability.
11 FEMA is committed to supporting the further
12 development and implementation of the strategy
13 and its goals by:

- 14 • Providing technical assistance such as
15 planning support, subject matter
16 expertise, etc.;
- 17 • Financing invitational travel and
18 supporting National Mass Care
19 Exercises;
- 20 • Hosting webinars;
- 21 • Co-branding guidance documents and tools; and
- 22 • Serving as the convener and facilitating the engagement of the public and private sector
23 in the creation of multi-agency guidance and templates.



FEMA Mass Care Specialist and Southern Baptist Disaster Relief nurse place donated respirators in a storage unit in Moore, Oklahoma following tornados.

24 In support of its mission, MC/EA may deploy staff and resources to the National Response
25 Coordination Center (NRCC), Regional Response Coordination Center (RRCC), FEMA Interim
26 Operation Facility (IOF), FEMA Joint Field Office (JFO), FEMA Area Field Office (AFO),
27 SLTT government Emergency Operations Center (EOC), and/or other field assignment settings.

28 During Presidentially-declared disasters, most MC/EA services are funded under the Stafford
29 Act Section 403³⁴ subject to the applicable cost share. Section 403 assistance for MC/EA
30 services may be provided via Direct Federal Assistance (DFA).

31 A. Period of Assistance

32 MC/EA services may be provided before a potential incident, during the immediate response to
33 an incident, and during the recovery phase after a disaster or incident.

34 B. Types of Assistance

35 FEMA MC/EA is responsible for the coordination of seven activities or services detailed under
36 the MC/EA functions of ESF #6 and has a unique partnership with the American Red Cross as
37 the co-lead agency for the Mass Care component of ESF #6.

38 The seven activities included are:

- 39 • Sheltering (congregate and non-congregate);
- 40 • Feeding;
- 41 • Distribution of emergency supplies (including but not limited to, medications, baby
42 diapers and formula, clothing from donation management, Commonly Used Shelter Items
43 (CUSI), mobile feeding, meal preparation kits, and other commodities);
- 44 • Support to individuals with disabilities and others with access and functional needs;
- 45 • Reunification services for adults and children;
- 46 • Support to household pets, service
47 animals, and assistance animals;
48 and
- 49 • Mass evacuee support.

50 In addition to these seven activities, FEMA
51 MC/EA supports training and exercises,
52 like the National Mass Care Exercise
53 (NMCE) and also provides partnered
54 assistance through:

- 55 • Transitional Sheltering Assistance
56 (TSA)
- 57 • Blue Roof program (United States
58 Army Corps of Engineers
59 [USACE])



US Army Corps of Engineers' Blue Roof Program helps to prevent further damage to structures as a result of Hurricane Katrina in Biloxi, Mississippi.

60 C. General Eligibility Requirements

61 All survivors impacted by a disaster are eligible to receive MC/EA services. There is no
62 application process for MC/EA services as these are most often life sustaining. These programs
63 will be delivered directly to disaster survivors and impacted communities typically through
64 SLTT partners and nonprofits with technical assistance and resource support from FEMA. Two
65 notable exceptions to this general rule are the [TSA \(See Chapter 2, IX\)](#) and the [Blue Roof](#)
66 [Program \(See Chapter 2, X\)](#), which do have specific eligibility criteria.

67

68 **D. Delivering Mass Care and Emergency Assistance MC/EA**

69 FEMA MC/EA coordinates and supports assistance for both pre-disaster preparedness and post-
70 disaster emergency support to individuals through other FEMA divisions, Federal agencies,
71 partner SLTT governments, and non-governmental organizations (NGOs).

72 Pre-disaster technical assistance is provided to:

- 73 • FEMA’s Response, Recovery, and Logistics Management Directorates in the
74 development of national and regional response and recovery operational plans,
75 catastrophic plans, and other critical operational planning documents and activities;
- 76 • The National Preparedness Directorate in the development and implementation of FEMA
77 doctrine, Planning Guidance, the Resource Typing initiative, the National Exercise
78 Program, and the National Preparedness Report as well as fulfillment of Presidential
79 Policy Directive 8 (PPD-8) requirements; and
- 80 • SLTT governments, FEMA Regions, and other Federal agencies including, but not
81 limited to USACE, Corporation for National and Community Service (CNCS), General
82 Services Administration (GSA), the Department of Health and Human Services (HHS),
83 the United States Department of Agriculture (USDA), the United States Department of
84 Veterans Affairs (VA), and the Department of Defense (DOD).

85 FEMA is committed to the whole community approach to emergency management and works
86 through the FEMA Regions to engage SLTT community experts to identify capabilities,
87 capacities, anticipated shortfalls, and gaps. FEMA MC/EA works with government agencies,
88 voluntary, community, faith-based organizations, and social services providers that advocate on
89 behalf of –or support– individuals with disabilities, individuals with limited English proficiency,
90 low-income populations, underserved communities, and diverse faith communities to secure the
91 development of multi-agency guidance, planning templates, training, and other resources through
92 pre-scripted mission assignments (PSMAs), interagency agreements (IAAs), and memoranda of
93 agreement (MOAs) to expedite the ability to meet anticipated needs. Resources and services
94 provided via PSMA, IAA, and MOA include but are not limited to, staffing for
95 NRCC/RRCC/State EOC, Blue Roof program mission for USACE, shelter support, AmeriCorps
96 assistance from CNCS, Retired and Senior Volunteer Program (RSVP) under CNCS, activation
97 of National Disaster Medical System (NDMS), etc.

1 II. Sheltering Support

2 A. Description of Assistance

3 FEMA MC/EA deploys equipment, materials, supplies, and personnel to support disaster-
4 affected jurisdictions in providing life-sustaining services in congregate and non-congregate
5 facilities that provide a secure and sanitary environment for displaced survivors. This support
6 includes providing a [safe, sanitary, and secure](#) place for evacuees and disaster survivors to stay
7 while displaced from their homes and requires the cooperation and coordination of multiple
8 agencies and organizations. MC/EA also coordinates support to survivors sheltering in place,
9 people with disabilities and others with access and functional needs, dietary restrictions,
10 household pets, service animals, and assistance animals, and survivors in ESF #8 medical
11 shelters.

12 People with disabilities and others with access and functional needs are to be accommodated in
13 general population shelters. If requested, MC/EA can assist with durable medical equipment,
14 consumable medical supplies, personal assistance services, etc. to provide a basic level of care in
15 congregate shelters and thus ensure that only survivors with acute medical needs are referred to
16 ESF #8 Medical Shelters. FEMA can provide needed resources through in-house capabilities,
17 mission assignments, and/or contract capabilities.

18 During Presidentially-declared disasters, most MC/EA services are direct Federal assistance
19 (DFA), which are funded under the Stafford Act Section 403 (a)(3)(B) (commonly referred to as
20 Category B) of a major disaster or emergency declaration, and the Federal share of assistance
21 shall be not less than 75% of eligible cost. Some examples of DFA include non-congregate
22 sheltering through TSA, feeding through Individual Assistance-Support Contracts (IASC), and
23 reunification services under the National Center for Missing and Exploited Children.³⁵

24 B. Partner Organizations

25 MC/EA works with multiple partners in sheltering support efforts including: the American Red
26 Cross, the CNCS, Adventist Community Services (ACS), the Salvation Army, Send Relief,
27 National Animal Rescue and Sheltering Coalition (NARSC), National Coalition for the
28 Homeless, Convoy of Hope, Feeding America, other National Voluntary Organizations Active in
29 Disaster (NVOAD), and many others.

30 C. Triggers for Implementation

31 In the event of a natural or manmade disaster, sheltering support services are triggered by an
32 emergency declaration or a major disaster declaration authorizing Public Assistance (Category
33 B) when requested by STT governments. There is no individual application process required for
34 survivors.

35 **D. Delivery of Assistance**

36 Pre-disaster responsibilities include
37 preparedness activities and other forms of
38 technical assistance that do not require
39 Category B funding such as:

- 40 • Providing technical assistance for the
41 development of multi-agency
42 sheltering templates; Federal, STT
43 government plans; training materials;
44 exercises; and other tools to strengthen
45 and enhance the nation’s capacity to
46 support sheltering activities;
- 47 • Analyzing and incorporating best practices and lessons learned into preparedness
48 activities, including reminding shelter operators that service animals are permitted in
49 general population shelters and should not be separated from their handlers;
- 50 • Developing contracts, PSMA, agreements, and other mechanisms to provide resources,
51 programs, and services for sheltering during disaster response activities;
- 52 • Expanding national capabilities beyond the traditional MC/EA shelter providers to meet
53 Federal Interagency Operational Planning (FIOP) - Response metrics;
- 54 • Providing technical assistance for the establishment of state/territorial/tribal sheltering
55 task forces;
- 56 • Providing training to whole community shelter providers;
- 57 • Providing technical assistance for implementation of FEMA data systems, including the
58 National Shelter System, which supports STT governments with MC/EA planning, data
59 analysis, and mapping and reporting; and
- 60 • Providing subject matter expertise to internal partners, including, Response, Recovery,
61 Logistics and National Preparedness Directorates, PA, Office of Disability Integration
62 and Coordination, and the National Processing Service Center.



FEMA coordinates with partners, like the American Red Cross, to provide temporary sheltering support for disaster evacuees.

63 Once a disaster has been declared, FEMA MC/EA provides post-disaster support, such as:

- 64 • Coordinating with other Federal agencies; STT governments; NGOs; and other partners
65 to analyze and validate the need for human and material resources, programs, and
66 services for sheltering;
- 67 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
68 Initial Operating Facility (IOF), State EOC, and/or other field settings;

- 69 • Assisting the state in the
70 implementation of a
71 coordinated and integrated
72 sheltering mission that meets
73 the disaster-caused needs of
74 evacuees and survivors;
- 75 • Providing resource support
76 through FEMA Logistics,
77 including equipment, material,
78 supplies, facilities, shelf-stable
79 meals, water, cots, blankets, and
80 personnel, to support state
81 sheltering operations through
82 mission assignments, contracts, and other mechanisms;
- 83 • Monitoring activity, analyzing data, validating information, and reporting on sheltering
84 activities;
- 85 • Identifying resource requirements, shortfalls, and limiting factors;
- 86 • Providing tools and resources to assist the SLTT government in the implementation of
87 integrated strategies and processes for coordinated sheltering operations;
- 88 • Monitoring, analyzing, validating, and supporting state requirements, as requested, in
89 order to provide a safe, sanitary, and secure environment for shelter residents;
- 90 • Facilitating the fulfillment of requests by ensuring that the sequence for obtaining
91 resources is followed;
- 92 • Providing evacuee and survivor support to SLTT governments through the activation of
93 pre-negotiated blanket purchase agreements (BPAs) and indefinite delivery indefinite
94 quantity (IDIQ) contracts for food and food supplies, DME, CMS, and other needed
95 commodities;
- 96 • Supporting SLTT governments during a disaster when sheltering operations needs exceed
97 SLTT government capabilities as outlined in the National Response Framework ESF #6
98 Annex;
- 99 • Providing the necessary tools and resources to develop an integrated strategy and process
100 for implementing coordinated sheltering operations by the FEMA JFO and the STT
101 government coordinator for carrying out mass care activities, limiting duplication of
102 efforts, and maximizing resources within any STT government that has requested Federal
103 assistance;
- 104 • Facilitating FEMA staff’s access to congregate care facilities to assist in the registration
105 of disaster survivors for Federal disaster assistance;



Tools and Resources

- CUSI: Includes durable medical equipment (DME) items, consumable medical supplies (CMS) items, hygiene kits, and other relevant information resources available on the [National Mass Care Strategy Website](#)
- [Multi-Agency Distribution of Emergency Supplies Plan Template](#)
- Federal, SLTT government software systems (e.g., WebEOC)

- 106 • Providing staff support to state for Sheltering Task Forces, Multi-agency Sheltering
107 Transition Teams, or other teams that advise and assist shelter managers with shortfalls
108 and other concerns that may fall outside their area of expertise (e.g., functional needs
109 support and Americans with Disabilities Act [ADA] compliance). See
110 nationalmasscarestrategy.org for more information;
- 111 • Providing technical assistance for the ESF #6 Support System, which can support the
112 state with congregate care planning, data analysis, mapping, and reporting;
- 113 • Providing support for the collection of shelter information, including data entry (upon
114 request);
- 115 • Issuing mission assignments to other Federal agencies, including but not limited to:
116 CNCS to provide AmeriCorps, Senior Corps, Learn and Serve, and/or Volunteers in
117 Service to America (VISTA) volunteers to augment congregate care points of distribution
118 and other operational staffing requirements; HHS for shelter assessment team staff
119 support; USDA for subject matter expertise and technical assistance on household pets,
120 service animals, and assistance animal support activities; and USACE for human and
121 material resources, such as facility inspection teams;
- 122 • Providing NGOs and other partners with travel funds to support the ESF #6 functions
123 with essential technical assistance through invitational travel; Requesting other federal
124 agencies and individuals to support the mission of MC/EA and augment the leadership
125 team with agency expertise; and
- 126 • Activating IASC, which can provide a full range of congregate care management and
127 support resources. As IASC services are subject to STT government cost-share,
128 activation of the IASC is generally considered the last option.

1III. Feeding Support

1 A. Description of Assistance

2 FEMA MC/EA Section deploys equipment, materials, supplies, and personnel to support SLTT
3 governmental feeding services to evacuees, disaster survivors and their household pets and
4 service and assistance animals, and, in some cases, emergency workers. FEMA and Red Cross
5 (ESF #6 Mass Care Federal Co-Leads) coordinate feeding activities with other Federal agencies,
6 NGOs, and private sector agencies and organizations.³⁶

7 MC/EA provides resources and technical assistance to SLTT governments before, during, and
8 after a disaster to meet the feeding needs of evacuees. A component of feeding also includes
9 meeting the basic needs of infants, toddlers, children, and people with dietary restrictions and/or
10 culturally appropriate dietary needs.

11 B. Partner Organizations

12 MC/EA works with multiple partners in
13 feeding support efforts, including but
14 not limited to: CNCS, USDA, DOD,
15 USACE, American Red Cross, the
16 National VOAD and its member
17 organizations, e.g., Feeding America,
18 the Salvation Army, SBDR, and
19 GreaterGood.org/RescueBank.

20 C. Triggers for Implementation

21 In the event of a natural or manmade
22 disaster, feeding support services are triggered by an emergency declaration or a major disaster
23 declaration for PA (Category B) with the request of SLTT governments. There is no individual
24 application process required for survivors. However, a major disaster declaration for Individual
25 Assistance is required for the Disaster Supplemental Nutrition Assistance Program (D-SNAP), a
26 program which can be authorized by the USDA upon request.

27 D. Delivery of Assistance

28 FEMA MC/EA provides support to both pre-disaster and post-disaster feeding activities. Pre-
29 disaster responsibilities include:

- 30 • Providing technical assistance for the development of multi-agency feeding templates,
31 Federal, SLTT government plans, training materials, exercises, and other tools to
32 strengthen and enhance the nation's capacity to support feeding activities;



Tools and Resources

- [National Mass Care Strategy Multi-Agency Feeding Plan Template](#)
- Feeding Support Task Force and Feeding Assessment Team
- FEMA Emergency Support Function (ESF) #6 Support Systems (ESF6-SS), which tracks and supports Geographic Information System (GIS) mapping of shelter locations, and other Federal systems that support feeding activities

- 33 • Analyzing and incorporating best practices and lessons learned into preparedness
34 activities;
- 35 • Developing contracts, PSMAs, agreements, and other mechanisms to provide resources,
36 programs, and services for feeding during disaster response activities;
- 37 • Expanding national capabilities beyond the traditional MC/EA service providers to meet
38 Federal Interagency Operational Planning-Response metrics;
- 39 • Providing technical assistance for the establishment of SLTT government feeding task
40 forces;
- 41 • Providing subject matter expertise to internal partners, including Response, Recovery,
42 Logistics and National Preparedness Directorates, PA, Office of Disability Integration
43 and Coordination, and the National Processing Service Center; and
- 44 • Providing technical assistance and subject matter expertise to government agencies,
45 NGOs, and the private sector to expand national feeding capability.



Whole Community

Whole Community is an approach to emergency management that reinforces the fact that FEMA is only one part of our nation's emergency management team; that we must leverage all of the resources of our collective team in preparing for, protecting against, responding to, recovering from, and mitigating all hazards; and that collectively we must meet the needs of the entire community in each of these areas.

Whole community contributors include children; older adults; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; people with limited English proficiency; and owners of animals, including household pets and service animals.

This larger collective emergency management team includes not only FEMA and its partners at the Federal level, but also SLTT government partners; non-governmental organizations like faith-based and nonprofit groups and private sector industry; and individuals, families, and communities, who continue to be the nation's most important assets as first responders during a disaster. Both the composition of the community and the individual needs of community members, regardless of age, economics, or accessibility requirements, must be accounted for when planning and implementing disaster strategies.

- 46 Once a disaster has been declared, FEMA MC/EA provides post-disaster support, such as:
- 47 • Coordinating with other Federal agencies, the affected STT governments, NGOs, and
48 other partners to analyze and validate the need for human and material resources,
49 programs, and services for feeding;

- 50 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
51 IOF, STT government EOC, and/or other field settings;
- 52 • Assisting the SLTT government in the implementation of a coordinated and integrated
53 feeding mission that meets the disaster-caused needs of evacuees and survivors;
- 54 • Providing resource support, including equipment, material, supplies, facilities, and
55 personnel, to support SLTT government jurisdictions and their partners with feeding
56 operations through mission assignments, contracts, and other mechanisms;
- 57 • Coordinating with FEMA Logistics to acquire, store, transport, and/or distribute
58 resources to support feeding operations;
- 59 • Providing tools and resources to assist the SLTT government jurisdictions and their
60 partners with the implementation of integrated strategies and processes for coordinated
61 feeding operations; and
- 62 • Monitoring activity, analyzing data, validating information, and reporting on feeding
63 activities; identifying resource requirements, shortfalls, and limiting factors; providing
64 information to FEMA, other Federal agencies, SLTT governments, NGOs, and private
65 sector partners.
- 66

1V. Distribution of Emergency Supplies Support

2 A. Description of Assistance

3 Upon request from an SLTT government, FEMA MC/EA staff works with FEMA and SLTT
4 logistics managers to provide support and ensure emergency supplies needed are identified and
5 coordinated with ESF #6. Such support may include: technical assistance and, if required,
6 resource support through internal logistics and contracted capabilities. FEMA VALs work with
7 state volunteer and donations managers regarding the management and distribution of unsolicited
8 donations. See [Chapter 8](#) for more information.

9 Under this activity, FEMA MC/EA coordinates with Logistics to organize the targeted
10 acquisition, storage, delivery, and provision of life-sustaining resources, hygiene items, and
11 clean-up items to meet the immediate, basic needs of evacuees and disaster survivors, and their
12 household pets, service, and assistance animals. Additional support can include transportation,
13 warehousing, equipment, technical assistance, staff, and other mission-critical services.³⁷

14 Organizations engaged in the distribution of supplies and other relief and assistance activities
15 shall accomplish these activities in an equitable and impartial manner, without discrimination on
16 the grounds of race, color, religion, national origin, sex, age, disability, English proficiency, or
17 economic status.³⁸

18 There are four categories of emergency supplies:

- 19 • Life-sustaining, such as food, water, non-
20 prescription medicine, cooking kits, and
21 supplies for household pets, service
22 animals, and assistance animals.
- 23 • Comfort, such as hygiene kits (including
24 supplies like toothpaste, towels,
25 washcloths, soaps, and toothbrushes),
26 sleeping bags, tents, cots, and blankets.
- 27 • Clean-up, such as shovels, rakes, bleach,
28 gloves, cleaning detergents, buckets,
29 mops, trash bags, chlorine bleach, garden
30 hose/nozzle, and hand sanitizer.
- 31 • Other essential supplies, such as first aid kits and other items unique to specific disaster.



Evacuee gathers food and necessities at the Chalmette Recovery Center following devastating Hurricane Katrina.

32 B. Partner Organizations

33 MC/EA works with multiple partners in the distribution of emergency supplies, including: other
34 Federal agencies; American Logistics Aid Network (ALAN); Volunteer and Donations
35 Managers at the state and local level; State VALs; the private sector; the NVOAD and its

- 36 member organizations, such as the American Red Cross, Adventist Community Services, the
37 Salvation Army, Convoy of Hope, Send Relief; and many others.

38 **C. Triggers for Implementation**

39 In the event of a natural or manmade disaster, the distribution of emergency supplies is triggered
40 by an emergency declaration or a major disaster declaration for PA (Category B) with request of
41 the STT government. There is no individual application process required for survivors.



Tools and Resources

- CUSI includes DME, CMS, hygiene kits, and other relevant information resources, available on the [National Mass Care Strategy](#) website.
- FEMA ESF #6 Support System, which tracks and maps distribution site locations.
- FEMA MC/EA Resource Support tool, which enables users to develop estimates for MC/EA requirements based on multiple variables, quantify available resources that meet requirements, and identify shortfalls.
- ESF #6 Support Contract, which provides for facilities, equipment, supplies, and personnel.
- [Corporation for National and Community Service](#), which provides personnel.
- National Voluntary Organizations Active in Disaster, which provides facilities, equipment, supplies, and personnel. See the [Multi-Agency Distribution of Emergency Supplies Plan Template](#) for a list of National VOAD organizations involved in the distribution of emergency supplies.

42 **D. Delivery of Assistance**

43 FEMA MC/EA provides support to both pre-disaster and post-disaster emergency supplies
44 distribution efforts. Pre-disaster responsibilities include:

- 45 • Providing technical assistance in the development and maintenance of: a multi-agency
46 distribution of emergency supplies planning template; Federal and SLTT government
47 plans; training materials; and other tools that strengthen and enhance the nation's
48 capacity to coordinate and distribute emergency supplies;
- 49 • Incorporating best practices and lessons learned for the distribution of emergency
50 supplies;
- 51 • Developing contracts, PSMAs, MOAs, and Memoranda of Understanding (MOUs), and
52 other mechanisms to acquire, store, and distribute emergency supplies during a disaster
53 response;
- 54 • Coordinating with outside partners, including other Federal agencies; SLTT government
55 entities; NGOs; and public and private sectors to develop and maintain integrated
56 processes and mechanisms to increase SLTT government distribution of emergency
57 supplies resource capabilities; and

- 58 • Providing subject matter expertise to internal FEMA partners, including the Response,
59 Recovery, Logistics and National Preparedness Directorates, PA, the Office of Disability
60 Integration and Coordination, and the National Processing Service Centers.

61 Once a disaster has been declared, MC/EA coordinates with state government and NGO partners
62 to analyze anticipated resource shortfalls to provide commodities to impacted areas. As a last
63 resort, MC/EA has the capability to utilize contracts to support resource shortfalls. NGOs
64 provide support, which includes:

- 65 • Coordinating with internal and external partners, monitoring activity, analyzing data and
66 validating information to provide support to the states for services and human and
67 material resources;
- 68 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
69 IOF, State/Territory/Tribal EOC, and/or other field settings;
- 70 • Assisting jurisdictions in the implementation of a coordinated and integrated whole
71 community distribution system that meets the disaster-caused needs of evacuees and
72 survivors;
- 73 • Providing resource support, including equipment, material, supplies, facilities, and
74 personnel, to support the SLTT distribution operation through mission assignments,
75 contracts, and other means;
- 76 • Monitoring activity, analyzing data, and validating information on and requests for
77 resource support;
- 78 • Identifying resource requirements, shortfalls, and limiting factors; and
- 79 • Communicating information to partners.

1 V. Disability, Access, and Functional Needs Support

2 A. Description of Assistance

3 FEMA MC/EA coordinates with and supports SLTT governments in the provision of services
4 and resources to people with disabilities and others with access and functional needs. The
5 MC/EA Section ensures that the needs of evacuees and disaster survivors with access and
6 functional needs are met in congregate and non-congregate facilities, including general
7 population shelters, embarkation and disembarkation sites, reception centers, and other settings,
8 through the coordination, procurement, transportation, and provision of resources. These services
9 should be integrated into all MC/EA activities.³⁹

10 B. Partner Organizations

11 MC/EA works with multiple partners in efforts supporting individuals with disabilities and
12 others with access and functional needs, including, but not limited to: the HHS Preparedness and
13 Response (Personnel/Disaster Medical Assistance Teams/Emergency Prescription Assistance
14 Program), VA, the American Red Cross, the National Council on Independent Living (NCIL),
15 the National Disability Rights Network (NDRN), Pass It On Center, Friends of Disabled Adults
16 and Children (FODAC), Partnership of Inclusive Disaster Strategies and Portlight Inclusive
17 Disaster Strategies, The Salvation Army, DOD, and others.

18 C. Triggers for Implementation

19 In the event of a natural or manmade disaster, disability and access and functional needs support
20 is triggered by an emergency declaration or a Presidential disaster declaration for PA (Category
21 B).

22 D. Delivery of Assistance

23 FEMA MC/EA provides support to individuals with disabilities and others with access and
24 functional needs in both the pre-disaster and post-disaster phases. Pre-disaster responsibilities
25 include:

- 26 • Developing plans, templates, guidance, training courses, and tools for MC/EA providers
27 at the SLTT government and NGO levels to ensure access and functional needs support
28 services are integrated into operational plans;
- 29 • Developing contracting requirements, pre-scripted mission assignments, interagency
30 agreements, and other mechanisms to provide resources and services to people with
31 disabilities and others with access and functional needs during disaster response
32 activities; and
- 33 • Coordinating with FEMA's Office of Disability Integration and Coordination and Office
34 of Equal Rights, the American Red Cross, HHS, and other agencies and organizations to
35 identify and develop strategies and processes to expand support to people with disabilities
36 and others with access and functional needs.

37 Once a disaster has been declared, FEMA MC/EA provides post-disaster support, such as:

- 38 • Coordinating with Federal agencies, NGOs, and other partners to support the state in
39 monitoring, analyzing, and validating the need for human and material resources,
40 programs, and services;
- 41 • Acquiring and deploying DME, CMS, assistive technology, accessible hygienic stations,
42 portable ramps, enhanced cots, and bariatric equipment and provide accessible
43 communication support (i.e., American Sign Language [ASL] interpreters, Text
44 Telephone [TTY], and Section 508 compliant communication);
- 45 • Activating contracts under IASC for Personal Assistance Services (PAS);
- 46 • Retrofit facilities to meet ADA and other accessibility requirements;
- 47 • Coordinating with other Federal agencies and non-governmental veterinary and animal
48 welfare organizations to support life-sustaining resources for service and assistance
49 animals, including food, hydration, and veterinary medical care and treatment;
- 50 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
51 IOF, State/Territory/Tribal EOC, and/or other field settings; and
- 52 • Providing subject matter expertise to the Multi-agency Sheltering Transition Team,
53 which is responsible for identifying resources for survivors to maintain independence in
54 congregate and non-congregate settings.

55 E. Personal Assistance Services

56 FEMA MC/EA, upon request from the STT
57 government, contracts with PAS providers to
58 augment the ability of SLTT governments to support
59 individuals with disabilities in maintaining their
60 health, safety, and independence in congregate and
61 non-congregate shelter facilities, in the most
62 integrated setting, to meet their needs during a
63 Presidentially-declared disaster event, as required
64 under the Americans with Disabilities Act.

65 PAS may be required to support people whose usual means of assistance are not available due to
66 circumstances associated with a disaster. PAS workers are sometimes referred to as home health
67 aides, Certified Nursing Assistants, or caregivers. The services are defined as formal and
68 informal services provided by paid personal attendants, friends, family members, and/or
69 volunteers that enable individuals with disabilities to maintain their routine level of
70 independence while in an emergency shelter. FEMA may provide PAS support to meet
71 assistance with the activities of daily living and other identified care requirements upon request
72 of the impacted SLTT government jurisdiction.



Personal Assistance Services (PAS)

PAS augments disaster-affected jurisdictions in their ability to support disaster survivors with disabilities and others with access and functional needs to maintain their health, safety, and independence.

73 FEMA MC/EA provides subject matter expertise to internal and external partners, including the
74 Office of Response and Recovery, Office of Disability Integration and Coordination, American
75 Red Cross, FEMA Regions, and other agencies. They coordinate with FEMA acquisitions, and
76 Contract Management Section to develop, maintain, manage, and implement contracts. They also
77 maintain a list of Frequently Asked Questions (FAQ) to ensure the SLTT government and NGOs
78 have access to current information regarding
79 PAS program requirements.

80 Once a disaster has been declared, FEMA
81 MC/EA coordinates with other Federal
82 agencies, the Office of Disability Integration
83 and Coordination, FEMA Logistics, NGOs,
84 and other partners to monitor activity, analyze
85 data, validate information and provide support
86 to the states on the need for PAS. This includes potentially deploying subject matter expertise
87 and technical assistance in the NRCC, RRCC, FEMA JFO, SLTT government EOCs, and other
88 field offices in order to acquire, deploy, and provide PAS as requested by the SLTT government.

89 In order to provide monitoring, analysis, and validation support to an STT government on
90 functional needs support activities, FEMA MC/EA identifies resource requirements, shortfalls,
91 and limiting factors and exchange information with FEMA, other Federal agencies, SLTT
92 governments, and NGO and Private Sector agencies and organizations. FEMA MC/EA also
93 participates in the task forces and work groups staffed by individuals from multiple agencies and
94 organizations and created to identify shortfalls and provide the support needed to maintain
95 independence during congregate care.



Tools and Resources

- FEMA: [Guidance on Planning for the Integration of Functional Needs Support Services in General Population Shelters](#)

VI. Reunification Services

A. Description of Assistance

Reunification Services is one of the MC/EA activities where FEMA has a statutorily mandated role in providing services directly to disaster survivors to facilitate the reunification of unaccompanied minors with their custodial parents/legal guardians, as well as the voluntary reunification of adults with their families, during declared emergencies or major disasters.⁴⁰ FEMA works to coordinate this statutory requirement directly with the impacted SLTT jurisdiction(s), and collaborates with whole community partners to develop procedures, identify best practices, and provide resources to strengthen reunification services. MC/EA facilitates partner agreements and identifies and develops new resources and tools, including training and exercises, in support of SLTT governmental reunification planning and operations. FEMA also coordinates deployment of national reunification resources—both human and material—to support state-, territory-, or tribe-led reunification task forces as well as field operations.⁴¹

B. Partner Organizations

MC/EA works with multiple partners in reunification efforts, including: the National Center for Missing and Exploited Children, the CNCS, the Department of Justice (DOJ), HHS, and the American Red Cross.



Tools and Resources

- [Multi-Agency Reunification Services Plan Template](#)
- [Post Disaster Reunification of Children - A Nationwide Approach](#)
- [National Center for Missing and Exploited Children](#)
- [Unaccompanied Minors Registry](#)
- [American Red Cross Safe and Well](#)
- [WebEOC](#)

C. Triggers for Implementation

In the event of a natural or manmade disaster, reunification services are triggered by an emergency declaration or a major disaster declaration for PA (Category B). Once an event is declared as an emergency or major disaster, and emergency protective measures (such as Reunification) are being performed, an individual only has to be affected by the declared incident to qualify for Reunification Assistance; there is no additional application process required for the individual or household.

25

26 **D. Delivery of Assistance**

27 FEMA MC/EA provides support to both pre-disaster and post-disaster reunification activities.

28 Pre-disaster responsibilities include:

- 29 • Providing technical assistance for the development of Federal and STT government
30 reunification plans, training materials, exercises, and other tools to strengthen and
31 enhance the nation's capacity to support reunification activities;
- 32 • Analyzing and incorporating best practices and lessons learned into preparedness
33 activities, including anticipating and establishing practical approaches to address the
34 communication access needs of people who are deaf or hard of hearing, people without
35 speech, people with cognitive or intellectual disabilities, and people who speak languages
36 other than English;
- 37 • Developing contracts, pre-scripted mission assignments, agreements, and other
38 mechanisms to provide resources, programs, and services for reunification during disaster
39 response activities for FEMA to meet our statutory obligations;
- 40 • Providing technical assistance for the establishment of STT government reunification
41 task forces;
- 42 • Providing subject matter expertise to internal partners, including Response, Recovery,
43 Logistics and National Preparedness Directorates; PA; Office of Disability Integration
44 and Coordination; External Affairs; Office of the Senior Law Enforcement Advisor; and
45 the National Processing Service Centers;
- 46 • Providing technical assistance and subject matter expertise to and coordinating planning
47 efforts with government agencies, NGOs, and the private sector to expand national
48 reunification capability;
- 49 • Identifying communication mechanisms, which include but are not limited to, new
50 reunification systems, current and emerging social media tools and communication
51 technologies, and private/public communications equipment;
- 52 • Developing agreements and procedures to utilize or coordinate the use of these
53 communication mechanisms; and
- 54 • Incorporating these resources into plans and procedures in order to provide access for
55 disaster survivors to a wide range of communications methods in a timely manner.

56 Once a disaster has been declared, FEMA MC/EA provides post-disaster support such as:

- 57 • Coordinating with other Federal agencies; STT governments; NGOs; and other partners
58 to monitor, analyze, validate, and provide human and material resource support,
59 programs, and services for reunification;

- 60 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
61 IOF, STT government EOC, and/or other field settings;
- 62 • Providing staff and resources to support field operations, STT-led reunification task
63 forces, and related task forces, such as a Children and Youth Task Force;
- 64 • Assisting the STT government in the implementation of coordinated and integrated
65 reunification services system for evacuees and survivors, including evacuees and
66 survivors who are deaf or hard of hearing, evacuees and survivor without speech,
67 evacuees and survivor with cognitive or intellectual disabilities, and evacuees and
68 survivors who speak languages other than English;
- 69 • Providing resources, including equipment, material, supplies, facilities, and personnel, to
70 support STT government operations through mission assignments, contracts, and other
71 mechanisms;
- 72 • Providing tools and resources to assist the STT government in the implementation of
73 integrated strategies and processes for coordinated reunification operations;
- 74 • Monitoring activity, analyzing data, and validating information on reunification
75 activities;
- 76 • Identifying resource requirements, shortfalls, and limiting factors;
- 77 • Coordinating public messaging with reunification partners and FEMA External Affairs;
- 78 • Activating resources of the National Center for Missing and Exploited Children, via the
79 current procurement process, to stand up the National Emergency Child Locator Center
80 (NECLC) and deploy Team Adam (a staff resource to assist with identification and
81 reunification of children) upon request from the declared STT government; and
- 82 • Providing support to law enforcement missing persons operations and agencies tasked
83 with child reunification during response and transition to recovery as needed and
84 requested.

85 E. National Emergency Child Locator Center

86 FEMA also utilizes NECLC, which is
87 operated out of the National Center for
88 Missing and Exploited Children. In
89 collaboration with National Center for
90 Missing and Exploited Children, FEMA
91 supports SLTT governments and law
92 enforcement agencies in the tracking,
93 locating, and reunification of children who
94 have become separated from their parents or guardians as a result of a Presidentially-declared
95 disaster.



**National Emergency
Child Locator Center (NECLC)**

Phone: 800-843-5678

Website: <http://www.missingkids.com/home>

VII. Household Pets, Service Animals, and Assistance Animals

2 A. Description of Assistance

3 FEMA MC/EA, in consultation with FEMA Regions and SLTT government jurisdictions
4 provides coordination and support for the rescue, transportation, shelter, reunification, essential
5 needs, and care of household pets, service animals, and assistance animals (HPSA) during
6 preparedness and response and recovery operations to ensure their safety and well-being of
7 owners and their household pets, service animals, and assistance animals. Upon request from the
8 SLTT government jurisdictions, FEMA MC/EA supports HPSA activities with the provision of
9 technical assistance and resource support through Federal, SLTT government, NGO, and private
10 sector partners.⁴² FEMA’s engagement on HPSA issues falls under the relevant statutory
11 requirements of the Robert T. Stafford Disaster Relief and Recovery Act and under other
12 statutory and/or regulatory requirements related to service and assistance animals (e.g., the
13 Americans with Disabilities Act, Fair Housing Act).

14 B. Partner Organizations

15 MC/EA works with multiple partners in HPSA support efforts, including: DOD, USDA, and
16 HHS Assistant Secretary for Preparedness and Response (ASPR) National Veterinary Response
17 Teams; the American Red Cross, the National Alliance of State Animal and Agricultural
18 Emergency Programs (NASAAEP), the NARSC, GreaterGood.org, and National VOAD.

19 C. Triggers for Implementation

20 In the event of a natural or manmade disaster, HPSA
21 support services are triggered by an emergency
22 declaration or a major disaster declaration for PA
23 (Category B) with a request from STT governments.
24 There is no individual application process required for
25 survivors.



Flood survivor holds his cat inside of his gutted residence in Denham Springs; the home was damaged by severe flooding in Louisiana during 2016.

26 D. Delivery of Assistance

27 FEMA MC/EA provides support for household pets,
28 service animals, and assistance animals in both the pre-
29 disaster and response phases. Pre-disaster
30 responsibilities include:

- 31 • Providing technical assistance for the development of multi-agency HPSA templates,
32 Federal (response and recovery), and SLTT government emergency operations plans
33 (EOPs), training materials, and other tools to strengthen and enhance the nation’s
34 capacity to support HPSA disaster activities;
- 35 • Analyzing and incorporating best practices and lessons learned into preparedness
36 activities;

- 37 • Developing methods of procurement, pre-scripted mission assignments, other agreements
38 and mechanisms to provide resources, coordinating, and supporting programs and
39 services for owners and their HPSA during disaster response activities;
- 40 • Coordinating with government agencies, NGOs, and the private sector to develop
41 integrated processes and mechanisms to augment national, regional, state, and local
42 HPSA capabilities; and
- 43 • Providing subject matter expertise to internal FEMA partners, including Response,
44 Recovery, Logistics and National Preparedness Directorates, PA, Office of Disability
45 Integration and Coordination, and Office of External Affairs.

46 Once a disaster has been declared, FEMA MC/EA provides post-disaster support, such as:

- 47 • Coordinating with other Federal agencies, STT governments (related to Stafford Act
48 authorities), FEMA Logistics, NGOs, and other partners to analyze and validate the need
49 for support with human and material resources, programs, and services;
- 50 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
51 IOF, STT government EOCs, and/or other field settings;
- 52 • Assisting the STT government in the implementation of coordinated and integrated
53 HPSA response and recovery activities that meet the disaster-caused needs of evacuees,
54 survivors, and their HPSA;
- 55 • Providing resource support, including equipment, materials, supplies, facilities,
56 veterinary services, specialized transportation, and personnel to support the rescue,
57 transportation, sheltering, and care of HPSA through mission assignments, contracts, and
58 other mechanisms;
- 59 • Collecting, analyzing, validating, and reporting information on HPSA activities;
60 identifying resource requirements, shortfalls, and limiting factors; and providing
61 information to FEMA, other Federal agencies, SLTT governments, NGOs, and private
62 sector partners; and
- 63 • Coordinating with other Federal agencies and NGOs at the NRCC/RRCC/EOC/IOF on
64 transportation coordination issues, logistics, response, and evacuation issues to:
 - 65 ○ Encourage the inclusion of HPSA food and supplies, mobile feeding, and distribution
66 operations;
 - 67 ○ Encourage the inclusion of HPSA included in the reunification plans and activities;
68 and
 - 69 ○ Monitor information on the status of HPSA sheltering activities to update situational
70 awareness.



Tools and Resources

- [Public Assistance Program and Policy Guide \(PAPPG\)](#)
- Multi-agency coordination support and/or multi-agency support task force, and Federal and state software systems that support HPSA activities
- FEMA National Mass Evacuation Tracking System ([NMETS](#))
- FEMA ESF #6 Support System, which manages data and supports GIS products related to emergency household pet shelter locations
- FEMA MC/EA Resource Management Tool

VIII. Mass Evacuee Support

2 A. Description of Assistance

3 FEMA MC/EA may support disaster-affected and host-state governments by providing life-
4 sustaining services and resources to disaster survivors/evacuees and their household pets, service
5 animals, and assistance animals during mass evacuation incidents. MC/EA provides pre-incident
6 support in the form of technical assistance, coordination and communication, and identified
7 resources. At the time of an incident response, FEMA MC/EA staff will work in collaboration
8 with the STT government to determine if Mass Evacuee Support is required or if it will conduct
9 such activities at the direction of the President.⁴³

10 B. Partner Organizations

11 MC/EA works with multiple partners in mass evacuee support efforts, including but not limited
12 to: the American Red Cross, NVOAD, USDA, and DOD.

13 C. Triggers for Implementation

14 In the event of a natural or manmade disaster, mass evacuee support services are triggered by an
15 emergency declaration or major disaster declaration for PA (Category B), and a request from the
16 SLTT government. There is no individual application process required for survivors.

17 D. Delivery of Assistance

18 FEMA MC/EA provides support to both pre-disaster and post-disaster mass evacuee efforts. Pre-
19 disaster responsibilities include:

- 20 • Providing technical assistance for the development of multi-agency mass evacuee support
21 templates; Federal and SLTT government plans; training materials; and other tools to
22 strengthen and enhance the nation's capacity to support transportation-assisted evacuees;
- 23 • Analyzing and incorporating best practices and lessons learned into preparedness
24 activities for evacuee support, including accessible and multilingual messaging in plain
25 language or using pictograms and identifying accessible transportation assets for older
26 adults and people with mobility disabilities;
- 27 • Developing contracts, pre-scripted mission assignments, agreements, and other
28 mechanisms to provide resources, programs, and services to support mass evacuees;
- 29 • Coordinating with government agencies, NGOs, and the private sector to develop
30 integrated processes and mechanisms to augment national, regional, SLTT government
31 capabilities for mass evacuee support;
- 32 • Supporting implementation of Host State Agreements (a state agrees to provide
33 evacuation and/or sheltering support to individuals from the Presidentially-declared
34 impact state);
- 35 • Developing and maintaining the National Mass Evacuation Tracking System (NMETS) -
36 a tracking tool;

37 • Providing training and facilitating exercises with other Federal, SLTT governments and
38 NGO partners; and

39 • Providing subject matter expertise to internal partners, including, Response, Recovery,
40 Logistics and National Preparedness Directorates, PA, Office of Disability Integration
41 and Coordination, and the National Processing Service Center.

42 Once a disaster has been declared, FEMA MC/EA provides post-disaster support, such as:

43 • Coordinating with other Federal agencies, declared and host SLTT governments, FEMA
44 Logistics, NGOs, and other partners to monitor, analyze, validate the need for, and
45 provide support to SLTT governments for human and material resources, programs, and
46 services;

47 • Providing subject matter expertise/technical assistance in the NRCC, RRCC, FEMA JFO,
48 IOF, STT government EOC, and/or other field settings;

49 • Providing resources, including equipment, material, supplies, facilities, and personnel to
50 support mass evacuees through mission assignments, contracts, and other mechanisms;

51 • Deploying NMETS software, equipment, and personnel to support the tracking of
52 evacuees utilizing government-assisted transportation and facilitate data
53 coordination/exchange among declared and host states; and

54 • Identifying resource requirements, shortfalls, and limiting factors, and providing
55 information to FEMA, other Federal agencies, SLTT governments, NGOs, and private
56 sector partners.

57 **E. National Mass Evacuation Tracking System**

58 The NMETS is an evacuation tracking tool designed to support SLTT governments in
59 conducting government-assisted evacuations under emergency assistance activities as defined in
60 the National Response Framework for ESF #6. NMETS has the ability to track the movement of
61 evacuees, their household pets, service animals, and assistance animals; luggage; DME; and
62 essential belongings. NMETS is triggered by a request from an SLTT government.

63 Data captured in NMETS belongs to and is the responsibility of the state utilizing NMETS.

64 FEMA MC/EA provides pre-disaster preparedness training and facilitate exercises with other
65 Federal, SLTT government, and NGO partners, as well as continuous improvement and
66 maintenance of NMETS. They also provide technical assistance to STT governments in
67 developing evacuee support plans that address populations with critical transportation needs,
68 including individuals with disabilities and individuals with access and functional needs. FEMA
69 MC/EA assists STT governments in identifying preferred tracking methodologies and
70 incorporating these technologies into their operational plans. Implementation of the NMETS
71 program software, including the licensing agreement, is free of charge; however, any equipment
72 or maintenance costs are the responsibility of the STT government.

73 After a disaster, FEMA MC/EA may deploy NMETS, along with support personnel, to states,
74 territories, and tribes for tracking the movement of transportation-assisted evacuees, their
75 household pets, luggage, and medical equipment during evacuations. FEMA may provide
76 technical support and just-in-time training to host states on the use of NMETS. MC/EA provides
77 assistance in linking information on unaccompanied minors to the Unaccompanied Minor
78 Registry (UMR) hosted by the National Center for Missing and Exploited Children, and initiates
79 activation of reunification systems including the UMR, as requested by affected and host states.

80 FEMA coordinates with government agencies to ensure adequate human and material resources
81 to support evacuation tracking teams and advises host states of their responsibility to determine
82 how personal identification information is to be managed and protected.

83 NMETS includes two distinct evacuation support tools that can operate independently or be used
84 in combination to support multi-state, state-managed, or local-level evacuation operations:

- 85 • Paper-Based
- 86 • Advanced Technology (AT)

87 During registration, barcode wristbands are given to evacuees and their possessions. The
88 wristband numbers are used to link all household members and their possessions electronically in
89 the system.

90 The wristbands, which contain a unique evacuee identifying number, are scanned at each site to
91 record the evacuee's location and departure/arrival times. This information may be used to create
92 transportation manifests, determine sheltering requirements, and inform operational decision
93 making regarding the allocation of emergency resources.

1X. Transitional Sheltering Assistance⁴⁴

2 A. Description of Assistance⁴⁵

3 The guidelines for TSA are currently under review in order to incorporate changes resulting from
4 the 2017 Hurricane Season. Due to the publication date of the IAPPG, the updated guidelines
5 could not be included. The new guidelines will be published as soon as they are available. At this
6 time, the operation of TSA will be determined on a disaster-specific basis.

7 TSA is a short-term non-congregate sheltering form of assistance for displaced disaster survivors
8 taking refuge in emergency shelter locations other than their pre-disaster primary residence. The
9 intent of TSA is to provide temporary sheltering for survivors as they transition from emergency
10 shelters to temporary or permanent housing solutions.

11 FEMA may provide TSA at the request of a declared STT government. When authorized, TSA
12 provides assistance under Sections 403 or 502 of the Stafford Act, as amended, and is
13 implemented under Section 408.⁴⁶ TSA does not count toward the applicants' financialHousing
14 Assistance or [Other Needs Assistance](#) maximum award. TSA is funded under Section 403 of the
15 Stafford Act and is subject to PA regulations on cost-share. For more information on PA, see
16 [Public Assistance Program and Guide, FP 104-009-2](#).

17 Additional program guidance and implementation information and tools will be made available
18 to non-Federal entities by FEMA MC/EA through interim and final policy guidance.

19

1 X. Rapid Temporary Repair (Operation Blue Roof) Program

2 A. Description of Assistance

3 The Operation Blue Roof Program provides a free temporary roof for residential structures,
4 schools, daycares, and some publicly-owned facilities. These temporary roofs provide short-term
5 relief until the owner can make permanent repairs. They also prevent additional damage from
6 occurring to the building and its contents. Plastic covering and tarps are temporary fixes
7 designed to provide protection from the elements until the homeowner can make permanent
8 repairs with a qualified professional. The authority governing the Rapid Temporary Repair
9 program is the Stafford Act Section 403.

10 B. Partner Organizations

11 USACE staffs and operates Right of Entry (ROE) centers for disaster-affected counties.

12 C. Eligibility Considerations

13 In order for a structure to qualify for
14 Operation Blue Roof, damage to the roof
15 must be less than 50%, and the area to be
16 covered must be structurally sound for a
17 crew to work on. Additionally,
18 homeowners must complete a ROE form to
19 allow government and contractor employees on their property.

20 USACE covers roofs in the hardest hit counties first. USACE will respond to every person who
21 has completed a ROE as rapidly as possible.

22 D. Delivery of Assistance

23 Once eligibility is determined, homeowners must complete a ROE form before government and
24 contractor employees will begin installing a blue roof. Homeowners may also cover their roofs
25 with free tarps provided by FEMA and issued through their local governments. Survivors should
26 connect with local officials and/or monitor social media for updates on where to pick up these
27 tarps.



Tools and Resources

ROE centers for affected counties are
staffed by USACE employees.

To contact the nearest center, call toll-free 1-888-
766-3258.

11. National Mass Care Exercise

2 A. Description of Exercise

3 The goal of the NMCE is to support the development of an STT government’s mass care
 4 capacity and capabilities through partnership, coordination, and collaboration. The NMCE can
 5 serve to validate an STT government’s mass care services delivery or support plan. The NMCE
 6 should be adapted to suit the unique needs of the STT government hosting the exercise. This may
 7 include incorporating mass care as a main focus of a larger, existing state exercise or by
 8 developing a standalone mass care exercise. The exercises are valuable for enhancing the
 9 nation’s Mass Care Services core capability by utilizing a Whole Community Emergency
 10 Management approach to ensure that the needs of disaster survivors are met and contributing
 11 lessons learned and best practices.

12 B. Application Process

13 States, territories, and tribes interested in
 14 applying to host the National Mass Care
 15 Exercise are encouraged to contact their
 16 FEMA Regional MC/EA Point of Contact for
 17 detailed information. Host entities are
 18 selected in the last quarter of the calendar
 19 year and typically conduct the exercise two to
 20 three years after selection.

21 C. Implementation of Exercise

22 FEMA Headquarters MC/EA will be
 23 designated as the lead to coordinate or
 24 directly provide additional support to the
 25 FEMA Region, as requested. The MC/EA
 26 Headquarters Lead is responsible for not only supporting the Region/Host State but also in
 27 ensuring that national MC/EA concepts and capabilities are continuously being tested and that
 28 national best practices are captured and updated. The Headquarters MC/EA lead can also provide
 29 access to past exercise expertise and tools. The FEMA MC/EA Section may also provide
 30 additional support through the sponsorship of invitational travel for a limited number of
 31 additional State Mass Care Coordinators (or their equivalent) from across the country, generally
 32 including the State Mass Care Coordinator for the following year’s NMCE.

33
 34
 35



Tools and Resources

- [National Mass Care Strategy](#)
 - Mass Care Multi-Agency Planning Templates
 - Applicant/Host Toolkit
- After Action Reports of Past Exercises
- FEMA Regional Mass Care/Emergency Assistance Points of Contact (POCs)
- FEMA Regional Exercise Officers
- [National Preparedness Goal \(NPG\)](#)

1 Chapter 3: Individuals and Households Program

2 I. Individuals and Households Program Overview

3 Individuals and Households Program (IHP) assistance provides financial assistance and direct
4 services to eligible individuals and households who have uninsured or underinsured necessary
5 expenses and serious needs. IHP assistance is not a substitute for insurance and cannot
6 compensate for all losses caused by a disaster; it
7 is intended to meet basic needs and supplement
8 disaster recovery efforts.

9 IHP assistance is not considered income⁴⁷ or a
10 resource when determining eligibility for
11 welfare, income assistance, or income-tested
12 benefit programs that the Federal government
13 funds, such as Social Security benefits or
14 disability income.⁴⁸ IHP assistance is also
15 exempt from garnishment or seizure, but this
16 exception does not apply to FEMA recovering
17 assistance received in error or fraud.⁴⁹



AmeriCorps members work to repair homes damaged by Hurricane Maria in Humacao, Puerto Rico.

18 A. Period of IHP Assistance

19 IHP assistance is limited to 18 months following the date of the disaster declaration.⁵⁰ The period
20 of assistance begins at the date of the Presidential disaster declaration and not the date on which
21 the disaster is designated for Individual Assistance (IA).⁵¹ The President may extend the period
22 of assistance due to extraordinary circumstances if an extension would be in the public interest.

23 Through the delegation of authority, the Assistant Administrator (AA) for Recovery may, at the
24 request of an STT government, extend the period of assistance.⁵² Should extraordinary
25 circumstances exist, the AA for Recovery may extend the period of assistance for Direct
26 Temporary Housing Assistance (See [Chapter 3, V.C.4](#)) or financial assistance. The affected STT
27 government should request an extension at least 90 days before the end of the current period of
28 assistance.

29 B. Amount of IHP Assistance

30 The amount of financial assistance an individual or household may receive under IHP is limited.
31 Financial Housing Assistance and Other Needs Assistance (ONA) have independent and equal
32 financial maximums. FEMA adjusts these maximum awards each fiscal year based on the
33 Department of Labor Consumer Price Index.⁵³ FEMA informs the public of changes to the
34 financial Housing Assistance and ONA maximums each year by publishing a notice in the
35 Federal Register.

36 As shown in *Figure 4*, the financial Housing Assistance⁵⁴ maximum applies to Home Repair
 37 Assistance and Home Replacement Assistance. Temporary Housing Assistance, including
 38 Lodging Expense Reimbursement, Rental Assistance, and Continued Temporary Housing
 39 Assistance, are not counted toward the financial Housing Assistance maximum award.

40 Disaster-caused losses to accessibility-related real and personal property for applicants with a
 41 disability or other access and functional need are not subject to a financial assistance maximum.

- 42 • The U.S. Small Business Administration disaster loan referral limitations still apply.
- 43 • This applies to accessibility items currently awarded under Home Repair Assistance and
 44 Personal Property Assistance.

45 Eligible individuals or households receiving IHP assistance may not necessarily be awarded the
 46 maximum amount of financial assistance for their disaster-caused losses.

Figure 4: Types of Financial Assistance and Financial Maximum Awards

IHP Assistance Maximum	Type of Assistance	Maximum
Financial Housing Assistance Maximum	Home Repair Assistance	Adjusted annually by Consumer Price Index
	Home Replacement Assistance	
Financial Other Needs Assistance Maximum	Personal Property Assistance	Adjusted annually by Consumer Price Index
	Transportation Assistance	
	Moving and Storage Assistance	
	Medical and Dental Assistance	
	Funeral Assistance	
	Child Care Assistance	
	Assistance for Miscellaneous Items	
	Critical Needs Assistance	
	Clean and Removal Assistance	
Group Flood Insurance Policy		

47
 48
 49

IHP Assistance Maximum	Type of Assistance	Maximum
No Maximum Applicable	Lodging Expense Reimbursement	Award amount based on receipts, Fair Market Rent rates, or line item amounts established by FEMA
	Rental Assistance	
	Continued Temporary Housing Assistance	
	Home Repair Assistance accessibility items	
	Personal Property accessibility items	

50 Although minimal damage may cause some
 51 inconvenience, it is expected that individuals
 52 or households will address those losses
 53 without Federal assistance. Therefore, FEMA
 54 will only provide assistance when the total
 55 initial IHP award amount is a minimum of
 56 \$50.⁵⁵ There is no minimum amount for
 57 subsequent awards.

58 Other Federal programs and voluntary
 59 organizations may provide additional financial
 60 assistance for unmet needs.

61 **C. Types of IHP Assistance**

62 There are two categories of IHP assistance:

- 63 • Housing Assistance
- 64 • Other Needs Assistance (ONA)

65 **1. Housing Assistance**

66 Individuals and households may receive more than one type of Housing Assistance, including a
 67 combination of financial assistance and direct services (see *Figure 5*).⁵⁶ FEMA determines the
 68 appropriate types of Housing Assistance for which an individual or household may be eligible
 69 based on disaster-caused loss, access to life-sustaining services, cost-effectiveness, and other
 70 factors.⁵⁷

71 FEMA provides financial Housing Assistance through funds paid directly to eligible individuals
 72 and households. Financial Housing Assistance may include the following types of assistance:



IHP Assistance Scenario

An applicant’s FEMA inspection recorded \$900 in real property damage and \$25 in personal property damage. The applicant’s insurance settlement totaled \$875 for real property, which left an unmet need of \$25 in real property and \$25 in personal property. In this scenario, the applicant is eligible for the total IHP award of \$50, which is a combined total of Home Repair Assistance and Personal Property Assistance.

73 • **Lodging Expense Reimbursement**
74 **(LER):** Financial assistance to
75 reimburse for hotels, motels, or other
76 short-term lodging while an applicant is
77 displaced from their primary residence.

78 • **Rental Assistance:** Financial assistance
79 to rent alternate housing⁵⁸
80 accommodations while an applicant is
81 displaced from their primary residence.⁵⁹

82 • **Home Repair Assistance:** Financial
83 assistance to repair an owner-occupied
84 primary residence, utilities, and residential infrastructure, including privately-owned
85 access routes (i.e., driveways, roads, or bridges), to a safe and sanitary living or
86 functioning condition.⁶⁰

87 • **Home Replacement Assistance:** Financial assistance to help replace an owner-occupied
88 primary residence when the residence is destroyed.⁶¹

89 FEMA may provide Direct Housing Assistance⁶² when applicants are unable to use Rental
90 Assistance due to a lack of available housing resources. Direct Housing Assistance does not
91 count toward the financial Housing Assistance maximum award and may include:

92 • **Multi-Family Lease and Repair (MLR):** This program allows FEMA to enter into lease
93 agreements with owners of multi-family rental property located in disaster areas and
94 make repairs or improvements to provide temporary housing to applicants.⁶³

95 • **Transportable Temporary Housing Units (TTHUs):** A readily fabricated dwelling
96 (i.e., a Recreational Vehicle [RV] or a Manufactured Housing Unit [MHU]), purchased or
97 leased by FEMA and provided to eligible applicants for use as temporary housing for a
98 limited period of time.

99 • **Direct Lease:** Existing ready-for-occupancy residential property leased for eligible
100 applicants and, if necessary, modified or improved to provide a reasonable
101 accommodation for an eligible applicant with a disability, for use as temporary housing.

102 • **Permanent Housing Construction (PHC):** Home repair and/or construction services
103 provided in insular areas outside the continental U.S. and in other locations where no
104 alternative housing resources are available; and where types of housing assistance FEMA
105 normally provides, such as Rental Assistance or other forms of direct assistance, are
106 unavailable, infeasible, or not cost-effective.⁶⁴



Primary Residence

Primary residence refers to:

1. The home where the applicant normally lives during the major portion of the calendar year, or
2. The home that is required because of proximity to employment, including agricultural activities that provide 50% of the household's income.

Figure 5: Housing Assistance	
Financial Assistance	<ul style="list-style-type: none"> • Lodging Expense Reimbursement • Rental Assistance • Repair Assistance • Replacement Assistance
Direct Assistance	<ul style="list-style-type: none"> • Multi-Family Lease and Repair • Transportable Temporary Housing Units • Direct Lease • Permanent Housing Construction

107 **2. Other Needs Assistance**

108 Applicants may receive financial assistance for other disaster-caused expenses and serious
 109 needs.⁶⁵ The types of ONA are divided into two categories that are either dependent or non-
 110 dependent on the applicant’s ability to secure a U.S. Small Business Administration (SBA)
 111 disaster loan. The SBA may provide low-interest, long-term loans to help applicants with
 112 transportation losses, as well as repair/replacement funds for real and personal property damage
 113 caused by the disaster.

114 Only applicants who do not qualify for a loan
 115 from the SBA may be eligible for assistance
 116 for the SBA-dependent category. SBA-
 117 dependent ONA includes Personal Property
 118 Assistance, Transportation Assistance, and
 119 Group Flood Insurance Policy (GFIP). Non-
 120 SBA-dependent types of ONA may be
 121 awarded regardless of the applicant’s SBA
 122 status and may include Funeral Assistance,
 123 Medical and Dental Assistance, Child Care
 124 Assistance, Assistance for Miscellaneous
 125 Items, Moving and Storage Assistance,
 126 Critical Needs Assistance, and Clean and
 127 Removal Assistance.



FEMA and SBA conduct inspections along the Yukon River for applicants residing in fishing camps who were affected by severe flooding in Fort Yukon, Alaska.

1 II. Individuals and Households Program Eligibility

2 While each type of IHP assistance has specific conditions of eligibility and documentation
3 requirements, this chapter describes the basic conditions of eligibility that apply to all FEMA
4 IHP assistance. Specific situations and living arrangements that require clarification are also
5 addressed. This chapter also provides information on the appeal process for applicants who
6 disagree with FEMA's eligibility determination.

7 A. General IHP Eligibility

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

- 9 • The applicant must be a U.S. citizen, non-citizen national, or qualified alien.
- 10 • FEMA must be able to verify the applicant's identity.⁶⁶
- 11 • The applicant's insurance, or other forms of disaster assistance received, cannot meet
12 their disaster-caused needs.⁶⁷
- 13 • The applicant's necessary expenses and serious needs are directly caused by a declared
14 disaster.⁶⁸

15 The process FEMA uses to verify that necessary expenses and serious needs are directly caused
16 by a declared disaster is described in [Chapter 3, III](#).

17 In order to receive some forms of Housing Assistance and ONA, applicants must satisfy the
18 additional conditions of eligibility listed below:

- 19 • Occupancy
- 20 • Ownership

21 An estate of a deceased applicant is not eligible for IHP assistance. However, a surviving pre-
22 disaster resident of the household may receive assistance if they meet all IHP eligibility criteria.

23 1. U.S. Citizenship

24 Only U.S. citizens, non-citizen nationals, or qualified aliens may be eligible for IHP assistance.

25 During the disaster assistance registration process or on a [Declaration and Release form \(FEMA
26 Form 009-0-3\)](#), applicants self-certify their citizenship status and declare, under penalty of
27 perjury, that they are one of the following statuses indicated in *Figure 6*.

Figure 6: U.S. Citizenship and Resident Aliens	
Status	Definitions
U.S. Citizen	A person born in one of the 50 United States, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, or the Northern Mariana Islands; a person born outside of the U.S. to at least one U.S. parent; or naturalized citizen.
Non-Citizen National	A person born in an outlying possession of the U.S. (e.g., American Samoa or Swain’s Island) on or after the date the U.S. acquired the possession, or a person whose parents are U.S. non-citizen nationals. All U.S. citizens are U.S. nationals; however, not every U.S. national is a U.S. citizen.
Qualified Alien	<ul style="list-style-type: none"> • Legal permanent resident ("green card" holder) • An asylee, refugee, or an alien whose deportation is being withheld • Alien paroled into the U.S. for at least one year • Alien granted conditional entry (per law in effect prior to April 1, 1980) • Cuban/Haitian entrant • Aliens in the U.S. who have been abused, subject to battery or extreme cruelty by a spouse or other family/ household member, or have been a victim of a severe form of human trafficking • Aliens whose children have been abused and alien children whose parent has been abused who fit certain criteria

28 If an applicant does not meet these criteria
 29 identified in *Figure 6*, the household may still
 30 apply for and be considered for IHP assistance
 31 if:

- 32 • Another adult household member meets
 33 the eligibility criteria and certifies their
 34 citizenship status during the registration
 35 process or signs the *Declaration and*
 36 *Release* form; or
- 37 • The parent or guardian of a minor child
 38 who is a U.S. citizen, non-citizen
 39 national, or a qualified alien applies for
 40 assistance on behalf of the child, as
 41 long as they live in the same household.
 42 The parent or legal guardian must
 43 register as the co-applicant.



Welfare Reform Act

Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, commonly known as the Welfare Reform Act, provides that aliens who are not qualified aliens are not eligible for Federal public benefits.

Federal public benefits include any retirement, welfare, health disability, public or assisted housing, post-secondary education, food assistance, unemployment benefits, or any similar benefits for which payments or assistance are provided to an individual, household, or family eligibility unit by an agency of the U.S. or by appropriated funds of the U.S.

44 There are several categories of aliens lawfully present in the U.S. who are not eligible for IHP
45 assistance. These include, but are not limited to:

- 46 • Temporary tourist visa holders
- 47 • Foreign students
- 48 • Temporary work visa holders
- 49 • Habitual residents such as citizens of the Federated States of Micronesia and the Republic
50 of the Marshall Islands

51 Regardless of citizenship status, disaster survivors may be eligible for the following programs:

- 52 • [Chapter 2: Mass Care/Emergency Assistance](#) (search and rescue, medical care, shelter,
53 food, and water, and reducing threats to life, property, and public health or safety)
- 54 • [Chapter 5: Crisis Counseling Assistance and Training Program \(CCP\)](#)
- 55 • [Chapter 4: Disaster Case Management \(DCM\)](#)
- 56 • [Chapter 6: Disaster Legal Services \(DLS\)](#)
- 57 • Disaster Food Stamps ([Disaster Supplemental Nutrition Assistance Program, or D-
58 SNAP](#)), which is administered by the U.S. Department of Agriculture; the STT
59 government can request the Federal government to initiate D-SNAP only after a
60 Presidential disaster declaration approving Individual Assistance.

61 **2. Identity Verification**

62 FEMA must be able to verify an applicant's identity with a valid Social Security Number (SSN)
63 before considering their eligibility for disaster assistance. By verifying identity, FEMA prevents
64 fraud and ensures applicants receive the disaster assistance intended for them.⁶⁹

65 FEMA typically verifies an applicant's identity at the time of registration:

- 66 • Through an automated public records search; and
- 67 • Through a series of questions associated with the applicant's credit file or public records.

68 When FEMA is unable to verify an applicant's identity through the automated public records
69 search or the applicant answers the questions incorrectly, applicants may be asked to submit a
70 copy of one of the documents described in *Figure 7*.

Figure 7: Acceptable Documentation to Verify Identity

<p>Documentation to verify name/SSN:</p>	<ul style="list-style-type: none"> • Documentation from the Social Security Administration (SSA), or other Federal entity, containing full or last four digits of SSN • Social Security card if accompanied by Federal or state-issued identification • Employer’s payroll document containing full or last four digits of the SSN • Military identification • Proof of name change: <ul style="list-style-type: none"> ○ Name change court order ○ Marriage, civil union, or domestic partnership certificate ○ Divorce or annulment decree ○ Certificate of citizenship or naturalization ○ U.S. Tribal government document ○ U.S. amended/corrected birth certificate ○ If the applicant still fails identity verification using their previous name, the applicant will be required to submit one of the other forms of acceptable identity verification • U.S. passport • On a case-by-case basis, FEMA may allow applicants residing in U.S. territories to submit specific identity verification documents, such as voter registration cards, etc.
<p>Documentation - applying for assistance on behalf of a minor child:</p>	<ul style="list-style-type: none"> • Any of the documents listed above, if in the child’s name • Child’s birth certificate and a copy of the child’s Social Security card or documentation from the SSA, or other Federal entity, containing the full or last four digits of the child’s SSN

71 Applicants who do not successfully respond to the series of questions will not be eligible for
 72 expedited forms of assistance prior to receiving an inspection.

73 FEMA does not accept the following documents as proof of an applicant’s identity:

- 74 • Internal Revenue Service forms (IRS)
- 75 • Notarized statements or affidavits from applicants or any third parties
- 76 • Applications for a marriage license or assistance from a Federal entity

77 **3. Insurance**

78 FEMA provides IHP assistance to applicants for their uninsured or underinsured disaster-caused
 79 expenses and serious needs (see *Figure 8* for eligibility examples).

80 Applicants are required to inform FEMA of all
 81 insurance (flood, homeowners, vehicle, mobile
 82 home, medical, burial, etc.) coverage that may
 83 be available to them to meet their disaster-
 84 caused needs.

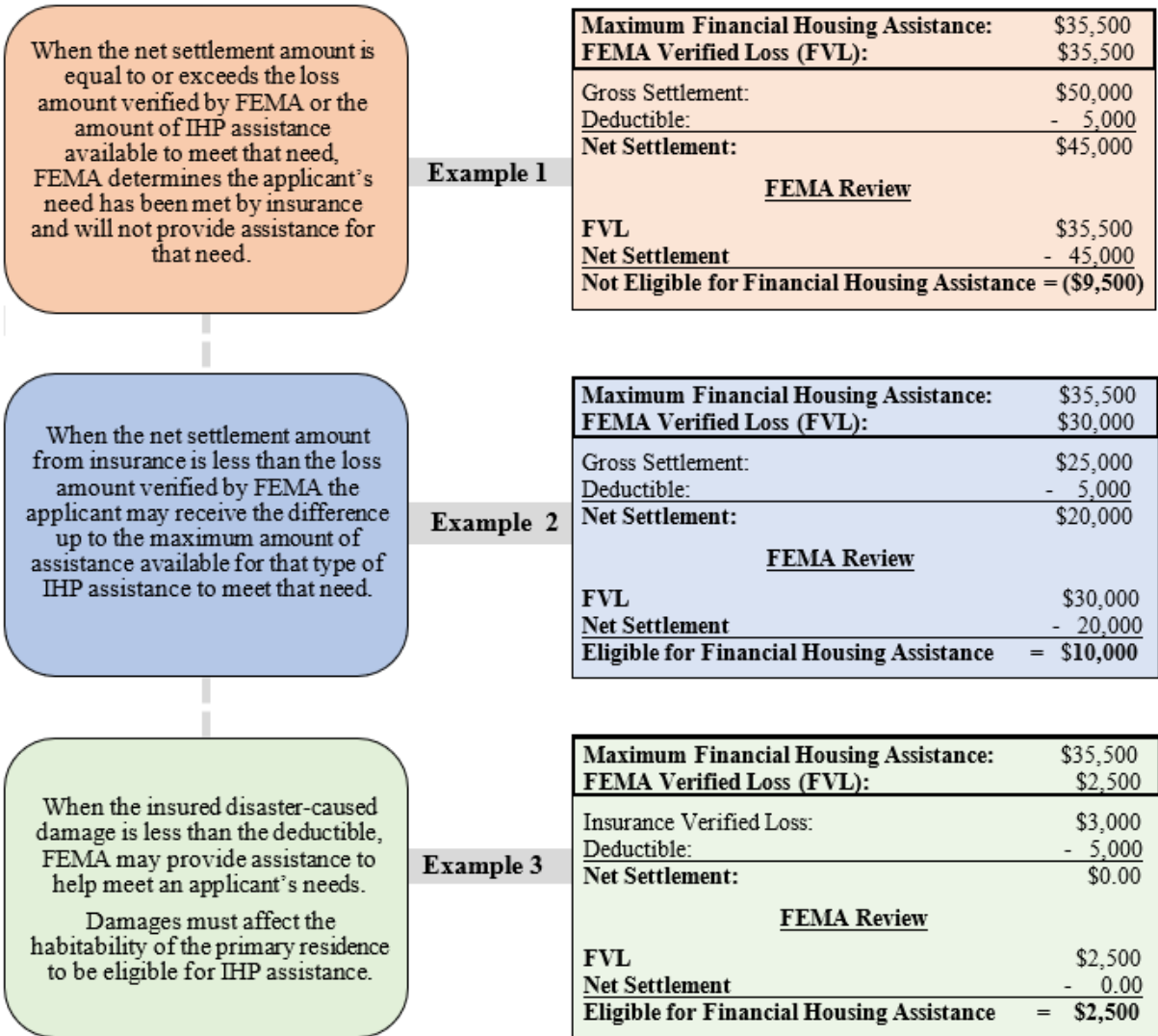
85 Insured applicants must provide documentation
 86 that identifies their insurance settlements or
 87 benefits before FEMA will consider their
 88 eligibility for categories of assistance that may
 89 be covered by private insurance.



Insurance Deductible

In an insurance policy, the deductible is the amount that the policyholder agreed to pay out of pocket before an insurance company pays any benefits. This amount is subtracted from the total amount paid by the insurance company. Insurance premiums are typically more affordable when they involve higher deductibles.

90 **Figure 8. Insurance Eligibility Examples**



91

92 After an applicant submits their insurance settlement information, FEMA compares the net
93 settlement amount received for each loss to the maximum amount of assistance available for that
94 type of IHP assistance.

95 FEMA only considers insurance coverage which includes the peril(s) (e.g., flood, wind, wind-
96 driven rain, tornado, fire, etc.) listed as a cause of damage identified for the disaster when
97 determining eligibility for assistance. For example, an applicant is not required to submit flood
98 insurance documents for a wind-only disaster. When applicants are impacted by multiple perils,
99 FEMA compares insurance benefits and verified loss amount separately for each peril.

100 Exceptions:

101 • **Uninsurable Items:** Insured applicants may
102 receive assistance for items not typically
103 covered by homeowners or flood insurance,
104 such as wells, septic systems, access roads,
105 etc., regardless of the type of disaster-caused
106 damage or the applicant’s insurance
107 coverage.

108 • **Delayed Settlement:** While FEMA cannot
109 provide assistance for disaster-caused needs
110 covered by insurance benefits, FEMA may
111 provide assistance to help meet an applicant’s immediate needs when their insurance
112 benefits are delayed.⁷⁰ Two important conditions for receiving this FEMA assistance are:

- 113 ○ Applicants who demonstrate their insurance settlement has been significantly
114 delayed (30 days or more from the date a
115 claim was filed) through no fault of their
116 own, may be considered for initial Rental
117 Assistance.⁷¹
- 118 ○ Applicants accepting assistance in advance
119 of receiving their insurance settlement
120 must agree to repay FEMA upon receiving
121 their insurance benefit.



A FEMA inspector verifies wildfire damage at a severely impacted home site in Texas.



**FEMA-
Verified Loss**

The total dollar amount for IHP-eligible real or personal property items of average quality, size, and capacity, as verified by FEMA.

122 **4. Occupancy**

123 Applicants (both owners and renters) must be able to prove they occupied the disaster-damaged
124 primary residence before receiving Housing Assistance and some types of ONA (i.e., Personal
125 Property Assistance and Moving and Storage Assistance). Certain types of ONA do not require
126 verification of occupancy of a primary residence; these include Transportation Assistance,
127 Funeral Assistance, Medical and Dental Assistance, Child Care Assistance, and Critical Needs
128 Assistance (CNA).

129 All household members at the time of the disaster are considered occupants. Occupant means a
 130 resident of the housing unit.⁷² FEMA verifies occupancy at the time of registration and may also
 131 complete and update verification at the time of inspection. In locations where automated
 132 verification of public records is limited, FEMA partners with applicable authorities from the
 133 SLTT government to verify occupancy.

- 134 • **Documentation:** When FEMA is unable to verify an applicant’s occupancy of their
 135 disaster-damaged primary residence, the applicant may provide FEMA with any of
 136 the documents listed below for verification. FEMA can request additional documents
 137 from the list in *Figure 9* to prove occupancy in cases where the name reflected on
 138 utility bills and the name of the primary occupant conflict or when additional
 139 documentation is needed to clarify other conflicting information.

Figure 9 : Documentation to Verify Occupancy	
Document and Description	Acceptable Document Dates
Utility Bills: Electric, gas, oil, trash, water/sewer bills that reflect the name of the applicant or co-applicant and the disaster-damaged residence address.	Utility bills must be dated within 3 months prior to the incident period. Utility bills showing no usage, or only service charges, are not sufficient occupancy verification documents.
Merchant’s Statement: Bank or credit card statement, phone bill, cable/satellite bill, etc. that reflect the name of the applicant or co-applicant and the disaster-damaged residence address.	Merchant statements must be dated within 3 months prior to the incident period.
Employer’s Statement: Pay stubs and similar documents that reflect the name of the applicant or co-applicant and the disaster-damaged residence address.	Employer’s statements must be dated within 3 months prior to the incident period.
Lease/Housing Agreement: Copy of a written lease, housing agreement, or landlord’s written statement that includes the name of the applicant or co-applicant, the landlord contact information, the basic terms of tenancy including the location of the pre-disaster unit, amount of rent, and duration of the lease confirming that the applicant lived there at the time of the disaster; and signatures from both the landlord and applicant/co-applicant.	These documents must be issued and dated prior to the incident start date and current (not expired) at the time of the disaster.
Rent Receipts: Copy of a rent receipt or bank statement (with image of the cancelled check) that reflects the name of the applicant or co-applicant, the landlord’s contact information, the location of the pre-disaster unit, the amount of rent, and the landlord’s signature.	Rent receipts must be dated within 3 months prior to the incident period.

140

141

Document and Description	Acceptable Document Dates
<p>Public Official’s Statement: Public official’s (e.g., Police Chief, Mayor, Postmaster) written statement that includes the name of the applicant or co-applicant, the disaster-damaged residence address, the period of occupation, and the name and telephone number of the individual providing the verification.</p>	<p>Public official’s statements must be dated within the 18-month period of assistance or extended period of assistance.</p>
<p>Driver’s license, state-issued ID card, voter registration card that reflect the name of the applicant or co-applicant and the disaster-damaged residence address.</p>	<p>Identification documents must be issued and dated prior to the incident start date and current (not expired) at the time of the disaster.</p>

142 Document Exceptions:

- 143 • **Proof of Occupancy:** If the listed documentation is unavailable, FEMA may accept a
144 written self-declarative statement as a last resort, only from the applicants living in
145 insular areas, islands, and tribal lands. The statement must also include how long the
146 applicant lived in the disaster-damaged residence prior to the Presidential disaster
147 declaration, an explanation of the circumstances that prevent standard occupancy
148 verification, and the applicant’s signature. The self-declarative statement may be written
149 post-disaster.

- 150 • **Intent to Occupy Statement:** Applicants not occupying the residence at the time of the
151 disaster may still receive consideration for IHP assistance if they submit a written
152 statement along with supporting verifiable documentation, such as a utility deposit or a
153 pre-dated lease that contains the applicant/co-applicant’s name and the residence address.
154 Supporting documentation must be dated on or before the first day of the incident period.
 - 155 ○ Example 1: An applicant who recently purchased a home that was destroyed
156 while the applicant was in the process of moving in may be eligible based on
157 intent to occupy. Such applicants not occupying the residence at the time of the
158 disaster may still be eligible if they submit documentation showing their intent to
159 occupy the home as their primary residence.

 - 160 ○ Example 2: In addition to meeting general eligibility criteria (see [Chapter 3, II.](#)),
161 incarcerated applicants must submit documentation verifying they will be released
162 prior to the end of the assistance period, such as official documentation from the
163 correctional facility or detention center, or information (e.g., name of incarcerated
164 individual, city and state of the facility, etc.) necessary to complete an online
165 search of the facility’s online database to determine the release date, if available.

166 If incarcerated applicants are not released prior to the inspection and cannot be
167 present for an inspection, they must designate a third party 18-years or older to
168 meet with the inspector on their behalf.

- **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, see [Chapter 3, II.B.](#)

173 **5. Ownership**

174 FEMA verifies ownership through inspection, automated public records search, or submitted
175 documents, including documents from the STT government.

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

179 FEMA defines an owner-occupied residence⁷³ as one where the applicant:

- Is the legal owner who permanently resides at the disaster-damaged residence; 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 Figure 10 for required documentation).
- **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 in *Figure 10*.

Figure 10: Documentation to Verify Ownership

Document and Description	Acceptable Document Date
Deed or Official Record: Original deed or deed of trust to the property.	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 three months of the disaster incident period) and escrow documents should be from the last quarter.
Real property* insurance document, bill, payment record, or structural insurance documentation.	Within three months of the disaster incident period.
<i>*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.</i>	

190

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

191 The document provided must reflect:

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

196 **Document Exceptions:** If the listed documentation is unavailable, FEMA may accept a written
 197 self-declarative statement as a last resort, only from applicants living in insular areas, islands,
 198 and tribal lands. The statement must include the address of the disaster-damaged primary
 199 residence, how long the applicant lived in the disaster-damaged primary residence prior to the
 200 Presidential disaster declaration, an explanation of the circumstances that prevent standard
 201 ownership verification, and the applicant’s signature. The self-declarative statement may be
 202 written post-disaster. However, FEMA will not accept a declarative statement of ownership for
 203 pre-disaster squatters.

204 **B. Additional Eligibility Considerations**

205 Although general eligibility considerations apply to all IHP applicants, certain situations and
 206 living arrangements require additional clarification.

207 **1. Condominiums and Cooperatives**


208 FEMA may provide Housing Assistance and ONA to condominium (condo) owner-occupants
 209 and cooperative (co-op) owner-occupants for eligible disaster-caused damage they are
 210 responsible for within their unit (see *Figure 11*).

211 The owner of a condo or co-op unit is generally responsible for the fixtures, installations, and
 212 additions within the interior surfaces of the unit’s perimeter walls, floors, and ceilings. This

213 includes interior partitions, plumbing, appliances, and the exterior heating and cooling units from
 214 the point of supply into the unit.

215 FEMA generally does not provide assistance for disaster-caused damage to structural elements
 216 (e.g., roof, exterior walls, chimneys, and shared foundation) and common areas shared by all
 217 residents such as recreational facilities, outdoor space, parking, landscaping, fences, laundry
 218 rooms, and all other jointly-used space.

219 The condo or co-op association’s
 220 master insurance policy generally
 221 covers damage to common areas and
 222 structural elements of the building that
 223 are shared by all residents. If the condo
 224 or co-op association does not hold an
 225 insurance policy for a particular peril
 226 and the association is responsible for
 227 the item, FEMA will not assist with the
 228 expenses related to any damage or the
 229 assessment fees resulting from the
 230 disaster due to the item being a shared
 231 common area expense.



Condominium vs. Cooperative

A **condominium residence** generally is a type of housing where each resident owns their individual unit in a multi-unit building and shares the costs of maintaining the structural elements and common areas (i.e., roof, hallway, HVAC, walkways).

A **cooperative residence** generally is a type of housing where residents are shareholders of a corporation that owns the building and/or property where they reside. The share entitles each resident exclusive use of the unit they live in.

Figure 11: Condo and Co-op Assistance

Building Portion	Responsible Party	Insurance Policy Type	Eligible for IHP
Condo or co-op unit, walls in	Unit owner	Unit owner’s policy	Yes, if uninsured or underinsured losses
Damaged structural elements and common areas shared by all residents	Condo or co-op association	Condo or co-op association’s master policy	No, unless applicant submits documentation indicating individual responsibility

232
 233 Individual condo or co-op owners who claim responsibility for damaged structural elements
 234 (e.g., roof, exterior walls, chimneys, and shared foundation) or damaged items in common areas
 235 need to submit verifiable documentation to FEMA indicating individual responsibility, including
 236 the master policy or bylaws, in order to be considered for assistance.

237 **2. Limited Liability Company**

238 Individuals or households living in properties owned by a Limited Liability Company (LLC) or
 239 time-share properties are considered renters and generally are not eligible for Home Repair
 240 Assistance or Home Replacement Assistance. However, an applicant occupying a dwelling
 241 owned by an LLC or other similar legal entity may be eligible for Home Repair Assistance or
 242 Home Replacement Assistance if they provide documentation that proves:

- 243 • The applicant occupies the dwelling as their primary residence;
- 244 • The legal entity does not have commercial purposes, such as ownership of more than one
245 dwelling;
- 246 • The applicant or member of the household is the sole member of the legal entity;
- 247 • The dwelling is uninsured or underinsured; and
- 248 • All other Conditions of Eligibility are satisfied.

249 FEMA may request additional documents to prove ownership when additional information is
250 needed or to clarify conflicting information.

251 Applicants living in dwellings owned by an LLC or other similar legal entity will remain eligible
252 for all categories of assistance that do not require ownership verification.

253 **3. Separated Households**

254 FEMA may provide Rental Assistance and/or LER to members of a family or household who
255 were separated during a disaster through no fault of their own, such as those who were evacuated
256 to different locations. Once the separated household members reunite, any eligible Continued
257 Temporary Housing Assistance (see [Chapter 3, IV.C.](#)) will continue under the head of
258 household's application to ensure no duplication of benefits (DOB). Rental Assistance provided
259 to the previously separated household members will cease to ensure no DOB. Each application's
260 total number of months and total amount of Rental Assistance and LER awarded is compared to
261 the 18-month assistance period separately. Generally, FEMA provides all eligible IHP awards
262 under only the head of household's application to assist all members of the pre-disaster
263 household. Only the head of household will be eligible for additional categories of IHP
264 assistance.

265 **4. Roommates and Boarders**

266 FEMA defines roommates as household
267 members with an independent financial
268 responsibility for the housing unit that are not
269 dependents of each other and are not married,
270 such as renters whose names are on a lease.

271 FEMA considers boarders as individuals or
272 families in a private commercial relationship
273 with the landlord. Boarders may reside in a
274 housing unit with the landlord/head of
275 household or in a separate housing unit within
276 the structure. FEMA defines a commercial
277 relationship as a formal agreement to rent a
278 portion of a residence from the owner.



Housing Unit

Housing unit is defined as a house, apartment, manufactured home, recreational vehicle, readily-fabricated dwelling, houseboat, or any other distinctly-separated living space. A living space may qualify as a housing unit if it includes facilities for cooking, eating, and sanitation. It must be directly accessible from an outer door or through an interior door in a shared hallway rather than by walking through another household's living space.

Figure 12: Assistance for Roommates and Boarders

Type of Assistance	Eligible Party	Limitations
Personal Property Assistance	Each roommate and boarder with individually-owned items	Combined applications for same housing unit cannot exceed a specific line item maximum quantity limit
Medical and Dental Assistance Funeral Assistance Child Care Assistance Moving and Storage Assistance Miscellaneous Items Transportation Assistance Group Flood Insurance Policy	Each roommate and boarder	Standard criteria
Rental Assistance	<p>First roommate who applies, unless roommates are unable to relocate together due to extenuating circumstances</p> <p>Boarders residing in the same housing unit as the landlord/head of household, if unable to relocate together due to extenuating circumstances</p> <p>Boarders residing in a separate housing unit within the structure may be eligible for Rental Assistance separate from the landlord</p>	FEMA expects all household members residing in the same housing unit to relocate together

279 Roommates and boarders must be able to demonstrate a formal agreement or financial
 280 responsibility to the household. A pre-disaster financial responsibility or formal agreement can
 281 be supported by one of the following:

- 282 • Pre-disaster rent receipts, cancelled checks, or money orders for the disaster-damaged
 283 primary residence;
- 284 • Pre-disaster lease, landlord’s written or verbal statement, or rental agreement for the
 285 disaster-damaged primary residence; or
- 286 • Pre-disaster major utility bills (water, electricity, or gas) in the roommate’s or boarder’s
 287 name for service at the disaster-damaged primary residence.

288 Roommates and boarders may be eligible for individually-owned ONA personal property items
289 and identified miscellaneous line items on the [ONA Administrative Option Selection Form](#). They
290 will be considered under separate applications, but all the applications combined cannot exceed
291 what FEMA identifies as the maximum quantity limit for a specific line item for a housing unit.
292 FEMA awards assistance to the landlord/head of household or the first roommate that applies.
293 Subsequent applicants designated as roommates or boarders will only receive assistance for non-
294 duplicative line items; however, this limitation excludes boarders residing in a separate housing
295 unit. Designation as a roommate or boarder does not impact an applicant’s eligibility for Medical
296 and Dental Assistance, Funeral Assistance, Child Care Assistance, Moving and Storage
297 Assistance, Transportation Assistance, or GFIP under ONA.

298 Generally, FEMA awards Rental Assistance under one household member application for the
299 housing unit, with the expectation that the household will relocate together. In some instances,
300 Rental Assistance may be provided to individual roommates or boarders when they are unable to
301 relocate with the household due to extenuating circumstances. However, in order for FEMA to
302 process Rental Assistance, the individual roommate or boarder must submit a written statement
303 explaining the extenuating circumstances that prevented the household from relocating together
304 along with supporting documentation, if applicable.

305 **5. Military Personnel**

306 FEMA may provide assistance to eligible
307 active duty military and civilian military
308 employees if the assistance is not duplicated
309 from available assistance from the military
310 such as the Military Personnel and Civilian
311 Employees’ Claim Act.

312 FEMA does not automatically provide Rental
313 Assistance for applicants who live in military-
314 provided housing that received disaster-caused
315 damage. However, applicants living in military
316 housing may receive FEMA Rental Assistance
317 if they provide documentation showing they
318 are not receiving housing assistance from
319 another source.

320 Active duty military members who can satisfy occupancy and ownership conditions of eligibility
321 for their privately-owned pre-disaster primary residence may be eligible for all categories of
322 assistance. Active duty military members are ineligible for assistance if they are not occupying
323 their privately-owned residence at the time of the disaster or cannot prove their intent to occupy
324 the residence within the period of assistance. Active duty military personnel stationed outside of
325 the country can authorize a third party to be present for inspection of their primary residence
326 within the declared area. All military personnel, regardless of residence type or military status,



Military Personnel


The *Military Personnel and Civilian Employees’ Claim Act* provides assistance to active duty military personnel and military civilian employees in military housing for personal property (including vehicles) as a result of disaster-caused damage or loss.

The *Safe Haven Allowance* from the Department of Defense (DOD), assists military personnel and their families with disaster-caused housing costs.

327 may be eligible for ONA if the items are not covered by the Military Personnel and Civil
328 Employees' Claim Act.

329 **6. Students**


330 FEMA may provide assistance to students who
331 have disaster-caused damage or losses.
332 Students living in housing provided by an
333 educational facility may be eligible for
334 Housing Assistance. FEMA determines
335 eligibility for Rental Assistance based on
336 whether the student applicant is “dependent”
337 or “independent” and whether the housing is
338 their primary residence. Independent students
339 living in college dormitories may be eligible
340 for Rental Assistance; dependent students are
341 not eligible for Rental Assistance.



Students

Eligible student applicants may receive Medical and Dental Assistance, Funeral Assistance, Moving and Storage Assistance, Transportation Assistance, Assistance for Miscellaneous Items, and Child Care Assistance under ONA regardless of their residence type or dependent status.

342 Personal Property Assistance is available for uninsured damaged items regardless of the
343 student’s residence type or dependent status. Personal Property Assistance is limited to student-
344 owned items recorded during FEMA inspection. This excludes items provided by the institution
345 or covered by an insurance policy.



Independent

The term “Independent” refers to students who are financially independent from parent(s) or guardian(s) and:

- Do not have a primary residence elsewhere and are responsible for their own living expenses;
- Are at least age 24 by December 31st of the award year;
- Were married prior to the disaster;
- Are in a masters or doctorate program;
- Have legal dependents;
- Are an orphan or ward of the court;
- Are on active military duty or are a military veteran; or
- Have documented determination of independent status by a financial aid administrator.

346 **7. Pre-Disaster U.S. Department of Housing and Urban Development (HUD) Applicants**

347 FEMA works closely with HUD to ensure applicants who were pre-disaster recipients of HUD
348 assistance receive the appropriate form of FEMA Temporary Housing Assistance after a disaster.

349 Because FEMA may not duplicate assistance with any other Federal program, insurance,
350 voluntary organization, or other entity, the applicant, FEMA, and HUD must work closely to
351 determine the appropriate responsibility for the applicant’s disaster housing needs. FEMA’s Joint
352 Field Office (JFO) will work with HUD counterparts at the SLTT government levels to

353 determine which applicants were assisted by HUD prior to the disaster. Applicants' eligibility for
354 FEMA Temporary Housing Assistance will be based on the availability of HUD assistance for
355 the applicants after the disaster.

356 Once HUD assistance is available and offered to the applicant by HUD, the applicant will no
357 longer be eligible for FEMA Temporary Housing Assistance. At this time, if they refuse to
358 receive HUD assistance, they will no longer be eligible for continued disaster-related HUD
359 assistance.

360 For limitations and exclusions see [Chapter 3, IV. A. 3.](#)

361 **8. Residents of Assisted Living Facilities**

362 Applicants whose primary residence is an assisted living facility may receive assistance for
363 housing, personal property, and other disaster-caused needs not covered by the assisted living
364 facility. Assisted living facilities are usually responsible for relocating their residents to
365 temporary housing, if necessary. In some instances, certain furnishings in the residence may
366 belong to the assisted living facility.

367 FEMA provides assistance to applicants living temporarily in a hospice, hospital, nursing home
368 facility, or similar facility at the time of the disaster, and who have a primary residence in the
369 declared area. The applicant must demonstrate their current living situation is temporary, they
370 intend to relocate back to their damaged primary residence, and their housing needs are not being
371 met by the temporary living facility. Applicants living in assisted living facilities may still be
372 eligible for certain ONA types, such as Personal Property Assistance and Moving and Storage
373 Assistance.

374 **9. Homeless**

375 FEMA does not provide Housing Assistance
376 (Rental Assistance, direct assistance, Home
377 Repair Assistance, or Home Replacement
378 Assistance) to applicants experiencing
379 homelessness because the need for housing was
380 not caused by the disaster.

381 Applicants experiencing homelessness must verify
382 their pre-disaster living arrangements through a
383 credible or official source (e.g., shelter manager,
384 public official, homeless outreach advocate, etc.)
385 at the time of inspection or by submitting documentation demonstrating the applicant lived at
386 that location pre-disaster, such as a signed, written statement from a credible or official source,
387 which includes the applicant's name, location of residence, dates of occupancy pre-disaster, and
388 the source's name, title, and contact information. Applicants experiencing homelessness pre-
389 disaster, who are not able to verify occupancy, may be eligible for certain types of ONA that do
390 not require occupancy verification (Transportation Assistance, Medical and Dental Assistance,
391 Funeral Assistance, Child Care Assistance, and Critical Needs Assistance).




Definition of Homeless

An applicant experiencing homelessness is an individual whose pre-disaster living arrangements were transient in nature and void of any form of structural ownership. Examples of homeless living situations may include rent-free shelters, bridges, underpasses, or living on the

392 **10. Residents of Non-Traditional Housing**

393 FEMA may provide initial Rental Assistance and
 394 ONA to applicants who resided in non-traditional
 395 forms of housing (e.g., tents and certain types of
 396 huts and lean-to structures) pre-disaster.



Definition of Non-Traditional Housing

Non-traditional housing is a form of dwelling void of structural floor, structural walls, and structural roof.

397 Non-traditional housing may be more prevalent
 398 in certain areas, such as tribal communities, territories, and insular areas. Occupancy must be
 399 verified by a credible or official source (e.g., tribal council, public official, homeless outreach
 400 advocate) at the time of inspection. Applicants may also verify occupancy by submitting any
 401 document listed in [Chapter 3, II.A.4](#), or a signed, written statement from a credible or official
 402 source, which includes the applicant’s name, location of residence, dates of occupancy pre-
 403 disaster, and the source’s name, title, and contact information.

404 If pre-disaster occupancy cannot be verified, applicants may only be eligible for types of ONA
 405 that do not require occupancy verification (Transportation Assistance, Medical and Dental
 406 Assistance, Funeral Assistance, and Child Care Assistance). FEMA does not provide direct
 407 assistance, Home Repair Assistance, Home Replacement Assistance, or Continued Temporary
 408 Housing Assistance to residents of non-traditional housing.

Figure 13: Assistance for Residents of Non-Traditional Housing		
Eligible Party	Type of Assistance	Limitations
Applicants who resided in non-traditional housing who are unable to verify occupancy	<ul style="list-style-type: none"> Transportation Medical and Dental Funeral Child Care 	<ul style="list-style-type: none"> Ineligible for all forms of Housing Assistance Ineligible for forms of ONA that require successful verification of occupancy (Personal Property, CNA, and Moving and Storage)
Applicants who resided in non-traditional housing (i.e., tents, etc.) who are able to verify occupancy	<ul style="list-style-type: none"> Initial Rental Assistance LER All types of ONA 	<ul style="list-style-type: none"> Ineligible for Continued Temporary Housing Assistance or direct assistance Ineligible for Home Repair or Replacement Assistance

409 **11. Flood Zones and Protected Areas**

410 Restrictions and conditions apply to the IHP assistance FEMA provides in Special Flood Hazard
 411 Areas (SFHAs), sanctioned communities, Coastal Barrier Resources System (CBRS) units, and
 412 otherwise protected areas (OPAs).

413 **National Flood Insurance Reform Act (NFIRA)**

414 NFIRA and FEMA regulations require applicants who receive Federal financial assistance to
 415 purchase flood insurance for future flood damage to any insurable property for acquisition or

416 construction purposes. This requirement applies only to real and personal property that is, or will
417 be, in a designated SFHA and can be insured under the National Flood Insurance Program
418 (NFIP). For purposes of IHP, Federal financial assistance means assistance in the form of Home
419 Repair Assistance, Home Replacement Assistance, PHC, or Personal Property Assistance.
420 Therefore, applicants who live in a designated SFHA and receive IHP assistance for Home
421 Repair Assistance, Home Replacement Assistance, PHC, or Personal Property Assistance must
422 obtain and maintain flood insurance coverage for at least the amount of disaster assistance they
423 receive from FEMA for NFIP-insurable items real or personal property. Applicants may satisfy
424 the insurance requirement by purchasing private insurance or a policy through the NFIP.
425 Applicants who do not obtain and maintain flood insurance will be ineligible for IHP assistance
426 for flood-damaged real or personal property in future disasters with flood-related damage.

427 A dwelling may be insurable by the NFIP if it meets the NFIP definition of a building, which is
428 defined as “a structure with two or more outside rigid walls and a fully secured roof, that is
429 affixed to a permanent site.”⁷⁴ If an applicant is provided IHP assistance for flood-damaged real
430 property and the dwelling is uninsurable through NFIP, the applicant will not be eligible for
431 flood-damaged real property in future disasters with flood-related damage.

432 The NFIP was created to reduce the impact of flooding on private and public structures by
433 providing affordable insurance to property owners and by encouraging communities to adopt and
434 enforce floodplain management regulations. If a property is later remapped and no longer
435 determined to be in a designated SFHA, the flood insurance requirement will no longer apply.

436 ***Coastal Barrier Resources Act (CBRA)***

437 CBRA protects coastal areas from development by limiting Federal financial assistance for
438 development-related activities in designated CBRS areas. CBRS areas are coastal areas that
439 protect valuable habitat for fish and wildlife and are subject to wave, wind, and tidal forces; these
440 areas are mapped by the U.S. Fish and Wildlife Service. The CBRS contains two types of coastal
441 barrier areas: CBRS Units and OPAs.

442 An eligible applicant whose pre-disaster primary residence is located within a CBRS Unit may
443 not be considered for Home Repair Assistance, Home Replacement Assistance, PHC, or SBA-
444 dependent types of ONA. An eligible applicant may be considered for Rental Assistance and
445 non-SBA Dependent ONA, except that financial assistance may not be considered for items
446 obtained after the start of the incident period that are typically used to rebuild the pre-disaster
447 residence.⁷⁵ However, assistance may be awarded for expenses to purchase or rent items required
448 to power life-sustaining medical equipment (e.g., generators; see [Chapter 3, VI.B.4](#)). FEMA may
449 not provide Direct Temporary Housing Assistance in the forms of MLR or TTHUs within a
450 CBRS Unit. However, an applicant may be eligible to receive these forms of assistance provided
451 in locations outside of the CBRS Unit.

452 An eligible applicant whose pre-disaster primary residence is located within an OPA may be
453 considered for all forms of IHP assistance; however, the residence is also subject to NFIRA
454 requirements for sanctioned communities and SFHAs, if applicable (see [Chapter 3, II.B.10](#)).
455 Federal flood insurance through the NFIP is not available in CBRS Units or OPAs.

456 ***Sanctioned Communities***

457 Sanctioned community means a community in which FEMA has identified SFHAs on a Flood
 458 Insurance Rate Map (FIRM) and the community has failed to join the NFIP within one year of
 459 the FIRM being published. Although a community’s participation in the NFIP is voluntary,
 460 participation is required for purchase of Federal flood insurance within the community and
 461 requires the community to adopt and enforce a flood damage prevention ordinance. A suspended
 462 community is a community in which FEMA has identified SFHAs on a FIRM, but FEMA has
 463 suspended the community from the NFIP for failure to enforce a flood damage prevention
 464 ordinance in compliance with the NFIP.

465 Applicants who have disaster-caused flood damage to their primary residence in a sanctioned
 466 community are not eligible to receive assistance for NFIP-insurable real and personal property
 467 items damaged by flooding.⁷⁶ However, the individual or household may be eligible,⁷⁷ if the
 468 community in which the damaged property is located qualifies for and enters the NFIP during the
 469 6-month period following the declaration.

470 Applicants who fail to obtain and maintain flood insurance, or live in sanctioned communities
 471 may be eligible for all of the following, if general IHP conditions of eligibility are met:

- 472 • Medical and Dental Assistance, Funeral Assistance, Assistance for Miscellaneous Items,
 473 Child Care Assistance, Moving and Storage Assistance costs over \$1,000 (NFIP covers
 474 the first \$1,000 of moving expenses), Transportation Assistance, and CNA;
- 475 • Rental Assistance or Direct Temporary Housing Assistance in the form of Multi-Family
 476 Lease and Repair, TTHUs, or Direct Lease;
- 477 • Real and Personal Property items not damaged by flooding; and
- 478 • Uninsurable damaged items, such as wells and septic systems.

Figure 14: Flood Insurance Requirements for Homeowners and Renters

Owners	Flood insurance coverage must be maintained at the address for as long as the address exists and for at least the assistance amount awarded for flood-damaged, NFIP-insurable losses. If the home is sold or otherwise becomes owned by someone else, the requirement to purchase and maintain flood insurance carries over to any subsequent owner.
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Figure 14: Flood Insurance Requirements for Homeowners and Renters

Renters	<p>Flood insurance coverage must be maintained on the contents for at least the IHP assistance amount awarded for flood-damaged, NFIP-insurable personal property losses, as long as the applicant lives at the flood-damaged rental property address. The requirement is lifted once the applicant permanently moves from the rental unit.</p> <p>Subsequent renters will not be required to maintain flood insurance for their personal property unless they previously received IHP assistance for flood-damaged, NFIP-insurable personal property while residing at the same address.</p> <p>Note: If a pre-disaster renter becomes an owner by purchasing the rental property at which they received IHP assistance for their flood-damaged, NFIP-insurable personal property losses, but fails to maintain the flood insurance on their personal property, they may receive IHP assistance for flood-damaged real property losses; however, they will not be eligible for Personal Property Assistance.</p>
<p><i>*44 C.F.R. § 206.110(k)(3)(i)(A)</i></p>	

479 Applicants may also receive Mass Care and Emergency Assistance (MC/EA), including
 480 [congregate sheltering \(Chapter 2, II.\)](#) and [Transitional Sheltering Assistance \(TSA\) \(Chapter 2,](#)
 481 [IX.\)](#), [Crisis Counseling \(Chapter 5\)](#), [Disaster Unemployment Assistance \(DUA\) \(Chapter 7\)](#),
 482 [Disaster Legal Services \(Chapter 6\)](#), and [Disaster Case Management \(Chapter 4\)](#).

483 ***Flood Insurance Requirement for Recreational Vehicles***

484 Recreational Vehicles (RVs) may include motorized vehicles (i.e., Class A, B, or C vehicles, or
 485 motorhomes) and travel trailers (e.g., fifth wheel, pop-up camper, etc.).

486 Generally, motorized vehicles are not insurable as property by the NFIP. Applicants whose
 487 primary residence is a motorized vehicle are exempt from the requirement to obtain and maintain
 488 flood insurance and may be eligible for IHP assistance, even if they received IHP assistance for
 489 flood-damaged personal property in a previous disaster.

490 RVs without wheels, built on a chassis, and affixed to a permanent foundation (referred to as
 491 “travel trailers”)⁷⁸ are insurable under the NFIP. Applicants located in an SFHA, who previously
 492 accepted IHP assistance for a flooding incident and whose primary residence is a travel trailer,⁷⁹
 493 are required to obtain and maintain flood insurance for as long as the address exists for at least
 494 the amount of flood-damaged IHP assistance received for real and/or personal property.
 495 Applicants with a NFIRA requirement, who fail to affix a travel trailer to a permanent foundation
 496 and/or to properly elevate the travel trailer in compliance with the community’s floodplain
 497 management requirements, rendering the unit uninsurable under NFIP, will be ineligible to
 498 receive any Federal assistance for flood-damaged real or personal property⁸⁰ in a future
 499 disaster.⁸¹

500

501 ***30-Day Period for Applicants to Decline Financial Assistance***

502 An applicant has 30 days to decline financial assistance that would trigger the flood insurance
503 obtain and maintain requirement. Applicants who do not wish to obtain and maintain flood
504 insurance must return all disaster assistance they receive for NFIP-insurable real and personal
505 property to FEMA no later than 30 days from the date of the award determination letter from
506 FEMA.

507 **C. Appeal Process**

508 ***1. Timeline for Appeal***

509 Applicants must appeal initial eligibility determinations⁸² within 60 days of the date on their
510 eligibility notification letter.⁸³

511 ***2. Determinations that May be Appealed***

512 Applicants may submit a written appeal if they disagree with any FEMA determination. An
513 applicant may appeal:

- 514 • Initial eligibility determinations for Housing Assistance and ONA, including:
 - 515 ○ The amount or type of Housing Assistance and ONA an applicant received;
 - 516 ○ The decision to withdraw an application for FEMA disaster assistance;
 - 517 ○ The recovery of funds improperly awarded to an applicant (see [Chapter 3, VII](#)); or
 - 518 ○ The denial of a late application request for assistance.
- 519 • A denial for Continued Temporary Housing Assistance.
- 520 • Direct Housing Assistance determinations, including:
 - 521 ○ The termination of eligibility to remain in a temporary housing unit;
 - 522 ○ FEMA’s intent to collect rent or the amount of rent collected from occupants of a
 - 523 FEMA-provided temporary housing unit;
 - 524 ○ A denial of a request to purchase a FEMA-provided MHU;
 - 525 ○ The sales price of a FEMA-provided MHU the applicant may want to purchase;
 - 526 or
- 527 • Any Individual Assistance eligibility or participation-related determination, action or
528 inaction.

529 When ONA is administered under the Joint or State Option described in ONA Cost Share and
530 Administration (see [Chapter 3, VI.A.2](#)), the applicant must submit their appeal to the STT
531 government. FEMA does not accept multiple appeals for the same reason, but may have to
532 request additional information and conduct additional reviews as new information is received.

533 **3. Requests for Copies of IHP Assistance File**

534 Applicants may submit a written, signed request for a copy of FEMA’s records related to their
535 application for IHP assistance. The request must be in writing and specifically state what
536 information the applicant would like to receive (e.g., entire file copy, copy of all correspondence
537 from FEMA, etc.) and who is to receive the requested information (e.g., self, attorney, friend,
538 etc.). If the file copy is to be provided to a third party, the full name and address of the third party
539 must be included in the request.

540 The request must include the following for identity verification purposes:

- 541 • Applicant’s full name
- 542 • Applicant’s FEMA Application Number and Disaster Number
- 543 • Damaged property address and current mailing address, if different
- 544 • Applicant’s date and place of birth
- 545 • Applicant’s signature with one of the following:
 - 546 ○ Notary stamp or seal; or
 - 547 ○ The statement “I hereby declare under penalty of perjury that the foregoing is true
548 and correct.”

549 Written requests can be mailed or faxed using the information below.

- 550 • **Mailing Address:** Individuals and Households Program, National Processing Service
551 Center; P.O. Box 10055; Hyattsville, MD 20782-8055
- 552 • **Fax Number:** 1-800-827-8112

553 If a [Disaster Assistance Center](#) account has been created, applicants can also upload documents
554 through the Upload Center in their online account.

555 **4. Appeal Submission**

556 The applicant’s appeal letter must explain the reason(s) for appeal and must be signed by the
557 applicant or person who the applicant authorizes to act on their behalf.

558 The appeal submission should also include the following information:

- 559 • Applicant’s full name
- 560 • Applicant’s FEMA Application Number and Disaster Number
- 561 • Address of the applicant’s pre-disaster primary residence
- 562 • Applicant’s current phone number and address

563

564

Figure 15: Sample Appeal Letter

	Applicant Name Application Number Disaster number Street Address City, State, Zip Phone number
Dear FEMA,	
On February 17, 2016, I received a letter from you stating that I am ineligible for assistance because I have insurance. I would like to appeal your decision, as my insurance company will not cover the damage.	
Enclosed please find my insurance denial letter showing that I do not have insurance coverage for the damage to my home and personal property located at 123 Main Street, Everytown, Virginia.	
Please review the enclosed information and reconsider your decision.	
Thank you,	
Applicant [Signature]	

565 If someone other than the applicant files the appeal, the applicant must also submit a signed
566 statement giving that person authority to represent the applicant.⁸⁴ See Written Consent ([Chapter](#)
567 [3, II.C.1](#)) for more information. The appeal letter should be accompanied by documentation to
568 support the appeal request, such as repair estimates, contractor estimates, or other supporting
569 documentation.

570 **5. Appeal Determination**

571 After FEMA receives the appeal, a caseworker with no prior involvement in the case reviews the
572 appeal and file to determine if there is sufficient documentation to change FEMA's
573 determination. If more information is needed in order to make a determination, FEMA takes one
574 or more of the following actions:

- 575 • Calls the applicant and sends a letter requesting additional information with a deadline of
576 30 days to submit the additional information
- 577 • Contacts a third party, such as a contractor, insurance company, or mechanic in order to
578 verify submitted information
- 579 • Schedules an appeal inspection

580 FEMA notifies applicants in writing about the appeal decision within 90 days of the receipt of
581 the appeal letter.⁸⁵ FEMA's appeal decision represents the final agency determination and cannot
582 be appealed again.⁸⁶

583 III. Delivering Individuals and Households Program Assistance

584 This section discusses the disaster assistance registration process, FEMA’s process for verifying
 585 disaster-caused losses, and communication with applicants, as well as considerations for
 586 successfully providing equal access and delivering IHP assistance to all disaster survivors
 587 without discrimination. An applicant for IHP assistance will not be denied benefits or Federal
 588 financial assistance on the grounds of race, color, religion, nationality, sex, age, disability,
 589 English proficiency, or economic status, pursuant to Section 308 of the Stafford Act⁸⁷ and 44
 590 C.F.R. Part 7.

591 A. Applying for FEMA IHP Assistance

592 After the President declares a major disaster
 593 or emergency, FEMA coordinates with the
 594 respective STT government to determine the
 595 area designated for IA, establish a
 596 registration period, and provide multiple
 597 channels for disaster survivors to apply for
 598 IHP assistance.

599 1. Application Methods

600 FEMA offers disaster survivors multiple
 601 options to apply for IHP assistance and to
 602 receive updates on their application.
 603 Information on resources for non-English
 604 speakers can be found in [Chapter 1](#).



Access FEMA via smartphone through the application at www.fema.gov.

- 605 • **Internet or Smartphone Application:**
 606 Disaster survivors may apply for IHP assistance or check their status at
 607 www.disasterassistance.gov. Disaster survivors may access FEMA via smartphone by
 608 going to www.disasterassistance.gov or by downloading the FEMA application from
 609 www.fema.gov or through their mobile provider’s application store.
- 610 • **Toll-free Helpline:** Disaster survivors may call FEMA toll-free at 800-621-3362 to
 611 register for assistance or check their application status. Disaster survivors who are deaf,
 612 hard of hearing, or have a speech disability and use a Text Telephone (TTY) may call
 613 800-462-7585. Disaster survivors who use 711 or VRS (Video Relay Service) may call
 614 800-621-3362.
- 615 • **Disaster Recovery Centers (DRCs):** Disaster survivors may apply for assistance in
 616 person at DRCs in or near their communities. FEMA and applicable STT governments
 617 and communities work together to quickly establish DRCs in convenient locations within
 618 an area impacted by a disaster. The variety of services available at DRCs give survivors
 619 the ability to “one-stop shop” for disaster related programs and receive help in navigating

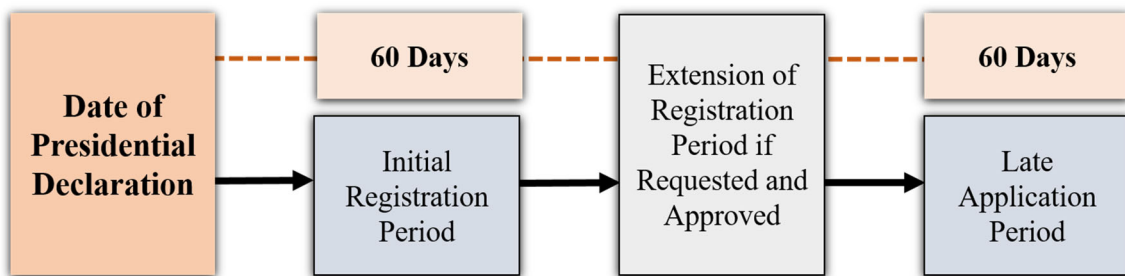
620 the path toward recovery. DRCs are usually opened quickly after a disaster for a limited
 621 period of time. They are accessible and equipped to accommodate disaster survivors who
 622 need disability-related communication aids. FEMA staff can assist with completing
 623 registrations or checking their application status.

- 624 • **Disaster Survivor Assistance (DSA) Teams:** FEMA may send staff into the affected
 625 communities to help disaster survivors apply for IHP assistance. FEMA may also
 626 coordinate with the SLTT government to send staff into emergency shelters to assist
 627 survivors. FEMA staff are equipped with computers or similar devices to assist survivors
 628 with registering for IHP assistance or providing them referrals to other resources.

629 **2. Registration Period**


630 Disaster survivors may apply for assistance after the start of the registration period. The
 631 application process begins with disaster survivors completing a registration with FEMA through
 632 any of the channels described above.

633 **Figure 16: Registration Period**



- 634
- 635 • **Initial Period:** The standard FEMA registration period is 60 days following the date the
 636 President declares a disaster for the designated area. The 60-day registration period starts
 637 on the date IA was designated for the declaration.⁸⁸

- 638 • **Extensions of the Registration Period:**
 639 FEMA may extend the registration period
 640 when the STT government requests more time
 641 to collect registrations from the affected
 642 population. Examples of situations when an
 643 extension may be warranted include, but are
 644 not limited to, when:



Subsequently Designated Counties or Parishes

For individuals in counties or parishes subsequently designated for IA after the date of declaration, the registration deadline is still 60 days after the date of declaration, not 60 days from the day the county or parish was designated for IA, unless extended.

- 645 ○ Necessary to establish the same
 646 registration deadline for subsequently
 647 designated contiguous counties,
 648 parishes, or states;
- 649 ○ There is a continued high volume of registrations; and/or
- 650 ○ There are significant barriers to registration (i.e., long loss of power).

- 651 Extensions may be approved as follows:
- 652 ○ The Regional Administrator, or their designee, may extend the initial registration
- 653 period up to 60 days.
- 654 ○ Any subsequent extensions must be approved by the IA Division Director
- 655 (IADD).
- 656 • **Late Application:** After the end of the registration period, FEMA will accept late
- 657 registrations for an additional 60 days. FEMA will not allow applicants to complete a
- 658 registration after that 60-day grace period. However, in order for FEMA to process late
- 659 registrations, applicants must submit a letter to FEMA that explains the extenuating
- 660 circumstances that prevented them from applying for assistance in a timely manner and
- 661 must be signed by the applicant or person who the applicant authorizes to act on their
- 662 behalf.⁸⁹ The letter should also include documentation justifying the extenuating
- 663 circumstances. The documentation provided must be dated immediately prior to or within
- 664 the FEMA registration period. Acceptable documentation may include:
- 665 ○ Record of hospitalization, illness, or disability of the applicant or an immediate
- 666 family member;
- 667 ○ Record of death for an immediate family member; or
- 668 ○ Proof of personal or business travel that kept the applicant out of the area for the
- 669 full application period.

670 **3. Information Needed to Complete Application**

671 FEMA requires all individuals registering for disaster assistance to self-certify and declare, under

672 penalty of perjury, that they are a U.S. citizen, non-citizen national, a qualified alien, or the

673 parent or guardian of a minor who is a U.S. citizen, non-citizen national, or qualified alien, and

674 acknowledge the terms of the Privacy Act and Declaration of Eligibility Statement (*see Figure*

675 *17* for an excerpt of the statement).

676 **Figure 17: Privacy Act Statement and Declaration of Eligibility**

677

678 In addition, applicants must also provide all of the following information to complete their
679 application:

- 680 • Name and SSN of the primary applicant
- 681 • Name and SSN of secondary/co-applicant (encouraged but not required)
- 682 • Current and pre-disaster address
- 683 • Names of all occupants of the pre-disaster household
- 684 • Current contact information
- 685 • Types of insurance held by the household
- 686 • Household pre-disaster annual gross income
- 687 • Losses caused by the disaster
- 688 • Banking information for direct deposit of financial assistance, if requested

689 **B. Verifying Losses**

690 Once disaster survivors register for assistance,
691 FEMA is required to verify losses to determine their
692 eligibility for IHP assistance. FEMA uses multiple
693 loss verification methods, including:

- 694 • Onsite inspection
- 695 • Geospatial inspection
- 696 • Documentation

697 FEMA’s standard loss verification method for initial
698 eligibility determination is an on-site inspection by a
699 FEMA inspector. FEMA may, at its discretion,
700 determine other methods of verification (i.e.,
701 geospatial inspection) that will be used to help
702 verify loss and deliver assistance. FEMA may also review and verify documentation such as
703 medical bills or auto repair receipts for disaster-caused losses that cannot be verified through on-
704 site or geospatial inspections.

705 **1. Onsite Inspection**

706 FEMA inspectors typically schedule an on-site inspection with the applicant within two weeks
707 after the applicant has registered for disaster assistance. FEMA inspectors are typically hired
708 contractors, must pass a background check prior to working with FEMA, and are issued a badge
709 identifying them as a FEMA contractor.



710 The FEMA inspector does not determine the
711 applicant's eligibility for disaster assistance.
712 During the inspection, the FEMA inspector
713 assesses damage to the disaster-damaged
714 primary residence and personal property such
715 as furniture, appliances, vehicles, and essential
716 equipment for daily household needs. IHP
717 assistance may be awarded if, during
718 inspection, the inspector determines the
719 damage was caused by the disaster and affects
720 the functionality of the home. The FEMA
721 inspector may also photograph damage to help
722 document disaster-caused losses that render the
723 applicant's residence uninhabitable, unsafe, or
724 inaccessible; however, FEMA inspectors will not physically inspect areas it is unsafe for them to
725 access. Specifically, the FEMA inspector will:



A FEMA inspector arrives for an on-site inspection and shakes hands with a tornado survivor in Oklahoma.

- 726 • Verify the applicant's name, address, contact information, and insurance;
- 727 • Verify the applicant's proof of ownership and occupancy status, if not able to verify
728 through automated public records search;
- 729 • Collect the applicant's signature on the [Declaration and Release form \(FEMA Form 009-](#)
730 [0-3\)](#) certifying the applicant's citizenship or eligible immigration status, if required for a
731 specific disaster;
- 732 • Confirm individuals living in the disaster-damaged residence; bedrooms occupied;
733 clothing, medical, dental, transportation, or miscellaneous losses; and items purchased as
734 a result of the disaster (e.g., chainsaw, dehumidifier);
- 735 • Assess the pre-disaster residence's structure, furniture, and appliances for damage caused
736 by the disaster, as well as undamaged items;
- 737 • Document the pre-disaster residence's square footage, foundation, and structural type
738 (e.g., one or multiple stories). Record the cause of damage, applicable water levels,
739 impacted utilities, and accessibility features; and
- 740 • Confirm with the applicant all damage has been viewed, describe next steps in the FEMA
741 process after the inspection, and advise the applicant to contact FEMA's Helpline (800-
742 621-3362) to request information such as status updates, types and amount of assistance
743 awarded, required documentation, and/or general questions about IHP assistance.

744 Applicants who cannot meet the inspector on-site may write to FEMA authorizing a third party
745 over the age of 18 (e.g., neighbor, landlord) to attend the inspection on their behalf. Applicants
746 whose pre-disaster residence is inaccessible may meet the FEMA inspector at an alternate
747 location. Applicants who are deaf or hard of hearing can request a qualified sign language
748 interpreters and other accommodations for inspections. Applicants may request accommodations

749 by contacting FEMA’s Helpline, visiting a DRC, or speaking with a DSA Team. Once the
750 inspection is complete, the inspector will submit the inspection record to FEMA, which will
751 consider the information when determining eligibility for IHP assistance.

752 In some cases, FEMA may conduct another inspection to validate losses if, for example, areas of
753 the residence are initially inaccessible, or in cases where the applicant appeals FEMA eligibility
754 determinations. Inspectors do not perform inspections on residences they have previously
755 evaluated; appeal inspections are conducted by a different inspector to ensure a fair and impartial
756 assessment.

757 **2. Geospatial Inspection**

758 FEMA may use geospatial inspections to verify
759 losses. Geospatial inspections can be
760 instrumental in FEMA’s ability to quickly
761 determine eligibility for a large number of
762 communities and expedite delivery of initial
763 assistance to eligible applicants.

764 FEMA uses a variety of techniques and
765 technologies to conduct geospatial inspections.
766 This includes using aerial and satellite
767 photography and remote sensing technologies.
768 FEMA’s evaluation of pre-disaster data includes
769 information on the area’s demographics and
770 population density, property parcels, building
771 and infrastructure types, and pre-disaster images.



FEMA inspectors use an airplane to inspect homes damaged by flooding in remote Alaskan villages.

772 **3. Documentation of Losses**

773 In some cases, FEMA needs documentation from applicants such as receipts, bills, or estimates
774 to verify losses. Examples of documentation include, but are not limited to:

- 775 • Receipts or estimates for medical or dental services, prescriptions, durable medical
776 equipment (DME), assistive technology devices
- 777 • Receipts or contracts for child care services
- 778 • Receipts for moving and storage services
- 779 • Mechanic’s statement, estimate, or receipt for vehicle repair
- 780 • Contractor’s statement, estimate, or receipt for damage to wells, septic, or furnace system
781 For additional information on assistance for these losses and documentation
782 requirements, see [Chapter 3, VI](#).

783 **C. Applicant Communication**

784 FEMA communicates with each applicant throughout the IHP process to gather information,
785 inform them of their eligibility for assistance, refer them to other sources of assistance, and guide
786 them on the proper use of IHP funds.

787 **1. Written Consent**

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

791 The written consent must:

- 792 • Be in writing (handwritten or typed);
- 793 • Include the applicant’s identity verification information (full name, current address, date
794 and place of birth);
- 795 • Be dated and signed by the applicant;
- 796 • Be notarized or include the statement, “I hereby declare under penalty of perjury that the
797 foregoing is true and correct.”;
- 798 • Include an individual identifier. Examples are: the FEMA Application Number, current
799 mailing address, current phone number;
- 800 • Specify what information can be released to the third party (e.g., the entire case file, the
801 current contact information, the amount of disaster assistance received); and
- 802 • Include a third-party designation. The individual must designate the individuals, entities,
803 or organizations to which the disclosure is being consented.

804 FEMA may accept a Power of Attorney, Guardianship, or Conservatorship documentation from
805 an applicant’s assigned third party if it meets the State law requirements where the applicant
806 resides. Since these instruments have different restrictions, authorizations, or purposes than the
807 Privacy Act, the submitted information must be coordinated further for program review and
808 FEMA’s Office of Chief Counsel review and validation prior to sharing information or access to
809 the applicant’s file with the third party.

810 **2. Letters**

811 FEMA also communicates with applicants through electronic notification via email, online
812 through <https://www.disasterassistance.gov>, or letters sent through the U.S. Postal Service. If the
813 applicant needs letters in an alternative format or needs assistance understanding the letters, they
814 may contact [FEMA’s Helpline](#) or visit a DRC. Letters sent by FEMA to an applicant may
815 include:

- 816 • **Eligibility Notifications:** This letter informs the applicant of the types of assistance
817 FEMA has determined they are eligible or ineligible to receive, the amounts of assistance

818 FEMA is providing for each eligible need, the reasons an applicant is ineligible for the
819 applicable types of assistance, an explanation of the appeals process, and other key
820 information regarding disaster assistance, including proper use of disaster assistance
821 funds.

822 ○ **Use of Funds:** Applicants are advised on appropriate use of disaster assistance
823 funds in their notification letter from FEMA. Applicants should document how
824 they used disaster funds and retain these records (e.g., receipts, invoices) for at
825 least three years to ensure they are prepared if FEMA identifies their case for an
826 audit.

827 ○ **Appeals Process:** Applicants who disagree with a FEMA eligibility decision may
828 appeal the decision. FEMA reviews the applicant’s written appeal and
829 documentation received from the applicant supporting the appeal. Upon review,
830 FEMA either provides a written decision to the applicant or requests more
831 information from the applicant. If FEMA upholds a decision on an appeal,
832 FEMA’s decision is considered final and will generally not be reconsidered.

833 ● **Request for Information:** If FEMA requires more information to process an applicant’s
834 request, an applicant may receive a letter requesting additional information.

835 3. *Insular and Remote Areas*

836 FEMA has unique considerations for delivering Federal
837 assistance in insular areas (i.e., Guam, the
838 Commonwealth of the Northern Mariana Islands,
839 American Samoa, and the U.S. Virgin Islands) or
840 otherwise remote areas such as the interior of Alaska. In
841 some cases, the lack of building materials and skilled
842 local labor, high transportation costs, and/or subsistence
843 lifestyles require tailoring FEMA program delivery.

844 FEMA works to immediately identify any potential
845 obstacles to effectively deliver IHP assistance and determine
846 what guidelines or procedures may need to be modified
847 based on the needs of the impacted area.

848 Depending on the situation, FEMA may:

- 849 ● Develop alternate means of identifying properties (e.g., using Global Positioning System
850 coordinates if the area does not have or use a street naming or numbering system).
- 851 ● Deploy registration and inspection teams to enable FEMA to gather information and
852 verify losses in areas with unique logistical requirements.
- 853 ● Consider additional personal property items necessary for climate-appropriate survival in
854 insular areas, in coordination with the STT government. These items may include
855 detached communal cooking facilities, food caches, smoke houses, or steam bath houses.



A FEMA inspector with a disaster survivor surveying damage from severe flooding and ice jams in the remote areas of the Koyukuk River, Alaska.

- 856 • Manually review applicant cases to determine eligibility instead of using an automated
857 process. A manual determination process can better accommodate unique situations
858 falling outside of standard IHP guidelines (e.g., verifying property ownership based on
859 local official statements in areas where properties are handed down to families and few
860 written records exist).
- 861 • Provide FEMA disaster assistance for increased shipping costs of materials to insular
862 areas in order to make repair or replacement feasible.

863 4. Tribal Governments

864 FEMA recognizes the sovereign rights, authority, and unique status of tribal governments and is
865 committed to working in partnership with tribal governments on a nation-to-nation basis. Tribal
866 government refers to any Native American tribe, band, nation,
867 pueblo, village, or community in the continental U.S. and Alaska
868 that is listed as a tribe under the Federally Recognized Native
869 American Tribe List Act of 1994.

870 Federally-recognized tribal governments may choose to request
871 a disaster declaration from the President directly or be
872 considered as part of their respective state’s declaration request.
873 Additionally, tribal governments may choose to receive one
874 form of assistance (i.e., IA, PA, and HMGP) under a state
875 declaration and another form of assistance through a direct
876 disaster declaration as long as the assistance programs are
877 different and there are no duplication of benefits. IA cost share⁹⁰
878 and other regulations apply for tribal governments as they do for
879 state governments.



Tribal village members gather at a local school to register with FEMA.

880 FEMA works closely with the tribal government’s assigned representatives to immediately
881 identify issues and potential obstacles and determine what standard guidelines or procedures may
882 need to be modified based on the needs of the
883 impacted area. Depending on the needs of the
884 tribal government, FEMA may use alternative
885 processes, services, and tools – such as those
886 described above for insular and remote areas –
887 to better serve and ensure expedited access to
888 FEMA programs and assistance.

889 Overall, FEMA assists and coordinates with the
890 tribal governments in accordance with the
891 following principles:

- 892 • Consult with the tribal governments
893 before taking a proposed FEMA action
894 that would have a substantial direct



Members of the Shingle Springs Band of Miwok Indians hosted the California Tribal Historic Preservation Officers State Historic Preservation Summit.

895 effect on one or more tribes, the relationship between the Federal government and tribes,
896 or the distribution of power and responsibilities between the Federal government and
897 tribes.

898 • Evaluate the impact of policies, programs, and activities on tribal trust resources and
899 consider the rights and concerns of tribal governments in its decision-making, including
900 impacts on individuals with disabilities and others with access and functional needs.

901 • Assist tribal governments, should they seek assistance, in setting priorities for the
902 interests of their community members as related to FEMA programs.

IV. Housing Assistance (Financial)

The Housing Assistance provision of the IHP, authorized by Section 408(c) of the Stafford Act, provides financial and direct assistance for disaster-caused housing needs not covered by insurance or provided by any other source. Financial Housing Assistance refers to funds provided to eligible applicants for temporary lodging expenses, rental of temporary housing, or repair or replacement of a damaged primary residence.



FEMA assistance may be provided when the disaster has caused damage that affects the habitability of the home. FEMA defines “habitable” as safe, sanitary, and functional. “Safe” refers to being secure from disaster-caused hazards or threats to occupants; “sanitary” refers to being free of disaster-caused health hazards; and “functional” refers to an item or home capable of being used for its intended purpose.⁹¹ Applicants may provide FEMA with documentation about their disabilities that could potentially impact the habitability determination.

In addition, the applicant must agree to return funds to FEMA when the assistance provided by FEMA duplicates assistance from another source, was provided in error, was spent on expenses inappropriately, or was obtained through fraudulent means.

A. Lodging Expense Reimbursement

FEMA may provide LER for applicants who incur out-of-pocket temporary lodging expenses⁹² due to damage that affects the habitability of their primary residence as a result of a Presidentially-declared disaster.⁹³ Eligible lodging expenses may include the cost of the room and taxes charged by a hotel or other lodging provider. As a type of Temporary Housing Assistance, LER does not count toward the financial Housing Assistance maximum award an applicant may receive (see [Chapter 3, I](#)).



Lodging Expenses

Lodging expense means expenses for reasonable short-term accommodations that individuals or households incur in the immediate aftermath of a disaster.

1. Conditions of Eligibility

LER may be awarded from the start date of the incident, up to and not to exceed seven days from the approved date of any initial [Rental Assistance \(Chapter 3, IV.B.\)](#) award, unless FEMA authorizes an extension. In addition to general conditions of eligibility (see [Chapter 3, II](#)), applicants must meet the following conditions in order to receive LER:

- FEMA verifies, as a result of the disaster, the pre-disaster residence is:

- 37 ○ Uninhabitable, meaning the dwelling is not safe, sanitary, or fit to occupy,⁹⁴ or
38 requires repairs to make the residence habitable; or
- 39 ○ Inaccessible, meaning the applicant's disaster-damaged primary residence cannot
40 be entered due to access impediments (e.g., fallen trees, downed power lines,
41 damaged access ramps) or restrictions placed by Federal, SLTT government
42 officials.
- 43 ● The applicant incurred temporary lodging expenses on or after the incident period start
44 date.
- 45 ● The applicant is not covered by insurance (e.g., Additional Living Expense [ALE], Loss
46 of Use [LOU] coverage) or has insufficient insurance coverage to meet their temporary
47 lodging needs.
- 48 ● The applicant has not received lodging assistance from any other source (e.g., voluntary
49 organization, etc.) for the same dates the applicant is requesting LER.

50 2. *Required Documentation*

51 To be considered for LER, applicants must
52 submit verifiable lodging receipts or itemized
53 statements, including:

- 54 ● The applicant or co-applicant's name
- 55 ● The name, address, and phone
56 number of the accommodation
- 57 ● Dates of occupancy
- 58 ● The amount of expenses incurred



Acceptable Lodging Receipts

FEMA may accept lodging receipts in the name of an individual not listed as a household member if the applicant submits proof they have reimbursed the third party for the charges.

Appropriate documentation may include a copy of the canceled check or receipt for the reimbursement of the charges made.

59 3. *Limitations and Exclusions*

- 60 ● LER does not include costs associated with:
 - 61 ○ Phone
 - 62 ○ Laundry
 - 63 ○ Internet
 - 64 ○ Movies
 - 65 ○ Food
 - 66 ○ Pet charges
- 67 ● Lodging expenses incurred while residing at the home of family or friends will not be
68 reimbursed.
- 69 ● FEMA will not reimburse lodging expenses for dates an applicant was receiving
70 Transitional Sheltering Assistance. (see [Chapter 2, IX.](#))

- 71 • Expenses incurred during mandatory evacuation will not be reimbursed unless an
72 inspection reports the applicant's home as uninhabitable, inaccessible, or affected by an
73 extended disaster-caused utility outage.
- 74 • For applicants affected by inaccessibility or utility outage, LER is limited to the dates
75 their residence was inaccessible or had an extended utility outage.
- 76 • For applicants whose primary residence is determined uninhabitable who do not choose
77 to relocate, LER is limited to the period from the incident date to the inspection date
78 when the applicant states they do not intend to relocate and are ineligible for Rental
79 Assistance.

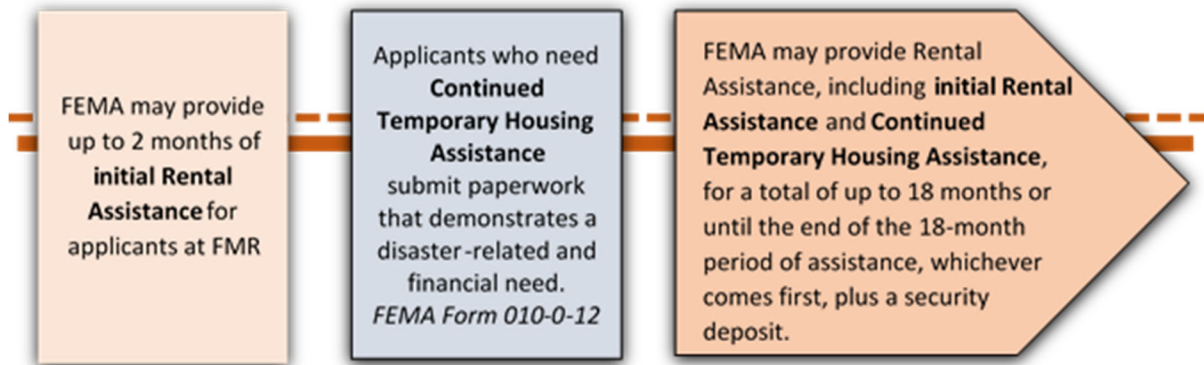
80 **B. Rental Assistance**

81 FEMA may provide financial assistance to pre-disaster homeowners or renters to rent alternate
82 temporary housing when an applicant is displaced from their primary residence as a result of a
83 Presidentially-declared disaster.⁹⁵

84 FEMA awards eligible applicants initial Rental Assistance based on the [Fair Market Rent](#)
85 [\(FMR\)](#)⁹⁶ established by HUD for the county, parish, tribal land, municipality, village, or district
86 where the pre-disaster residence is located and the number of bedrooms the household requires.⁹⁷
87 Rental Assistance is intended to cover the monthly rent amount (including lot rent, if applicable)
88 and cost of essential utilities (i.e., gas, electric, water, oil, trash, and sewer), excluding telephone,
89 cable, TV, or internet service for the housing unit.⁹⁸

90 FEMA may provide Rental Assistance, including initial and continued assistance awards, up to
91 18 months or the end of the 18-month period of assistance, whichever comes first. FEMA will
92 also award applicants one additional month of rent when utilized for a security deposit. If the 18-
93 month financial period of assistance is extended, the number of eligible months of Rental
94 Assistance will also be extended.

95 **Figure 18. FEMA Rental Assistance Overview**



96
97 As a type of Temporary Housing Assistance, Rental Assistance does not count toward the
98 financial Housing Assistance maximum award.

99 **1. Conditions of Eligibility**

100 In addition to meeting general conditions of eligibility (see [Chapter 3, II](#)), applicants must meet
101 the following conditions in order to receive Rental Assistance:

- 102 • FEMA verifies, as a result of the disaster, the pre-disaster residence is:
 - 103 ○ Uninhabitable and requires repairs to make the residence habitable; or
 - 104 ○ Inaccessible and cannot be entered due to access impediments (e.g., fallen trees,
105 downed power lines, damaged access ramps) or restrictions placed by Federal,
106 SLTT government officials; or
 - 107 ○ Affected by utility outages that disrupt functionality of the residence; or
 - 108 ○ Unavailable due to forced relocation, such as the property owner restricting access
109 to the property due to disaster damage or the owner taking possession of the
110 property for their own disaster housing.
- 111 • Applicant is not insured or has insufficient coverage to meet temporary housing needs
112 (e.g., ALE, LOU coverage).
- 113 • Applicant is willing to relocate while repairs are being made to their pre-disaster
114 residence. FEMA will not provide Rental Assistance to applicants who choose not to
115 relocate.
- 116 • Applicant does not have access to
117 adequate rent-free housing, or own a
118 secondary or vacation home⁹⁹ within a
119 reasonable commuting distance¹⁰⁰, or
120 own an available rental property that
121 meets their temporary housing needs.¹⁰¹



Reasonable Commuting Distance

Reasonable commuting distance means a distance that does not place undue hardship on an applicant. It also takes into consideration travel time involved due to road conditions (e.g., mountainous regions or bridges out) and the normal commuting patterns of the area.

122 FEMA generally provides only one Rental
123 Assistance award per household to assist all
124 members of the pre-disaster household. FEMA
125 will provide assistance to rent one housing unit
126 per application, unless the size or nature of the applicant's household requires assistance to rent
127 more than one housing unit (see [Chapter 3, II](#)).¹⁰²

128 **C. Continued Temporary Housing Assistance**

129 FEMA may provide Continued Temporary
130 Housing Assistance to eligible applicants
131 based on need and generally only when
132 adequate, alternate housing is not available,
133 or when the applicant’s permanent housing
134 plan has not been fulfilled through no fault
135 of the applicant.¹⁰³ The continued
136 temporary housing need must be
137 documented and the applicant must
138 continue to work toward obtaining
139 permanent housing to remain eligible for
140 Continued Temporary Housing Assistance.



Permanent Housing Plan

Permanent housing plan means a realistic plan that within a reasonable time frame, puts the disaster survivor back into permanent housing that is similar to the pre-disaster housing situation. A reasonable time frame includes sufficient time for securing funds, locating a permanent dwelling, and moving into the dwelling.

141 FEMA generally expects that pre-disaster renters will use their initial Rental Assistance to obtain
142 permanent housing¹⁰⁴ and that all recipients of financial assistance will obtain and occupy
143 permanent housing at the earliest possible time.

144 Continued Temporary Housing Assistance is based on the HUD FMR for the county, parish,
145 tribal land, municipality, village, or district in which the post-disaster housing unit is located.
146 Award amounts are based on actual rent costs plus a utility allowance determined by HUD, not
147 to exceed the HUD FMR unless a Rental Assistance rate increase has been authorized.¹⁰⁵

148 As a type of Temporary Housing Assistance, Continued Temporary Housing Assistance does not
149 count toward the financial Housing Assistance maximum award. FEMA may provide Temporary
150 Housing Assistance up to 18 months or the end of the 18-month period of assistance, whichever
151 comes first, plus one additional month of rent when utilized for a security deposit. Initial Rental
152 Assistance and Continued Temporary Housing Assistance count toward the 18-month limit. If
153 the 18-month financial period of assistance is extended, the number of eligible months of Rental
154 Assistance will also be extended.

155 *1. Conditions of Eligibility*

156 Applicants must meet the following conditions to receive Continued Temporary Housing
157 Assistance:

- 158 • Applicant was awarded initial Rental
159 Assistance.
- 160 • Applicant exhausted previously awarded
161 Rental Assistance for its intended use.
- 162 • Applicant is unable to return to their pre-
163 disaster residence because it is uninhabitable,
164 inaccessible, or not available due to the
165 disaster.



Maximum Rental Assistance

The maximum amount of Continued Temporary Housing Assistance available under IHP is 18 months of assistance plus the security deposit. If the 18-month financial period of assistance is extended, the number of eligible months of Rental Assistance will also be extended.

- 166 • Applicant does not have the financial ability to obtain housing without assistance.¹⁰⁶
- 167 • Applicant is not receiving assistance from any other source for temporary housing.

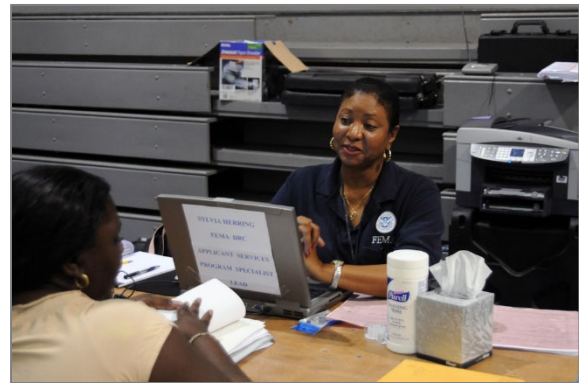
168 **2. Required Documentation**

169 Applicants in need of Continued Temporary Housing Assistance may request additional
170 assistance by completing *FEMA Form 010-0-12: Application for Continued Temporary Housing*
171 *Assistance* (see *Figure 19* for an excerpt of the form), and return it to FEMA along with
172 supporting documentation.¹⁰⁷

- 173 • **Homeowners:** if the applicant’s FEMA-verified Real Property Loss exceeds the amount
174 of initial Rental Assistance awarded, the *Application for Continued Temporary Housing*
175 *Assistance* will automatically be mailed after the initial Rental Assistance award.

- 176 ○ If the recorded FEMA-verified
177 Real Property Loss does not
178 exceed the amount of initial Rental
179 Assistance awarded, the applicant
180 must call FEMA’s Helpline to
181 request an *Application for*
182 *Continued Temporary Housing*
183 *Assistance*.

- 184 • **Renters:** the applicant must call FEMA’s
185 Helpline to request an *Application for*
186 *Continued Temporary Housing Assistance*.



A FEMA Lead Applicant Service Program Specialist provides service to a flood survivor in Melbourne, FL.

187 FEMA uses the information collected on Form 010-0-12 to verify an applicant continues to have
 188 a disaster-caused need for Continued Temporary Housing Assistance and determine how much
 189 Rental Assistance the applicant may be eligible to receive.

Figure 19. Excerpt of form 010-0-12 Application for Continued Temporary Housing Assistance

DEPARTMENT OF HOMELAND SECURITY
 Federal Emergency Management Agency
INDIVIDUALS AND HOUSEHOLDS PROGRAM

OMB No. 1660-0061
 Expires July 31, 2017

APPLICATION FOR CONTINUED TEMPORARY HOUSING ASSISTANCE

Instructions for Completing Your Application for Continued Temporary Housing Assistance

Please read these instructions prior to filling out your "Application for Continued Temporary Housing Assistance".

STEP ONE Fill out the form. **NOTE:** After your initial "Application for Continued Temporary Housing Assistance" is approved, the "Pre-Disaster or Prior Reported" column on the form will be filled-in for you, using the information provided by you in your previously approved request.

Items 1 - 6

Items 1 through 6 will be filled-in for you, using the information provided by you at registration. If the information supplied on the form is correct, you may move on to Item 7: "Housing Costs." However, if the information is incorrect, please check the box that is incorrect and provide the updated information.

Current Mailing Address is the address you want FEMA to send you disaster assistance information, such as letters regarding your eligibility for continued temporary housing assistance.

Current Phone is the phone number that FEMA can use to contact you about your application for continued temporary housing assistance and other disaster assistance.

Item 7

You will need to supply the dollar amount of both pre-disaster and current expenses that are applicable to your household.

Next to the appropriate "Expense" enter the dollar amount of your bill or payment.

You must submit a copy of each document to prove the dollar amount included as a "Housing Cost." This would include documents such as your mortgage statement, rent receipts and utility bills. Shade in the circle next to the "Expense" indicating that you have attached the document to your application. You must submit documentation that can be verified; otherwise the amount will not be accepted.

Under "Payment Cycle", shade in the circle indicating how you are billed for the housing expense.

7. Housing Costs (See Instructions for Definitions of Expenses)								
Expense	Pre Disaster or Prior Reported	Current	Shade if Document is Attached	Payment Cycle (How You Are Billed)				
				Monthly (1)	Quarterly (4)	Bi-Annual (6)	Annual (12)	Other
Mortgage	\$1495.00	\$1495.00	●	●	○	○	○	○

190 *Figure 20 lists supporting documentation that must be submitted to FEMA, as outlined in the*
 191 *Application for Continued Temporary Housing Assistance.*¹⁰⁸

Figure 20: Continued Temporary Housing Assistance Documentation	
Type of Documentation	Description of Documentation
Copy of current lease or rental agreement signed by the landlord and tenant	<ul style="list-style-type: none"> • The lease or rental agreement should include location of the unit, amount of rent, duration of lease, and number of occupants.

<p>Proof of prior Rental Assistance provided by FEMA has been used for temporary housing</p>	<ul style="list-style-type: none"> • Rent receipts showing date, location of rental unit, and time period for which the payment applies. • If separate from the rent, receipts showing payment of essential utilities. Essential utilities are gas, electric, water, oil, trash, and sewer. • If applicable, receipt showing payment of security deposit for up to one month’s rent. • In instances where rent receipts are not available, the lease or rental agreement may serve as proof of use of prior Rental Assistance. • Hotel/motel receipts showing date, address of hotel/motel, and time period for which payment applies. Only the cost of the room and taxes charged by the hotel will be considered toward acceptable exhaustion of Rental Assistance.
<p>Proof of pre-disaster housing costs, as identified on the <i>Application for Continued Temporary Housing Assistance</i></p>	<ul style="list-style-type: none"> • Mortgage statement or lease/rental agreement for the disaster-damaged primary residence. • Real estate tax statement and homeowners or renters’ insurance statement, if paid separately from the mortgage. • Essential utility bill(s) for the disaster-damaged primary residence: gas, electric, oil, trash, water, and sewer.
<p>Proof of pre-disaster and current post-disaster income for all members of the household 18 years and older</p>	<p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Recent pay stubs. • W-2 forms or tax returns from most recent tax year. • Documentation of self-employment, if applicable. • Documentation of government assistance, including Social Security.

192 Upon subsequent requests for Continued Temporary Housing Assistance, applicants will only be
 193 required to submit supporting documentation if the household’s income or rent has changed.

194 **3. Limitations and Exclusions**

195 • Applicants must request Continued Temporary Housing Assistance within the period of
 196 assistance.

197 • When an applicant first requests Continued Temporary Housing Assistance and submits
 198 documentation that does not demonstrate full exhaustion of the initial Rental Assistance
 199 award, the first Continued Temporary Housing Assistance award will be reduced by the
 200 remaining amount of initial Rental Assistance.

- Applicants residing in non-traditional housing are not eligible for Continued Temporary Housing Assistance.

D. Rental Assistance Rate Increase

FEMA evaluates the need for a Rental Assistance rate increase by comparing U.S. Census Bureau American Community Survey statistics on housing inventory and vacancy rates to the best available data on disaster-caused housing impacts in declared disaster areas.

The STT government may request a Rental Assistance rate increase by submitting other reliable sources of these data elements for FEMA to use. The FMR Calculator allows FEMA to rapidly evaluate the need for a Rental Assistance rate increase using the information represented in *Figure 21*.

FEMA may authorize Rental Assistance rate increases when the FMR Calculator demonstrates that the “Post-Disaster Vacancy Rate” for the area is insufficient to meet the disaster-caused housing need, or when elevated housing market rates adversely impact eligible applicants’ ability to obtain rental resources.

The Regional Administrator (RA) or the Federal Coordinating Officer (FCO), if the RA has delegated authority to the FCO, may approve Rental Assistance rate increases for designated counties (or equivalent) where the FMR Calculator “Percent of Published FMR” result is greater than 100%. The increase may not exceed the amount indicated by the FMR Calculator, or 125% of the HUD FMR, whichever is lower. The RA or FCO must provide a written notification of the Rental Assistance rate increase and a copy of the FMR Calculator to the IADD.

The IADD may authorize Rental Assistance rate increases above 125% of the HUD FMR for individual counties (or equivalent) when the FMR Calculator’s “Percent of Published FMR” result is 125% or greater. Only the IADD may authorize statewide Rental Assistance rate increases. The IADD may approve Rental Assistance rate increases for undeclared areas when housing availability is demonstrated to be insufficient to meet the disaster-caused housing need or when elevated housing market rates adversely impact eligible applicants’ ability to obtain rental resources.

FEMA only applies Rental Assistance rate increases to Continued Temporary Housing Assistance awards. If an applicant relocates to a temporary housing unit outside of the area approved for a Rental Assistance rate increase, they are no longer eligible for Continued Temporary Housing Assistance awards above the published HUD FMR.



Pre-Disaster HUD Applications

Prior to reviewing a pre-disaster HUD applicant’s file for Continued Temporary Housing Assistance, FEMA will coordinate with HUD to determine if the pre-disaster housing unit is available to the applicant. Once the pre-disaster housing unit is available, or HUD is able to provide housing, FEMA will stop providing Continued Temporary Housing Assistance.

Figure 21. FMR Calculator

Census Data		Source
Pre-Disaster Housing Stock for County	27,173	http://quickfacts.census.gov/qfd/index.html
Homeownership Rate for County	40.60%	http://quickfacts.census.gov/qfd/index.html
Total Occupied Housing Units for County*	96,703	http://factfinder.census.gov
Total Vacant Housing Units for County*	1,409	http://factfinder.census.gov
FEMA Data		
Housing Units Lost	9,888	FEMA PDA or other reliable source
Displaced Households in Need of Housing	7,729	# households in calculation area needing housing
Post-Disaster Vacancy Rate		-73.84%
Percent of Published FMR		125%
SOURCES FOR FMR CALCULATOR:		
Census Data	Link	Section
Pre-Disaster Housing Stock	Census Quickfacts	Housing, Housing units
Homeownership Rate	Census Quickfacts	Housing, Owner-occupied housing unit rate
Total Occupied Housing Units	Census Factfinder	Subject Tables/ Housing Occupancy*
Total Vacant Housing Units	Census Factfinder	Subject Tables/ Housing Occupancy*
*County data is preferable when available. If not, use state data.		

238

239 **E. Home Repair Assistance**

240 FEMA may provide financial assistance to repair an owner-occupied primary residence, utilities,
 241 and residential infrastructure, including private access routes damaged as a result of a
 242 Presidentially-declared disaster up to the financial Housing Assistance maximum award.¹⁰⁹
 243 Home Repair Assistance is intended to make the damaged home safe, sanitary, or functional. It is
 244 not intended to return the home to its pre-disaster condition. Home Repair Assistance counts
 245 towards the financial Housing Assistance maximum award an applicant may receive (see
 246 [Chapter 3, I](#)).

247 Home Repair Assistance for specific disaster-damaged accessibility items is not limited by a
 248 financial maximum award. The following accessibility items are eligible under Home Repair
 249 Assistance:

- 250 • Access ramp
- 251 • Grab bars

252 FEMA may provide financial assistance for the repair of real property components, including,
253 but not limited to:

- 254 • Structural components of a home (e.g., foundation, exterior walls, roof)
- 255 • Windows, doors, floors, walls, ceilings, and cabinetry
- 256 • Heating, ventilation, and air conditioning system (HVAC)
- 257 • Access and egress, including privately-owned roads, privately-owned bridges, and
258 privately-owned docks
- 259 • Blocking, leveling, and anchoring of a mobile home, and reconnecting or resetting its
260 sewer, water, electrical, oil, and fuel lines and tanks
- 261 • Line items to restore a houseboat to a
262 habitable state, not necessarily to
263 return the houseboat to seaworthiness
- 264 • Utility systems, including electrical,
265 gas, water, oil, and septic/sewage
266 systems

267 Certain items or services determined to be
268 eligible hazard mitigation measures, which
269 reduce the likelihood of future damage to the
270 residence, utilities, or infrastructure, may be
271 eligible for Home Repair Assistance.

272 **1. Conditions of Eligibility**

273 In addition to meeting general conditions of eligibility (see [Chapter 3, II](#)), the following
274 conditions must be met to receive Home Repair Assistance:

- 275 • A FEMA inspection determines the repair
276 of the component is necessary to ensure the
277 safety or health of the occupant or to make
278 the component or residence functional.
- 279 • The real property components were
280 functional immediately before the declared
281 disaster.
- 282 • The component was damaged, and the
283 damage was caused by the disaster.
- 284 • The damage to the component is not covered by insurance.



Wells, Furnaces, and Septic Systems

For wells, furnaces, and septic systems, FEMA may provide assistance or reimbursement for the cost of a licensed technician’s professional assessment associated with the repair or replacement of those components.

Additionally, when verifiable receipts or estimates are submitted on appeal, FEMA may pay up to the actual cost of the receipt or estimate for wells, furnaces, and septic systems.




Components

Components or residences that were fully or partially functional immediately before the declared disaster, despite their need for maintenance, may be eligible for Home Repair Assistance if they ceased to function as a result of the disaster.

285 **2. Limitations and Exclusions**

- 286 • Home Repair Assistance is not available for non-traditional forms of housing (e.g., tents
287 and certain types of huts and lean-to structures).
- 288 • Home Repair Assistance is not available to landlords who do not permanently reside in
289 the damaged dwelling. In addition, any available assistance is limited to the owner-
290 occupied unit and not common areas.
- 291 • Applicants whose pre-disaster residence was a houseboat will not be required to obtain
292 and maintain flood insurance for NFIP-insurable items, as these structures are
293 uninsurable under NFIP.
- 294 • An applicant with insurance for a covered peril will be ineligible for Home Repair
295 Assistance for insured real property components when the applicant fails to file a claim
296 with their insurance company.
- 297 • Home Repair Assistance for flood-
298 damaged real property in basements
299 is limited to damaged items that
300 result in living conditions affecting
301 the safety, sanitation, and
302 functionality of the home.¹¹⁰ These
303 include:
- 304 ○ Damage to the structural components (e.g., foundation) of the home
 - 305 ○ Damage to critical utilities that support the overall function of the home (e.g.,
306 furnace, water heater)
 - 307 ○ Damage to the structure’s interior (e.g., doors, floor covering); limited to rooms
308 required for the occupancy of the dwelling (e.g., occupied bedrooms, a bathroom
309 required for the occupied bedroom, a sole kitchen or living room); and no other
310 room in another part of the dwelling meets that need
 - 311 ○ Damage presenting a hazard (e.g., wet or moldy drywall, carpet, or cabinets) in
312 non-essential living areas (for removal only)
- 313 • Home Repair Assistance award amounts are based on repair or replacement of
314 components that are of average quality, size, or capacity.
- 315 • Home Repair Assistance will not be provided to make improvements to a component’s
316 pre-disaster condition unless required by current SLTT government building codes or
317 ordinances, similar products are no longer feasible or available in the marketplace, or for
318 reasonable hazard mitigation measures.



Basements
FEMA defines a basement as an area of the home with its floor below grade (below ground level) on all sides.

319 **F. Privately-Owned Access Routes**

320 FEMA may provide financial assistance to repair privately-owned access routes (i.e., driveways,
321 roads, or bridges) damaged as a result of a Presidentially-declared disaster.¹¹¹ Assistance for
322 privately-owned access routes is intended to restore access to the owner’s primary residence. In
323 instances where multiple households share a privately-owned access route, assistance is shared
324 between applicants, requiring additional coordination and documentation between FEMA and
325 the applicants.

326 **1. Conditions of Eligibility**

327 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), the following
328 conditions must be met to receive Home Repair Assistance for privately-owned access routes:

- 329 • A FEMA inspection determines repairs are necessary to provide drivable access to the
330 primary residence.
- 331 • The applicant is responsible (or shares
332 responsibility with other homeowners)
333 for maintaining the privately-owned
334 access route to their primary residence.
- 335 • The privately-owned access route is the
336 only access to the applicant's primary
337 residence or repair or replacement of a
338 secondary route is necessary for
339 practical use (e.g., it is impossible to
340 access the residence without a bridge or
341 road) or the safety of the occupants or
342 the residence would be adversely affected because SLTT government emergency
343 equipment could not reach the residence.
- 344 • Docks only:
 - 345 ○ A FEMA inspection will be required to determine whether the dock was
346 functional prior to the Presidentially-declared disaster and whether repair is
347 necessary.
 - 348 ○ The dock must be the applicant’s sole means to access the primary residence.
 - 349 ○ Dock maintenance and repairs must be the applicant’s responsibility.
- 350 • If multiple households share the access route, FEMA also requires:
 - 351 ○ Written consent from all applicants as pertains to the shared privately-owned
352 access route.



Privately-Owned Access Route

If multiple households use a privately-owned access route, FEMA will make several attempts to encourage all households to apply for assistance in order to meet the needs of all affected households. Additionally, access of emergency vehicles should only be considered if access was available prior to the disaster.

- 353 ○ A declarative statement affirming any assistance FEMA provides will be used to
354 make repairs to the access route and the applicant understands they are
355 responsible for securing permits and complying with local codes and ordinances.
- 356 ○ The applicants do not have an established Homeowner’s Association or Covenant
357 responsible for repair of the access route, or the established Homeowner’s
358 Association or Covenant is unable to receive assistance from the SBA or private
359 insurance to repair the access route.

360 **2. *Limitations and Exclusions***

- 361 ● FEMA will provide other types of IHP assistance before considering providing Home
362 Repair Assistance for an applicant’s private access route.
 - 363 ○ For eligible applicants who have sole responsibility to repair the access route to
364 their home, FEMA will provide Rental Assistance, then consider eligibility for
365 Home Repair Assistance for an applicant’s private access route.
 - 366 ○ For eligible applicants who share responsibility with other eligible applicants to
367 repair the access route, FEMA will provide Rental Assistance, Home Repair
368 Assistance for items that do not affect the access route, ONA, then consider
369 eligibility for Home Repair Assistance for an applicant’s private access route.
- 370 ● The Home Repair Assistance award amount is based on repair items (e.g., decking,
371 guardrails, and handrails) that are of average quality, size, and capacity.
 - 372 ○ Repair awards will not include improvements to the access route’s pre-disaster
373 condition unless improvements are required by current SLTT government
374 building codes or ordinances.
 - 375 ○ An applicant with access and functional needs that requires access for a particular
376 vehicle may be approved for additional funds to improve the access if required for
377 safe passage.
- 378 ● FEMA will verify whether the
379 SLTT government has taken or
380 plans to take any emergency actions
381 to repair the route to provide access
382 for emergency service providers or
383 to remove immediate threats to
384 public health and safety. Eligible
385 activities for the repair of privately-
386 owned access routes are subject to
387 Federal Environmental Planning and
388 Historic Preservation (EHP)
389 compliance review requirements.



EHP Compliance Review

The EHP compliance review process considers the effects of Federal funding on resources such as endangered species, floodplains and wetlands, and historic properties. FEMA is required to ensure that Federal funding complies with applicable Federal EHP laws, regulations, and executive orders (EOs) prior to providing assistance.

- 390 ○ Eligible applicants are responsible for complying with any conditions developed
391 as a result of the EHP compliance review process and for obtaining any applicable
392 Federal or SLTT government permits prior to conducting work.
- 393 ● If multiple families share an access route, individuals who do not apply or do not meet all
394 eligibility requirements will not receive assistance and will not be considered when
395 determining the amount an eligible applicant will receive.

396 **G. Home Replacement Assistance**

397 FEMA may provide financial assistance to owners whose primary residences were destroyed as a
398 result of a Presidentially-declared disaster. Home Replacement Assistance may be applied
399 toward purchasing a new permanent residence even if the new residence's cost is greater than the
400 financial Housing Assistance maximum award.

401 FEMA calculates the replacement award amount according to the consumer price index data for
402 the types of housing in the area where the damage occurred. FEMA establishes award amounts
403 based on whether the pre-disaster home was a manufactured home, travel trailer, houseboat, or
404 residential construction (e.g., single-family home). However, the award amount cannot exceed
405 the financial Housing Assistance maximum award (see [Chapter 3, I.](#)).

406 ***1. Conditions of Eligibility***

407 In order to qualify for Home Replacement Assistance, applicants must meet general conditions
408 of eligibility (see [Chapter 3, II.](#)) and the following:

- 409 ● The residence was functional immediately
410 before the disaster.
- 411 ● A FEMA inspection confirms the residence
412 was destroyed, and the damage was caused
413 by the disaster. FEMA considers a
414 residence destroyed when:
- 415 ○ Disaster-caused damage
416 necessitates the replacement of the
417 majority of two or more major structural components (e.g., basement
418 walls/foundation, load-bearing walls, or roof assembly have collapsed);
 - 419 ○ The disaster has completely removed the above-grade structure and only the
420 foundation remains;
 - 421 ○ Flood waters have reached the roof, inundating the majority of the structure's
422 living area;
 - 423 ○ The dwelling is in imminent threat of collapse because of disaster-caused
424 damages;



Functional

Functional means a
“component” or residence capable of
being used for its intended purpose, or an
item or home capable of being used for its
intended purpose.

- 425 ○ In the case of mobile homes and or travel trailers, when the frame is visibly bent
426 or twisted and releveling is not possible; or
- 427 ○ Repair is not feasible, and replacement is necessary to ensure the safety or health
428 of the occupant or make the residence functional.
- 429 ● The damage to the residence is not covered by insurance.

430 **2. *Limitations and Exclusions***

- 431 ● Home Replacement Assistance is not available for non-traditional forms of housing (e.g.,
432 tents, certain types of huts, and lean-to structures).
- 433 ● Home Replacement Assistance is not available for other residence types (e.g., yurts and
434 shipping containers or railroad cars converted into living quarters).
- 435 ● Home Replacement Assistance is not available to landlords who do not permanently
436 reside in the damaged dwelling. In addition, any available assistance is limited to the
437 owner-occupied unit and not common areas.

438 **3. *Appeal Considerations***

439 If FEMA determines the residence was not destroyed by the disaster, the applicant may appeal
440 by submitting supporting documentation from governing authorities giving notice of
441 condemnation, substantial damage, or demolition.

- 442 ● FEMA will not automatically determine an applicant eligible for Home Replacement
443 Assistance based on submitted documentation, because local authority determinations
444 could be based on non-disaster-caused circumstances.
- 445 ● After receiving appeal documentation from the applicant, FEMA will review the request
446 to determine if another inspection is necessary in order to verify if the residence was
447 destroyed due to disaster-caused damage.

1 V. Housing Assistance (Direct)

2 The Housing Assistance provision of the IHP, authorized by Section 408(c) of the Stafford Act,
3 provides assistance for disaster-caused housing needs not covered by insurance or provided by
4 any other source. FEMA may provide Direct Housing Assistance in two forms: Direct
5 Temporary Housing Assistance and PHC. These types of assistance do not count toward the
6 financial Housing Assistance maximum award.

7 FEMA may only provide Direct Temporary
8 Housing Assistance when eligible applicants are
9 unable to use Rental Assistance to secure
10 temporary housing. Direct Temporary Housing
11 Assistance includes providing Temporary Housing
12 Units (THUs) through MLR or Direct Lease, or
13 placing TTHUs on private, commercial, or group
14 sites.¹¹²

15 FEMA may only provide PHC in insular areas and
16 other locations when other housing options are not
17 available and Temporary Housing Assistance (i.e.,
18 Rental Assistance or Direct Temporary Housing
19 Assistance) is not feasible, available, or cost-
20 effective. PHC may be delivered in the form of
21 repairs and new construction.¹¹³

22 A. Direct Housing Assessment

23 When there appears to be a lack of available
24 housing resources within the HUD FMR or the
25 approved Rental Assistance rate for the disaster to support the potential need for housing due to
26 the disaster, FEMA will partner with the affected STT government to perform a comprehensive
27 analysis of the disaster-caused housing needs and available resources. This assessment is
28 comprised of local housing information, U.S. Census Bureau American Community Survey
29 Statistics on housing inventory and vacancy rates, registration projections, and other data to
30 determine if the disaster-caused housing needs significantly exceed available resources in
31 declared disaster areas.

32 For National Response Coordination Center (NRCC) Level 1 events with major disaster
33 declarations authorizing IA (and some Level 2s), the FCO or RA may request a Sheltering and
34 Housing Field Team (SHFT) deploy to provide subject matter expert planning support in
35 addition to the assessment described above. This request will be approved or denied by the IA
36 Division Director. Once the SHFTs are established, rostered teams made up of FEMA HQ and
37 Regional staff will support the JFO staff in outlining a streamlined suite of sheltering and
38 housing solutions as well as case management services that promote effective and efficient
39 housing recovery outcomes. In the event that a SHFT is not deployed, a Sheltering and Housing



THU and TTHU

Temporary Housing Unit

(THU): A house, apartment, cooperative, condominium, manufactured home, or other dwelling acquired by FEMA and made available to eligible applicants for a limited period of time. The term “THU” includes TTHUs where used in this guidance, except where specifically stated otherwise.

Transportable Temporary Housing Unit

(TTHU): A readily-fabricated dwelling (i.e., a Recreational Vehicle [RV] or Manufactured Housing Unit [MHU]) purchased or leased by FEMA and provided to eligible applicants for use as temporary housing for a limited period of time.

40 Strategy should be developed for any disaster where multiple sheltering and housing options may
41 be needed to support the needs of disaster survivors.

42 FEMA expects states to maintain a State-Led Disaster Housing Task Force (SLDHTF), which
43 will work with FEMA to examine the scope of disaster-caused housing needs, to explore
44 available rental resources and feasible alternatives, and to develop housing solutions. Other
45 duties of the SLDHTF include:

- 46 • Coordinating SLTT government, non-governmental organizations, and private sector
47 expertise to identify, evaluate, and deliver available programs, resources, and capabilities
48 to disaster survivors; and
- 49 • Providing federal and non-Federal supported assistance through agencies other than
50 FEMA, including case management, administration of the HUD Community
51 Development Block Grant – Disaster Recovery Program and organization of the mission.

52 FEMA will coordinate with the SLDHTF to identify all applicable compliance requirements for
53 providing Direct Temporary Housing Assistance, if needed, including Federal, SLTT
54 government ordinances, the currently-adopted building code, zoning, permitting process and
55 requirements, and any impediments and requirements that may impact the delivery of Direct
56 Temporary Housing Assistance. Other related requirements may include:

- 57 • SFHA and wetland identification;
- 58 • EHP compliance requirements, including those related to any Federally-listed threatened
59 or endangered species and designated critical habitat or historic properties; and
- 60 • A comprehensive procurement approach, including market research and independent
61 government cost estimates.

62 **B. Direct Temporary Housing Assistance Request and Approval**

63 FEMA will only authorize Direct Temporary Housing Assistance in response to a written request
64 from the State, Territorial, or Tribal Coordinating Officer (SCO/TCO) or Governor’s Authorized
65 Representative (GAR) or Tribal Chief Executive’s Authorized Representative (TAR). As part of
66 the written request, they can also include a request to administer the direct housing mission if
67 FEMA approved their administrative plan and disaster housing strategy prior to the incident
68 period.¹¹⁴

69 FEMA’s AA for Recovery has the authority to approve Direct Temporary Housing Assistance
70 and to specify relevant conditions for implementation. The AA for Recovery will evaluate the
71 Direct Temporary Housing Assistance request from the STT government using information
72 obtained from the Sheltering and Housing Strategy and the RA or FCO’s/TCO’s
73 recommendation and provide approval if all of the following have been verified:

- 74 • Eligible applicants are unable to make use of Rental Assistance due to a lack of available
75 housing resources.¹¹⁵

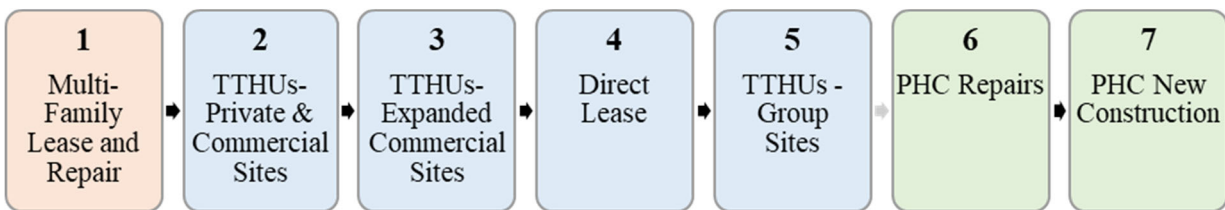
- 76 • Increasing the Rental Assistance rate to 125% of the HUD FMR will not be sufficient to
 77 meet the disaster-caused housing needs.
- 78 • Assistance from other providers, including other Federal agencies, STT government, and
 79 voluntary organizations is insufficient to meet the disaster-caused temporary housing
 80 needs of eligible applicants.

81 In the event the above criteria are verified by the Region and the Disaster Housing Unit (DHU),
 82 the AA for Recovery may authorize the Initial Direct Temporary Housing Assistance Approval
 83 in the form of TTHUs on private and commercial sites and MLR. The RA will review the
 84 Sheltering and Housing Strategy to determine which forms of Direct Temporary Housing
 85 Assistance to implement based on locations and numbers of eligible applicants and the
 86 availability, feasibility, and cost-effectiveness of each option. The RA may delegate this
 87 authority to the FCO. In addition, the RA may approve the implementation of group site(s) if the
 88 approved Direct Temporary Housing Assistance options are not feasible. The RA must notify the
 89 AA for Recovery in writing prior to approving and implementing any TTHU Group Site(s).

90 A separate written request from the FCO to the AA for Recovery is required for the approval of
 91 Direct Lease. The request should demonstrate that other forms of housing assistance have been
 92 evaluated and delivered in sequential order and are not sufficient to meet the disaster-caused
 93 housing need; housing needs exceed the capacity to provide MLR units or TTHUs in a timely
 94 manner; and when one or more properties have been identified that meet the criteria identified in
 95 the Direct Lease (see [Chapter 3, V.G](#)) section of this chapter.


96 After Direct Temporary Housing Assistance has been approved and the forms of assistance being
 97 provided have been determined, the FCO will coordinate with the STT government to execute an
 98 addendum to the agreement between FEMA and the STT government that describes the
 99 responsibilities of each party. FEMA will use the most cost-effective forms of available Direct
 100 Temporary Housing Assistance to meet the disaster-caused housing needs. In general, FEMA
 101 will prioritize the types of Direct Temporary Housing Assistance as depicted in *Figure 22*.
 102 However, PHC may be considered when no alternative housing resources are available and all
 103 forms of Direct Temporary Housing Assistance are unavailable, infeasible, or not cost-effective.

104 **Figure 22: General Sequence of FEMA Direct Housing Assistance Options**



105 **C. Direct Temporary Housing Assistance Conditions of Eligibility**

106 This section describes the additional conditions
 107 FEMA uses to determine an applicant’s
 108 eligibility for Direct Temporary Housing
 109 Assistance and to select the appropriate size
 110 and type of THU to meet the household’s
 111 needs.



Direct Temporary Housing Assistance

Applicants who are ineligible for Home Repair Assistance or Home Replacement Assistance because they failed to maintain flood insurance required as a condition of accepting financial assistance in a previous disaster may still be eligible for Direct Temporary Housing Assistance.

112 **1. Conditions of Eligibility**

113 Applicants who may be eligible for Direct
 114 Temporary Housing Assistance must:

- 115 • Meet all of the conditions of eligibility found in IHP Eligibility (see [Chapter 3, II.](#)).
- 116 • Be verified by FEMA through the on-site inspection conducted following an applicant’s
 117 registration as:
 - 118 ○ An owner of a disaster-damaged primary residence with real property verified
 119 loss amount of at least \$12 per square foot (see examples in *Figure 23*);¹¹⁶ or
 - 120 ○ A renter with a disaster-damaged primary residence that was destroyed or
 121 received major damage as a result of the disaster.

Figure 23: Three examples of the \$12 per square foot Real Property Verified Loss Amount

Square Footage of Disaster-Damaged Primary Residence	Real Property Verified Loss Amount at \$12 per square foot.
750 square feet	\$9,000
2,000 square feet	\$24,000
5,000 square feet	\$60,000

- 130 • Not be receiving Continued Temporary Housing Assistance and Direct Temporary
 131 Housing Assistance for the same months.

132 **Limitations and Exclusions**

- 133 • Applicants who are receiving Continued Temporary Housing Assistance for a rental
 134 resource outside of reasonable commuting distance of their disaster-damaged residence
 135 may be considered for Direct Temporary Housing Assistance.

136 FEMA contacts applicants to obtain information
137 about their household’s unmet temporary housing
138 needs. During the contact, typically by phone,
139 FEMA refers eligible applicants to other
140 adequate, accessible, alternate housing units, if
141 available, prior to discussing Direct Temporary
142 Housing Assistance. FEMA expects applicants to
143 accept the first offer of available alternate
144 housing that meets their household’s needs;
145 applicants who refuse available housing that
146 meets their household’s needs may become
147 ineligible for Direct Temporary Housing Assistance. FEMA determines no housing resources are
148 available or available alternate housing resources are not adequate for the applicant’s household
149 because of one of the following:



Recording Property Loss

FEMA inspectors do not record real property losses for renters, as renters are not responsible for repairs to their pre-disaster residence. This is why the threshold for renters is based on a general level of damage rather than a specific dollar amount of real property damage.

- 150 • Housing resources are not within [reasonable commuting distance](#).
- 151 • Housing resources exceed the applicant’s financial ability, defined as no more than 30%
152 of the household's income.
- 153 • The applicant’s household includes children attending school (not including post-
154 secondary education) and transportation to school is not available from any of the
155 available alternate housing resources.
- 156 • Housing resources are not accessible to one or more members of the applicant’s
157 household who have a disability.
- 158 • Housing resources are not in reasonable distance to accessible public transportation and
159 the household includes one or more persons with a disability who requires accessible
160 public transportation.
- 161 • The applicant’s primary residence is a working agricultural interest generating at least
162 50% of the household’s pre-disaster income.
- 163 • A member of the applicant’s household needs in-home health care services, or provides
164 such services to a friend, neighbor, or relative, and would be unable to receive or provide
165 these services if relocated to an alternate housing resource.
- 166 • The applicant is able to provide verifiable documentation that demonstrates:
 - 167 ○ The landlord or leasing agent will not agree to a lease of less than one year; or
 - 168 ○ The applicant is unable to use Rental Assistance due to adverse credit history or
169 criminal background. However, FEMA will coordinate with voluntary agencies
170 and other organizations to assist in housing applicants in this situation prior to
171 considering Direct Temporary Housing Assistance.

172 **2. Temporary Housing Unit (THU) Selection Considerations**

173 FEMA determines the size of the THU to provide an applicant based on the required number of
174 bedrooms recorded during the FEMA inspection. FEMA generally provides one bedroom for
175 every two persons in the applicant’s household.¹¹⁷

- 176 • FEMA may provide an additional bedroom based on the age, sex, and relationship of
177 household members or as a reasonable accommodation for a household member with a
178 disability.
- 179 • FEMA may provide an additional unit when the size of the applicant’s household exceeds
180 the capacity of a single available unit; however, FEMA will not provide more than one
181 unit when the household has only one member over the age of 18.

182 **D. Direct Temporary Housing Assistance Terms and Conditions**

183 FEMA provides Direct Temporary Housing Assistance for up to 18 months from the date of the
184 declaration when adequate, alternate housing is unavailable, and the occupants cannot fulfill their
185 permanent housing plan (PHP) through no fault of their own.

186 FEMA re-evaluates the occupant’s eligibility on a periodic basis through recertification visits,
187 usually monthly, and the Direct Temporary Housing Assistance eligibility for the entire period of
188 assistance is subject to the occupant continuing to meet recertification requirements. All
189 occupants must agree to comply with FEMA’s rules, terms, and conditions for occupying the
190 THUs before they move in by signing a Temporary Housing Agreement or [Revocable License](#).
191 The Revocable License documents the applicant’s acceptance of government property for
192 temporary housing based on FEMA’s terms and conditions included in the license.

193 Occupants must demonstrate a continued housing assistance need, actively participate in the
194 FEMA recertification process, and show progress towards achieving their PHP to remain eligible
195 to stay in the THU. When applicants fail to comply with FEMA’s rules, terms, and conditions,
196 FEMA may terminate their eligibility to remain in the THU.¹¹⁸ Applicants who have been
197 deemed ineligible by FEMA and refuse to vacate the THU will be subject to a monthly penalty
198 fee. If an applicant refuses to surrender possession of the THU, legal and/or other appropriate
199 actions may be taken.¹¹⁹

200 **1. Occupant Responsibilities**

201 All THU primary occupants must sign and abide
202 by the terms and conditions of the Temporary
203 Housing Agreement or Revocable License,
204 which specifies the household’s obligations to:

- 205 • Comply with THU Rules of Use, such as
206 maintaining the unit, its furnishings, and
207 the surrounding area in a clean and
208 orderly condition; paying applicable



Primary Occupant

Primary Occupant means the applicant, co-applicant, or other household member over the age of 18 who signs the Temporary Housing Agreement or Revocable License. The primary occupant is responsible for any monthly rent or additional charges related to the Temporary Housing Unit.

- 209 utility charges; and not damaging or making unauthorized modifications to the THU and
210 its contents;
- 211 • For THUs not owned by FEMA (i.e., MLR property) or located on sites not owned by
212 FEMA or the occupant (e.g., commercial parks), the occupant will be required to comply
213 with the terms of the owner’s lease or terms of use;
- 214 • Act to secure adequate, alternate housing at the earliest possible time within the period of
215 assistance;
- 216 • Comply with all rules for a group site or commercial park and comply with all relevant
217 local ordinances;
- 218 • Refrain from conduct which adversely affects FEMA’s property interest in the THU or
219 the rights of other THU occupants to enjoy safe, secure, and functional temporary
220 housing; and
- 221 • Meet the recertification requirements identified in Continued Direct Temporary Housing
222 Assistance.

223 FEMA will notify insured THU occupants that DOB may occur if an insured member of their
224 household receives ALE or LOU benefits to rent alternate housing.

225 When this occurs, the primary occupant must:

- 226 • Pay an amount equal to the ALE or LOU benefit to FEMA starting from the date the
227 occupant signed the Temporary Housing Agreement. The amount of the monthly DOB
228 payment to FEMA will not exceed FMR; and
- 229 • Continue to make the ALE or LOU payment to FEMA until the total amount of the
230 insurance benefit for ALE or LOU has been exhausted or the occupant vacates the THU,
231 whichever is first.

232 ***2. Direct Temporary Housing Assistance Recertification***

233 FEMA requires all THU occupants to actively participate in the recertification process.

234 Occupants are responsible for achieving their PHP at the earliest possible time within the period
235 of assistance and providing verifiable information of their progress towards their PHP to FEMA
236 in order to receive continued Direct Temporary Housing Assistance.

237 FEMA requires the THU primary occupant to establish a realistic PHP for their household no
238 later than the first recertification. An acceptable PHP may demonstrate one of the following:

- 239 • A pre-disaster owner is able to repair or rebuild the pre-disaster residence.
- 240 • A pre-disaster owner is able to purchase a new residence.
- 241 • A pre-disaster owner or renter is able to find and lease an available rental unit.

- 242 ○ FEMA expects owners who cannot demonstrate the ability to repair or rebuild
243 their pre-disaster residence or purchase a new residence within the period of
244 assistance to move into an available rental resource.

245 FEMA will regularly review the primary occupant’s PHP to ensure the plan is realistic and
246 achievable within the period of assistance. A PHP is realistic and achievable when:

- 247 • The primary occupant demonstrates sufficient financial resources or other viable means
248 for achieving the PHP within the period of assistance. Sufficient resources include funds
249 or a verifiable commitment of non-financial assistance, such as voluntary agency labor;
250 and
- 251 • The primary occupant shows documented progress towards the PHP (e.g., acquired
252 permits, contracts for repairs).

253 Primary occupants who have not made progress toward their PHP must demonstrate it is due to
254 no fault of their own (e.g., a contractor failure to obtain the required building permits, or a delay
255 in the rental unit move-in date) and update their PHP to ensure they are realistic within the
256 period of assistance.



Disaster Case Management Program (DCM)

SLTT governments may request the FEMA DCM Program if the Presidential disaster declaration includes IA. DCM provides disaster survivors with a single point of contact to facilitate access to a broad range of resources.

The case manager verifies the survivor’s disaster-caused unmet needs, and works with the survivor to develop a goal-oriented plan that outlines the steps necessary to achieve recovery.

The case manager also organizes and coordinates information on available resources that match the survivor’s disaster-caused need, monitors progress toward reaching recovery plan goals, and advocates for the survivor as needed. DCM is a critical resource for THU occupants with disaster-caused needs. More information on DCM is available in [Chapter 4](#).

257 3. Health and Safety Concerns of THU Occupants

258 When an occupant reports a health and safety concern about the living environment in the THU,
259 FEMA will investigate to identify or verify the cause and obtain professional, expert
260 recommendations for addressing the concern. If this investigation determines that testing and/or
261 remediation is necessary, FEMA may require the occupant to vacate the unit. FEMA may offer
262 alternate accommodations and moving and storage of personal property for occupants displaced
263 due to any THU testing and/or remediation requirements.

264 4. Extension of Direct Temporary Housing Assistance

265 FEMA may extend Direct Temporary Housing Assistance beyond the 18-month period of
266 assistance when the affected STT government requests an extension in writing.¹²⁰ Consistent
267 with the terms and conditions of the FEMA-State/Territory/Tribe Agreement , the affected STT

268 government should request an extension at least 90 days before the end of the current period of
269 assistance. The AA for Recovery will consider the request for approval. When the period of
270 assistance is extended, FEMA will begin monthly rent collection from eligible occupants of
271 FEMA THUs.¹²¹

- 272 • FEMA may authorize extensions to the initial 18-month period of assistance due to
273 extraordinary circumstances when doing so is in the public interest.
- 274 • FEMA will typically not consider extending the period of assistance without a written
275 request from the SCO/TCO or GAR/TAR. However, FEMA may extend the period of
276 assistance at its sole discretion; extensions to the period of assistance will only be
277 considered in situations where the remaining disaster-caused temporary housing need
278 exceeds the capabilities of the STT government, or the affected communities to support
279 and there remains a lack of available resources. The request should include supporting
280 documents demonstrating this housing need.
- 281 • The AA for Recovery may consider extending the period of assistance when:
 - 282 ○ Adequate, alternate housing is not available in the affected area; and
 - 283 ○ Accessible housing units for occupants with disabilities are not available or are
284 not within a reasonable commuting distance of essential services (e.g., accessible
285 public transportation, grocery, medical facilities, banking, child care, schools, or
286 place of employment).
- 287 • If an extension is approved, the affected STT government must execute an amendment to
288 the FEMA-State/Territory/Tribe Agreement .

289 **5. Rent Collection for FEMA Temporary Housing Unit**

290 After the period of assistance has been extended, FEMA charges the primary occupant a monthly
291 rent for each month any occupant remains in or maintains possession of a THU.¹²² The monthly
292 THU rent is based on the locally applicable FMR.

293 **Establishing Rent Amount:** FEMA
294 calculates each occupant’s monthly rent by
295 applying the FMR based on the number of
296 bedrooms in the THU and the THU location
297 for the fiscal year in which Direct Housing
298 Assistance is extended. Monthly rent begins
299 accruing on the first day of the first full
300 month after the extended assistance period
301 begins.¹²³ The primary occupant will be
302 required to pay monthly rent due on the first
303 day of each month after the date rent begins
304 to accrue.¹²⁴



Extra Bedroom

If FEMA provided the occupant with an extra bedroom as a reasonable accommodation, the extra bedroom will not be included in the monthly rent calculation. Reasonable accommodations are part of the cost of doing business, and no surcharges will be passed on to the occupants to pay for them. See Title II of the Americans with Disabilities Act for further information.

305 Prior to the end of the period of assistance, FEMA provides a 30-day written notice of the
306 requirement to pay monthly rent to occupants who remain in a FEMA THU after the initial 18-
307 month period of assistance.

308 FEMA does not prorate rent or reimburse the primary occupant when any occupant remains in or
309 maintains possession of the THU on or after the first day of the month. If any occupant remains
310 in the THU on or after the first day of the month, the primary occupant is required to pay full
311 rent for that month.

312 **Appeal of Rent:** If the primary occupant is unable to pay the amount of rent established by
313 FEMA, they may appeal FEMA’s rent determination within 60 days of receiving FEMA’s notice
314 of the requirement to pay monthly rent. Appeals must include documentation demonstrating the
315 applicant does not have the financial ability to pay the established rent. Specifically, FEMA
316 requires both of the following information:

- 317 • Pre-disaster versus post-disaster monthly gross income of all household occupants age 18
318 or older; and
- 319 • Pre-disaster versus post-disaster monthly housing costs, such as mortgage payments on
320 the pre-disaster residence while it is being repaired.

321 FEMA may adjust the amount of rent using the following criteria:

- 322 • If the total monthly adjusted gross
323 income amount of all occupants 18
324 years of age and older remained the
325 same subsequent to the disaster, FEMA
326 will consider the primary occupant
327 capable of paying the same monthly
328 amount for housing costs paid before
329 the disaster or 30% of their household
330 income, whichever is greater, but not to
331 exceed the FMR.



Minimum Rent Amount

FEMA uses 30% of the total monthly adjusted gross income of all household members’ income based on the formula used by HUD to determine the Total Tenant Payment (TTP). HUD allows a minimum rent amount to be set in the TTP formula of up to \$50. FEMA established \$50 as the minimum rent amount.

- 332 • If the total monthly gross adjusted
333 income amount of all occupants 18 years of age and older increased or decreased as a
334 result of the disaster, FEMA will consider the primary occupant capable of paying a
335 monthly amount for housing costs equal to 30% of their household income or the FMR,
336 whichever is greater, but not to exceed the FMR.
- 337 • FEMA will subtract post-disaster monthly housing costs from the amount FEMA
338 considers the primary occupant is capable of paying for housing costs to determine the
339 FEMA adjusted rent amount to be charged, up to the applicable FMR. Housing costs may
340 include rent and/or mortgage payments (including principal, interest, and real estate
341 taxes) on the pre-disaster primary residence, real property insurance, and utility costs (not
342 to include cable television, internet, and telephone service).

- 343 • FEMA will not charge any primary occupant more than the FMR for monthly rent.
- 344 • FEMA will not charge any primary occupant less than the FEMA minimum monthly rent
- 345 amount of \$50.
- 346 Rent for a THU will continue to accrue each month while FEMA is considering the appeal,
- 347 which may take up to 90 days.
- 348 • If the appeal is denied, the primary occupant must pay the originally established rent in
- 349 total within 30 days of the date of the appeal decision, including any rent not paid while
- 350 FEMA was considering the appeal; or
- 351 • If the appeal is granted, the primary occupant must pay the adjusted rent in total within
- 352 30 days of the date of the appeal decision:
- 353 ○ If the primary occupant paid the originally established rent amount while FEMA
- 354 considered the appeal, FEMA will reimburse any overpayment based upon the
- 355 amount of the adjusted rent.

356 ***6. Reasons for Terminating Direct Temporary Housing Assistance***

357 The occupant's eligibility to live in a FEMA THU automatically expires at the end of the period

358 of assistance, unless the period of assistance has been extended. FEMA may terminate an

359 occupant's Direct Temporary Housing Assistance prior to the end of the period of assistance for

360 the following reasons:¹²⁵

361 Program Eligibility Violations

- 362 • Occupants are not actively participating in the recertification process (e.g., not being
- 363 available to meet with FEMA recertification staff on a regular basis).
- 364 • Occupants are not taking all actions necessary to achieve their PHP in a reasonable time
- 365 frame.

366 Conduct Violations

367 In some cases, an occupant who committed a violation may be removed from the THU and other

368 occupants may remain in the unit.

- 369 • Major Violations: Occupants engaging in conduct violations involving criminal activity
- 370 in violation of federal, STT government law, or other actions which present an imminent
- 371 threat to the health and safety of the occupant, other THU occupants, or persons in the
- 372 surrounding area. Major violations must be supported by an arrest or police report and
- 373 occur in the vicinity of the TTHU or be an immediate threat to one or more occupants of
- 374 the TTHU or other persons in the surrounding area; however, FEMA does not have to
- 375 wait for a conviction before terminating assistance. Examples of major violations include,
- 376 but are not limited to:
- 377 ○ Assault, battery, rape, domestic violence, child abuse, or sexual assault

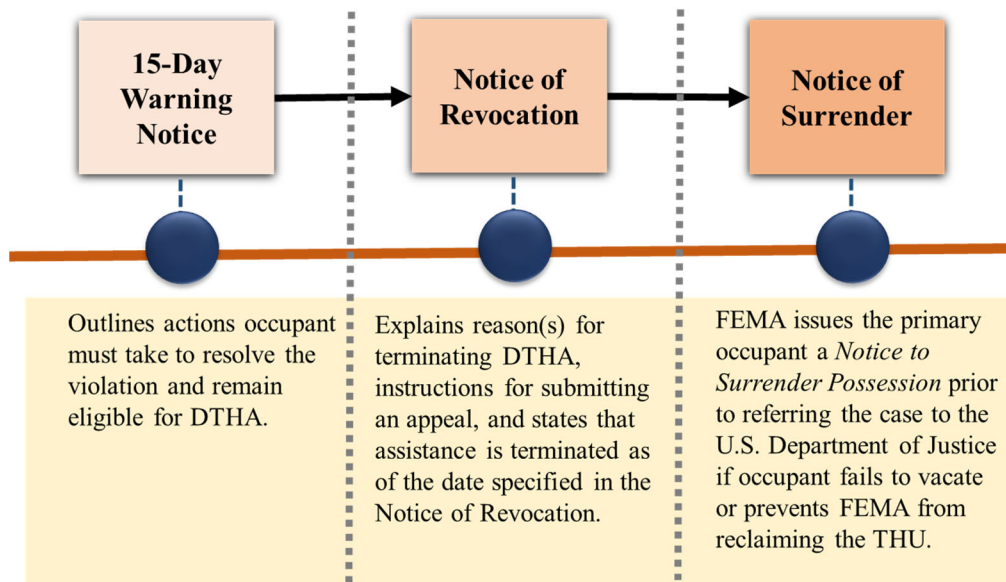
- 378 ○ The use, sale, possession, or manufacture of illegal drugs
- 379 ○ Destruction or theft of property owned or leased by FEMA (including the THU),
- 380 other THU occupants (including their guests), and contractors performing work
- 381 for FEMA.

382 General Violations

383 Occupants engaging in conduct violations involving the breaking of rules established by the
 384 commercial park or other temporary housing site management rules included within the
 385 Temporary Housing Agreement or Revocable License. Examples of general violations include,
 386 but are not limited to:

- 387 • Excessive noise or disturbance of peace
- 388 • Unleashed or unattended pets outside of the THU
- 389 • Damage to the THU beyond normal wear and tear
- 390 • Failure to maintain reasonably clean and sanitary conditions both inside and outside the
- 391 THU
- 392 • Failure to pay rent, after receiving a warning, and when rent has been assessed following
- 393 the end of the period of assistance

394 **Figure 24: FEMA Notification of Occupant Violations**



395 **7. Process for Terminating Direct Temporary Housing Assistance**

396 FEMA will follow the process outlined below to afford each occupant due process and ensure
 397 sufficient justification exists for termination.

- 398 • **Warning Notice:** After becoming aware of a program eligibility or general conduct
- 399 violation, FEMA will notify the primary occupant through a 15-day warning notice,

400 delivered in-person or through certified mail. This notice will outline the actions the
401 occupant must take to resolve the violation and remain eligible for FEMA Direct
402 Temporary Housing Assistance. FEMA will not issue a warning notice for Major
403 Violations or the end of the period of assistance.

404 • **Notice of Revocation:** If the occupant fails to remedy the violation as outlined in the 15-
405 day notice or commits a Major Violation, FEMA will issue the primary occupant a
406 Notice of Revocation (NOR) explaining the reason(s) for terminating Direct Temporary
407 Housing Assistance, instructions for submitting an appeal, and that assistance is
408 terminated as of the date of the letter.

409 • **Notice to Surrender Possession:** If an occupant fails to vacate or prevents FEMA from
410 reclaiming the THU, FEMA will issue the primary occupant a Notice to Surrender
411 Possession prior to referring the case to U.S. Department of Justice.

412 • **Appeal Rights:** Occupants can appeal the termination decision within 60 days after
413 receiving the NOR. However, filing an appeal does not relieve the occupant of the
414 responsibility to vacate the THU by the deadline established in the NOR. Also, the
415 occupant cannot appeal an NOR received due to the end of the period of assistance.

416 8. *Penalty Fees*

417 After the period of assistance has ended or an
418 occupant is determined ineligible for continued
419 assistance, primary occupants who fail to
420 surrender the THU by the established deadline are
421 subject to a monthly penalty fee for as long as any
422 occupant remains in or maintains possession of the
423 THU. FEMA may also charge the primary
424 occupant a penalty fee when they fail to pay
425 monthly rent when charged by FEMA or fail to
426 relocate or assume financial responsibility for a
427 TTHU purchased from FEMA as agreed to in the
428 Acknowledgement of Conditions of Sale (see [Chapter 3, V.F.](#)).



Example of Penalty

If a homeowner fails to complete repairs or construction on their primary residence within the additional 90 days provided, FEMA will require the homeowner to pay the full, unreduced penalty fee for the length of time the homeowner or any occupant remains in or maintains possession of the THU.

429 Paying the penalty fee does not entitle an occupant to remain in a THU nor does it prevent
430 FEMA from taking legal action to remove the occupant from the unit. A penalty fee is equivalent
431 to the FMR plus a flat rate fee of \$550 or FMR plus FEMA's actual monthly costs for the THU,
432 whichever is higher. The flat rate of \$550 is based on the average actual monthly cost per unit for
433 occupied TTHUs from years 2011 to 2015. *Figure 25* offers two examples of the penalty fee.

Figure 25: Example of a Penalty Fee				
Examples	FMR	Monthly Cost for THU	Flat Rate Fee	Penalty Fee
Example 1	\$1000*	\$475	\$550*	\$1,550
Example 2	\$1000*	\$1350*	\$550	\$2,350

Asterisks indicate which columns are used to calculate each example penalty fee.

434 FEMA may consider reducing the penalty fee to the FMR if occupants meet all of the following
 435 conditions:

- 436 • Primary occupants who are pre-disaster homeowners:
 - 437 ○ Have a PHP to repair or rebuild their primary residence;
 - 438 ○ Have not achieved their PHP through no fault of their own;
 - 439 ○ Need up to an additional 90 days beyond the end of the initial or extended period
 440 of assistance to complete the repairs or construction;
 - 441 ○ Have previously declined to purchase their TTHU after the Sales Program was
 442 implemented; and
 - 443 ○ Paid monthly rent to FEMA during an extended period of assistance, if applicable
 444 (see [Chapter 3, V.C.5.](#)); applicants who were charged rent by FEMA during an
 445 extended period of assistance but did not pay will not be considered for a reduced
 446 penalty fee.
- 447 • Primary occupants who are pre-disaster homeowners and renters:
 - 448 ○ Have a TTHU sale or donation pending beyond the initial or extended period of
 449 assistance through no fault of their own; and
 - 450 ○ Pay monthly rent to FEMA during an extended period of assistance, if applicable;
 451 applicants who were charged rent by FEMA during an extended period of
 452 assistance but did not pay will not be considered for a reduced penalty fee.

453 Primary occupants may appeal FEMA’s decision to terminate assistance; however, the penalty
 454 fee may not be appealed. If FEMA accepts the appeal, overturns the termination, and reinstates
 455 Direct Temporary Housing Assistance, the occupant will not be required to pay a penalty fee.
 456 FEMA will refund the applicant any penalty fees the applicant paid during the appeal period.

457 Primary occupants who have not paid their penalty fee in full within 120 days of the date of
 458 receiving the bill will be referred to the U.S. Department of the Treasury for debt collection.

459 **E. Multi-Family Lease and Repair**

460 FEMA may provide Direct Temporary Housing
461 Assistance in the form of repairs or
462 improvements to existing, vacant multi-family
463 housing units (e.g., apartments).¹²⁶ FEMA may
464 utilize units repaired or improved under MLR as
465 temporary housing for eligible applicants who
466 are unable to use Rental Assistance due to a lack
467 of available resources. MLR is not intended to
468 repair or improve individual units to re-house
469 existing tenants.



A FEMA staff member helps a disaster survivor apply for FEMA assistance.

470 **1. Property Eligibility Requirements**

471 In addition to the criteria described in Direct
472 Temporary Housing Assistance Request and
473 Approval (see [Chapter 3, V.A](#)), FEMA must
474 verify that one or more properties meet the
475 following conditions of eligibility to
476 authorize MLR.

477 These additional conditions of eligibility
478 include:

- 479 • The property must have previously
480 been used as multi-family rental housing;
- 481 • The property must be located in an area impacted by a major disaster or designated for IA
482 under a major disaster declaration;
- 483 • The property must be located within reasonable access to community and wrap-around
484 services such as accessible public transportation, schools, fire and emergency services,
485 grocery stores, etc.;
- 486 • The property must be available to be leased to FEMA allowing FEMA’s exclusive use as
487 temporary housing for eligible applicants for a term of no less than 18 months from the
488 date of declaration;
- 489 • The property owner must agree to allow FEMA to make reasonable accommodation
490 and/or modification repairs or improvements during the term of the lease agreement
491 without requiring FEMA to remove the improvements at the end of the lease agreement;
492 and
- 493 • The property owner must provide all property management services, including building
494 maintenance, except where the property is leased or contracted from another government
495 entity, in which case FEMA may directly provide such services.

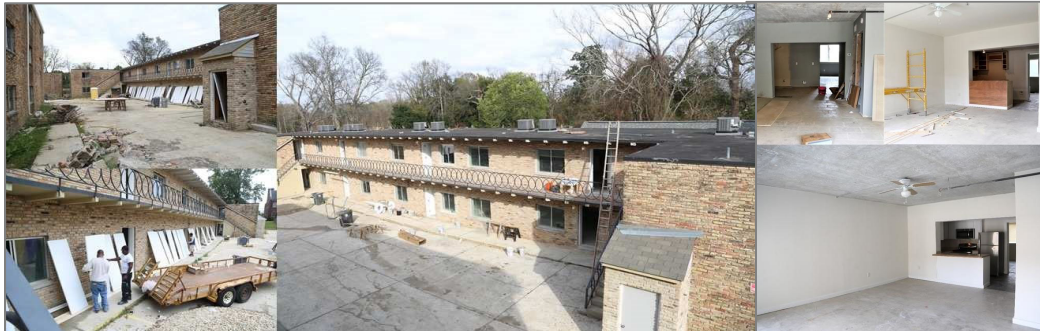


Multi-Family Rental Housing

Multi-family rental housing is defined as a rental property that contains three or more dwelling units, each such unit providing complete and independent living facilities for one or more persons, including permanent provisions for living, sleeping, cooking, and sanitation.

496 FEMA may add counties/jurisdictions to the major disaster declaration designated for IA
497 specifically for the purpose of implementing MLR, providing:

- 498 • There are insufficient properties within already-designated counties/jurisdictions to meet
499 the housing need under MLR;
- 500 • FEMA has identified suitable properties within counties/jurisdictions proposed to be
501 designated for MLR;
- 502 • The properties are necessary to provide temporary housing to eligible applicants within a
503 reasonable commuting distance; and
- 504 • The Governor/Tribal Chief Executive or GAR/TAR submits a written request to add the
505 counties/jurisdictions to the major disaster declaration and the Associate Administrator
506 for Response and Recovery approves the request.



Rental units in Louisiana being repaired under Multi-Family Lease and Repair to house eligible applicants.

512 2. Approving Properties

513 Under the terms of any lease agreement for
514 potential MLR property, the value of the
515 improvements or repairs shall be deducted
516 from the value of the lease agreement. Any
517 repairs or improvements will not take more
518 than four months to complete.

519 To determine the cost-effectiveness of a
520 potential MLR property, compared to other
521 forms of Direct Temporary Housing
522 Assistance, FEMA will take the following
523 actions:

- 524 • Determine the estimated cost of repairs or improvements by performing an independent
525 government cost estimate for the necessary repairs and improvements or receive an
526 estimated cost for repairs and improvements from a building contractor.



Lease Agreement

Lease Agreement is defined as a lease or contract between FEMA and a property owner for use, and to allow for repairs or improvements to a multi-family rental property. It includes the terms and conditions associated with the use and repairs or improvements being made, and the authorized expenditures to be paid by FEMA to the property owner.

- 527 • Determine the estimated cost of repairs or improvements to make at least one unit per
528 lease agreement, per the Fair Housing Act or other applicable requirements, accessible to
529 applicants with disabilities, including
530 costs to provide marked and signed
531 accessible parking, access to the unit,
532 and accessible common areas.
- 533 • Determine the value of the lease
534 agreement by multiplying the approved
535 monthly Rental Assistance rate by the
536 number of units, and then multiplying
537 the number of months remaining
538 between the date the repairs are
539 completed and the end of the 18-month
540 period of assistance.
- 541 • Deduct the estimated cost of repairs
542 and improvements from the value of
543 the lease agreement by using a two-tier
544 approval process based on RV and
545 MHU acquisition costs.



Fair Market Rent (FMR)

FMR is defined as housing market-wide estimates of rents that provide opportunities to rent standard quality housing throughout the geographic area in which rental housing units are in competition.

The fair market rent rates applied are those identified by HUD as being adequate for existing rental housing in a particular area. FEMA uses the applicable rate based upon the location of the housing unit, the number of bedrooms in the housing unit, and the fiscal year in which the major disaster declaration was issued.

546 Tier 1 Approval

- 547 • The RA or the FCO, if the RA has delegated the authority to the FCO, may approve MLR
548 property repairs with a unit cost up to \$40,000, the average per unit acquisition cost of an
549 Express MHU. An Express MHU is the smallest MHU in FEMA's inventory.

550 Tier 2 Approval

- 551 • MLR property repairs with a unit cost that exceeds the Tier 1 acquisition cost, will
552 require the RA or the FCO, if the RA has delegated the authority to the FCO, to request
553 approval from the AA for Recovery. The RA or FCO must provide a written request that
554 includes:
 - 555 ○ Justification for why increasing MLR property costs above the per unit
556 acquisition cost of an Express MHU is a more feasible, cost-effective, and
557 survivor-centric solution; and
 - 558 ○ The requested increase MLR unit cost.

559 **3. Prioritizing Properties**

560 When multiple approved MLR properties exist, FEMA will evaluate properties according to the
561 following factors:

- 562 • Cost to the Federal Government;

- 563 • Time to complete repairs;
 - 564 • Landlord’s demonstrated ability
 - 565 to manage and/or provide
 - 566 maintenance services;
 - 567 • Proximity to wrap-around
 - 568 services; and
 - 569 • Accessibility.
- 570 When selecting available properties for
- 571 use, FEMA will prioritize properties that:
- 572 • Make at least one unit accessible.
 - 573 • Are in proximity to accessible
 - 574 public transportation.

575 FEMA will consider the specific needs

576 of applicants with disabilities and others

577 with access and functional needs. FEMA

578 will prioritize accessible units for

579 applicants whose household includes one

580 or more persons with a disability. FEMA

581 may only consider placing other eligible

582 applicants in accessible units when all households with accessibility needs have been adequately

583 housed.

584 **4. Property Repair or Improvement Service Contracting**

585 Once approved, FEMA has two options for repairing or improving an eligible MLR property. At

586 its discretion, FEMA may either:

- 587 • Enter into a contract with the property owner for the property owner to perform necessary
- 588 repairs and improvements to housing units to be provided for FEMA's exclusive use as
- 589 temporary housing during the term of the lease agreement; or
- 590 • Enter into a contract with a third party to perform the repairs or improvements to the
- 591 housing units and enter into a lease agreement with the property owner.

592 FEMA will only authorize repairs and improvements that:

- 593 • Make a property safe, habitable, accessible, and functional for temporary housing;
- 594 • Use materials of average quality, size, and capacity (“builder grade”), in accordance with
- 595 Federal EHP laws, regulations, EOs, and local codes and ordinances, or minimum
- 596 construction industry standards where no codes and ordinances apply;



Payment Scenarios for an MLR Property Owner

FEMA may, in some scenarios, make payments to a MLR property owner in addition to the costs for the repairs. FEMA may:

- Provide monthly rent to the property owner when the total estimated cost of repairs is less than the FMR value of the lease. The total amount of monthly rent payments may not exceed the difference between the total estimated cost of repairs and the FMR value of the lease. FEMA will not pay monthly rent when total projected cost of all necessary repairs and improvements equals or exceeds the FMR value of the lease.
- Provide a per-unit monthly maintenance fee for servicing repairs while FEMA utilizes the unit for temporary housing.
- Provide a per-unit security deposit payment to the landlord not to exceed one month of FMR based on the location and number of bedrooms.

- 597 • Promote living environments that are usable by the broadest spectrum of people,
598 regardless of ability, without the need for adaptation or specialized design; and
- 599 • Are performed in compliance with local building codes, standards, permitting, inspection
600 requirements, and all applicable EHP compliance requirements.

601 When repairs or improvements are made to provide accessibility features, contractors will be
602 guided by the Americans with Disabilities Act Accessibility Guidelines (ADAAG)¹²⁷ and HUD's
603 Design Details for Accessible Disaster Relief Housing.¹²⁸ FEMA will include the following
604 accessibility features when repairs or improvements are required to these elements:

- 605 • Bathrooms:
 - 606 ○ Reinforcements to allow later installation of grab bars around toilet, tub, shower
607 stall and shower seat, where such facilities are provided
 - 608 ○ Americans with Disabilities Act (ADA)-compliant toilets
- 609 • Faucets: Single-lever faucet controls
- 610 • Door knobs/handles: Lever-type handles
- 611 • Door locks: Single-push locks
- 612 • Drawers and Cabinets: D-loop or other easy-to-use handle pulls
- 613 • Flooring: Low-pile carpet or smooth anti-slip flooring

614 If FEMA identifies an MLR-eligible applicant with a disability whose housing needs cannot be
615 met by an available unit, FEMA will make the necessary modifications as a reasonable
616 accommodation and/or modification so the applicant receives a habitable, safe, accessible, and
617 functional housing unit. FEMA will prioritize units that can be modified in the most time- and
618 cost-efficient manner and best meet the requirements of the applicant. FEMA will incur all costs
619 related to making the necessary repairs or improvements.

620 If construction costs begin to exceed the repair estimate at any time during the repairs, the
621 project may need to be re-evaluated to ensure it still complies with the Stafford Act
622 requirements. This will be a case-by-case determination based on the facts specific to the
623 situation, based on the reason for the cost overruns, the extent to which they are directly in
624 FEMA's control, and whether the increased costs cause the project to no longer be cost-effective.

625 **5. *Leasing Properties***

626 The property owner must agree to incorporate a lease addendum containing MLR program
627 conditions of eligibility and termination of tenancy between the property owner and the
628 occupant. The property owner acknowledges responsibility for evicting applicants whose
629 assistance is terminated. Property owners may receive reimbursement for reasonable costs
630 associated with the eviction process.

631 FEMA may provide a per-unit security deposit payment to the landlord not to exceed one month
632 of the FMR, based on location and number of bedrooms. Unused portions of each security
633 deposit must be returned to FEMA upon release of the unit. If the security deposit amount does
634 not cover the amount of damage to the unit, the occupant will be responsible to the property
635 owner for the additional funds. FEMA will not pay for background checks, credit checks,
636 application fees, or pet deposits.¹²⁹ FEMA will provide payment for utilities as part of the
637 monthly rent only when utilities are included in the rent as an established practice by the
638 property owner. Occupants are responsible for the payment of utility services when utilities are
639 not included as part of the monthly rent.

640 The lease agreement between FEMA and the property owner must include the option to extend
641 the lease if an extension beyond the standard 18-month period of assistance is approved. FEMA
642 may release the unit to the owner and cease all monthly payments for the unit if the unit becomes
643 vacant during the term of the contract and FEMA has not identified another eligible applicant to
644 occupy the unit.

645 **6. *Limitations and Exclusions***

646 Hotels, hospitals, nursing homes, etc. are not considered residential properties and are not
647 authorized for MLR.

648 FEMA will not approve additional increases beyond the FMR approved by the AA for Recovery
649 for the disaster.

650 **F. Transportable Temporary Housing Units and Site Types**

651 FEMA may provide Direct Temporary Housing Assistance in the form of TTHUs on sites with
652 utility access that meet the needs of the household and comply with applicable SLTT
653 government ordinances. Approved sites must also meet Federal floodplain management and EHP
654 compliance requirements. FEMA selects locations based on the cost-effectiveness, timeliness,
655 and suitability of each potential site. Sites may include private, commercial, and group sites.

656 **1. *Unit Types***

657 TTHUs may be provided in the form of RVs or MHUs. FEMA determines whether an RV,
658 MHU, or other form of temporary housing will be provided based on the applicant's household
659 composition, the amount of time the applicant expects to require temporary housing, as well as
660 the feasibility and cost of the available temporary housing options. FEMA prioritizes RVs for
661 eligible applicants who are projected to have a temporary housing need of six months or less. For
662 those with a projected need of longer than six months, FEMA will generally utilize another form
663 of Direct Temporary Housing Assistance.

664 **Recreational Vehicles**

665 FEMA provides RVs that are certified to comply with the Recreation Vehicle Industry
666 Association standards and meet California Air Resources Board (CARB) standards or are

667 certified compliant with the Toxic Substances Control Act Title VI requirements for
668 formaldehyde emissions from composite wood products found in RVs.

669 RVs may not be a suitable temporary housing solution for applicants with disabilities and others
670 with access and functional needs. FEMA notifies applicants with a disability and others with
671 access and functional needs who request an RV that a reasonable modification may be available
672 upon request. If a reasonable accommodation is requested but not available, FEMA works with
673 applicants on a case-by-case basis to see if an acceptable alternative will effectively address the
674 applicant's accessibility-related needs.

675 For eligible applicants who are unable to occupy an RV, FEMA will provide an MHU that
676 complies with Uniform Federal Accessibility Standards (UFAS) or an available THU.

677 Manufactured Housing Units (MHUs)

678 FEMA provides MHUs constructed in
679 accordance with HUD regulations.¹³⁰ FEMA
680 MHUs are equipped with residential fire
681 sprinklers, which can help save lives and prevent
682 injuries. Residential fire sprinklers require a tank
683 and pump system (TPS) to operate.

684 FEMA provides MHUs built to UFAS, including
685 UFAS-compliant platform steps or ramps, and
686 path of travel from the parking lot throughout the
687 facility, to eligible applicants with a disability.

688 Utilities

689 Occupants are responsible for the payment of
690 utility services regardless of the unit or site type
691 when utilities are not included as part of the monthly rent or pad rent for the unit. FEMA may
692 authorize payment for utilities that are included in the monthly rent as an established practice by
693 the property owner prior to the disaster.

694 **2. Site Types**

695 **Private Sites:** Private sites are sites provided by an applicant at no cost to FEMA, typically on
696 their property near their pre-disaster residence. FEMA inspects each potential private site to
697 determine if the site is feasible for placing the size and type of unit that will meet the household's
698 needs. FEMA may provide TTHUs on private sites under the following conditions:

- 699 • The owner of the private site must certify that they are the landowner and that FEMA has
700 permission to access the site to deliver, install, maintain, repair, and remove the TTHU.
- 701 • The site has sufficient access to allow FEMA to safely deliver, install, and remove the
702 TTHU and meets local zoning requirements for a TTHU.



RV and MHU

Recreational Vehicle (RV): An RV is a vehicle designed as temporary living quarters for recreational, camping, travel, or seasonal use purchased or leased by FEMA and provided to eligible applicants for use as temporary housing for a limited period of time.

Manufactured Housing Unit (MHU): A manufactured home purchased or leased by FEMA and provided to eligible applicants for use as temporary housing for a limited period of time.

703 • The site is sufficiently clear of debris and other obstacles for placement of a TTHU and
704 accessories (including steps or UFAS-compliant steps or ramps) in accordance with local
705 setback or lot boundary requirements and the household’s needs.

706 • Sanitation, including public sewer or a
707 private septic system, is available and
708 functional at the site. FEMA will not
709 perform any repairs to components of the
710 site eligible for Home Repair Assistance
711 (such as wells and septic tanks) in order to
712 make the site feasible for a TTHU.



MHU sits next to a residence in Zachary, Louisiana after flooding

713 • Electrical service is available and functional
714 and a temporary power pole and meter
715 panel for providing electrical service to the
716 TTHU can safely be installed by the local
717 power company. FEMA will not connect
718 electrical service for the TTHU to the applicant’s pre-disaster residence.

719 • Potable water service is available and functional at the site.

720 **Commercial Sites:** FEMA may provide TTHUs on commercial sites when the rules of the
721 commercial site do not violate the Fair Housing Act. Commercial sites are existing manufactured
722 home parks with available pads that FEMA may lease for the purpose of providing Direct
723 Temporary Housing Assistance.

724 • FEMA will prioritize locations within reasonable commuting distance of and access to
725 community and wrap-around services (see [Chapter 3, V.E.3.](#)).

726 • FEMA, to the extent possible, leases commercial sites at a fair market price in the
727 affected area based upon the pre-disaster pad lease rates.

728 • FEMA only authorizes reasonable and cost-effective repairs or improvements necessary
729 to make the site functional (such as an electrical service upgrade), including those
730 necessary to meet reasonable accommodation requests for people with disabilities.

731 • FEMA will not pay additional costs for
732 utilities, grounds maintenance, trash
733 removal, snow removal, or any other
734 costs unless such costs were typically
735 included in leases and lease amount prior
736 to the disaster and the utilities in
737 question are not metered separately by
738 the utility provider.



Manufactured housing units to be used as temporary housing for eligible applicants in a FEMA Staging Area in South Dakota.

739 • FEMA will prioritize commercial sites
740 with existing usable pads before
741 considering sites which require
742 improvement or expansion. FEMA will
743 only consider expanding or improving
744 existing commercial sites as a cost-effective alternative to building a group site. FEMA
745 will deduct the total cost of expansion or improvements to commercial sites from the
746 value of the lease agreement between FEMA and the park owner.

747 **Group Sites:** Group sites are not
748 automatically included as part of the
749 Direct Temporary Housing Assistance
750 approval. FEMA only considers group
751 sites when the temporary housing need
752 cannot be met by other direct temporary
753 housing options. Group sites provided by
754 the SLTT government may include
755 publicly-owned park land with adequate
756 available utilities. The RA will only
757 approve group sites when the below conditions have been met:



Fair Housing Act

Title VIII of the Civil Rights Act of 1968 (Fair Housing Act) protects people from discrimination when they are renting, buying, or securing financing for any housing. The prohibitions specifically cover discrimination because of race, color, national origin, religion, sex, disability, and the presence of children.

758 • The FCO must certify the need for each group site in writing and provide a copy of the
759 certification to the RA before initiating the final design. The FCO's certification of need
760 for a group site must include:

- 761 ○ A request from the SLTT government for the specific group site and an assurance
762 that the SLTT government has exhausted all other housing options in the area;
- 763 ○ An analysis demonstrating insufficient rental resources exist within a reasonable
764 commuting distance of the proposed group site location to meet the needs of
765 eligible applicants;
- 766 ○ An assessment demonstrating an increase in the Rental Assistance rate (see
767 [Chapter 3, IV.D.](#)) within the county or parish where the group site will be located
768 will not be sufficient to meet the needs of eligible applicants;
- 769 ○ Identification of any restrictions for placing TTHUs on private sites within the
770 county or parish where the group site will be located, accompanied by:

- 771 ▪ Documentation of the FEMA JFO’s efforts to negotiate waivers or
772 otherwise seek relief from these restrictions to provide temporary housing
773 for eligible applicants;
- 774 ▪ An analysis demonstrating that the group site would still be required if
775 applicants whose private sites are infeasible solely because of the local
776 restrictions were removed from consideration;
- 777 ○ Identification of the efforts taken to identify commercial sites for placement of
778 TTHUs; and
- 779 ○ Identification of the efforts taken to identify MLR and Direct Lease properties
780 within the county or parish where the group site will be located. This should
781 include data to support the need versus the number of MLR and Direct Lease
782 properties and units available.

783 The RA will provide justification for the approval of a group site, in writing, to the AA for
784 Recovery.

785 Group sites will be implemented according to the following considerations:

- 786 • FEMA will partner with the affected SLTT government to identify and select group site
787 locations. FEMA will prioritize sites provided by the SLTT government at no cost before
788 leasing a site from a private party.
- 789 • FEMA only develops group site locations within reasonable access to community and
790 wrap-around services (e.g., schools, fire and emergency services, grocery stores, etc.).
791 FEMA, as a lead coordinator, engages external stakeholders who may be able to assist in
792 implementing wrap-around services in and around group site areas. FEMA ensures all
793 common-use areas of the group sites, including accessible paths of travel from the
794 parking lot and throughout the site, are designed and built in accordance with UFAS. At
795 least 15% of the pads in a group site and at least 5% of the TTHUs installed will comply
796 with UFAS.
- 797 • FEMA will incorporate separate green spaces into group sites to accommodate
798 households with children or pets.
- 799 • FEMA will make every attempt to design and build group sites in such a manner that
800 playgrounds or other recreational equipment may be installed within or adjacent to the
801 group site.
- 802 • FEMA must re-evaluate the need for group sites as the housing mission progresses (e.g.,
803 post-design and during all phases of construction). If at any time during the process
804 applicants are able to be placed into other available direct housing options, the FEMA
805 JFO will prioritize their placement into these other options instead of continuing to
806 develop the group site.

807 **3. *Wrap-around Services***

808 FEMA does not provide wrap-around
 809 services; however, FEMA will not provide
 810 Direct Temporary Housing Assistance in
 811 locations where disaster survivors will not
 812 have access to wrap-around services.

813 **4. Floodplain Management and EHP**
 814 **Considerations**

815 FEMA complies with EHP laws,
 816 regulations, and EOs when installing
 817 TTHUs. FEMA will not install TTHUs within areas which can result in loss of human life or will
 818 have adverse impacts on historic properties or endangered or threatened species or designated
 819 critical habitat. FEMA reviews each potential TTHU site for floodplain management concerns¹³¹
 820 and will not place TTHUs within a one percent annual chance floodplain unless no practical
 821 alternative exists.

822 When placing TTHUs on private and commercial sites, FEMA shall apply the abbreviated eight-
 823 step decision-making process for any proposed action that may occur in or may impact a
 824 floodplain or wetland.¹³²

825 • FEMA will identify if the potential
 826 TTHU site is located in an SFHA as
 827 identified on the available flood
 828 hazard information or a potential
 829 flooding area as identified on the
 830 Advisory Flood Hazard Information.

831 • FEMA will not place TTHUs within
 832 a floodway or coastal high hazard
 833 area (V zone), even under the eight-
 834 step process. FEMA will not place
 835 RVs in high flood risk areas with
 836 rapid rates of rise or flash flooding.

837 • When deciding whether a potential TTHU site in the floodplain is the only practicable
 838 alternative, FEMA considers the following factors: speedy provision of temporary
 839 housing; potential flood risk to the temporary housing occupants; cost-effectiveness;
 840 social and neighborhood patterns; timely availability of other housing resources; and
 841 potential harm to the floodplain or wetland.

842 • When FEMA determines that placing TTHUs within an SFHA is necessary for providing
 843 temporary housing for eligible applicants, FEMA will prioritize MHUs over RVs for sites
 844 within the floodplain. FEMA considers the availability of each type of unit, based on the
 845 number of MHUs available from FEMA’s inventory, off the lot purchases, and additional



Wrap-around Services

Wrap-around services address the support eligible applicants need while living in the TTHU. Wrap-around services may include basic social services, access to transportation, police/fire protection, emergency/health care services, communications, utilities, grocery stores, child care, and educational institutions.



Historic Property

The term “historic property” is defined in the National Historic Preservation Act as “any prehistoric or historic district, site, building, structure, or object included on, or eligible for inclusion on, the National Register, including artifacts, records, and material remains relating to the district, site, building, structure, or object” (54 U.S.C. § 300.308). An archaeological site may be considered a historic property under the law.

846 production from manufacturers to determine when providing RVs within an SFHA may
847 be necessary for providing expedient temporary housing in an SFHA.

- 848 • Placement of TTHUs will be made in accordance with NFIP criteria or any more
849 restrictive Federal, SLTT government floodplain management standard. Such standards
850 may require anchoring and elevation to the base flood elevation in absence of a variance.
851 FEMA will take into account seasonal variations in flood risk and flood depth when
852 evaluating potential sites for TTHU placement.
- 853 • Units will be elevated to the highest level practicable and will be anchored to prevent
854 movement. Actual elevation levels will be based on the manufacturers' specifications and
855 agency guidance. RVs may be installed on their chassis but must also be adequately
856 anchored. FEMA will coordinate with STT governments and local floodplain
857 administrators to permit the installation of TTHUs.
- 858 • FEMA will provide applicants with information and advisories on the flood risk,
859 including information relating to health and safety, evacuation, right of entry, and
860 personal property, and contact information for the local emergency manager. FEMA will
861 obtain acknowledgement from TTHU occupants that they have been provided this
862 information.

863 FEMA conducts appropriate EHP
864 compliance analyses on potential group site
865 locations and when expanding or improving
866 commercial sites. Whenever possible,
867 FEMA will avoid placement in locations
868 where EHP compliance review has identified
869 hazards or concerns related to
870 environmental, historic, or cultural
871 resources. EHP compliance reviews may
872 require consultation with other Federal
873 agencies and SLTT government resource
874 agencies before work can begin.

875 FEMA may conduct additional EHP
876 compliance review for private sites when they are found to have archeological resources,
877 Federally-listed endangered or threatened species, designated critical habitat, or known
878 hazardous substance contamination.

879 Consultations undertaken pursuant to the Endangered Species Act (ESA) will typically focus on
880 ensuring ESA compliance by addressing a project's adverse effects to threatened and endangered
881 species, as well as their designated critical habitat. However, consultations may result in the
882 requirement to incorporate conservation measures for affected species and their designated
883 critical habitat. FEMA will address environmental planning early in project scoping and project
884 development stages to minimize delays and additional costs at the EHP compliance stage and to
885 identify opportunities for implementing measures for the conservation of species.



Expedited EHP Compliance Review

Understanding the critical need for the placement of TTHUs following a disaster, FEMA has streamlining measures in place to ensure an EHP compliance review is completed in a timely manner. FEMA will complete the appropriate level of analysis depending upon the action. This could involve the simple application of a Categorical Exclusion (an action that has been documented to have little potential impact on the environment) or completion of an

886 **G. Disposing of TTHUs through Sales to Occupants and Donations**

887 FEMA is authorized to dispose¹³³ of occupied TTHUs through sales to occupants or donations to
888 qualified government agencies or voluntary organizations within the period of assistance.¹³⁴

889 Sales and donations are means to dispose of TTHUs, not forms of housing assistance. An
890 occupant's participation in TTHUs sales or donations is voluntary.

891 An occupant's decision not to participate does not affect their eligibility for Direct Temporary
892 Housing Assistance during the period of assistance.

893 **1. Authorizing Disposal through Sales and Donations**

894 FEMA may dispose of occupied TTHUs by sale or donation in response to a written request
895 from the STT government. The RA or FCO, if the RA has delegated the authority to the FCO,
896 may implement TTHU sales and donations when:

- 897 • Rental resources are not expected to support those currently residing in FEMA-provided
898 TTHUs within the period of assistance for the disaster declaration;
- 899 • Applicants' completion of repair or replacement of their disaster-damaged residences will
900 not be possible within the period of assistance;
- 901 • Disposing of TTHUs is not expected to adversely affect local rental housing and
902 manufactured housing markets;
- 903 • Disposing of TTHUs is expected to be in the best interest of the Federal government; and
- 904 • Disposing of TTHUs will not cause a significant impact on FEMA's ability to maintain
905 necessary TTHU inventory.

906 Once approved, FEMA may sell occupied TTHUs to pre-disaster homeowners immediately
907 following the implementation of Direct Temporary Housing Assistance. After determining that
908 adequate, alternate housing has not returned to the housing market, and is not expected to return,
909 the earliest FEMA will implement sales of occupied units to pre-disaster renters is six months
910 following the date of declaration.

911 FEMA will not initiate or approve TTHU donations independent of TTHU sales to occupants.
912 FEMA will only consider donation after all TTHU sales to occupants have been completed. Each
913 TTHU Donation Agreement must be approved by the RA or FCO. For additional information,
914 see [Chapter 3, V.F.3](#).

915 **2. TTHU Sales to Occupants**

916 FEMA may dispose of occupied TTHUs by selling them directly to the occupant if that
917 individual or household lacks permanent housing through no fault of their own.¹³⁵ FEMA will
918 sell a unit at a price that is fair and equitable. When an applicant purchases a unit from FEMA,
919 they must agree to assume responsibility for it. Upon selling the unit to the occupant, FEMA will
920 notify the residence tax office.

921 **Purchaser’s Conditions of Eligibility:** Only the primary occupant may request and complete
922 the purchase of the TTHU.

923 The primary occupant must meet the following criteria to purchase the TTHU:

- 924 • Comply with all conditions and rules under Direct Temporary Housing Assistance (see
925 [Chapter 3, V.B.](#)) and the Revocable License or Temporary Housing Agreement;
- 926 • Lack permanent housing and be unable to fulfill a PHP within the period of assistance
927 through no fault of the occupant;
- 928 • Respond to the FEMA Sales Notice expressing interest in purchasing the unit;
- 929 • Demonstrate the household’s financial ability (e.g., proof of income, insurance payout,
930 personal savings, or external assistance from non-FEMA sources) to complete
931 the purchase within the time frame
932 required, typically 30 days after FEMA
933 tenders the final sales offer; and
934
- 935 • Demonstrate they have obtained any or
936 all permits or inspections required by the
937 SLTT government for the sale and
938 location of a TTHU.



One of several MHUs provided by FEMA in Crestwood, New Jersey following Hurricane Sandy.

939 A household that qualified for and received a
940 TTHU through the citizenship or qualified alien
941 status of a minor child member of the household
942 may be eligible for a TTHU sale for the benefit
943 of the child. FEMA staff will consult the Office of Chief Counsel to ensure the necessary legal
944 requirements to complete the sale are met.

945 **Determining the Price of the Unit:**

946 **MHU:** FEMA will offer to sell the MHU to the primary occupant at the Adjusted Fair Market
947 Value (AFMV), which is the Fair Market Value (FMV) minus a standard deduction of FEMA’s
948 average deactivation cost.

949 **RV:** FEMA will determine the FMV of the RV using the National Automobile Dealers
950 Association (NADA) pricing guide and subtract FEMA’s average deactivation cost to determine
951 the AFMV.

952 FEMA may lower the sales price based upon the occupant’s financial ability but will not reduce
953 the sales price to less than 25% of the AFMV.¹³⁶ If the occupant feels they cannot afford to
954 purchase the unit at the AFMV, the occupant may appeal FEMA’s determination and petition for
955 a reduced sales price.

- 956 • At the time FEMA calculates the reduced sales price, FEMA will consider the income
957 and assets for all occupants over the age of 18 listed on the Temporary Housing
958 Agreement.
- 959 • In order to purchase the TTHU at the reduced sales price, the primary occupant will be
960 required to:
 - 961 ○ Apply toward the cost of purchasing the unit all Home Repair Assistance or
962 Home Replacement Assistance for which the primary occupant cannot produce a
963 receipt or other documentation showing it was used for its intended purpose;
 - 964 ○ Contribute 30% of the gross monthly income of all occupants 18 years of age or
965 older toward the cost of purchasing the TTHU; and
 - 966 ○ Contribute 40% of the cumulative assets of all occupants 18 years of age or older
967 toward the cost of purchasing the TTHU.
- 968 • FEMA’s decision on an occupant’s reduced sales price based on their appeal is a final
969 Agency determination and not subject to further appeal.
- 970 • Individuals and households who are non-compliant with the NFIRA requirement to
971 purchase and maintain flood insurance are not eligible for a reduced sales price.¹³⁷

972 **Conditions of Sale:** FEMA does not permit substitutions or exchanges of TTHUs. The primary
973 occupant must agree to purchase the TTHU they currently occupy “as is” and “where is.” This
974 includes all modifications and accessories in place at the time of sale, including those provided
975 as accommodations for occupants with disabilities. All of the following exceptions apply to “as
976 is” and “where is:”

- 977 • Where necessary, FEMA may perform minimum repairs needed to protect health and
978 safety.

- 979 • When the TTHU being sold is located in a
980 FEMA group site or a FEMA-leased
981 commercial site, the primary occupant must:

- 982 ○ Secure an alternate location that
983 complies with all applicable Federal,
984 SLTT government laws, codes, and
985 ordinances;

- 986 ○ Be able to move the unit within 30 days of sale; or

- 987 ○ Assume the commercial site pad lease after the sale, if applicable.

- 988 • FEMA will not sell units for use in a floodplain or wetland unless the sale fully complies
989 with the 8-step process.¹³⁸



**Occupant Option at
Commercial Sites**

For commercial sites, the primary occupant may choose to assume the pad lease.

- 990 ○ MHUs in a floodplain must be elevated at least to the level of the 100-year flood
991 prior to sale. FEMA will not pay to elevate an MHU above manufacturer
992 specifications and agency guidance, which reflect the highest level practicable at
993 installation.
- 994 ○ MHUs that are not elevated to the required height cannot be sold.
- 995 ○ FEMA will not sell RVs located within an SFHA.

996 The primary occupant acknowledges all terms of the sale on the Acknowledgment of Conditions
997 of Sale document, including:

- 998 ● Agreeing to maintain hazard and flood insurance on the unit, regardless of whether the
999 TTHU is or will be located in an SFHA.
- 1000 ● Responsibility for all maintenance and utilities associated with the TTHU after
1001 completing the sale.
- 1002 ● RVs are not designated for use as a permanent dwelling but as temporary living quarters
1003 for recreational, camping, travel, or seasonal use.

1004 FEMA will provide the primary occupant with an SF-97 Form, *U.S. Government Certificate to*
1005 *Obtain Title to a Vehicle*, signed by FEMA as the Transferor, upon collection of full payment
1006 and completion of the Acknowledgement of Condition of Sale. Payment must be made using a
1007 certified check or money order. After the sale is completed, the primary occupant and members
1008 of the occupant’s household will no longer be eligible to receive FEMA Direct Temporary
1009 Housing Assistance for that disaster declaration.

1010 **3. TTHU Donations to Qualified Public Agencies and Private Organizations**

1011 FEMA may donate occupied TTHUs “as is” and “where is” to an SLTT government agency or a
1012 voluntary organization for the purpose of continuing to provide temporary housing to eligible
1013 occupants who cannot afford to purchase the TTHU at the lowest price FEMA will offer.¹³⁹
1014 FEMA cannot donate directly to a TTHU occupant.¹⁴⁰

1015 **Eligible Recipient Entities or Organizations:**

1016 FEMA must identify eligible recipient entities or organizations interested in receiving donated
1017 TTHUs. FEMA will give priority to SLTT government agencies for receiving TTHU donations
1018 before considering donating TTHUs to voluntary organizations. If government agencies are
1019 unavailable, FEMA will give priority to voluntary organizations that have been in existence for
1020 at least one year and have a history and demonstrated capability of assisting disaster survivors.

1021 After identifying an eligible recipient entity or
1022 organization, FEMA must identify occupants
1023 who are eligible to participate.

1024 **Conditions of Eligibility for Occupants:**

1025 Occupants may be considered for inclusion in
1026 TTHU donations when the following criteria
1027 are all met:

- 1028 • The primary occupant satisfies all
1029 conditions of eligibility under TTHU
1030 Sales to Occupants (see [Chapter 3,](#)
1031 [V.F.2.](#)) but does not have the financial ability to purchase a TTHU at the reduced sales
1032 price.
- 1033 • The primary occupant lacks permanent housing and has not fulfilled a PHP through no
1034 fault of their own.
- 1035 • The primary occupant continues to have a disaster-caused temporary housing need.
- 1036 • The primary occupant indicates interest in participating in TTHU donations by replying
1037 to the Notice of Interest Letter with the required information.
 - 1038 ○ If selected to participate in TTHU donations, the primary occupant must return
1039 the Acknowledgment Letter sent by FEMA, agreeing to be housed by the
1040 entity/organization approved to receive and manage the TTHU.

1041 **Conditions of Donation:** FEMA will not donate any TTHU without a TTHU Donation
1042 Agreement signed by FEMA and the recipient entity/organization.

1043 The TTHU Donation Agreement will require the recipient entity/organization to:

- 1044 • Use the occupied TTHU for the sole purpose of providing temporary housing to a
1045 FEMA-eligible occupant until the end of the period of assistance or for a minimum of
1046 one year, whichever is longer, unless:
 - 1047 ○ The eligible occupant secures permanent housing earlier; and
 - 1048 ○ FEMA is unable to identify another eligible applicant to occupy the unit for the
1049 remainder of this time period.
- 1050 • Ensure the site where each TTHU is to be occupied complies with local codes,
1051 ordinances, 44 C.F.R. Part 9, and other EHP compliance procedures detailed in [FEMA](#)
1052 [Instruction 108-1-1.](#)
- 1053 • Obtain and maintain hazard and flood insurance on the unit,¹⁴¹ regardless whether the
1054 unit is or will be located within an SFHA.
- 1055 • Not impose a rent or usage fee on an eligible occupant until after FEMA’s initial period
1056 of assistance has ended.



Voluntary Organization

A voluntary organization is any chartered or otherwise duly recognized 501(c)(3) tax-exempt which has provided or may provide needed services, in cooperation and partnership with SLTT or other government agencies, to individuals and families coping with an emergency or a major disaster.

- 1057 • Acknowledge in writing, acceptance of any potential expenses (e.g., permit costs,
1058 insurance) related to the donation.
- 1059 • Comply with the nondiscrimination provisions of the Stafford Act.¹⁴²
- 1060 • Notify occupants that RVs are not designated for use as a permanent dwelling but as
1061 temporary living quarters for recreational, camping, travel, or seasonal use.

1062 **Approval of Recipient Entities or Organizations:** The RA or FCO must approve and sign all
1063 Donation of Temporary Housing Units Agreements when all the above criteria and
1064 documentation requirements have been met. Transfer of ownership is complete once the SF-97
1065 Form, *U.S. Government Certificate to Obtain Title to a Vehicle*, is sent to the entity/organization.
1066 Upon approval, FEMA sends a Final Notification letter to participating occupants, stating that
1067 FEMA has approved the donation and giving the date of transfer of responsibility for providing
1068 temporary housing to the occupant.

1069 **4. Effect of TTHU Donations on FEMA Disaster Assistance**

- 1070 • During the period of assistance, an occupant’s decision not to participate in a TTHU sale
1071 or donation does not affect their eligibility for continued Direct Temporary Housing
1072 Assistance.
- 1073 • If an eligible occupant decides to participate in TTHU donation, upon the completion of
1074 the donation, the occupant will no longer be eligible to receive Direct Temporary
1075 Housing Assistance for that disaster declaration unless:
 - 1076 ○ The recipient entity/organization fails to comply with the TTHU Donation
1077 Agreement;
 - 1078 ○ The entity/organization’s non-compliance creates an unmet disaster-caused
1079 temporary housing need for the eligible occupant during the period of assistance;
1080 and
 - 1081 ○ The period of assistance remains open.

1082 **H. Direct Lease**

1083 Direct Lease is a form of Direct Temporary Housing Assistance where FEMA may lease existing
1084 residential properties for eligible applicants to use as temporary housing.¹⁴³ FEMA will only
1085 authorize Direct Lease when the verified disaster-caused housing need cannot be met with other
1086 Direct Temporary Housing Assistance options.

1087 **1. Authorizing Direct Lease**

1088 In addition to the criteria described in [Chapter 3, V.A.](#), FEMA will consider Direct Lease when
1089 Direct Temporary Housing Assistance has already been approved and:

- 1090 • Other forms of Temporary Housing Assistance (i.e., Rental Assistance, Multi-Family
1091 Lease and Repair, and TTHUs) have been evaluated and delivered in sequential order
1092 based on program criteria.

- 1093 • Housing needs exceed FEMA’s capacity to provide MLR units or TTHUs in a timely
1094 manner.
- 1095 • FEMA has identified one or more properties that meet the criteria identified in Property
1096 Eligibility Criteria (see [Chapter 3, V.E.2.](#)).
- 1097 FEMA will not authorize Direct Lease:
- 1098 • For the sole purpose of providing temporary housing to applicants who are unable to pass
1099 a background and/or credit check; or
- 1100 • On the sole basis that Direct Lease is more cost-effective than providing TTHUs.

1101 The FCO must submit a written request to the AA for Recovery demonstrating Direct Lease is
1102 needed as a result of a Presidentially-declared major disaster based on the criteria provided
1103 above. The AA for Recovery will review the request and make a final determination regarding
1104 approval of Direct Lease.

1105 Once Direct Lease has been approved, FEMA will contract with a property management
1106 company to locate, acquire, and manage properties for FEMA.

1107 **2. Approving Properties**

1108 FEMA must identify one or more properties, provided by the contracted property management
1109 company, that meet the following conditions of eligibility:

- 1110 • The property must be an existing residential property, not typically available to the
1111 general public (i.e., corporate apartments, vacation rentals, and second homes), for use as
1112 temporary housing;
- 1113 ○ Units that may be obtained by applicants using Rental Assistance will not be
1114 acquired for Direct Lease;
- 1115 ○ Hotels, motels, and other transient accommodations will not be acquired for
1116 Direct Lease;
- 1117 • The property must be currently available to rent for housing up to 200% of the HUD
1118 FMR, unless a greater amount has been approved by the AA for Recovery;
- 1119 • The property must comply with Housing Quality Standards (HQS) established by HUD,
1120 and all utilities, appliances, and other furnishings must be functional;
- 1121 • Each individual unit must provide complete living facilities, including provisions for
1122 cooking, eating, and sanitation within the unit;
- 1123 • The property must be located in an area designated for IA included in a major disaster
1124 declaration; and
- 1125 • The property must be located within reasonable access to community and wrap-around
1126 services, such as accessible public transportation, schools, fire and emergency services,
1127 grocery stores, etc.

1128 The property owner must agree to include provisions within the lease agreement granting FEMA
1129 the following:

- 1130 • Exclusive use of the housing units and sole discretion to identify and select occupants
1131 during the term of the lease agreement;
- 1132 • The option to extend the lease if FEMA extends the period of assistance beyond 18
1133 months;
- 1134 • The option of releasing the unit to the owner and ceasing all monthly payments for the
1135 unit at any time by providing thirty days' notice;
- 1136 • The ability to make permanent modifications or improvements to the property (at
1137 FEMA's expense) to provide a reasonable accommodation for an eligible applicant with a
1138 disability; and
- 1139 • The property owner's agreement to modify any lease between the property owner and the
1140 occupant to incorporate FEMA's program conditions of eligibility and termination of
1141 tenancy. The property owner acknowledges responsibility for evicting applicants whose
1142 assistance is terminated. Property owners may receive reimbursement for reasonable
1143 costs associated with the eviction process.

1144 **3. *Prioritizing and Leasing Properties***

1145 Before leasing a property, FEMA will inspect the property to ensure compliance with HUD
1146 HQS, and verify the property owner's capacity to provide all property management services.
1147 This includes building maintenance, except where the property is leased or contracted from
1148 another government entity, in which case FEMA may directly obtain such services. Leasing
1149 actions, including any modifications or improvements, are subject to EHP and floodplain
1150 management compliance requirements.

1151 When more eligible Direct Lease properties have been identified than are required for temporary
1152 housing, FEMA will use the following factors to prioritize:

- 1153 • Cost to the Federal Government:
 - 1154 ○ The RA or FCO, if the RA has delegated this authority to the FCO, is authorized
1155 to approve properties up to 200% of the FMR, if:
 - 1156 ■ Lower cost units are unavailable or already used; and
 - 1157 ■ A housing market analysis supports the approved increase.
 - 1158 ○ The AA for Recovery must approve Direct Lease costs above 200% of FMR.
- 1159 • Landlord's demonstrated ability to manage and provide maintenance services;
- 1160 • Proximity to wrap-around services; and

- 1161 • Accessibility: when selecting available properties, FEMA will prioritize properties that
1162 are already accessible, include accessibility features, or can be easily made accessible;
1163 and/or are in proximity to accessible public transportation.

1164 FEMA will prioritize accessible units for applicants whose household includes one or more
1165 persons with a disability and others with access and functional needs. FEMA may only consider
1166 placing other eligible applicants in accessible units when all households with accessibility needs
1167 have been housed.

1168 FEMA may authorize a one-time payment of security deposits for each unit based on FMR.
1169 Unused portions of each security deposit must be returned to FEMA upon release of the unit. If
1170 the security deposit amount does not cover the amount of damage to the unit, the occupant will
1171 be responsible to the property owner for the additional funds.

1172 FEMA may authorize payment for utilities that are included in the monthly rent as an established
1173 practice by the property owner prior to the disaster; however, FEMA will not pay for background
1174 checks, credit checks, pet deposits,¹⁴⁴ or application fees. Occupants are responsible for the
1175 payment of utility services when utilities are not included as part of the monthly rent.

1176 **I. Permanent Housing Construction**

1177 FEMA may provide financial assistance or direct assistance to individuals and households to
1178 construct permanent or semi-permanent housing in insular areas outside the continental U.S.
1179 FEMA may also consider providing such assistance in other locations where no alternative
1180 housing resources are available, and other types of Temporary Housing Assistance are
1181 unavailable, infeasible or not cost-effective.¹⁴⁵ PHC may be provided in the form of direct
1182 assistance such as repairs or new home construction.

1183 Repairs and new construction provided under PHC are limited to real property components
1184 eligible under FEMA Housing Assistance such as HVAC, walls, floors, ceilings, etc. Under
1185 PHC, FEMA will not repair or replace items eligible under Personal Property Assistance, such as
1186 furnishings and appliances.

1187 **1. PHC Request and Approval**

1188 FEMA will only authorize PHC in response to a written request from the State, Territorial, or
1189 Tribal Coordinating Officer or the Governor/GAR or the Tribal Chief Executive/TAR. In order
1190 to recommend the use of PHC, the Sheltering and Housing Strategy must demonstrate that
1191 Temporary Housing options are unavailable, infeasible, or not cost-effective, including MLR,
1192 MHUs, RVs, and Direct Lease.

- 1193 • The request must also identify all Federal, SLTT government compliance requirements,
1194 including:
- 1195 ○ The status and requirements of the currently-adopted building code, zoning,
1196 permitting process and requirements, and any impediments and requirements that
1197 may impact the delivery of PHC;

- 1198 ○ Cultural and climate considerations; and
- 1199 ○ Standard types of housing used in the area.
- 1200 ● Identify useful studies, projects, and reports, including Mitigation Assessment Reports, if
1201 available, that address the performance of buildings and essential facilities in the declared
1202 STT government, with specific recommendations for improving performance.
- 1203 ● The PHC request must include the following:
 - 1204 ○ PHC Repair:
 - 1205 ■ Analysis of the estimated associated costs, based on real property line
1206 items;
 - 1207 ■ Availability of sources of repair labor other than FEMA, such as
1208 contractors or voluntary agencies; and
 - 1209 ■ A disaster-specific financial cost cap recommendation for each type of
1210 PHC approved. The cost cap amount will be set through data collected
1211 through the Sheltering and Housing Strategy based on the square footage
1212 and pre-disaster market value of an average home in the declared area.
 - 1213 ○ PHC New Construction:
 - 1214 ■ Identification of potential new construction options appropriate for the
1215 culture, climate, and environmental requirements within the affected areas;
 - 1216 ■ A comparative analysis of the timeliness, cost, feasibility, and suitability
1217 of each new construction option; and
 - 1218 ■ A review of hazard mitigation measures (e.g., incorporation of seismic
1219 resistance in design and construction) and construction methods to be
1220 applied to ensure new construction provided by FEMA is resilient towards
1221 future hazards.
- 1222 ● Within PHC, FEMA will prioritize the use of PHC to repair existing homes before
1223 constructing new homes.
 - 1224 ○ Before authorizing PHC, FEMA will develop a Business Case, to include:
1225 contract requirements, procurement strategy, project management plan, resource
1226 sourcing methods, and a comparative analysis of the available construction
1227 options, including the cost, speed, and feasibility of each.
- 1228 ● FEMA may also include the shipment of construction materials in the PHC authorization.
- 1229 ● The AA for Recovery will evaluate the PHC request using information obtained through
1230 the Direct Housing Assessment in order to approve PHC. If the request clearly
1231 demonstrates a need for PHC, the AA for Recovery will specify relevant conditions for
1232 implementation, such as establishing a disaster-specific financial cap for PHC Repairs.



Unavailable, Infeasible, and Not Cost-Effective

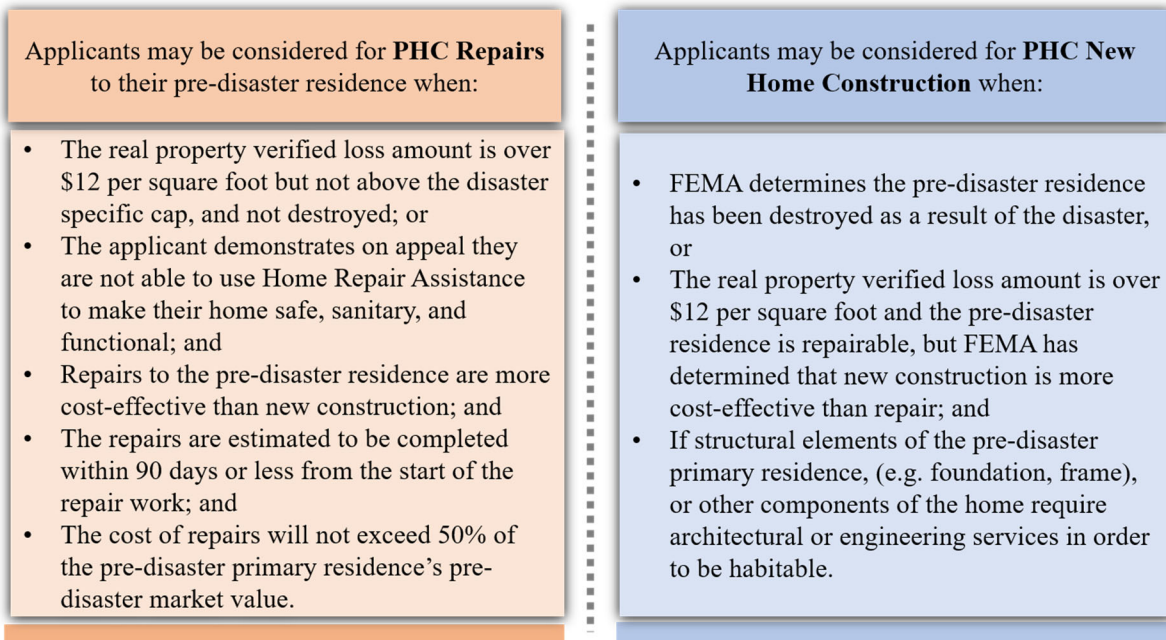
Unavailable: Temporary housing options do not exist for any reasonable cost or in any reasonable time. Rental housing is not available and other forms of temporary housing cannot be constructed and deployed in sufficient numbers.

Infeasible: Rental Assistance cannot be used because there are no available rental resources, or other forms of Direct Temporary Housing Assistance cannot be utilized because of terrain, distance, physical barriers, or time delays, that with reasonable means, FEMA cannot overcome.

Not Cost-Effective: The cost of providing another form of direct temporary housing option (MLR, TTHUs, and Direct Lease) is higher than providing PHC.

1233 Upon receipt of the authorization to implement PHC, FEMA will require the affected STT
 1234 government to execute an amendment to the FEMA-State/Territory/Tribe Agreement.

1235 **Figure 26: Conditions for PHC Repair or New Construction**



1236 **2. Conditions of Eligibility**

1237 FEMA may authorize PHC for pre-disaster homeowners. Similar to other forms of Direct
 1238 Housing Assistance, FEMA prioritizes applicants with a real property verified loss of at least \$12
 1239 per square foot. Applicants who have less than \$12 per square foot in FEMA-verified losses may
 1240 submit an appeal (see [Chapter 3, II.C](#)) with documentation that demonstrates they are not able to

1241 use FEMA financial assistance to secure temporary housing or afford repairs to make their home
1242 safe, sanitary, and functional.

1243 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
1244 the following conditions in order to receive PHC:

- 1245 • Applicants are unable to use Temporary Housing Assistance.
- 1246 • Applicants are not receiving Continued Temporary Housing Assistance or Direct
1247 Temporary Housing Assistance.
 - 1248 ○ Applicants will become ineligible for PHC if they receive Continued Temporary
1249 Housing Assistance or Direct Temporary Housing Assistance.
- 1250 • Applicants do not have insurance for repair or replacement.
- 1251 • Applicants must disclose to FEMA all grants and assistance received, including SBA
1252 disaster home loans for real property damages, and return any funds determined to be a
1253 DOB to FEMA prior to construction including previously awarded Home Repair
1254 Assistance or Home Replacement Assistance.
- 1255 • Applicants have not accepted a disaster home loan from the SBA.
 - 1256 ○ Applicants who have accepted an SBA disaster home loan for real property
1257 damages may be eligible for PHC if they cancel their SBA disaster home loan
1258 prior to disbursement.
 - 1259 ○ Applicants who have accepted and received disbursement of an SBA disaster
1260 home loan for real property damages are not able to return those funds or cancel
1261 the loan in order to be considered for PHC.

1262 **3. PHC Repair**

1263 FEMA will only perform repairs necessary to restore the pre-disaster residence to a habitable
1264 condition. The components that may be deemed eligible for Home Repair Assistance, and the
1265 type of repairs authorized, will vary depending upon the nature of the disaster.

1266 In order for the household to be eligible for PHC Repair, FEMA must determine that the repairs
1267 necessary to make the home safe, sanitary, and functional can be completed within 90 days and
1268 under the disaster-specific approved cost maximum.

1269 The following components may be repaired or replaced:¹⁴⁶

- 1270 • The structure's interior, including walls, ceilings, doors, and cabinetry;
- 1271 • Interior floors, when buckling or deterioration creates a safety hazard;
- 1272 • Interior walls, limited to what is necessary to maintain the structural integrity of the
1273 home;

- 1274 • Exterior walls, doors, and windows, limited to what is necessary to maintain the
1275 structural integrity of the home and meet local codes;
- 1276 • Roof, when the damage affects the essential living area or are necessary to prevent
1277 additional damage;
- 1278 • Plumbing system, including fixtures providing service to the kitchen and bathroom(s),
1279 and flushing and/or purifying the water well;
- 1280 • Electrical system and essential fixtures necessary to ensure the home can safely receive
1281 electrical service;
- 1282 • Sewerage system;
- 1283 • HVAC, and integral fuel and electrical systems; and
- 1284 • Pre-existing accessibility features and accessible routes.

1285 All repairs shall be made using materials of average quality, size, and capacity (“builder grade”),
1286 in accordance with Federal EHP laws, regulations, EOs, and local codes and ordinances, or
1287 minimum construction industry standards where no codes and ordinances apply. Repairs to
1288 accessibility features and accessible routes will be guided by the ADAAG and the HUD’s Design
1289 Details for Accessible Disaster Relief Housing.

1290 **4. PHC New Construction**

1291 FEMA will only complete PHC New Construction when an applicant’s pre-disaster primary
1292 residence is determined to be destroyed or determined to be infeasible for PHC Repair because
1293 the home requires repairs which exceed the scope of PHC Repair Assistance.

1294 New construction shall be provided in accordance with EHP laws, regulations, EOs, and local
1295 codes and ordinances, or minimum construction industry standards where no codes and
1296 ordinances apply, using materials of average quality for the lowest price (“builder grade”), taking
1297 into consideration the accessibility needs of the occupant.

- 1298 • FEMA partners with the affected SLTT government to select the type of construction and
1299 architectural design that meet SLTT government construction restrictions and EHP
1300 compliance regulations based on cultural and climate considerations, and standard type of
1301 housing used in the area. In addition, FEMA EHP staff will work with other Federal
1302 agencies and SLTT governments to determine if there are opportunities to incorporate
1303 conservation measures that would benefit Federally-listed threatened and endangered
1304 species and their designated critical habitat in the project area.
- 1305 • New construction for households requiring accessibility features and accessible routes
1306 will be provided in accordance with UFAS.
- 1307 • New construction shall be provided using mitigation practices to reduce the risk of
1308 damage from future disasters.

- 1309 • FEMA and the affected SLTT government shall coordinate to ensure any PHC new
1310 construction complies with floodplain management regulations. New construction in an
1311 SFHA must comply with the full eight-step process and be installed in compliance with
1312 all applicable National Flood Insurance Program (NFIP) standards and local floodplain
1313 management codes, ordinances, and standards.
- 1314 • The land/property where the new single-family dwelling will be constructed must be
1315 owned by the eligible applicant. In limited circumstances, FEMA will evaluate providing
1316 PHC on land provided by the SLTT government at no cost to FEMA (e.g., insular areas,
1317 islands, or tribal lands where land ownership may vary; for instance, communal land or
1318 land held in trust by the STT government).

1319 Labor and materials costs for PHC New Construction will be capped at a pre-determined amount
1320 for each declared disaster. The FEMA JFO may submit a request to increase the authorized labor
1321 and materials costs for PHC New Construction, supported by a business case demonstrating the
1322 requested increase is necessary to construct adequate housing and the additional expenses are fair
1323 and reasonable.

1324 **5. PHC Terms and Conditions**

1325 Prior to FEMA providing PHC, applicants must:

- 1326 • Acknowledge they understand and accept FEMA’s terms and conditions for PHC
1327 assistance.
- 1328 • Agree to obtain and maintain flood insurance coverage on the PHC home for at least the
1329 value of the PHC residence if the home is located in an SFHA and the applicant incurred
1330 damage to their pre-disaster residence as a result of a flood.¹⁴⁷ FEMA will not contribute
1331 to the cost of flood insurance premiums for PHC residences. If the applicant fails to
1332 maintain flood insurance, they may be deemed ineligible for flood-insurable losses in
1333 future disasters.
- 1334 • Choose between receiving FEMA financial Housing Assistance (LER, Rental Assistance,
1335 Home Repair Assistance, and Home Replacement Assistance) or PHC.
- 1336 • Return any previously-provided financial Home Repair Assistance and Home
1337 Replacement Assistance that has not been used for eligible repair or replacement line
1338 items to FEMA.
- 1339 • Grant right of access and entry upon their property to FEMA and other participating U.S.
1340 Government agencies, including their agents, employees, contractors, and subcontractors
1341 for all activities necessary for providing PHC.
- 1342 • Accept all responsibility and liability for the PHC dwelling upon completion including
1343 but not limited to recording fees and other costs associated with obtaining the title.
- 1344 • Indemnify and hold harmless FEMA and other participating U.S. Government agencies,
1345 including their agents, employees, contractors, and subcontractors, from any complaints,

1346 losses, and damage of sorts, directly or indirectly related to any program-related activity
1347 on the real property site.

1VI. Other Needs Assistance

2 The ONA provision of the IHP,
 3 authorized by Section 408(e) of the
 4 Stafford Act,¹⁴⁸ provides financial
 5 assistance for disaster-related
 6 necessary expenses and serious
 7 needs that are not covered by
 8 insurance or provided by any other
 9 source. Unlike Housing Assistance,
 10 ONA is subject to a cost share
 11 between FEMA and the STT
 12 government.¹⁴⁹ FEMA, in
 13 coordination with the STT government pre-determines ONA-eligible items and amounts to be
 14 awarded.



Necessary Expense and Serious Needs

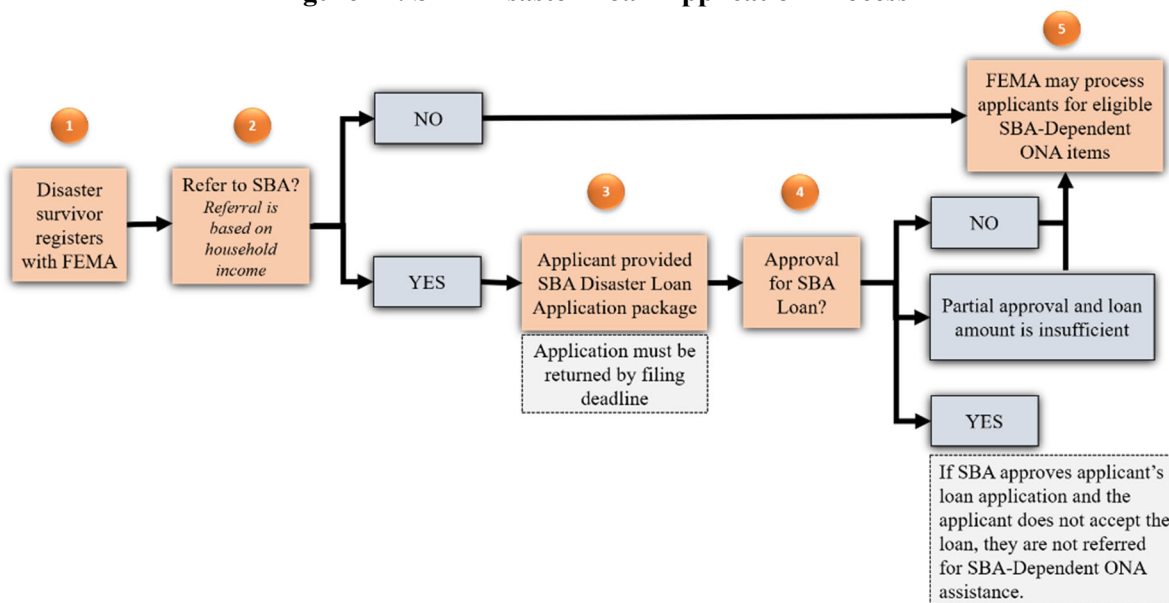
A “necessary expense” means the cost associated with acquiring an item, obtaining a service, or paying for any other activity that meets a serious need.

A “serious need” means the requirement for an item or service that is essential to an applicant’s ability to prevent, mitigate, or overcome a disaster-caused hardship, injury, or adverse condition.

15 A. ONA Options and Cost Shares

16 FEMA collaborates with the SBA in determining applicant eligibility for some types of ONA.
 17 The Small Business Act authorizes the [SBA](#) to provide low-interest disaster loans to applicants
 18 who have sustained damage in a disaster. An applicant must meet a minimum income test, which
 19 the SBA establishes, to be considered for a loan. FEMA refers the applicant’s information to
 20 SBA if the applicant’s income meets SBA minimum guidelines. FEMA and SBA coordinate to
 21 ensure that ONA and SBA disaster loans do not cause a duplication of benefits for the same type
 22 of assistance.¹⁵⁰

23 **Figure 27: SBA Disaster Loan Application Process**



*The SBA Disaster Loan application process only applies to SBA-Dependent ONA. FEMA does not require the applicant to apply for an SBA loan before being considered for Non-SBA-Dependent ONA or Housing Assistance.

24 Each type of ONA has specific conditions of eligibility applicants must satisfy prior to being
 25 considered for assistance. These conditions are described in the appropriate sections of this
 26 chapter.

Figure 28: Other Needs Assistance, Non-SBA-Dependent and SBA-Dependent	
Category of ONA	Type of ONA Assistance
<p>Non-SBA Dependent ONA</p> <p>FEMA provides assistance for these items without regard to whether an applicant may obtain an SBA loan.</p>	<ul style="list-style-type: none"> • Funeral Assistance • Medical and Dental Assistance • Child Care Assistance • Assistance for Miscellaneous Items • Moving and Storage Assistance • Critical Needs Assistance • Clean and Removal Assistance
<p>SBA-Dependent ONA</p> <p>The applicant must first apply to the SBA for a loan for these expenses or serious needs.</p>	<ul style="list-style-type: none"> • Personal Property Assistance • Transportation Assistance • Group Flood Insurance Policy

27 **1. Amount of Assistance**

28 Assistance for an eligible applicant will not exceed the financial ONA maximum award pursuant
 29 to Section 408(h) of the Stafford Act.¹⁵¹ However, Personal Property Assistance for specific
 30 disaster-damaged accessibility items is not limited by a financial maximum award. The
 31 following accessibility items are eligible under Personal Property Assistance:

- 32 • Computer, if used as the sole means of communication for a household member
- 33 • Raised toilet seat
- 34 • Washer (front-loading), if a member of the household uses a wheelchair or has a similar
 35 mobility limitation
- 36 • Refrigerator (side-by-side), if a member of the household uses a wheelchair or has a
 37 similar mobility limitation
- 38 • Bed (hospital type)
- 39 • Walker
- 40 • Wheelchair
- 41 • Shower Chair
- 42 • Smoke Alarm (specialty), if a member of the household is sight or hearing-impaired
- 43 • TTY/ TDY Telephone

44 For some specific categories of ONA, the affected STT government will establish the maximum
 45 amount of financial assistance that may be awarded as part of their yearly submission of FEMA
 46 Form 010-0-11, *ONA Administrative Option Selection*.¹⁵²


47 **Figure 29: Excerpt of FEMA Form 010-0-11, ONA Administrative Option Selection**

48 **2. ONA Cost Share and Administration**

49 As outlined in Section 408(g)(2) of the
 50 Stafford Act, FEMA is responsible for 75%
 51 of ONA, and the STT government is
 52 responsible for the remaining 25% of ONA.

53 The STT government may select from the
 54 following three options for the
 55 administration of the ONA (see *Figure 30*):

- 56 • **FEMA Option:** FEMA is
 57 responsible for all tasks associated
 58 with the administration of ONA:
 59 registration intake, inspection
 60 services, the processing system, disbursing awards, staffing, recovery of funds, case
 61 processing, mail processing, accessible forms of communication, appeals, and preparing
 62 closeout material. FEMA utilizes the National Emergency Management Information
 63 System (NEMIS) for processing all IHP assistance, including ONA. FEMA provides
 64 assistance to applicants, and the STT government is responsible for reimbursing FEMA
 65 for their portion of the cost share.¹⁵³



Federal Share

Section 408(g)(2) of the Stafford Act explicitly provides that the Federal share shall be 75%, giving FEMA no authority to adjust the Federal cost share for ONA. However, 48 U.S.C. § 1469(a) allows FEMA to waive or adjust the cost share for disaster grants in insular areas such as the Virgin Islands, Guam, American Samoa, and the Northern Mariana Islands.

66 • **Joint Option:** The STT government administers ONA jointly with FEMA.³ FEMA is
 67 responsible for registration intake, inspection services, the processing system, mail
 68 processing, and accessible forms of communication. The STT government is responsible
 69 for manually processing awards, staffing, recovery of funds, case processing, appeals,
 70 and preparing closeout material. The respective STT government uses NEMIS for ONA
 71 processing, but may utilize their own system of record for other program administration
 72 functions, such as disbursing awards.¹⁵⁴

73 The STT government provides assistance to applicants, and FEMA is responsible for
 74 reimbursing the STT government, for its portion of the cost share. The STT government
 75 may utilize 5% of the grant toward administrative costs.

76 • **State, Territorial, or Tribal Government Option:** FEMA provides ONA as a grant to
 77 the STT government; therefore, the STT government administers ONA.⁴ The STT
 78 government is responsible for all tasks associated with the administration of ONA. The
 79 respective STT government receives a grant to process the ONA program outside of
 80 NEMIS. The STT government provides assistance to applicants, and FEMA is
 81 responsible for reimbursing the STT government for its portion of the cost share. The
 82 STT government may utilize 5% of the grant toward administrative costs.¹⁵⁵

Figure 30: ONA Administrative Option Responsibility

Process	FEMA Option	Joint Option	State, Tribal, Territorial Option
Registration Intake	FEMA	FEMA	State*
Inspection Services	FEMA	FEMA	State
Processing System	FEMA	FEMA	State
Disbursing Awards	FEMA	State	State
Staffing and Helpline	FEMA	State	State
Recovery of Funds	FEMA	State	State
Case Processing	FEMA	State	State
Mail Processing	FEMA	FEMA	State
Appeal Processing	FEMA	State	State
Preparing Closeout	FEMA	State	State

83 *Note: The references to “State” include applicable tribal governments and territories.*

³ The requirements of 2 C.F.R. Part 200 apply to the administering STT government

⁴ The requirements of 2 C.F.R. Part 200 apply to the administering STT government

84 **3. ONA Administrative Option Selection Form**

85 Regardless of the administrative option selected, all STT governments must indicate their option
 86 selection every year using the ONA Administrative Option Selection Form, which must be
 87 completed and provided to FEMA by November 30th of each year.¹⁵⁶

88 The STT government also uses the ONA
 89 Administrative Option Selection Form to
 90 identify limits for specific ONA items and
 91 establish maximum award amounts for
 92 Transportation Assistance, Funeral Assistance,
 93 and Child Care Assistance. Additional line
 94 items, other than those on FEMA’s *Standard*
 95 *Personal Property Line Items* list, may be
 96 requested when submitting or updating the ONA
 97 Administrative Option Selection Form.



ONA Administrative Option

The ONA Administrative Option Selection Form must be completed and submitted to the FEMA RA by November 30th each year. FEMA must have a current, approved SAP on file before any assistance can be provided.

98 The *Standard Personal Property Line Items* list identifies all ONA-eligible personal property and
 99 miscellaneous items, as well as the maximum number of items each individual or household may
 100 receive.

101 The STT government submits the applicable forms to the RA, who reviews and approves the
 102 documentation.¹⁵⁷ FEMA Headquarters also reviews the documentation to ensure consistency
 103 across disasters and for implementation.

104 STT governments, which select the Joint or
 105 the State, Territorial, or Tribal Government
 106 Option, must also submit a State
 107 Administrative Plan (SAP) every three
 108 years.¹⁵⁸ The SAP describes the procedures
 109 the STT government will use to administer
 110 ONA.¹⁵⁹ The RA must review and approve
 111 the SAP prior to submitting the
 112 documentation to FEMA Headquarters for
 113 coordination of implementation.¹⁶⁰



State Administrative Plan

References to “State Administration Plan” in this document also include “Tribal Administration Plan” and “Territorial Administration Plan,” as appropriate. The requirements found in 44 C.F.R. § 206.120(c) for State Administrative Plans also apply to tribal governments and territories.

114 The ONA Administrative Option Selection Form and the SAP may be changed during any non-
 115 disaster time period or within three days of a major disaster declaration.¹⁶¹ However, in order for
 116 an STT government to change to the Joint Option or State/Territory/Tribe Option, they must
 117 submit an SAP.

118 **B. Non-Small Business Administration-Dependent**

119 The types of assistance described in this section are non-SBA-dependent, meaning FEMA does
 120 not require the applicant to apply for an SBA loan before being considered for these types of
 121 ONA. FEMA may award applicants Funeral Assistance and Child Care Assistance up to the

122 limits established by the STT government in the ONA Administrative Option Selection Form,
123 rather than paying fixed amounts based on FEMA inspection verification.

124 **1. Funeral Assistance**

125 FEMA provides financial assistance under the ONA provision of the IHP to individuals and
126 households with disaster-caused funeral expenses.¹⁶² Unlike most other forms of IHP assistance,
127 an applicant seeking Funeral Assistance does not need to live in the Presidentially-declared
128 disaster area to be considered for the assistance. An individual who incurs or will incur expenses
129 related to a death or disinterment attributed directly or indirectly to a declared emergency or
130 major disaster may apply for and, if eligible, receive Funeral Assistance. Multiple registrations
131 for the same deceased are not allowed.

132 The affected STT government establishes the maximum amount of Funeral Assistance that may
133 be awarded per death or per household as part of the ONA Administrative Option Selection
134 Form.



Funeral Assistance Key Terms

Interment: The placement of cremated remains or deceased human bodies in the ground, a cremation urn, or other burial facility such as a columbarium. A columbarium is a place where urns holding a deceased's cremated remains are stored and memorialized.

Disinterment: The unearthing of cremated remains or deceased human bodies from the ground, a cremation urn, or other burial facility such as a columbarium.

Reinterment: The replacement of cremated remains or deceased human bodies in the ground, a cremation urn, or other burial facility such as a columbarium.

Funeral Services: Services to care for and prepare deceased human bodies and services to arrange, supervise, or conduct the funeral ceremony. Services may include preparation of the deceased (e.g., embalming, cremation); use of facilities; staff for viewing; funeral ceremony or memorial service; use of equipment; staff for graveside service or committal service; use of hearse/funeral coach; etc.

135 Conditions of Eligibility

136 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
137 the following conditions in order to receive Funeral Assistance:

138 • A medical examiner, coroner, or other certifier has attributed the death to the emergency
139 or disaster, either directly or indirectly.

140 ○ The medical examiner, coroner, or other certifier may reference the guidance set
141 forth by the Centers for Disease Control and Prevention (CDC) regarding death
142 certifications in the event of natural, human-induced, or chemical/radiological
143 disasters.¹⁶³

- 144 ○ Documentation stating the death "may have been caused by" or "was likely a
145 result of" the emergency or disaster is not considered sufficient attribution.
- 146 • The applicant incurred or will incur eligible funeral expenses not covered by other
147 sources. Other sources may include burial insurance or financial assistance from
148 voluntary agencies, applicable government programs/agencies, or other entities.
- 149 ○ The following items are eligible expenses for interment or reinterment:
- 150 ▪ Transfer of remains;
- 151 ▪ Casket or urn;
- 152 ▪ Burial plot or cremation niche;
- 153 ▪ Marker or headstone; and/or
- 154 ▪ Additional expenses mandated by any applicable SLTT government laws
155 or ordinances.
- 156 ○ The following items are eligible expenses only for interment:
- 157 ▪ Transportation for up to two individuals to identify the deceased, if such
158 identification is required by SLTT government authorities;
- 159 ▪ Interment;
- 160 ▪ Funeral services;
- 161 ▪ Clergy or officiant services; and/or
- 162 ▪ Costs associated with producing and certifying up to five death
163 certificates.
- 164 ○ The following items are eligible expenses only for reinterment:
- 165 ▪ Cost of identifying disinterred human remains
- 166 ▪ Reinterment (including costs for preparing and transporting the remains);
- 167 ▪ Funeral services (limited to the preparation and use of facilities to prepare
168 the remains for reinterment)

169 Required Documentation

170 An applicant must submit:

- 171 • An official death certificate that clearly indicates the death was attributed to the
172 emergency or disaster, or a signed statement from a medical examiner, coroner, or other
173 certifier, attributing the death to the emergency or disaster, either directly or indirectly.

- 174 ○ A death is directly attributed to a disaster if caused by the forces of the disaster or
175 the direct consequences of the forces, including but not limited to structural
176 collapse, flying debris, or radiation exposure.
- 177 ○ A death is indirectly attributed to a disaster if it occurs as a result of unsafe or
178 unhealthy conditions present during any phase of the disaster (i.e., pre-disaster
179 preparations, during the actual disaster, or post-disaster during cleanup after a
180 disaster), including disaster-caused exacerbation of pre-existing conditions.
- 181 ○ FEMA staff may coordinate with the SLTT government to obtain the required
182 signed statement.
- 183 ○ FEMA staff will not share the applicant’s personally identifiable information (PII)
184 when obtaining documentation on the deceased.
- 185 ○ When FEMA receives a signed statement from a medical examiner, coroner, or
186 other certifier that does not clearly state the disinterment, death, or underlying
187 injury causing the death was attributed either directly or indirectly to the
188 emergency or disaster, FEMA will work to obtain clearer certification.
- 189 ● Receipts or verifiable estimates indicating the applicant incurred or will incur eligible
190 interment, reinterment, or funeral expenses.
- 191 ● Documentation of burial insurance and/or any forms of funeral assistance received from
192 voluntary agencies, government agencies, or other entities.
- 193 ● For reinterment only, documentation proving that the disinterment occurred in a
194 privately-owned, licensed cemetery or burial facility (such as an association or
195 community cemetery or burial facility) and the cemetery or burial facility is not
196 responsible for reintering displaced remains.
 - 197 ○ In the event of disinterment, FEMA will consider requests that include a funeral
198 home representative or cemetery representative statement indicating that the cause
199 of disinterment was a direct result of the disaster.
 - 200 ○ FEMA may coordinate with the SLTT government to obtain the required
201 documentation.

202 Limitations and Exclusions

- 203 ● FEMA may provide assistance to the applicant only up to the Funeral Assistance amount
204 established by the STT government.
- 205 ● For multiple family member deaths, FEMA may provide assistance up to the Funeral
206 Assistance amount established by the STT government on the ONA Administrative
207 Option Selection Form. The STT government may set the assistance amount per death or
208 per household. FEMA may provide assistance to the applicant up to the financial ONA
209 maximum award for the fiscal year in which the disaster was declared.

- 210 • FEMA will not provide assistance for any of the following:
 - 211 ○ Obituaries
 - 212 ○ Flowers
 - 213 ○ Printed materials such as banners, programs, or register books
 - 214 ○ Catering services, including food
 - 215 ○ Transporting applicant or others to site(s) of funeral services, interment, or
 - 216 reinterment
 - 217 ○ Gratuities

218 **2. Medical and Dental Assistance**

219 FEMA provides financial assistance under the ONA provision of the IHP to individuals and
220 households with medical or dental expenses caused by a disaster.¹⁶⁴ Unlike most other forms of
221 IHP assistance, an applicant seeking Medical and Dental Assistance does not need to live in the
222 Presidentially-declared disaster area to be considered for the assistance. Any person who incurs
223 disaster-caused medical or dental expenses may apply for and, if eligible, receive Medical and
224 Dental Assistance.

225 Conditions of Eligibility

226 In addition to meeting general conditions of
227 eligibility (see [Chapter 3, II.](#)), applicants must
228 meet the following conditions in order to receive
229 Medical and Dental Assistance:

- 230 • The medical or dental injury or expense
231 must be a direct result of the disaster, as
232 verified by a written and signed
233 statement by the applicant, medical
234 provider, or dental provider.
 - 235 ○ Eligible expenses include costs
236 associated with:
 - 237 ■ Injury or illness caused by
238 the disaster.
 - 239 ■ Pre-existing injury,
240 disability, or medical
241 condition aggravated by
242 the disaster.
 - 243 ■ Replacement of prescribed medication.



Disability

The term “disability” means, with respect to an individual: (A) A physical or mental impairment that substantially limits one or more *major life activities* of such individual; (B) A record of such impairment; or (C) Being regarded as having such an impairment.

Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

(Source: 42 U.S.C. § 12102)

- 244 ▪ Loss or damage of personal medical or dental equipment.
- 245 ▪ Medical or dental insurance deductibles and co-payments for eligible
- 246 expenses.
- 247 ▪ Loss or injury of a service animal.
- 248 • Medical or dental expenses will not be eligible for FEMA reimbursement if they are
- 249 covered by insurance or any other source.
- 250 • Expenses related to the loss or injury of a service animal must be a direct result of the
- 251 disaster. Eligible expenses may include costs associated with:
 - 252 ○ Veterinary expenses for disaster-caused injuries.
 - 253 ○ Replacement and/or training costs.
 - 254 ○ Lost or damaged equipment that enables the service animal to fulfill its function
 - 255 (e.g., specialized leash, harness, or vest).

256 Required Documentation

257 Required documentation must indicate the
258 expense was caused by the disaster, is
259 medically-required, and includes the amount
260 of expense.

261 Disaster-caused injury or illness
262 documentation includes both of the
263 following:

- 264 • Itemized bills, receipts, or estimates
- 265 from the medical or dental provider or pharmacy
- 266 • A written and signed statement from a medical or dental provider, including the date of
- 267 disaster-caused injury and expenses necessary for recovery

268 Replacement of prescribed medication documentation includes all of the following:

- 269 • A written and signed statement by the applicant or the applicant’s medical or dental
- 270 provider verifying the loss was caused by the disaster
- 271 • A written and signed statement from a medical or dental provider verifying the
- 272 prescription is required and was previously prescribed to the applicant or a household
- 273 member
- 274 • Receipts or other verifiable documentation from the pharmacy showing the replacement
- 275 cost of the prescribed medication

276 Loss or damage of medical or dental equipment documentation includes all of the following:



Medical and Dental Providers

Medical or dental provider may include audiologists, rehabilitation specialists, or state-based agencies who can verify an applicant’s disability and need for a device or equipment.

- 277 • A written and signed statement by the applicant or the medical or dental provider
278 verifying the loss was caused by the disaster
- 279 • A written and signed statement from a medical or dental provider verifying the applicant
280 or household member required the medical or dental equipment prior to the disaster
- 281 • Itemized bills, receipts, or estimates showing repair or replacement cost of the medical or
282 dental equipment

283 Required documentation verifying the loss or injury of a service animal includes all of the
284 following:

- 285 • A written and signed statement by the applicant, medical provider, or veterinary provider
286 verifying the service animal’s loss or injury was caused by the disaster
- 287 • A written and signed statement from a medical provider verifying the applicant or
288 household member required the service animal for a disability prior to the disaster
- 289 • A statement from the applicant, medical provider, or other representative explaining the
290 type of task or work performed by the service animal
- 291 • Itemized bills, receipts, or estimates showing expenses related to the service animal’s loss
292 or injury

293 Medical or dental insurance settlements must be provided if the applicant has medical or dental
294 insurance.

295 Limitations and Exclusions

- 296 • Medically-required generators purchased or rented to power equipment necessary for an
297 existing medical condition may be considered under Assistance for Miscellaneous Items
298 rather than Medical and Dental Assistance. For additional information, see [Chapter 3,](#)
299 [VI.B.4.](#)
- 300 • IHP assistance for replacing lost or damaged medical or dental equipment is limited to
301 items of similar quality and function as the item being replaced.
- 302 • IHP assistance for medical and dental services does not include medically unnecessary
303 procedures (e.g., procedures designed to enhance appearance, such as teeth whitening).
- 304 • A limited number of accessible items are available for applicants with disabilities under
305 Personal Property Assistance. To be eligible, these items must have been owned prior to
306 the disaster and sustained disaster-caused damage or loss. For additional information, see
307 [Chapter 3, VI.C.1.](#)
- 308 • IHP assistance for service animals is limited to service dogs and miniature horses that
309 perform a qualified task for a person with a disability, as defined by the ADA of 1990
310 (ADA, as amended, 2008). The ADA defines service animal as “any dog [or miniature

311 horse] that is individually trained to do work or perform tasks for the benefit of an
312 individual with a disability.”

- 313 • A service animal must be required because of a disability and perform a functional task
314 for the applicant or a member of the household.
- 315 • IHP assistance is not available for therapy animals or emotional support animals.

316 3. *Child Care Assistance*

317 FEMA provides financial assistance under the ONA provision of the IHP to eligible individuals
318 and households who have a disaster-caused increased financial burden for child care.¹⁶⁵ FEMA
319 will award a one-time payment for Child Care Assistance for the household’s increased financial
320 burden for up to eight cumulative weeks of child care, plus any eligible expenses, or the
321 maximum amount of assistance for Child Care Assistance identified by the STT government,
322 whichever is less.

323 FEMA may provide financial assistance to address increased disaster-caused child care expenses
324 for eligible households with:

- 325 • Children aged 13 and under;
326 and/or
- 327 • Children with a disability, as
328 defined by Federal law,¹⁶⁶ up to
329 age 21, who need assistance
330 with activities of daily living.



Activities of Daily Living (ADL)

Activities of daily living are routine activities that people tend to do every day without needing assistance. There are six basic ADLs: eating, bathing, dressing, toileting, transferring (walking), and continence.

331 The respective STT government must establish the maximum amount of Child Care Assistance
332 on a per-child or per-household basis as part of the annual ONA Administrative Option Selection
333 process.

334 Conditions of Eligibility

335 In addition to meeting general conditions of eligibility (see [Chapter 3, II](#)), applicants must have
336 a disaster-caused increase in financial burden for child care, regardless of whether child care
337 expenses were required prior to the disaster, because:

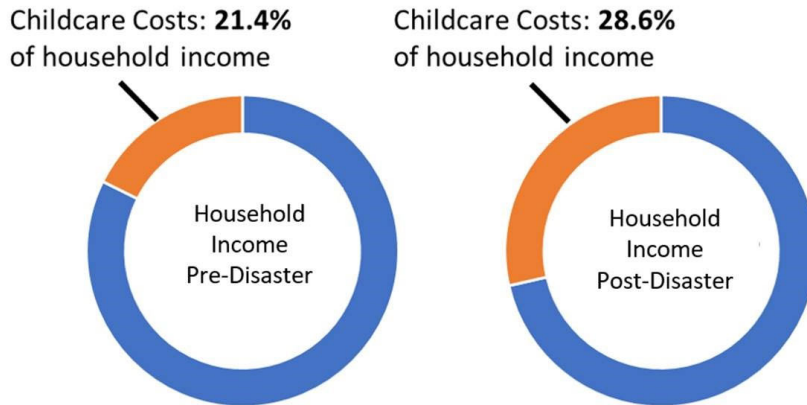
- 338 • The applicant’s gross household income has decreased as a direct result of the disaster; or
- 339 • The applicant’s child care expenses have increased as a result of the disaster.

340 Applicants must certify they cannot utilize child care services provided by any other source (e.g.,
341 other Federal assistance for child care, private employer child care services) in order to qualify
342 for Child Care Assistance.

343 For applicants with child care expenses prior to the disaster, FEMA compares the percentage of
344 the household’s gross income spent for child care expenses before the disaster to the percentage
345 spent following the disaster to determine if the post-disaster child care costs create a financial

346 burden. For example, if the household’s pre-disaster income was \$3,500 per week and pre-
 347 disaster child care costs were \$750 per week, child care costs were 21.4% of the household’s
 348 income pre-disaster. If the post-disaster income is \$3,500 per week and post-disaster child care
 349 costs are \$1,000 per week, child care costs are now 28.6% of the household’s income post-
 350 disaster.

351 **Figure 31: Example - Comparison of Pre- and Post-Disaster Child Care Costs**




352 If the percentage of household gross income spent on child care post-disaster is higher than the
 353 percentage of household gross income spent on child care pre-disaster, the household has an
 354 increased financial burden for child care and may be eligible for assistance to cover the increase.
 355 In the example above, the percentage of the household’s gross income spent on child care is
 356 7.2% higher than the percentage of the household’s gross income spent on child care pre-
 357 disaster. This household may be eligible to receive the difference in pre- and post-disaster
 358 household income spent on child care.

359 The applicant’s post-disaster child care provider must be licensed, regulated, or registered under
 360 applicable SLTT government law to qualify for assistance.

361 The following items are eligible expenses for Child Care Assistance:

- 362 • Standard child care service fees, including personal assistance
 363 services that support activities of daily living for children with
 364 disabilities.
- 367 • Registration and health inventory fees may be eligible expenses only
 368 for applicants who require a new child care service provider.



Registration Fee

A registration fee is a one-time fee when registering an eligible child at an authorized child care provider. A health inventory fee is a medical office fee for processing required medical paperwork as part of the registration process.

371 Required Documentation

372 Details regarding information that must
373 be included on each type of
374 documentation are listed in *Figure 32*.

375 For FEMA to determine a disaster-
376 caused need for Child Care Assistance,
377 an applicant who had child care
378 expenses pre-disaster must submit:

- 379 • Pre- and post-disaster gross
380 household income
381 documentation.
- 382 • Pre-disaster receipts, contract,
383 or signed letter from the child
384 care provider for child care
385 expenses, if receipts or contract cannot be located.
- 386 • Post-disaster receipts or estimates for child care fees, registration, and/or health inventory
387 fees.
- 388 • A post-disaster child care contract or agreement.
- 389 • A post-disaster child care provider’s license, if the information cannot be located within a
390 respective SLTT government’s licensed provider database.
- 391 • Individualized Educational Plan (IEP), 504 plan,¹⁶⁷ or medical professional’s statements,
392 if applicable, to verify disability for children up to age 21 who need assistance with
393 activities of daily living.
- 394 • A signed, written statement from the applicant affirming:
 - 395 ○ The applicant is not receiving assistance for child care expenses from any other
396 source; and
 - 397 ○ The expected length of time the applicant will have a disaster-caused need for
398 Child Care Assistance.

399 An applicant who did not have child care expenses pre-disaster, and has incurred or will incur
400 child care expenses as a result of the disaster, must submit:

- 401 • Post-disaster receipts or estimates for child care fees, registration, and/or health inventory
402 fees.
- 403 • A post-disaster child care contract or agreement.



IEPs and 504 Plans

IEP: A document developed for each public-school child who needs special education. An IEP defines the individualized objectives of a child who has been determined to have a disability, as defined by Federal regulations. As long as a student qualifies for special education, the IEP is mandated to be regularly maintained and updated up to the point of high school graduation, or prior to the 21st birthday.

504 Plan: This type of plan falls under Section 504 of the Rehabilitation Act of 1973. A 504 plan outlines how a child’s specific needs are met with accommodations, modifications and other services. These measures “remove barriers” to learning.

- 404 • A post-disaster child care provider’s license, if the information cannot be located within a
405 respective SLTT government’s licensed provider database.
- 406 • IEP, 504 plan, or medical professional’s statements, if applicable, to verify disability for
407 children up to age 21 who need assistance with activities of daily living.
- 408 • A signed, written statement from the applicant affirming:
 - 409 ○ The applicant is not receiving assistance for child care expenses from any other
410 source; and
 - 411 ○ The expected length of time the applicant will have a disaster-caused need for
412 Child Care Assistance.

Figure 32: Child Care Assistance Documentation

Type of Documentation	Documentation Requirements
Pre-disaster child care expense receipts, contract, or signed letter from child care provider, if receipts or contract cannot be located.	<ul style="list-style-type: none"> • The name of the child/ren receiving care. • Provider’s name, address, and telephone number. • Time period covered and total child care expenses for that time period. • Signature of child care provider and applicant.
Proof of pre-disaster and current post-disaster income for the individual(s) responsible for child care expenses	Examples include, but are not limited to: <ul style="list-style-type: none"> • Recent pay stubs. • W-2 forms or tax returns from most recent tax year. • Documentation of self-employment, if applicable. • Documentation of government assistance, including Social Security.
Verification of the child care provider’s license	Applicant does not need to submit if the information can be located within a respective STT government’s licensed provider database.
Individual Educational Program Plan, 504 plan, or medical professional’s statement	Verifies a disability for children up to age 21 who require assistance with activities of daily living. If a child with a disability has not graduated from high school, they are eligible for education services under the Individuals with Disabilities Education Act (IDEA) until age 21. A child eligible under IDEA will have an IEP that documents the educational services. Children who are not eligible for an IEP, but still need some educational support, may have a 504 plan.

413 Limitations and Exclusions

- 414 • FEMA limits Child Care Assistance to up to eight cumulative weeks per child or per
415 household or the maximum amount of assistance established by the STT government,
416 whichever is less.

- 417 • FEMA will only provide Child Care Assistance to one applicant on behalf of the
418 child(ren).
- 419 • If a child is a member of multiple households, FEMA will only award assistance to the
420 primary custodial parent/guardian responsible for child care costs after the disaster.
- 421 • FEMA will not provide assistance for any of the following:
 - 422 ○ Fees for extra-curricular activities and additional services (e.g., school
423 photographs, field trips)
 - 424 ○ Fees not directly related to the day-to-day child care services provided to the
425 eligible child (e.g., prepared lunches, snacks, facility-provided linens, etc.)
 - 426 ○ Fuel expenses related to transporting the child to and from the child care provider
427 (e.g., school bus service)
 - 428 ○ Education services (e.g., after-school tutoring)
 - 429 ○ Medical care or services
 - 430 ○ Recreational camps or clubs (e.g., after-school clubs, overnight camps)

431 **4. Assistance for Miscellaneous Items**

432 FEMA provides financial assistance under the ONA provision of the IHP to individuals and
433 households with certain disaster-caused miscellaneous expenses.¹⁶⁸ Eligible items must be
434 purchased or rented after the incident to assist with the applicant's disaster recovery, such as
435 gaining access to the property or assisting with cleaning efforts. Items damaged by the disaster
436 that were owned prior to the disaster will be considered under Personal Property Assistance. STT
437 governments, in consultation with FEMA, have identified standard miscellaneous line items.
438 However, the STT government may elect not to include all of these items as eligible for
439 reimbursement:

- 440 • Carbon Monoxide Detector
- 441 • Chainsaw
- 442 • Dehumidifier
- 443 • Generator
 - 444 ○ (see [Chapter 3, VI.B.4](#)) under this section's Limitations and Exclusions)
- 445 • Humidifier
- 446 • Smoke Detector
- 447 • Weather Radio

448 STT governments may request additional miscellaneous line items on the ONA Administrative
449 Option Selection Form, during any non-disaster time period or within 72 hours of a major
450 disaster declaration.¹⁶⁹

451 Conditions of Eligibility

452 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
453 the following conditions in order to receive Assistance for Miscellaneous Items:

- 454 • The expense must be a direct result of the disaster.
- 455 • The item must have been purchased or rented within 30 days from the incident start date
456 or up to the last day of the incident period, whichever is greater.
- 457 • Generator exception: The reimbursement period starts the day the Governor or Tribal
458 Chief Executive declares a State of Emergency and ends at the incident period closure
459 date identified by FEMA in the Federal Register, or if warranted due to extraordinary
460 circumstances, the date commercial power is restored to the applicant’s primary residence
461 as verified by the FEMA JFO or commercial power provider.
- 462 • Applicants must provide an itemized receipt or equipment rental agreement for eligible
463 expenses.
- 464 • The expense must not be covered by insurance or provided by any other source.

465 Limitations and Exclusions

466 • Prior to the disaster, if the applicant owned
467 the eligible miscellaneous item and the item
468 was damaged by the disaster, the item will
469 be considered under Personal Property
470 Assistance, with the exception of a
471 generator needed for medical reasons.



Power lines in NY damaged by Hurricane Irene and Tropical Storm Lee.

472 • Assistance for Miscellaneous Items is
473 limited to the quantity established for the
474 item by the STT government on the ONA
475 Administrative Option Selection Form.

476 • If the pre-disaster primary residence is located within a CBRS Unit, the applicant may
477 not be considered for Assistance for Miscellaneous Items except for expenses to purchase
478 or rent items required to power life-sustaining medical equipment (e.g., generators).

479 • Generator expenses only:

- 480 ○ The generator must be purchased or rented to power a medically-required piece of
481 equipment, including medically-required refrigerators.
- 482 ○ The generator must be purchased or rented due to a disruption in electrical utility
483 service as a result of the disaster.
- 484 ○ The applicant must submit a statement from a medical services provider,
485 indicating the equipment is medically necessary.

486 ○ The allowable grant amount for generators is limited to the prevailing retail or
487 rental rate for a 5.5 kw-sized generator, as identified by FEMA.

488 ○ Prior to the disaster, if the applicant owned the generator for medical reasons and
489 the item was damaged or destroyed by the disaster, the reimbursement for the
490 generator will be considered personal medical equipment under Medical
491 Assistance and not subject to an SBA referral (See Chapter 3, IV).

492 ○ The IA Division Director may
493 waive one or more conditions of
494 eligibility during extraordinary
495 circumstances (e.g., sustained
496 power outage during a period of
497 sub-freezing temperatures) when
498 determined to be in the public's
499 interest.



A home in Arkansas is damaged by a fallen tree.

500 ● Chainsaw expenses only:

501 ○ The chainsaw must be purchased or
502 rented to gain access to and/or
503 remove hazards from the home.

504 **5. Moving and Storage Assistance**

505 FEMA may provide financial assistance under the ONA provision of the IHP to individuals and
506 households for moving and storage expenses incurred on or after the incident period start date to
507 avoid additional disaster damage.¹⁷⁰ Generally, these expenses include those related to: (1)
508 storage of personal property in a storage unit or temporary housing unit while repairs are being
509 made to the primary residence and returning the property to the applicant's primary residence, or
510 (2) moving the items to the individual's or household's new primary residence.¹⁷¹

511 FEMA may provide assistance with eligible moving and storage expenses through the period of
512 assistance or up to the financial ONA maximum award, whichever comes first.

513 Conditions of Eligibility

514 In addition to meeting general conditions of IHP eligibility (see [Chapter 3, II.](#)), applicants must
515 meet the following conditions in order to receive Moving and Storage Assistance:

- 516 ● The applicant's primary residence was rendered uninhabitable due to the disaster.
- 517 ● The property being moved and/or stored is considered as essential personal property
518 and/or household goods (such as appliances and furniture).
- 519 ● The applicant is moving and/or storing essential household goods to prevent additional
520 damage and returning the items to the individual's or household's primary residence or
521 moving the items to the individual's or household's new primary residence.

522 **Eligible Expenses:** Moving and Storage Assistance may be provided for, but is not limited to, all
523 of the following expenses:

- 524 • Costs for commercial moving labor
- 525 • Moving truck rental fee
- 526 • Fuel for the rental vehicle
- 527 • Costs for tape and boxes
- 528 • Commercial storage unit fees
- 529 • Associated sales taxes

530 **Ineligible Expenses:** All of the following expenses are ineligible:

- 531 • Moving and storage of recreational items (e.g., fishing gear, canoes, jet skis)
- 532 • Costs incurred for the moving and storage of items as a preventative measure prior to the
533 disaster
- 534 • Costs covered by another source (e.g., insurance, SBA disaster loan)
- 535 • Expenses for essential personal property that is permanently moved out of the damaged
536 pre-disaster residence and will not be returned to the applicant's primary residence or to
537 the applicant's new primary residence.
- 538 • Optional insurance and security deposits listed on applicant's receipts, bills, or estimates

539 Required Documentation

540 Applicants must submit:

- 541 • Receipts, bills, or estimates with associated dates for the moving expenses.
- 542 • Receipts or bills with associated dates for storage expenses.
- 543 • Statements with all of the following:
 - 544 ○ The reason(s) moving and storage expenses were required
 - 545 ○ A description of the essential household goods being stored
 - 546 ○ Information indicating the essential household goods are being stored while
547 repairs to the primary residence are being made
 - 548 ○ Information indicating the essential household goods will be returned to the
549 primary residence or to the individual's or household's new primary residence

550 Limitations and Exclusions

- 551 • When the cause of damage is flooding
552 and the applicant failed to maintain
553 flood insurance as required as a
554 condition of receiving previous
555 Federal assistance, FEMA is unable to
556 provide assistance for the first \$1,000
557 of moving expenses.



Flood Insurance Policies

Many flood insurance policies provide up to \$1,000 in moving expenses. As FEMA is unable to duplicate assistance from other sources, applicants who have flood insurance will have to submit documentation to show they have exhausted funds allocated under their policy for moving expenses prior to being considered for FEMA's Moving and Storage Assistance.

558 **6. Critical Needs Assistance**

559 FEMA may provide financial assistance under
560 the ONA provision of the IHP to applicants
561 who have immediate or critical needs because they are displaced from their primary residence or
562 to applicants who need assistance in order to leave their pre-disaster primary residence to
563 temporarily shelter elsewhere. Immediate or critical needs are life-saving and life-sustaining
564 items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers,
565 consumable medical supplies, DME, personal hygiene items, and fuel for transportation.

566 Program Request and Approval

567 FEMA's IADD may authorize CNA when the affected STT government submits a written
568 request with justification, to implement CNA. The request must be submitted within 14 days
569 from the date of the Presidential disaster declaration. This form of assistance may be considered
570 for specific geographic areas (i.e., counties or ZIP codes), identified by the STT government,
571 within the declared disaster when the request demonstrates:

- 572 • Applicants are displaced due to restrictions placed by the SLTT government officials
573 (e.g., evacuation advisory, inaccessibility);
- 574 • Shelters in the area do not meet the needs of the displaced population; and
- 575 • Community and life-sustaining services within a reasonable distance from the area are
576 limited due to the disaster-caused impact.

577 Based on the affected STT government's request, the IA Division Director may authorize a CNA
578 eligibility period of up to 30 days from the Presidential disaster declaration. When necessary
579 based on applicant need, the IA Division Director may extend the CNA eligibility period if
580 requested by the affected STT government.

581 Conditions of Eligibility

582 Applicants will be considered for assistance if all of the following apply:

- 583 • They register for FEMA assistance within the CNA eligibility period established for the
584 declared disaster;
- 585 • They pass FEMA's identity and occupancy verification process;

- 586 ○ The IADD may waive occupancy verification in locations where automated
587 verification of public records is limited.
- 588 • They are displaced from their pre-disaster primary residence as a result of the disaster, or
589 they are sheltering in their pre-disaster residence and report a need to shelter elsewhere at
590 registration;
- 591 • At registration, they assert that they have critical needs and request financial assistance
592 for those needs and expenses; and
- 593 • Their pre-disaster primary residence is located in the designated geographic area
594 requested by the STT government and approved by the IADD for CNA.

595 Limitations and Exclusions

- 596 • Applicants temporarily residing in correctional facilities or secondary residences are not
597 eligible for CNA.
- 598 • Unless otherwise authorized by the IA Division Director and the respective STT
599 government, CNA is limited to \$500 per eligible household and will be awarded as a one-
600 time award. This amount is based on the reasonably prudent cost of life-saving and life-
601 sustaining items that a household may need immediately upon displacement from their
602 home.

603 **7. *Clean and Removal Assistance***

604 FEMA may provide a limited amount of financial assistance to homeowners with disaster-caused
605 real property damage who do not qualify for Home Repair Assistance because the damage did
606 not render the home uninhabitable. Clean and Removal Assistance (CRA) is intended to ensure
607 contamination from floodwaters is addressed in a timely manner to prevent additional losses and
608 potential health and safety concerns. Individual property owners will be responsible for
609 performing or contracting for services to remove contaminants and disinfect surface areas of
610 their homes that have been affected by floodwater.

611 Program Request and Approval

612 An affected STT government must submit a written request to FEMA to implement CRA. The
613 GAR or TAR must submit a written request for CRA to the FCO. CRA may only be requested in
614 disasters where “flood” is listed as an incident type. CRA must be approved by the RA prior to
615 implementation. The eligibility period for CRA will correspond to the standard FEMA
616 registration period of 60 days, but will not include extension periods unless specifically
617 authorized by the RA.

618 Conditions of Eligibility

619 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
620 the following conditions in order to receive CRA:

- 621 • The pre-disaster primary residence is located in an area designated for Individual
622 Assistance.
- 623 • The applicant has at least one real property line item recorded during inspection as flood-
624 damaged.
- 625 • The pre-disaster primary residence is not covered by insurance for flood damage,
626 including flood or mobile home insurance, at the time of the disaster.
- 627 • The applicant receives a denial indicating the disaster-damaged primary residence was
628 safe to occupy.

629 Limitations and Exclusions

- 630 • CRA is limited to \$550 per eligible household. This amount is based on the average
631 historical cost of cleaning, sanitizing, and removing floor covering after a flood.
- 632 • CRA will be awarded as a one-time payment.
- 633 • The CRA award will be deducted from any subsequent Home Repair Assistance award.
- 634 • If FEMA determines that the subsequent Home Repair Assistance award would be less
635 than the \$550 CRA award, the applicant will not receive additional funds.

636 **C. SBA-Dependent**

637 The types of assistance described in this
638 section are SBA-dependent. Applicants who
639 were referred to the SBA but who did not
640 qualify for an SBA loan, or who were
641 approved for a partial loan but the amount of
642 the loan was insufficient to meet the
643 applicant’s disaster expenses or serious
644 needs, may be referred back to FEMA to
645 determine their eligibility for Personal
646 Property Assistance, Transportation
647 Assistance, and a Group Flood Insurance
648 Policy (GFIP) certificate.



A woman helps her neighbor clean out a flood damaged home in Cedar Rapids, Iowa.

649 **1. Personal Property Assistance**

650 FEMA may provide financial assistance under the ONA provision of the IHP to repair or replace
651 personal property damaged or destroyed due to a disaster.¹⁷² *The ONA Administrative Option*

652 *Section Form* includes a list of eligible items, also known as the Standard Personal Property Line
653 Items list that may be considered for assistance. The affected STT government has the ability to
654 request that items be added to or removed from the list within 72 hours of an IA declaration.

655 FEMA and the affected STT government establish a maximum quantity that may be awarded for
656 each personal property item. FEMA calculates the award amount for each item according to the
657 consumer price index data for items of average quality, size, and capacity in the area where the
658 damage occurred. The assistance is intended to meet the basic needs of the household, not to
659 restore all personal property items to a pre-disaster condition.

660 When applicants reside in the same damaged pre-disaster residence and are not classified by
661 FEMA as roommates or boarders, the owner or head of household will be considered responsible
662 for the personal property in the common living areas up to the quantity limit. However, a
663 household member could be eligible if the owner, head of household, or landlord has not met the
664 item quantity limit. The household members may be awarded the minimum amount of assistance
665 to meet the household needs, not to exceed the quantity limit. For more information about
666 roommates and boarders see [Chapter 3, II](#).

667 FEMA will record personal property as being unaffected or needing repair or replacement during
668 inspection of the applicant’s damaged primary residence. FEMA assistance to repair and replace
669 personal property falls within the following categories:

- 670 • **Appliances:** Includes standard
671 household appliances, such as a
672 refrigerator, washing machine, etc.
- 673 • **Clothing:** Essential clothing needed
674 due to overall loss, damage, or
675 contamination.
- 676 • **Room furnishings:** Standard
677 furnishings found in a bedroom,
678 kitchen, bathroom, and living room.
- 679 • **Essential Tools:** Tools and equipment
680 required by an employer as a condition
681 of employment and items required as a
682 condition of an applicant’s or
683 household member’s education.



Non-Typical Appliances

For processing purposes, FEMA identifies certain items as “appliances” that may not be considered a typical appliance to the general public. Items that fall into this category include:

- Children’s strollers and toys
- Every day dining tables
- Twin beds
- Property for applicants with access or functional needs, such as accessible toilet seats, beds, etc.

684 Conditions of Eligibility

685 In addition to meeting general conditions of eligibility (see [Chapter 3, II](#)), applicants must meet
686 the following conditions in order to receive Personal Property Assistance:

- 687 • The item needs to be repaired or replaced due to disaster damage.

- 688 • The occupants of the household have an unmet disaster-related need for the damaged
689 item. FEMA may not provide assistance if the applicant can meet that need with another
690 similar item in their possession or available to the household.
- 691 • The item was owned and being used by occupants of the household.
 - 692 ○ FEMA does not provide assistance for furnishings and/or appliances provided by
693 a landlord.
 - 694 ○ Items used by guests and relatives who were not members of the pre-disaster
695 household are not eligible for assistance.

696 Applicants must also meet specific eligibility requirements for each category of item for which
697 they are requesting Personal Property Assistance. These include:

- 698 • **Appliances:** Assistance is based on the number and type of household appliances in need
699 of repair or replacement. Applicants may receive assistance for two appliances that serve
700 a similar purpose or function (e.g., a range and a microwave).
- 701 • **Clothing:** Assistance is based on the number of household members requiring clothing as
702 determined during FEMA inspection. FEMA defines an essential need for clothing if
703 existing clothing has been destroyed, is physically gone (e.g., blown away), or
704 contaminated by chemicals or sewer backup as a result of disaster. FEMA expects
705 applicants to clean clothing soaked by wind-driven rain, seepage, or flood waters. Stored
706 clothing is generally not eligible for assistance.
- 707 • **Room Furnishings:** Assistance is based on the level of damage to furnishings within
708 specific rooms of the residence as recorded during FEMA inspection. The rooms must be
709 one of the four types required to meet the needs of a typical household: kitchen, living
710 room, bathroom, or bedroom.
- 711 • **Essential Tools:** Assistance is based on a
712 need to replace disaster-damaged essential
713 tools, supplies, equipment, items required
714 by an employer as a condition of
715 employment, or required for education.
716 This includes disaster-damaged tools and
717 equipment, or other items required for a
718 specific trade or profession, not provided
719 or supplied by the employer. Tools,
720 uniforms, computers, supplies, or other
721 items used for self-employment are not
722 eligible for IHP assistance.



FEMA inspector records disaster damage at a survivor's home.

723 Eligible essential tool items are listed below:

- 724 ○ Schoolbooks/Supplies: Equipment and supplies required to be provided by the
725 applicant for educational courses or schooling, including home schooling, college,
726 and trade school courses.

- 727 ○ Uniforms: Required for school or work when the applicant is responsible for
728 replacement of the uniforms.
- 729 ○ Computers: Required by a school or an employer when the applicant is
730 responsible for the replacement of the computer.
- 731 ○ Occupational Tools: Essential tools and equipment, not provided or supplied by
732 the employer, and required by an employer as a condition of employment.
- 733 ● Applicants may be asked to provide the following documentation for essential tools:
 - 734 ○ A statement from the employer on company letterhead documenting the applicant
735 is required to provide their own tools or computer as a condition of employment.
 - 736 ○ A statement on school letterhead documenting a computer is required as a
737 condition of education and the school does not provide access to computers to use
738 outside of class, such as a school computer lab.
 - 739 ○ An itemized list of the tools required by the employer, also on company
740 letterhead.
 - 741 ○ An itemized list of each tool required and a verifiable statement, estimate, or bill
742 from the place of the potential purchase stating that the damage was caused by the
743 disaster.
- 744 ● **Accessible Items**: FEMA also provides assistance for damaged personal property items
745 required for applicants with disabilities. The list includes accessible beds, raised toilet
746 seats, accessible refrigerators, accessible washers, and computers or adaptive technology
747 when utilized as the sole means of communication for a household member with a
748 disability. Motorized and non-motorized wheelchairs, shower chairs, visual/vibrating fire
749 signals, and walkers, are also eligible items.
 - 750 ○ If an applicant has additional assistive devices not included in the list above, they
751 may request assistance to replace those items under the Medical and Dental
752 Assistance category of ONA (see [Chapter 3, VI.B.2.](#)).
 - 753 ○ If the cost to repair or replace an ADA Personal Property item exceeds the award
754 amount, applicants may request assistance for the additional amount by providing
755 the following:
 - 756 ■ A written or signed statement from a medical provider verifying the
757 applicant or household member required the item prior to the disaster; and
 - 758 ■ An itemized bill, receipt, or estimate showing the repair or replacement
759 cost of the item.

760 Limitations and Exclusions

- 761 ● Applicants incarcerated at the time of the disaster who incur disaster-caused damage to
762 their personal property within their unit at the correctional facility or detention center are

763 ineligible for IHP assistance. Prisoners are legally entrusted to the corrections institute
764 which is responsible for safeguarding their persons and providing for their needs.

765 • Financial assistance for flood-damaged personal property in basements is limited to both
766 of the following:

767 ○ Washers and dryers

768 ○ Essential personal property in rooms required for the occupation of the dwelling
769 (for example, occupied bedrooms, a bathroom required for the occupied bedroom,
770 a sole kitchen or living room)

771 **2. Transportation Assistance**

772 FEMA may provide financial assistance under the
773 ONA provision of the IHP to individuals and
774 households with disaster-caused vehicle repair or
775 replacement expenses.¹⁷³ Unlike most other forms
776 of IHP assistance, an applicant seeking
777 Transportation Assistance does not need to live in
778 the Presidentially-declared disaster area to be
779 considered for the assistance.



A car is surrounded by floodwaters.

780 The affected STT government uses the ONA
781 Administrative Option Selection Form to establish the maximum amount of Transportation
782 Assistance (i.e., Transportation Repair and Transportation Replacement) that may be awarded.
783 The amount of Transportation Repair and Replacement Assistance awarded is based on the
784 degree of damage and the STT government's repair and replacement maximum.

785 Conditions of Eligibility

786 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
787 the following conditions in order to receive Transportation Assistance:

788 • The vehicle sustained disaster-caused damage, and the damage occurred within the
789 Presidentially-declared disaster area.

790 • The damaged vehicle is an approved vehicle type; eligible vehicles include but may not
791 be limited to vans, trucks, sport utility vehicles, and cars.

792 ○ Other modes of transportation may be added to the ONA Administrative Option
793 Selection Form by the STT government during any non-disaster time period or
794 within three days of a major disaster declaration. This may include boats,
795 motorcycles, golf carts, or other non-standard modes of primary transportation.

796 • The damaged vehicle is in compliance with its STT government's registration and
797 insurance requirements at the time of the disaster.

798 • The damaged vehicle is owned or leased (i.e., not a rental vehicle) by the applicant, co-
799 applicant, or household member.



Vehicle Damage Levels

A **Destroyed Vehicle** is defined as the vehicle has been declared a total loss due to disaster-caused damages (e.g., flood water covered the engine, vehicle was crushed by a fallen tree or was burned).

A **Repairable Vehicle** is defined as the vehicle sustained disaster-caused damage which affects the drivability or safety of the vehicle (e.g., broken windshield, window glass, mirror, or headlight assembly; minor mechanical repairs; medically-required repairs).

A **Vehicle with Cosmetic Damage** is defined as damage that does not affect the drivability or safety of the vehicle in any way (e.g., minor dents, scratches, and other similar low levels of damage).

800 Required Documentation

801 Generally, FEMA will verify vehicle damage during an on-site inspection and record it as
 802 repairable or destroyed. If the vehicle is not available at the time of inspection, the vehicle was
 803 recorded destroyed by the on-site inspector, or if the applicant does not receive an on-site
 804 inspection, the applicant must submit:

- 805 • A copy of the vehicle registration valid at the time of the disaster for the damaged
 806 vehicle(s).
- 807 • A list of all vehicle(s) owned (year, make, and model) and a brief description of damage
 808 for each vehicle.
- 809 • Proof of liability insurance coverage or
 810 statement that insurance coverage does
 811 not exist.
- 812 • **For vehicle repair:** a verifiable bill,
 813 receipt, or estimate from a mechanic
 814 that:
 - 815 ○ Confirms the damage is disaster-
 816 caused;
 - 817 ○ Identifies repair or replacement
 818 costs (e.g., parts, service, and
 819 labor); and
 - 820 ○ Includes the mechanic’s contact
 821 information.
- 822 • **For vehicle replacement:**
 823 documentation from an SLTT
 824 government confirming the vehicle was
 825 salvaged due to the disaster.



Vehicle Repair Expenses

Eligible repair expenses based on bills, receipts, and estimates may include but are not limited to:

- Costs for labor
- Service fees (e.g., battery recharge or wheel re-alignment)
- Repair estimates and vehicle towing expenses
- The repair/replacement of vehicle parts when repairs for drivability and safety are required (includes paint and/or body work and carpet)
- Medically-required modifications (e.g., ramp, lift, hand controls)

- 826 • If the damaged vehicle included medically-required modifications that exceed the
827 Transportation Assistance maximum repair or replacement amount, as applicable, the
828 applicant may request assistance for those modifications under the Medical and Dental
829 Assistance category of ONA (see [Chapter 3, VI.B.2.](#)). Applicants must provide the
830 following documentation related to any medically-required vehicle modifications and the
831 repair or replacement cost of those items, as appropriate, including:
- 832 ○ A written or signed statement from a medical provider verifying the applicant or
833 household member required the item prior to the disaster; and
 - 834 ○ An itemized bill, receipt, or estimate showing the repair or replacement cost of the
835 component or modified vehicle, as appropriate.

836 Limitations and Exclusions

- 837 • FEMA will not award assistance to repair or replace an operational vehicle. An
838 operational vehicle is defined as a vehicle that may need cosmetic repairs or incurred
839 minimal damage but is in compliance with its STT government's registration and
840 insurance requirements at the time of the disaster and can be legally driven.
- 841 • Assistance is usually limited to one vehicle. However, in instances where any additional
842 unaffected and operational vehicles owned by members of the household are not
843 sufficient to meet the needs of the household, FEMA may award assistance to repair or
844 replace a second damaged vehicle. Any additional vehicles would be required to meet all
845 applicable conditions of eligibility, as referenced above. Additionally, the applicant must
846 certify in writing that the damaged vehicle is essential for the household's daily usage,
847 outline the relevant circumstances, and explain the serious need for a second vehicle.

848 **3. Group Flood Insurance Policy**

849 The Group Flood Insurance Policy¹⁷⁴ refers to a flood insurance policy established under the
850 NFIP regulations.¹⁷⁵ As part of the effort to reduce future expenses from floods, FEMA/STT
851 government directly purchases GFIP certificates on behalf of applicants who are required to
852 purchase and maintain flood insurance but who may not otherwise be able to purchase a policy.
853 The premium for a three-year certificate of coverage is \$2,400¹⁷⁶ and counts towards an
854 applicant's ONA financial maximum award.¹⁷⁷ The GFIP is a policy that is established for each
855 disaster declaration that results from flooding and authorizes the provision of IA.

856 Conditions of Eligibility

857 In addition to meeting general conditions of eligibility (see [Chapter 3, II.](#)), applicants must meet
858 the following conditions in order to be considered for a GFIP certificate:

- 859 • FEMA verifies that damage to the applicant's property is caused by flooding and the
860 damaged items are insurable under NFIP.

861 • The applicant’s damaged residence
862 is located in an SFHA.

863 • The applicant’s damaged residence
864 is not located in a sanctioned
865 community, CBRS area, or OPA.

866 • The applicant does not have a
867 previous requirement to maintain
868 flood insurance as a condition of
869 receiving IHP assistance.

870 ○ If a subsequent disaster
871 occurs during the 30-day
872 waiting period for the
873 purchased flood insurance
874 to become effective, the
875 applicant is considered
876 compliant and eligible for
877 IHP assistance.

878 • The applicant is referred to FEMA
879 for SBA-dependent ONA.

880 ○ Applicants who accept an SBA loan during the disaster in which a flood insurance
881 requirement is set will not be considered for a FEMA-purchased GFIP certificate.

882 ○ Applicants who were referred to the SBA, did not qualify for an SBA loan, and
883 were referred back to FEMA may be considered for a FEMA-purchased GFIP
884 certificate.

885 • The applicant is eligible for Home Repair Assistance, Home Replacement Assistance, or
886 Personal Property Assistance, prompting the requirement to maintain flood insurance on
887 the damaged residence and initiating the GFIP.

888 • An eligible applicant whose pre-disaster primary residence is located within an OPA and
889 an SFHA may only be considered for a GFIP certificate if they also meet the following
890 conditions:

891 ○ A legally valid building permit for the construction of the applicant’s pre-disaster
892 primary residence was issued prior to November 16, 1991; and

893 ○ The applicant’s pre-disaster primary residence was built (walled and roofed) no
894 later than November 16, 1991; and

895 ○ The applicant’s pre-disaster primary residence was not substantially improved or
896 substantially damaged on or after November 16, 1991.



GFIP Overview

- GFIP certificates provide up to three years of flood insurance coverage for real property and personal property items insurable under the NFIP.
- The master GFIP policy term is for 36 months and begins 60 days after the date of the Presidential disaster declaration. However, individual coverage becomes effective after a 30-day waiting period, which starts on the day NFIP receives the applicant’s name and premium payment from either the SLTT government or FEMA.
- The coverage amount of the GFIP policy is equal to the combined value of the Housing Assistance and ONA financial maximum awards.

897 Applicant Notification and Response

- 898 • Pre-disaster owners included in the GFIP receive notification from FEMA stating they
899 have been included in the policy as well as a “Certificate of Flood Insurance;” applicants
900 do not receive a copy of the actual policy. Applicants do not have the ability to decline
901 the GFIP.
- 902 • Pre-disaster renters will only receive a GFIP certificate if they notify FEMA within six
903 months of receiving a GFIP notification letter that they have moved back or intend to
904 move back to their pre-disaster residence.
- 905 ○ GFIP certificates are not transferable to a new renter of a rental unit and are not
906 transferable to a new rental address.
- 907 • FEMA gives applicants a 60-day notice of policy expiration and a final notice of
908 termination of coverage. When the GFIP expires, the applicant is responsible for
909 purchasing and maintaining flood insurance on their own. Failure to maintain flood
910 insurance will affect applicant eligibility for future disaster assistance.

911 Limitations and Exclusions

- 912 • If the cost of a GFIP policy exceeds the remaining amount of IHP assistance available to
913 the applicant, then FEMA will not purchase a policy. The applicant will still be
914 responsible for purchasing a policy on their own.
- 915 • Applicants who own or rent travel trailers on non-permanent foundations are not eligible
916 for GFIP.¹⁷⁸
- 917 • Applicants whose pre-disaster primary residence is located within an OPA and SFHA
918 must submit the following documentation in order to receive consideration for a GFIP
919 certificate:
- 920 ○ A legally valid building permit for the construction of the applicant’s pre-disaster
921 primary residence issued prior to November 16, 1991; or if the building permit
922 was lost or destroyed, a written statement to this effect signed by the community
923 official responsible for the building permits demonstrating the construction of the
924 applicant’s pre-disaster primary residence permitted prior to November 16, 1991.
- 925 ○ A written statement by a responsible community official that:
- 926 ■ The applicant’s pre-disaster primary residence was built (walled and
927 roofed) no later than November 16, 1991; and
- 928 ■ The building was not substantially improved or substantially damaged on
929 or after November 16, 1991.
- 930 ○ Additional forms of documentation to demonstrate a pre-disaster residence’s
931 eligibility for NFIP coverage may include:

- 932 ▪ First mortgage financing records;
- 933 ▪ Property tax records;
- 934 ▪ Electrical permit records;
- 935 ▪ On-site septic or sewer system records;
- 936 ▪ State Coastal Zone Management Agency Records;
- 937 ▪ State Wetlands Program Permit Records.

VII. Recovery of Program Funds

2 Federal agencies are required to take action
 3 to identify and recover improper payments,
 4 whether made in error or obtained by fraud,
 5 per the following Federal laws:

- 6 • Debt Collection Improvement Act of
 7 1996 (DCIA)
- 8 • Improper Payments and Information
 9 Act of 2002 (IPIA)
- 10 • Improper Payments Elimination and Recovery Act of 2010 (IPERA)
- 11 • Improper Payments Elimination and Recovery Improvement Act of 2012 (IPERIA)

12 In addition, the applicant must agree to return funds to FEMA when the assistance provided by
 13 FEMA duplicates assistance from another source,¹⁷⁹ was provided in error, was spent on
 14 expenses inappropriately, or was obtained through fraudulent means.

15 After every disaster, FEMA is required to
 16 review disaster assistance payments to
 17 ensure taxpayer dollars were properly spent.
 18 Those reviews often show a small
 19 percentage of specific cases where disaster
 20 assistance was given to applicants who were
 21 not eligible for some or all of the money
 22 they received. FEMA collects these
 23 overpayments through a process called
 24 “recoupment.”

25 FEMA employs a deliberative process to
 26 identify and verify payments that must be
 27 recouped and established as debts. This
 28 process involves multiple levels of FEMA
 29 staff and management review and validation
 30 before a debt is established. When FEMA
 31 determines assistance was given to applicants
 32 who were not eligible for some or all of the
 33 money received, FEMA IA program staff
 34 notifies the applicant in writing of their
 35 potential debt and their right to appeal the
 36 decision.



Eligibility of Applicant with Debt

An applicant who has a debt from a current or previous disaster may be eligible for full IHP Assistance in a subsequent Presidential disaster declaration, except in some cases where the debt is a result of an applicant obtaining assistance through fraudulent means.



Fraud

Fraud is the intentional deception, concealment, or use of documents intended to mislead FEMA in order to wrongfully obtain IHP assistance an applicant is not eligible to receive. FEMA staff are required to report suspected fraud to the Department of Homeland Security (DHS) Office of Inspector General (OIG). The OIG investigates potential fraud cases and, when appropriate, refers them to the Department of Justice (DOJ) for appropriate legal action. FEMA may not establish or collect debts related to fraud unless the OIG or DOJ declines to pursue legal action and instructs FEMA to proceed.



Significant Enforcement Principle

FEMA will consider initiating collection of a potential debt, regardless of debt value, when it is necessary to aggressively pursue recoupment of any assistance obtained through fraudulent means.

37 After the applicant exhausts their appeal rights or the period to appeal the debt expires, a debt is
 38 officially established. The FEMA Finance Center (FFC) will send a letter to the applicant to
 39 provide information on repayment options.

40 FEMA considers expenses associated with the time and resources required to prepare and follow
 41 up on a potential debt to determine if the costs of recovering the potential debt will exceed the
 42 amount owed. FEMA will not initiate recoupment activity for any potential debt valued less than
 43 \$250.00 unless a significant enforcement principle is at stake.

Figure 33: FEMA Process for Identifying and Validating Debt Payments

Steps	Process
Identifying Potential Debt	FEMA staff review cases to identify potential debts and submit the case for additional review and validation.
Verifying Potential Debt	Each case is assigned to another FEMA staff member who reviews to ensure the decision to request an applicant return funds to FEMA is absolutely necessary. All reasonable efforts are made to identify assistance the applicant was eligible to receive and does not need to be returned. FEMA may contact applicants at this stage to give them an opportunity to provide additional documentation to resolve the issue.
Potential Debt Notification and Appeal	Multiple FEMA managers are required to review each case and concur on the type and amount of assistance that must be returned. FEMA managers also review the case to ensure all appropriate steps to resolve the issue were taken. When FEMA managers determine the assistance must be returned, a written notice is sent to the applicant notifying them of their potential debt, the reason the applicant is not eligible for the assistance provided, and information regarding how they may appeal and/or request an oral hearing.
Appealing a Potential Debt	Applicants may submit a written appeal within 60 days of receiving written notice of their potential debt.
Establishing Debt	If an applicant does not appeal the decision or their appeal is not granted, the debt becomes final and is forwarded to the FFC to continue debt collection activities.
Debt Compromise, Suspension, and Termination	Once a debt has been established, applicants may work with the FFC to make payment arrangements. In limited circumstances, the FFC may suspend or terminate debt collection.
Transfer of Debt to Treasury	If the applicant has not repaid the debt or has not entered into a repayment plan within 120 days of FFC's letter, FEMA refers the debt to Treasury for collection. Significant additional costs will be incurred as a result of referral to Treasury.

44 **A. Reasons for Recovery of Funds**

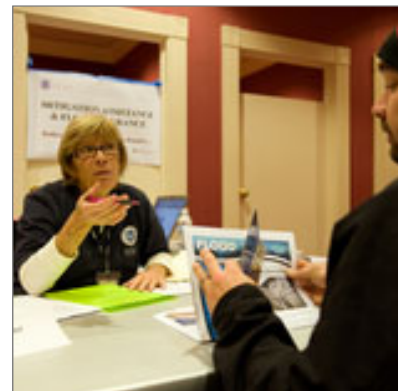
45 FEMA must recover IHP assistance when there is evidence of:

- 46 • Duplication of Benefits (DOB),¹⁸⁰ which occurs when FEMA provides funds that were
47 also previously received or available from another source, such as insurance or another
48 Federal agency. A DOB may also occur when multiple applicants in a household receive
49 an award for the same item or type of assistance.
- 50 • Assistance provided in error, which occurs when FEMA determines assistance was
51 provided to the applicant for which they are not eligible.
- 52 • Misuse of funds, which occurs when FEMA determines the applicant spent the funds
53 inappropriately (e.g., using assistance to pay off credit card debt).
- 54 • Fraud, which occurs when FEMA determines the applicant obtained the assistance
55 through false means (e.g., false address, submitting false or altered documents,
56 misrepresenting insurance coverage).

57 **B. Identifying and Verifying Potential Debts**

58 FEMA must ensure IHP assistance is provided only to eligible applicants, and when it is
59 determined assistance was provided in error or for which the applicant is not otherwise entitled,
60 recoupment actions are mandatory.¹⁸¹ FEMA identifies potential debts through routine internal
61 reviews, information provided by the applicant, reports from other agencies, audits conducted by
62 the Government Accountability Office, FEMA fraud investigators, or the Department of
63 Homeland Security Office of Inspector General (OIG). When FEMA identifies that funds may
64 need to be returned, at least two FEMA employees perform an initial review of the applicant's
65 case to determine whether an erroneous payment has been
66 made. Each FEMA employee compares the assistance
67 provided to the amount the applicant was eligible for during
68 the review process.

69 In reviewing for error, FEMA may identify more than one
70 applicant who may be liable for the same potential debt and
71 choose to pursue simultaneous notification and collection
72 against all potentially-liable applicants. When one of the
73 potentially-liable applicants was a minor at the time they
74 applied for assistance, FEMA will pursue collection against a
75 co-applicant or legal guardian. If the sole applicant was a
76 minor at the time they applied for assistance, FEMA will only
77 pursue funds awarded in error in limited circumstances, such
78 as the applicant received assistance through fraud, or was
79 legally emancipated or living outside their household in order
80 to attend an institution for higher education when they received assistance.



A FEMA staff member explains disaster assistance programs to an applicant at a Disaster Recovery Center (DRC) in Washington.

81 When the case reviews indicate an error was made, FEMA will, whenever possible, attempt to
82 obtain additional information that may demonstrate that the funds do not need to be repaid by
83 contacting the applicant, contractors, landlords, insurance companies, or other third parties. After
84 the additional information has been obtained, FEMA may determine that the funds were properly
85 awarded and close the review. When the review confirms that an error or improper payment has
86 been made, the case is provided to a senior manager within the IHP program office at FEMA
87 Headquarters for a final review.

88 FEMA does not initiate debt collection on cases of fraud until they have been investigated by
89 FEMA fraud investigators and/or ~~OIG~~ FEMA investigators and the Office of Chief Counsel will
90 coordinate on the appropriate debt collection activities.

91 **C. Notice of Potential Debt and Appeal Process**

92 Once FEMA has determined that the applicant was awarded more assistance than they were
93 eligible for, the applicant is sent a “Notice of Potential Debt Letter” (NDPL) identifying all of
94 the following:

- 95 • The amount of assistance the applicant received for which FEMA has determined the
96 applicant is ineligible
- 97 • The reason(s) the applicant is not eligible for the assistance provided
- 98 • The process for appealing the decision, including the process for requesting an oral
99 hearing
- 100 • The documentation required to dispute the ineligibility determination
- 101 • The notice that a final determination will be provided to the applicant informing them
102 whether a debt is owed

103 Applicants who disagree with the potential debt amount or reason may submit a written appeal or
104 request for an oral hearing within 60 days of the date on the FEMA potential debt notification
105 letter (for more information about appeals, (see [Chapter 3, II.](#)). When an applicant submits an
106 appeal, FEMA will evaluate their case, including any new information submitted, to determine
107 whether the potential debt stands in whole or in part.

108 ***1. Oral Hearings***

109 Applicants may request an oral hearing as part of their written appeal. FEMA will only grant oral
110 hearings in limited cases, when there is an issue of identity theft, credibility, or truthfulness, and
111 the case cannot be decided solely on the review of documents. The Alternate Dispute Resolution
112 Division within FEMA’s Office of Chief Counsel conducts the hearing. If the Oral Hearing
113 Officer decides not to grant an oral hearing, that decision is final and cannot be appealed.

114 The Oral Hearing Officer reviews all of the information regarding the case before the hearing. If
115 the case was previously investigated for potential fraud, the Oral Hearing Officer’s review will
116 include reports and information gathered during the investigation. During oral hearings,

117 applicants are permitted to present information and witness statements to support their claim(s),
118 and FEMA staff represent the Agency's position.

119 If a potential fraud investigation is conducted, a representative from the Fraud Investigation and
120 Prevention Branch will present information about the investigation and report during the oral
121 hearing. Oral hearing decisions are considered final agency determinations that cannot be
122 appealed, and a decision letter drafted by the Oral Hearing Officer is mailed to the applicant.

123 **2. FEMA Appeal Determination**

124 FEMA evaluates an applicant's case and their appeal and makes a final written decision within
125 90 days after receiving the appeal, or 45 days after concluding the oral hearing.

126 • Based on a review of the applicant's appeal, FEMA may grant an appeal challenging the
127 reason for the potential debt or the amount of the potential debt.

128 ○ When FEMA grants an appeal for the reason for the potential debt, FEMA will
129 terminate the debt and return any money the applicant paid to FEMA.

130 ○ When FEMA grants an appeal for any amount of the potential debt, FEMA will
131 adjust the amount of the debt based on the appeal decision when:

132 ■ An applicant already paid the debt. FEMA will return any money to the
133 applicant that was in excess of the final debt amount based on the appeal.

134 ■ The final debt amount based on the appeal was more than the amount the
135 applicant already paid. FEMA will continue to collect any remaining
136 portion of the reduced debt.

137 ■ The applicant has not made any payments to FEMA for the debt. FEMA
138 will continue debt collection activities.

139 • Based on a review of the applicant's appeal, FEMA may deny an appeal challenging the
140 reason or amount for the potential debt. If FEMA denies the appeal, FEMA's decision is
141 considered a final agency determination and may not be appealed again.

142 FEMA establishes the debt amount after the appeal period expires and all decisions are rendered
143 on any appeals received, and forwards the debt to the FFC for continued debt collection
144 activities. As part of the debt collection activities, the FFC will provide each applicant the
145 opportunity to make payment arrangements.

146 **D. Debt Compromise, Suspension, or Termination**

147 Once the appellate process is complete and a debt has been established, the FEMA Finance
148 Center (FFC) sends a written "Notice and Debt Letter" (NDL) to applicants to inform them that
149 the debt has become final, that interest and penalties that will start to accrue on the debt if it is
150 not paid, and of their rights to request payment arrangements, compromise, and request a debt
151 waiver. FFC considers an applicant's request to compromise, suspend, or waive a debt.

152 **1. *Payment Arrangements and Compromise***

153 When an applicant requests a payment plan or
154 compromise, FFC may request financial information in
155 order to determine whether the applicant has the ability
156 to pay the debt in one lump sum or in monthly
157 payments. If the FFC determines that the applicant does
158 not have the ability to pay the entire debt, it may agree
159 to a compromise by accepting less than the full amount
160 owed to satisfy the debt. If the applicant's financial
161 situation does not warrant a compromise of the debt or is otherwise not qualified due to a
162 substantiated finding of fraud, the FFC will notify the applicant.



Compromise

Compromise means an agreement to accept less than the full amount owed to satisfy the debt.

163 **2. *Debt Waiver***

164 If the debtor does not qualify for a full compromise and the debt results from a major disaster or
165 emergency declared on or after October 28, 2012, the FFC may – upon written request from the
166 debtor – waive a debt, in whole or part, where the erroneous payment was based on FEMA error,
167 there is no debtor fault, and the collection of the debt would be against equity and good
168 conscience. Debt waivers are discretionary and will not be granted retroactively. The applicant
169 has the burden of demonstrating that a waiver is appropriate.

170 **3. *Debt Suspension***

171 FEMA may suspend debt collection activities at any time during the collection process for
172 various reasons, to include: when the debt is uncollectible due to the applicant's current financial
173 inability to pay but the applicant has the future potential to reinstate payments.

174 **4. *Debt Termination***

175 FEMA may terminate debt collection efforts in accordance with the criteria established in the
176 Federal Claim Collection Standards where such collection is not economically worthwhile or
177 collection is otherwise inappropriate, including when:

- 178 • FEMA is unable to collect any substantial amount through its own efforts or through the
179 efforts of others.
- 180 • FEMA is unable to locate the debtor.
- 181 • The debt is legally without merit or enforcement of the debt is barred by any applicable
182 statute of limitations.
- 183 • The debt has been successfully discharged in bankruptcy.
- 184 • Costs of collection are anticipated to exceed the amount recoverable.
- 185 • The applicant is deceased, no assets remain in the estate sufficient to cover some portion
186 of the established debt, and no co-applicant or co-debtor exists.
- 187 • A debt is returned by Treasury to FEMA as uncollectable.

188 **E. Transfer of Debt to Treasury**

189 The FFC refers the unpaid debt to Treasury for collection if a debt is not paid in full, the debt is
190 not being paid on schedule when there is an established payment plan, or the debt was not
191 compromised, suspended, or terminated. Delinquent debts may be referred to Treasury as early
192 as 61 days after FFC notifies the applicant of delinquency, but no later than 120 days after FFC
193 notifies the applicant. In addition, documents which substantiate the debt are provided to
194 Treasury at the time of referral. When the debt is referred to Treasury, interest and penalties
195 continue to accrue on the unpaid debt, and Treasury may add substantial additional fees and
196 administrative charges to the debt. Once a debt has been referred to Treasury for collection,
197 FEMA will not recall the debt unless the applicant is able to prove the notices were sent to an
198 outdated address.

199 During the debt collection process, Treasury will offset any eligible Federal payments by the
200 debt amount. Treasury is not required to notify the debtor prior to the offset. Federal payments
201 eligible for offset include: income tax refunds; Federal/state salary pay, including military pay;
202 Federal/state retirement, including military retirement pay; contractor vendor payments; and
203 certain Federal benefit payments.¹⁸²

204 Treasury provides FEMA all applicant requests for disputes, Proof of Debt (POD), and/or
205 Administrative Wage Garnishment (AWG) hearings. FEMA works with Treasury and processes
206 every hearing request in which new information is provided or a new issue is raised that was not
207 previously addressed in a hearing. When Treasury submits an AWG hearing to FEMA, any debt
208 related to the case is administratively suspended while awaiting the decision (i.e., collections
209 cease); however, during POD and dispute reviews, the debts are not suspended and collections
210 continue unless the FFC specifically recalls the debt.

211 **F. Statute of Limitations**

212 Starting October 2018, FEMA must notify applicants of any potential debt owed within three
213 years of the date the assistance was received for debts arising from major disasters or
214 emergencies declared on or after October 28, 2012. However, if civil or criminal fraud is
215 suspected, FEMA will initiate actions to recover assistance, regardless of the time that has passed
216 between the award and debt notification.

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1 Chapter 4: Disaster Case Management

2 I. Overview

3 Disaster case management (DCM) is a time-limited process that involves a partnership between a
4 disaster case manager and a disaster survivor (also known as a “client”) to develop and carry out
5 an individual disaster recovery plan. This partnership
6 provides the client with a single point of contact to
7 facilitate access to a broad range of available
8 resources. The goal of the DCM program is to assist
9 individuals and families through the recovery process
10 with finding resources to meet their disaster caused
11 unmet needs.

12 FEMA may provide DCM services or financial
13 assistance to SLTT government agencies, or
14 qualified private organizations (collectively, non-
15 Federal entities), to identify and address disaster caused unmet needs following a major disaster
16 declaration.¹⁸³

17 FEMA’s DCM is intended to augment, not to replace, existing case management capabilities in
18 the impacted area. Following a major disaster declaration, the non-Federal entity must submit an
19 application to FEMA for review and be approved for Federal assistance. There is no non-Federal
20 cost share.

21 A. Overview of Services to Survivors

22 Services are provided at no cost and are available to any survivor that has been impacted by the
23 disaster, regardless of eligibility for FEMA IHP or other Federal assistance.

24 DCM must be accessible to people regardless of race, color, national origin, sex, age, disability,
25 English proficiency, or economic status. In particular, providers of DCM must plan to meet the
26 needs of people with limited English proficiency and people with disabilities, such as people
27 who are deaf or hard of hearing who may use sign language or captioning.

28 The DCM process is described in Figure 34.



Disaster Caused Unmet Need

Any un-resourced item, support, or assistance that has been assessed and verified as necessary for a survivor to recover from disaster. This may include food, clothing, shelter, first aid, emotional and spiritual care, household items, home repair, or rebuilding.



Qualified Private Organization

A qualified private organization is defined as any non-governmental organization or entity that currently has an effective ruling letter from the U.S. Internal Revenue Service, granting tax exemption under Sections 501(c) of Internal Revenue Code of 1954, or satisfactory evidence from the state, territorial, or tribal government that the nonrevenue producing organization or entity is a nonprofit one organized or doing business under state, territorial, or tribal government law and that has experience providing case management services.

Figure 34: DCM Process	
Service	Definition
Define Eligible Clients	Individuals and families whose primary residence or place of employment was in the impacted area and have a verifiable disaster-caused unmet need that has not been met through other assistance. Clients do not have to be registered with FEMA to receive Federal Disaster Case Management assistance.
Client Outreach	In coordination with the Joint Field Office (JFO), other Federal partners, non-Federal entities, local and community leaders, providers will perform outreach to connect with clients who could benefit from Federal Disaster Case Management services.
Triage Needs	The primary purpose of triage is to assign a priority level to a case based on the client's severity of need and ability to recover. It requires regular reassessment, particularly as the client transitions into long-term disaster case management.
Screen and Assess	As clients are identified through outreach, the disaster case manager will conduct a screening, gathering necessary information such as pre- and post-disaster contact information, the number of impacted individuals in the household, whether the client rented or owned their pre-disaster residence, and copies of documents needed to verify clients residence or employment in the declared area. Case managers may also use available FEMA registrant data to inform this step and avoid asking survivors for duplicate information.
Information and Referral (I&R)	Based on clients' identified needs, the disaster case manager will provide information and referral to short term, immediate available resources and work with the survivor to develop an individually tailored disaster recovery plan that includes next steps and goals. A survivor may not require full DCM services, but may have immediate needs that can be resolved through I&R.
Development of Recovery Plan	The disaster case manager and the client will develop a preliminary recovery plan based on the client's identified unmet needs. The plan may be revised as necessary. During the assessment process, the disaster case manager seeks to establish a baseline of pre-disaster functioning.
Advocacy and Referral	Both the disaster case manager and the client are responsible for advocating for the services needed to move toward recovery. The disaster case manager will provide referrals to available resources to help meet the client's needs.
Monitor Recovery Plan	A disaster case manager will monitor a client's progress toward achieving goals defined in their disaster recovery plan by providing regular client contact and case file reviews that may result in adjustments to the client's disaster plan.

29 B. Program Types

30 FEMA’s DCM is comprised of two programs, Immediate Disaster Case Management (IDCM)
31 and the Disaster Case Management (DCM) program. IDCM is not a prerequisite for DCM, nor is
32 DCM required if IDCM has been approved. Both programs require the event to be a
33 Presidentially-declared disaster.

34 ***1. Immediate Disaster Case Management***

35 IDCM provides short-term, limited services to address immediate disaster caused unmet needs
36 and make referrals for disaster survivors. IDCM may have a period of performance not to exceed
37 180 days, at which time cases will be transferred to the longer-term DCM program to local social
38 service organizations. Under extraordinary circumstances, extensions may be considered. The
39 size of the impacted population and the scope of the disaster, as well as the ability of local
40 resources to adequately meet the immediate disaster-caused unmet needs of survivors, may be
41 factors in determining whether or not IDCM is required.

42 ***2. Disaster Case Management Program***

43 The DCM program is a FEMA-funded supplemental program that generally provides financial
44 assistance to SLTT government agencies, or qualified private organizations, through a Federal
45 award. This program may be implemented through a grant or a cooperative agreement. FEMA
46 shall make the determination of which funding instrument to use in administering the award.
47 Typically, a grant agreement is used when no substantive involvement by FEMA is anticipated.
48 If substantial FEMA involvement is anticipated, a cooperative agreement may be utilized. The
49 DCM Federal award, when approved, enables non-Federal entities to provide services or contract
50 with local providers familiar with disaster case management and the impacted communities.

51 **C. Waivers to Existing Program Policy**

52 Any waivers to this policy guidance must be submitted in writing, with justification, to the
53 FEMA IA Division Director (IADD) for consideration and a determination.

54 **D. Authorities**

55 FEMA is authorized to provide case management services, including financial assistance, to
56 SLTT governments or qualified private organizations to provide such services to survivors of
57 major disasters to identify and address disaster caused unmet needs under Section 426 of the
58 Stafford Act.

59 Regulations within the Uniform Administrative Requirements, Cost Principles, and Audit
60 Requirements for Federal Awards found in 2 C.F.R. Part 200 are applicable to all DCM Federal
61 awards implemented as grants or cooperative agreements.

1 II. Immediate Disaster Case Management

2 IDCM provides short-term, limited services to address immediate disaster caused unmet needs
3 and make referrals for disaster survivors. IDCM may have a period of performance of 90-180
4 days, at which time cases will be transferred to the longer-term DCM program to local social
5 service organizations. The size of the impacted population and the scope of the disaster, as well
6 as the ability of local resources to adequately meet the immediate disaster-caused unmet needs of
7 survivors, may be factors in determining whether or not to request IDCM services. IDCM is not
8 a prerequisite of the DCM program. An SLTT government or qualified non-Federal entity may
9 apply for DCM even if no IDCM is implemented. IDCM staff provide the same case
10 management services as the DCM Federal award, but are generally focused on the early steps in
11 the DCM process – outreach, triage, information and referral, and development of an individual
12 recovery plan. The goal of IDCM is to address the immediate unmet needs of disaster survivors
13 and prepare their cases to be transferred to long-term case management services if additional
14 support is needed.

15 IDCM funding is not awarded to the SLTT; it is directly implemented, administered, and
16 overseen by FEMA, in coordination with the STT government. IDCM may be implemented
17 through:

- 18 • a mission assignment to other Federal agencies to provide case management services
- 19 • invitational travel to support travel for voluntary agency personnel experienced in case
20 management
- 21 • an interagency agreement with national-level partners experienced in case management
- 22 • direct hiring of case managers to work with FEMA personnel
- 23 • an existing FEMA contract with an experienced case management entity

24 FEMA will assess the alternatives, in coordination with the impacted STT government and
25 determine the best approach to implementing IDCM based on the needs of the impacted
26 community.

27 A. IDCM Period of Assistance

28 Implementation of IDCM typically begins within 14-30 days of the declaration date. The period
29 of assistance for IDCM will not exceed 180 days. In extraordinary circumstances, such as
30 catastrophic events, the program may be extended by the Federal Coordinating Officer (FCO).

31 B. Transition to Non-Federal Entity DCM Federal Award Program

32 At the conclusion of IDCM, cases will be transitioned either to a DCM program or, if the non-
33 Federal entity elects not to apply for a DCM Federal award or is not approved, to local providers
34 (i.e., SLTT government agencies, nonprofits). Planning for the transition, particularly of survivor
35 data should begin early to ensure smooth and efficient transition of information and to streamline
36 the access to services for survivors.

37 Transition from IDCM will require collaboration between the non-Federal entity, FEMA, and
38 IDCM program or technical staff to identify the most effective approach to transfer files,
39 including a process both for information sharing and the actual transfer of cases. The timing of
40 actual transition may be fluid due to the non-Federal entity DCM program Federal award
41 application and award process.

42 The transition plan must include an ability to securely transfer hard copy and electronic case files
43 to the DCM program or local service providers, as directed by the non-Federal entity. Service
44 providers shall not disclose applicant contact information to other parties outside of FEMA in
45 accordance with the [Privacy Act of 1974](#).

46 **C. Congressional Notification Process**

47 Department of Homeland Security Appropriations Act, Sec. 507, Pub. No. 116-93 (2019)
48 requires FEMA to notify the Congressional Appropriations Committee at least three full business
49 days in advance of making or awarding a grant allocation, grant, contract, or other transaction
50 agreement exceeding \$1,000,000. This process may add weeks to the timeline before obligating
51 the Federal award.

1III. Disaster Case Management Program

2 The DCM program is a FEMA-funded supplemental program that provides financial assistance
3 to SLTT government agencies, or qualified private organizations, through a Federal award. This
4 program may be implemented through a grant or a cooperative agreement. The DCM Federal
5 award, when approved, enables non-Federal entities (also known in this context as recipients) to
6 provide services or contract with local providers familiar with disaster case management and the
7 impacted communities.

8 A. Period of Assistance

9 DCM Federal awards may be awarded for
10 a period of performance up to 24 months
11 from the date of declaration. If necessitated
12 and justified, the recipient may submit a
13 request in writing to the appropriate
14 FEMA Regional Administrator (RA) for a
15 90-day extension to the period of
16 performance. These written requests must
17 be submitted no later than 90 days prior to
18 the end of the period of performance.
19 Extension requests will be evaluated based
20 on the progress made during the initial
21 period of performance and the justification
22 of ongoing need.

23 In some instances, due to the exigency of the need in the impacted area and in order to expedite
24 award of the funding, the non-Federal entity may apply for and FEMA may approve an initial
25 award with a shorter period of performance, less than 24 months. In these instances, the recipient
26 will have the option to request, in writing, an extension to the period of performance up to the
27 full 24-month period of performance. Extension requests will be evaluated based on the progress
28 made during the initial period of performance and the justification of ongoing need.

29 B. General Conditions of Eligibility for a DCM Federal award

30 All of the following conditions must be met for a non-Federal entity to be considered by FEMA
31 for a DCM Federal award:

- 32 • The President must declare a major disaster.
- 33 • The need for disaster case management services must be beyond the capabilities of the
34 SLTT government to provide due to the severity and magnitude of the disaster.



DCM Federal Award Toolkit

FEMA has developed an online toolkit containing required documents and tools to complement this guidance and assist stakeholders in preparing, assessing, applying, implementing, managing, and closing a DCM Federal award program. FEMA updates the toolkit regularly to incorporate best practices and lessons learned, thus, non-Federal entities should refer to the most current documents in the [DCM Toolkit](#) prior to applying for a Federal award.

- 35 • The non-Federal entity must submit a complete DCM Federal award package (see
36 [Chapter 4, III.D.](#)) within 90 days of the date of declaration of the Presidentially-declared
37 major disaster.
- 38 • The DCM Federal award packet must be signed by the Governor or Governor’s
39 Authorized Representative (GAR); the Tribal Chief Executive or Tribal Chief Executive
40 Authorized Representative (TAR); or the non-Federal entity must be authorized to
41 directly receive the award in the FEMA-State/Territory/Tribe Agreement.

42 **C. DCM Award Roles and Responsibilities**

43 **1. FEMA**

44 As the Federal awarding agency, FEMA’s primary responsibility is to ensure the DCM program
45 is implemented in accordance with this guidance, the Federal award articles of agreement, the
46 requirements of the financial award as noted in the NOA, and 2 C.F.R. Part 200. FEMA provides
47 quality assurance and monitors the non-Federal entity in meeting Federal award requirements,
48 use of the Federal award funding, and meeting the audit requirements of the program. FEMA
49 will maintain a toolkit accessible by the non-Federal entity; this toolkit will include application
50 information, forms, templates, and job aids for preparation, application, and implementation of
51 the program. FEMA will also provide two Federal officers to support the non-Federal entity in
52 overseeing the Federal award, the Grants Management Officer (GMO) and the Program Officer
53 (PO).

54 The GMO is primarily responsible for receiving and acting on requests for prior approval or for
55 changes in the terms and conditions of the award as well as for monitoring the drawdown of
56 funding to ensure it is consistent with allowable and unallowable cost. The GMO is the primary
57 point of contact for receiving and processing non-Federal entity requests for changes to the terms
58 and conditions of the award. The PO provides regular technical assistance and programmatic
59 coordination with the non-Federal entity.

60 *Figure 35* details the GMO and PO responsibilities associated with the Federal award.

Figure 35: Fiscal and Program Officer Responsibilities	
Grants Management Officer	Program Officer
<ul style="list-style-type: none"> • Evaluating Federal award applications for administrative content and compliance with statutes, regulations, and guidelines. • Making site visits to monitor the progress of the Federal award. 	<ul style="list-style-type: none"> • Providing programmatic technical assistance. • Determine the frequency of conference calls, site visits, and programmatic performance reports within Federal guidelines. • Monitoring performance of the program, including reviewing progress reports.
<ul style="list-style-type: none"> • Negotiating awards. • Providing consultation and technical assistance to applicants and recipients, including interpretation of grants administration policies and provisions. • Administering and closing out Federal awards. 	<ul style="list-style-type: none"> • Providing programmatic technical assistance. • Determine the frequency of conference calls, site visits, and programmatic performance reports within Federal guidelines. • Monitoring performance of the program, including reviewing progress reports.

61 **2. Non-Federal Entity**

62 The non-Federal entity is responsible for assessing the DCM needs, applying, and overseeing the
63 DCM award in accordance with all applicable Federal award requirements, state regulations, and
64 this guidance. In addition, they are responsible for:

- 65 • Formulating the program, budget, and project design in a manner that meets minimum
66 [reporting and monitoring requirements](#), as well as the Federal award agreement;
- 67 • Maintaining clear control of program operations and ensure response to emergent issues
68 in a timely manner;
- 69 • Reporting aggregate data on program activities to FEMA, and with FEMA's prior
70 approval, to determine how personally identifiable information (PII) will be shared with
71 service providers following The Privacy Act of 1974, 5 U.S.C. § 552a;
- 72 • Standardizing services among DCM service providers with overall quality assurance,
73 including budget requirements, staffing, program planning, reporting, training, and
74 technology for tracking and resource sharing; and
- 75 • Developing a plan that outlines their collaborative process with SLTT voluntary
76 organizations, including, if applicable Voluntary Organizations Active in Disasters
77 (VOAD), as well as the Emergency Management agency, and Long-Term Recovery
78 Groups.

79 **D. Pre-Award Requirements for DCM**

80 **1. DCM Needs Assessment**

81 The DCM needs assessment is the
82 responsibility of the non-Federal entity and
83 should be submitted with the DCM Federal
84 award application. The assessment evaluates
85 the current capacity to provide disaster case
86 management services and identifies the
87 specific populations that will be served by the
88 supplemental program. A capacity survey to
89 support the non-Federal entity in this step is
90 available in the [DCM toolkit](#). Information
91 from this survey and any additional
92 information regarding needs of the impacted
93 community should be included in the overall
94 justification when applying for DCM.



Tailoring the Program to the Population

When assessing the needs of the affected population, it is important to consider the proportion and effect on older adults, people with disabilities and others with access and functional needs, children, people with lower incomes, and people with limited English proficiency. The program may be tailored to meet the needs of the specific community. For instance, if a high proportion of children were impacted, adding a children's coordinator in your staffing plan may be beneficial.

95 **2. DCM Award Application**

96 After a Presidential disaster declaration, a non-Federal entity may apply for a DCM Federal
97 award. The DCM application package must be submitted to FEMA within 90 days from the date
98 of the disaster declaration. In extraordinary circumstances, such as catastrophic events, the non-

99 Federal entity may apply for an extension to this deadline in writing to the applicable FEMA RA;
100 this request must document the extraordinary circumstances and what the additional time will
101 allow them to accomplish. The non-Federal entity must submit this request within 60 days of
102 disaster declaration. Extension requests not submitted within this timeframe will not be
103 considered.

104 Shortened DCM Awards

105 The non-Federal entity may apply for, and FEMA may approve, an initial award with a shorter
106 period of performance less than 24 months. This shortened application may be submitted at any
107 point prior to the DCM deadline. If approved, the non-Federal entity may request an extension
108 up to the total 24 months consistent with extension requirements.

109 Application Process and Delegation of Authority

110 DCM Federal awards are generally applied for by an STT government agency. However, the
111 STT government may request that FEMA provide an opportunity for a local government agency
112 or qualified private organization to apply for a Federal award. This request should be made in
113 writing, accompanied by an assessment justifying the need for a DCM program, signed by the
114 Governor or GAR or Tribal Chief Executive or TAR, and submitted with the application. FEMA
115 will review the documentation and make a determination on the best alternative to address the
116 needs.

117 Cover letters for the DCM Federal award application packet should be addressed to the
118 applicable FEMA RA. Applications for DCM will be reviewed and approved or denied by the
119 FEMA RAs. Note that the Disaster Recovery Manager (DRM) authority does not carry the
120 delegation of the DCM determination (delegation of authority is separate from the delegation of
121 DRM authority).

122 Approval or Denial of Application

123 The RA may approve or deny the Disaster Case Management program award. The program may
124 be approved if:

- 125 • A complete application is received no later than 90 days from the date of declaration; and
- 126 • There is a need for the program clearly articulated in the application.

127 If approved, the RA will send a signed approval memo with reason for approving to the FCO and
128 Regional Grants Management Division (GMD) Director for processing of the Federal financial
129 award, as a grant or cooperative agreement. The RA or their designee will issue the Notice of
130 Award to the non-Federal entity receiving the award.

131 The program may be denied if:

- 132 • A complete application is not received within 90 days from the date of declaration; or
- 133 • The application lacks sufficient information to justify the need for the program.

134 If denied, the RA must submit a written denial with justification to the non-Federal entity.

135 Required Information

136 A complete DCM Federal award application must include the following information and
 137 documentation to be considered for an award:

Figure 36 : DCM Application Required Information and Documents	
Information	<ul style="list-style-type: none"> • The geographical areas within the designated disaster area for which services will be provided; • An estimate of the number of disaster survivors requiring assistance; • A description of the SLTT resources and capabilities, and an explanation of why these resources cannot meet the need; • A description of activities from the date of the disaster incident to the date of application; • A plan of services to be provided to meet the identified needs; and • A detailed budget, showing the cost of proposed services separately from the cost of reimbursement for any eligible services provided prior to the application.
<u>Request for Federal Assistance (SF-424)</u>	A Federal form that OMB requires for Federal award applications. All entities that apply for DCM funds must submit a completed SF-424 signed by the Governor or GAR, or Tribal Chief Executive or TAR.
<u>Budget Information for Non-Construction Programs (SF-424A)</u>	A Federal form OMB required for Federal award applications.
<u>Assurances for Non-Construction Programs (SF-424B)</u>	A Governor, GAR, Tribal Chief Executive, or TAR signature is required.
Budget Narrative	The budget narrative should include a detailed justification for all cost categories requested in the SF-424A. Refer to the <u>DCM toolkit</u> for additional instructions on completing the Budget Narrative.
Lobbying Forms	SF-LLL and the Grants.gov Lobbying Certification Form must be on file with FEMA. The STT government must acknowledge that the forms are in compliance with the FEMA-State/Territory/Tribe Agreement and the most current <u>Department of Homeland Security (DHS) Standard Terms and Conditions</u> .

138 **3. Budget**

139 The DCM budget narrative must justify the proposed budget for the non-Federal entity,
 140 subrecipients of a Federal award, and each individual service provider. The narrative must

141 provide a justification of the costs and an itemization for each line of the budget. When filling
142 out the DCM award application, applicants must adhere to the following budget limitations:

143 Allowable and Unallowable Costs

- 144 • **Pre-Award Costs**—Pre-award costs are those which are incurred prior to the start date of
145 the period of performance (2 C.F.R. § 200.209). The period of performance for an
146 approved DCM Federal award typically starts on the date of the disaster declaration.
147 Costs accrued prior to the disaster declaration are not allowable. If exigent circumstances
148 occur and the period of performance starts later than the declaration date and prior to the
149 notice of award, such costs may be allowable only to the extent that they would have
150 been allowable if incurred after the date of the Federal award and only with written
151 approval of the FEMA Regional Administrator.¹⁸⁴
- 152 • **Indirect Costs—Unallowable:** FEMA does not authorize the use of funds for indirect
153 costs. Indirect costs, including management costs, are defined as costs not directly
154 chargeable to a specific project. Please note that even if an indirect cost rate is
155 established, it is subject to statutory and administrative limitations. A DCM award
156 recipient or provider is not entitled to an established rate for services provided under the
157 DCM award. The program’s statutes, regulations, and policy govern whether any indirect
158 costs are eligible. Section 324 of the Stafford Act requires FEMA to establish
159 management cost rates through regulations. At this time, FEMA does not have
160 regulations that govern the eligibility of indirect costs for the DCM.
- 161 • **Salaries and Wages:** Salary compensation must be reasonable in amount and in
162 alignment with local prevailing rates for the position funded.
- 163 • **Fringe Benefits:** Fringe benefits may be charged directly to the Federal award. Claimed
164 costs must be reasonable and conform to established policies for the STT government.
165 Use of a pre-established provisional rate requires allocation to total salary costs. Rates
166 must be adjusted to actuals at the year-end and rates should be reviewed at least once
167 annually.
- 168 • **Equipment:** The non-Federal entity obtains title to equipment acquired under the DCM
169 award and is subject to the conditions outlined in 2 C.F.R. § 200.313, including these
170 requirements:
- 171 ○ To use the equipment for the authorized purposes of the project until funding for
172 the project ceases, or until the property is no longer needed for the purposes of the
173 project;
 - 174 ○ To not encumber the property without approval of FEMA;
 - 175 ○ To use and dispose of the property in accordance with guidelines for states and
176 non-states as set forth in 2 C.F.R. § 200.313; and
 - 177 ○ To use in a manner consistent with the purposes of the award and to benefit the
178 beneficiaries of the project.

- 179 • **Supplies:** FEMA retains an interest in any unused supplies exceeding \$5,000 in total
180 aggregate value upon termination or completion of the award if they are not needed for
181 any other Federal award. The STT government must compensate FEMA for its share of
182 the supplies in compliance with 2 C.F.R. § 200.314. As long as FEMA retains an interest
183 in supplies, the STT government must not use the supplies to provide services to other
184 organizations for a fee that is less than private companies charge for equivalent services.

- 185 • **Travel:** Travel must be included in the budget for preapproval as part of the application
186 process. During implementation, travel costs must be supported by travel expense reports
187 detailing employee name, the reason for the trip, and itemized expenses claimed. Claimed
188 costs should be charged according to the award recipient’s travel policy, which requires
189 prior approval from FEMA and must comply with OMB cost principles and provide
190 expenditure limitations. Major items of expense (e.g., airfare, lodging) must be supported
191 by receipts.

- 192 • **Other:** The budget may identify costs that are unique to the disaster and area impacted
193 but do not fall into one of the prescribed cost categories listed above. Costs must be
194 supported by adequate documentation (invoices, receipts, etc.). Consult with the FEMA
195 Grants and Program Officer to determine which costs are allowable under this cost
196 category and to confirm what items may require prior approval.

- 197 • **Contractual Costs:** The non-Federal entity must follow the applicable Federal
198 procurement requirements at 2 C.F.R. § 200.317 through § 200.326. Per 2 C.F.R. §
199 200.317, STT governments must follow the same policies and procedures they normally
200 use, as well as comply with the requirements for procurement of recovered materials (§
201 200.322) and including required contract provisions (§ 200.326). For all other non-
202 Federal entities, they must follow all of the requirements at 2 C.F.R. § 200.318 through
203 §200.326. As part of these requirements, non-STT government entities must use their
204 own documented procurement procedures that reflect applicable STT government laws
205 and regulations provided that the procurements comply with Federal law and
206 procurement regulations.

207 Please refer to [Appendix E](#) for more information on allowable and unallowable costs.

208 ***4. Federal and Congressional Review Process***

209 Once submitted, the non-Federal entity’s DCM application will go through a review by FEMA
210 Joint Field Office (JFO), FEMA Region, and FEMA HQ staff for completeness, cost-
211 effectiveness, and feasibility of the non-Federal entity’s DCM application. The FEMA RA will
212 issue a determination.

213 Under the Department of Homeland Security Appropriations Act (P.L. 115-141), Sec. 507,
214 FEMA is required to provide 72 hours advance Congressional notification when awarding a
215 grant or contract in excess of \$1,000,000. Notification is routed to the Congressional
216 Appropriations Committee for advanced notification review, after review and clearance by DHS

217 and OMB. This process may add multiple weeks to the timeline before FEMA may issue the
218 Notice of the Federal award to the non-Federal entity.

1 **E. Notice of Award (NOA)**

2 The NOA is the official Federal award document notifying the recipient and others that an award
3 has been made. The NOA contains all terms and conditions of the Federal award and provides
4 the support documentation for recording the obligation of Federal funds in the non-Federal
5 entity's accounting system.

6 Critical information included in the NOA:

- 7 • The start and end dates for the period of performance
- 8 • The award amount
- 9 • Name of FEMA grants officer
- 10 • Name of FEMA program officer
- 11 • Reporting requirements

12 FEMA will schedule a post-award call with the non-Federal entity to review the NOA,
13 Conditions of Award, program expectations, reporting requirements, the funding process, and the
14 monitoring schedule.

15 ***1. Conditions of Award***

16 FEMA's Regional Grants Management Division will generate an NOA letter that details all
17 conditions the non-Federal entity must satisfy within the timeframe designated in the letter.

18 The non-Federal entity is responsible for the accounting and expenditures, cash management,
19 maintenance of financial records, and refunding expenditures disallowed by audits. The non-
20 Federal entity must establish a Payment Management System (PMS) account prior to allocation
21 and obligation of funds to transfer funds from FEMA to the non-Federal entity.

22 Additional information on the funding process is available in the [DCM toolkit](#).

23 **F. Post-Award Requirements for DCM**

24 ***1. Multiple DCM Programs within the Geographic Area***

25 Multiple DCM Programs

26 Occasionally, multiple DCM programs are awarded for the same area that is affected by
27 overlapping Presidentially-declared disasters. If multiple DCM programs are operating
28 concurrently, the non-Federal entity must ensure there is a mechanism in place to identify and
29 mitigate the risk of duplication of services for clients impacted by the multiple disasters. The
30 non-Federal entity must develop internal controls and provide its strategy for operating multiple
31 programs for the same affected population and identifying the programmatic, financial, and
32 management components of each program.¹⁸⁵ This strategy must be included as part of the
33 application. Budget and programmatic reporting must remain distinct and separate between
34 programs and highlight the number of cases transferred between disasters.

35 A client will have one open case at a time. If a client has identified needs from multiple disasters,
36 and there are multiple DCM programs operational concurrently, the State must outline the
37 process for coordination between DCM programs to ensure that services provided are disaster-
38 specific and not duplicated for clients impacted by multiple disasters.

39 ***2. Procurement Requirements under a Federal Award***

40 Federal award recipients shall ensure that the process of soliciting DCM services is fair and
41 transparent. Recipients must follow the same policies and procedures when procuring property
42 and services under a Federal award that they follow for procurement from non-Federal funds.
43 Recipients must ensure that any contract provisions as required by 2 C.F.R. § 200.326 Contract
44 Provisions are included on all purchase orders or contracts that draw from Federal funds, and
45 states must follow the state procurement requirements as described in 2 C.F.R. § 200.317. All
46 other recipients, including subrecipients of an STT government will follow the General
47 procurement standards as required by 2 C.F.R. § 200.318 through § 200.326.

48 ***3. Appeals and Modifications to Award***

49 Appeal for Denied Federal Award Application or Extension

50 The non-Federal entity may appeal the FEMA RA's decision. This appeal must be submitted to
51 the IA Division Director (IADD), in writing, within 60 days of the date of the application
52 decision.¹⁸⁶ The appeal must include new justifying information not included in the original
53 Federal award application, including a new budget and associated training and implementation
54 plans if applicable.¹⁸⁷ See the [DCM Toolkit](#) for additional information.

55 Appeals of Remedies for Noncompliance

56 The non-Federal entity may submit a written appeal letter with supporting documentation, signed
57 by the Governor or GAR, Tribal Chief Executive or TAR, or applicable authorized
58 representative of the non-Federal entity to the appropriate FEMA RA within 15 days of the date
59 of notification of the remedial action. The FEMA RA will make an appeal determination in
60 writing to the applicant.

61 Objections/Appeals of Decisions Regarding Allowable Costs

62 The non-Federal entity may submit a written appeal letter with supporting documentation, signed
63 by the Governor or GAR, Tribal Chief Executive, or applicable authorized representative of the
64 non-Federal entity to the FEMA RA within 15 days of the date of notification of the disallowed
65 cost. The FEMA RA will make an appeal determination, in writing to the applicant.

66 Appeal of Termination or Suspension

67 In order to appeal termination, the non-Federal entity must include a letter acknowledging receipt
68 of notice of termination as well as a termination appeal letter, unless otherwise specified. If the
69 non-Federal entity decides to terminate their approved DCM prior to the end of the period of
70 performance or withdraw their submitted DCM application, then a signed letter should be sent to
71 the FEMA RA indicating the desire to withdraw the application or terminate the program. The

72 official notification must be signed by the Governor or GAR, Tribal Chief Executive or TAR, or
73 applicable authorized representative of the non-Federal entity. The termination or withdrawal
74 will become effective on the date of the official acknowledgement from FEMA and will not be
75 subject to an appeal should the non-Federal entity choose to reverse the decision.¹⁸⁸

76 All closeout and reconciliation documents must be submitted in accordance with the timeframes
77 indicated in the [DCM Toolkit](#) unless otherwise specified.

78 Award Modifications or Extensions

- 79 • If initial award was for less than the full 24-month Period of Performance (POP)
 - 80 ○ If awarded funding for a period of performance less than 24 months from the date
 - 81 of declaration, the non-Federal entity may request, in writing, an extension to the
 - 82 period of performance up to the full 24-month period of performance.
 - 83 ○ An extension request must be submitted in writing no later than 90 days prior to
 - 84 the end of the current POP.
 - 85 ○ An extension request must include the progress made during the initial period of
 - 86 performance and a justification of ongoing need.
 - 87 ○ The official written request must be submitted to the FEMA RA for
 - 88 determination.
- 89 • If the initial award is for the maximum 24-month POP:
 - 90 ○ The POP for DCM is a maximum of 24 months from the date of the major
 - 91 declaration. However, a request for an additional 90-day extension to the POP
 - 92 may be considered when requested in writing with adequate justification to the
 - 93 FEMA RA.
 - 94 ○ A program extension request must be submitted in writing at least 90 days prior to
 - 95 the end of the current POP.
 - 96 ○ All financial and programmatic reports must be current and complete at the time
 - 97 of request or the request will not be processed.
 - 98 ○ The official written request must be submitted to the FEMA RA for
 - 99 determination.
- 100 • Supplemental Funding
 - 101 ○ A request for supplemental
 - 102 funding may be considered under
 - 103 extenuating circumstances when
 - 104 sufficient justification is
 - 105 submitted.



Requests for Supplemental Funding Must Include:

- An explanation of why current funding is insufficient.
- An updated DCM work plan.
- All pertinent statistical information regarding current cases.

- 106 ○ Written requests for supplemental funding may be requested at least 90 days
- 107 before the end of the period of performance.
- 108 ○ Financial and performance status reports must be current and complete.
- 109 ○ The decision to approve/deny the supplemental funding request will be made by
- 110 the FEMA RA.

111 **4. Monitoring and Reporting**

112 Monitoring

- 113 ● **FEMA monitoring responsibilities:** FEMA must ensure that the Federal award recipient
- 114 adheres to all laws, regulations, and policy guidance in all aspects of the DCM program.
- 115 To do this, they will monitor the non-Federal entity operations and activity. This is done
- 116 through regularly scheduled monitoring calls, reviewing and analyzing non-Federal entity
- 117 reporting, and on-site visits. A minimum of three on-site visits is required for each DCM
- 118 award, more if required in the Conditions of Award if the size, complexity, or scope of
- 119 the award poses elevated risks. Additional on-site visits, as well as the frequency of the
- 120 monitoring calls, will be determined by FEMA based on the program needs and may be
- 121 added during the POP if a need is identified.
- 122 ● **Non-Federal entity monitoring responsibilities:** The non-Federal entity is responsible
- 123 for oversight of the entire operations and all supported activities pertaining to the Federal
- 124 award. As a recipient of a Federal award, the non-Federal entity is responsible for being
- 125 compliant with all applicable provisions under 2 C.F.R. Part 200, refer to *Figure 37* for
- 126 some key provisions of 2 C.F.R. Part 200. They must monitor the activities under the
- 127 awards to ensure compliance with applicable Federal requirements and to ensure
- 128 performance expectations are being achieved. Monitoring by the non-Federal entity must
- 129 cover each program, function, and activity.

130 Reporting Requirements

131 The non-Federal entity must submit performance reports at the interval required by the Federal
132 awarding agency or pass-through entity to inform status of achieving program outcomes and
133 ensuring compliance with laws, regulations, and policies applicable to the program. Intervals
134 must be no less frequent than annually nor more frequent than quarterly except in unusual
135 circumstances, e.g., where more frequent reporting is necessary for the effective monitoring of
136 the Federal award or could significantly affect program outcomes.¹⁸⁹ Annual reports must be
137 submitted 90 calendar days after the reporting period; quarterly or semiannual reports must be
138 submitted 30 calendar days after the reporting period. Alternatively, the Federal awarding agency
139 or pass-through entity may require annual reports before the anniversary dates of multiple year
140 Federal awards.

141 Programmatic Reports

142 Monthly programmatic reports are required. Reports should be submitted to the FEMA Project
143 Officer, and should include the following data, as well as anything else requested by FEMA:

- 144 ● Number of cases opened

- 145 ○ Include how many cases are at each tier/priority level
- 146 ● Number of cases with completed needs assessments
- 147 ● Number of cases with developed recovery plans
- 148 ● Number of cases closed
 - 149 ○ Number of cases closed without a completed recovery plan (resource unavailable)
 - 150 ○ Number of cases closed after completing the recovery plan (needs met)
 - 151 ○ Number of cases withdrawn by survivor
 - 152 ○ Other
- 153 ● Number of survivors on a waitlist for services
- 154 ● Top 3-5 identified unmet needs

155 Reported numbers should include a monthly total and a cumulative total for the program. Refer
 156 to the [DCM toolkit](#) for templates and additional instructions for assistance.

157 Financial Reports

158 The non-Federal entity submits the Federal Financial Report (SF-425) to the FEMA Grants
 159 Management Officer within 30 days of the end of each reporting period.¹⁹⁰ The non-Federal
 160 entity submits the SF-425 for every quarter of the period of performance, including partial
 161 calendar quarters during the life cycle, regardless of the level of activity in that quarter. This
 162 requirement continues until the end of the period of performance.

163 Reporting periods are as follows:

- 164 ● Quarter 1: October 1-December 31; Due January 30
- 165 ● Quarter 2: January 1-March 31; Due April 30
- 166 ● Quarter 3: April 1-June 30; Due July 30
- 167 ● Quarter 4: July 1-September 30; Due October 30

168 Budget and Fiscal Management

169 The non-Federal entity is responsible for accounting, including expenditures, cash management,
 170 maintenance of adequate financial records, and the refund of expenditures disallowed by audits.
 171 The non-Federal entity and DCM providers must comply with Federal Regulations at 2 C.F.R.
 172 Part 200.

173 A non-Federal entity can only charge allowable costs incurred during the POP. Any costs
 174 incurred after the POP, including during the 90-day closeout timeframe for submitting all
 175 financial and performance reports, are not allowable.¹⁹¹

Figure 37: 2 C.F.R. Part 200 Compliance	
Item	References and Details

Figure 37: 2 C.F.R. Part 200 Compliance	
Uniform Administrative Requirements	<ul style="list-style-type: none"> • 2 C.F.R. Part 200 <ul style="list-style-type: none"> ○ Subpart A: Acronyms and Definitions ○ Subpart B: General Provisions ○ Subpart C: Pre-Federal Award Requirements and Contents of Federal Awards ○ Subpart D: Post Federal Award Requirements
Cost Principles	2 C.F.R. Part 200, Subpart E
Audit Requirements	2 C.F.R. Part 200, Subpart F

176 **DCM Award Closeout and Record Retention**

177 Closeout

178 Within 90 days of the end of the period of performance, the non-Federal entity must submit a
 179 final SF-425 with a final narrative, detailing all accomplishments of the program, to both the
 180 FEMA GMO and Project Officer. The non-Federal entity must also liquidate all obligations
 181 within 90 days of the end of the period of performance as stated in 2 C.F.R § 200.343. After
 182 FEMA reviews the final reports, the closeout process will begin. The closeout process will
 183 include an accounting of any remaining funds that must be obligated and will address the
 184 maintenance of Federal award records. Additional tools and resources for award closeout will be
 185 available in the online [DCM Toolbox](#).

186 Record Retention

187 All recipients and subrecipients are subject to audit by FEMA and the Office of Inspector
 188 General personnel. Financial records, supporting documents, statistical records, and all other
 189 non-Federal entity records pertinent to a Federal award generally must be retained for at least
 190 three years from the date the final financial report is submitted.¹⁹² Further, if the recipient does
 191 not submit a final financial report and the award is administratively closed, FEMA sues the date
 192 of administrative closeout as the start of the general record retention period.

193 The record retention period may be longer than three years or have a different start date in
 194 certain cases. These include:

- 195 • Records for real property and equipment acquired with Federal funds must be retained for
 196 three years after final disposition of the property.¹⁹³
- 197 • If any litigation, claim, or audit is started before the expiration of the 3-year period, the
 198 records must be retained until all litigation, claims, or audit findings involving the records
 199 have been resolved and final action taken.¹⁹⁴

- 200 • The record retention period will be extended if the recipient is notified in writing of the
201 extension by DHS/FEMA, the cognizant or oversight agency for audit, or the cognizant
202 or oversight agency for audit, or the cognizant agency for indirect costs.¹⁹⁵
- 203 • Where DHS/FEMA requires recipients to report program income after the period of
204 performance ends, the program income record retention period begins at the end of the
205 recipient's fiscal year in which program income is earned.¹⁹⁶
- 206 • For indirect cost rate proposals, cost allocation plans, or other rate computations records,
207 the start of the record retention period depends on whether the indirect cost rate
208 documents were submitted for negotiation.
 - 209 ○ If the indirect cost rate documents were submitted for negotiation, the record
210 retention period begins from the date those documents were submitted for
211 negotiation.
 - 212 ○ If indirect cost rate documents were not submitted for negotiation, the record
213 retention period begins at the end of the recipient's fiscal year or other accounting
214 period covered by that indirect cost rate.¹⁹⁷

215 The non-Federal entity is responsible for returning any funds that are drawn down but remain
216 unliquidated on non-Federal entity financial records.

1

Chapter 5: Crisis Counseling Assistance and Training Program

I. Overview

The Crisis Counseling Assistance and Training Program (CCP) is a Federally-funded supplemental program that provides financial assistance to state, local, territorial, or tribal (SLTT) government agencies through a grant or cooperative agreement. The CCP award enables SLTT government agencies to provide crisis counseling services or contract with local mental health service providers familiar with the affected communities to provide services.



Crisis Counseling

Crisis Counseling means the application of individual and group support designed to help alleviate the mental and emotional crises and their subsequent psychological and behavioral conditions resulting from a major disaster or its aftermath.

The intent of the CCP award is to augment, not replace, current mental health and training activities in order to assist disaster survivors. This program is only available after a Presidentially-declared disaster that includes Individual Assistance (IA), and a non-Federal entity has submitted an approved Federal award application. There is no cost-share.

The goal of the CCP services is to reach a large number of disaster survivors in a short period of time to prevent or mitigate adverse psychological effects caused or aggravated by a major disaster.

A. Overview of Services to Survivors

Services are provided at no cost and are available to any survivor, regardless of FEMA IHP applicant eligibility, who has been impacted by the disaster. These services are provided in accessible locations, including survivor homes, shelters, temporary living sites, and places of worship; they may even be provided virtually through a helpline. Services can be provided in a group setting or one-on-one and include supportive crisis counseling, education, development of coping skills, and linkage to appropriate resources.

CCP must be accessible to people regardless of race, color, national origin, sex, age, disability, English proficiency, or economic status. In particular, providers of CCP must plan to meet the needs of people with limited English proficiency and people with disabilities, such as people who are deaf or hard of hearing who may use sign language or captioning.

Characteristics of the program are described in *Figure 38*.

Figure 38 : Characteristics of CCP

Characteristic	Description
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Figure 38 : Characteristics of CCP

Strengths-based	Crisis counselors instill resilience in individuals and communities, and promote independence rather than dependence on the CCP, other people, or organizations. Crisis counselors help survivors regain a sense of control.
-----------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

34

Characteristic	Description
Outreach-oriented	Crisis counselors take services into the communities rather than wait for survivors to come to them.
More practical than psychological in nature	Crisis counseling is designed to prevent or mitigate adverse repercussions of disasters rather than to treat them. Crisis counselors provide support and education, listen to survivors, and accept the content at face value. Crisis counselors help survivors to develop a plan to address self-identified needs and suggest connections with other individuals or organizations that can assist them.
Diagnosis-free	Crisis counselors do not classify, label, or diagnose people; they keep no records or case files. The CCP does not provide mental health or substance use treatment, or critical incident stress debriefing. Services are supportive and educational in nature.
Conducted in non-traditional settings	Survivors can reach out to crisis counselors staffing helplines, or crisis counselors may make contact with survivors in their homes and communities, not in clinical office settings.
Culturally-aware	The CCP embraces cultural and spiritual diversity.
Designed to strengthen existing community support systems	Crisis counselors support, but do not organize or manage, community recovery activities. Likewise, the CCP supplements, but does not supplant or replace, existing community systems.
Provided in ways that promote a consistent program identity	Crisis counselors should work together early to establish a unified identity. The CCP strives to be a single, easily identifiable program, with services delivered by various local agencies.

35 **B. Crisis Counseling vs. Traditional Mental Health Treatment**

36 Mental health treatment, as typically defined within the professional community, implies the
 37 provision of assistance to individuals for a diagnosable disorder. In contrast, crisis counseling
 38 seeks to prevent the onset of diagnosable disorders by helping the majority of survivors
 39 understand that they are experiencing common reactions to extraordinarily uncommon
 40 occurrences.

41 A mental health professional often will engage a client in short- or long-term recovery treatment,
 42 committing the person to a set number of sessions. The crisis counselor should treat each
 43 encounter as if it will be the only one, assisting the survivor with identifying needs and goals.

44 Finally, while a traditional mental health professional will make a diagnosis and treat mental
 45 illnesses, the crisis counselor will avoid classifying, labeling, or diagnosing people in any way.
 46 The crisis counselor keeps no formal individual records or case files.

47 Differences of traditional mental health and the CCP services can be seen in *Figure 39*.

Figure 39: Mental Health vs Crisis Counseling Services	
Traditional Mental Health	Crisis Counseling
Office based	Home and community based
Diagnoses and treats mental illnesses	Assesses strengths and coping skills
Focuses on personality and functioning	Seeks to restore or improve functioning
Examines content	Accepts content at face value
Explores past experiences and their influence on current problems	Validates common reactions and experiences
Has psychotherapeutic focus	Has psycho-educational focus
Keeps records, charts, case files, etc.	Does not collect any identifying information
Makes reoccurring appointments	Treats each encounter as if it is the only one

48 **C. Services Funded Through the CCP**

49 The CCP award funds primary and secondary services. Primary services are high-intensity and
 50 include crisis counseling, public education, and community support. Secondary services are
 51 those that have a broader scope and are less intense and include development and distribution of
 52 psycho-educational material and public service announcements.

53 Services that the program funds are described in *Figure 40*:

Figure 40: Services Funded through the CCP	
Services	Description
Individual crisis counseling	Helps survivors understand their reactions, improve coping strategies, reviews their options, and connect with other individuals in agencies that may assist them.
Basic supportive or educational contact	General support and information on resources and services available to disaster survivors.
Group crisis counseling	Group sessions led by trained crisis counselors who offer skills to help survivors cope with their situations and reactions.

Figure 40: Services Funded through the CCP

Public education	Information and education about typical reactions, helpful coping strategies, and available disaster related resources.
Community networking and support	Relationship building with community resource organizations, faith-based groups, and local agencies.
Assessment, referral, and resource linkage	Adult and child needs assessment and referral to additional disaster relief services, mental health, or substance abuse treatment.

54

Services	Description
Development and distribution of educational materials	Flyers, brochures, tip sheets, educational materials, and website information developed by a non-Federal entity and distributed by the CCP staff
Media and public services announcements	Media activities and public messaging in partnership with local media outlets, SLTT government, charitable organizations, or other community brokers.

55

56 D. General Conditions of Eligibility for a Federal CCP Award

57 All of the following conditions must be met
 58 for an entity to be considered by FEMA and
 59 Substance Abuse and Mental Health Services
 60 Administration (SAMHSA) for a Federal
 61 CCP award:¹⁹⁸

- 62 • The President must declare a major
63 disaster approved for IA.
- 64 • The need for crisis counseling services
65 must be beyond the capabilities of the
66 SLTT government to provide due to
67 the severity and magnitude of the
68 major disaster.
- 69 • The STT government and FEMA must
70 execute a FEMA-State/Territory/Tribe agreement.
- 71 • A CCP needs assessment must be initiated within 10 days of the date that IA was
72 approved on the major disaster.
- 73 • The SLTT government mental health agency must be designated by the Governor,
74 Governor's Authorized Representative (GAR), the Tribal Chief Executive, or the Tribal
75 Chief Executive's Authorized Representative (TAR).



Eligible CCP Recipients

The definition of a Recipient, as per this guidance, is an STT government mental health agency, or other local or private mental health organization designated by the Governor, GAR, Tribal Chief Executive, or TAR, to receive funds under Section 416 of the Stafford Act.

This definition aligns with the program specific definition of a grantee, as per 44 C.F.R. § 206.171 (b)(5), and the Federal award definition of a recipient, as per 2 C.F.R. § 200.86.

- 76 • The Federal award packet must be complete and submitted by the appropriate program
77 application deadline.
- 78 ○ Immediate Services Program (ISP): Application is due no later than 14 days from
79 the date that IA was approved on the major disaster declaration.
- 80 ○ Regular Services Program (RSP): Application is due no later than 60 days from
81 the date that IA was approved on the major disaster declaration.

82 The CCP application deadlines are set by regulation and cannot be waived or extended.

83 **E. Waivers to Existing Policy**

84 Any waivers to this CCP Guidance must be requested in writing, with justification, to the FEMA
85 IA Division Director for consideration and a determination.

86 **F. Authorities**

87 FEMA is authorized to fund mental health assistance and training activities for survivors
88 impacted by a Presidentially-declared disaster approved for IA under Section 416 of the Stafford
89 Act,^{199,200} implementing regulations found in 44 C.F.R. § 206.171, and Federal award regulations
90 found in 2 C.F.R. Part 200.

91 **G. Partner Organizations**

92 The Center for Mental Health Services (CMHS), within the SAMHSA, works in partnership with
93 FEMA through an interagency agreement to provide technical assistance, consultation, award
94 administration, program oversight, and training for STT government mental health authorities.

95 **H. Types of Assistance**

96 The CCP comprises two separate Federal award programs, the Immediate Services Program
97 (ISP) and the Regular Services Program (RSP). An ISP is not a prerequisite for an RSP, nor is an
98 RSP required if an ISP has been approved; however, separate Federal award applications and
99 needs assessments must be completed for both of the programs, if both are requested. For more
100 information on the ISP, see [Chapter 5, II](#). For more information on the RSP, see [Chapter 5, III](#).
101 For additional information on staffing, stress management, data collection, and quality assurance,
102 please see [Chapter 5, IV](#).

1 II. Immediate Services Program

2 A. Period of Assistance for ISP

3 The ISP provides funds for up to 60 days of services immediately following the date IA was
4 approved on the major disaster declaration. ISP funding may continue for up to 60 additional
5 days if an RSP award application is submitted to allow time for FEMA and SAMHSA to review
6 the application. Notification must be provided, in writing, signed by the GAR or TAR, to FEMA
7 no later than 45 days from the date of declaration if the STT government plans to submit an RSP
8 application to receive an extension and ensure that there are no gaps in services. If extenuating
9 circumstances exist, the FEMA RA may authorize an additional 30 days and/or supplemental
10 funding, if needed, while the RSP application remains under review with FEMA.²⁰¹

11 B. Pre-Award Assessment and Application

12 This section covers the pre-award
13 considerations and process of applying for an
14 ISP.

15 I. Needs Assessment

16 The purpose of the needs assessment is to
17 provide an estimate of the size and cost of the
18 program needed and to determine if
19 supplemental Federal assistance is required.
20 The factors of the needs assessment must
21 include:

- 22 • An estimate of the number of disaster
23 survivors requiring assistance;
- 24 • A description of the SLTT government
25 resources and capabilities; and
- 26 • Justification of why the SLTT government cannot meet the needs.



Tailoring the Program to the Population

When assessing the needs of the affected population, it is important to consider the proportion and effect on the whole community, including older adults, people with disabilities and others with access and functional needs, children, and those with limited English proficiency. The program can be tailored to meet the needs of the specific community. For instance, if a high proportion of children were impacted, adding a children's coordinator in your staffing plan may be beneficial.

27 **2. Applying for the Federal ISP Award**

28 The cover letter for the ISP application should be addressed
29 to the applicable Federal Coordinating Officer (FCO). The
30 RA may delegate decision-making authority for the ISP to
31 the FCO through the Disaster Recovery Manager (DRM)
32 authority.

33 After the President declares a major disaster that includes
34 IA, the applicable STT government may apply for the ISP.
35 An ISP application package must be submitted to FEMA
36 and SAMHSA within 14 days of the date IA was approved
37 on the disaster. This application deadline is set by regulation
38 and cannot be waived or extended.

39 An ISP application package represents the Governor or Tribal Chief Executive's agreement
40 and/or certification:

- 41 • That the requirements are beyond the SLTT governments' capabilities;
- 42 • That the program, if approved, will be implemented according to the plan contained in
43 the application approved by the applicable RA;
- 44 • To maintain close coordination with and provide reports to the RA, FEMA JFO and
45 FEMA HQ staff, and SAMHSA Project Officer; and
- 46 • To include mental health disaster planning in the STT government's emergency plan
47 prepared under Title II of the Stafford Act.

48 The application must contain the following information and documentation to be considered
49 for an award (see [CCP Online Toolkit](#)):



ISP Application Assistance

A completed and signed application and Federal forms are required to apply for the ISP. For application assistance, call SAMHSA DTAC at 1-800-308-3515.

Figure 41: ISP Application Required Information and Documents

<p>Information</p>	<ul style="list-style-type: none"> • The geographical areas within the designated disaster area for which services will be provided; • An estimate of the number of disaster survivors requiring assistance; • A description of the SLTT government resources and capabilities, and an explanation of why these resources cannot meet the need; • A description of activities from the date of the disaster incident to the date of application; • A plan of services to be provided to meet the identified needs; and • A detailed budget, showing the cost of proposed services separately from the cost of reimbursement for any eligible services provided prior to the application.
<p>ISP Application</p>	<p>The OMB approved ISP Application (1660-0085) must be completed and signed by the Governor or Tribal Chief Executive, or their Authorized Representative.</p>
<p>Request for Federal Assistance (SF-424)</p>	<p>A Federal form that OMB requires for Federal award applications. All entities that apply for CCP funds must submit a completed SF-424 signed by the Governor or GAR, or the Tribal Chief Executive or TAR.</p>
<p>Budget Information for Non-Construction Programs (SF-424A)</p>	<p>A Federal form OMB requires for Federal award applications. Complete "Section B—Budget Categories," column one only, for the total CCP budget.</p>
<p>Assurances for Non-Construction Programs (SF-424B)</p>	<p>A Governor, GAR, Tribal Chief Executive, or TAR signature is required.</p>
<p>Budget Narrative</p>	<p>The budget narrative should include a detailed justification for all cost categories requested in the SF-424A.</p>
<p>Lobbying Forms</p>	<p>SF-LLL and the Grants.gov Lobbying Certification Form must be on file with FEMA. The STT government must acknowledge that the forms are in compliance with the FEMA-State/Territory/Tribe Agreement and the most current Department of Homeland Security (DHS) Standard Terms and Conditions.</p>

51 **3. Instructions for Submission of the ISP Application Package**

52 Prior to the 14-day application deadline, the STT government must mail an original hard copy of
53 the completed ISP application packet to the applicable Federal Coordinating Officer. In order to
54 expedite the review process, it is helpful if the STT government submits an electronic copy of
55 the application to the applicable FEMA Joint Field Office (JFO), FEMA Headquarters (HQ), and
56 SAMHSA staff. Once received, the FEMA Human Services Group Supervisor at the FEMA
57 JFO, FEMA Community Services Specialist at FEMA HQ, and the SAMHSA Project Officer
58 will review the application to ensure all required documentation meet the minimum eligibility
59 requirements per 44 C.F.R. § 206.171 and the General Terms and Conditions outlined in 2
60 C.F.R. § 200.210.

61 **4. Budget**

62 The ISP budget narrative must justify the proposed budget for the STT government and
63 subrecipients and each individual service provider's budget. The narrative must provide a
64 justification of the costs and an itemization for each line of the budgets.

65 **Pre-Award Costs—Allowable:** Pre-award costs are those which are: a) incurred prior to the
66 effective date of the Federal award, and b) directly pursuant to the negotiation and in anticipation
67 of the Federal award where such costs are necessary for efficient and timely performance of the
68 scope of work. Such costs are allowable under the ISP award only to the extent that they would
69 have been allowable if incurred after the date of the Federal award and only with written
70 approval of the Federal Coordinating Officer (FCO).²⁰²

71 The STT government may seek reimbursement for pre-award costs associated with crisis
72 counseling services provided from the date of the disaster incident to the date of major disaster
73 declaration. The STT government must document the crisis counseling services provided and
74 justify the costs.

75 Documentation should include the following:

- 76 • Types of crisis counseling services provided
- 77 • Location of service provision
- 78 • Types of staff who provided the services
- 79 • Hourly rates of staff who provided the services
- 80 • Number of hours that staff worked
- 81 • Number of disaster survivors who received services and types of services provided

82 The STT government may seek reimbursement only for crisis counseling services and not for
83 any other type of behavioral health response. Crisis counseling services are typically provided
84 during the immediate disaster response phase to survivors and their families, first responders,
85 and other individuals directly affected by the disaster. Typical locations of service provision in

86 the immediate disaster response include shelters, family assistance centers, homes, or other
87 community settings.

88 Services often are provided by behavioral health agency staff, local behavioral health service
89 provider staff, or members of disaster behavioral health response groups. Reimbursement for
90 staff costs is allowable if it can be clearly demonstrated that the normal duties of the staff (if
91 employed by the STT government during the disaster) were back-filled during the disaster
92 response.

93 **Indirect Costs—Unallowable:** FEMA does not authorize the use of funds for indirect costs.
94 Indirect costs, including management costs, are defined as costs not directly chargeable to a
95 specific project. Please note that even if an indirect cost rate is established, it is subject to
96 statutory and administrative limitations. A CCP award recipient or provider is not entitled to an
97 established rate for services provided under the CCP award. The program’s statutes, regulations,
98 and policy govern whether any indirect costs are eligible. Section 324 of the Stafford Act
99 requires FEMA to establish management cost rates through regulations. At this time, FEMA
100 does not have regulations that govern the eligibility of indirect costs for the CCP.

101 **Salaries and Wages:** Salary compensation must be reasonable in amount and in alignment with
102 local prevailing rates for the position funded.

103 **Fringe Benefits:** Fringe benefits may be charged directly to the grant. Claimed costs must be
104 reasonable and confirm to established policies for the STT government. Use of a pre-established
105 provisional rate requires allocation to total salary costs. Rates must be adjusted to actuals at the
106 year-end and rates and should be reviewed at least once annually.

107 **Consultant Costs:** Consultant costs must be supported by a consulting agreement that
108 documents the service to be performed, cost, and applicable time periods. Documentation to
109 support need, reasonable rates, and consultant expertise must be maintained, together with
110 evidence of work product.

111 **Equipment:** The STT government obtains title to equipment acquired under the CCP award and
112 is subject to the conditions outlined in 2 C.F.R. § 200.313, including these requirements:

- 113 • To use the equipment for the authorized purposes of the project until funding for the
114 project ceases, or until the property is no longer needed for the purposes of the project.
- 115 • To not encumber the property without approval of FEMA.
- 116 • To use and dispose of the property in accordance with 2 C.F.R. § 200.313.
- 117 • To use the equipment in a manner consistent with the purposes of the CCP award and to
118 benefit the beneficiaries of the CCP project.

119 **Supplies:** FEMA retains an interest in any unused supplies exceeding \$5,000 in total aggregate
120 value upon termination or completion of the CCP if they are not needed for any other Federal
121 award. The STT government must compensate FEMA for its share of the supplies in compliance
122 with 2 C.F.R. § 200.313 and § 200.314.

123 As long as FEMA retains an interest in supplies, the STT government must not use the supplies
124 to provide services to other organizations for a fee that is less than private companies charge for
125 equivalent services.

126 **Travel:** Travel must be included in the budget for preapproval as part of the application process.
127 During implementation, travel costs must be supported by travel expense reports detailing
128 employee name, the reason for the trip, and itemized expenses claimed. Claimed costs should be
129 charged according to the award recipient's travel policy, which requires prior approval from
130 FEMA and SAMHSA, complies with OMB cost principles, and provides expenditure limitations.
131 Major items of expense (e.g., airfare, lodging) must be supported by receipts.

132 **Other:** The budget may identify costs that are unique to the disaster and area impacted but do
133 not fall into one of the prescribed cost categories listed above. Costs must be supported by
134 adequate documentation (invoices, receipts, etc.). Consult with the FEMA specialists or the
135 SAMHSA Program Officer to determine which costs are allowable under this cost category.

136 **Contractual Costs:** The non-Federal entity must follow the applicable Federal procurement
137 requirements at 2 C.F.R. § 200.317 through § 200.326. Per 2 C.F.R. § 200.317, states must
138 follow the same policies and procedures they normally use as well as comply with the
139 requirements for procurement of recovered materials (§ 200.322) and including required contract
140 provisions (§ 200.326). For all other non-Federal entities, including tribes, they must follow all
141 of the requirements at 2 C.F.R. § 200.318 through §200.326. As part of these requirements, non-
142 state entities must use their own documented procurement procedures that reflect applicable
143 state, local, and tribal laws and regulations provided that the procurements comply with Federal
144 law and the Federal procurement regulations. As a note, hiring of consultants falls under the
145 procurement requirements, so non-Federal entities must follow applicable procurement
146 regulations at 2 C.F.R. §§ 200.317 – 200.326.

147 For more information on allowable and unallowable costs, refer to the [Appendix F](#).

148 C. Approval Process for ISP

149 The FCO may approve or deny the ISP in coordination with SAMHSA. The program may be
150 approved for a period of performance of 60 days from the date IA was authorized in the major
151 disaster declaration if:

- 152 • A complete application is received no later than 14 days from the date of declaration; and
- 153 • There is a need for the program clearly articulated in the application.

154 If approved, the FCO will submit a written approval with justification to the STT government
155 agency receiving the award.

156 The program may be denied if:

- 157 • A complete application is not received within 14 days from the date IA was authorized in
158 the major disaster declaration; or

- 159 • The application lacks sufficient information to justify the need for the program.

160 If denied, the FCO must submit a written denial with justification to the STT government agency
161 that applied for the award and the Governor, GAR, Tribal Chief Executive, or TAR.

162 ***1. Federal and Congressional Review Process for ISP***

163 Once submitted, the non-Federal entity's CCP application will go through a review by FEMA
164 HQ, FEMA JFO, and FEMA Region staff for completeness, cost-effectiveness, and feasibility of
165 the non-Federal entity's CCP application. The FEMA FCO will issue a determination.

166 All Federal awards greater than \$1M must be routed to the Congressional Appropriations
167 Committee for advanced notification review. This process may add multiple weeks to the
168 timeline before obligating the Federal award. Once the notification process is complete, the
169 FEMA FCO is notified that the funds can be released and the FCO may issue the notice of award
170 to the recipient after a minimum of 72 hours.

171 **D. Notice of Award (NOA) for ISP**

172 When the non-Federal entity has been approved for a Federal CCP award, they will receive a
173 Notice of Award (NOA). The NOA is the official document notifying the recipient and others
174 that a Federal award has been made. The recipient will receive an NOA from the applicable
175 FEMA RA. The NOA contains all terms and conditions of the Federal award and supporting
176 documentation for recording the obligation of Federal fund in the recipients accounting system.
177 Important information included in the NOA:

- 178 • The start and end dates for the program's period of performance
179 • The award amount
180 • Name of the FEMA and SAMHSA program officers
181 • Reporting requirements

182 ***1. Conditions of Award***

183 Conditions of Award, or Terms and Conditions and/or Special Conditions, are requirements that
184 the recipient must satisfy within the timeframe specified in the NOA. Failure to comply with all
185 terms and conditions of a Federal award may result in funding restrictions, award termination,
186 and/or denial of any future funding.

187 **E. Post-Award Requirements**

188 This section covers the post-award requirements of the Immediate Services Program, including
189 training requirements, reporting requirements, and extensions.

190 ***1. Training***

191 Training materials and recommendations for qualified trainers are provided by SAMHSA and
192 through SAMHSA Disaster Technical Assistance Center (DTAC). Often, personnel from other
193 assistance and disaster relief agencies are invited to attend.

194 The required standard CCP trainings are organized into modules that are provided to recipients
195 by SAMHSA DTAC once a CCP is approved. Required trainings include:

- 196 • **Core Content Training:** This is the basic CCP skills-building training and includes
197 administrative procedures and data collection information specific to the program. The
198 course takes place in 2 days, during which time crisis counselors are provided with
199 critical information and skills related to individual, group, and community outreach
200 strategies. This training is conducted during the first few weeks of the ISP. However,
201 ongoing training must be provided to ensure all new crisis counselors receive the Core
202 Content Training prior to working independently within the program.

203 **2. Reporting Requirements for the ISP**

204 The recipient must submit to the appropriate FEMA FCO:²⁰³

- 205 • A mid-program report only when an RSP award application is being prepared and
206 submitted. This report will be included as part of the RSP Federal award application;
- 207 • A final program report; and
- 208 • A financial status report.

209 This documentation is due no more than 90 days after the last day of immediate services funding.

210 **3. Extensions**

211 a. ISP Extension of the Period of Performance

212 ISP funding may continue for up to 60 additional days if an RSP award application is submitted
213 to allow time for FEMA and SAMHSA to review the application. Notification must be provided,
214 in writing, to FEMA and SAMHSA no later than 45 days from the date of declaration if the STT
215 government plans to submit an RSP application to receive a continuation and ensure there are no
216 gaps in services. If extenuating circumstances exist, the FEMA RA may authorize an additional
217 30 days and/or supplemental funding, if needed, while the RSP application remains under review
218 with FEMA.

219 During the ISP period of performance, the STT government must notify FEMA program officer
220 and SAMHSA program officer, no later than 45 days from the date of declaration, if they are
221 planning to submit an application for the RSP award.²⁰⁴

222 b. ISP No-Cost Administrative Extension

223 All costs associated with finalizing the program and financial reports are allowable costs, as long
224 as those costs are included in the approved ISP budget. In order for these costs to be covered, the
225 STT government must request for a no-cost administrative extension to the ISP award period of

226 performance. The STT government must submit the written extension request to their FEMA
227 Regional office prior to the end of the period of performance. A no-cost administrative extension
228 can be granted for up to 30 days when requested in writing and approved by the FCO. In
229 exceptional circumstances, an additional 30-day no-cost administrative extension may be
230 approved by FEMA if the submitted written request demonstrates sufficient need.

231 Any programmatic or service activities (not related to the ISP final report) conducted after the
232 period of performance will not be funded under the CCP award. Any extension granted for the
233 ISP once the RSP is awarded is only for work associated with finalizing the program and
234 financial reports of providers to the recipient.

235 **F. Closeout and Records Retention**

236 **1. ISP Closeout**

237 The final ISP program narrative and fiscal report ([Federal Financial Report SF-425](#)) are due to
238 the FCO, no later than 90 calendar days after the last day of the ISP award's period of
239 performance. The STT government must liquidate all obligated balances, and show the exact
240 balance of funds and total expenditures, which must be consistent with the line-item report. The
241 final SF-425 must show the total Federal award amount, total Federal expenditures, and the
242 unobligated balance. The reported total Federal expenditures reflected on the SF-425 report must
243 be consistent with the line-item expenditures reflected in the program report.

244 **2. ISP Record Retention**

245 Financial records,

246 supporting documents, statistical records, and all other non-Federal entity records pertinent to a
247 Federal award generally must be retained for at least three years from the date the final financial
248 report is submitted.²⁰⁵ Further, if the recipient does not submit a final financial report and the
249 award is administratively closed, FEMA sees the date of administrative closeout as the start of
250 the general record retention period.

251 The record retention period may be longer than three years or have a different start date in
252 certain cases. These include:

- 253 • Records for real property and equipment acquired with Federal funds must be retained for
254 three years after final disposition of the property.²⁰⁶
- 255 • If any litigation, claim, or audit is started before the expiration of the three-year period,
256 the records must be retained until all litigation, claims, or audit findings involving the
257 records have been resolved and final action taken.²⁰⁷
- 258 • The record retention period will be extended if the recipient is notified in writing of the
259 extension by DHS/FEMA, the cognizant or oversight agency for audit, or the cognizant
260 or oversight agency for audit, or the cognizant agency for indirect costs.²⁰⁸

- 261 • Where DHS/FEMA requires recipients to report program income after the period of
262 performance ends, the program income record retention period begins at the end of the
263 recipient’s fiscal year in which program income is earned.²⁰⁹
- 264 • For indirect cost rate proposals, cost allocation plans, or other rate computations records,
265 the start of the record retention period depends on whether the indirect cost rate
266 documents were submitted for negotiation.
- 267 ○ If the indirect cost rate documents were submitted for negotiation, the record
268 retention period begins from the date those documents were submitted for
269 negotiation.
- 270 ○ If indirect cost rate documents were not submitted for negotiation, the record
271 retention period begins at the end of the recipient’s fiscal year or other accounting
272 period covered by that indirect cost rate.²¹⁰
- 273 The non-Federal entity is responsible for returning any funds that are drawn down but remain
274 unliquidated on non-Federal entity financial records.

1

1III. Regular Services Program

2 A. Period of Assistance for RSP

3 The RSP provides funds for up to nine months of services immediately following the date of the
4 Notice of Award. If needed, STT government may request up to a 90-day extension to the period
5 of performance in writing to the appropriate FEMA Regional Administrator (RA). This request
6 must document the extraordinary circumstances and what the additional time will allow them to
7 accomplish. In limited circumstances, such as disasters of catastrophic nature, the FEMA RA
8 may extend the period of performance for more than 90 days when he or she deems it to be in the
9 public interest.²¹¹

10 B. Pre-Award Assessment and Application

11 This section covers the pre-award requirements and process of applying for a Regular Services
12 Program.

13 1. Needs Assessment

14 The purpose of the needs assessment is to provide an estimate of the size and cost of the program
15 needed and to determine if supplemental Federal assistance is required. The factors of the needs
16 assessment must include:

- 17 • An estimate of the number of disaster survivors requiring assistance;
- 18 • A description of the SLTT government resources and capabilities; and
- 19 • Justification of why the SLTT government cannot meet the needs.

23 2. Applying for the Federal RSP Award

24 The cover letter for the RSP application should
25 be addressed to the applicable FEMA RA. As
26 per the 2018 Delegation of Authority, the FEMA
27 RAs have the authority to approve or disapprove
28 an application for the RSP. Note that the
29 Disaster Recovery Manager authority does not carry the delegation of the RSP determination.

30 After the President declares a major disaster that includes IA, the applicable STT government
31 may apply for the RSP. The RSP application package must be submitted to FEMA and
32 SAMHSA no later than 60 days following the date IA was approved on the disaster. This
33 application deadline is set by regulation and cannot be waived or extended.

34 An RSP application package represents the Governor or Tribal Chief Executive's agreement
35 and/or certification:



Tailoring the Program to the Population

When assessing the needs of the affected population, it is important to consider the proportion and effect on the whole community, including older adults, people with disabilities and others with access and functional needs, children, and those with limited English proficiency. The program may be tailored to meet the needs of the specific community. For instance, if a high proportion of children were impacted, adding a children's coordinator in your staffing plan may be beneficial.

- 36 • That the requirements are beyond the SLTT government’s capabilities;
- 37 • That the program, if approved, will be implemented according to the plan contained
- 38 in the application approved by the applicable FEMA RA;
- 39 • To maintain close coordination with and provide reports to the applicable FEMA RA,
- 40 FEMA HQ, and FEMA JFO staff, and SAMHSA Project Officer and Grants Officer;
- 41 and
- 42 • To include mental health disaster planning in the STT government’s emergency plan
- 43 prepared under Title II of the Stafford Act.

44 The application must contain the following information and documentation to be considered for
 45 a RSP award (see [CCP Toolkit](#)):

Figure 42: RSP Application Required Information and Documents	
Information	<ul style="list-style-type: none"> • The geographical areas within the designated disaster area for which services will be provided; • An estimate of the number of disaster survivors requiring assistance; • A description of the SLTT government resources and capabilities, and an explanation of why these resources cannot meet the need; • A description of activities from the date of the disaster incident to the date of application; • A plan of services to be provided to meet the identified needs; and • A detailed budget, showing the cost of proposed services separately from the cost of reimbursement for any eligible services provided prior to the application.
RSP Application	The OMB approved RSP Application (1660-0085) must be completed and signed by the Governor or Tribal Chief Executive, or their Authorized Representatives.
Request for Federal Assistance (SF-424)	A Federal form that OMB requires for Federal award applications. All entities that apply for CCP funds must submit a completed SF-424 signed by the authorized representative of the non-Federal entity receiving funds.
Budget Information for Non-Construction Programs (SF-424A)	A Federal form OMB requires for Federal award applications. Complete “Section B – Budget Categories,” column one only for the total CCP budget.

Figure 42: RSP Application Required Information and Documents

Assurances for Non-Construction Programs (SF-424B)	A signature from the authorized representative of the non-Federal entity receiving the funds is required.
Budget Narrative	The budget narrative must include a detailed justification for all cost categories requested in the SF-424A. Refer to the Appendix F for additional instructions on completing the budget narrative.
Health and Human Services (HHS) Checklist	A required form for an RSP that ensures pertinent documents, information, certifications, and assurances are included in the application, to include acknowledgement by the STT government that the forms are in compliance with the most current DHS Standard Terms and Conditions .
Disclosure of Lobbying Activities (SF-LLL)	A required form for the CCP RSP. The STT government may indicate “N/A” on the form if it is not applicable.
Project/Performance Site Locations	A Federal form required for the CCP RSP. The STT government should complete a form for each site where providers will perform project work.

46 **3. Instructions for Submission of the RSP Application Package**

47 Prior to the 60-day application deadline, the STT government must mail an original hard copy of
 48 the completed RSP application package to the applicable FEMA RA. In order to expedite the
 49 review process, it is helpful if the STT government submits an electronic copy of the application
 50 to the applicable FEMA JFO Human Services Group Supervisor, FEMA HQ Community
 51 Services Program Specialist, and SAMHSA Project Officer. Once received, the FEMA Human
 52 Services Group Supervisor at the FEMA JFO, FEMA Community Services Specialist at FEMA
 53 HQ, and the SAMHSA Project Officer and Grants Officer will review the application to ensure
 54 all required documentation meet the minimum eligibility requirements per 44 C.F.R. § 206.171
 55 and the General Terms and Conditions outlined in 2 C.F.R. § 200.210.

56 **4. Budget**

57 The RSP budget narrative must justify the proposed budget for the STT government and
 58 subrecipients and each individual service provider’s budget. The narrative must provide a
 59 justification of the costs and an itemization for each line of the budgets.

60 **Indirect Costs—Unallowable:** FEMA does not authorize the use of funds for indirect costs.
 61 Indirect costs, including management costs, are defined as costs not directly chargeable to a
 62 specific project. Please note that even if an indirect cost rate is established, it is subject to
 63 statutory and administrative limitations. A CCP award recipient or provider is not entitled to an
 64 established rate for services provided under the CCP award. The program’s statutes, regulations,

65 and policy govern whether any indirect costs are eligible. Section 324 of the Stafford Act
66 requires FEMA to establish management cost rates through regulations. At this time, FEMA
67 does not have regulations that govern the eligibility of indirect costs for the CCP.

68 **Salaries and Wages:** Salary compensation must be reasonable in amount and in alignment with
69 local prevailing rates for the position funded.

70 **Fringe Benefits:** Fringe benefits may be charged directly to the grant. Claimed costs must be
71 reasonable and confirm to established policies for the STT government. Use of a pre-established
72 provisional rate requires allocation to total salary costs. Rates must be adjusted to actuals at the
73 year-end and rates and should be reviewed at least once annually.

74 **Consultant Costs:** Consultant costs must be supported by a consulting agreement that
75 documents the service to be performed, cost, and applicable time periods. Documentation to
76 support need, reasonable rates, and consultant expertise must be maintained, together with
77 evidence of work product.

78 **Equipment:** The STT government obtains title to equipment acquired under the CCP award and
79 is subject to the conditions outlined in 2 C.F.R. § 200.313, including these requirements:

- 80 • To use the equipment for the authorized purposes of the project until funding for the
81 project ceases, or until the property is no longer needed for the purposes of the project.
- 82 • To not encumber the property without approval of FEMA.
- 83 • To use and dispose of the property in accordance with 2 C.F.R. § 200.313.
- 84 • To use the equipment in a manner consistent with the purposes of the CCP award and to
85 benefit the beneficiaries of the CCP project.

86 **Supplies:** FEMA retains an interest in any unused supplies exceeding \$5,000 in total aggregate
87 value upon termination or completion of the CCP if they are not needed for any other Federal
88 award. The STT government must compensate FEMA for its share of the supplies in compliance
89 with 2 C.F.R. § 200.313 and § 200.314.

90 As long as FEMA retains an interest in supplies, the STT government must not use the supplies
91 to provide services to other organizations for a fee that is less than private companies charge for
92 equivalent services.

93 **Travel:** Travel must be included in the budget for preapproval as part of the application process.
94 During implementation, travel costs must be supported by travel expense reports detailing
95 employee name, the reason for the trip, and itemized expenses claimed. Claimed costs should be
96 charged according to the award recipient's travel policy, which requires prior approval from
97 FEMA and SAMHSA, complies with OMB cost principles, and provides expenditure limitations.
98 Major items of expense (e.g., airfare, lodging) must be supported by receipts.

99 **Other:** The budget may identify costs that are unique to the disaster and area impacted but do
100 not fall into one of the prescribed cost categories listed above. Costs must be supported by

101 adequate documentation (invoices, receipts, etc.). Consult with the FEMA Specialists or
102 SAMHSA Program Officer to determine which costs are allowable under this cost category.

103 **Contractual Costs:** The STT government will follow its established policies and procedures
104 used for procurements from non-Federal funds when procuring property and services under a
105 Federal award. All other states, territories or tribes will follow the requirements in 2 C.F.R. §
106 200.318, General Procurement Standards, through § 200.326, Contract Provisions. All states,
107 territories or tribes should review the procurement standards outlined in 2 C.F.R. § 200.317
108 through § 200.326.

109 For more information on allowable and unallowable costs, refer to the [Appendix F](#).

110 C. Approval Process for RSP

111 The RA may approve or deny the RSP in coordination with SAMHSA. The program may be
112 approved for a period of performance of nine months from the date of award if:

- 113 • A complete application is received no later than 60 days from the date of declaration; and
- 114 • There is a need for the program clearly articulated in the application.

115 If approved, the RA must submit a written approval with justification to the Chief of the
116 Emergency Mental Health and Traumatic Stress
117 Services Branch at SAMHSA for processing and
118 award of the grant to the STT government agency
119 receiving the award.

120 The program may be denied if:

- 121 • A complete application is not received by
122 60 days from the date of declaration; or
- 123 • The application lacks sufficient
124 information to justify the need for the
125 program.

126 If denied, the RA must submit a written denial
127 with justification to the applicant agency and
128 GAR/TAR.

129 Under the 2018 Delegation of Authority, the
130 FEMA RAs have authority to approve or deny an
131 application for the RSP. This authority is not
132 delegated with the DRM authority.

133 1. Federal and Congressional Review Process for RSP

134 Once the RSP application is submitted, the non-Federal entity's RSP application will go through
135 a review by SAMHSA, FEMA HQ, FEMA JFO, and FEMA Region staff for completeness, cost-



CCP Toolkit

SAMHSA and the SAMHSA Disaster Technical Assistance Center (DTAC), in collaboration with FEMA, have established and maintain an online [CCP Toolkit](#) containing required documents and tools to assist stakeholders in preparing, applying, implementing, managing, and closing out a CCP.

If you would like to speak with a SAMHSA Project Officer, please email SAMHSA DTAC at DTAC@samhsa.hhs.gov or call 1-800-308-3515 (Monday-Friday 9 A.M. to 5 P.M. Eastern time) and a staff member will forward your request to the appropriate project officer.

136 effectiveness, and feasibility of the non-Federal entity’s RSP application. The FEMA RA will
137 issue a determination.

138 All Federal awards greater than \$1M must be routed to the Congressional Appropriations
139 Committee for advanced notification review. This process may add multiple weeks to the
140 timeline before obligating the Federal award. Once the notification process is complete, the
141 FEMA RA is notified that funds can be released and the RA may notify SAMHSA, in writing,
142 that they may issue the notice of award to the recipient after a minimum of 72 hours.

143 **D. Notice of Award (NOA) for RSP**

144 When the non-Federal entity has been approved for a Federal CCP award, they will receive a
145 Notice of Award (NOA). The NOA is the official Federal award document notifying the award
146 recipient and others that an award has been made. The recipient will receive an NOA from
147 SAMHSA. The NOA contains all terms and conditions of the Federal award and supporting
148 documentation for recording the obligation of Federal fund in the recipients accounting system.
149 Important information included in the NOA:

- 150 • The start and end dates for the program’s period of performance
- 151 • The award amount
- 152 • Name of the FEMA and SAMHSA Program Officers
- 153 • Name of the SAMHSA Grants Management Officer
- 154 • Reporting requirements

155 **1. Conditions of Award**

156 Conditions of Award, or Terms and Conditions and/or Special Conditions, are requirements that
157 the recipient must satisfy within the timeframe specified in the NOA. Failure to comply with all
158 terms and conditions of a Federal award may result in funding restrictions, award termination,
159 and/or denial of any future funding.

160 **E. Post-Award Requirements**

161 This section covers the post-award requirements for a Regular Services Program, including
162 training, reporting requirements, and extensions.

163 **1. Training**

164 Training materials and recommendations for qualified trainers are provided by SAMHSA and
165 through SAMHSA DTAC. Often, personnel from other assistance and disaster relief agencies are
166 invited to attend

167 The required standard CCP trainings are organized into modules that are provided to recipients
168 by SAMHSA DTAC once a CCP is approved. Required trainings include:

- 169 • **Core Content Training:** This is the basic CCP skills-building training and includes
170 administrative procedures and data collection information specific to the program. The
171 course takes place over two days, during which time crisis counselors are provided with
172 critical information and skills related to individual, group, and community outreach
173 strategies. This training is conducted during the first few weeks of the ISP; however, if no
174 ISP is implemented, the training will need to be conducted during the RSP. However,
175 ongoing training must be provided to ensure all new crisis counselors receive the Core
176 Content Training prior to working independently within the program.

- 177 • **Transition to RSP Training:** During this course, existing and newly hired CCP staff
178 review key concepts related to crisis counseling skills, with an emphasis on longer-term
179 service provision. This curriculum highlights how the needs of disaster survivors and
180 communities evolve in the RSP and differ from those encountered in the immediate
181 disaster response. If the STT government applied for the RSP only, it should begin with
182 the Core Content Training. This training usually takes place as soon as formal RSP grant
183 funding is awarded.

- 184 • **RSP Mid-Program Training:** This training typically is held 3–6 months into the RSP.
185 Issues of staff morale and stress management for subrecipients are addressed. A focus is
186 maintained on how crisis counselors will continue to provide services under difficult
187 circumstances. This training includes problem-solving techniques for specific issues
188 commonly encountered in the CCP such as emerging substance use or significant mental
189 health needs. It also begins to address the subject of program phasedown.

- 190 • **Disaster Anniversary Training:** This training is held several weeks before the first
191 anniversary of the disaster event. Crisis counselors are taught expected anniversary
192 reactions and intervention strategies. This training can be paired with the Mid-program
193 Training or the Phasedown Training, depending on the anniversary date.

- 194 • **RSP Phasedown Training:** This training should take place six–eight weeks prior to the
195 scheduled phasedown of the CCP. All CCP administrative and outreach staff attend.
196 Topics in this training include staff stress management and future planning, assisting the
197 program and its staff to document the event, planning to leave a legacy for the
198 community, resource linkage and referrals, and continuity of service via community
199 partnerships.

200 The CCP training plan is not limited to providing required trainings. The STT government
201 should identify and deliver additional trainings based on specific disaster and staff needs.
202 Additional recommended training areas include more in-depth learning about specific crisis
203 counseling interventions, as well as cultural competence, working with children, and mental
204 health or substance use assessment and referral.

205 To promote community partnerships, the CCP leadership is encouraged to share training
206 opportunities with other disaster and community providers. In quarterly reports, programs should
207 document training sessions held, describe the content of the sessions, and note the number of

208 people who attended. As highlighted in the training section of this document, required training
209 takes place throughout the program period and should be planned in a proactive manner.

210 Optional training may take place, as deemed appropriate by the STT government.

211 **2. Reporting Requirements for the RSP**

212 For the RSP, quarterly reports, including documentation on financial expenditures, must be
213 submitted to the FEMA Headquarters Program Specialist; the FEMA JFO Specialist (or Regional
214 Specialist if the FEMA JFO is demobilized); and the SAMHSA Project Officer. Quarterly
215 reports are due 30 calendar days after the end of each three-month reporting period (refer to the
216 NOA for specific due dates). The quarterly report must include a budget expenditure report for
217 the STT government and any subrecipients, showing:

- 218 • The approved budget;
- 219 • Costs incurred and obligated expenditures;
- 220 • Approved budget modifications; and
- 221 • Remaining balance of unspent funds.

222 The report should be consistent with the cost categories and budget line items listed in the
223 approved budget. If only a portion of award funding is disbursed at the start of the RSP, the STT
224 government must submit a letter of request for the second allotment of funds with the first
225 quarterly RSP report.

226 **3. Extensions**

227 RSP Extension of the Period of Performance

228 The RSP provides funds for up to nine months of services immediately following the date of the
229 NOA. If needed, the STT government may request supplemental funding and/or up to a 90-day
230 extension to the period of performance in writing to the appropriate FEMA RA; this request must
231 document the extraordinary circumstances and what the additional funding and/or time will
232 allow them to accomplish. In limited circumstances, such as disasters of catastrophic nature, the
233 FEMA RA may extend the period of performance for more than 90 days were he or she deems it
234 to be in the public interest.²¹²

235 RSP No-Cost Administrative Extension

236 All costs associated with finalizing the program and financial reports are allowable costs, as long
237 as those costs are included in the approved RSP budget. In order for these costs to be covered,
238 the STT government must request for a 90-day no-cost administrative extension to the RSP
239 award period of performance. The STT government must submit the written extension request to
240 SAMHSA and FEMA no later than one month prior to the end of the period of performance.

241 Any programmatic or service activities (not related to the RSP closeout) conducted after the
242 period of performance will not be funded under the CCP award.

243 When an STT government provides a subaward to a subrecipient, the STT government must
244 include the start and end dates of the period of performance in the subaward document.

245 **F. Closeout and Records Retention**

246 **1. RSP Closeout**

247 The final RSP program report and the [Federal Financial Report SF-425 form](#) (OMB form
248 number 0348-0061) are due to FEMA and SAMHSA 90 calendar days after the end of the period
249 of performance. Note that the reported total Federal expenditures reflected on the SF-425 report
250 must be consistent with the line-item expenditures reflected in the program report.

251 **2. RSP Record Retention**

252 Financial records, supporting documents, statistical records, and all other non-Federal entity
253 records pertinent to a Federal award generally must be retained for at least three years from the
254 date the final financial report is submitted.²¹³ Further, if the recipient does not submit a final
255 financial report and the award is administratively closed, FEMA sees the date of administrative
256 closeout as the start of the general record retention period.

257 The record retention period may be longer than three years or have a different start date in
258 certain cases. These include:

- 259 • Records for real property and equipment acquired with Federal funds must be retained for
260 three years after final disposition of the property.²¹⁴
- 261 • If any litigation, claim, or audit is started before the expiration of the three-year period,
262 the records must be retained until all litigation, claims, or audit findings involving the
263 records have been resolved and final action taken.²¹⁵
- 264 • The record retention period will be extended if the recipient is notified in writing of the
265 extension by DHS/FEMA, the cognizant or oversight agency for audit, or the cognizant
266 or oversight agency for audit, or the cognizant agency for indirect costs.²¹⁶
- 267 • Where DHS/FEMA requires recipients to report program income after the period of
268 performance ends, the program income record retention period begins at the end of the
269 recipient's fiscal year in which program income is earned.²¹⁷
- 270 • For indirect cost rate proposals, cost allocation plans, or other rate computations records,
271 the start of the record retention period depends on whether the indirect cost rate
272 documents were submitted for negotiation.
 - 273 ○ If the indirect cost rate documents were submitted for negotiation, the record
274 retention period begins from the date those documents were submitted for
275 negotiation.
 - 276 ○ If indirect cost rate documents were not submitted for negotiation, the record
277 retention period begins at the end of the recipient's fiscal year or other accounting
278 period covered by that indirect cost rate.²¹⁸

279 The non-Federal entity is responsible for returning any funds that are drawn down but remain
280 unliquidated on non-Federal entity financial records.

1IV. Considerations for Implementation of ISP and RSP

2 This section provides information regarding staffing a CCP, collecting data, modifying budget
3 and program plans, and appealing various decisions regarding both an ISP and an RSP.

4 A. Main Components of a Program Management Plan

5 The recipient is responsible for developing a program management plan. The components of the
6 program management plan may vary given the needs of the non-Federal entity and the scope of
7 the disaster. Typical components include the following:

- 8 • Performing ongoing needs assessment
- 9 • Developing and effecting outreach strategies to identify and serve affected individuals,
10 groups, and the community
- 11 • Ensuring supervision and quality assurance at the STT government and subrecipient
12 levels
- 13 • Employing program media and marketing strategies
- 14 • Recruiting and hiring staff
- 15 • Providing training
- 16 • Providing staff stress management
- 17 • Ensuring effective fiscal management
- 18 • Accomplishing program evaluation

19 B. Media and Marketing the CCP

20 It is important for the recipient to select a name in order to develop a cohesive identity among the
21 sub-recipients. All CCP staff need to share a group identity. This is achieved through training
22 and through the use of media and marketing strategies that define program services and inform
23 the community about the CCP.

24 Strategies to build a program identity and to market services include the following:

- 25 • **Developing a brand for the program:** Establishing a clearly recognizable program
26 name and logo or design elements that appear on all program materials. Staff members
27 are provided with items, such as t-shirts, with the specific program name and logo.
- 28 • **Using media outlets:** Recipients may develop public service announcements, interviews,
29 articles, advertisements, letters to the editor, or educational material.
- 30 • **Establishing toll-free numbers or hotlines:** A toll-free line may be established purely
31 for informational purposes, or a hotline that provides counseling via phone may be
32 incorporated into the CCP program.

- 33 • **Establishing program websites:** Recipients may establish a program website that
34 explains the CCP services and links to other disaster-related resources whenever possible.
- 35 • **Developing and revising outreach and psycho-educational materials:** Recipients may
36 develop materials that are tailored to address the unique characteristics of a specific
37 disaster or CCP.
- 38 • **Promoting word-of-mouth promulgation:** Outreach workers may encourage people to
39 spread the word about CCP.

40 **C. Staffing of the CCP**

41 The needs assessment will inform required CCP staff roles and the number of individuals needed
42 for each position to be included in the staffing plan. The non-Federal entity determines how staff
43 members are deployed to meet the needs of disaster survivors and at-risk groups. For safety and
44 efficacy, crisis counselors typically are deployed in teams. Team deployment is linked with the
45 CCP outreach strategy in order to target services to those individuals and groups identified to be
46 in the greatest need. In its essential staffing, the CCP should reflect the cultural demographics of
47 the affected area and use paraprofessionals with prior training and experience in the mental
48 health and substance use fields. For additional information on training, refer to the [CCP Toolkit](#).

49 **1. Staff Stress Management**

50 Many staff members of a CCP are also survivors of the disaster. Interacting with disaster
51 survivors is rewarding but may also produce strong levels of anxiety, frustration, anger, or
52 depression in some workers. Sustained service provision can become debilitating when coupled
53 with a staff member's personal experience of loss. It is, therefore, critical that ongoing staff
54 stress management is integrated into the CCP at all levels of the program. All standard CCP
55 trainings provided by SAMHSA include content on individual staff stress management. The
56 program management plan developed by the recipient must include provisions for organizational
57 stress management. Elements of an organizational stress management plan are as follows:

- 58 • A clearly defined management and supervision structure
- 59 • Defined purpose and goals
- 60 • Functionally defined roles reinforced through effective supervision
- 61 • Sound clinical consultation, support, and supervision
- 62 • Supportive peer relationships
- 63 • Active stress management program
- 64 • Comprehensive training plan

65 **D. Data Collection, Evaluation, and Reporting**

66 Consistent and timely data collection and evaluation are necessary to measure success of
67 outreach efforts and the changing needs of disaster survivors. The recipient’s program
68 management plan should include mechanisms to collect, examine, and react to immediate and
69 changing needs encountered by crisis counselors. Frequent analysis of both CCP data and
70 feedback provided by staff allows the program to evolve to meet needs as they arise. The process
71 improves the program’s behavioral health disaster response, documents the program’s
72 accomplishments, and provides accountability information to stakeholders. SAMHSA and
73 FEMA also use data to justify program efforts, as well as to make modifications to the CCP
74 model and program service delivery. The recipient is required to submit a summary of up-to-date
75 program data with their programmatic quarterly and final reports.

76 Procedures for data collection and evaluation include the following:

- 77 • Establishment of quality control and assurance processes is necessary for data collection
78 and analysis. Typical quality control procedures include management review of forms for
79 completeness prior to approval; staff review for consistency and accuracy, and giving
80 feedback to the subrecipient-level supervisors; and staff developing ways to resolve
81 errors in collected data forms.
- 82 • All CCP administrators and managers should carefully review evaluation and reporting
83 requirements.
- 84 • The CCP award conditions require collecting information on specific forms in specific
85 formats. This should not limit the STT government and subrecipients in collecting
86 additional information that will assist in both program improvement and process. The
87 specific required forms are detailed in the NOA.
- 88 • The Federal CCP award conditions require database development and data delivery to
89 SAMHSA upon submission of each quarterly report and with the final report.
- 90 • Data on service delivery must be collected using the Individual/Family Crisis Counseling
91 Services Encounter Log, Group Encounter Log, Weekly Tally Sheet, and the Child/Youth
92 and Adult Assessment and Referral Tools, each a part of the standard FEMA [CCP](#)
93 [Toolkit](#) as approved by the OMB (OMB No. 0930–0270). The Participant Feedback
94 Survey and Service Provider Feedback Survey are also included in the CCP Toolkit.

95 **E. Quality Assurance**

96 The CCP is a time-limited program that must identify and address emergent issues related to
97 both disaster survivor needs and operational realities, while developing and implementing
98 solutions to improve program services. Quality assurance and quality improvement activities are
99 developed even before the program begins and assist the STT government in reporting program
100 highlights and issues to SAMHSA and FEMA through regular program monitoring and
101 reporting. Activities related to quality assurance include the following:

- 102 • Regular onsite supervision, training, and consistent communication between CCP
103 management and workers providing services
- 104 • Weekly meetings and regular submission of data collection forms to the SAMHSA
105 Program Officer and FEMA Specialist
- 106 • Phone and email communication whenever workers have questions or concerns
- 107 • Collecting and organizing programmatic materials and data to continue to improve
108 service provision and educational materials
- 109 • Identifying problems or gaps in service through data and informant feedback
- 110 • Redirecting resources and modifying the service plan
- 111 • Conducting ongoing needs assessment
- 112 • Providing information to workers to improve services

113 **F. General Provisions**

114 ***1. Conflicts of Interest in the Administration of Federal Awards or Subaward***

115 Recipients and pass-through entities must disclose, in writing, any real or potential conflicts of
116 interest that may arise during the administration of the Federal award, as defined by the Federal
117 or SLTT statutes or regulations or their own existing policies, to the FEMA Specialist and
118 SAMHSA Program Officer within 15 days of learning of the conflict of interest. Additionally, to
119 eliminate and reduce the impact of conflicts of interest in the subaward process, recipients and
120 pass-through entities must follow their own policies and procedures regarding the elimination or
121 reduction of conflicts of interest when making subawards. Recipients and pass-through entities
122 are also required to follow any applicable Federal and SLTT statutes or regulations governing
123 conflicts of interest in the making of subawards.

124 Similarly, sub-recipients, whether acting as subrecipients or pass-through entities, must also
125 disclose any real or potential conflict of interest to the pass-through entity as required by the
126 pass-through entity's conflict of interest policies, or any applicable Federal or STT government
127 statutes or regulations.

128 Conflicts of interest may arise during the process of FEMA and SAMHSA making a Federal
129 award in situations where an employee, officer, or agent, any members of their immediate
130 family, or their partner has a close personal relationship, a business relationship, or a
131 professional relationship with an STT government provider entity, recipient, subrecipient, or
132 FEMA employee.

133 ***2. Mandatory Disclosures***

134 All violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially
135 affecting the Federal award must be submitted in writing to the FEMA Specialist and SAMHSA

136 Program Officer at the time of the application, or if the violation occurs after the time of
137 application, no later than 15 days after confirmation that such a violation occurred.²¹⁹

138 **G. Modifications to Budget and Program Plans**

139 The STT government is required to report deviations from the approved budget or project scope
140 and request prior approval from the SAMHSA Project Officer and FEMA Specialist for budget
141 and program plan revisions, in accordance with 2 C.F.R. § 200.308. The STT government must
142 request prior approval for the following:

- 143 • Change in scope or the objective of the project or program.
- 144 • Change in key personnel specified in the application or Federal award.
- 145 • The disengagement from the project for more than three months, or 25% reduction in
146 time devoted to the project, by the approved project director or principal investigator.
- 147 • Unless described in the application and funded in the approved Federal award, the
148 subawarding, transferring, or contracting out of any work under a Federal award. This
149 provision does not apply to the acquisition of supplies, material, equipment, or general
150 support services.
- 151 • Incurrence of project costs 90 calendar days before the Federal awarding agency makes
152 the Federal award. The Federal awarding agency is under no obligation to reimburse such
153 costs if for any reason the STT government does not receive a Federal award or if the
154 Federal award is less than anticipated and inadequate to cover such costs. (See also
155 section on pre-award costs.)

156 The Federal awarding agency may, at its option, restrict the transfer of funds among direct cost
157 categories or programs, functions, and activities for Federal awards in which the Federal share of
158 the project exceeds the Simplified Acquisition Threshold and the cumulative amount of such
159 transfers exceeds or is expected to exceed 10% of the total budget as last approved by the
160 Federal awarding agency.

161 Changes to the program plan based on the evolving needs assessment may require that funding
162 be moved from one line item to another or from one provider to another. The STT government
163 has the authority to move funds, up to a cumulative 10% of the total budget, from one line item
164 to another without requesting approval.

165 Any budget adjustments that move a cumulative 11–25% of funds must be submitted in writing
166 and approved by the FEMA Specialist, in collaboration with the SAMHSA Project Officer. Any
167 budget adjustments that exceed a cumulative 25% of the total budget must be submitted in
168 writing and approved by FEMA and the SAMHSA Project Officer and Grants Management
169 Officer.

170 Budget adjustments or modifications should be discussed with FEMA Specialist and SAMHSA
171 Project Officer prior to submitting a request for additional funds. Use a Request for Budget
172 Adjustment letter template available online at [CCP Toolkit for Evaluating](#).

173 The FEMA RA, in coordination with the SAMHSA Project Officer, is responsible for providing
174 technical assistance to the STT government regarding budget adjustments. The RA approves any
175 budget adjustment requests for the ISP or those up to 25% for the RSP. If the requested budget
176 adjustment for an RSP exceeds 25%, the responsibility for approval belongs to the SAMHSA
177 Grants Management Officer.

178 **H. Appeals**

179 ***1. Appealing a Denial Determination***

180 A Federal award applicant may appeal FEMA’s decision. This appeal must be submitted to the
181 FEMA Individual Assistance Division Director (IADD), in writing, within 60 days of the date of
182 the application decision²²⁰. The appeal must include additional information justifying a reversal
183 of the previous decision. The FEMA IADD shall review the material submitted, and after
184 consultation with SAMHSA, notify the applicant within 15 days, in writing, of their decision.

185 ***2. Appeals of Remedies for Noncompliance***

186 The STT government may submit a written appeal letter (including supporting documentation),
187 signed by the Governor, GAR, or Tribal Chief Executive, to the appropriate FEMA RA and
188 SAMHSA within 15 days of the date of notification of the remedial action. The FEMA RA, after
189 consultation with SAMHSA and FEMA HQ, will make an appeal determination within 15 days,
190 in writing to the applicant.

191 ***3. Objections/Appeals of Decisions Regarding Allowable Costs***

192 The STT government may submit a written appeal letter (including supporting documentation),
193 signed by the Governor, GAR, or Tribal Chief Executive, to the FEMA RA and SAMHSA
194 within 15 days of the date of notification of the disallowed cost. The FEMA RA, after
195 consultation with SAMHSA and FEMA HQ, will make an appeal determination within 15 days,
196 in writing to the applicant.

197 ***4. Objections/Appeals of Termination or Suspension***

198 The STT government may submit a written appeal letter (including supporting documentation),
199 signed by the Governor, GAR, or Tribal Chief Executive, to the FEMA RA and SAMHSA
200 within 15 days of the date of notification of the suspension or termination action. The FEMA
201 RA, after consultation with SAMHSA and FEMA HQ, will make an appeal determination within
202 15 days, in writing to the applicant.

203 **I. Procurement Requirements under a Federal Award**

204 Federal award recipients shall ensure that the process of soliciting CCP services is fair and
205 transparent. Recipients must follow the same policies and procedures when procuring property
206 and services under a Federal award that they follow for procurement from non-Federal funds.
207 Recipients must ensure that any contract provisions as required by 2 C.F.R. § 200.326 *Contract*
208 *provisions* are included on all purchase orders or contracts that draw from Federal funds. All
209 other recipients, including subrecipients of an STT government will follow the *General*
210 *procurement standards* as required by 2 C.F.R. § 200.318 through § 200.326.

211

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1

1 Chapter 6: Disaster Legal Services

2 I. Overview

3 When the President declares a major disaster that is approved for Individual Assistance (IA),
 4 FEMA, through an agreement with the Young Lawyers Division (YLD) of the American Bar
 5 Association, provides free legal help for survivors of that disaster through a request from the
 6 state, local, territorial, or tribal (SLTT) government. Disaster Legal Services (DLS) provides
 7 confidential legal assistance to low-income individuals who are unable to secure legal services to
 8 meet their unmet disaster-caused needs without a cost-share.

9 A. Period of Assistance

10 DLS can be authorized immediately following the
 11 IA declaration and continue until FEMA, in
 12 coordination with the legal representatives and the
 13 state, territorial, or tribal (STT) government
 14 determine that the hotline and services are no
 15 longer needed.



Fee-Generating Case

For the purposes of this section, a fee-generating case is one which would not ordinarily be rejected by local lawyers as a result of its lack of potential remunerative value.

16 B. Types of Assistance

17 DLS is limited to cases that will not generate a fee for the survivor. Typically, local lawyers
 18 provide the following types of disaster legal services:

- 19 • Help with insurance claims for doctors and hospital bills, loss of property, loss of life,
 20 etc.;
- 21 • Drawing up new wills and other legal papers lost in the disaster;
- 22 • Estate administration, including
 23 guardianships and conservatorships;
- 24 • Consumer protection matters, remedies, and
 25 procedures;
- 26 • Help with home repair contracts and
 27 contractors;
- 28 • Counseling and advice about
 29 landlords/tenants;
- 30 • Preparing power of attorney and guardianship
 31 materials; and
- 32 • FEMA appeals and other disaster-related actions against the government.



A Legal Aid representative helps a resident at a Disaster Recovery Center (DRC).

33 DLS must be accessible to people regardless of race, color, national origin, sex, age, disability,
34 English proficiency, or economic status. In particular, providers of DLS must plan to meet the
35 needs of people with limited English proficiency and people with disabilities, such as people
36 who are deaf or hard of hearing who may use sign language or captioning.

37 DLS cases that may generate a fee (such as lawsuits) are not covered by this service and may be
38 referred to private lawyers through existing lawyer referral services in the affected area. It is
39 important to note that DLS provides legal advice and not cash assistance.

40 **C. Authorities**

41 The FEMA DLS program is authorized under Section 415²²¹ of the Stafford Act and
42 implementing regulations found in 44 C.F.R. § 206.164.

43 **D. Partner Organizations**

44 FEMA partners with the YLD of the American Bar Association to provide DLS through a
45 memorandum of agreement. YLD coordinates with participating attorneys, law firms, nonprofit
46 legal services providers, Legal Services Corporation recipients, state and local bar associations,
47 and pro bono organizations to provide legal assistance under the DLS Program. The disaster
48 operation will pay for representatives from the American Bar Association overseeing the DLS
49 program to travel to the disaster (FEMA JFO, DRC, etc.) to review and audit the program in
50 progress at least once during the period of performance (POP) for that specific program.

51 **E. Conditions of Eligibility**

52 An individual is eligible for disaster legal
53 services if they were directly affected by a
54 Presidentially-declared disaster, meet the
55 definition of low-income, and do not have the
56 means to hire an attorney.

57 **1. Definition of low-income**

58 For the purpose of defining eligibility for
59 Disaster Legal Services assistance, low-income
60 is used to refer to those disaster survivors who
61 have insufficient resources to secure adequate
62 legal services, whether the insufficiency existed
63 prior to or resulted from the major disaster.

64



Tools and Resources

For more information, an individual may visit the American Bar Association's website at:

- [American Bar Association Committee on Disaster Response and Preparedness](#)
- [Disaster Legal Services Program](#)

An individual may also visit their local FEMA Disaster Recovery Center (DRC) for further referral information.

65 II. Delivery of Services

66 Once FEMA has authorized the DLS program, the YLD will establish a toll-free hotline to
67 receive calls and provide legal assistance services. In addition to the hotline, individuals can visit
68 FEMA Disaster Recovery Centers (DRCs) where DLS representatives may be located.

69 A. Program Approval Process

70 The impacted STT government can request the DLS program through the Request for
71 Presidential Disaster Declaration (FEMA Form 010-0-13).

72 For individuals seeking DLS, there is no formal application process. Individuals can access these
73 services by contacting the toll-free number established once the program has been authorized.

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1 Chapter 7: Disaster Unemployment Assistance

2 I. Overview

3 The Disaster Unemployment Assistance (DUA) program may be available to STT governments
4 to provide temporary benefits to individuals whose employment or self-employment has been
5 lost or interrupted as a direct result of a major disaster and who are not eligible for regular
6 unemployment insurance (UI). DUA is available when the President declares a major disaster
7 and Individual Assistance (IA) is approved. Individuals may also receive re-employment services
8 administered by the STT government; there is no cost share.

9 The DUA program is authorized under Section 410 of the Stafford Act. The U.S. Department of
10 Labor ²²² oversees the DUA program and coordinates with the Federal Emergency Management
11 Agency (FEMA). DUA is administered by the state/territory UI agency acting as agents of the
12 Federal Government. When DUA is approved under a direct tribal declaration, the program is
13 administered through the state UI of the state in which the tribal headquarters is located. FEMA
14 provides the funding for DUA payments and state administrative costs. DUA payments are made
15 by state/territory UI agencies, under agreements with the Secretary of Labor, to eligible
16 individuals unemployed as a direct result of the disaster. The Department of Labor implementing
17 regulations for DUA are found at 20 C.F.R. § 625.

18 More information is available in the current UI DUA Handbook.

19 A. Period of Assistance

20 DUA benefits are generally paid for up to 26 weeks
21 beginning with the first week following the date the
22 major disaster began, and ending with the 26th week
23 following the date the major disaster is declared by the
24 President. DUA will not be paid for any period of
25 unemployment that occurs prior to the date of the start
26 of the incident period nor for any period of
27 unemployment which begins subsequent to the end of
28 the disaster assistance period.



FEMA employee discusses how to file a claim for disaster unemployment with a potential applicant.

29 B. Types of Assistance

30 DUA provides temporary financial assistance and reemployment services to eligible individuals.
31 The weekly DUA benefit amount will be based on the gross wages of the individual. If the
32 individual is self-employed, the weekly benefit amount will be based on the net earnings
33 (income) from self-employment. Generally, benefits are calculated using the same formula used
34 for state UI benefits. However, the minimum weekly benefit amount payable can be no less than
35 half (50%) of the average UI benefit amount in the state,²²³ with certain exceptions for part-time
36 workers.

37 C. Application Process

38 Individuals seeking DUA must file a claim within 30 days of the public announcement of the
39 availability of DUA in the STT government. Individuals must follow the instructions in the
40 announcement and apply for DUA based on the filing method used by the state/territory UI
41 agency (i.e., in person, online, or by mail or telephone).

42 Individuals who moved or evacuated to another
43 STT government should contact the affected STT
44 government for claim filing instructions. Individuals
45 can also contact the state/territory UI agency in the
46 state or territory where they are currently residing
47 for claim filing assistance.

48 Individuals are required to substantiate employment
49 or self-employment or to substantiate work that was
50 to begin on or after the first day of the incident
51 period for the disaster. If proof of employment
52 cannot be provided at the time the claim is filed,
53 individuals have 21 calendar days from that time to
54 meet this requirement.²²⁴ Failure to submit this
55 documentation within the 21 days will result in a
56 denial of DUA, and any benefits already paid will
57 be considered overpaid. Individuals are required to
58 repay any benefits overpaid. Individuals are also
59 required to submit proof of wages or income within 21 days of filing the DUA claim.

60 The RA may approve or deny requests for funding to support the DUA program in coordination
61 with the U.S. Department of Labor.

62 The state or territory workforce agency will submit the funding request to the RA through the
63 Regional Department of Labor; the tribal government will work with the state workforce agency
64 to submit the funding request in the same way. The program may be funded for up to 26 weeks
65 of benefits and subsequent administrative costs if:

- 66 • A complete state workforce agency funding request and Regional Department of Labor
67 recommendation is received;
- 68 • The funding amount request provides reasonable justification for the key assumptions
69 leading to the cost estimate; and
- 70 • There is sufficient explanation for unusually high cost estimates, to include
71 administrative costs exceeding 15%.

72 If approved, the RA must submit a written approval with justification to the U.S. Department of
73 Labor Comptroller for processing of the funds to the state or territory workforce agency.



Tools and Resources

For additional information concerning the DUA program, individuals may contact the U.S. Department of Labor at:

Website:

<https://workforcesecurity.doleta.gov/>

Phone number: 1-866-487-2365

An individual may also contact their state UI agency for state-specific information:

Website: <https://www.careeronestop.org/>

Phone Number: 1-877-872-5627

74 If denied, the RA must submit a written denial with justification to the state or territory
75 workforce agency.

76 **D. Conditions of Eligibility**

77 **1. General Requirements**

78 These general conditions must be met for an applicant to be eligible for DUA. Requested
79 documents to establish the proof of these conditions may vary by state or territory. A disaster
80 survivor must:

- 81 • Provide proof of identity;
- 82 • Be a U.S. citizen, non-citizen national, or qualified alien;
- 83 • Be ineligible for regular UI;
- 84 • Be unemployed or partially unemployed as a direct result of the major disaster;
- 85 • Be able and available for work, unless injured as a direct result of the disaster;
- 86 • File an application for DUA within 30 days of the date of the public announcement of
87 availability of DUA; and
- 88 • Have not refused an offer of employment in a suitable position.

89 **2. Conditions of Unemployment**

90 In addition to general requirements to receive DUA, an individual must meet one of several
91 conditions of unemployment or inability to perform services in self-employment as a direct result
92 of the disaster. Requested documents to establish the proof of these conditions may vary by state
93 or territory.

94 These conditions are:²²⁵

- 95 • The individual has had a week of unemployment following the date the major disaster
96 began;
- 97 • The individual is unable to reach their place of employment;
- 98 • The individual was scheduled to start work and the job no longer exists or the individual
99 was unable to reach the job;
- 100 • The individual became the major support of the household because the head of the
101 household died as a direct result of the disaster; or
- 102 • The individual cannot work because of an injury caused as a direct result of the major
103 disaster;

104 **3. *Frequency of Filed Claims***

105 The individual must continue to file weekly
106 or biweekly claims for DUA benefits
107 according to the instructions given by the
108 state or territory agency when the DUA
109 application is filed.



How to File a Claim

To file a claim, individuals who are unemployed as a direct result of the disaster should contact their state or territory UI agency

Website: <https://www.careeronestop.org/>

1 II. Delivery of Services

2 After the President declares a major disaster, the affected STT government can apply for funding
3 for the DUA program. DUA is administered by the state or territory UI agency, which issues a
4 public announcement throughout the declared disaster area notifying individuals in the affected
5 area at the time of the disaster that they may be eligible for DUA compensation if they apply
6 within the 30-day application period starting on the first public announcement date for the
7 designated area. Under a direct tribal declaration, this public announcement would be issued by
8 the state or territory workforce agency in conjunction with the tribal government.

9 If the Presidential disaster declaration is later amended to include additional areas, another
10 release should be prepared that allows for a separate 30-day application period for affected
11 employment in the newly designated areas.

1 Chapter 8: Voluntary Agency Coordination

2 I. Overview

3 Voluntary agencies are the first and the last organizations to provide survivor support services in
4 a community before and after a disaster. Agencies in the community begin providing services
5 prior to a disaster and continue throughout the long-term recovery period after a disaster. The
6 FEMA Voluntary Agency Coordination Section provides technical assistance, coordination and
7 subject matter expertise to partners who are addressing gaps in resources, providing financial
8 support and additional support to survivors after government assistance is exhausted. This
9 assistance is provided through FEMA’s Voluntary Agency Liaison (VAL) staff.

10 A. Voluntary Agency Coordination

11 The mission of FEMA VALs is to establish, foster, and maintain relationships among
12 government, voluntary, faith-based, and community partners. Through these relationships, the
13 VALs support the delivery of inclusive and equitable services and empower and strengthen
14 capabilities of communities to address disaster-caused unmet needs.

15 A function of the VAL staff is the coordination of voluntary activities between internal FEMA
16 partners, local, state and federal government entities and State and National Voluntary
17 Organizations Active in Disaster (NVOAD).

18 FEMA VALs work with state VALs and voluntary
19 agencies at all levels. Some examples of voluntary
20 agencies supported by VALs include: National
21 VOAD (NVOAD), State VOADs, Domestic
22 Hunger Relief Organizations, Long-Term
23 Recovery Groups, and other NGOs in local
24 communities.

25 During disaster operations, VALs provide
26 additional support by organizing and building the
27 capability of disaster recovery for current and
28 future disasters.²²⁶ Additionally, FEMA VALs
29 continue to support ongoing community recovery
30 activities even after the period of assistance has
31 ended.



The Calvary Chapel Relief volunteers, an organization, works tirelessly to remove damaged boards from the Asbury Park boardwalk after Hurricane Sandy.

1 II. Responsibilities of FEMA Voluntary Agency Liaisons

2 The VALs provide expertise to FEMA offices concerning the voluntary agency sector's
3 participation in prevention, protection, response, recovery, and mitigation. The VALs also keep
4 the voluntary organizations active in disaster and other partners informed about programs,
5 policies, trends, reports, services and plans. Additionally, VALs host and attend quarterly
6 meetings, provide trainings and briefings with primary responsible voluntary agencies,
7 community-based and faith-based organizations, and the private sector organizations
8 independent from state and local VOADs. Some of the FEMA VAL activities may include:

9 A. National Response Coordination Center

10 The FEMA National Response Coordination Center (NRCC) is a resource the Federal
11 Government employs to bring multi-agency resources, both government and NGO, together
12 during major disasters. VALs in the NRCC, as well as the RRCCs, support the Regions and
13 coordinate with voluntary organizations to identify gaps in services to survivors and
14 communicate available resources to meet them. Resources may also include donated goods.

15 B. Non-Declared Disasters

16 FEMA VALs may provide support to communities that do not receive a Presidential disaster
17 declaration. This shifts more duties to voluntary agencies without the Individual Assistance
18 structure administered by FEMA and public support often engendered by a Presidential disaster
19 declaration. In these instances, the complex challenge of survivor recovery is addressed by
20 voluntary agencies working to assist in the impacted areas. VALs may provide subject matter
21 expertise to an STT government to help coordinate agencies and improve service delivery. VALs
22 may also be called upon to help conduct a preliminary damage assessment, prior to a declaration,
23 to gauge the level of voluntary agency activity, as well as support the development of long-term
24 recovery efforts. VALs may also be requested to support non-Stafford Act events where subject
25 matter expertise for community convening, volunteer and donations management, and other
26 emergency management functions assist other Federal agencies, international incidences, and
27 private sector disaster activities.

28 C. Emergency Declarations and Public Assistance

29 VALs may be requested to assist during emergency declarations and major disaster declarations
30 that have only been approved for Public Assistance (PA). While FEMA PA programs are
31 focused on infrastructure repair, there may be individual households impacted by the disaster that
32 will not receive government disaster assistance. VALs work with the community to develop
33 voluntary agency capacity to provide assistance to impacted survivors.

34 Examples of these types of activities can be seen in Figure 43.

Figure 43: VAL Coordination during Non-Declared Emergencies and PA-Only Declarations

Operation	Month/Year	Location	Declaration Type	Activities
Miwok Tribe Structure Fire Tribal Headquarters destroyed	April 2015	CA	N/A	Provided volunteer coordination, technical assistance, and information for philanthropic grant opportunities.
Okanogan, WA Floods/Wildfires	August 2014	WA	PA	Assisted in developing Long-Term Recovery Groups, identified recovery resources for disaster survivors, and coordinated assistance efforts among government and NGO service providers.
West Virginia Flood Recovery	April 2015	WV	PA	Coordinated Bridge Committee resources and assisted with developing pilot program for bridge construction by Voluntary Agencies.

35 D. Volunteer and Donations Management

36 Individuals and organizations often donate resources to SLTT governments to assist with
 37 response and recovery. A donated resource may be in the form of materials, equipment, financial
 38 contributions, services or supplies. In an effort to efficiently manage the donated goods and
 39 services to SLTT governments, or voluntary agencies, FEMA VALs may provide logistical
 40 support by coordinating donations and working with the state to develop warehouse solutions.
 41 The [Volunteer and Donations Management Support Annex to the National Response Framework](#)
 42 describes the coordination process of unaffiliated volunteers, unaffiliated organizations, and
 43 unsolicited donated goods.²²⁷

44 FEMA provides assistance through:

- 45 • Volunteer and donations management training;
- 46 • Volunteer and donations messaging; and
- 47 • Technical assistance on volunteer and donations management.

48 Donations management training is provided through the Emergency Management Institute
 49 (EMI), for Federal, SLTT government, nonprofit and private sector partners. Additional trainings
 50 are delivered through Independent Study, attendance at a classroom offering at the National
 51 Emergency Training Center (NETC), or through a field-based classroom offering at a FEMA

52 Joint Field Office (JFO) which can be accessed at the [FEMA Emergency Management Institute](#)
53 [website](#).

54 FEMA donations messaging regarding the appropriate method for the public to donate can be
55 found at the [FEMA Volunteer and Donate Responsibly website](#). Financial contributions are the
56 most efficient method of donating. Funds allow the most flexibility in obtaining the needed
57 resources, at the correct time and moves money into the local economy to help businesses
58 recover. The site also provides information on accepted methods for unaffiliated volunteers to
59 get connected.

60 More information and technical assistance on volunteer and donations management may be
61 found through the following resources:

- 62 • [National Voluntary Organizations Active in Disaster](#);
- 63 • National Association of State Emergency Volunteer and Donations Coordinators
64 (NASDoVoC);
- 65 • [The American Logistics Aid Network \(ALAN\)](#); and
- 66 • FEMA also uses the [International Assistance System \(IAS\) Concept of Operations](#) as the
67 mechanism to accept/reject offers of donations from countries outside the United States
68 of America.

69

1 Appendix A: Transportation Assistance

2 Section 425 of the Stafford Act authorizes FEMA to provide assistance to relocate individuals
3 displaced from their pre-disaster primary residences as a result of a major disaster or emergency
4 or otherwise transported from their pre-disaster primary residence under Section 403(a)(3) or
5 Section 502 of the Stafford Act, to and from alternative locations for short or long-term
6 accommodation or to return an individual or household to their pre-disaster primary residence or
7 alternative location.

8 I. Authorizing Transportation Assistance

9 FEMA's AA for Recovery has the authority to approve Transportation Assistance at the request
10 of the affected STT government. This form of assistance may be considered for specific areas
11 within the declared disaster when:

- 12 • The scale and magnitude of the declared incident results in an extended displacement of
13 disaster survivors;
- 14 • Temporary housing options within a reasonable distance from the disaster area are
15 limited; and
- 16 • A concurrent lack of infrastructure exists within the affected area.

17 A. Conditions of Eligibility

18 Transportation Assistance does not count toward an applicant's financial Housing Assistance
19 maximum award or the Other Needs Assistance maximum award.

20 To be considered for Transportation Assistance, the applicant must:

- 21 • Register for FEMA assistance within the registration period;
- 22 • Confirm their pre-disaster primary residence is in the declared disaster area;
- 23 • Be significantly displaced from their pre-disaster residence due to the disaster, factoring
24 in distance to include travel time and mileage;
- 25 • Be able to secure temporary housing (excluding hotels/motels) in the alternative location;
- 26 • Pass identity verification;
- 27 • Pass citizenship requirements; and
- 28 • Not have assistance available for transportation expenses from any other source.

29 All household members who will travel under Transportation Assistance, must be listed on the
30 FEMA application.²²⁸ Applicants may call FEMA to add pre-disaster household members to the
31 application if they were not listed at the time of registration.

32 **B. Limitations and Exclusions**

- 33 • Travel for unaccompanied minors is not an eligible expense. Minors must travel with at
34 least one adult household member.
- 35 • The maximum time limit for Transportation Assistance is the period of assistance for the
36 IHP. FEMA may further limit the timeframe of availability for Transportation Assistance
37 for specific populations of applicants based on the progress of their permanent housing
38 plan.

39

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1 Appendix B: Individual Assistance Program and 2 Assistance Approvals

3 Not all Individual Assistance programs and types of assistance are automatically implemented
4 when a disaster is declared for Individual Assistance. When requested by the STT government,
5 FEMA officials at various levels throughout the Agency may approve the below Individual
6 Assistance programs and types of assistance. The chart outlines who may approve each program
7 or type of assistance: the Assistant Administrator for Recovery, the Individual Assistance
8 Division Director, the Regional Administrator (RA), or the Federal Coordinating Officer (FCO).
9 FEMA RAs may further delegate any of their approval authority to FCOs.

Figure 44: Delegation of IA Authorities			
Program Area	Recovery AA	IADD	RA
<u>Mass Care and Community Services</u>			
Transitional Sheltering Assistance			
- Initial Approval		X	
- Extensions *FCO may approve individual case exceptions			X
Crisis Counseling Assistance and Training Program—Regular Services Program			
- Initial Approval			X
- Approval Appeals		X	
Disaster Case Management			
- Initial Approval *FCO approves Immediate Disaster Case Management			X
- Approval Appeals		X	
- Extensions			X
- Extension Appeals		X	

Figure 44: Delegation of IA Authorities			
Program Area	Recovery AA	IADD	RA
Disaster Unemployment Assistance			
- Initial Approval			X
- Appeals		X	
IAPPG Policy Waivers		X	
<u>Individuals and Households Programs</u>			
18-Month Period of Assistance Extension	X		
Registration Period			
- 1st Extension			X
- Additional Extensions		X	
Section 425 Transportation Assistance	X		
Geospatial Inspections		X	
FMR Rental Assistance Rate Increase			
- Up to 125%			X
- More than 125%		X	
ONA Administrative Option Selection Form and State Administrative Plan			X
Critical Needs Assistance		X	
Clean and Removal Assistance			X
Direct Temporary Housing Assistance	X		
Forms of Direct Housing (includes TTHU/MLR)			X
Direct Lease	X		

Figure 44: Delegation of IA Authorities			
Program Area	Recovery AA	IADD	RA
Direct Lease FMR Increase			
- Up to 200%			X
- More than 200%	X		
Multi-Family Lease and Repair FMR Increase	FMR will be consistent with Rental Assistance Rate Increase approvals		
MHU/RV Group Sites			X
Permanent Housing Construction	X		
Disposal of MHUs/RVs via Sales/Donations			X

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1 **Appendix C: Individual Assistance Policy Supersession**

2 These policies have been superseded by IAPPG 1.1:

Figure 45: Individual Assistance Policy Supersession

Document Number	Document Name
FP 104-009-03	Individual Assistance Program and Policy Guide – March 2019
	Policy Changes to the Individuals and Households Program resulting from the Disaster Recovery Reform Act of 2018, Section 1212 – March 2019

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Appendix D: Federal Civil Rights Authorities Applicable to Recipients of Federal Financial Assistance

All recipients of Federal financial assistance, including but not limited to non-Federal entities such as SLTT government and their subrecipients, and providers of disaster-related assistance must abide by the nondiscrimination provisions in Section 308 of the Stafford Act stating the provision of disaster-related assistance shall be accomplished in an equitable and impartial manner, without discrimination on the grounds of race, color, religion, nationality, sex, age, disability, English proficiency, or economic status.

Recipients of Federal financial assistance must also comply with other Federal civil rights laws and regulations.²²⁹ Specifically, the recipient is required to provide assurances about compliance with Federal civil rights laws and regulations as a condition for receipt of Federal funds.

The FEMA-State/Territory/Tribe Agreement contains a link to the [DHS Standard Terms and Conditions](#).

Among the provisions within the DHS Standard Terms and Conditions for grants, cooperative agreements, fixed amount awards, and other types of Federal financial assistance are the following civil rights-related obligations:

Recipients of Federal financial assistance from DHS must complete the DHS Civil Rights Evaluation Tool within thirty days of receipt of the Notice of Award or, for State Administering Agencies, thirty days from receipt of the DHS Civil Rights Evaluation Tool from DHS or its awarding component agency. Recipients are required to provide this information once every two years, not every time an award is made. After the initial submission, recipients are only required to submit updates. Recipients should submit the completed tool, including supporting materials to CivilRightsEvaluation@hq.dhs.gov. This tool clarifies the civil rights obligations and related reporting requirements contained in the DHS Standard Terms and Conditions. Subrecipients are not required to complete and submit this tool to DHS. The evaluation tool can be found at <https://www.dhs.gov/evaluation-tool>.

Age Discrimination Act of 1975: Recipients must comply with the requirements of the Age Discrimination Act of 1975 (Title 42 U.S.C. §§ 6101 et. Seq.), which prohibits discrimination on the basis of age in any program or activity receiving Federal financial assistance.

Americans with Disabilities Act of 1990: Recipients must comply with the requirements of Titles I, II, and III of the Americans with Disabilities Act, which prohibits recipients from discriminating on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities. (42 U.S.C. §§ 12101–12213).

Title VI of the Civil Rights Act of 1964: Recipients must comply with the requirements of Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et. Seq.), which provides that no person in the United States will, on the grounds of race, color, or national origin, be excluded from

38 participation in, be denied the benefits of, or be subjected to discrimination under any program or
39 activity receiving Federal financial assistance. DHS implementing regulations for the Act are
40 found at 6 C.F.R. § 21 and 44 C.F.R. § 7.

41 Limited English proficiency (LEP) (Title VI of the Civil Rights Act of 1964): Recipients must
42 comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et. Seq.)
43 prohibition against discrimination on the basis of national origin, which requires that recipients
44 of Federal financial assistance take reasonable steps to provide meaningful access to persons
45 with LEP to their programs and services. For additional assistance and information regarding
46 language access obligations, please refer to the DHS Recipient Guidance
47 <https://www.dhs.gov/meaningful-access> and additional resources on <http://www.lep.gov>.

48 Title VIII of the Civil Rights Act of 1968: Recipients must comply with the requirements of Title
49 VIII of the Civil Rights Act of 1968, which prohibits recipients from discriminating in the sale,
50 rental, financing, and advertising of dwellings, or in the provision of services in connection
51 therewith, on the basis of race, color, national origin, religion, disability, familial status, and sex
52 (See 42 U.S.C. §§ 3601 et. Seq.), as implemented by the Department of Housing and Urban
53 Development at 24 C.F.R. § 100. The prohibition on disability discrimination includes the
54 requirement that new multifamily housing with four or more dwelling units—i.e., the public and
55 common use areas and individual apartment units (all units in buildings with elevators and
56 ground-floor units in buildings without elevators)—be designed and constructed with certain
57 accessible features. (See 24 C.F.R. § 100.201.)

58 Title IX of the Education Amendments of 1972 (Equal Opportunity in Education Act):
59 Recipients must comply with the requirements of Title IX of the Education Amendments of 1972
60 (20 U.S.C. §§ 1681 et. Seq.), which provide that no person in the United States will, on the basis
61 of sex, be excluded from participation in, be denied the benefits of, or be subjected to
62 discrimination under any educational program or activity receiving Federal financial assistance.
63 DHS implementing regulations are codified at 6 C.F.R. § 17 and 44 C.F.R. § 19.

64 Section 504 of the Rehabilitation Act of 1973: Recipients must comply with the requirements of
65 Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794), as amended, which provides
66 that no otherwise qualified individual with a disability in the United States will, solely by reason
67 of the disability, be excluded from participation in, be denied the benefits of, or be subjected to
68 discrimination under any program or activity receiving Federal financial assistance.

69 In addition, the United States has the right to seek judicial enforcement of these obligations.

70 Members of the public have the right to file a civil rights complaint if they believe they have
71 been discriminated against by a recipient of Federal financial assistance. Please contact FEMA's
72 Office of Equal Rights for more information: (202) 212-3535 or [FEMA-](mailto:FEMACivilRightsOffice@fema.dhs.gov)
73 [CivilRightsOffice@fema.dhs.gov](mailto:FEMACivilRightsOffice@fema.dhs.gov).

1 **Appendix E: DCM - Allowable and Unallowable Costs**

Figure 46: DCM—Allowable and Unallowable Costs		
Budget Category	Allowable Expenses	Unallowable Expenses
Personnel	<p>Salaries and wages for DCM Positions must be justified. Below is a list of some of the positions DCM allows:</p> <ul style="list-style-type: none"> • Program Director • Finance Director • Finance Manager • Administrative Assistant • Monitoring/Data Management • Data Entry Specialist • Construction Cost Analyst • Case Management Supervisor • Case Manager 	<ul style="list-style-type: none"> • Supplanting of existing non-Federal entity or provider positions
Fringe Benefits	<ul style="list-style-type: none"> • Fringe benefit costs at the usual and customary fringe benefit rate for SLTT providers 	<ul style="list-style-type: none"> • Fringe benefit costs above the customary fringe benefit rate for temporary SLTT provider staff
Travel	<ul style="list-style-type: none"> • Mileage reimbursement for Case Managers travel to and from disaster survivor locations or trainings if provided outside of the base office location • All travel costs must be in accordance with non-Federal entity travel policy guidelines 	<ul style="list-style-type: none"> • Providing transportation for survivors • Out of state travel for DCM personnel except in exceptional circumstances with prior FEMA approval • Rental or leasing of vehicles
Equipment	<p>Equipment means an article of nonexpendable, tangible personal property having a useful life of more than one year and an acquisition cost which equals or exceeds the lesser of the capitalization level established by the governmental unit for financial statement purposes, or \$5000.</p> <p>Pre-Approval for equipment is required by FEMA</p>	N/A

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1 **Appendix F: CCP – Allowable and Unallowable Costs**

Figure 47: CCP—Allowable and Unallowable Costs			
Budget Category	Fundable Expenses	Non-Fundable Expenses (items apply to all budget categories)	Typical In-Kind Contributions
Salaries and Wages	<ul style="list-style-type: none"> • Salaries and wages for typical CCP positions: <ul style="list-style-type: none"> ○ Crisis Counselor ○ Team Leader (Supervisor) ○ Administrative Assistant ○ Data Evaluation Specialist ○ Consultant/Trainer (listed in personnel only if a direct SLTT or provider employee) ○ Fiscal Specialist ○ SLTT CCP Program Manager/Director ○ Provider Project Manager ○ Community Liaison/Resource Linkage Coordinator ○ Media Liaison ○ Child/Senior Care Specialist ○ Disability Specialist/Communications Access Specialist 	<ul style="list-style-type: none"> • Longer term, more formal mental health services, and mental health professionals providing these services (e.g., diagnosis and therapy) • Longer-term, more formal substance use treatment, and para professionals providing these services • Advocacy • Formal critical incident stress debriefing (CISD) services or critical incident stress management (CISM) training • Reimbursement for uncollected revenue (e.g., if mental health workers respond to the disaster and it results in fewer Medicaid billings, the state will not be reimbursed for these lost Medicaid billings) • Supplanting of existing SLTT or provider positions 	<ul style="list-style-type: none"> • Salaries and wages of existing SLTT and local staff, such as the SLTT Disaster Behavioral Health Coordinator and local area provider agency managers who dedicate a percentage of time to the CCP in addition to their existing duties
Fringe Benefits	<ul style="list-style-type: none"> • Fringe benefit costs at the usual and customary fringe benefit rate for SLTT and local providers 	<ul style="list-style-type: none"> • Fringe benefit costs above the customary fringe benefit rate for temporary SLTT and local provider staff 	N/A

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Figure 47: CCP—Allowable and Unallowable Costs			
Travel	<ul style="list-style-type: none"> Mileage reimbursement for crisis counselor travel to deliver services in survivor homes, meet with community groups or agency personnel, and conduct/receive training The standard motor-pool cost if STTL cars are used 	<ul style="list-style-type: none"> Out-of-state/area travel for CCP personnel Transportation for survivors Rental/leasing of vehicles except in unusual circumstances that indicate personal vehicles are not a reasonable option 	<ul style="list-style-type: none"> The STTL may offer to use the motor-pool as an in-kind contribution
Equipment	<ul style="list-style-type: none"> Equipment purchases of more than \$5,000 per individual item <i>Consult with FEMA and CMHS Project Officer prior to developing the budget for this category.</i> 	<ul style="list-style-type: none"> Consult with FEMA and CMHS Project Officer for specific non-fundable expenses 	<ul style="list-style-type: none"> N/A
Consultants / Trainers	<ul style="list-style-type: none"> CMHS-approved, qualified consultants providing technical assistance or consultation to STTL project staff on program development and project management CMHS-approved, qualified trainers providing standardized CCP training or training concerning unique disaster-related issues (e.g., cultural competence, working with children, working with special populations) Travel costs, lodging, and per diem for consultants <p><i>For contracted consultants, the maximum FEMA reimbursement rate is \$750 per day, which includes preparation, materials, and travel time</i></p>	<ul style="list-style-type: none"> Consultants or trainers not approved by CMHS Consultant charges exceeding \$750 per day Conferences or workshops not directly related to the project Out-of-state/territory training Disaster preparedness training CISD or CISM training 	<ul style="list-style-type: none"> Costs and time associated with the use of STTL in-house consultants

Figure 47: CCP—Allowable and Unallowable Costs

<p>Supplies</p>	<ul style="list-style-type: none"> • Basic office equipment, such as computers, mobile phones, printers, pagers, fax machines, or photocopiers • One phone per two crisis counselors when providing door-to-door outreach 	<ul style="list-style-type: none"> • Food and beverages • Refreshments for meetings and trainings • Medications • Toys or playground items for recreational programs • Disaster kits • Video cameras and recording equipment, televisions, and other video production equipment • Supplies or swag given to survivors other than training or crisis counseling support documentation • Using personal phones or providing stipends for personal phones to make anonymous calls • More than one smart technology device per two crisis counselors or one helpline staff unless the need is required in which to provide services • MiFis or additional hotspot devices other than phones 	<ul style="list-style-type: none"> • Use of existing equipment, such as office furniture, computers, fax machines, printers, or photocopiers • Food and beverages • Toys and recreational items
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Figure 47: CCP—Allowable and Unallowable Costs

<p>Media / Public Information</p>	<ul style="list-style-type: none"> • Advertisements to recruit crisis counselors • Educational materials, pamphlets, and handouts • Flyers or other materials to promote access to CCP services • Staff identification items, such as t-shirts or name badges • Media messaging and public service announcements • Staff identification items, such as t-shirts, with the state/tribe/territory’s CCP brand and/or name badges • Duplication of existing materials, such as FEMA and CMHS disaster behavioral health materials, should the STTL government require more copies of these materials than can be provided <p><i>Video and multimedia product development may be funded only if it is carefully justified and the following three criteria are met:</i></p>	<ul style="list-style-type: none"> • Items/activities not included as part of the Federal award application program plan or not approved by the FEMA and CMHS project officers • Disaster preparedness materials • Expensive print, television, or radio advertisements • Video cameras, video recording equipment, televisions, and other types of video production equipment • Shirts, hats, and other clothing intended to be worn by CCP staff and/or any advertisement that does not have the STT’s specific CCP project brand will be considered self-promoting for the non-Federal entity and providers and is unallowable as per 2 C.F.R. § 200.421 	<ul style="list-style-type: none"> • For print advertisements and broadcast time, FEMA and CMHS advise that programs seek donations as a public service for space and airtime announcements. If this is not possible, list these media costs as a budget item, and provide ample justification in the narrative.
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Figure 47: CCP—Allowable and Unallowable Costs			
	<ul style="list-style-type: none"> No comparable resource is available from another CCP, any Federal or STTL government agency, or any private entity The STTL government has provided a comprehensive description of the objectives and format of the product, and has demonstrated the disaster mental health expertise to develop a quality product The product can be completed to be used as an educational or training tool during the CCP 		
Provider / Contractual Costs	<ul style="list-style-type: none"> Provider costs and any other contractual costs must be itemized. The itemization should include costs associated with salaries, fringe, travel, per diem, and training. These costs must be justified in the budget narrative. 	<ul style="list-style-type: none"> Items or activities not included as part of the Federal award application program plan or not approved by the FEMA and CMHS Project Officers Transportation of survivors Mental health treatment 	<ul style="list-style-type: none"> Office space Additional trainings Equipment (copiers, printers, fax) Human resources
Other	<p><i>The budget may identify costs that are unique to the disaster and area affected but do not fall into one of the prescribed categories.</i></p> <p>Note: Costs must not be identified as miscellaneous (i.e., they must be described in detail)</p> <p><u>Categories typically listed as Other</u></p> <ul style="list-style-type: none"> Rental Office Space <ul style="list-style-type: none"> Minimal office space for the management and administration functions of the program when 	<ul style="list-style-type: none"> Facility renovation, repair, or construction Transportation for survivors Child care Case management Diagnostic testing Toys or recreational equipment or activities Food and beverages Refreshments Video or multimedia recording equipment 	<ul style="list-style-type: none"> Office space within the STTL government mental health authority and CCP provider facilities Utilities such as heat, water, or electricity

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Figure 47: CCP—Allowable and Unallowable Costs			
	<p>donated space is not available</p> <ul style="list-style-type: none"> ○ Appropriate telephone and utility costs for CCP operations when not located within existing STTL government mental health authority or provider space <ul style="list-style-type: none"> • Telephone and Utilities • Additional costs to conduct CCP evaluation and data collection in compliance with the Evaluating the Reach, Quality, and Consistency of Crisis Counseling Programs guidance 	<ul style="list-style-type: none"> • Longer-term, more formal mental health services to existing or new clients • Financial assistance for survivors • Fundraising activities • Disaster preparedness • Facility renovation, repair, or construction • Telephone and utility charges not directly related to CCP operations • Evaluation activities not in compliance with the evaluating the Reach, Quality, and Consistency of Crisis Counseling Programs guidance <p>More formal research activities</p>	

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1 Appendix G: Environmental Planning and Historic 2 Preservation Compliance

3 Federal Environmental Planning and Historic Preservation (EHP) laws, regulations, and
4 executive orders (EOs) establish requirements to protect the environment and preserve historic
5 and cultural resources. Federally-funded IA grants and programs must comply with EHP
6 requirements, including but not limited to the following:

7 **National Historic Preservation Act**

8 Section 106 of the National Historic Preservation Act requires FEMA to consider the effects a
9 project will have on historic properties and provide the Advisory Council on Historic
10 Preservation the opportunity to comment on the effects of the project.²³⁰ Historic properties
11 include buildings or groups of buildings (districts), structures, objects, landscapes, archaeological
12 sites, and traditional cultural properties included in, or eligible for inclusion in, the National
13 Register of Historic Places.²³¹

14 **National Environmental Policy Act**

15 Section 102 of the National Environmental Policy Act (NEPA) requires Federal agencies to
16 integrate environmental values into their decision-making processes by considering the
17 environmental impacts of their proposed actions and reasonable alternatives to those actions.
18 The White House Council on Environmental Quality (CEQ) publishes NEPA regulations at
19 Title 40 of the Code of Federal Regulations Parts 1500–1508. The U.S. Department of
20 Homeland Security (DHS) Directive 023-01 Rev 01 and the Instruction Manual 023-01-001-01
21 Rev 01 establish DHS policy and procedures for compliance with NEPA and CEQ regulations
22 for implementing the procedural provisions of NEPA. FEMA’s Directive 108-1 and Instruction
23 108-1-1 detail FEMA’s roles, responsibilities, authorities, and procedures to ensure all FEMA’s
24 actions comply with Federal EHP statutes and Executive orders. These documents tier off of
25 and serve as component supplementary instructions for DHS’s Directive and Instruction. The
26 process ensures consideration of environmental consequences of the project and informs the
27 general public.

28 **Endangered Species Act**

29 Section 7 of the Endangered Species Act requires Federal agencies to use their authorities to
30 conserve Federally-listed threatened and endangered species (listed species) and their designated
31 critical habitat. FEMA must consult with the U.S. Fish and Wildlife Service (USFWS) and the
32 National Oceanic and Atmospheric Administration Fisheries, also known as the National Marine
33 Fisheries Service (NMFS) to ensure that proposed projects will not jeopardize the continued
34 existence of any listed species or result in the destruction or adverse modification of designated
35 critical habitat for listed species.²³²

36 **Clean Water Act**

37 The Clean Water Act (CWA) establishes the basic structure for regulating discharges of
38 pollutants in the waters of the United States (e.g., rivers and streams, lakes and ponds, coastlines,
39 wetlands, estuaries). The CWA makes it unlawful to discharge any pollutant from a specific
40 source into navigable waters without the appropriate CWA permits from the U.S. Army Corps of

41 Engineers (USACE) or State regulatory agency. If a proposed project is located in one of these
42 regulated features, FEMA must review the action for compliance with CWA and may have to
43 consult with the USACE or State regulatory agency.²³³

44 **Clean Air Act**

45 The Clean Air Act protects the Nation's air through the reduction of smog and atmospheric
46 pollution. Except for activities in non-attainment areas (defined as those areas that do not meet
47 national standards for air quality and, therefore, require more rigorous compliance measures),
48 air quality compliance often requires certain measures be implemented, such as dust abatement,
49 vehicle emissions control, fuel storage, and distribution procedures.²³⁴

50 **Coastal Barrier Resources Act**

51 The Coastal Barrier Resources Act (CBRA)²³⁵ established the John H. Chafee Coastal Barrier
52 Resources System (CBRS), which consists of relatively undeveloped coastal barriers along the
53 Atlantic, Gulf, and Great Lakes coasts. CBRA minimizes adverse impacts to these areas by
54 restricting Federal assistance that encourages development within the CBRS. USFWS publishes
55 maps designating these areas.²³⁶ FEMA must consult with USFWS prior to providing IA
56 funding for work within the CBRS, when applicable.²³⁷

57 **Migratory Bird Treaty Act**

58 The Migratory Bird Treaty Act makes it unlawful to pursue, hunt, take, capture, kill, or sell
59 migratory birds listed in the statute without a take permit from USFWS.²³⁸ FEMA consults with
60 USFWS regarding projects likely to trigger compliance with this Act.

61 **Resource Conservation and Recovery Act**

62 The Resource Conservation and Recovery Act (RCRA) establishes a framework for Federal,
63 State, Territorial, and local cooperation for controlling the management of hazardous and non-
64 hazardous solid waste. The U.S. Environmental Protection Agency's (EPA's) establishes
65 minimum regulatory standards for compliance, usually implemented by the States, and
66 provides technical assistance. RCRA requires the safe disposal of waste materials, promotes
67 the recycling of waste materials, and encourages cooperation with local agencies. Proposed
68 Group Sites may require an Environmental Site Assessment to establish any potential site
69 contamination prior to construction.²³⁹

70 **Coastal Zone Management Act**

71 The Coastal Zone Management Act (CZMA) provides for the management of the Nation's
72 coastal resources. The CZMA establishes a voluntary partnership between the Federal
73 Government and coastal and great lakes States and Territories. It requires participating States to
74 develop State coastal zone management plans. IA projects located in, or near, established coastal
75 zone management areas must be consistent with the enforceable policies of the State's Federally-
76 approved coastal zone management plan.²⁴⁰ Before approving a project in a coastal zone
77 management area, FEMA consults with the State agency overseeing the implementation of the
78 CZMA plan to ensure the project is consistent with the plan's provisions.

79 **Farmland Protection Policy Act**

80 The Farmland Protection Policy Act minimizes the extent to which Federal programs contribute
81 to the conversion of prime or unique farmland, or land of statewide or local importance, to non-
82 agricultural uses and to ensure that Federal programs are administered in a manner that, to the
83 extent practicable, will be compatible with State, Territorial, local, and private programs and
84 policies to protect farmland. The Farmland Protection Policy Act and U.S. Department of
85 Agriculture (USDA) implementing procedures require FEMA to evaluate projects for adverse
86 effects to such farmland and to consider alternative actions that could avoid adverse effects. For
87 projects that have the potential to affect such farmland, FEMA must consult with the USDA
88 Natural Resources Conservation Service to identify potential impacts to that farmland.²⁴¹

89 **Fish and Wildlife Coordination Act**

90 The Fish and Wildlife Coordination Act protects fish and wildlife when Federal actions result in
91 the control or modification of a natural stream or body of water. The Fish and Wildlife
92 Coordination Act requires Federal agencies to determine whether a proposed action will result in
93 the control or modification of a body of water. Projects involving the control or modification of
94 any water body require Federal agencies to consult with USFWS and NMFS (as appropriate) and
95 State wildlife agencies to develop measures to protect, develop, and improve fish and wildlife
96 conditions.²⁴²

97 **Wild and Scenic Rivers Act**

98 The Wild and Scenic Rivers Act preserves the free-flowing State of rivers that are listed in the
99 National Wild and Scenic Rivers System (System) or are under study for inclusion in the System
100 because of their scenic, recreational, geologic, fish and wildlife, historic, cultural, or other
101 similar values. If a proposed project is located on a river included in the System, FEMA must
102 review it for compliance with the Wild and Scenic Rivers Act and consult with the managing
103 agency for the affected designated river.²⁴³

104 **Magnuson-Stevens Fishery Conservation and Management Act**

105 The Magnuson-Stevens Fishery Conservation and Management Act is the primary law for
106 managing and maintaining sustainable fisheries in waters of the United States. The Magnuson-
107 Stevens Fishery Conservation and Management Act protects essential fish habitat, which
108 includes the waters and substrate necessary to maintain healthy fisheries. FEMA must consult
109 with NMFS when any proposed IA project could have an adverse effect on essential fish
110 habitat.²⁴⁴

111 **Native American Graves Protection and Repatriation Act (NAGPRA)**

112 All Federal authorizations to carry out land use activities on Federal lands or tribal lands,
113 including all leases and permits, must include a requirement for the holder of the authorization to
114 notify the appropriate Federal or tribal official immediately upon the discovery of human
115 remains, funerary objects, sacred objects, or objects of cultural patrimony.²⁴⁵

116

117 **Executive Order 11988, Floodplain Management**

118 EO 11988, Floodplain Management, requires Federal agencies to minimize or avoid activity that
119 adversely affects floodplains. It requires Federal agencies to use a systematic decision-making
120 process to evaluate the potential effects of projects located in, or affecting, floodplains;

121 document each step of the process; and involve the public in the decision-making process. This
122 process is designed to:

- 123 ○ Reduce flood loss risks;
- 124 ○ Minimize the impacts of floods on human safety, health, and welfare; and
- 125 ○ Restore and preserve the natural and beneficial functions of floodplains.

126 FEMA publishes its implementing regulations for EO 11988 at 44 Code of Federal Regulations
127 Part 9, Floodplain Management and Protection of the Wetlands. These regulations set forth the
128 policy, procedures, and responsibilities to implement and enforce the EO, including the
129 decision-making process, which is referred to as the 8-step process.²⁴⁶

130 **Executive Order 11990, Protection of Wetlands**

131 EO 11990, Protection of Wetlands, requires Federal agencies to minimize or avoid activity that
132 adversely affects wetlands and to encourage the preservation and enhancement of the beneficial
133 functions of wetlands. To meet these objectives, EO 11990 requires Federal agencies to use a
134 systematic decision-making process to evaluate the potential effects of projects in, or affecting,
135 wetlands; document each step of the process; and involve the public in the decision-making
136 process.

137 FEMA publishes its implementing regulations for EO 11990, Protection of Wetlands at 44
138 C.F.R. Part 9, Floodplain Management and Protection of the Wetlands. These regulations set
139 forth the policy, procedures, and responsibilities to implement and enforce the EO, including the
140 decision-making process, which is referred to as the 8-step process.

141 **Executive Order 12898, Environmental Justice**

142 EO 12898, Environmental Justice, requires Federal agencies to identify and address any
143 disproportionately high and adverse human health or environmental effects on minority and low-
144 income populations as a result of their actions.

145

1 Appendix H: Definitions

2 Terms may have different meanings when applied to other FEMA, non-Federal entity, non-
3 governmental organizations (NGOs), or local programs.

4 **Access and Functional Needs:** Circumstances that are met for providing physical,
5 programmatic, and effective communication access to the whole community by accommodating
6 individual requirements through universal accessibility and/or specific actions or modifications
7 which includes assistance, accommodation or modification for mobility, communication,
8 transportation, safety, health maintenance, etc.; need for assistance, accommodation or
9 modification due to any situation (temporary or permanent) that limits an individual's ability to
10 take action in an emergency.

11 When physical, programmatic, and effective communication access is not universally available,
12 individuals may require additional assistance in order to take protective measures to escape to
13 and/or from, access either refuge and/or safety in an emergency or disaster, and/or may need
14 other assistance, accommodations or modifications in an emergency or disaster. This is
15 accomplished through pre-planning by emergency management, first response agencies and
16 other stakeholders or in sheltering or other situations, from notification and evacuation, to
17 sheltering, to return to pre-disaster level of independence.

18 Individuals having access and functional needs may include, but are not limited to, individuals
19 with disabilities, older adults, and individuals with limited English proficiency, limited access to
20 transportation, and/or limited access to financial resources to prepare for, respond to, and recover
21 from the emergency.

22 Federal civil rights law and policy require nondiscrimination, including on the bases of race,
23 color, national origin, religion, sex, age, disability, English proficiency, and economic status.
24 Many individuals with access and functional needs are protected by these provisions.²⁴⁷

25 **Accommodation:** Provision of accommodations under the Americans with Disabilities Act
26 (ADA) apply equally to survivors and employees, requiring fiscal projections in separate
27 budgets. The ADA also requires accommodations for qualified individuals with disabilities who
28 are employees or applicants for employment, except when such accommodations would cause an
29 undue hardship. In general, an accommodation is any change in the work environment or in the
30 way things are customarily done which enables an individual with a disability to enjoy
31 employment as an equal opportunity experience with all other employees. The duty to provide
32 reasonable accommodation is a fundamental statutory requirement because of the nature of
33 discrimination faced by individuals with disabilities. Specific questions may be addressed to
34 legal advisors.

35 **Allowable Costs:** For programs administered via a contract, like DLS, allowable costs are
36 defined in the FAR as costs that are reasonable and chargeable to the contract. (See FAR 31.201-
37 2). Although this is a broad definition, FAR Section 31 specifically addresses many types of
38 costs a recipient/contractor may incur.

39 Under a grant program, like state-administered ONA, DCM, CCP, and DUA, allowable costs as
40 defined by 2 C.F.R. § 200.403 must be necessary, reasonable, and allocable; conform to any
41 limitations or exclusions set forth by the applicable cost principles or the Federal award; be
42 consistent with policies and procedures that apply uniformly to both Federally-financed and
43 other activities of the non-Federal entity; be treated consistently as either indirect or direct costs;
44 and be adequately documented, among other factors identified by 2 C.F.R. § 200.403.

45 **Appeal:** Applicants will have the opportunity to appeal a denial of initial program award or
46 extension requests within 60 days of receipt of the written notice of determination. The appeal
47 will be submitted to the IADD for review and determination.

48 **Appeals (DUA Definition):** The state workforce agency will have the opportunity to appeal a
49 denial of initial program award or supplemental funding requests within 60 days of receipt of the
50 written notice of determination. First level appeals will be submitted to the RA for review and
51 determination and second level appeals will be submitted to the IADD for review and
52 determination.

53 **Client:** A disaster survivor enrolled in a Disaster Case Management (DCM) program that is
54 receiving case management services.

55 **Closeout:** The process by which FEMA or the pass-through entity determines that all applicable
56 administrative actions and all required work of the Federal award have been completed and takes
57 actions as described in 2 C.F.R. § 200.343.

58 **Conditions of Award:** The legal requirements imposed on a grant by FEMA, whether based on
59 statute, regulation, policy, or other document referenced in the grant award, or specified by the
60 Notice of Grant Award. It may include standard and/or special conditions, as necessary to attain
61 the grant's objectives.²⁴⁸

62 **Contract:** A legal instrument by which an STT government purchases property or services
63 needed to carry out the project or program under a Federal award. The term as used in this part
64 does not include a legal instrument, even if the STT government considers it a contract, when the
65 substance of the transaction meets the definition of a Federal award or subaward.

66 **Congressional Notification:** In compliance with Section 507 of the Appropriations Act, for all
67 awards greater than or equal to one million dollars, the RA will be required to submit advance
68 Congressional notification and summary of award through the External Coordination Unit,
69 Office of the Chief Financial Officer at FEMA Headquarters.

70 **Disaster Case Management (DCM):** A time-limited process involving a partnership between a
71 disaster case manager and a disaster survivor (also known as a "client") to develop and carry out
72 an individualized disaster recovery plan. This partnership provides the client with a single point
73 of contact to facilitate access to a broad range of resources. The process involves an assessment
74 of the client's verified disaster-caused unmet needs; development of a goal-oriented plan that
75 outlines the steps necessary to achieve recovery; organization and coordination of information on
76 available resources that match the disaster-caused unmet needs; the monitoring of progress
77 toward reaching the recovery plan goals; and when necessary, client advocacy.

78 **Disaster-Caused Unmet Needs:** Any un-resourced item, support, or assistance that has been
79 assessed and verified as necessary for a survivor to recover from disaster. This may include food,
80 clothing, shelter, first aid, emotional and spiritual care, household items, home repair, or
81 rebuilding.

82 **Disaster Recovery Plan:** A formal, written plan developed to accomplish the recovery goals
83 identified by the client, with support from the disaster case manager. The plan is developed
84 following a comprehensive disaster-impact assessment conducted by the disaster case manager,
85 in close collaboration with the client, and should be updated regularly throughout the recovery
86 process. The Disaster Recovery Plan includes specific goals and objectives that link with the
87 client's disaster-caused unmet needs.

88 **Extensions and additional funding:** Additional funding and/or requests for extensions to the
89 period of performance, closeout reporting, appeal deadline, or liquidation deadline may be
90 approved by the RA. Requests for additional time may be approved for up to 90 days. Extensions
91 and/or additional funding may be approved if sufficient justification is provided. If sufficient
92 need is not provided, the RA may deny the request for extension and/or additional funding.

93 **Federal award:** The Federal financial assistance that an STT government receives directly from
94 a Federal awarding agency or indirectly from a pass-through entity.

95 **Federal awarding agency:** The Federal agency that provides a Federal award directly to an STT
96 government.

97 **Household:** All persons (adults and children) who lived in the pre-disaster residence, as well as
98 any persons, such as infants, spouses, or part-time residents who were not present at the time of
99 the disaster, but who are expected to return during the assistance period.²⁴⁹

100 **Information and Referral (I&R):** The provision of disaster-related resource information
101 provided to disaster survivors to meet immediate unmet needs. Referrals may include those for
102 temporary shelter, food, clothing, and medical assistance. I&R also refers to the ongoing process
103 by which case managers facilitate a disaster survivor's access to needed services throughout the
104 DCM life cycle.

105 **Long-Term Recovery Group:** A cooperative body that is made up of representatives from
106 faith-based, nonprofit, government, business, and other organizations moving within a
107 community to assist individuals and families as they recover from disaster.²⁵⁰

108 **Non-Federal entity:** An SLTT government, or a private organization that carries out a Federal
109 award as a recipient or subrecipient, or as referenced in previous guidance, a grantee or sub-
110 grantee.

111 **Nonprofit organization:** Nonprofit organization means any corporation, trust, association,
112 cooperative, or other organization, not including Institutes of Higher Education, that is operated
113 primarily for scientific, educational, service, charitable, or similar purposes in the public interest,
114 is not organized primarily for profit and uses net proceeds to maintain, improve, or expand the
115 operations of the organization.

116 **Pass-through entity:** An STT government that provides a subaward to a subrecipient to carry
117 out part of a Federal program.

118 **Performance goal:** A target level of performance expressed as a tangible, measurable objective,
119 against which actual achievement can be compared, including a goal expressed as a quantitative
120 standard, value, or rate. In some instances (e.g., discretionary research awards), this may be
121 limited to the requirement to submit technical performance reports (to be evaluated in
122 accordance with agency policy).

123 **Period of Performance:** Per 2 C.F.R. § 200.77, period of performance for a Federal award
124 means the time during which the non-Federal entity may incur new obligations to carry-out the
125 work authorized under the Federal Award.

126 **Pre-Award Costs:** Per 2 C.F.R. § 200.209, pre-award costs for a Federal award are costs
127 incurred by the applicant prior to the start date of the period of performance.

128 **Recipient:** An STT government mental health agency, or other local or private mental health
129 organization which is designated by the Governor, Governor's Authorized Representative
130 (GAR), or Tribal Chief Executive, or Tribal Chief Executive's Authorized Representative (TAR)
131 to receive funds under Section 416 of the Stafford Act. This definition aligns with the program
132 specific definition of a grantee, as per 44 C.F.R. § 200.171 (b)(5), and the Federal award
133 definition of a recipient, as per 2 C.F.R. § 200.86.

134 **Service Providers:** Any entity providing DCM services at the local level. These agencies
135 include, but are not limited to, nonprofit, voluntary, faith-based, and/or private not-for-profit
136 organizations that provide DCM services to disaster survivors.

137 **Subaward:** An award provided by a pass-through entity to a subrecipient for the subrecipient to
138 carry out part of a Federal award received by the pass-through entity. It does not include
139 payments to a contractor or payments to an individual that is a beneficiary of a Federal program.
140 A subaward may be provided through any form of legal agreement, including an agreement that
141 the pass-through entity considers a contract.

142 **Subrecipient:** An STT government that receives a subaward from a pass-through entity to carry
143 out part of a Federal program; does not include an individual that is a beneficiary of such
144 program.

145 **Supplant:** STT governments may not use Crisis Counseling Assistance and Training Program
146 (CCP) funds to take the place of or serve as a substitute for previously existing state or local
147 activities.

148 **Supplemental:** If sufficient justification is provided by the state workforce agency, requests for
149 supplemental funding may be approved by the RA.

1 **Appendix I: Abbreviations and Acronyms**

Abbreviation/Acronyms	Definition
AA	Assistant Administrator
ABFE	Advisory Base Flood Elevation
ACS	Adventist Community Services
ADA	Americans with Disabilities Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ADL	Activities of Daily Living
AFHI	Advisory Flood Hazard Information
AFMV	Adjusted Fair Market Value
ALAN	American Logistics Aid Network
ALE	Additional Living Expense
ASL	American Sign Language
ASPR	Assistant Secretary for Preparedness and Response
AT	Advanced Technology
AWG	Administrative Wage Garnishment
BFE	Base Flood Elevation
BPA	Blanket Purchase Agreements
CARB	California Air Resources Board
CART	Communication Access Real-time Translation
CBRA	Coastal Barrier Resources Act
CBRS	Coastal Barrier Resources System
CCP	Crisis Counseling Assistance and Training Program
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
CMHS	Center for Mental Health Services

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Abbreviation/Acronyms	Definition
CMS	Consumable Medical Supplies
CNA	Critical Needs Assistance
CNCS	Corporation for National and Community Service
CRA	Clean and Removal Assistance
CTN	Critical Transportation Needs
CUSI	Commonly Used Shelter Items
DCIA	Debt Collection Improvement Act
DCM	Disaster Case Management
DFA	Direct Federal Assistance
DHAP	Disaster Housing Assistance Program
DHAT	Direct Housing Assessment Team
DHS	Department of Homeland Security
DHTF	Disaster Housing Task Force
DLS	Disaster Legal Services
DME	Durable Medical Equipment
DOB	Duplication of Benefits
DOD	Department of Defense
DOJ	Department of Justice
DOL	Department of Labor
DRC	Disaster Recovery Center
DSA	Disaster Survivor Assistance
D-SNAP	Disaster Supplemental Nutrition Assistance Program
DTAC	Disaster Technical Assistance Center
DUA	Disaster Unemployment Assistance
EHP	Environmental Planning and Historic Preservation
EMI	Emergency Management Institute
EOC	Emergency Operations Center

Abbreviation/Acronyms	Definition
EOP	Emergency Operations Plan
EOs	Executive Orders
ESF	Emergency Support Function
ESF6-SS	Emergency Support Function #6-Support Systems
FAQ	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FFC	FEMA Finance Center
FIID	Fraud and Internal Investigations Division
FIOP	Federal Interagency Operational Plan
FIRM	Flood Insurance Rate Map
FMR	Fair Market Rent
FODAC	Friends of Disabled Adults and Children
FOIA	Freedom of Information Act
FVL	FEMA-Verified Loss
GAO	Government Accountability Office
GAR	Governor's Authorized Representative
GFIP	Group Flood Insurance Policy
GIS	Geographic Information System
GMO	Grants Management Officer
GSA	General Services Administration
HA	Housing Assistance
HHS	Health and Human Services
HPSA	Household Pets and Service and Assistance Animals
HQ	Headquarters
HQS	Housing Quality Standards

Abbreviation/Acronyms	Definition
HUD	Department of Housing and Urban Development
HVAC	Heating, Ventilation, and Air Conditioning
IA	Individual Assistance
IAA	Interagency Agreement
IADD	IA Division Director
IAPPG	Individual Assistance Program and Policy Guide
IAS	International Assistance System
IASC	Individual Assistance Support Contracts
IDCM	Immediate Disaster Case Management
IDEA	Individuals with Disabilities Education Act
IDIQ	Indefinite Delivery Indefinite Quantity
IEP	Individualized Educational Plan
IHP	Individuals and Households Program
IOF	Initial Operating Facility
IPERA	Improper Payments Elimination and Recovery Act
IPERIA	Improper Payments Elimination and Recovery Improvement Act
IPIA	Improper Payments and Information Act
I&R	Information and Referral
ISP	Immediate Services Program
JFO	Joint Field Office
LEP	Limited English Proficiency
LER	Lodging Expense Reimbursement
LOU	Loss of Use
MASTF	Multi-agency Sheltering Task Force
MC/EA	Mass Care/Emergency Assistance
MHU	Manufactured Housing Unit
MLR	Multi-Family Lease and Repair

Appendix I: Abbreviations and Acronyms

Abbreviation/Acronyms	Definition
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
N/A	Not Applicable
NAMB	North American Mission Board
NARSC	National Animal Rescue and Sheltering Coalition
NASAAEP	National Alliance of State Animal and Agriculture Emergency Programs
NASDoVoC	National Association of State Emergency Donations and Volunteer Coordinators
NCIL	National Council on Independent Living
NDL	Notice and Demand Letter
NDMS	National Disaster Medical System
NDRF	National Disaster Recovery Framework
NDRN	National Disability Rights Network
NECLC	National Emergency Child Locator Center
NEMIS	National Emergency Management Information System
NETC	National Emergency Training Center
NFIP	National Flood Insurance Program
NFIRA	National Flood Insurance Reform Act
NGO	Non-Governmental Organization
NMCE	National Mass Care Exercise
NMETS	National Mass Evacuation Tracking System
NOA	Notice of Award
NOR	Notice of Revocation
NPG	National Preparedness Goal
NRCC	National Response Coordination Center
NVOAD	National Voluntary Organizations Active in Disasters
OIG	Office of Inspector General
OMB	Office of Management and Budget

Appendix I: Abbreviations and Acronyms

Abbreviation/Acronyms	Definition
ONA	Other Needs Assistance
OPA	Otherwise Protected Area
PA	Public Assistance
PAPPG	Public Assistance Policy and Program Guide
PAS	Personal Assistance Services
PHC	Permanent Housing Construction
PHP	Permanent Housing Plan
PII	Personally Identifiable Information
PKEMRA	Post-Katrina Emergency Management Reform Act
PMS	Payment Management System
PNP	Private Non-Profit
PO	Program Officer
POD	Proof of Debt
POP	Period of Performance
PPD	Presidential Policy Directive
PSMA	Pre-Scripted Mission Assignments
RA	Regional Administrator
ROE	Right of Entry
RRCC	Regional Response Coordination Center
RSF	Recovery Support Function
RSP	Regular Services Program
RSVP	Retired and Senior Volunteer Program
RV	Recreational Vehicle
SAMHSA	Substance Abuse and Mental Health Services Administration
SAP	State Administrative Plan
SBA	U.S. Small Business Administration
SBDR	Southern Baptist Disaster Relief

Appendix I: Abbreviations and Acronyms

Abbreviation/Acronyms	Definition
SCO/TCO	State or Territorial Coordinating Officer
SFHA	Special Flood Hazard Area
SLTT	State, local, territorial, or tribal
SME	Subject Matter Expert
SPOC	Single Point of Contact
SSA	Social Security Administration
SSN	Social Security Number
STT	State, territorial, or tribal
THU	Temporary Housing Unit
TPS	Tank and Pump System
TSA	Transitional Sheltering Assistance
TTHU	Transportable Temporary Housing Unit
TTY	Text Telephone
UFAS	Uniform Federal Accessibility Standards
UI	Unemployment Insurance
UMR	Unaccompanied Minor Registry
USACE	United States Army Corps of Engineers
USDA	United States Department of Agriculture
VA	Department of Veterans Affairs
VAL	Voluntary Agency Liaison
VISTA	Volunteers in Service to America
VOAD	Voluntary Organizations Active in Disasters
VRI	Video Remote Interpreting
VRS	Video Relay Service
YLD	Young Lawyers Division

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1 Endnotes

¹ Stafford Act § 102(4), 42 U.S.C. § 5122 and Title 44 of the Code of Federal Regulations (C.F.R.) § 206.2(a)(22), state governments include the District of Columbia, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, Puerto Rico, and the U.S. Virgin Islands.

² Stafford Act § 102(8), 42 U.S.C. § 5122, and 44 C.F.R. § 206.2.(a)(16), local governments include counties or parishes, municipalities, cities, towns, townships, local public authorities, school districts, special districts established under State law, intrastate districts, councils of governments (regardless of whether the council of governments is included as a nonprofit corporation under State law), regional or interstate government entities, agencies or instrumentalities of a local government; state-recognized tribes; and rural communities, unincorporated towns or villages, or other public entities, for which an application for assistance is made by a State or political subdivision of a State.

³ Stafford Act § 102(6), 42 U.S.C. § 5112, and 44 C.F.R. § 206.201(i), a Tribal Government refers to any Native American tribe, band, nation, pueblo, village, or community in the continental U.S. and Alaska that is listed as a tribe under the Federal Recognized Native American Tribe List Act of 1994.

⁴ See [Robert T. Stafford Disaster Relief and Emergency Assistance Act](#).

⁵ Stafford Act § 102(12), 42 U.S.C. § 5122

⁶ 44 C.F.R. §§ 206.35(a) and 206.36(a)

⁷ 44 C.F.R. § 206.110(c)

⁸ Voluntary Agency Coordination may take place prior to and during Emergency Declarations and Major Disaster Declarations.

⁹ Stafford Act § 408(g), 42 U.S.C. § 5174(g) and 44 C.F.R. § 206.110(i). Transitional Sheltering

¹⁰ TSA is authorized under Sections 403 or 502 of the Stafford Act and implemented under Section 408.

¹¹ Id.

¹² Stafford Act Section 102(1), 42 U.S.C. § 5122

¹³ Stafford Act § 102(1), 42 U.S.C. § 5122, and 44 C.F.R. § 206.2(a)(17)

¹⁴ 44 C.F.R. § 206.32(d)

¹⁵ 44 C.F.R. § 206.44

¹⁶ 44 C.F.R. § 206.32(f)

¹⁷ 44 C.F.R. § 206.2(a)(6)

¹⁸ 44 C.F.R. § 206.32(d)

¹⁹ See also 44 C.F.R. § 206.11(c) (requiring organizations or governments receiving assistance under the Stafford Act to provide a written assurance of their intent to comply with regulations relating to nondiscrimination).

²⁰ 44 C.F.R. § 206.110(f)

²¹ 44 C.F.R. § 206.110(g)

²² 44 C.F.R. § 206.119(b)

²³ 44 C.F.R. § 206.117(b)(ii)

²⁴ 44 C.F.R. § 206.119(a)

²⁵ 44 C.F.R. § 206.110(e)

²⁶ Stafford Act Section 426, 42 U.S.C. § 5189d

²⁷ Stafford Act Section 416, 42 U.S.C. § 5183; 44 C.F.R. § 206.171

²⁸ Stafford Act Section 415, 42 U.S.C. § 5182, 44 C.F.R. § 206.164

²⁹ Stafford Act Section 410, U.S.C. § 5177, 44 C.F.R. § 206.141

³⁰ 44 C.F.R. § 206.191(d)(2)

³¹ 29 U.S.C 701 et seq.

³² Stafford Act, codified at 42 U.S.C. § 5151; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, August 11, 2000

³³ Mass Care/Emergency Assistance is authorized under Sections 402, 403, and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended; 42 U.S.C. 5121 et. Seq. (Stafford Act); and Title 6 U.S.C. §§ 774 and 775.

³⁴ Section 402 (a)(3)(j) authorizes the provision of rescue, care, shelter and essential needs...for individuals and their household pets, service animals, and assistance animals.

³⁵ The authorities governing the declaration of a disaster and the ensuing sheltering support by FEMA MC/EA are the Stafford Act (Sections 309, 402, 403, 502, 775).

³⁶ The authorities governing the declaration of a disaster and the emergency feeding support by FEMA MC/EA are the Stafford Act (Sections 309, 402, 403, 412, 413, and 502).

³⁷ The authority governing the declaration of a disaster and the ensuing distribution of emergency supplies by FEMA MC/EA is the Stafford Act (Sections 309, 402, 403, 502).

³⁸ Section 308 of the Stafford Act, 42 U.S.C. § 5151

³⁹ The authorities governing the declaration of a disaster and the Personal Assistance Services support by FEMA MC/EA are the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Sections 402, 403, 502), The Rehabilitation Act of 1973 (Provisions of 504 and 508), ADA of 1990 (and as amended in 2008), Architectural Barriers Act of 1968, Fair Housing Act of 1968 (and as amended in 1988), Air Carrier Access Act of 1986, and the UFAS of 1984. FEMA personal assistance contracts are governed by Section 3(2) of the ADA of 1990 (42 U.S.C. 12102(2)) and the Stafford Act (Public Law 93-288).

⁴⁰ Support to children in disasters was added in the June 2016 (version 3) of the ESF6 Annex.

⁴¹ The authorities governing the declaration of a disaster and the ensuing deployment of reunification services by FEMA MC/EA are the Stafford Act (Section 403), and Title 6 U.S.C. § 774. NECLC is authorized under the Stafford Act (Sections 403 and 774).

⁴² The authorities governing the declaration of a disaster and the ensuing household pets, service animals, and assistance animals support by FEMA MC/EA are the Stafford Act (Sections 309, 402, 403, 502, 611, and 613).

⁴³ The authorities governing the declaration of a disaster and the ensuing deployment of mass evacuee assistance by FEMA MC/EA are the Stafford Act (Sections 309, 402, 403, 502), and Title 6 U.S.C. §§ 774 and 775.

⁴⁴ The guidelines for Transitional Sheltering Assistance (TSA) are currently under review in order to incorporate changes resulting from the 2017 Hurricane Season. Due to the publication date of the IAPPG, the updated guidelines could not be included. The new guidelines will be published as soon as they are available. At this time, the operation of the program will be determined on a disaster-specific basis.

⁴⁵ The guidelines for Transitional Sheltering Assistance (TSA) are currently under review in order to incorporate changes resulting from the 2017 Hurricane Season. Due to the publication date of the IAPPG, the updated guidelines could not be included. The new guidelines will be published as soon as they are available. At this time, the operation of the program will be determined on a disaster-specific basis.

⁴⁶ Section 403, 42 U.S.C. § 5170b, Essential Assistance; Section 408, 42 U.S.C. § 5174, Federal Assistance to Individuals and Households; and Section 502, 42 U.S.C. § 5192, Federal Emergency Assistance, of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended.

⁴⁷ IRC Section 61(a), and Sections 139(a),(b)(1), (b)(4), (c)(2), (c)(4), and (h)

⁴⁸ 44 C.F.R. § 206.110 (f)

⁴⁹ 44 C.F.R. § 206.110(g)

⁵⁰ Stafford Act § 408(c)(1)(B)(iii), 42 U.S.C. § 5174(c)(1)(B)(iii) and 44 C.F.R. § 206.110(e).

⁵¹ 44 C.F.R. § 206.110(e).

⁵² 44 C.F.R. § 206.110(e)

⁵³ Stafford Act § 408(h), 42 U.S.C. § 5174(h) and 44 C.F.R. § 206.110(b)

⁵⁴ The Disaster Recovery Reform Act (DRRA) of 2018 amends the Stafford Act 408(h) to remove Temporary Housing Assistance from any financial maximum and separates Other Needs Assistance (ONA) so ONA and Home Repair Assistance/Home Replacement Assistance have equal, independent financial maximums.

⁵⁵ This minimum is only limited to initial IHP awards. There is no minimum award amount for secondary awards.

⁵⁶ Stafford Act § 408(b)(2)(B), 42 U.S.C. § 5174(b)(2)(B) and § 206.110(c)

⁵⁷ Stafford Act § 408(h), 42 U.S.C. § 5174(h) and 44 C.F.R. § 206.110(b)

⁵⁸ Stafford Act § 408(c)(1)(A)(i), 42 U.S.C. 5174 (c)(1)(A)(i) and 44 C.F.R. 206.117(b)(1)(i)

⁵⁹ Id.; 44 § C.F.R. 206.111

⁶⁰ Stafford Act § 408(c)(2), 42 U.S.C. § 5174 (c)(2) and 44 C.F.R. § 206.117(b)(2)

⁶¹ Stafford Act § 408(c)(3), 42 U.S.C. § 5174(c)(2) and 44 C.F.R. § 206.117(b)(3)

⁶² Stafford Act § 408(c)(1)(B)(i), 42 U.S.C. § 5174(c)(1)(B)(i) and 44 C.F.R. § 206.117(b)(1)(ii)

⁶³ Stafford Act § 408(c)(1)(B)(ii), 42 U.S.C. § 5174(c)(1)(B)(ii)

⁶⁴ Stafford Act § 408(c)(4), 42 U.S.C. § 5174(c)(4) and 44 C.F.R. § 206(b)(4)

⁶⁵ Stafford Act § 408(e), 42 U.S.C. § 5174(e) and 44 C.F.R. § 206.119

⁶⁶ 42 U.S.C. § 5174(i)

⁶⁷ Stafford Act § 408(a)(1), 42 U.S.C. § 5174(a)(1). Disaster Operations Legal Reference, Version 2.0, Department of Homeland Security, June 1, 2013

⁶⁸ Id.

⁶⁹ Stafford Act § 408(i), 42 U.S.C. § 5174(i)

⁷⁰ 44 C.F.R. § 206.113(a)(3)

⁷¹ 44 C.F.R. § 206.113(a)(3)

⁷² 44 C.F.R. § 206.111

⁷³ 44 C.F.R. §206.111

⁷⁴ National Flood Insurance Program, Dwelling Form: Standard Flood Insurance Policy. F-122. October 2015.

⁷⁵ 16 U.S.C. § 3504

⁷⁶ 44 C.F.R. § 206.113(b)(7)

- ⁷⁷ 44 C.F.R. § 206.113(b)(7)
- ⁷⁸ 44 C.F.R. § 61, Appendix A(1) and A(3)
- ⁷⁹ 44 C.F.R. § 61.
- ⁸⁰ 44 C.F.R. § 206.110(k)(3)
- ⁸¹ 44 C.F.R. § 61.17 Appendix A.III.6
- ⁸² 44 C.F.R. § 206.115
- ⁸³ 44 C.F.R. § 206.115(a)
- ⁸⁴ 44 C.F.R. § 206.115(b)
- ⁸⁵ 44 C.F.R. § 206.115(f)
- ⁸⁶ Id.
- ⁸⁷ 42 U.S.C. § 5151(a); 44 C.F.R. § 7
- ⁸⁸ 44 C.F.R. § 206.112(a)
- ⁸⁹ 44 C.F.R. § 206.112(c)
- ⁹⁰ 44 C.F.R. § 206.110(i)
- ⁹¹ 44 C.F.R. § 206.111
- ⁹² 44 C.F.R. § 206.110
- ⁹³ 44 C.F.R. § 206.117(b)(1)(i)
- ⁹⁴ 44 C.F.R. § 206.110
- ⁹⁵ 42 U.S.C. § 5174(c)(1)(A)(i) and 44 C.F.R. § 206.117(b)(1)(i)
- ⁹⁶ 44 C.F.R. § 206.111
- ⁹⁷ 44 C.F.R. § 206.117(b)(1)(i)(B)
- ⁹⁸ 44 C.F.R. § 206.117(b)(1)(i)(C)
- ⁹⁹ 44 C.F.R. § 206.113(b)(2)
- ¹⁰⁰ 44 C.F.R. § 206.111
- ¹⁰¹ 44 C.F.R. § 206.113(b)(3)
- ¹⁰² 44 C.F.R. § 206.117(b)(1)(i)(A)
- ¹⁰³ 44 C.F.R. § 206.114(a)
- ¹⁰⁴ 44 C.F.R. § 206.114(b)(3)
- ¹⁰⁵ 44 C.F.R. § 206.111
- ¹⁰⁶ 44 C.F.R. § 206.111
- ¹⁰⁷ 44 C.F.R. § 206.114(b)(2)
- ¹⁰⁸ 44 C.F.R. § 206.114(b)(2)
- ¹⁰⁹ 42 U.S.C. § 5174(c)(2) and 44 C.F.R. § 206.114(b)(2)
- ¹¹⁰ The definition of the term ‘basement’ comes from 44 C.F.R. § 59.1
- ¹¹¹ 44 C.F.R. § 206.117(b)(2)(ii)(F)
- ¹¹² 42 U.S.C. § 5174(c)(1)(B) and 44 C.F.R. § 206.117(b)(1)(ii)
- ¹¹³ 42 U.S.C. § 5174(c)(4) and 44 C.F.R. § 206.117(b)(4)
- ¹¹⁴ Please refer to the State-Administered Direct Housing Grant Guide for more information on this process.
- ¹¹⁵ Stafford Act, codified at 42 U.S.C. § 5174, 408(c)(B)(1)
- ¹¹⁶ This threshold is based on a 2019 statistical analysis of FEMA direct housing operations from 2011 to 2018.
- ¹¹⁷ Resource: Department of Housing and Urban Development (HUD) – Housing Quality Standards.
- ¹¹⁸ 44 C.F.R. § 206.117(b)(1)(ii)(G)
- ¹¹⁹ 44 C.F.R. § 206.117(b)(1)(ii)(H)
- ¹²⁰ 42 U.S.C. § 5174(c)(1)(B)(iii)
- ¹²¹ 44 C.F.R. § 206.117(b)(1)(ii)(F)
- ¹²² 44 C.F.R. § 206.117(b)(1)(ii)(F)
- ¹²³ For example, if the original period of assistance ends on March 24, 2016, and the extension is granted, rent will begin to accrue on April 1, 2016
- ¹²⁴ For example, if rent begins to accrue on April 1, 2016, the primary occupant’s first monthly rent payment will be due on May 1, 2016
- ¹²⁵ 44 C.F.R. § 206.117(b)(1)(ii)(G)
- ¹²⁶ 42 U.S.C. § 5174(c)(1)(B)(ii)
- ¹²⁷ <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/background/adaag>
- ¹²⁸ https://www.huduser.gov/portal/publications/destech/design_details.html.
- ¹²⁹ Landlords may not prohibit service animals or charge “pet rent” or a pet deposit for service animals (Fair Housing Act, 42 U.S.C. §§ 3601 – 3619)
- ¹³⁰ 24 C.F.R. § 3280, Manufactured Home Construction and Safety Standards.

- ¹³¹ In accordance with 44 C.F.R. § 9.13
- ¹³² 44 C.F.R. § 9.13, Executive Order 11988 - Floodplain Management, Executive Order 11990 - Protection of Wetlands, and FEMA Instruction 108-1-1.
- ¹³³ Dispose means to release a unit from FEMA's inventory
- ¹³⁴ 42 U.S.C. § 5174(d)(2)(B); 44 C.F.R. § 206.118
- ¹³⁵ 42 U.S.C. § 5174(d)(2)(A)(i); 44 C.F.R. § 206.118(a)(1)(i)
- ¹³⁶ FEMA will use the MHU Depreciation Calculator to identify the AFMV of a unit.
- ¹³⁷ 42 U.S.C. § 4012(a)
- ¹³⁸ 44 C.F.R. § 9.6
- ¹³⁹ 42 U.S.C. § 5174(d)(2)(B)(ii); 44 C.F.R. § 206.118(a)(2)(i)
- ¹⁴⁰ 42 U.S.C. § 5174(d)(2)(B)(ii); 44 C.F.R. § 206.118(a)(2)(i)
- ¹⁴¹ 42 U.S.C. § 5174(d)(2)(B)(ii)(b); 44 C.F.R. § 206.118(a)(2)(i)(B)
- ¹⁴² 42 U.S.C. § 5151; 44 C.F.R. § 206.118(a)(2)(i)(A)
- ¹⁴³ 42 U.S.C. § 5174(c) (1)(B)(i)
- ¹⁴⁴ Landlords may not prohibit service animals or charge "pet rent" or a pet deposit for service animals. (Fair Housing Act, 42 U.S.C. §§ 3601 – 3619)
- ¹⁴⁵ 42 U.S.C. § 5174(c)(4) and 44 C.F.R. § 206.117(b)(4)
- ¹⁴⁶ 44 C.F.R. § 206.117(2)(ii)
- ¹⁴⁷ 44 C.F.R. § 206.110(k)(3)
- ¹⁴⁸ 42 U.S.C. § 5174(e)
- ¹⁴⁹ 42 U.S.C. § 5174(g)
- ¹⁵⁰ Please refer to Chapter 1: Introduction, for further information on the relationship between IHP and other forms of assistance, including SBA.
- ¹⁵¹ 42 U.S.C. § 5174(h)
- ¹⁵² 44 C.F.R. § 206.120(b)
- ¹⁵³ 44 C.F.R. § 206.120(a) and (b)
- ¹⁵⁴ 44 C.F.R. § 206.120(d)
- ¹⁵⁵ 44 C.F.R. § 206.120(a)
- ¹⁵⁶ 44 C.F.R. § 206.120(c)(1)
- ¹⁵⁷ 44 C.F.R. § 206.120(b)
- ¹⁵⁸ 44 C.F.R. § 206.120(c)(1).
- ¹⁵⁹ 44 C.F.R. § 206.120(c) and (d)
- ¹⁶⁰ Id.
- ¹⁶¹ 44 C.F.R. § 206.120(c)(3)(i) and 44 C.F.R. § 206.120(c)(3)(ii)
- ¹⁶² 44 C.F.R. § 206.119(c)(4)
- ¹⁶³ <https://www.cdc.gov/nchs/data/nvss/vsrg/vsrg01.pdf>.
- ¹⁶⁴ 44 C.F.R. § 206.119(c)(3)(i) and (ii)
- ¹⁶⁵ 42 U.S.C. § 5174 (e)(1)
- ¹⁶⁶ 42 U.S.C. § 12102(1) defines disability to mean, "(A) a physical or mental impairment that substantially limits one or more major life activities of such individual; (B) a record of such an impairment; and (C) being regarded as having such an impairment..."
- ¹⁶⁷ 34 C.F.R. § 104.
- ¹⁶⁸ 44 C.F.R. § 206.119(c)(6)(ii)
- ¹⁶⁹ 44 C.F.R. § 206.120(c)(3)(i) and (ii)
- ¹⁷⁰ 44 C.F.R. § 206.119(c)(5)
- ¹⁷¹ Id.
- ¹⁷² 44 C.F.R. § 206.119(c)(1)
- ¹⁷³ 44 C.F.R. § 206.119(c)(2)
- ¹⁷⁴ 44 C.F.R. § 206.119(c)(6)(ii)
- ¹⁷⁵ 44 C.F.R. § 206.119(d) and 44 C.F.R. § 61.17
- ¹⁷⁶ 44 C.F.R. 61.17(b)
- ¹⁷⁷ 44 C.F.R. § 206.119(c)(6)(i) and (d)(2)
- ¹⁷⁸ 44 C.F.R. § 61, Appendix A (1)
- ¹⁷⁹ Section 312(c) of the Stafford Act, 42 U.S.C. § 5155(c) and 44 C.F.R. § 206.191.
- ¹⁸⁰ Stafford Act § 312, 42 U.S.C. § 5155
- ¹⁸¹ 44 C.F.R. § 206.116

¹⁸² Examples of “Certain Federal benefit payments” include Social Security (other than Supplemental Security Income), Railroad Retirement (other than tier 2), and Black Lung (part B) benefits, and other Federal payments including certain loans that are not exempt from offset.

¹⁸³ Section 426 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. § 5189d.

¹⁸⁴ 2 C.F.R. § 200.458

¹⁸⁵ 2 C.F.R. § 200.303

¹⁸⁶ Section 423 of the Stafford Act (42 U.S.C. § 5189a).

¹⁸⁷ 42 U.S.C. § 5189a

¹⁸⁸ 2 C.F.R. § 200.339

¹⁸⁹ 2 C.F.R. §§ 200.327-328

¹⁹⁰ 2 C.F.R. § 200.327.

¹⁹¹ 2 C.F.R. §§ 200.343 and 200.309

¹⁹² 2 C.F.R. § 200.333

¹⁹³ 2 C.F.R. § 200.333(c)

¹⁹⁴ 2 C.F.R. § 200.333(a)

¹⁹⁵ 2 C.F.R. § 200.333(b)

¹⁹⁶ 2 C.F.R. § 200.333(e)

¹⁹⁷ 2 C.F.R. § 200.333(f)

¹⁹⁸ 44 C.F.R. § 206.171

¹⁹⁹ Section 416 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. § 5183.

²⁰⁰ 44 C.F.R. § 206.171

²⁰¹ 44 C.F.R. § 206.171 (f)(1)(i)(ii)

²⁰² 2 C.F.R. § 200.458

²⁰³ 44 C.F.R. § 206.171(f)(3)

²⁰⁴ 44 C.F.R. § 206.171(f)(3)

²⁰⁵ 2 C.F.R. § 200.333

²⁰⁶ 2 C.F.R. § 200.333(c)

²⁰⁷ 2 C.F.R. § 200.333(a)

²⁰⁸ 2 C.F.R. § 200.333(b)

²⁰⁹ 2 C.F.R. § 200.333(e)

²¹⁰ 2 C.F.R. § 200.333(f)

²¹¹ 44 C.F.R. § 206.171 (g)(4)(i)

²¹² 44 C.F.R. § 206.171 (g)(4)(i)

²¹³ 2 C.F.R. § 200.333

²¹⁴ 2 C.F.R. § 200.333(c)

²¹⁵ 2 C.F.R. § 200.333(a)

²¹⁶ 2 C.F.R. § 200.333(b)

²¹⁷ 2 C.F.R. § 200.333(e)

²¹⁸ 2 C.F.R. § 200.333(f)

²¹⁹ 2 C.F.R. § 200.113; see also 2 C.F.R. §§ 180.335, 180.350

²²⁰ Section 423, Stafford Act (42 U.S.C. § 5189a)

²²¹ 42 U.S.C. § 5182

²²² 42 U.S.C. § 5177

²²³ Published weekly by DOL

²²⁴ 20 C.F.R. § 625.6

²²⁵ 20 C.F.R. § 625.4 Eligibility requirements for Disaster Unemployment Assistance.

²²⁶ The Americans with Disabilities Act of 1990 prohibits recipients from discriminating on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities. In order to ensure compliance, recipients must provide program access, ensure effective communication, and provide physical access for persons with disabilities in developing budgets and in conducting programs and activities.

²²⁷ <https://www.fema.gov/media-library/assets/documents/32282>

²²⁸ 44 C.F.R. § 206.111

²²⁹ FEMA itself has similar civil rights responsibilities for the public-facing programs and activities it conducts, such as providing disaster assistance, temporary housing, home inspections, National Flood Insurance Program and Flood Insurance Advocate, public messaging and information, training to state, territorial, and tribal officials, among others. See, e.g., 44 C.F.R. § 16.

²³⁰ 16 U.S.C. § 470f.

²³¹ <http://nps.gov/nr/>.

²³² 16 U.S.C. § 1531, Section 7

²³³ 33 U.S.C. § 1251 et seq.

²³⁴ 42 U.S.C. § 7401 et seq.

²³⁵ 16 U.S.C. § 3501 et seq.

²³⁶ 16 U.S.C. §§ 3501 and 3503. USFWS publishes CBRS maps at: www.fws.gov/ecological-services/habitat-conservation/cbra/Maps/index.html.

²³⁷ 16 U.S.C. § 3505.

²³⁸ 16 U.S.C. §§ 703–712.

²³⁹ 42 U.S.C. § 6901 et seq.

²⁴⁰ 16 U.S.C. § 1451 et seq.

²⁴¹ 7 U.S.C. § 4201 et seq.

²⁴² 16 U.S.C. §§ 661–667e

²⁴³ 16 U.S.C. § 1271 et seq.

²⁴⁴ 16 U.S.C. §§ 1801–1884

²⁴⁵ 43 C.F.R. § 10.4 (g)

²⁴⁶ 44 C.F.R. § 9.6, Decision-making process.

²⁴⁷ PPD-8 Access and Functional Needs Working Group 2014

²⁴⁸ 2 C.F.R. § 200.300

²⁴⁹ 44 C.F.R. § 206.111

²⁵⁰ http://www.nvoad.org/wp-content/uploads/2014/05/long_term_recovery_guide_-_final_2012.pdf